

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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 :  
 In The Matter of : DOCKET NO. 980048-TL  
 : (UNDOCKETED)  
 Proposed Numbering Plan :  
 Relief for 813 Area Code :  
 :  
 -----X

PROCEEDINGS: INFORMATIONAL WORKSHOP  
 BEFORE: CHAIRMAN JULIA L. JOHNSON  
 COMMISSIONER E. LEON JACOBS, JR.  
 DATE: Thursday, January 8, 1998  
 TIME: Commenced at 6:00 p.m.  
 Concluded at 7:40 p.m.  
 PLACE: County Center  
 County Commission Room  
 Second Floor  
 601 East Kennedy Boulevard  
 Tampa, Florida  
 REPORTED BY: Donna W. Everhart  
 CSR, RPR, CP, CM  
 Certified Shorthand  
 Reporter  
 Notary Public  
 State of Florida at Large

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1     **APPEARANCES:**2                     **JOHN BOWMAN, FPSC Division of Legal**  
3     **Services.**4                     **CHARLES J. BECK, Assistant Public**  
5     **Counsel, Office of the Public Counsel.**6     **ALSO PRESENT:**7                     **STAN L. GREER, FPSC Division of**  
8     **Communications.**9                     **SKIP GANCARZ, GTE Telephone Operations.**10                    **I N D E X**

	<u>PAGE NO.</u>
11 <b>PRESENTATION BY MS. BEVERLY L. MENARD</b>	9
12 <b>PRESENTATION BY MR. A. L. HARSHBARGER</b>	20
13 <b>CERTIFICATE OF REPORTER</b>	80

14                    **WITNESSES**

<u><b>Name:</b></u>	<u><b>Page No.</b></u>
15 <b>SENATOR JACK LATVALA</b>	
16             Direct Statement	29
17 <b>DON GORE</b>	
18             Direct Statement	36
19 <b>KOREY DISMUS</b>	
20             Direct Statement	38
21 <b>LARRY HOWELL</b>	
22             Direct Statement	43
23 <b>TIM HOLT</b>	
24             Direct Statement	52

25

WITNESSES (Cont'd)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

<u>Name:</u>	<u>Page No.</u>
RICHARD PHAGAN Direct Statement	52
MORT BONE STEEL Direct Statement	56
LAMAR BAKER Direct Statement	62
BILL CICCARELLO Direct Statement	67
JERRY MORRIS Direct Statement	72

**P R O C E E D I N G S**

(Hearing convened at 6:00 p.m.)

1  
2  
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4  
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7  
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**CHAIRMAN JOHNSON:** My name is Julia Johnson. I'm the Chairperson of the Public Service Commission. And I think we'll go ahead. It's a little bit after 6:00, but we're going to go ahead and convene the workshop. I wanted to thank everyone for coming out today. Counsel, could you go ahead and read the notice for us?

**MR. BOWMAN:** An Informal Commission Workshop has been called for this date and place. The purpose of the workshop is to permit customers to be heard on any and all issues and present information and exhibits relative to the 813 area code.

**CHAIRMAN JOHNSON:** And I'll take appearances.

**MR. BOWMAN:** John Bowman for Commission staff.

**MR. BECK:** My name is Charlie Beck with the Office of the Public Counsel.

**CHAIRMAN JOHNSON:** Again, I'm Julia Johnson, and I'll be chairing the workshop tonight. The Commissioner with me tonight is Commissioner Leon Jacobs seated here to my left.

1 We will be listening to the comments made by the  
2 company and to all of the statements that you'll be  
3 providing to us today.

4 The purpose of this workshop -- well, let  
5 me interject one thing just for your information.  
6 The hearing this evening, the workshop this evening  
7 is being transmitted over the Internet. I did want  
8 to make you -- give you knowledge of that. The  
9 equipment is behind the desk. Generally when  
10 people see the equipment, they're aware that their  
11 testimony and the proceedings are being transmitted  
12 over the Internet.

13 We do that for customers who could not  
14 attend or who would rather to listen in to the  
15 comments of the customers here from their homes.  
16 So there is an Internet site. If you want to  
17 listen in on any Commission proceedings, that's  
18 available. And there are some sitting in their  
19 homes tonight making themselves available to that  
20 resource.

21 The purpose of the workshop tonight is to  
22 first give the company an opportunity to inform all  
23 of you as to the process that they went through to  
24 reach the decision that they have reached as to  
25 what will be the best plan for this particular

1 area. Also, if you'd like to take notes and if you  
2 have questions for the company, we will allow those  
3 to be entertained as soon as the company makes its  
4 presentation.

5 Now, I'm going to go ahead and although  
6 this is just a workshop, I'm going to swear the  
7 witnesses in. Anyone who would like to speak will  
8 be sworn in. The reason we do that is so that the  
9 testimony that you provide to us, if we go into  
10 formal proceedings, it can be used and a part of  
11 the record and it can be used in such a way that we  
12 could rely upon it when we have our final  
13 deliberations if necessary.

14 Again, the company will go through the  
15 process of how we got to where we are. Certainly I  
16 think no one would dispute that telephone numbers  
17 are being used up faster than they've ever been  
18 used up before. We've been splitting area codes  
19 and changing area codes all over the state of  
20 Florida. That there will indeed be a need for  
21 change. We're just trying to make a determination  
22 and listen to the company's comments to determine  
23 how we best proceed.

24 Certainly there were witnesses that  
25 testified in our hearing this morning that have

1 stated objections and have stated that they would  
2 like to file formal petitions. And that would  
3 necessitate the Commission going into formal  
4 hearings where we'd have witnesses who could be  
5 cross-examined, and then the Commission itself  
6 would make a decision as to how to resolve this  
7 issue.

8 Generally the preference and historically  
9 we've allowed the companies and the communities to  
10 decide amongst themselves what is the best  
11 resolution. But we're finding more and more that  
12 that process is not working as well as we would  
13 want it to work, so that when the time is  
14 appropriate and if it is necessary, the Commission  
15 will intervene and then make final decisions.

16 With that, if there are no other  
17 preliminary matters, those that would like to  
18 testify today, if you could stand, I'll swear you  
19 in at this time. If you could raise your right  
20 hand. Yes, sir, if you'd like to testify, yes,  
21 sir, okay, or speak.

22 (Witnesses collectively sworn.)

23 CHAIRMAN JOHNSON: Thank you. You may  
24 be seated. There were special reports. I think  
25 they were blue or green documents out front. For

1 those of you who would not like to provide us with  
2 oral comments today, there is a sheet in the back  
3 that you can write your comments to the Commission.  
4 If you'd like to provide those to the staff  
5 members, Mr. Terry Reid is there in the back. He  
6 could take any of your written comments that you  
7 want to provide.

8 There's a 1-800 number also here, if  
9 you'd like to provide comments but through the  
10 telephone, you can do that. Or if you'd like to  
11 write comments and later send them to us, simply  
12 fold the piece of paper, put a stamp on it, and it  
13 will be delivered to the Commission and it can be  
14 put in the correspondence side of the record. If  
15 necessary, if we continue this proceeding, it can  
16 be used in that manner.

17 So, again, we've had the opportunity to  
18 swear in all of the witnesses. Public Counsel is  
19 available to call those witnesses as we -- when we  
20 get to that portion. But at this point in time I'm  
21 going to allow the company again to come up and  
22 provide you with the information that I think most  
23 of you requested, how did we get to where we got  
24 today, what are the proposals, what did they  
25 consider. And write your questions down if you'd



1 like, and as we go through the process we will  
2 entertain those questions. And with that, GTE,  
3 Ms. Menard.

4 MS. MENARD: I would like to welcome  
5 everyone here tonight. We're going to start off  
6 there will be two of us who will be talking. I am  
7 Bev Menard. I am the regulatory director for GTE.  
8 Also speaking will be Al Harshbarger, who is the  
9 public affairs manager.

10 What we want to do is to give you some  
11 information as far as what we went through in  
12 coming up with our decision for the 813 area code,  
13 and then, as Commissioner Johnson has said, allow  
14 everyone to have an opportunity to present any  
15 comments and ask any questions they may have.

16 Now, to start out with, as you may  
17 remember, in March of 1996 we already split the 813  
18 area code into the 813 and 941 area codes. And  
19 what happened in that case, we did a geographic  
20 split. Because more codes were used in the Tampa  
21 Bay area than the Sarasota area, the Sarasota area  
22 got the new area code of 941.

23 When we did that split, based on how we  
24 were using numbers at the time -- and what I will  
25 say as I'm going through this presentation, I'll

1 call them NXX codes. And by that we're talking  
2 about the middle three digits of your telephone  
3 number. You have the area code, your next three  
4 digits, that's your NXX (sic) and the last four  
5 digits, which is your line number.

6 When we did that split, in looking at how  
7 we were using codes at the time, we -- we were  
8 hoping that we would be able to keep the 813 area  
9 code intact until 2002. However, that did not hold  
10 true. And so you may ask the question why didn't  
11 it hold true. And the reason is all the numbers  
12 people are using.

13 I've got my pager you hear. In my phone  
14 I've got my -- in my purse I've got my cellular  
15 phone. At home I've got a separate line for my  
16 computer. Thank goodness my kids aren't teen-agers  
17 yet so I don't have a phone yet for them, but  
18 eventually I probably will. And then we've got the  
19 local competition, the fact that there are new  
20 carriers out there who can now handle your local  
21 service and therefore they need telephone numbers.

22 GTE is the administrator for both the 813  
23 and 941 area codes. And what that means is we have  
24 a responsibility to go through and when new  
25 carriers come into the business or when carriers

1 that are in the business sell more service and need  
2 more numbers, they come to us to ask for additional  
3 numbers. And we have the responsibility to do it  
4 in a fair and equitable basis and ensure that there  
5 aren't going to be conflicts in the network so that  
6 when you dial, your call is going to go through.

7 When we know we're running out of  
8 numbers, we're responsible to come up with a plan  
9 that we're going to use to change the system. Some  
10 of the things we look at is to come up with a plan  
11 that will provide the longest period before we need  
12 a new area code, to look at what are going to be  
13 the impacts on dialing, the customer, and the  
14 network and how it's going to work and try to come  
15 up with the best solution balancing all the  
16 concerns, because there is no solution that we can  
17 come up with that everybody is going to be happy  
18 with, you know. There is going to be some change  
19 for everyone.

20 Today there are basically two different  
21 options you can look at. One is a geographic  
22 split. That is what we've done in the past and  
23 what we did in the 813 and 941 where we split off  
24 813 and put part of it in the 914 (sic) area code.  
25 And there is also overlay, which I'll talk more

1 about in a minute.

2 The overlay, currently the state of  
3 Maryland is on an overlay. They are putting two  
4 overlay codes in Atlanta, and they've got two in  
5 Texas that are going in.

6 When you do a geographic split, one of  
7 the objects is to try to split the areas so that  
8 basically they will be the same area size as far as  
9 lasting the same length of time before you need new  
10 area codes. Also we usually use some physical  
11 boundary. It could be a county line, it could be a  
12 street, it could be a lake, it could be -- you have  
13 some physical boundary so people can know on which  
14 side of the boundary they are.

15 Some of the -- I'm going to go through  
16 and talk a little about some of the advantages or  
17 disadvantages of the two approaches. When you do a  
18 geographic split, what does happen, though, is any  
19 calling between the two area codes now requires  
20 10-digit calling. And the advantage though is --  
21 and that's the only time you need it. And if  
22 you're going to add more codes, if you have more  
23 people needing new numbers, though, they're all  
24 going to be in the same area code.

25 Now, as we talked about, you know, since

1 your number is your area code, your NNX, and your  
2 line number, when you do a geographic split, half  
3 the people have got to get a phone number change  
4 because if somebody is going to call you from  
5 Atlanta, they now have to call a different number  
6 to call you because the area code has changed.

7 In cellular phones it has a chip in it  
8 that basically has your full number in it, your  
9 area code and your number in it, and if your area  
10 code changes, you've got to go in to the  
11 manufacturer or some site they have and get those  
12 phones reprogrammed because it's got to be changed  
13 to the new area code.

14 Also, for any calling between the two  
15 areas, you now do have to do 10-digit calling, and,  
16 of course, customers have to change and let the  
17 customers know how to reach them now because when  
18 they have the new area code.

19 There were basically, when we were  
20 looking at the geographic area, there were two  
21 basic options -- three basic options we looked at.  
22 The numbers that are on the bottom of this chart  
23 were the numbers of how they were assigned at April  
24 when we were doing this. These little boxes that  
25 are here are our various central offices. Those

1 are geographic areas that we have that has a number  
2 of numbers assigned to each one of those.

3 Basically in Option 1 this is -- in  
4 Option 2 this is Pinellas County on one side, Pasco  
5 County and Hillsborough County on the other side.  
6 The problem with that approach is we violate one of  
7 the basic rules we're supposed to use in that the  
8 two sides are not equal as far as how the numbers  
9 are assigned.

10 The option that best meets that criteria  
11 of having about the same numbers assigned in the  
12 two areas and trying to keep the local calling  
13 areas that you normally call on a 7-digit basis  
14 together was this option. This option is Pinellas  
15 County plus part of New Port Richey and the Hudson  
16 area from Pasco County would be in that area code  
17 and with the new MPA, and then the 813 area code  
18 would be Hillsborough and then Zephyrhills, Land  
19 O'Lakes, Wesley Chapel, that area that is part of  
20 Pasco County.

21 The disadvantage of that approach is for  
22 Pasco County, it means that they would then now  
23 have three areas codes, because they currently  
24 already have 813 and the 352 area code, which is  
25 the Brooksville, Dade City area, and so they would

1 end up with 813, 727, and 352 in their area.

2 The other option we looked at would be  
3 that you put Pinellas and all the territory in  
4 Pasco County together and then the area of  
5 Hillsborough. The problem with that is the codes  
6 aren't as equal, plus the real problem is the  
7 community of interest. Zephyrhills and all call  
8 down to Tampa. You don't have all the local  
9 calling as far as the need not to have to dial 7  
10 digits to call somebody that you're calling on a  
11 local basis.

12 Currently this is what the 813 -- on that  
13 overhead it doesn't -- I guess it's a little better  
14 on those monitors -- the 813 area code is. If we  
15 were to do the geographic split, what we were  
16 talking about is you would have the two areas by  
17 1999. The Pinellas/Pasco area and the  
18 Hillsborough/Pasco area.

19 The reason why we -- the slide said by  
20 '99. What we were talking about the plan that was  
21 developed is that we would do permissive dialing  
22 starting March 1. What that would mean is you  
23 could dial either way, the way you do today or the  
24 way you need to do on the long-term, and the  
25 systems will work both ways.

1           Effective October 4 we would go to the  
2 new system, and if you dial the wrong way, you get  
3 the recordings telling you you didn't dial the  
4 right way and to change your dialing. We would  
5 then have a 90-day period shake-out in the network  
6 to make sure everything is working before we would  
7 assign codes in the new area code.

8           The concern that we have with doing a  
9 geographic split is based on the fact of how we are  
10 currently using the numbers. And assuming those  
11 numbers keep going, we're talking about in another  
12 three to five years we're going to have to split  
13 the area codes again.

14           And so then you end up with two area  
15 codes in the Hillsborough/Pasco area and two more  
16 area codes over here. And, of course, you have to  
17 have 10-digit dialing between all the area codes,  
18 so calls that you could be calling your neighbor  
19 and it has to be a 10-digit call across the area.

20           So therefore the other option we looked  
21 at was an overlay. What an overlay is is basically  
22 what it says. You basically just lay on top of the  
23 existing area code another area code, and that's  
24 why it's called an overlay because it just lays on  
25 top.



1           What happens is as new people come into  
2 business, we keep so many codes in the 813 area  
3 code ready for new people that are coming in, but  
4 once we run out of all the codes in the 813 area  
5 code, new people, new customers, new carriers,  
6 anybody that adds more customers and needs more  
7 lines, would get assignments in the new area code.

8           One of the requirements, though, that the  
9 FCC has made is if you put in an overlay network,  
10 they are requiring that all dialing for local calls  
11 be on a 10-digit basis. And when we talk about  
12 local calls, we're talking about both the local  
13 calls that you dial on a flat rate basis at no  
14 charge like between Clearwater and St. Pete, or the  
15 ECS calls, our 25-cent residence calls, 10 cents a  
16 minute for the first minute, 6 cents additional  
17 minutes for business for ECS calls, what we have  
18 today across the Bay between Tampa, St. Pete,  
19 Clearwater, 25-cent calls. Those are all local  
20 calls. And it also, though, requires local calls  
21 within the Tampa area if you go to an overlay for  
22 10-digit dialing.

23           The advantages of an overlay is nobody  
24 has to change their number. Everybody that has an  
25 existing 813 area code number keeps their number

1 and no one has to change their number.

2 Part of why we put in ECS in the Tampa  
3 Bay area was because the customers wanted, said  
4 we're trying to be one community, we want to be  
5 able to have the same digits dialed wherever we  
6 call in the area. You know, when you come in off  
7 the airplane and want to call home, just put the  
8 quarter in the thing and dial 7 digits. I mean,  
9 that's part of the reason why we put all that to  
10 unite the Tampa metropolitan area.

11 And we felt that this putting in an  
12 overlay where people don't have to have a number  
13 change would be the least disruptive long term  
14 solution because what would happen is once we use  
15 up codes in the new 727, we'd just add another code  
16 on top, and nobody has to change their numbers at  
17 any point.

18 The disadvantage is, like we said,  
19 10-digit dialing on all calls. And what can happen  
20 is where we talk about additional lines may get a  
21 new area code, what's typically going to happen is  
22 if your local provider has got -- you've got one  
23 line from them and you add another line, you aren't  
24 going to need a new area code.

25 But what's going to happen is Carrier ABC

1 comes into existence next year. We're out of codes  
2 in the 813 area code. They get assigned to 727  
3 area code. Your neighbor signs up with ABC Company  
4 because they want them instead of GTE, and  
5 therefore they would have a number with a new area  
6 code.

7 So basically what you're talking about in  
8 this overlay is you have your 813 area, and you  
9 basically then have the new 727 that is overlaid on  
10 top. The numbers would get assigned just like they  
11 do today. We're in the front of the directory.

12 You would know that 727 -- I'm probably  
13 going to give a code wrong and so therefore my  
14 administrator is going to scream at me that that's  
15 not a good code -- but 938, would be assigned to  
16 Tampa or 97 -- 727, 972 may be assigned to  
17 Clearwater. I mean, you will know where the codes  
18 are assigned to.

19 As part of being the administrator, what  
20 we then did is we had meetings with all what we  
21 call the code holders. That means all the people  
22 that currently assign telephone numbers out of the  
23 813 area code. The decision, it was a unanimous  
24 decision that what we would do is implement an  
25 overlay so that half the customers wouldn't have to

1 change their numbers.

2 We're talking about about a million  
3 customers that will have to change their number if  
4 we go to a geographic split. Cellular phones don't  
5 have to be programmed, so therefore the cellular  
6 providers were very happy with that. But what that  
7 does mean is that all the 7-digit local calls that  
8 you make today, whether they're flat rate or at the  
9 25 cents, would go to 10 digits, and that would be  
10 the current plan.

11 With that I'm going to turn it over to Al  
12 Harshbarger to talk a little about some surveys we  
13 did, and then we'll be available.

14 MR. HARSHBARGER: Thank you. Good  
15 evening. To pick up where Bev left off, when the  
16 decision was made that the overlay, you know, is  
17 really the best long-term solution for this area,  
18 we decided that the next thing that we needed to do  
19 was to look towards the market and determine what  
20 the market's reaction to this was to help us  
21 develop our communications and customer education  
22 programs.

23 And in order to do that, we retained or  
24 engaged a professional market research firm to help  
25 us put together a research program that would

1 provide information that was really representative  
2 of the attitudes and the feelings of everyone in  
3 the three-county area. We asked them to design a  
4 questionnaire that would objectively gain people's  
5 or gather people's attitudes, to actually implement  
6 the research, and to provide an analysis of the  
7 results.

8           The research organization proposed that  
9 the most effective way of doing this would be an  
10 in-depth telephone survey that would be conducted  
11 with approximately 900 consumers and 200  
12 businesses. Based upon statistical sampling, a  
13 sample size of that nature would provide a very  
14 high degree of reliability in the fact it would be  
15 95 percent plus or minus 3 and a half percent,  
16 which is higher, quite frankly, than most  
17 commercial market research.

18           The interviews would be conducted by  
19 telephone and would be approximately 20 minutes in  
20 length. The questionnaire that would be used in  
21 the interview to the greatest extent possible would  
22 make use of what we call unaided response. That's  
23 the most accurate way of really getting a  
24 customer's true feelings because we're not asking  
25 them to respond to a checklist that we thought up.

1 We're asking them to tell us what they really feel  
2 and record that information. So it was based very,  
3 very strongly upon unaided responses.

4 We introduced the questionnaire to the  
5 customer when we called them, got their agreement  
6 to pursue the interview, and we then explained the  
7 reasons for this thing. And we carefully and  
8 thoroughly described the implications of both  
9 options, the overlay and the split, all of the  
10 implications and the characteristics of both, so  
11 that the responder or the customer was fully aware  
12 of everything on both of these.

13 We also made sure that the professional  
14 interviewers at any time the customer indicated  
15 that they may have been confused, were to review  
16 those characteristics and implications with the  
17 customer so there would be no misunderstanding.

18 When we -- after we reviewed those, we  
19 asked the customer of those two alternatives, which  
20 would you prefer? Not surprisingly, most people  
21 said neither one. What we would really prefer  
22 would be to stay exactly the way we are today.  
23 We're not looking to make changes. And quite  
24 frankly, that would be the option that we would  
25 prefer also, but regrettably that is not a viable

1 option because we're running out of numbers and  
2 it's necessary for us to take action. And the two  
3 options that have been spelled out here are really  
4 the only two options that are available today.

5 So we told the customer, we said, well,  
6 we can appreciate how you feel, but if you -- there  
7 are only two options. Of those two, we're going to  
8 have to do one. Which would you prefer?

9 This chart -- I hope you can see this  
10 okay -- indicates the customer's reaction to that.  
11 The red line indicates the preference for the  
12 overlay. The light-colored line at the top  
13 indicates the split. And the bottom one indicates  
14 really undecided or unwilling to commit to a  
15 particular alternative. And in those particular  
16 cases, customers said, well, gee, you know, we  
17 don't feel one is any better than the other and  
18 they simply refused to name one or the other.

19 And we feel -- we felt that that was  
20 really a strong endorsement of the overlay plan  
21 with 46 percent of consumers and 75 percent of  
22 businesses indicating that they really prefer the  
23 overlay when they had all the facts.

24 We then went on for a series of questions  
25 using the unaided response technique to really ask

1 customers what they objected to, what they felt  
2 were strengths. And the purpose of that was to  
3 really focus in their minds the pros and the cons  
4 of both of those alternatives.

5 We then came back to them and said, now  
6 let us assume that the growth for -- in telephone  
7 numbers continues at the rate that it's been going  
8 over the past few years. And under that scenario,  
9 it appears that in three to five years it would be  
10 necessary to once again provide another area code  
11 in the area.

12 And in the case of a split, we would  
13 probably have to split both area codes again, which  
14 would mean that a number of people who underwent a  
15 number change this time by virtue of the fact that  
16 the area code portion of the telephone number  
17 changed would have to go through another change of  
18 telephone number because their area code would  
19 change again in three to five years.

20 We asked them in this particular  
21 situation, what do you think now? How do you feel  
22 about now? And the results here indicate that  
23 clearly people were -- many people were willing to  
24 go through this, the pain and agony of a number  
25 change once but when faced with the prospect of



1 repeated instances of this in the future, they felt  
2 that the benefits of not having to change their  
3 number far outweighed the possible disadvantages of  
4 having to adapt initially to 10-digit dialing, and  
5 these generally preferred the overlay.

6 It has a great deal of implications here  
7 from a business perspective. An area code change  
8 is certainly an expensive proposition inasmuch as  
9 businesses have to change their letterheads, their  
10 brochures, all of that type of thing. In the case  
11 of revenue production, obviously customers are very  
12 concerned that -- businesses are concerned that  
13 their customers who do not deal with them  
14 necessarily regularly, when they call them the next  
15 time would find that their number had been changed.

16 And we can speak with authority on that  
17 because we just went through the area code change  
18 in 941, and those were major, major concerns that  
19 were experienced and expressed by businesses in  
20 that area. And we're trying our best to avoid  
21 that.

22 The overlay obviously also saves the  
23 consumer the inconvenience and confusion of having  
24 to notify everyone who ever calls them that their  
25 new area code -- that they have a new telephone

1 number by virtue of the area code.

2 So the bottom line was that when we went  
3 into the market and we looked at this thing, we  
4 felt very, very confident that the market would  
5 support this and that we had indeed made the right  
6 decision in pursuing this.

7 As a result, we continued along our lines  
8 of working with the other code holders, the stake  
9 holders that have telephone numbers and use them in  
10 their businesses to provide services, such as the  
11 cellular companies, to come up with a consensus.

12 And as Ms. Menard said, we had a  
13 unanimous opinion on that, and we've made several  
14 announcements to the effect starting in October  
15 that we were pursuing this, and this has brought us  
16 to this date. So that really concludes my  
17 presentation.

18 CHAIRMAN JOHNSON: Thank you. Earlier  
19 today we had some questions also about what the  
20 Commission did, what was their solution in the 305  
21 area code issue. Now, Mr. Stan Greer -- I failed  
22 to mention him earlier -- he is one of our top  
23 engineers. He manages and supervises the division  
24 that handles quite a few issues, but this one is  
25 one that is within his domain. He also works for

1 the North American Numbering Council on the federal  
2 level and is very familiar with the topic. I'd  
3 like for Mr. Greer at this point in time to explain  
4 the issues that we were faced with in the 305 area  
5 code decision and how we resolved it. Mr. Greer.

6 MR. GREER: Essentially in the -- if  
7 you're not familiar with the area in Dade and  
8 Monroe Counties or in the 305 area code today, the  
9 Commission ran into the problem -- I'm sorry. Let  
10 me stand up so folks can see me.

11 The Commission was asked to conduct a  
12 hearing to determine the appropriate relief  
13 mechanism since there was inability to decide  
14 that. We held service hearings similar to this in  
15 Dade and Monroe County and took testimony from  
16 witnesses.

17 Dade County essentially preferred the  
18 overlay because of the high concentration of  
19 business and the growth and the possibility of  
20 having to split down the road again.

21 The Keys, which was in a different  
22 circumstances because they have very limited  
23 possibility for growth, approximately 200 permits  
24 for buildings that could be issued in the entire  
25 Keys, and the fact that they were just not using

1 numbers in that area to a great deal, led the  
2 Commission to implement what is known as a  
3 concentrated growth overlay.

4 That proposal essentially implemented an  
5 overlay for Dade County and left the Keys  
6 essentially unchanged and reserved a few codes for  
7 growth in that area.

8 That was done, the Commission made the  
9 decision earlier this year or actually late last  
10 year, and will be implemented and begin  
11 implementation in March of this year.

12 CHAIRMAN JOHNSON: Thank you, Mr. Greer.  
13 I also had the opportunity to welcome everyone here  
14 a little earlier. I did notice that Senator  
15 Latvala is in the room. He has been very, very  
16 involved in this process. I've had opportunities  
17 to speak with him on more than one occasion. He's  
18 been working with our staff trying to help us  
19 determine how we can find some positive resolutions  
20 to this issue for you and all of the constituents  
21 in this area. I would like to welcome Senator  
22 Latvala.

23 With that, Public Counsel, if you'd like  
24 to begin with our first customer.

25 MR. BECK: Thank you, Chairman Johnson.

1 Senator Latvala.

2 THEREUPON,

3

SENATOR JACK LATVALA

4 was called as a witness on behalf of the Citizens  
5 of the State of Florida and, having been duly  
6 sworn, testified as follows:

7

8 WITNESS LATVALA: Thank you very much,  
9 Chairman Johnson and Commissioner Jacobs. And  
10 welcome to the PSC, Commissioner Jacobs. This is  
11 your first day on the job, I guess, and we  
12 certainly welcome you to the Tampa Bay area.

13

14 COMMISSIONER JACOBS: Thank you very  
15 much.

16

17 WITNESS LATVALA: It's with a great deal  
18 of regret that I really have to come over here and  
19 make the statement that I'm going to make because I  
20 always value our business community in the Tampa  
21 Bay area and our major businesses that are located  
22 here, and it's very rarely that I find the  
23 necessity to oppose the plans of one of the major  
24 businesses that's located in the Tampa Bay area.  
25 But I think this particular plan has a number of  
disadvantages to the consumers who live in the  
Tampa Bay area, particularly in my district and of  
which I represent, Senate District 19, which is

1 north Pinellas and west Pasco Counties.

2 As you know, our area, the Tampa Bay area  
3 as a whole and particularly Pinellas and Pasco  
4 counties, is one of the highest concentrations of  
5 retirees and elderly citizens in the nation. I  
6 think that in deference to that elderly population,  
7 we should try to make things as convenient as  
8 possible to the consumers of this area.

9 And I have had a lot of fear and  
10 trepidation expressed by some of those elderly  
11 constituents of mine to the vast mystery of this  
12 whole plan and the concerns that they have about,  
13 you know, the potentials of different area codes in  
14 the same neighborhood and a lot of -- you know, a  
15 lot of very serious concerns among those elderly  
16 folks.

17 I think that we have a responsibility as  
18 state officials to try to look out for the  
19 consumers that we are designated, elected or  
20 appointed to represent, and I think that we have  
21 here the very real possibility of some unnecessary  
22 inconvenience to those consumers.

23 A couple of the possibilities that have  
24 come to mind just over the last week or two as I've  
25 been working on this is, for instance, a second

1 phone line in the same household having a different  
2 area code and next-door neighbors having different  
3 area codes.

4 And even in our business community --  
5 and I know the business community supports this  
6 overall, and I would assume that they would because  
7 of the potential cost of reprinting stationery and  
8 reprinting brochures. Although having been in the  
9 business community for 15 years, normally I have  
10 found it necessary to print stationery about once a  
11 year and brochures on a regular basis anyway, and  
12 with the kind of notice that's given, I think that  
13 inconvenience will be minimized.

14 But even in a business that has a number  
15 of different phone lines, unless special  
16 consideration is given to the businesses that  
17 aren't given to the ordinary consumers, you're  
18 going to have potentially different area codes in  
19 the same business. And I think that a lot of folks  
20 have overlooked that possibility.

21 I ask the Commission to look at the  
22 historical precedence for the way this has been  
23 handled in the state of Florida in the past. We  
24 used to have one big area code that started in  
25 Orlando and went all the way to Key West. And

1 we've gradually shrunk that over a period of, I  
2 don't know, 15 or 20 years, and now Orlando has an  
3 area code and West Palm Beach has an area code or  
4 Palm Beach County and Broward County has an area  
5 code. And only as a last resort in Dade County  
6 when there were no natural boundaries did the  
7 Commission go in the direction of an overlay plan.

8 My contention that we have not reached  
9 that last resort in the Tampa Bay area. We have  
10 natural boundaries between three counties that  
11 would still allow us to effect a split of the area  
12 code in the name of convenience and stability for  
13 our elderly residents. And then obviously if in  
14 sometime in the future we had to do the overlay,  
15 then obviously we would have taken every step we  
16 could to preserve the convenience of the consumers  
17 before we did that.

18 I think I also would like the Commission  
19 to take note of the fact that the Pinellas County  
20 and west Pasco don't have the growth rates of many  
21 areas of Florida. Pinellas County is 95 percent  
22 built out. There is no -- it's the most densely  
23 populated county in the state of Florida. There is  
24 virtually no room left to construct new housing.  
25 And therefore you have a very similar situation as



1 to what you ran into in Monroe County where the  
2 growth rate potentially did not look as bad in  
3 terms of potential splits in the future.

4 Mr. Greer was kind enough to provide me  
5 yesterday the fact that currently in Pinellas  
6 County there are 267 working or assigned available  
7 NXXs, which, according to my calculation, means  
8 that there is still over -- if that was its own  
9 area code, there would still be over 5 million NXXs  
10 available.

11 And I do not see a foreseeable early  
12 situation where those would be used up any time in  
13 the next few years, even with the growth rates, the  
14 exponential growth rates that we've seen in  
15 telecommunications over the last few years as  
16 people began with the fads of pagers and personal  
17 communications and mobile phones and fax machines  
18 and so forth.

19 Even looking at the same rate as that,  
20 Mr. Greer said if we take the same rate, we've  
21 still got six and a half years on that area code if  
22 we maintained an area code over there.

23 And I contend that after everyone has  
24 their pager and after everyone has their cellular  
25 phone, that that growth will then start going back

1 down. Retirees do not have fax machines in their  
2 homes. Retirees do not have pagers. Retirees do  
3 not have mobile phones. And I think that this  
4 needs to be taken into consideration as a part of  
5 this program.

6 I know that we're not here in an evidence  
7 gathering mode. I have had some dealings with GTE  
8 over the last day or so in trying to get to some  
9 position where I would be comfortable with this  
10 idea. I've had some things expressed to me which  
11 I'm finding very hard to get a grasp on.

12 One of them is, well, if we split the  
13 area code, then the new area codes only have half  
14 the NXXs assigned as a regular area code. And I  
15 don't understand that. I mean, if an area code has  
16 7.84 million possibilities and you create a new  
17 area code, then it would seem like you would still  
18 have 7.84 million possibilities in that area code.  
19 But it's been expressed to me that somehow or  
20 another when you split it and start a new one, you  
21 start out with only half that. I don't know how  
22 that works.

23 I think I will find it necessary in the  
24 next few days to write you an official letter. I  
25 have not been able to get to the point of being

1 comfortable with this. I'm afraid that what we  
2 have here potentially is a situation where GTE is  
3 trying to do things in a less expensive fashion for  
4 the company and is ignoring potentially the  
5 concerns and conveniences of the consumers in the  
6 process.

7 I've been a GTE customer almost all my  
8 life. I grew up in Polk County with GTE and the  
9 813 area code. Started in fifth grade over there  
10 when I first moved to Florida, and that's a long  
11 time ago. And, you know, I'm well-aware of GTE's  
12 record, but I think that at some point in time we  
13 all need to gather it up and take our  
14 responsibility and don't do things just to do them  
15 on the cheap. We need to do what's right.

16 And I think that in the precedence areas  
17 that have been laid out around the country where  
18 the overlays have been used, they have been only in  
19 areas where all of the -- all of the other  
20 alternatives have been exhausted.

21 In Dade County it would be very difficult  
22 to figure out what natural boundaries there should  
23 be to have further splits. In Dade County we don't  
24 have the concentration of retirees that we have in  
25 the Tampa Bay area. So there are some different

1 concerns.

2 And I'm certainly hopeful that the  
3 Commission and the public and so forth will take a  
4 look at this. I'm hopeful the company will take a  
5 look at this now that some of us have stood up,  
6 some of my constituents who are here who really  
7 brought this to my attention and really made me  
8 open my eyes.

9 When it was first announced several  
10 months ago, I said, man, that doesn't make sense,  
11 but I didn't do anything about it then, and I  
12 should have. It took one of my constituents  
13 actually coming, sitting down with me, getting my  
14 attention, and saying this is wrong for me to  
15 actually get into action. And I regret the late  
16 date that that's taken place, but I guess it's  
17 better later than never. So thank you very much  
18 for your attention.

19 CHAIRMAN JOHNSON: Thank you, Senator.

20 COMMISSIONER JACOBS: Thank you.

21 MR. BECK: Mr. Don Gore.

22 THEREUPON,

23 DON GORE

24 was called as a witness on behalf of the Citizens  
25 of the State of Florida and, having been duly

1 sworn, testified as follows:

2 WITNESS GORE: Ladies and gentlemen, my  
3 name is Don Gore. About 15 percent of the people  
4 have the early release from hell, and they are here  
5 slaughtering little children and becoming Public  
6 Service Commissioners and lawmakers. And they are  
7 passing laws to give their old buddies from hell  
8 the power to tax and destroy our antitrust laws.

9 You people ain't public servants. You're  
10 the hit men for the criminal enterprises that's  
11 took over the United States, and you are here to  
12 cheat us out of money and enslave us, like the  
13 garbage gangsters and the Glazers and the  
14 compulsory auto inspection gangsters and compulsory  
15 Aquarium, and now we've got compulsory football  
16 stadiums. I wonder how much kickback these people  
17 are all getting out of this compulsoryism.

18 I know the taxpayers have to give  
19 millionaires a big relief check every month. And  
20 if you can't pass laws to save our free  
21 constitutional republic, don't pass any at all,  
22 because destroying our antitrust laws and our  
23 cotmototsy (phonetic) laws is going to cause  
24 another Sodom and Gomorrah.

25 And the truth about this telephone number

1 business, GTE and these people ain't getting enough  
2 money off of it, and they are wanting more money.  
3 And that's -- they're no different, they're just  
4 another criminal enterprise like the football  
5 stadium people and the garbage people. A criminal  
6 enterprise is a criminal enterprise. I don't care  
7 what they call theirself.

8 And I wish you wouldn't vote for any of  
9 this stuff, just stack it up somewhere and throw it  
10 and let the Glazers or let the garbage company haul  
11 it all off back to Tallahassee. And I thank you  
12 very much.

13 CHAIRMAN JOHNSON: Thank you, Mr. Gore.

14 COMMISSIONER JACOBS: Thank you.

15 MR. BECK: Korey Dismus.

16 THEREUPON,

17 KOREY DISMUS

18 was called as a witness on behalf of the Citizens  
19 of the State of Florida and, having been duly  
20 sworn, testified as follows:

21 CHAIRMAN JOHNSON: Mr. Dismus, if that's  
22 not the correct pronunciation, I'm sure you will  
23 correct me, but could you please -- and I forgot to  
24 mention this earlier -- state your name and address  
25 for the record, please.

1                   WITNESS DISMUS: My name is Korey Dismus.  
2 I live in Brandon, Florida.

3                   I would like to propose a solution to the  
4 problem of running out of numbers for the 813 area  
5 code area. To the Public Service Commission, GTE  
6 and citizens living in and around Tampa Bay, this  
7 is my proposal.

8                   The telephone now in general use are  
9 developments of the device invented by Alexander  
10 Graham Bell and patented by him in 1876 and 1877.  
11 The telephone uses wires, cables and fiber-optics  
12 which carries the voice of millions of people  
13 around the world. Telephone service uses very  
14 little voltage and without notice service may  
15 interrupt.

16                   For over 100 years this has been a  
17 tradition. There is nothing wrong with the way we  
18 currently dial the telephone number, so why fix  
19 it. I feel and hope many national and  
20 international people feel the same way that I  
21 feel. Adding an additional three digits to our now  
22 existing telephone number will become a burden.

23                   Telephone area codes throughout this  
24 nation are being plagued by what is now new  
25 technology. Cellular telephones, pagers. Yes,

1 cell phones and pagers have been eating at our area  
2 codes. Now we are running out of area codes and  
3 have to resort to dialing an additional three  
4 numbers. I say no way.

5 Superior business planning is what  
6 consumers look for and want when implementing new  
7 products and services. Some key elements may be  
8 efficiency, convenient, quick, hassle-free and  
9 enjoyable. In the event of a family emergency,  
10 none of this will be possible. It is bad enough  
11 that people are dialing the wrong number using the  
12 existing area codes. Why take an existing problem  
13 and make it worse.

14 Cellular telephones and pagers are new in  
15 the way we communicate and contact other people.  
16 Cellular telephone communication systems in which a  
17 portable or mobile radio transmitter and receiver  
18 or telephone is linked via microwave radio  
19 frequencies to base transmitter and receiver  
20 stations that connect the user to a convenient --  
21 excuse me, to a conventional telephone network.

22 The first cellular telephone system  
23 began operation in Tokyo in 1979, and the first  
24 U.S. system began operation in 1983 in Chicago.  
25 Microwave electromagnetic radiation having a



1 frequency range from 1,000 to 300,000 megahertz  
2 corresponding to a wave length range from 300 to 1  
3 millimeter. That's approximately about 12 inches  
4 to about .04 inches.

5 A quote from Niels Diffrient, an  
6 industrial designer, communication and arts fashion  
7 designer: "The less there is of a phone, the more  
8 I like it." I like that quote. It's out of a  
9 Manhattan phone city display, which was out of New  
10 York City in October 8 -- 16 October 1986.

11 Another one of our famous carriers who  
12 use the slogan in a world business ad "reach out  
13 and touch someone" and also "let your fingers do  
14 the walking." This was for the advertising of the  
15 Yellow Pages.

16 I'm sure by now you have heard enough.  
17 On with the solution. And I don't want anyone to  
18 fall out of their seat when you hear how simple  
19 this could have been at the conception of the  
20 cellular phone and pager. Without burdening and  
21 putting the hardship on the many people living in  
22 their private homes, let the standard 7 and  
23 11-digit dialing remain.

24 The method -- the method for transmitting  
25 with a cellular telephone and pager is different.

1 Cellular phones and pagers do not require wires,  
2 cables or fiber-optics to carry the voices of a  
3 million people around the world. So there is no  
4 need to take away our existing area codes.

5 Since cellular -- since cellular  
6 telephones and pagers use microwave radio  
7 frequencies, I feel and hope many people here and  
8 throughout the nation would like to see this  
9 industry assigned their own cellular telephone and  
10 pager area code. In other words, cellular and  
11 pagers have the 727 number. Leave the public  
12 physical address 813 to the cable, fiber-optic and  
13 telephone lines.

14 Cellular telephone and pager owners have  
15 the capability of being contacted anywhere in the  
16 world. This is possible when the consumer pays for  
17 the service. Current cellular telephone and pager  
18 owners have access to this type of service and can  
19 be used between currently the United States and  
20 Canada. I reiterate, assign cellular telephone and  
21 pager their own area codes.

22 What did the telephone industry do when  
23 they were running out of 800 numbers to assign to  
24 business and anyone who wanted 800 number? The  
25 telephone industry resorted to issuing a triple 8

1 or the 888 number as a toll-free number and anyone  
2 that wanted the 800 capability. I like the current  
3 way we dial on the telephone. Let's keep it.  
4 Let's keep our fingers doing the walking for the  
5 Yellow Pages.

6 People look at the things that are going  
7 to improve and better way -- and better our way of  
8 living. Remember, efficiency, convenience, quick,  
9 hassle-free, and enjoyable, not frustrating,  
10 confusing, and with hassles. Thank you.

11 CHAIRMAN JOHNSON: Thank you,  
12 Mr. Dismus.

13 MR. BECK: Larry Howell.

14 THEREUPON,

15 LARRY HOWELL

16 was called as a witness on behalf of the Citizens  
17 of the State of Florida and, having been duly  
18 sworn, testified as follows:

19 WITNESS HOWELL: My name is Larry  
20 Howell. My address is 2108 Carroll Garden Lane in  
21 Tampa. And I am the part owner of a wholesale  
22 central monitoring station. We monitor burglar and  
23 fire emergency signals for independent alarm  
24 contractors. And we've got -- we monitor statewide  
25 and nationwide, but in the local area we have

1 approximately 10,000 accounts on local lines.

2           These are 10,000 dialers that would  
3 install -- our installing customers would have to  
4 go to the premise and reprogram to put 813 or 727  
5 in front of their -- well, 813 because 727 would  
6 not be a problem later -- in front of their  
7 existing telephone numbers, and which would create  
8 quite a hardship on them. We have some of the  
9 panels are not being made anymore. The chips  
10 aren't being made for them. They'd have to go out  
11 and try to sell people new panels.

12           And I brought an article that I copied  
13 from Security Sales Magazine in December '97 issue,  
14 which deals with the area code changing, and it  
15 goes into -- I'd like to -- I gave it to the  
16 gentleman in back of the room, and he asked that I  
17 give it to you and ask you to read it. And it  
18 pretty much covers.

19           We have other alarm companies here  
20 tonight, and I'm sure they will speak and tell  
21 their problem that they will have with it. But it  
22 pretty well explains the problems that -- well, you  
23 can see the problems that they would have. And  
24 this explains the extra cost that would be  
25 involved.

1           And what they did, the Alarm Association  
2 of Florida which they -- well, this meeting tonight  
3 kind of snuck up on us. We had -- there was an  
4 article in the paper on December the 18th about  
5 this meeting, and it kind of snuck up on us, and  
6 yesterday we got busy and started faxing out the  
7 notice to all of our installing customers. There  
8 was nothing in the Tribune today about it.  
9 St. Pete Times had an article about it.

10           But in here it has what they did, the  
11 Alarm Association of Georgia, they probably -- they  
12 probably have a little bit different situation, but  
13 they had meetings with the PSC and the phone  
14 company up there, and they agreed to -- they agreed  
15 to go with the overlay system. However, they did  
16 give the installing companies 18 months instead of  
17 six months to get -- make all their changes over.

18           And our Florida Alarm Association, which  
19 we hope to get involved in this, they had not heard  
20 of the meeting tonight. They were involved in  
21 Broward County, which they got a delay on the  
22 overlay plan down there, and we hope to get them  
23 involved in talking with you-all.

24           And as far as we would rather as a  
25 company, we would rather go to the 727 in.

1 Hillsborough County and give 813 to Pinellas  
2 County, whatever, or if they're going to -- they  
3 know they're going to have to have another split,  
4 why not have split three times or four times now  
5 geographically, so that we wouldn't have to go  
6 through this over and over again if they already  
7 know they're going to have to do that. Anyway,  
8 that's all I have to say.

9 CHAIRMAN JOHNSON: Question?

10 COMMISSIONER JACOBS: Yes.

11 CHAIRMAN JOHNSON: There may be some  
12 questions for you, but you can bring the document  
13 forward. Okay. And this will be fine. We'll  
14 distribute them and make sure that they are put in  
15 the record on the correspondence side, but I think  
16 we may have some questions for you, Mr. Howell.

17 COMMISSIONER JACOBS: Mr. Howell, did I  
18 understand that your preference would be for an  
19 overlay?

20 WITNESS HOWELL: No. This is what the  
21 Alarm Association of Georgia agreed to. Like I  
22 say, they got involved in it. Our alarm  
23 association has not been involved in it here in the  
24 813 area yet. However, if there has to be an  
25 overlay, if there's no way we can get out of it, at

1 least give our installing companies time to do it.  
2 It would be almost impossible for them to get it  
3 done, get changed, go to each residence and  
4 business and make those changes in six or seven  
5 months.

6 COMMISSIONER JACOBS: For your particular  
7 company, your customers, are they spread across  
8 both counties, all three counties, Pasco,  
9 Hillsborough and Pinellas?

10 WITNESS HOWELL: Oh, yes. We're all  
11 over the state. A lot in Hernando County, Pasco  
12 County, Hillsborough County. The local -- our  
13 local lines, though, the ones in Pinellas and Pasco  
14 County, Hernando, they are 8-1 -- they are 1-800,  
15 they are on our WATS line, 800 line. So they --  
16 they wouldn't be a problem. It's just the ones  
17 that are in the Tampa area that are on our local  
18 telephone lines that would have -- they would all  
19 have to be changed.

20 And also in our computer we've got --  
21 like I say, we've got about 10,000 just on the  
22 local lines. In our computers, each one of those  
23 has stand-by parties, police departments, that we  
24 would have to go into and like for each -- for each  
25 alarm company -- for each alarm, each residence or

1 business, we have three to five, six or seven  
2 stand-by parties.

3 And we would have to go into our computer  
4 software and put 813 in front of each one of those  
5 numbers so that our automatic dialer would dial  
6 those. We have a modem in our computer, and we  
7 can -- it dials it automatically. But each one of  
8 those would have to be reprogrammed, which would  
9 create a great hardship on us personally.

10 COMMISSIONER JACOBS: That's all.

11 CHAIRMAN JOHNSON: And so your preference  
12 is the geographic split?

13 WITNESS HOWELL: Exactly. Yes, ma'am.  
14 And then nobody -- I mean, our installing companies  
15 would not have to do anything at all, you know. If  
16 we have to change our stationery, fine, you know.

17 CHAIRMAN JOHNSON: You raised one other  
18 issue, and that was why don't we go ahead if we  
19 know we're going to have changes in the future, why  
20 don't we go ahead and change all the area codes  
21 now.

22 WITNESS HOWELL: Yes, ma'am.

23 CHAIRMAN JOHNSON: I'm going to allow  
24 Mr. Greer to answer the question. He has done work  
25 with the North American Numbering Council. And



1 there are some national guidelines and policies  
2 that discourage that. But, Mr. Greer, if you could  
3 explain.

4 MR. GREER: Essentially the industry  
5 guidelines say that you try to keep -- you keep  
6 within a difference of no more than 15 years. So  
7 if you go over 16 years, then that would be a  
8 violation of the guideline. It is a possibility to  
9 implement multiple area codes. We have tried it in  
10 the past. We violated the 15-year guideline and  
11 had a problem with the federal folks. I would say  
12 personally if it -- if you didn't violate any of  
13 the guidelines, they would probably give you the  
14 numbers to do whatever you wanted to do.

15 WITNESS HOWELL: Well, I mean, GTE is  
16 saying three to five years now there will have to  
17 be another one.

18 MR. GREER: Sure.

19 WITNESS HOWELL: I mean, if they know  
20 that, that's certainly within the 15 years.

21 MR. GREER: Sure.

22 CHAIRMAN JOHNSON: And that may be  
23 something we can look into. Thank you, sir.

24 There was one other question by  
25 Mr. Dismus that perhaps we could answer quickly.

1       H. . solution to the problem was that we give the  
2       new area code to the cellular providers and to the  
3       pagers. Perhaps you can respond to that question  
4       also.

5               MR. GREER: The FCC, which is the  
6       ultimate numbering authority in the United States,  
7       has essentially issued an order that says that they  
8       are not -- that we are not allowed to implement  
9       a -- what they call a service specific overlay, and  
10      that would be a wireless overlay is what you were  
11      referring to.

12             The FCC said that's anti-competitive  
13      because of the incumbent local exchange company  
14      would be dialing 7 digits for most of -- their  
15      customers would be dialing 7 digits for most of  
16      their calls, and the new companies would be getting  
17      the new area codes and would have to dial 10  
18      digits. They have prohibited that type of area  
19      code relief mechanism to be implemented.

20             WITNESS DISMUS: Can I respond to that?

21             CHAIRMAN JOHNSON: Briefly. I want to  
22      get to the other customers and allow your neighbors  
23      an opportunity to testify, but I did want to  
24      clarify that point for you.

25             WITNESS DISMUS: With the fact of

1 interstate commerce, you know, what I've  
2 experienced is a friend that came out of New  
3 Hampshire, and he came down to visit us for a  
4 family reunion. He's taking a -- whatever the area  
5 code is up in New Hampshire, bringing it down into  
6 an 813 area. If he had like maybe the 727, which  
7 may be for the area of New England, assigned to a  
8 cellular phone, that wouldn't chip away like at the  
9 813 that's being utilized.

10 Also you have to understand that some of  
11 these devices, unlike home telephones, cellular  
12 phones and pagers become damaged and either lost  
13 and then another one has to be bought and  
14 reprogrammed. So this is chipping away, you know,  
15 at our 813, and like I said, throughout the nation,  
16 their telephone numbers. And if the FCC would even  
17 reconsider looking at what I'm proposing like a  
18 727, then that way wouldn't have to worry about  
19 physical land lines being affected.

20 MR. GREER: They have looked at it and  
21 been asked to relook at it a couple of times, and  
22 they have been unwilling to change their decision  
23 as far as what they would allow to be implemented.

24 CHAIRMAN JOHNSON: So, again, at least at  
25 the present, given the FCC's ruling -- and I think

1 that was upheld in the federal court system -- we  
2 will not have that as an option, not yet. But  
3 thanks for offering.

4 MR. BECK: Tim Holt.

5 THEREUPON,

6 TIM HOLT

7 was called as a witness on behalf of the Citizens  
8 of the State of Florida and, having been duly  
9 sworn, testified as follows:

10 WITNESS HOLT: My name is Tim Holt. I'm  
11 from Tampa, Florida. I'm just opposed to 10-digit  
12 dialing basically. I'm not familiar with all of  
13 the aspects of how the phone lines work and operate  
14 and everything, but I can't believe that there's  
15 only two options to solve this problem that you  
16 have. And thanks for the time.

17 CHAIRMAN JOHNSON: Thank you, Mr. Holt.

18 MR. BECK: Richard Phagan.

19 THEREUPON,

20 RICHARD PHAGAN

21 was called as a witness on behalf of the Citizens  
22 of the State of Florida and, having been duly  
23 sworn, testified as follows:

24 WITNESS PHAGAN: Excuse my voice  
25 tonight. My name is Richard Phagan. I live at

1 928 Allegro Lane, Apollo Beach. Appreciate the  
2 opportunity to be here tonight. I want to point  
3 out I'm one of the unpaid people here. I'm on my  
4 time, and nobody is paying me to say what I'm  
5 saying.

6 So that it's very clear, I want to tell  
7 you I'm for a geographic separation, and I will say  
8 why in a minute, but just so we don't lose that  
9 thought. I'd like to point out that the sign-in  
10 sheet out here wouldn't have worked if we had three  
11 more digits because nobody could have put all those  
12 numbers on that sign-in sheet.

13 So I guess the main thrust of what I want  
14 to say is convenience. I think a 10-digit dialing  
15 system is going to just be awful when I dial my  
16 neighbor across the street and have to dial 10  
17 digits. I'm a small business owner. It's not  
18 going to make me or break me whichever system you  
19 put in. It is going to be extremely inconvenient.

20 I'm not a computer wizard, but I don't  
21 believe my computer software program that I use now  
22 will be able to tell the difference between two  
23 10-digit local numbers. I think it recognizes  
24 7-digit numbers as being local and 10-digit numbers  
25 as being long distance, and I don't think it's

1 going to know the difference. So at a very minimum  
2 I'm going to have to reprogram and get another  
3 software program.

4 And I don't think we have very many  
5 people here tonight, and I don't think that the PSC  
6 and GTE has had very many comments from the public  
7 because, first of all, I don't think the public  
8 knows about this. I read it in the paper back in  
9 the fall.

10 When I first read it, that you were going  
11 to make this kind of a change, my first response  
12 was this isn't going to affect me, it's not going  
13 to inconvenience me, overlay is fine. But after I  
14 got to thinking about it, I see that it's really  
15 going to be a terrific inconvenience.

16 The geographic -- if you go with an  
17 overlay, I think we're going to have a serious  
18 remembering problem. I can remember the first  
19 phone number that I had was 1236-R in Sanford,  
20 Florida. I can remember that number real good. I  
21 can't remember the number, however, at the last  
22 address I was at before I moved.

23 And I think what's going to happen is if  
24 you remove the geographic memory peg, when you're  
25 driving and using a mobile phone or in a crisis and

1 you're trying to get somebody on the phone that you  
2 need to, you're not going to be able to connect  
3 mentally with all of the different numbers when  
4 you're in the same geographic area. So I think  
5 that's another big point for convenience.

6 I think we're going to be dialing a lot  
7 of wrong numbers. I get a lot of wrong numbers now  
8 when people call me. I just hate to answer the  
9 phone because I know it's going to be a wrong  
10 number. We have 641 and 645, and people just can't  
11 seem to get that right. What are they going to do  
12 when we have 10 digits and every phone call is  
13 going to sound like and seem like a long distance  
14 call?

15 And I haven't heard it explained yet are  
16 we going to have to dial the 1 also, or is that  
17 just when it's really long distance, and when is it  
18 really long distance and when is it really not long  
19 distance, and when does it cost a quarter extra  
20 like when you're dialing Clearwater? And is  
21 anybody going to pay me back for all those wrong  
22 numbers that I can't remember because it's in a  
23 different geographic area? I don't think so.

24 When I call my phone company, I'm put on  
25 hold or I get caught up into this phone system that

1 goes from one rotary to another to another to  
2 another, so I can't even complain anymore because  
3 there's nobody to listen.

4 Also, convenience, another convenience  
5 item. I'm six two. I really have a time dialing  
6 from these handicapped phones which are way down  
7 close to the ground. And I have trifocal glasses,  
8 and it's hard enough now with 7 numbers. I don't  
9 know how I'm going to manage 10. And I'm not old  
10 yet, but I'm wondering about that.

11 And if you're looking at the number of  
12 people that are here and saying the reason why no  
13 one is here is because they've already made their  
14 decision that what we're doing is okay, I wouldn't  
15 take any comfort in that. My guess is that if yo  
16 were going with a geographical split instead of an  
17 overlay program, you'd have even fewer people here  
18 than you have here now. Thank you very much.

19 CHAIRMAN JOHNSON: Thank you.

20 MR. BECK: Mort Bone Steel.

21 THEREUPON,

22 MORT BONE STEEL

23 was called as a witness on behalf of the Citizens  
24 of the State of Florida and, having been duly  
25 sworn, testified as follows:



1                   WITNESS BONE STEEL: Chairman Johnson and  
2 Commissioner Jacobs, glad to be back here again. I  
3 talked this morning over in Pinellas. I just hate  
4 the fact that everybody has their back to you while  
5 they're talking. It doesn't seem right.

6                   But I live in Palm Harbor. And my  
7 background is that I'm an engineering graduate of  
8 Iowa State University in engineering, and I worked  
9 31 years for General Motors. And needless to say,  
10 we had a lot of problems there. We got them  
11 solved.

12                  And the other thing is far as GTE, we're  
13 not mad at you. We're just angry at the system.  
14 And I'm sure we're going to work it out some way  
15 and be friends forever. But I am disappointed at  
16 the turnout here. Maybe it's just the publicity.

17                  Before I get into my little talk I  
18 prepared, there's a couple things I wanted to say.  
19 You hear business, how does this affect business.  
20 I just recently talked to a man with a large stock  
21 brokerage and I told him did you realize you have  
22 the possibility of having some of your people with  
23 one area code and some other people in your office  
24 with another one if you put another line on? He  
25 just hadn't realized that. That hadn't come out.

1           And so far as the survey you took we  
2 heard about here today, I have yet to mention to  
3 anybody would you like to have 10-digit numbers, I  
4 have not found one person yet that has said they'd  
5 like to have a 10-digit number. So I don't know  
6 where are all these facts from. This includes  
7 businessmen too.

8           And like we said, another thing we said  
9 this morning that I guess there's 8 million numbers  
10 in the area code we have now. 813 has 8 million  
11 numbers. Well, the other area code is going to  
12 bring us 8 million more numbers, which is quite a  
13 bit to go around. We've had a little bit of time  
14 reaching the 8 million, and we're not going to  
15 reach that next 8 million overnight, that's for  
16 sure.

17           Now I don't know what happened to the  
18 other 10 million, because if you take those 7  
19 digits, you have 10 million numbers, but somehow we  
20 only get 8 million out of the 10 million. Doesn't  
21 seem fair.

22           The other thing about areas codes. In  
23 the United States, you know, there's 900 possible  
24 area codes. And in the United States and Canada we  
25 only used 180 of them. You know, by the time we

1 get the rest of them between 900 and the 180 we  
2 used, I don't think many of us in this room are  
3 going to be around here, that's for sure. And by  
4 then we'll have this Buck Rogers type of phone  
5 system where we won't have to worry about all these  
6 details.

7 But as I said this morning when I talked,  
8 I live in Palm Harbor on a cul-de-sac. And there's  
9 only 18 families on this cul-de-sac, but we know  
10 each other pretty well. We all have each other's  
11 telephone number. But now a third of the people on  
12 my cul-de-sac are renters. And when one renter  
13 moves out and another renter moves in, that's a new  
14 area code.

15 And as our little chart we keep with our  
16 telephone numbers, we're going to have to -- pretty  
17 soon the 18 of us around the circle, we're going to  
18 have different area codes. So you can see that's  
19 not going to be very popular.

20 This -- another thing I'm sorry is that  
21 Mr. Daks at GTE couldn't be here today, head man,  
22 because I think he should have heard what's going  
23 on here. This morning I lugged my phone book with  
24 me, but this is really a Pinellas problem. The  
25 people live over here in Hillsborough, you got the

1 good phone book. We got the phone book this last  
2 year with the fine print. Only 8/10ths as tall as  
3 yours, 20 percent shorter.

4 Well, we did hear the good news at the  
5 end of the meeting they're going to give us your  
6 phone book next year, and so we do have that  
7 problem solved to a degree.

8 But these numbers are really hard on our  
9 senior citizens. Unfortunately, senior citizens'  
10 eyes are not as good as younger eyes. And believe  
11 it or not, for different reasons we have a lot of  
12 senior citizens. We're loaded with them over in  
13 Pinellas. And they can barely dial the 7 digits  
14 for several reasons, eyesight, different things.  
15 When they go to 10 digits, it's going to be very,  
16 very difficult.

17 So we kind of feel we're being punished  
18 by this proposed overlay system. I myself, you  
19 know, I can still see the phone book pretty good,  
20 but I have cataracts. And I asked the doctor why  
21 can't I see the middle of the numbers. I can see  
22 the end of the numbers and the beginning, but I  
23 can't see the middle. He said, Well, that's  
24 nothing but cataracts, and we can operate on you.

25 So the big thing that I feel is on our

1 favor of why this can be done or can't be done is  
2 the fact of Los Angeles area, 14 million  
3 population, doesn't use the overlay system. And  
4 here we only have 1 million, and we feel we need  
5 that. So I'd like to ask Mr. Daks at GTE to come  
6 up with something that is much less painful to us  
7 than this.

8 And as I said this morning, Chairman  
9 Johnson, this is not a contest between the two  
10 counties, the who gets to keep the 813 and who has  
11 to take the new number. There's no contest. We  
12 had one person this morning testify, she says,  
13 Don't take our 813 away from us; keep it and give  
14 Tampa the new one. But most people don't care as  
15 long as we can keep the area code. That's for  
16 sure. What we really want to do, the bottom line  
17 is we want to be able to dial 7 digits like the  
18 rest of the United States.

19 Knowing here about dictatorships, we kind  
20 of feel sometimes we're in a dictatorship when it  
21 comes to things like this, and but in a democracy  
22 we get a chance to appear before a Service  
23 Commission like this. And the comments coming out  
24 of the meeting this morning, you all -- you all  
25 looked like you were really interested in

1 what we had to say. I thought that was a very good  
2 comment. And we hope you will listen to us about  
3 our 10-digit dialing that we don't like and we  
4 don't like the overlay.

5 We had one man, you already heard him  
6 speak, Senator Latvala. And he is willing to put  
7 his name on the line to challenge this proposed  
8 change, which is very important. So many times our  
9 public officials think something but they won't  
10 act.

11 Also, we appreciate the newspaper  
12 coverage we got so far from the St. Pete Times and  
13 Tampa Tribune. And that's about all I had to say,  
14 but I hope you will consider changes. Thank you  
15 very much.

16 CHAIRMAN JOHNSON: Thank you, Mr. Bone  
17 Steel.

18 MR. BECK: Lamar Baker.

19 THEREUPON,

20 LAMAR BAKER  
21 was called as a witness on behalf of the Citizens  
22 of the State of Florida and, having been duly  
23 sworn, testified as follows:

24 WITNESS BAKER: My name is Lamar Baker,  
25 and I live at 6616 Jennifer Drive in Temple

1 Terrace. I have an alarm business here in town.  
2 I've been in business 16 years. I'm one of the  
3 alarm dealers that Larry Howell spoke about that  
4 will have to go out and change each and every alarm  
5 in the area that we have when you go to a 10-digit  
6 dialing system.

7 We got some major problems, and I know  
8 that things have to be changed with the telephones,  
9 and I have no objection to that, but I do prefer  
10 that we stay in geographical area codes. You know,  
11 all of us are creatures of habit. The telephone  
12 company has brought this upon us and made us  
13 creatures of habit saying that this area is 813,  
14 that area is 904, some other area, and we're used  
15 to it. It's going to be very difficult in  
16 different parts of the country for anybody to say,  
17 oh, we've got an overlay and we've got all these  
18 area codes.

19 Got another problem that, you know, being  
20 in business, if I get new phone numbers and which I  
21 plan on doing, expanding and everything, I'll have  
22 different area codes in the phone numbers. But the  
23 main thing is it's going to create some expense for  
24 me, it's going to create a lot of expense for my  
25 customers.

1           The Senator was up here. He said that  
2           retirees do not have cellular phones, they do not  
3           have paging systems. They do have alarm systems  
4           and they do have medical alert buttons that they  
5           wear around their neck. There is equipment that we  
6           put in say 10 or 15 years ago that actually have  
7           chips installed in the equipment that has to be go  
8           to the site and reprogrammed with a programmer.

9           These companies do not even make these  
10          type chips anymore. You have a problem finding  
11          them. If a person wanted to keep his alarm system  
12          or his medical alert button, he would have to --  
13          someone would have to come up with a couple of  
14          hundred dollars to change the panel out to a more  
15          modern panel that can be programmed through the  
16          computer and over the telephone line.

17          That's going to be a big expense. That's  
18          going to be, you know, something else that your  
19          retirees are not going to be able to afford.  
20          Everyone doesn't have the \$200 to change their  
21          medical alert system out.

22          Again, as Larry told you, I am a small  
23          dealer in town. Okay. I've got hundreds of  
24          accounts to change. I don't know about your larger  
25          people like EDT or someone that's all over the



1 country. They've got thousands to change. Six  
2 months would really be pressing things for us.

3 I mean, just for myself, it would take a  
4 serviceman -- I would have to take a serviceman one  
5 day every day to go out and reprogram alarms, do  
6 nothing but reprogram alarms to cover the six-month  
7 area. We'd have to make appointments with the  
8 people to be at home, inconvenience them. It's not  
9 only inconvenience to me, it's going to  
10 inconvenience a lot of people.

11 To inconvenience the least amount of  
12 people, it would be better to have the area code  
13 geographical area. And I don't care which area  
14 code we get. I'm like the gentleman that was up  
15 here. It doesn't matter what area code. But like  
16 I say, we're creatures of habit. We're used to  
17 dialing 7 digits. Most forms are set up for 7  
18 digits. The panels out here that we've got the 7  
19 digits in.

20 But it will just create, I think, putting  
21 an overlay on will create more hassle for the  
22 general public, and I prefer the geographical area,  
23 the area codes.

24 CHAIRMAN JOHNSON: Thank you. Mr. Baker,  
25 I have a question for you. And maybe I'm not

1 clearly understanding your business. But with the  
2 overlay, none of your existing customers' numbers  
3 will change, so why would it require new  
4 programming?

5 WITNESS BAKER: Okay. Their alarm  
6 system -- anybody got an alarm system that calls a  
7 monitoring station? Each one of their alarm  
8 systems dials up a number to the monitoring  
9 station. We'll have to go change that number it  
10 dials. It will have to dial a 10-digit number.

11 CHAIRMAN JOHNSON: Oh, because it will go  
12 to 10 digits.

13 WITNESS BAKER: Yeah.

14 CHAIRMAN JOHNSON: Okay. I see.

15 WITNESS BAKER: Every alarm panel out  
16 there, security medical alert button out there --

17 CHAIRMAN JOHNSON: I see.

18 WITNESS BAKER: -- is going to have to be  
19 changed. And you're talking about thousands of  
20 them out there. Inconvenience thousands of people.  
21 It will take money out of hundreds of them's pocket  
22 to replace the equipment that -- because the older  
23 equipment, you can't change it like you could this.

24 Everything we put in the last couple of  
25 years, you can download over a computer and we can

1 just get in it, and that would take time. That's  
2 no problem. But the other one would be, you know,  
3 taking the expense out of the customer's pocket.

4 CHAIRMAN JOHNSON: And with the  
5 geographical split, you're saying at least  
6 you'll only have to -- it's only half the problem.

7 WITNESS BAKER: Right.

8 CHAIRMAN JOHNSON: Okay.

9 WITNESS BAKER: It's going to be the  
10 least problem for the least amount of people.

11 CHAIRMAN JOHNSON: I see. Thank you,  
12 Mr. Baker.

13 COMMISSIONER JACOBS: Thank you.

14 MR. BECK: Bill Ciccarello.

15 THEREUPON,

16 BILL CICCARELLO

17 was called as a witness on behalf of the Citizens  
18 of the State of Florida and, having been duly  
19 sworn, testified as follows:

20 CHAIRMAN JOHNSON: And Mr. Ciccarello,  
21 could you spell your last name.

22 WITNESS CICCARELLO:

23 C-I-C-C-A-R-E-L-L-O.

24 CHAIRMAN JOHNSON: Thank you.

25 WITNESS CICCARELLO: You know, if we

1     could expect fairness from the phone company, then  
2     you folks wouldn't need to exist. The Public  
3     Service Commission was created in the first place  
4     because the monopoly that a phone company has which  
5     is inherent with the type of service it provides  
6     allows abuse if not regulated and controlled.

7             And you can believe that in the last 50  
8     years I have never seen -- I'm far more than 50  
9     years old, but in the 50 years I can remember -- I  
10    have never seen any time that the telephone company  
11    says adamantly that has to be that the Public  
12    Service Commission or any other regulatory agency  
13    has simply said, excuse me, but the public doesn't  
14    want it.

15            I walked through my neighborhood today  
16    just casually and talked to somewhere between 50  
17    and 75 people. I couldn't find anybody that wanted  
18    to dial more than 7 digits. And the sentiment  
19    seems to be quite simply these gentlemen do this  
20    for a living. They can numbers crunch all day.  
21    Trust me, there is more than two options. They  
22    just gave two evils in a survey they commissioned.

23            They give people a lot of confusing data,  
24    then they give them two evils, then they try to  
25    steer them comfortably toward the evil that's

1 probably less intrusive in their life, and then  
2 they come back and report that their findings have  
3 an 86 percent favorable rating giving the person  
4 the choice between the ax and the noose.

5 Also what I guess I'm going to conclude  
6 by telling the Public Service Commission is when  
7 you fight the phone company -- you guys have been  
8 around a few years -- you've got to be courageous  
9 and you've got to exercise integrity.

10 You can't play with these guys like you  
11 do with any other company because they've been  
12 getting their way so long, they get mean. And  
13 they'll throw some impositions on the public to try  
14 to get them to lash back at the Public Service  
15 Commission by saying they made us do it. We went  
16 to a hearing and they wouldn't work with us, the  
17 Public Service Commission wouldn't cooperate, and  
18 we had no choice, you know.

19 They are blaming the FCC for the 35 cents  
20 in pay phones now, you know. Gee, it's  
21 nonregulated now. We had to do it. It's  
22 competition. We're trying to get better service.

23 And I'm not going to ramble all day. The  
24 phone company -- GTE is one of the finest phone  
25 companies in the nation, I might say, as far as the

1 de'ivery of services, but when they want something,  
2 they get like a temper tantrum child and will stamp  
3 themself through the floor like Rumpelstiltskin.

4 And believe me, these gentlemen back  
5 here, they're nice people, these ladies and  
6 gentlemen, but trust me, if the phone company  
7 doesn't get what they want, they're going to get  
8 really upset about it. The public is going to have  
9 to pay something.

10 And you folks, it's been -- it's been  
11 pretty much assumed because GTE is already putting  
12 the 813 in front of the 7 digits when you call  
13 directory assistance.

14 I want to conclude with this: I th'nk  
15 the Public Service Commission has to be courageous  
16 when in the past I haven't seen that. I'm not  
17 meaning you-all because I haven't been before a  
18 Public Service Commission in many, many years, and  
19 none of you guys were around when I last did.

20 But this hearing you had at 10:00 in the  
21 morning, I don't know how many working folks you  
22 know of that can take off from their job and go to  
23 a hearing and wait a couple of hours to be heard.  
24 And this one, of course, was held at 6:00, but most  
25 of the public doesn't know how long they last.

1           So therefore, the mom and pop who has to  
2 work, comes home and picks up the kid at day-care,  
3 maybe gets a baby-sitter or something like that. I  
4 suggest the Public Service hold a real hearing --  
5 and I'm not mocking this one because it was a real  
6 good hearing -- but hold a really structured  
7 hearing where you might even offer some  
8 baby-sitting or something to some of the moms who  
9 want to come out, and give the people a chance to  
10 be heard, and you will hear a roar that will be  
11 pretty awesome.

12           You will find it very awesome if you  
13 simply make this thing -- get the newspapers to  
14 print a nice thing that says we're going to have a  
15 hearing maybe on a Saturday afternoon at the park  
16 or something like that, you know, where people can  
17 come and don't have to find a parking place  
18 downtown or whatever else, and have a couple more  
19 hearings.

20           Incidentally, I called you guys and tried  
21 to get that, but your representatives all told me,  
22 they said, no, these two hearings are going to be  
23 adequate because we all know what we have to do and  
24 we'll do the just thing. So this was suggested a  
25 long time ago. Thank you all very much for letting

1 me appear.

2 CHAIRMAN JOHNSON: Thank you, sir.

3 MR. BECK: Chairman Johnson,

4 Mr. Ciccarello is the last person who had signed up  
5 ahead of time.

6 CHAIRMAN JOHNSON: Okay. If there is  
7 anyone in the audience that would like to speak  
8 this evening that did not sign up to speak, if you  
9 could stand and we'll allow additional testimony.  
10 And, sir, I will need to swear you in real quickly.

11 WITNESS MORRIS: You already swore me in.

12 CHAIRMAN JOHNSON: Oh, you just didn't  
13 sign up. Thank you. Come forward. And if you  
14 could state your name and address for the record,  
15 please.

16 THEREUPON,

17 JERRY MORRIS

18 was called as a witness on behalf of the Citizens  
19 of the State of Florida and, having been duly  
20 sworn, testified as follows:

21 WITNESS MORRIS: My name is Jerry  
22 Morris. I live at 16650 Vallelia (phonetic) Drive.  
23 I'm also a small business owner. I own an alarm  
24 company, been in business 14 years. My men too are  
25 sitting right over there.



1                   We have a dilemma, and the dilemma is  
2                   that we built this business for many, many years on  
3                   the promise that we could keep these numbers, and  
4                   they're changing on us. We do not have the time to  
5                   go around and change these numbers back, nor do our  
6                   customers have the funds to do so.

7                   They mentioned a little earlier in the  
8                   conversation that when they were moving over, the  
9                   process of moving over into overlapping numbers,  
10                  that you could dial 813 or the standard number. We  
11                  ask that they give us a longer time at doing that  
12                  for we can go -- we know we have to do it. They've  
13                  got us by the -- excuse me.

14                  There is nothing we can do. We need  
15                  adequate time to contact our customers to give them  
16                  responsible amount of time to meet us at the homes  
17                  and let us in and program these components and  
18                  change components out to get these folks back in  
19                  line with security.

20                  You are our first line of defense. We've  
21                  got no other people to ask to help us out. I had  
22                  no idea of this market that they had said they  
23                  advertised about, nothing. I heard from my alarm  
24                  distributor.

25                  We would ask that you take the time to

1 let the industry know to get involved for we can  
2 just go back and change these numbers. Just a  
3 reasonable amount of response time. Again, the six  
4 months is not reasonable for us, nor were we asked  
5 about this. That's my comment. Thank you.

6 CHAIRMAN JOHNSON: Thank you, sir.

7 MR. BECK: Mr. Morris, could I ask a few  
8 questions? I just wanted to make sure I understood  
9 the impact of the plans on the alarm companies.  
10 Under the overlay plan, you'd have to reprogram all  
11 the dialers; is that right or not?

12 WITNESS MORRIS: As I understand it, on  
13 the overlay plan, there are some numbers that are  
14 going to stay, but the problem we have is we still  
15 have to go back in and program 813 in front of the  
16 numbers, so we still have to gain access to that  
17 house, to that customer.

18 MR. BECK: You'd have to make the dialers  
19 dial the 10 digits.

20 WITNESS MORRIS: Every one. And if you  
21 have, again, an out-of-state customer or an  
22 out-of-county customer that you're on an 800 line,  
23 you don't have to mess with it. It's already taken  
24 care of.

25 MR. BECK: If you went to a geographic

1 split, is it right that the only dialers you'd have  
2 to reprogram are those that would -- where the  
3 calls would transverse the geographic areas?

4 WITNESS MORRIS: That's correct.

5 MR. BECK: Do you have an estimate on  
6 what portion of the subscribers that would apply  
7 to? Say if all of Hillsborough was one and all of  
8 Pinellas was a different one, do you have any  
9 estimate on what proportion that would be?

10 WITNESS MORRIS: I have no idea. I'd  
11 have to review records on that. The point is we  
12 just found out about it. We are reasonable enough  
13 to know that we've got to go around and change  
14 these things. We just want the time to do it, if  
15 we have to do it.

16 I think personally that they just haven't  
17 tried hard enough. I think if they get a few of  
18 their rocket scientists out that they have and make  
19 them come up with a solution, they'd do it. I just  
20 don't think they are trying. I don't see any sweat  
21 on their forehead. I'm a small business owner, and  
22 I have it. I've got 2,000 customers that I have to  
23 answer to. And they're not all monitored, but  
24 they're all customers.

25 Not one person of my customers know about

1 this. It's all a surprise to them. So obviously  
2 the market that they had surveyed must not have  
3 been the Florida that I know of. I have not  
4 honestly heard one customer, I mean, of mine tell  
5 me that they know of this until I mention it to  
6 them. And it's a surprise. I've got to go and  
7 knock on the door and ask them to gain entry to a  
8 component and change the number.

9 And I've already started it. So you  
10 already affected me. I've got to go back and  
11 change all my customers because six months from now  
12 they're going to do it again. And if we let them  
13 do this now, the 10 digits, five years from now  
14 we're going to have 14 digits. It's not going to  
15 stop.

16 So we just want a reasonable answer that  
17 we can rely on that we've not got to go back four  
18 months from now and do it again. Because the small  
19 businessman, it hurts.

20 MR. BECK: Thank you very much.

21 CHAIRMAN JOHNSON: Thank you, sir. Are  
22 there any other customers in the audience that  
23 would like to provide customer testimony or  
24 comments that did not provide them earlier? Seeing  
25 none, I'd like to thank you-all for coming out this

1 evening for this public workshop. We hope it was  
2 informative for you because it was very informative  
3 for us.

4 Oftentimes and I know in our hearing  
5 earlier, some customers asked, well, what's the  
6 next step? Well, it appears particularly from the  
7 morning comments and the comments that we've heard  
8 here, that we will be receiving formal petitions  
9 for us to hold a real hearing, as the gentleman  
10 suggested.

11 That hearing will probably be conducted  
12 and I know it will be conducted in the next several  
13 months because we are in a time crunch. The one  
14 thing that we're certain of is that the problem is  
15 real and that we are running into a shortage of  
16 numbers. So we will hold any hearing that we --  
17 any hearing that will be held will be held on an  
18 expedited basis.

19 And another question that I got earlier  
20 this morning is if we hold a hearing, what happens  
21 to the permissive dialing that's supposed to start  
22 in March. Then that would have to be delayed until  
23 we come up with a final resolution.

24 Now, and holding a hearing doesn't mean  
25 that what the result will be. We will again have

1 to take the testimony from the customers that has  
2 been made a part of this record. The company will  
3 present filed testimony before all of the  
4 Commissioners. It will be subject to  
5 cross-examination. The Commissioners will  
6 deliberate and then make a determination as to what  
7 is in the best interest for all of the customers in  
8 this particular area.

9 As soon as we determine if and when a  
10 hearing will be held, we will contact the media.  
11 And those that participated in this proceeding will  
12 receive notices from the Commission as to the date  
13 and the schedule. We will try to do that as soon  
14 as possible.

15 And, again, the main reason for swearing  
16 all of you in was not to inconvenience you but was  
17 so that we could use this information as a part of  
18 that formal hearing and could rely upon it when we  
19 make our final decision.

20 Again, thank you for your comments, and I  
21 appreciate you attending the workshop.

22 COMMISSIONER JACOBS: And I also want to  
23 thank you for coming. And I know one gentleman  
24 indicated that there had been -- had been not  
25 enough notice. I think it would be helpful if you

1 have some avenues, some publications or some  
2 community contacts that it would be good for the  
3 Commission to give notice to, please give those to  
4 our staff, Terry in the back, or to one of us.  
5 We'll make sure that the notice of those hearings  
6 get to those sources.

7 CHAIRMAN JOHNSON: Thank you. Thank you  
8 very much. This workshop is adjourned.

9 (Whereupon, the hearing concluded at  
10 7:40 p.m.)

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FLORIDA )  
: CERTIFICATE OF REPORTER  
COUNTY OF PINELLAS )

I, Donna W. Everhart, CSR, RPR, CP, CM,

DO HEREBY CERTIFY that the INFORMATIONAL  
WORKSHOP in this cause, Docket No. (UNDOCKETED),  
was heard by the Florida Public Service Commission  
at the time and place herein stated; it is further

CERTIFIED that I stenographically  
reported the said proceedings; that the same has  
been transcribed under my direct supervision, and  
that this transcript, consisting of 80 pages,  
inclusive, constitutes a true transcription of my  
notes of said proceedings.

DATED THIS 13th day of January, 1998.

Donna W. Everhart

Donna W. Everhart  
CSR, RPR, CP, CM  
Notary Public, State of Florida  
Commission No.: CC 670687  
My Commission Expires: 12/8/2001