

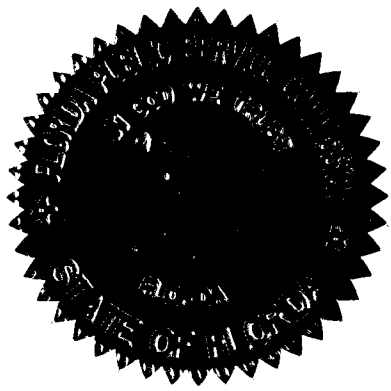
BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of

Resolution by the Taylor
County Board of Commissioners
for countywide extended area
service (EAS) within Taylor
County.

DOCKET NO. 930235-TL



PROCEEDINGS: HEARING

BEFORE: COMMISSIONER J. TERRY DEASON
COMMISSIONER SUSAN F. CLARK
COMMISSIONER JOE GARCIA

DATE: Thursday, January 29, 1998

TIME: Commenced at 10:00 a.m.
Concluded at 6:30 p.m.

PLACE: Steinhatchee Community Center
Steinhatchee Park
Highway 51
Steinhatchee, Florida

REPORTED BY: H. RUTHE POTAMI, CSR, RPR
Official Commission Reporter

DOCUMENT NUMBER-DATE
02052 FEB-98
STATE OF FLORIDA

1 **APPEARANCES:**

2 **NANCY B. WHITE**, c/o Nancy Sims, 150 South
3 Monroe Street, Suite 400, Tallahassee, Florida 32301,
4 appearing on behalf of **BellSouth Telecommunications,**
5 **Inc.**

6 **DAVID B. ERWIN**, 225 South Adams Street,
7 Suite 200, Tallahassee, Florida 32301, appearing on
8 behalf of **Gulf Telephone Company (GTC).**

9 **CONRAD C. BISHOP, JR.**, Post Office Box 167,
10 Perry, Florida 32348, appearing on behalf of the
11 **Taylor County Commission.**

12 **NOREEN DAVIS**, Florida Public Service
13 Commission, Division of Legal Services, 2540 Shumard
14 Oak Boulevard, Tallahassee, Florida 32399-0870,
15 appearing on behalf of the **Commission Staff.**

16
17 **ALSO PRESENT:**

18 **ANN SHELFER**

19 **VONNIE WIGGINS**

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P R O C E E D I N G S

(Hearing convened at 10:00 a.m.)

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2
3 **COMMISSIONER DEASON:** If I could have
4 everyone's attention, please, we'll call the hearing
5 to order. We'll begin with having the notice read,
6 please.

7 **MS. DAVIS:** Thank you, Commissioner. By
8 notice issued December 30th, 1997, this time and place
9 have been set for hearing in the matter of the
10 resolution by the Taylor County Board of Commissioners
11 for countywide extended area service within Taylor
12 County, Docket No. 930235-TL.

13 **COMMISSIONER DEASON:** Thank you. We'll take
14 appearances.

15 **MS. WHITE:** Nancy White representing
16 BellSouth Telecommunications, 150 West Flagler Street,
17 Suite 1910, Miami, Florida.

18 **MR. ERWIN:** My name is David B. Erwin, 225
19 South Adams Street, Tallahassee, Florida, on behalf of
20 GTC, Inc., which was formerly Gulf Telephone Company.

21 **MS. DAVIS:** Noreen Davis appearing on behalf
22 of Commission Staff, 2540 Shumard Oak Boulevard,
23 Tallahassee, Florida.

24 **COMMISSIONER DEASON:** I want to take this
25 opportunity to welcome everyone to the hearing today.

1 Let me begin by introducing myself. My name is Terry
2 Deason and I'll be chairing the panel of the
3 Commission that will be hearing this matter and making
4 the decision.

5 Seated to my left is Commissioner Susan
6 Clark, and seated to my right is Commissioner Garcia.
7 You may not have been able to hear as we took
8 appearances, so, just so everyone understands who is
9 sitting where, I'm going to try to introduce everyone
10 at the tables in the front.

11 Ms. White, she's a legal representative for
12 BellSouth. Mr. Dave Erwin, he's the legal
13 representative for GTC, formerly Gulf Telephone
14 Company. At the table to my left are members of the
15 PSC Staff. We also have other representatives of the
16 Staff here. You may want to raise your hands in the
17 back of the room.

18 If anyone has any questions about things and
19 they want to talk to someone informally, the Staff
20 personnel here would be more than happy to answer any
21 of your questions.

22 The purpose of the hearing today is to
23 receive input from the public, customers concerned
24 with the level of telephone service, precisely the
25 community of interest concerns between the

1 Steinhatchee area and surrounding exchanges.

2 I would draw your attention to the Special
3 Report that's printed on this blue paper. It contains
4 all the background information. You may want to take
5 a moment to review that.

6 As I indicated, the purpose of the hearing
7 is to hear from you members of the public. That will
8 be the first phase of the hearing today. After that
9 phase of the hearing, we will receive testimony from
10 expert witnesses on behalf of the telephone companies
11 involved. You're certainly welcome, in fact invited,
12 to stay and listen to that part of the proceeding.
13 And then this evening there will be another customer
14 hearing for members of the public who perhaps could
15 not make it with us today. So they will have an
16 opportunity as well. That part of the proceeding will
17 begin at 6:00.

18 I'd like to review just for a moment the
19 procedure of having members of the public testify. In
20 just a moment I'm going to ask all members of the
21 public who do wish to testify to stand and raise their
22 right hand and be sworn in. The reason for this is so
23 that your testimony will become part of the official
24 record in this proceeding. It will become evidence
25 upon which the Commission can and will rely in making

1 the decision in this case.

2 This is an official hearing of the Public
3 Service Commission. It's being recorded by a court
4 reporter. There will a record, and that record will
5 constitute evidence.

6 The names of those persons who wish to
7 testify will be called. When your name is called, we
8 ask that you come forward to the microphone at the
9 table where the court reporter is seated. We ask that
10 you begin by giving us your name and your address and
11 then to proceed with your statement.

12 We do not set any time limits on customer
13 testimony. The only thing we ask is to be mindful
14 that there are other members of the public who are
15 waiting to testify. We ask you to please tell us what
16 you want us to know and tell us all you want us to
17 know, but try not to be repetitive in your testimony.

18 After you give your statement, wait for just
19 a moment. There may be some questions by
20 Commissioners or Commission Staff or some of the
21 telephone company representatives.

22 And I think that's about all of the
23 preliminary hearing matters covered. I want to ask
24 the parties if they have any preliminary matters.
25 Ms. White?

1 **MS. WHITE:** No. Thank you.

2 **MR. ERWIN:** No.

3 **MS. DAVIS:** Commissioner, Taylor County did
4 file the resolution that initiated this docket, and we
5 have not had an appearance made by anyone from Taylor
6 County, so I'd like to inquire.

7 **MR. BISHOP:** I'm Conrad Bishop. I'm the
8 attorney for Taylor County, and I'm here.

9 **COMMISSIONER DEASON:** There is another
10 microphone. It might be a little crowded, but we
11 certainly invite you to come forward. We welcome you
12 and appreciate you being with us today.

13 **MR. BISHOP:** Thank you, sir.

14 **COMMISSIONER DEASON:** Since there are no
15 other preliminary matters, I'm going to ask all of the
16 members of the public who have signed up who wish to
17 testify to please stand and raise your right hand.

18 **MR. ERWIN:** Excuse me, Commissioner. Would
19 you like the witnesses for the companies to be sworn
20 at the same time?

21 **COMMISSIONER DEASON:** Yes, we can do that
22 all at one time.

23 (Witnesses collectively sworn.)

24 **COMMISSIONER DEASON:** We can begin with the
25 first witness.

1 MS. SHELFER: Christine Barnett.

2

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3

CHRISTINE BARNETT

4 appeared as a witness and, swearing to tell the truth,
5 testified as follows:

6

DIRECT STATEMENT

7

8 **WITNESS BARNETT:** My name is Christine
9 Barnett. I own Barnett Realty, and I want to speak
10 for myself. I don't see the other two real estate
11 companies in town.

12 There are two others, and I know for a fact,
13 because I've worked for one of them, that we daily
14 have to call Taylor County, the county seat, the
15 courthouse. We have to call them; the building permit
16 office. We have to call the tax appraiser's office.
17 We have to call the health department on septic tank
18 rules and regulations.

19 I'm doing this for people who are moving to
20 Taylor County, who are moving here to Steinhatchee and
21 the surrounding areas. They need information, and
22 it's a long distance telephone call every time that I
23 have to call.

24 Also, that is where our -- our hospital is.
25 Perry used to be my home, and I know Perry well, and I
call the hospital from time to time. That's long

1 distance. And the same thing goes true for the other
2 real estate companies.

3 My husband has a business, Barnett
4 Electrical, and he has to call the county office in
5 relation to permits in doing electrical work almost
6 daily; and that's another long distance phone call.
7 And it just doesn't seem right that when we live in
8 Taylor County and we're making a phone call to Taylor
9 County that it should be long distance.

10 **COMMISSIONER DEASON:** Questions?

11 **MS. DAVIS:** Yes, Commissioner. Ms. Barnett,
12 would you please give us your address?

13 **WITNESS BARNETT:** P.O. Box 965,
14 Steinhatchee.

15 **MS. DAVIS:** And are any of the county
16 offices that you need to call, do any of them have an
17 800 toll free number?

18 **WITNESS BARNETT:** I was told that the tax
19 assessor's office had an 800 number. I believe it
20 belongs to Eldon Sadler personally. It's not really
21 made known. I had to dig and ask for it, and at one
22 time it was mentioned that he had one, but when I
23 asked the other people in the office, they didn't seem
24 to be familiar about it; but I do remember on occasion
25 quite some time back that I did reach him -- and you

1 reach him personally -- and got through that way.

2 But, you know, the other offices don't have
3 one, and I'm not even sure that that one still exists
4 and just kind of foggy about the whole thing.

5 **MS. DAVIS:** Thank you, ma'am.

6 **COMMISSIONER DEASON:** Ma'am, I have a few
7 questions. You mentioned also that the hospital is in
8 Perry. In your opinion, where do most of the people
9 in Steinhatchee go for medical service?

10 **WITNESS BARNETT:** Well, some of them go to
11 the doctors in Perry and I -- but, you know, of course
12 there's some of them that goes to Gainesville. When
13 we have people move here, they want to know where the
14 nearest hospital is, and as far as I know, Perry is
15 the nearest one.

16 **COMMISSIONER DEASON:** Now, the customers in
17 Steinhatchee currently have 25-cent calling to
18 Gainesville; is that correct?

19 **WITNESS BARNETT:** No, sir. If you live in
20 Cross City, which is also 498, they can call
21 Gainesville for a quarter; but to my knowledge, we
22 here in Steinhatchee can't.

23 **COMMISSIONER DEASON:** Okay. We may need to
24 explore that. What about things like shopping? Is
25 there a community of interest -- which direction do

1 folks go for shopping?

2 **WITNESS BARNETT:** I can speak for myself
3 personally, and I know some others that do. We
4 either -- most of us either go to the Super Wal-Mart
5 in Chiefland or we go to the Super K-Mart in Perry.

6 **COMMISSIONER DEASON:** So it's kind of split
7 there?

8 **WITNESS BARNETT:** Yes, sir. The reason that
9 I choose to go to K-Mart in Perry more often and do
10 some shopping in that direction is because I can also
11 tend to other business there, being that the
12 courthouse is there, the health department is there;
13 and I can kill as many birds with one stone as I can
14 to make the trip. It's also closer. It's
15 approximately 34 miles, and Chiefland is something
16 like a 42-mile trip.

17 **COMMISSIONER DEASON:** Thank you for your
18 testimony.

19 **MR. ERWIN:** Could I ask the Staff a
20 question? For the people who have signed in, have
21 they indicated what their telephone numbers are as
22 well as the name?

23 **MS. SHELFER:** Yes, sir.

24 **MR. ERWIN:** So we can determine, then, whose
25 customer each person might be.

1 **COMMISSIONER DEASON:** Apparently we have
2 that information on the sign-up forms. You may call
3 the next witness.

4 **MS. SHELFER:** Nickie Harden.

5 - - - - -

6 **NICKIE HARDEN**

7 appeared as a witness and, swearing to tell the truth,
8 testified as follows:

9 **DIRECT STATEMENT**

10 **WITNESS HARDEN:** Good afternoon. My name is
11 Nickie Harden, and my address is Post Office Box 37
12 here in Steinhatchee. I'm the secretary to the
13 principal at Steinhatchee School.

14 One of my jobs, of course, is to pay the
15 phone bill. Also, the principal has to allocate -- so
16 many dollars have to be set aside from our budget to
17 enable to pay our phone bill. And I brought some
18 phone bills with us.

19 Now, being a school in Taylor County, every
20 call that I make has to be paid to -- you know, to
21 Perry for the finance office, and I do payroll. Also,
22 to the county office. Also, we have students that
23 live at Keaton Beach, and the different beaches.
24 They're all long distance and yet they attend our
25 school.

1 I don't know exactly where the line goes,
2 but we have students that live just up the road from
3 us, and yet if they get sick at school, we have to
4 call their parents, and it's a long distance call. I
5 brought several of the phone bills with me, if any of
6 you would like to see them.

7 I also brought -- It's my job to reconcile
8 the phone bill and to make sure who made calls that it
9 is a bona fide -- that somebody isn't calling their
10 hairdresser in Tallahassee, you know. So I have to
11 make sure that it is reconciled. And if you want to
12 look at this -- and you go down the list, I have --
13 it's MIS office, school bus, county office, student
14 services, parents, records, Perry Primary, Gladys
15 Morris, Perry High School, MIS, finance. There again,
16 bus -- school bus garage, student services.

17 All of this goes on for 14 pages, because
18 everything that we deal with -- and we have to -- it
19 has to be okayed by the superintendent. Like this
20 morning I called the county office to speak to
21 Commissioner Fike. He takes care of all of our
22 maintenance needs, and that was a long distance call.
23 Unfortunately, Mr. Fike wasn't here today, so I made
24 the call. It will be recorded. And I couldn't catch
25 up with him.

1 I have had to make as high as three or four
2 calls to the same person in a day because they are
3 very busy professional people.

4 If you have any questions; if not, I'm
5 through with what I wanted to say.

6 **COMMISSIONER DEASON:** Any questions?

7 **COMMISSIONER CLARK:** Ms. Harden, can you
8 tell us on average how much your long distance bill is
9 for the school?

10 **WITNESS BARNETT:** I was afraid you'd ask me
11 that, because I really found out about this meeting --
12 I wish I had known of it earlier, because I would
13 loved to have brought the amount that we have to --

14 **COMMISSIONER CLARK:** Ms. Harden, we can
15 still do that. Why don't we identify it as a
16 late-filed exhibit. And what you can do is if you'd
17 get with Ms. Davis, she will give you an address, and
18 you can send us, if you have it for the past fiscal
19 year or however you want to do it, just give us your
20 monthly -- the average monthly long distance bill.

21 **WITNESS HARDEN:** All right.

22 **COMMISSIONER CLARK:** Who do you take service
23 from?

24 **WITNESS HARDEN:** BellSouth and -- I guess it
25 would be BellSouth. We have switched -- because the

1 county office when they see the amount of dollars
2 diverted to pay the phone bill that could go for
3 textbooks, they keep on us. So I have been switched
4 from -- I started out by carrier -- I'm with BellSouth
5 but the carrier now is Excel.

6 I started off with AT&T. Then we went to
7 MCI. Now we're on Excel. All of this was done
8 because each company was promising lower rates. So
9 it's not that we're not trying to hold down the bill.

10 **COMMISSIONER CLARK:** Commissioner Deason,
11 would that be all right if it was late-filed?

12 **COMMISSIONER DEASON:** Yes. But I was going
13 to ask, if you don't mind, to make a copy of the
14 calling log that you have or your reconciliation of
15 those calls, and if you could then provide the
16 information that Commissioner Clark requested, we'll
17 identify it as a late-filed exhibit. It will be
18 Exhibit No. 1. And if you could get with Ms. Davis or
19 Ms. Shelfer or Mr. Wiggins and arrange to get that
20 information to them, they'll be glad to get that into
21 the record. Is there any objection?

22 **MS. WHITE:** (Shaking head.)

23 **COMMISSIONER DEASON:** If you don't mind
24 doing that, we certainly would appreciate it.

25 **WITNESS HARDEN:** No, sir, not at all.

1 **COMMISSIONER DEASON:** Thank you.

2 (Late-Filed Exhibit 1 identified.)

3 **MS. SHELFER:** The next witness is Sylvia
4 Ivey.

5 **SYLVIA IVEY**

6 appeared as a witness and, swearing to tell the truth,
7 testified as follows:

8 **DIRECT STATEMENT**

9 **WITNESS IVEY:** My name is Sylvia Ivey. I'm
10 the principal at Steinhatchee School, and I'm here and
11 I brought Nickie this morning to give the information
12 that she just shared with you, and I just wanted to
13 let you know that we do have a concern.

14 I speak, as she said, frequently to parents
15 and county office staff, and it would be certainly a
16 good gesture in your behalf to consider giving us the
17 ability to contact these people without additional
18 rates.

19 That's basically -- and we will certainly
20 follow through with the request for additional
21 evidence that you've asked for.

22 **COMMISSIONER CLARK:** Ms. Ivey, I'm sorry.
23 I'm not familiar with your -- what grades --

24 **WITNESS IVEY:** The school serves
25 kindergarten through eighth grade, and we also have a

1 Head Start unit on our campus as well. So all of
2 those -- any of the people on my Staff that need to
3 contact county level people, you know, it's a long
4 distance call.

5 **COMMISSIONER CLARK:** And from what
6 communities around here do your students come from?

7 **WITNESS IVEY:** They come from -- there's an
8 agreement between Dixie County Schools and Taylor
9 County Schools. We do cross the county line in
10 receiving enrollment. That becomes a parent choice.
11 And a few of our students live in the 498 area that
12 are in the Dixie County area, and those that are close
13 by in the Steinhatchee area in Taylor County. But
14 everything else that goes on in Taylor County is in
15 the Perry area.

16 **COMMISSIONER DEASON:** And you've got
17 students that reside in the Keaton Beach area?

18 **WITNESS IVEY:** Yes, sir, the beach area. I
19 think its a 578 and a 584 exchange. Those are long
20 distance.

21 **COMMISSIONER DEASON:** Do you have any idea
22 what percentage of your students --

23 **WITNESS IVEY:** No, sir. We didn't take the
24 time to research that in detail.

25 **COMMISSIONER DEASON:** Any other questions?

1 715 Riverside Drive, Steinhatchee, and I'm current
2 chairman of the Steinhatchee Community Projects Board,
3 which is a board that is put together to not only
4 maintain this building and its grounds, but also to
5 serve as a liaison for questions that we may want to
6 take further in to our county commissioners, or into
7 Dixie County even.

8 And this has been a project that we've
9 worked on for quite some time to try to resolve a way
10 to get telephone calls cheaper and easier to Perry.
11 And right now our area seems to be growing rather
12 rapidly, as is Perry, and we have businesses in Perry
13 we didn't have before. And, I believe, speaking at
14 least for myself, that I started to do more shopping
15 now in Perry than I did in the past.

16 We have a super K-Mart, and we have several
17 other department stores that are now there, and I
18 think that the whole area is going to be changing.
19 And we do have, even in our own area, Gulf Telephone
20 in one part of our town and served by BellSouth in the
21 other part of the area.

22 And I believe we're going to run into a
23 problem with our water before long, because if we put
24 another well in, it may have to be outside of the
25 BellSouth district and go into the Gulf Telephone,

1 which is going to make it difficult for us to call,
2 even from our two water areas.

3 And I don't think -- I didn't see our water
4 president here, of our water Commission, so maybe --
5 some people will be attending the evening meeting.
6 The ones that I have spoken to that have businesses
7 will probably attend the evening meeting, because we
8 have very few business people here that I see.

9 And as far as I know, we do not have 800
10 numbers, with the exception of the Sheriff's Office;
11 and as far as I know, the Sheriff's Office still
12 exists with an 800 number. But when Mr. Jack Brown,
13 who is Taylor County coordinator, or Mr. Edd Sadler,
14 who is Taylor County commissioner for our district,
15 speak, they can speak to this point more than I can.
16 But I had heard that there was a possibility that we
17 wouldn't have an 800 number to the Sheriff's Office
18 any longer. So they will address this. And I believe
19 this is -- I don't want to be repetitive, so I think
20 this is about the extent of my remarks for now.

21 **COMMISSIONER DEASON:** Questions?

22 **MS. DAVIS:** Yes, Commissioner.

23 Ms. Moehring, where do you go for your primary medical
24 care? Do you go to Perry or to Gainesville?

25 **WITNESS MOEHRING:** Well, I will tell you

1 we -- I, personally, go to Gainesville because my
2 husband has some serious medical problems, and the
3 hospital service is in Gainesville. I have taken
4 people to the hospital both in Gainesville and the
5 hospital in Perry, I believe. And the medical staff
6 in Perry is improving drastically.

7 Now, this was not always the case, but I
8 truly believe that it's getting much better now. And
9 I've taken several people there and they've been very
10 satisfied with the care that they have had. And some
11 people do go Chiefland.

12 I mean, we are so spread out in this area
13 that we're 40 miles from Perry, we're 52 miles from
14 Chiefland, and we're 70 miles from Gainesville and 90
15 miles from Tallahassee.

16 So there are people that have medical care
17 in Tallahassee, several that do -- have or have just
18 had orthopedic care in Tallahassee. And partly it's
19 because these doctors maintain offices in Perry, or
20 maybe in Chiefland, but still work out of Tallahassee
21 and Gainesville hospitals. But the area is changing
22 rapidly and it's just, I guess, we'll have to change
23 with it somehow.

24 **MS. DAVIS:** One more question, please. When
25 you call Gainesville, does that call cost you 25

1 cents?

2 **WITNESS MOEHRING:** I don't believe that we
3 do have -- that was the -- that was what we were told
4 in the beginning; we would have 25-cent calls to
5 Perry. Now, I don't believe we do --

6 **MS. DAVIS:** To Gainesville, ma'am --

7 **WITNESS MOEHRING:** Pardon?

8 **MS. DAVIS:** To Gainesville is what I was
9 asking.

10 **WITNESS MOEHRING:** No; that's what I mean,
11 to Gainesville. And I'll tell you the honest truth.
12 It's getting a little difficult, because when you get
13 10-cent calls on certain days and 5-cent calls on
14 different days to try to figure out what the price of
15 your call really is; because you have -- the telephone
16 companies have so many of these things going on. But
17 to my knowledge, you still are not calling Gainesville
18 for --

19 **MS. DAVIS:** 25 cents?

20 **WITNESS MOEHRING:** Huh-uh. I know if -- I
21 called my husband from Keaton Beach one day, and a
22 very quick call just to ask him for something, and
23 when I got the bill it was \$1.48. I think I talked
24 about three seconds or something, and I couldn't
25 believe it was \$1.48 to call from Keaton Beach to

1 Steinhatchee.

2 But, as I said, I think when Mr. Brown
3 addresses you, he will be able to tell you whether
4 there is 25-cent calls. I don't believe there is.

5 **COMMISSIONER DEASON:** I have just a few
6 questions. Are there medical services in Cross City?

7 **WITNESS MOEHRING:** I'm sorry; what?

8 **COMMISSIONER DEASON:** Are there any medical
9 services in Cross City --

10 **WITNESS MOEHRING:** Yes, there is. We have
11 what is called Family Medical in Cross City.

12 **COMMISSIONER DEASON:** But you said that a
13 lot of the residents will either go to Perry or to
14 Chiefland or Gainesville --

15 **WITNESS MOEHRING:** They -- it's -- to my
16 knowledge, the people that I know, they have -- they
17 go to any -- usually you're referred. From these
18 small medical clinics you're usually referred
19 somewhere else; and you may go there, and that may be
20 even primary care. But if you have to have anything
21 secondary, it will either be in Tallahassee or in
22 Gainesville.

23 **COMMISSIONER DEASON:** What about the 911
24 service?

25 **WITNESS MOEHRING:** We have 911 service. It

1 goes through Dixie County to Taylor County.

2 **COMMISSIONER DEASON:** It goes through Dixie
3 County --

4 **WITNESS MOEHRING:** Yes.

5 **COMMISSIONER DEASON:** -- and --

6 **WITNESS MOEHRING:** Right. So when you -- if
7 you call 911, we stress to everyone who calls 911 to
8 be sure that you tell them as soon as they answer that
9 you're on the Steinhatchee side of the river in Taylor
10 County, so that the call will be routed faster and
11 they don't have to come back and find out where you
12 are.

13 But, yes, we do have 911 and, yes, I believe
14 it's effective. And I know Larry Payne, who is fire
15 chief in Steinhatchee, just gave me a note to say that
16 we do have ambulance service to Gainesville as well.
17 On critical care we do have Life Flights from the
18 school, for critical care.

19 **COMMISSIONER DEASON:** Any further questions?

20 **MR. BISHOP:** Good morning.

21 **WITNESS MOEHRING:** Good morning, Mr. Bishop.

22 **MR. BISHOP:** How you doing?

23 **WITNESS MOEHRING:** I'm doing just fine.

24 **MR. BISHOP:** I've got a question.

25 **WITNESS MOEHRING:** Oh, you've got a question

1 for me. You're the one I thought was going to answer
2 them. (Laughter)

3 **COMMISSIONER DEASON:** I didn't swear him in.
4 (Laughter)

5 **MR. BISHOP:** What about grocery shopping?

6 **WITNESS MOEHRING:** Oh, my goodness. If you
7 would take a poll of the people I see sitting behind
8 me, I would say -- I guess I would just speak for
9 myself. If I'm there, I'm shopping there. If I'm in
10 Perry, I'm shopping there. If I'm in Chiefland, I'm
11 not making another trip back; I'm shopping there. But
12 I think it's truly more -- and, also, I speak for
13 myself. I find myself going to Perry more, and there
14 was a time five or six years ago that I did not do
15 that.

16 **MR. BISHOP:** Yes, ma'am. Thank you, ma'am.

17 **WITNESS MOEHRING:** You're welcome.

18 **MS. SHELFER:** Sandra White?

19 **COMMISSIONER DEASON:** Give us your name and
20 address. Were you here earlier when we were swearing
21 witnesses?

22 **WITNESS WHITE:** Yeah, but I didn't swear.
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1 call a doctor and ask a question without it costing
2 you money.

3 Right now it's better since we can call
4 Chiefland for 25 -- a flat 25 cents, so you can call
5 and ask a question if you have one. If you've got
6 anybody -- doctors in Gainesville or Tallahassee or
7 Perry, anywhere, you're going to have to pay that long
8 distance phone call. You can't just call in for
9 questions.

10 I'm concerned, too, and almost everybody in
11 Steinhatchee I feel is concerned, about the emergency
12 care and having to get an ambulance here.

13 It's very confusing to new people that come
14 in. My husband and I both are relatively new. So
15 when we go to figure out where we're going to get care
16 from, you have to study up on it. You can't just say,
17 I'm going to call here. You've got to find out which
18 way you can go and how much it costs.

19 Another thing for new people is county
20 offices. Any questions concerning taxes, permits,
21 anything along that line that falls into Taylor
22 County, you've got to contact the county offices.
23 There's questions that come up. Again we were
24 confused.

25 And when you make that trip, when you go all

1 the way down there from here and you find out, oh, no,
2 you need one more thing, that one more thing is back
3 here in Steinhatchee, so you've got to drive all the
4 way back; whereas if you could make that phone call
5 and say, what do I need, and then you'd be prepared.

6 We didn't even have a Perry phone book. A
7 new resident, you don't get a Perry phone book, so how
8 are you going to call and find out -- you have no
9 choice, unless you request a Perry phone book.

10 The shopping, personally mine is primarily
11 Chiefland because that's where doctors are, that's
12 where Wal-Mart is. Yes, we go to K-Mart occasionally.
13 We would go more often if we had more of our life
14 involved with Perry.

15 Another thing that hasn't been brought up is
16 that we frequently -- if you move to Florida,
17 everybody comes to visit you. So you've got all these
18 people that come and want to see things and do things.
19 Well, you've got the museums in Perry. You've got the
20 historical society. There are things that maybe some
21 people want to get involved with that just because
22 they don't have the convenience of calling, they're
23 not; the Arts Society, the Historical Society, even
24 the newspapers, things that people in this community
25 might be involved in.

1 And you want to take visitors and show them
2 things. Well, you pick up the phone; how much does it
3 cost, when do you open. Otherwise, you're making that
4 trip all the way down there and, oh, they're closed.

5 Perry seems more progressive than Chiefland.
6 Chiefland seems to be more just a straight stretch of
7 shops of food, fast foods, and things like that.
8 Perry seems more diversified, and I agree with Rhoda
9 in that it is going to grow more in the future.

10 Another thing is lawyers. And restaurants;
11 same when they go out to eat. Well, are they open,
12 how late are they open. To call a lawyer -- to shop
13 around by phone, you know, let your fingers do the
14 walking, well you can't. And that's it.

15 **COMMISSIONER DEASON:** Questions?

16 **MS. DAVIS:** Just one. Ma'am, do you know if
17 when you call Gainesville you pay 25 cents now?

18 **WITNESS WHITE:** No, because the phone
19 company has succeeded in making the phone bill too
20 complicated, because you don't know if you called
21 under this unless you read every block. You call to
22 find out if -- if you placed the call under this
23 and -- no. (Laughter)

24 **MS. DAVIS:** Okay. Thank you.

25 **COMMISSIONER DEASON:** You mentioned that

1 there is just 25-cent calling to Chiefland?

2 **WITNESS WHITE:** Yes, flat 25. So you can
3 talk --

4 **COMMISSIONER DEASON:** And you find that
5 helpful?

6 **WITNESS WHITE:** Oh, yes.

7 **COMMISSIONER DEASON:** Let me ask you another
8 question. Under one proposal that's being discussed,
9 will be discussed at the latter part of this hearing,
10 will be allowing what we refer to as nonoptional EAS;
11 that is, all customers would have the service but
12 they'd have to pay more for it. And I'm looking at
13 some information that would show that for a
14 residential customer it would be around \$2.43.

15 I'm not saying this would be a final number,
16 but for discussion purposes, do you think people would
17 be willing to pay \$2.43 more per month to be able to
18 call Perry toll free as part of the local calling
19 area?

20 **WITNESS WHITE:** Are you saying that there
21 would be an additional \$2.43, or \$2.45 or whatever,
22 for the use of being able to call for the -- to be
23 able to call anywhere? Every month that's it?

24 **COMMISSIONER DEASON:** Right. A one-time
25 charge per month, and it would probably last up to

1 three or four years and then it probably would go
2 away. But for that period of time, for example if it
3 were \$2.43 a month, do you think people would --

4 **WITNESS WHITE:** Access to call Perry? Yes.

5 **COMMISSIONER DEASON:** Thank you, ma'am.

6 **MS. SHELFER:** Commissioners, the next
7 witness is also a witness for the county, Mr. Jack
8 Brown, and I'm assuming he's testifying as a customer
9 rather than rather than as a spokesperson for the
10 county.

11 **WITNESS BROWN:** No, I'm not a customer.

12 **COMMISSIONER DEASON:** Mr. Brown has prefiled
13 testimony?

14 **MR. WIGGINS:** Yes, sir.

15 **COMMISSIONER DEASON:** Okay. We'll just
16 wait, and you can testify when we get to the technical
17 phase of the hearing.

18 **MS. SHELFER:** And last is Mr. Edd Sadler.
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1 **EDD SADLER**

2 appeared as a witness and, swearing to tell the truth,
3 testified as follows:

4 **DIRECT STATEMENT**

5 **WITNESS SADLER:** I was just going to speak
6 on behalf of the citizens of Steinhatchee.

7 **COMMISSIONER DEASON:** Sir, please come
8 forward and speak into the microphone so it can be
9 picked up by the court reporter.

10 **WITNESS SADLER:** My name is Edd Sadler. I'm
11 the county commissioner representing Taylor County.
12 My business address is Route 3, Box 402, Perry. Phone
13 number is 584-4082.

14 As a commissioner in this district, I make
15 several calls a week from my home to different people
16 in the community; thus I have several long distance
17 calls. I didn't bring the bill with me or anything.
18 And it's a hardship on me in that manner.

19 But, now, the citizens of Steinhatchee, as
20 you've heard, and everybody has already told you, it's
21 a growing community. Taylor County is growing as a
22 whole, and sooner or later the health care down here
23 will be more of a maintained health care in
24 Steinhatchee; and they've made drastic improvements in
25 the last year. We have a health facility here that's

1 connected to DMH in Perry.

2 And I think the county offices, your real
3 estate brokers, and all the individuals here that has
4 any business transactions whatsoever with the county
5 offices, it's a hardship on them.

6 And then the hospital, if you want to call
7 the doctor in Perry; which I don't know the percentage
8 of the people in Steinhatchee that use the hospital,
9 but quite a few. And as the hospital gets
10 progressively bigger and better with more acute care
11 doctors, more surgeons, I figure more people will move
12 up to use the doctors up there.

13 Fire rescue is hooked in, like the lady said
14 a while ago, Ms. Moehring, I believe it was. You call
15 911, it's routed through Dixie County, and then Dixie
16 County has to call Taylor County, and then they
17 dispatch the 911. So that's another anywhere from 10
18 to 20 minutes because, you know, sometimes they get
19 kind of confused down there.

20 And then the school system --

21 **COMMISSIONER GARCIA:** Wait. That's an
22 interesting point you're making, but that has to do
23 with the phone systems, that they have to go through
24 two systems to get to the right one and it adds 15 to
25 20 minutes?

1 **WITNESS SADLER:** Right now the 911 system is
2 hooked in through Dixie County. It's on 498 --

3 **COMMISSIONER GARCIA:** Okay.

4 **WITNESS SADLER:** So they call 911, it's
5 routed through Dixie County, and then it goes back to
6 Taylor County; and during the mixup there, you know,
7 you can look anywhere from 10 to 20 minutes.

8 **COMMISSIONER GARCIA:** Well, I would assume
9 that the companies could probably work with you to try
10 to set something up to be helpful with that.

11 I know it's probably nothing that we're
12 doing here, but both of the companies could probably
13 be helpful in expediting that, because most of --
14 they're the one that knows where the call is coming
15 from --

16 **WITNESS SADLER:** Right.

17 **COMMISSIONER GARCIA:** -- and they should be
18 able to be a little bit more helpful. Maybe that's
19 something we can deal with separately, if you could
20 speak to our Staff about that, and maybe we can
21 address it with the companies separately. You know,
22 20 minutes, you're probably dead if it's an important
23 thing.

24 **WITNESS SADLER:** It is very urgent; and the
25 school systems, they're all connected into Taylor

1 County, too. You've heard the same thing over and
2 over.

3 The county offices, there's -- everything
4 the north side of the river is in Taylor County, and
5 all that is connected in to the Taylor County offices.
6 And the sheriff does have a 1-800 number, and I don't
7 even know it. So, I mean, if it's not posted, you
8 don't have it. Any county business you have to take
9 care of, your taxes, the clerk's office, appraiser's
10 office, collector's office, all of it is tied into
11 your county offices, and anything in Taylor County in
12 Steinhatchee goes through Perry courthouse.

13 I think that we will see the health care be
14 more -- more of it be congregated in Steinhatchee in
15 the near future. As Ms. Moehring alluded to, the
16 water system, once we get a water system, we'll have a
17 sewer system, and the influx of people in Steinhatchee
18 will be dramatic, and in the coastal areas of all of
19 Taylor County.

20 **COMMISSIONER DEASON:** Is there currently a
21 health facility that the county runs or maintains
22 located here in --

23 **WITNESS SADLER:** Yes, there is. DMH has got
24 personnel over in -- it's on -- in front of the
25 school.

1 **COMMISSIONER DEASON:** You said DMH.

2 **WITNESS SADLER:** Doctors Memorial Hospital.
3 They maintain nurses and -- not the acute care, just
4 primary.

5 **COMMISSIONER DEASON:** So they have a local
6 facility here, but, of course, obviously their main
7 facility is the hospital in Perry.

8 **WITNESS SADLER:** Exactly.

9 **COMMISSIONER GARCIA:** I'll steal
10 Commissioner Deason's question. But as a local
11 official, I doubt you like to speak about taxing
12 people, but what do you think your residents would
13 think about having an additive on their bill somewhere
14 in the neighborhood of -- what was it? \$2.40?

15 **WITNESS SADLER:** \$2.43. I think each and
16 every one of them -- you might have a few dissent, but
17 I think most of the people would be willing to pay
18 that extra to have access to the whole county.

19 **COMMISSIONER DEASON:** Questions?

20 **MS. DAVIS:** One question.

21 **COMMISSIONER DEASON:** I'm sorry. Mr. Erwin.

22 **MR. ERWIN:** Mr. Sadler, has the county
23 commission ever taken up the proposition of having a
24 dedicated facility for 911 purposes from this area
25 directly to Taylor County rather than routing it

1 through Dixie County?

2 **WITNESS SADLER:** I'm not for sure. I've
3 served on the board a little over a year now, and
4 during my tenure, I haven't -- maybe Mr. Bishop could
5 enlighten you a little bit, as the attorney. I don't
6 think it has.

7 **MR. ERWIN:** If you don't know, that's fine.
8 I was just curious.

9 And I also wanted to know what the situation
10 might be with regard to the sheriff in Dixie County.
11 If something was happening here that needed some
12 immediate attention from law enforcement, would the
13 Dixie County Sheriff refuse to come into this area, or
14 would he come ahead, or what would happen in a
15 situation like that?

16 **WITNESS SADLER:** I couldn't really say for
17 sure, but I don't think they cross -- they got their
18 boundaries, and it's illegal for them to cross, from
19 working in another county. I don't think -- it would
20 have to be a bad situation to be asked to come over.

21 **MR. ERWIN:** You don't know of any kind of
22 interlocal arrangement or anything like that?

23 **WITNESS SADLER:** No, I do not.

24 **MR. ERWIN:** That's all I've got.

25 **MS. DAVIS:** Commissioner Sadler, do you know

1 if there are many people in Perry that want to call in
2 to Steinhatchee for business or personal reasons?

3 **WITNESS SADLER:** There's the seafood
4 restaurants down here, Roy's and Jolly Sailor, to call
5 and make reservations. Quite a few of them, the
6 seafood restaurants, in near proximity.

7 **MS. DAVIS:** Thank you.

8 **WITNESS SADLER:** Other than that, I don't
9 think that -- you know, no doctors or anything like
10 that down here. And that's -- that would be the main
11 reason they would call, unless they'd call the real
12 estate broker trying to procure real estate, or have
13 relatives.

14 **COMMISSIONER CLARK:** This might put you on
15 the spot, but you mentioned seafood restaurants. Is
16 there one you want to recommend? (Laughter)

17 **WITNESS SADLER:** I could recommend any one.
18 There are two good ones I know of. There's four good
19 restaurants in -- I think of a whole here.

20 **COMMISSIONER CLARK:** We did eat breakfast at
21 a nice restaurant this morning. It was very nice.

22 **WITNESS SADLER:** I could not recommend any.
23 (Laughter) They're all good, and I wouldn't want to
24 be --

25 **COMMISSIONER GARCIA:** Thank you for coming

1 out, Commissioner. We appreciate it.

2 **UNIDENTIFIED SPEAKER:** (Inaudible comment.)

3 **COMMISSIONER GARCIA:** It might cost him
4 votes -- (Laughter) --

5 **WITNESS SADLER:** You have the Cherokee. You
6 have Roy's Restaurant. You have the Jolly Sailer, and
7 the last one --

8 **WITNESS MOEHRING:** Steinhatchee Landings and
9 Lynn-Rich's. Steinhatchee Landings is open tonight.
10 It's very nice. And Roy's is open.

11 **WITNESS SADLER:** And, believe me, there's
12 people that drive from Tallahassee to come down here.

13 **COMMISSIONER DEASON:** Thank you, sir.

14 **WITNESS SADLER:** Thank you.

15 **COMMISSIONER DEASON:** We've exhausted our
16 list of members of the public that are signed up. Let
17 me ask, is there anyone who has joined us after we
18 began who wants to testify?

19 Sir, please come forward. If there is
20 anyone else who wants to testify, please stand and
21 raise your right hand.

22 (Witnesses collectively sworn.)

23 **COMMISSIONER DEASON:** Begin by giving us
24 your name and address.

25

1 **ELLIS H. DOSHER**

2 appeared as a witness and, swearing to tell the truth,
3 testified as follows:

4 **DIRECT STATEMENT**

5 **WITNESS DOSHER:** My name is Ellis Doshier. I
6 live in Steinhatchee. My address is Post Office
7 Box 177. I signed in, and my phone number is there
8 where I signed in.

9 I just wanted to say on behalf of my son and
10 my calling him, he's the only Steinhatchee resident I
11 know that lives in another area code. He is on Keaton
12 Beach exchange, but he lives here in Steinhatchee.
13 And he's a commercial fisherman, and I'm speaking for
14 him because he's about 80 miles out in the gulf at the
15 time.

16 But whenever I want to call him or he wants
17 to call me, we have to call long distance, and he just
18 lives up the road; but he's on the Steinhatchee/Keaton
19 Beach exchange, and I believe the only Steinhatchee
20 resident that is.

21 He lives in an area that's developed up
22 here. It's called Quail Run. And the only phone in
23 there that I think is considered operating now.

24 But, anyway, that's \$2.43. I've only had to
25 call him twice, and I paid that. And any business he

1 wants to do with anybody in town he's got to call long
2 distance to get here, so that's kind of, you, know,
3 inconvenient. But that's all that I had to say.

4 You asked about people calling -- I think
5 she did -- from Perry. Well, there's people that live
6 in Steinhatchee that want to call Steinhatchee and
7 have to go long distance, and that's not convenient
8 either.

9 **COMMISSIONER GARCIA:** That just strikes me
10 as -- being in the city and having a different area
11 code, I guess we can get that from -- we'll ask the
12 company witnesses when they come up. Could you get
13 with someone from our Staff so that --

14 **WITNESS DOSHER:** Well, I say in the city.
15 He lives just up the road here a little ways. The
16 phone line they put in, Gulf put in one down Keaton
17 Beach Road from Keaton Beach, and where it ends it was
18 closer to his place than it was for BellSouth to run
19 this way, and they just run it closer.

20 **COMMISSIONER CLARK:** There's a Quail Run
21 that we had passed by. We took 51. I mean, that's
22 right out here.

23 **WITNESS DOSHER:** Right. It is.

24 **COMMISSIONER CLARK:** It's long distance to
25 call here?

1 UNIDENTIFIED SPEAKER: Yes.

2 UNIDENTIFIED SPEAKER: But it circles around
3 town.

4 COMMISSIONER DEASON: I appreciate the
5 enthusiasm, but we've got to have comments on the
6 record.

7 UNIDENTIFIED SPEAKER: Oh. I'm sorry.
8 Excuse me.

9 COMMISSIONER DEASON: So if anybody wants to
10 add anything, I'll give you the opportunity, but to
11 get on the record, it's got to be made here at the
12 microphone.

13 COMMISSIONER GARCIA: Well, just -- because
14 I can't really ask the lawyers, but if the lawyers
15 would just, when we have their witnesses, explain that
16 to us. I'm sure you've got people here that can
17 explain it. And when we start the proceeding, they'll
18 answer your question on why that's done that way. It
19 does seem kind of weird, because it's right nearby,
20 also.

21 WITNESS DOSHER: It's just the way things
22 are. I mean, they have to draw a line someplace, and
23 what's economic --

24 COMMISSIONER GARCIA: It shouldn't be that
25 way. Maybe they shouldn't be, and maybe we can fix

1 it.

2 **COMMISSIONER DEASON:** Thank you, sir. There
3 was a lady who stood. If you'll come forward and
4 begin by giving us your name and address.

5 **COMMISSIONER GARCIA:** You've got to be twice
6 as truthful because I think you were sworn in both
7 times. (Laughter)

8

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9

MARJORIE BRAGDON

10 appeared as a witness and, swearing to tell the truth,
11 testified as follows:

12

DIRECT STATEMENT

13 **WITNESS BRAGDON:** I didn't sign a thing. I
14 didn't think I had any business, so when you all just
15 asked for extras, I was thrown in with the extras.
16 know. (Laughter)

17

Okay. I'm Marjorie Bragdon.

18

19 **COMMISSIONER GARCIA:** I'm sorry. What was
that?

20

21 **WITNESS BRAGDON:** Marjorie, M-A-R-J-O-R-I-E,
22 but they just say Margie Bragdon, B-R-A-G-D-O-N. And
23 I live at Star Route Box 19, Salem, Florida; and if
24 you all came in past Quail Run, you came past the
25 cemetery, and where it said Ancient Oaks Air Park, I
live down that road. See how mixed up we are. That's

1 a Salem address.

2 All right. And I really just wanted to come
3 down here to represent, you know, like the people on
4 our road that have a phone. And we don't have any
5 business using it, but we use it for fun. (Laughter)
6 And if you paid more money, you would have more fun.

7 (Applause)

8 But since we didn't have all that money, if
9 you would do it, let us do it for a quarter, see, I
10 mean, like you could call the Garden Club people -- we
11 belong to the Garden Club down here -- and
12 headquarters -- you know, we're from the district, and
13 our district director is in Perry. We could call her
14 more often and find out what's going on.

15 And then like they said, people that gets
16 sick and are in the hospital, you could call up there
17 and chat with them and tell them what's going on down
18 here. And you could just think of lots of fun things
19 if you could do it for a quarter. (Laughter)

20 But other than that -- and I don't know. I
21 might have an answer why -- that man over there asked
22 about why we get 911. I think when they were
23 discussing it -- you see, it comes through Cross City,
24 and we have 498 from Cross City, and when we dial 911,
25 it's 498, 4-9-8, saying "Cross City, here I come," you

1 know.

2 **COMMISSIONER GARCIA:** I think Mr. Erwin
3 always knows the answers to the questions he asks.

4 (Laughter)

5 **WITNESS BRAGDON:** He just wants to see if we
6 do. (Laughter)

7 **COMMISSIONER GARCIA:** Exactly.

8 **WITNESS BRAGDON:** All right. That's all I
9 wanted to say. I just think it would benefit a lot of
10 us people that don't really have business to --

11 **COMMISSIONER GARCIA:** It would be fun.

12 **WITNESS BRAGDON:** Yes.

13 **COMMISSIONER DEASON:** Any questions?

14 **MR. ERWIN:** I only asked the question for
15 fun. (Laughter)

16 **MS. WHITE:** I wish I had some questions to
17 continue that fun.

18 **COMMISSIONER DEASON:** Ms. Davis, do you have
19 any questions?

20 **MS. DAVIS:** No, sir.

21 **COMMISSIONER DEASON:** Thank you.

22 **WITNESS BRAGDON:** Thank you all.

23 **COMMISSIONER DEASON:** Ma'am, I see a hand in
24 the back. If you'll come -- Ms. Barnett.

25

1 **CHRISTINE BARNETT**

2 reappeared as a witness and, swearing to tell the
3 truth, testified as follows:

4 **DIRECT STATEMENT**

5 **WITNESS BARNETT:** Christine Barnett. I also
6 live on the same road that Margie Bragdon lives on,
7 and I know what she's talking about; because one of
8 you asked a while ago, does people from Perry call
9 Steinhatchee.

10 I have a mother and father in Perry. I have
11 a sister in Perry. I have a son in Perry. I have a
12 brother in Perry, and I have another brother -- I
13 mean, sister in Perry. And they would all call me
14 much more often if it wasn't long distance.

15 And, also, when we call our county
16 commissioner it's another long distance phone call.
17 If you can't get him and you have to leave a message,
18 you either call back or he calls you.

19 **COMMISSIONER DEASON:** Okay. Questions?

20 **MR. ERWIN:** I don't know the answer to this
21 question. If you live on the same road as Marjorie
22 Bragdon, if you're coming down 51, would that mean
23 that you turn right off of 51 --

24 **WITNESS BARNETT:** Left.

25 **MR. ERWIN:** You turn left?

1 **WITNESS BARNETT:** Uh-huh, across from the
2 cemetery almost, on what's called River Road, and
3 there's a sign there that says Ancient Oaks Air Park.
4 And I have a Cross City phone number, a Salem address,
5 and I live in Steinhatchee. (Laughter)

6 It's hard for somebody to find me when I
7 write them and I tell them my address is Salem and
8 they look for me in Salem, and I live in Steinhatchee
9 and I have a Cross City phone number.

10 **MR. ERWIN:** That's okay. I live in Wakulla
11 County with a Tallahassee address. I understand.
12 Okay. Thank you.

13 **COMMISSIONER DEASON:** Is there anyone else
14 who wishes to -- please come forward.

15 **WITNESS MOEHRING:** I will do it more legally
16 this time.

17 **COMMISSIONER DEASON:** Identify yourself for
18 the record and --

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1 subdivision. It is very large. There's not any --
2 hardly anybody in it, but it's right; it is Gulf
3 Telephone.

4 **COMMISSIONER DEASON:** Now, the entire Quail
5 Run subdivision is being served by GTC, Gulf
6 Telephone?

7 **WITNESS MOEHRING:** I'm not sure whether the
8 end that comes out on the far end going toward the
9 beaches is. I just know where you come in is. But
10 there's very few housing developments in that.
11 Mr. Doshier said his son.

12 **COMMISSIONER DEASON:** But there are some
13 residents there?

14 **WITNESS MOEHRING:** Yes.

15 **COMMISSIONER DEASON:** And the ones you know
16 do get service --

17 **WITNESS MOEHRING:** Yes. They are on Gulf
18 Telephone. And that also -- when we put our -- water
19 well may well be also there.

20 **MS. DAVIS:** I have one question, please. If
21 folks try and locate you through directory assistance,
22 do they have problems? (Laughter)

23 **WITNESS MOEHRING:** Well, yeah; if you're
24 going with addresses, they do. I mean, we had -- when
25 we did 911 it's one of the things that we had to make

1 sure that people could locate where the 911 person was
2 by their address, because we didn't even have house
3 numbers when we started. By the time we got house
4 numbers, we also don't even -- even though we all live
5 in Steinhatchee, we don't live in the same community.

6 Plus the fact that Jena is also a community
7 across the river that -- it's like Steinhatchee. It
8 has no community -- you know, it has no municipal
9 functions or anything. It's just a name, like
10 Steinhatchee is the name on the road.

11 So, yes, it's difficult to find people. We
12 only have two streets in town, and we have people stop
13 by our house all the time trying to find people, and
14 then you can't tell them. It's easier to just get in
15 the car and take them over to wherever they're going
16 and come back again. (Laughter)

17 **MS. DAVIS:** Thank you.

18 **COMMISSIONER DEASON:** Anyone else who wishes
19 to make a statement? Yes, sir.

20 **MR. BISHOP:** Commissioner Deason, Mr. Jack
21 Brown would like to update his testimony at some
22 point. I just wanted to let you know.

23 **COMMISSIONER DEASON:** When we get to the
24 technical hearing, if you want to amend that
25 testimony, we'll take it up then at that time. We're

1 going to take a break before we get into the technical
2 phase of the hearing. You may want to discuss that
3 with the other attorneys on what you plan to reenter
4 or whatever. Hopefully, we can avoid any objections.

5 **COMMISSIONER DEASON:** Sir, if you will
6 identify yourself for the record.

7 **ELLIS DOSHER**
8 reappeared as a witness and, swearing to tell the
9 truth, testified as follows:

10 **DIRECT STATEMENT**

11 **WITNESS DOSHER:** Ellis Doshier. I just
12 wanted to -- she brought a thought to my mind. And it
13 was interesting, because when I moved to this
14 community 12 years ago, I built a couple houses, and I
15 moved into one of them over here on 6th Street, and
16 the street had a sign up there said "6th Street."

17 And I called the telephone company and
18 wanted to get a telephone, and they would not hook it
19 up until I told them that I lived on Route 51, because
20 they didn't know where anybody lived that didn't live
21 on Route 51. And if you look in the phone book,
22 almost all the people that live in Steinhatchee's
23 address is Route 51, regardless of what street you
24 live on; and this gets kind of confusing.

25 And when she said it's hard for people to

1 find us here, it is. And when you call national
2 numbers or anywhere in the nation and try to get a
3 phone directory, or tell people there that want to
4 call you, you have to tell them to look up the Cross
5 City exchange, because Steinhatchee is just not known
6 to the rest of the telephone world.

7 They don't know where we're at. And you
8 say, I want somebody in Steinhatchee, and they say,
9 well, where is that at, you know. And we're quite
10 unknown.

11 I go to Gainesville an awful lot, and I have
12 a lot of friends over there and I talk to them, you
13 know, I live in Steinhatchee, and they look at me kind
14 of blank. Where is that? You know.

15 And I think the phone companies have
16 progressed a lot in the last 12 years, and we're
17 getting a lot better service. And I really enjoy the
18 fact that this Commission is here and that we are
19 coming out into the world, because it's going to grow
20 here.

21 I used to live in the southern part of the
22 state, Fort Myers area, and I've seen that grow, and
23 this is starting to grow. And we do need to be in
24 close contact with our county seat because of the
25 growth that is going to come. It's a deterrent to a

1 lot of people.

2 Like the lady, Ms. Barnett says, real estate
3 wise they have to go to all this trouble to just get
4 in touch with the county offices.

5 That's all I have.

6 **COMMISSIONER DEASON:** Any follow-up
7 questions? (No response.) Thank you, sir.

8 Ma'am, if you'll come forward, and you'll
9 need to identify yourself for the record again.

10 - - - - -

11 **SANDRA WHITE**

12 reappeared as a witness and, swearing to tell the
13 truth, testified as follows:

14 **DIRECT STATEMENT**

15 **WITNESS WHITE:** Sandra White. And one thing
16 I wanted to bring up, we've been residents only 15
17 months. However, when we went to get our phone -- I'm
18 going to do what this man did. I mean, back him up
19 here.

20 When we went to get our phone, the phone
21 company said there was no such place as where we
22 lived. We live at Kings Creek. There were several
23 residents already in Kings Creek with a phone.

24 When we called -- and I told them where we
25 lived. No, we didn't live there, because there was no

1 phone going into that area; and I said, I can give you
2 the phone number of someone who already lives there,
3 and which I did. They did not have it on their scheme
4 of things.

5 So as a short time ago as 15 months; I mean,
6 this is not an old thing. This is still going on.
7 There are people -- and I'm concerned that people
8 can't find us either. I'm sure a lot of people -- if
9 anybody came down to see you and needed to find you,
10 whether it was for an emergency or anything like that,
11 or just people coming through, oh, I want to look
12 these people up, where are they going to go if they
13 can't find Steinhatchee, if they can't find it in the
14 Perry phone book?

15 They don't know to look under Cross City to
16 find that you live in Steinhatchee. So it is
17 confusing, and it's -- involves more than just each
18 individual. It involves the telephone company. It
19 involves the county. It's just a mess.

20 **MS. WHITE:** Excuse me. I have one question.
21 Which phone company did you call?

22 **WITNESS WHITE:** BellSouth.

23 **MS. WHITE:** BellSouth?

24 **WITNESS WHITE:** Uh-huh.

25 **COMMISSIONER DEASON:** Any other questions?

1 (No response.) Thank you.

2 We're going to take a short recess, and
3 after recess we will commence with the technical phase
4 of the hearing. Everyone is welcome to stay for that
5 phase of the hearing. We're going to take a 10-minute
6 recess.

7 (Brief recess.)

8

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9 **COMMISSIONER DEASON:** Ladies and gentlemen,
10 if I could have your attention, please, and ask you to
11 take your places. We will reconvene and commence with
12 the technology portion of today's hearing. We're
13 going back on the record. Mr. Erwin?

14

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15

LYNDA BORDELON

16 was called as a witness on behalf of Gulf Telephone
17 Company and, having been duly sworn, testified as
18 follows:

19

DIRECT EXAMINATION

20 **BY MR. ERWIN:**

21 **Q** Would you please state your name and address
22 for the record?

23 **A** My name is Lynda Bordelon. I'm with GT Com,
24 I'm the external affairs manager. I work at 502 Fifth
25 Street, Port St. Joe, Florida 32456.

1 Q Is it correct that GT Com that you mentioned
2 was formerly known as or named Gulf Telephone Company?

3 A That's true.

4 Q Ms. Bordelon, have you prepared and prefiled
5 in this docket some direct testimony?

6 A Yes, I have.

7 Q And if I were to ask you the same questions
8 today as were asked in that prefiled testimony, would
9 your answers be the same?

10 A Yes, they would.

11 **MR. ERWIN:** I would ask that the prefiled
12 testimony be inserted into the record as though read.

13 **COMMISSIONER DEASON:** Without objection, it
14 shall be so inserted.

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1 GTC, INC.

2 Testimony of Lynda N. Bordelon

3 Before the Florida Public Service Commission

4 Docket No. 9302³⁵~~53~~-TL

5 November 4, 1997

6 Q. Please state your name and business address.

7 A. I am Lynda N. Bordelon. My business address is 502 Fifth Street, Port St. Joe, Florida
8 32456.

9 Q. By whom are you employed?

10 A. I am employed by GTC, Inc.

11 Q. Please give a brief description of your background and experience.

12 A. I was employed by St. Joseph Telephone & Telegraph Company in 1971 and have had job
13 responsibilities in the areas of pricing, tariffing, business office operations, marketing and
14 public relations. I received an AA degree from Gulf Coast Community College in 1985. I
15 am currently External Affairs Manager.

16 Q. Have you previously testified before this Commission?

17 A. Yes, I have.

18 Q. What is the purpose of your testimony?

19 A. The purpose of my testimony is to address the issues identified in Docket No. 930235-TL,
20 in Order No. PSC-97-1383-PCO-TL, which revised the preliminary list of issues. The
21 issues, as set forth in the order, are as follow:

22 Issue 1: Is there a sufficient community of interest on the Cross City (Taylor County
23 pocket)/Keaton Beach, and Cross City (Taylor County pocket)/Perry routes to justify

1 surveying for non-optional extended area service as currently defined in the Commission
2 rules or implementing an alternative interLATA toll plan?

3 Issue 2: If a sufficient community of interest is found on either of the routes identified in
4 Issue 1, what is your position regarding each of the following plans (summarize in chart
5 form and discuss in detail) and how should they be implemented?

6 a) EAS with 25/25 plan and regrouping;

7 b) Alternative InterLATA toll plan; and

8 c) Other (specify)

9 Issue 3: Should subscribers be required to pay an additive as a prerequisite to surveying
10 for flat rate, two-way, non-optional extended area service? If so, who should pay the
11 additive, how much of a payment is required, and how long should it last?

12 Issue 4: If a sufficient community of interest is found, what are the appropriate rates and
13 charges for any alternative plan and how should it be implemented on either of the routes
14 identified in Issue 1?

15 Issue 5: If extended area service or any alternative plan is determined to be appropriate,
16 which customers should be surveyed?

17 Q. What routes are involved in this Docket?

18 A. There are two routes involved in this Docket. They are Cross City/Keaton Beach and
19 Cross City/Perry. Cross City is a BellSouth exchange with only a small pocket of
20 customers located in Taylor County. The vast majority of the Cross City subscribers
21 reside in Dixie County. The Keaton Beach and Perry exchanges are served by GTC, Inc.

22 Q. Has GTC conducted traffic studies on these routes?

23 A. Not recently. Several years ago, GTC was able to obtain data on one way traffic

1 originating in the GTC exchanges. At that time there was very little calling to the Cross
2 City exchange. The two routes are interLATA routes. The entire Cross City exchange
3 including the pocket in Taylor County, is in the Gainesville LATA. Keaton Beach and
4 Perry are in the Tallahassee market area. Data is no longer available to GTC on
5 interLATA routes.

6 Q. Does GTC have a position as to whether sufficient community of interest to justify non-
7 optional, flat rate, Extended Area Service (EAS) exists between the pocket of Cross City
8 customers located in Taylor County and the GTC exchanges of Keaton Beach and Perry ?
9 (Issue 1)

10 A. No. Without calling data that would clearly show or disprove the existence of a sufficient
11 community of interest for EAS, it is necessary to extract information related to the
12 location of schools, medical facilities, police or fire protection, county offices, or military
13 bases and how their location affects life in the involved communities. Until evidence has
14 been offered, GTC can not speculate about the existence or sufficiency of a community of
15 interest that might justify two way, non-optional, flat rate EAS.

16 Q. If two-way flat rate EAS is not appropriate, does GTC recommend an alternative
17 interLATA toll plan?

18 A. No. The routes are interLATA. BellSouth would have to obtain a waiver from the
19 Federal Communications Commission (FCC) to be allowed to carry such traffic. In a
20 recent ruling, the FCC has made it very clear that it will only approve waivers for non-
21 optional flat rate EAS. The FCC issued order FCC 97-244 on July 15, 1997, and in part
22 the order states as follows: "While we recognize the state commission's interest in
23 providing additional choices to consumers, we will not approve such optional or

1 measured-rate plans for the reasons discussed above.” (Page 12)

2 Although GTC would not have to seek a waiver from the FCC, implementation of
3 some one-way alternative calling plan by GTC only would not solve any problems for the
4 pocket community involved. If there is any need, GTC believes that it is a need to call the
5 Taylor County exchanges from the Taylor County pocket; GTC does not believe there is
6 much of a need to call in the other direction to the few subscribers in the pocket.

7 Q. If a sufficient community of interest is found on either of the routes identified in Issue 1,
8 what is the position of GTC with regard to the plans identified in Issue 2?

9 A. If there is a community of interest, GTC believes that the only appropriate plan is two-
10 way, flat rate, non-optional EAS. The only question really, is whether the two-way, flat
11 rate EAS should be between the pocket (BellSouth subscribers in Taylor County) and the
12 two Taylor County exchanges (as requested by the board of County Commissioners of
13 Taylor County) or between the two Taylor County exchanges and the entire Cross City
14 exchange.

15 Q. As stated in Issue 3, who should pay an additive, how much and for how long?

16 A. If EAS is only to and from the pocket, GTC has no opinion about the appropriate manner
17 of expense recovery. The reason for this is because GTC has no subscribers in the pocket.
18 Those in the pocket are BellSouth customers, and they will pay an additive only to
19 BellSouth to help BellSouth recover BellSouth's expenses. The problem with this
20 scenario is that GTC will have administrative difficulties serving the pocket, along with
21 significant costs that will go unrecovered. GTC's costs could be recovered, but only if an
22 additive were placed on all of the Taylor County subscribers in the Perry and Keaton
23 Beach exchanges; and, even though there is a benefit to GTC's subscribers, the earlier

1 calling data suggests that the benefit would not be enough to convince a majority of GTC
2 subscribers to vote themselves an increase to pay for the benefit to call the pocket.

3 The only possible solution GTC can suggest might be to include the entire Cross
4 City exchange in the equation, thereby potentially enlarging the benefit for the Perry and
5 Keaton Beach subscribers to the extent that it might justify an increased payment for
6 expanded service and secure a favorable vote that could produce revenue from an additive
7 that would help to defray GTC's costs.

8 Of course, no additive should be charged without a customer survey and a positive
9 response.

10 Q. If non-optional, flat rate EAS were ordered, what would be the appropriate rates and
11 charges to be charged by GTC? (Issue 4)

12 A. GTC does not know what the expenses would be to provide two-way, flat rate, non-
13 optional EAS to either the pocket or the entire Cross City exchange, but whatever the
14 costs are, they should be recovered by the rates and charges GTC is allowed to charge.
15 This is particularly true since GTC no longer has the ability that rate base regulated
16 companies still enjoy to seek rate relief to increase rates to recover unanticipated
17 expenses.

18 Q. Would GTC be willing to take over the provisioning of service to the pocket of Cross City
19 customers located in Taylor County if ordered to do so by the Commission?

20 A. GTC has always wanted to find some way to solve the Taylor County pocket problem, but
21 if the Commission were to feel that the customers in the pocket should be served by GTC,
22 the cost issues would need to be addressed, not only the cost to provide facilities to serve
23 this area, but also the cost for the transfer from BellSouth. GTC would undoubtedly

1 experience significant expense in taking over the subscribers in the Taylor County pocket,
2 and GTC believes that some expense recovery mechanism would have to be developed to
3 make the undertaking feasible.

4 Calling scope changes for the customer should also be considered. The pocket
5 customers would gain toll free calling to all areas of Taylor County, but they would lose
6 existing toll free calling to Cross City, Gainesville and other exchanges in the Gainesville
7 LATA.

8 Q. Would you please summarize your testimony?

9 A. GTC does not favor establishing traditional flat rate, non-optional EAS between BellSouth
10 subscribers located in Taylor County and the GTC exchanges in Taylor County. Provision
11 of such service would be difficult and expensive and might create as many problems as it
12 solved.

13 Q. Does that conclude your testimony?

14 A. Yes.

1 **Q** **(By Mr. Erwin)** Ms. Bordelon do you have a
2 brief summary of that testimony with you today?

3 **A** Yes, I do. GT Com recognizes the need for
4 Steinhatchee residents to be able to call county
5 offices located in Perry without paying additional --
6 traditional toll charges.

7 These calls would originate at BellSouth and
8 would be terminated in GT Com's area. GT Com could
9 implement a plan for calling from Perry and Keaton
10 Beach to Steinhatchee to the pocket area of
11 Steinhatchee, but not only would this not satisfy the
12 needs that we've heard today, but it would also create
13 an unworkable administrative problem.

14 The expense to implement a pocket calling
15 plan would involve, first of all, on our part an
16 estimated \$7,000 a month for a T-1 to carry the
17 traffic and, in addition, an undetermined expense for
18 the development and maintenance of a customer-specific
19 database for billing purposes.

20 **MR. ERWIN:** That's our summary. If some
21 things don't come out on cross-examination, I'd like
22 the opportunity to maybe ask a few questions at the
23 end; but for now I'll turn the witness over for
24 cross-examination.

25 **COMMISSIONER DEASON:** Any objection to that

1 procedure? (No response.)

2 **CROSS EXAMINATION**

3 **BY MS. WHITE:**

4 Q I just have one question, Ms. Bordelon.
5 Nancy White for BellSouth. When was the last time
6 that GTE -- GTC, excuse me -- extended facilities down
7 to this area?

8 A I don't have that data. I apologize.

9 **MS. WHITE:** That's all I have.

10 **MR. BISHOP:** No questions.

11 **COMMISSIONER DEASON:** Staff?

12 **CROSS EXAMINATION**

13 **BY MS. DAVIS:**

14 Q Thank you. Good morning. In your testimony
15 you state that two-way, flat rate EAS is not
16 appropriate because there's no calling data to show
17 there's a community of interest, correct?

18 A Correct.

19 Q After the testimony of the customers that we
20 heard this morning, do you still hold that same
21 opinion?

22 A Unless I had some numbers to review, I just
23 don't have a way of knowing what that community of
24 interest is.

25 Q Is it correct that in your testimony you do

1 not recommend an alternative interLATA toll plan?

2 **A** Correct.

3 **Q** And why don't you?

4 **A** We can offer, you know, to provide, as I
5 said in my summary here, a one-way calling plan, which
6 is what I'm assuming is being referred to as an
7 alternative toll route; but I don't think that meets
8 the need of the Steinhatchee customer.

9 They're not looking so much as calling from
10 Perry and Keaton Beach here; they're looking for
11 calling in the opposite direction. So I don't think
12 it will meet their needs.

13 In addition to that, the problems that it
14 would create for us trying to implement it would be
15 almost insurmountable.

16 **Q** Could you give us an idea of --

17 **A** Sure.

18 **Q** -- what those insurmountable problems are?

19 **A** Sure. First of all we would have to develop
20 a database that would have every Steinhatchee
21 subscriber in it that would be for our billing
22 purposes. It would have to be maintained on a
23 day-to-day basis; any new service coming in, any
24 service going out so that our data business by
25 telephone number in this area would be absolute. And

1 then every call that originates from the Perry or
2 Keaton Beach exchange would have to be matched against
3 those numbers, those NXXs. Every call that's made
4 leaving Perry or Keaton Beach would have to go against
5 that database to determine if we zero rate or, if it
6 were a 25-cent call, if we would change the rate on
7 it.

8 Q Would you have those same problems if EAS
9 was implemented?

10 A If it were on a pocket basis. Yes. We
11 still have to identify where the call is terminating
12 if it's a pocket basis.

13 Q In your testimony, on Page 4 I believe, you
14 discuss the effect EAS would have on your company, and
15 you indicate that since the pocket customers are
16 BellSouth's customers, the additive that might be
17 ordered would go to help BellSouth recover its
18 expenses; and you state that the problem with this is
19 that GTC will have administrative difficulties serving
20 the pocket, along with the significant costs that will
21 go unrecovered.

22 Do you have any idea what those costs would
23 be?

24 A We identified the cost of the T-1 facility
25 at -- from an IXC carrier as being approximately

1 \$7,000 a month. That would just carry the traffic.

2 As far as developing the database and
3 maintaining it, since we don't have any historical
4 information on ever doing a pocket, I have not been
5 able to get pocket information from our billing
6 company.

7 I do have a feeling that it would be a lot
8 more than what we could justify, but we're starting
9 off, we know, with a seven -- at least a
10 \$7,000-a-month expense plus the cost of the database
11 and maintenance of the database, which would depend on
12 the input from BellSouth to us, because we would have
13 no way of knowing the movement of the customers here
14 without us setting up some sort of administrative
15 thing.

16 Q You also state in your testimony that even
17 though there would be a benefit to GTC's subscribers,
18 the calling data suggests the benefit would not be
19 enough to convince the majority of the GTC customers
20 to vote for an increase in local rates to call the
21 pocket.

22 Would you explain why all Taylor County
23 customers should have to pay the additive?

24 A Well, if it's two-way calling -- and
25 assuming that's what the Commission would order --

1 then our customers would also call Steinhatchee,
2 Steinhatchee would call ours; and yet the additive
3 would only be added to the BellSouth customers.

4 Our customers, you know, if they had a --
5 and they did testify here today that there is a
6 community of interest of some sort, they would -- we
7 should be able to recuperate part of our costs from an
8 additive, if it's an added service.

9 Q Thank you. To your knowledge, has the
10 Commission ever allowed a local exchange company to
11 recover costs for the implementation of EAS from an
12 exchange other than the petitioning or qualifying
13 exchange?

14 A I have no idea.

15 Q Other than the \$7,000 in costs that you
16 already testified to, are there any other cost numbers
17 that you could develop and provide to us?

18 A I have a request in to our billing company
19 to provide us with the costs to maintain a pocket
20 billing area. I have not received it back.

21 Q Do you have an idea of when you will be
22 receiving it?

23 A No. I was assured that I would have it
24 before today, but I didn't get it.

25 MS. DAVIS: Commissioner Deason, I'd like to

1 request that information as a late-filed exhibit,
2 please.

3 **COMMISSIONER DEASON:** Yes. That will be
4 identified as Late-filed Exhibit 2.

5 **MS. DAVIS:** And I would title it Pocket
6 Billing Costs for GTC.

7 **COMMISSIONER DEASON:** Very well.

8 **MS. DAVIS:** Thank you.

9 (Late-Filed Exhibit 2 identified.)

10 **Q** **(By Ms. Davis)** Have you read Ms. Sims'
11 testimony?

12 **A** Yes, I did.

13 **Q** In her testimony on Line 5 -- I'm sorry --
14 Page 5, she says that it would be difficult for GTC to
15 limit the toll free calling to the pocket customers if
16 flat rate EAS were granted between the pocket and the
17 Keaton Beach and Perry exchanges. Would you agree
18 with that?

19 **A** Yes.

20 **Q** And these are the same problems that you
21 discussed because you --

22 **A** Yes.

23 **Q** On Page 5 of your testimony, you talk about
24 the possibility of GTC serving pocket customers, that
25 it would require a transfer of territory; is that

1 correct, from BellSouth?

2 **A** From BellSouth?

3 **Q** Yes. That's Page 5 --

4 **A** I think we said that -- let me find it. I
5 think it's sometime in the past this had been a --
6 something that had been put on the table.

7 We recognize, of course, that there's a LATA
8 line problem here. It's not just a matter of moving
9 the exchange line, but the LATA line is where the
10 problem is. We still would be dealing with inter --
11 with interLATA.

12 **Q** Well, if the territory were transferred from
13 BellSouth to your company, wouldn't that problem go
14 away?

15 **A** Does that move the LATA line?

16 **Q** That's the question.

17 **A** I don't know.

18 **COMMISSIONER CLARK:** Well, Ms. Bordelon,
19 your company is not a Bell operating company, is it?

20 **WITNESS BORDELON:** That's -- no, we're not.

21 **COMMISSIONER CLARK:** So if it's moved, I
22 don't think LATA lines mean anything --

23 **WITNESS BORDELON:** Because we have -- we are
24 not under the same restrictions that they are.

25 **COMMISSIONER CLARK:** Right. So you could

1 provide the --

2 **WITNESS BORDELON:** Yes.

3 **COMMISSIONER CLARK:** D-- 25-cent call? And
4 you wouldn't have to go to the federal government and
5 ask them; is that --

6 **WITNESS BORDELON:** That's the way I
7 understand it, because we are not under the same
8 restrictions.

9 **Q** **(By Ms. Davis)** Have you discussed this
10 possible transfer of territory with BellSouth?

11 **A** I don't think it's been discussed, not to my
12 knowledge.

13 **Q** So then you would not have to develop any
14 cost data as to what is possible to transfer --

15 **A** No.

16 **Q** Do you have any knowledge of whether the
17 pocket customers would be in favor of moving from the
18 Cross City exchange into the Keaton Beach exchange?

19 **A** No, I don't.

20 **Q** Or the Perry exchange?

21 **A** I have no idea.

22 **Q** On Page 6 of your testimony you state that
23 if the transfer was granted, the pocket customers
24 would gain toll free calling to all areas of Taylor
25 County, but that they would lose existing toll free

1 calling to Cross City, Gainesville, and other
2 exchanges. Are you certain that all of these routes
3 are toll free?

4 **A** No, I'm not. I think there is some sort of
5 toll plan, but I don't know if they're toll free.

6 **Q** If the Commission were to determine that EAS
7 is appropriate and a Cross City subscriber should be
8 balloted, do you believe that the 25/25 plan would be
9 improving --

10 **A** Are you now taking it from a pocket to an
11 exchange to exchange?

12 **Q** Either/or.

13 **A** Because I had not looked at it as anything
14 other than a pocket. I'm not sure. I don't -- I'd
15 have to give it some thought. I don't know.

16 **Q** Okay. How about just from the pocket basis,
17 since that's the part you've given some thought to?

18 **A** Right. We are only talking about the 25/25
19 plan as it applies to BellSouth customers, but those
20 are not my customers. I don't know if that's
21 appropriate or not. I think BellSouth would have
22 to -- I mean, you know. I don't know what they feel
23 is appropriate for billing their own customers.

24 **MS. DAVIS:** Thank you. We have nothing
25 further.

1 **COMMISSIONER DEASON:** Ms. Bordelon, I have
2 just a few questions.

3 **WITNESS BORDELON:** Okay.

4 **COMMISSIONER DEASON:** The \$7,000 recurring
5 cost, that's for a T-1 carrier --

6 **WITNESS BORDELON:** Yes.

7 **COMMISSIONER DEASON:** -- where would
8 essentially that line run?

9 **WITNESS BORDELON:** I believe that it goes
10 from our Perry exchange back, I think, to Gainesville.
11 I do have the quote from AT&T. I think that's
12 where -- Cross City goes into Gainesville, and the
13 tandem is there. I believe that's correct. So it
14 would connect their tandem to the Perry office.

15 **COMMISSIONER DEASON:** Is there no existing
16 facilities which connects Perry with the Gainesville
17 tandem?

18 **WITNESS BORDELON:** I don't know. There's no
19 EAS facilities there. I know that.

20 **COMMISSIONER DEASON:** This would be a
21 facility you would lease from AT&T?

22 **WITNESS BORDELON:** Yes, or any carrier that
23 we -- you know, wherever we could get the best price.
24 I think this is an AT&T cost.

25 **COMMISSIONER DEASON:** Would that cost --

1 would it make any difference if -- that cost is if
2 there were EAS on a pocket basis --

3 WITNESS BORDELON: Right.

4 COMMISSIONER DEASON: -- is that correct?

5 WITNESS BORDELON: Uh-huh.

6 COMMISSIONER DEASON: And the Steinhatchee
7 pocket having --

8 WITNESS BORDELON: Right.

9 COMMISSIONER DEASON: -- EAS with the Perry
10 exchange --

11 WITNESS BORDELON: Right.

12 COMMISSIONER DEASON: The database of cost
13 that you referred to, that would be necessary to
14 identify the customers that are part of the Cross City
15 exchange who actually reside within the Steinhatchee
16 pocket; is that correct?

17 WITNESS BORDELON: Right.

18 COMMISSIONER DEASON: And that would have to
19 be updated --

20 WITNESS BORDELON: Right.

21 COMMISSIONER DEASON: -- with data from
22 BellSouth.

23 WITNESS BORDELON: Right.

24 COMMISSIONER DEASON: What if Steinhatchee
25 were a separate exchange unto itself?

1 **WITNESS BORDELON:** If there's a separate NXX
2 involved, and it simplifies things.

3 **COMMISSIONER DEASON:** You could simply
4 identify customers, then, by the --

5 **WITNESS BORDELON:** By the NXX, right.

6 **COMMISSIONER DEASON:** -- NXX, right? If it
7 were a separate exchange, would that have any bearing
8 on the recurring cost of the lease of the T-1
9 facility?

10 **WITNESS BORDELON:** No, it wouldn't.

11 **COMMISSIONER DEASON:** Do you have any
12 information -- I know you do not have actual
13 statistical information, but do you have any
14 information within your company concerning the
15 community of interest from the Perry area to
16 Steinhatchee?

17 **WITNESS BORDELON:** We don't have anything
18 that's current and new, and because that is an
19 interLATA route -- and we no longer collect that data.
20 It's carried by the carrier, so we're not privy to
21 that information as far as calling.

22 **COMMISSIONER DEASON:** Based upon your review
23 of this matter, do you think the primary interest is
24 calling from Steinhatchee to Perry as opposed to from
25 Perry to --

1 **WITNESS BORDELON:** That's the impression I
2 get from what we've heard today.

3 **COMMISSIONER DEASON:** Mr. Erwin?

4 **MR. ERWIN:** I don't have any other
5 questions.

6 **COMMISSIONER DEASON:** Oh, I'm sorry. I do
7 have another question.

8 Do you have any information on the history
9 of the 911 service?

10 **WITNESS BORDELON:** I don't have any history
11 on Taylor County. I'm familiar with quite a few other
12 counties that we've implemented 911 in and do know
13 that we have put in dedicated facilities from time to
14 time to carry pocket traffic.

15 **COMMISSIONER DEASON:** But you don't --

16 **WITNESS BORDELON:** Through the county; you
17 know, setting it up.

18 **COMMISSIONER DEASON:** Are you familiar with
19 a situation where there's a pocket of customers that
20 reside in one county, people that are actually in an
21 exchange in another county and --

22 **WITNESS BORDELON:** We have --

23 **COMMISSIONER DEASON:** -- have 911 --

24 **WITNESS BORDELON:** We have that scenario in
25 Calhoun County. We have a pocket out of the

1 Wewahitchka exchange that's actually in Calhoun
2 County, and we have handled that with some dedicated
3 circuits; but we also did some class market, and I
4 don't know if something -- if BellSouth does that, but
5 we did handle that. We have handled that in a couple
6 of pockets.

7 **COMMISSIONER DEASON:** Well, with dedicated
8 service, then, there's no need then to have calls
9 routed from one police jurisdiction with another?
10 It's a --

11 **WITNESS BORDELON:** That's my understanding,
12 yes. Because our -- like our Wewahitchka pocket
13 subscribers are not routed back to Gulf County and
14 then into Calhoun even though they're a part of the
15 Gulf County exchange but reside in Calhoun. They are
16 directed into the Calhoun County 911 -- I know it's
17 possible because we do it.

18 **COMMISSIONER DEASON:** And that would be
19 something that BellSouth would have to take a look at?

20 **WITNESS BORDELON:** Right. And the county
21 commission.

22 **COMMISSIONER DEASON:** Any further questions?

23 **MS. WHITE:** No, sir.

24 **COMMISSIONER DEASON:** Thank you, ma'am.

25 (Witness Bordelon excused.)

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COMMISSIONER DEASON: Ms. White?

MS. WHITE: Yes. BellSouth would call Nancy
Sims.

- - - - -

NANCY H. SIMS

was called as a witness on behalf of BellSouth
Telecommunications, Inc. and, having been duly sworn,
testified as follows:

DIRECT EXAMINATION

BY MS. WHITE:

Q Would you state your name and address for
the record?

A My name is Nancy H. Sims. My address is 150
South Monroe Street, Suite 400, Tallahassee, Florida
32301.

Q And by whom are you employed and in what
capacity?

A I'm employed by BellSouth Telecommunications
as director of regulatory relations.

Q Have you had prefiled in this docket nine
pages of direct testimony?

A Yes, I did.

Q Do you have any changes to that testimony?

A I have one minor change on Page 3, Line 4.

1 It says "Tallahassee LATA". It should be
2 "Jacksonville LATA."

3 **MS. WHITE:** Commissioner Deason, I'd like to
4 have Ms. Sims' testimony inserted into the record.

5 **COMMISSIONER DEASON:** Without objection, it
6 shall be so inserted.

7 **Q (By Ms. White)** Do you have one exhibit to
8 your direct testimony labeled NHS-1?

9 **A** Yes, I do.

10 **Q** Do you have any changes to that exhibit?

11 **A** No, I do not.

12 **MS. WHITE:** I'd like to have that exhibit
13 marked for identification.

14 **COMMISSIONER DEASON:** Exhibit No. 3.

15 (Exhibit 3 marked for identification.)
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1 BELL SOUTH TELECOMMUNICATIONS, INC.
2 TESTIMONY OF NANCY H. SIMS
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 DOCKET NO. 930235-TL
5 NOVEMBER 4, 1997
6

7 Q. Please state your name and business address.

8

9 A. I am Nancy H. Sims. My business address is 150 South Monroe
10 Street, Tallahassee, Florida 32301.

11

12 Q. By whom are you employed?

13

14 A. I am employed by BellSouth Telecommunications, Inc. as Director -
15 Regulatory Relations in the Florida Regulatory organization.

16

17 Q. Please give a brief description of your background and experience.

18

19 A. I graduated from North Carolina State University in 1971 with a
20 Bachelor of Science Degree. In 1973 I was employed by Southern Bell
21 initially in the North Carolina Headquarters Organization. Since that
22 time I have held various positions with the company and AT&T, which
23 included responsibility for the pricing and tariffing of a variety of local
24 exchange and interconnection services for the nine state BellSouth
25 region. I am currently assigned to the position of Director-Regulatory

1 Relations for the state of Florida.

2

3 Q. Have you previously testified before this Commission?

4

5 A. Yes I have.

6

7 Q. What is the purpose of your testimony?

8

9 A. The purpose of my testimony is to address the issues identified in
10 Docket No. 930235-TL. Those issues include whether a sufficient
11 community of interest exists between the "pocket" of customers served
12 by the BellSouth exchange of Cross City located in Taylor County and
13 the GTC, Inc. exchanges located in Taylor County, to justify a plan that
14 would provide toll relief and what the revenue impact would be on
15 BellSouth.

16

17 Q. Which routes associated with this Docket involve BellSouth
18 exchanges?

19

20 A. The two routes involved are Cross City to Keaton Beach and Cross City
21 to Perry. Cross City is a BellSouth exchange with only a small pocket
22 of approximately 838 customers located in Taylor County. The vast
23 majority of the Cross City subscribers reside in Dixie County.

24

25 Q. Did BellSouth conduct traffic studies on these routes?

- 1 A. No, BellSouth did not conduct traffic studies on the Cross City to
2 Keaton Beach or Cross City to Perry routes. These routes are
3 interLATA, with the entire Cross City exchange being in the Gainesville
4 LATA and Keaton Beach and Perry being in the Tallahassee LATA.
5 Data is not available to BellSouth on interLATA routes. The
6 Commission recognized this and in Order No. PSC-93-1168-FOF-TL,
7 dated August 10, 1993, relieved BellSouth of the requirement to file
8 traffic data on the interLATA routes in this Docket.
9
- 10 Q. Does BellSouth have a position as to whether sufficient community of
11 interest exists between the pocket of Cross City customers located in
12 Taylor County and the Gulf Telephone exchanges of Keaton Beach
13 and Perry to justify surveying for non-optional flat rate Extended Area
14 Service (EAS)? (Issue 1)
15
- 16 A. No. In the absence of traffic data, we do not have any evidence to
17 know whether a sufficient community of interest exists. We do
18 acknowledge that the Commission in the past has used items such as
19 location of schools, medical facilities, police or fire protection, county
20 offices, or military bases in determining community of interest. We are
21 not aware of any of these items being significant enough in this Docket
22 to justify flat rate EAS.
23
- 24 Q. Does BellSouth think that an alternative plan, such as Extended Calling
25 Service (ECS), should be recommended as an alternative method to

1 provide toll relief (Issue 1)?

2

3 A. No, we do not. These routes are interLATA and BellSouth cannot
4 provide interLATA service without a waiver from the FCC. In a recent
5 ruling, the FCC has made it very clear that the only waivers that they
6 will approve are for non-optional flat rate EAS (FCC Memorandum
7 Opinion and Order, CC Docket No. 96-159, released July 15, 1997).

8

9 Q. If a sufficient community of interest is found on either of the routes
10 between BellSouth's Cross City pocket of customers and GTC's
11 exchanges of Keaton Beach and Perry, should toll relief be provided
12 using EAS with a 25/25 plan and regrouping or an alternative
13 interLATA plan such as ECS? (Issue 2)

14

15 A. As stated previously, if a sufficient community of interest is found to
16 exist, the only type of waiver that BellSouth could obtain from the FCC
17 is for non-optional flat rate EAS. Therefore, if ordered to provide flat
18 rate EAS, one alternative would be to utilize the 25/25 plan with
19 regrouping.

20

21 Q. If the Commission Ordered BellSouth to apply for a waiver from the
22 FCC for non-optional flat rate EAS between the pocket of BellSouth
23 customers located in Taylor County and the GTC exchanges, would
24 there be any problems implementing this Order? (Issue 2)

25

1 A. Yes, there would be several problems implementing flat rate EAS
2 between the Cross City pocket of customers located in Taylor County
3 and the Keaton Beach and Perry exchanges. First, Cross City
4 customers are located in the 352 Numbering Plan Area (NPA), while
5 Keaton Beach and Perry are in the 850 NPA. Therefore, it would be
6 difficult to provide 7-digit dialing on these routes, and customer
7 confusion could result. It should be noted that the Commission in
8 Order No. PSC-96-0558-FOF-TP in Docket No. 960090-TP addressed
9 the appropriate dialing patterns for various local and toll scenarios. On
10 page 3 of that order, the recommended dialing pattern for inter and
11 intra NPA EAS is 10-digits. Therefore, if flat rate EAS is ordered on
12 these routes, 10 digit dialing should be required.

13

14 Second, since Cross City only utilizes the 498 NXX, it would be difficult
15 for GTC to limit toll free calling only to those Cross City subscribers
16 located in Taylor County. Here again, customer confusion could result
17 as some calls to the 498 NXX would be free and other calls would be
18 toll.

19

20 Third, since BellSouth does not currently carry traffic on these routes,
21 we would either have to construct facilities or lease them. There would
22 also be numerous administrative problems for BellSouth in maintaining
23 different rates for those Cross City subscribers located in Taylor County
24 as opposed to the customers located in Dixie County. This would
25 affect the management of inward and outward movement, billing,

1 service ordering, provisioning and routing calls.

2

3 Q. Should subscribers be required to pay an additive as a prerequisite to
4 surveying for flat rate 2-way non-optional EAS? If so, who should pay,
5 how should the additive be determined, and how long should it last?
6 (Issue 3)

7

8 A. Yes. If this Commission orders flat rate, non-optional EAS, the
9 subscribers in the pocket area should be required to pay an additive
10 sufficient to allow BellSouth to recover the costs of implementing the
11 plan. The most commonly used type of additive in recent years has
12 been the 25/25 plan with regrouping. Because this EAS request
13 involves a pocket, and, as noted previously, there could be additional
14 costs associated with providing EAS to an interLATA pocket, the
15 amount of the additive should more directly reflect the actual costs to
16 provide the EAS. The additive should remain in effect for a sufficient
17 period of time to allow for the recovery of costs incurred by BellSouth.

18

19 Because of the numerous problems mentioned above on providing
20 EAS to only the pocket customers, BellSouth believes that the entire
21 Cross City exchange should be included in any EAS decision rather
22 than only the pocket customers. We do recognize, however, that this
23 docket was opened because of a request from the Taylor County Board
24 of Commissioners for countywide EAS; therefore, it is my
25 understanding that the docket cannot be expanded to include all of the

1 Cross City exchange.

2

3 Q. If EAS or any alternative plan is determined to be appropriate, which
4 customers should be surveyed (Issue 5)?

5

6 A. With a typical EAS request, the entire Cross City exchange would be
7 surveyed. But, in this case, if the Commission decides that there is
8 sufficient community of interest to survey for non-optional EAS, then
9 the pocket area of Taylor county in BellSouth's territory should be
10 surveyed.

11

12 Q. If sufficient Community of interest is found, what are the appropriate
13 rates and charges for any alternative and how should it be
14 implemented on either of the routes? (Issue 4)

15

16 A. BellSouth is in the process of developing the costs for providing the
17 facilities for EAS to the pocket area. These costs will be filed in this
18 docket as supplemental testimony prior to the hearings. The
19 Commission should consider these costs in deciding upon the
20 appropriate additive, but, at a minimum, the following rates are
21 proposed for the BellSouth pocket area of Taylor County for calling into
22 Keaton Beach and Perry utilizing the 25/25 plan with regrouping (Cross
23 City will be regrouped from Rate Group 2 to Rate Group 3):

24

25

1	Class	Present	Proposed	25/25	Total
2	<u>of Service</u>	<u>Rate</u>	<u>Rate</u>	<u>Additive</u>	<u>Rate</u>
3	Residence	\$7.70	\$8.10	\$2.03	\$10.13
4	Business	\$20.80	\$21.90	\$5.48	\$27.38
5	PBX Trunk	\$35.36	\$37.23	\$9.31	\$46.54

6

7 Q. If non-optional flat rate EAS was Ordered, what would be the revenue
8 impact to BellSouth?

9

10 A. As stated previously, BellSouth is in the process of developing the
11 costs to provide non-optional flat rate EAS to the pocket area and will
12 provide this information prior to the hearing.

13

14 Q. Would you please summarize your testimony?

15

16 A. BellSouth does not advocate establishing traditional flat rate non-
17 optional EAS between our customers located in the pocket area of
18 Taylor County and the GTC exchanges in Taylor County. Establishing
19 EAS in a pocket area is costly and creates routing and management
20 problems for both BellSouth and GTC. In addition, splitting the Cross
21 City exchange could cause customer confusion.

22

23 If the Commission does determine that there is sufficient community of
24 interest to order a survey of non-optional flat rate two way EAS, then
25 BellSouth should be allowed to recover its costs through the additive

1 charged to its customers in Taylor County.

2

3 Q. Does that conclude your testimony?

4

5 A. Yes.

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1 Q **(By Ms. White)** Do you have a summary of
2 your testimony?

3 A Yes, I do. The pocket of Taylor County,
4 which is basically the Steinhatchee area, has
5 requested toll free calling to the rest of Taylor
6 County, which involves the Keaton Beach and Perry
7 exchanges which are served by GTC.

8 Currently Steinhatchee is part of the
9 BellSouth/Cross City exchange and has local calling to
10 Old Town as EAS and local calling to Chiefland,
11 Trenton and Gainesville on an ECS basis, and ECS is 25
12 cents per call for residents and 10 cents for the
13 first minute and six cents for each additional minute
14 for business.

15 Normally in a situation such as this we
16 would examine the calling volumes on these routes, and
17 if the volumes did not justify flat rate, two-way EAS,
18 then we would consider the other factors of community
19 of interest and possibly implement ECS, which is the
20 25-cent plan.

21 Unfortunately, this situation is different
22 in that it involves an interLATA route, not only
23 interLATA, but inter NPA. BellSouth cannot by law
24 provide interLATA service at this time, plus BellSouth
25 cannot determine if a community of interest exists

1 based on calling volumes because we do not have access
2 to this traffic data, as it's interexchange carrier
3 traffic.

4 If the Commission determines that a
5 sufficient community of interest exists for toll free
6 calling from Steinhatchee to Perry and Keaton Beach,
7 then this Taylor County pocket served by BellSouth
8 should be balloted for two-way, nonoptional, flat rate
9 EAS at the rates that BellSouth has proposed in my
10 testimony.

11 If the ballot passes, BellSouth will then
12 have to file for a waiver with the FCC to provide this
13 service, and we anticipate the waiver would be
14 granted.

15 Before making this determination, the
16 Commission should review what is required technically
17 by BellSouth and GTC in order to provision flat rate
18 EAS. Special programming and additional facilities
19 will be required by both companies in order to isolate
20 this traffic and bill the customers differently from
21 the rest of the Cross City exchange.

22 It is the exception rather than the rule to
23 treat a pocket area different from the rest of the
24 exchange. Therefore, the Commission should closely
25 examine the community of interest and the service

1 factors in the situation prior to making a decision.

2 That concludes my summary.

3 **COMMISSIONER DEASON:** Questions?

4 **CROSS EXAMINATION**

5 **BY MR. ERWIN:**

6 Q Ms. Sims, on Page 3 of your testimony on
7 Line 5, is that the place that you changed the wording
8 to say "If the Tallahassee LATA --

9 A Well, on my version it's on Line 4, but it's
10 probably just the way it's printed up by my machine
11 versus your machine.

12 Q Is it possible that you had it correct the
13 first time?

14 A Well, let me look at my map.

15 Q I say that because I believe I handled the
16 changes from Jacksonville LATA to the Tallahassee
17 LATA.

18 A Well, my map still shows it as Jacksonville.

19 **UNIDENTIFIED SPEAKER:** (Inaudible comment.)

20 **WITNESS SIMS:** I stand corrected then. It
21 was correct the first way. I must get a correct map.

22 **COMMISSIONER CLARK:** No wonder people are
23 confused by interLATA.

24 **WITNESS SIMS:** That's right.

25 **COMMISSIONER GARCIA:** Just one more example

1 of Mr. Erwin knowing the answers to his questions.

2 (Laughter)

3 **WITNESS SIMS:** That's right. I should have
4 known better.

5 **MR. ERWIN:** That's all I have. Thank you.

6 **COMMISSIONER DEASON:** Staff?

7 **MS. DAVIS:** Thank you.

8 **CROSS EXAMINATION**

9 **BY MS. DAVIS:**

10 **Q** Good morning. On Page 3 of your testimony
11 you state that in the absence of traffic data, the
12 Commission has historically used other community of
13 interest criteria; and we've heard a lot of those this
14 morning from the customers.

15 You further state that you're not aware of
16 any of these items that are significant enough to
17 justify flat rate EAS. Do you still hold that opinion
18 after you heard what the customers said this morning?

19 **A** Well, I believe anytime -- there could be a
20 case made that if this little area of Taylor County is
21 calling in -- has a need to call into Perry and is
22 using the schools or the hospitals outside of this
23 territory, a case could be made that there are
24 community of interest factors that would warrant
25 further investigation.

1 Q Have you done anything independently to
2 become aware of these community of interest factors?

3 A Well, we did some -- we tried to find out
4 whether or not there were any 800 numbers out of the
5 county offices and could not locate any of these
6 numbers. We've listened to -- of course, we've read
7 the testimony, and I've talked to some of the
8 technicians that work in the area; but other than
9 that, listening to the testimony today has been the
10 most enlightening.

11 Q Do you know whether there's a community of
12 interest in Cross City?

13 A I know there's a community of interest with
14 Gainesville. I'm not that familiar with Cross City.
15 Now -- because we do have the ECS to Gainesville and
16 to Trenton and Chiefland, and those are the routes
17 that we previously determined had community of
18 interest and, therefore, the ECS was implemented.

19 Q Could you explain why some of the customers
20 this morning indicated that they did not have 25-cent
21 calling to Gainesville?

22 A We did a little checking on that based on a
23 couple of the telephone numbers of these customers,
24 and we found out that these customers are actually
25 PIC'd for their interLATA and intraLATA traffic to

1 another -- to an interexchange carrier. Therefore,
2 they're getting charged the rates of the interexchange
3 carrier versus using the BellSouth ECS plan.

4 Q Going back to your testimony, on Page 4 you
5 stated that you do not believe an alternative plan
6 such as ECS should be recommended. Why do you feel
7 that way?

8 A Well, normally based on what I've heard, I
9 would say ECS is a good option for this route because
10 there appears to be some community of interest, but
11 because there's a LATA boundary, BellSouth -- we've
12 been given the indication from the FCC that they would
13 not grant a waiver for some type of a measured or
14 message rate plan. It would have to be an EAS, a flat
15 rate, nonoptional, two-way EAS plan.

16 COMMISSIONER DEASON: Is it always required
17 to be two-way?

18 WITNESS SIMS: I'm not so sure about that,
19 as far as -- but it has to be a nonoptional plan, and
20 they want it to be flat rate. They don't want this
21 message rate because it resembles toll type calling.
22 Therefore, you could implement it, Gulf could
23 implement it, coming into the Steinhatchee area
24 because they don't have the same restrictions, but I
25 don't think that would completely satisfy what the

1 people here today have wanted.

2 I mean, it might satisfy half the problem,
3 but not the other half of the problem, because I think
4 they want calling both ways, from what I'm hearing.

5 Q (By Ms. Davis) On Page 5 of your testimony
6 you say that there would be several problems in
7 implementing EAS. That's on Lines 1 through 12. And
8 you state that Cross City is located in the 352 area
9 code and Keaton Beach and Perry are Located in the 850
10 area code; is that correct?

11 A That's correct.

12 Q And then you further state that it would be
13 difficult to provide 7-digit dialing on those routes
14 and customer confusion could result; is that correct?

15 A That's correct.

16 Q You further reference Commission
17 Order 960558 regarding dialing patterns. Could
18 BellSouth implement a 7-digit dialing on these
19 interLATA routes presently?

20 A It's my understanding that this 498 NXX, I
21 do not believe that it's being used presently in the
22 850 NPA. As long as that 498 NXX is not being used in
23 the 850 area code, for some period of time you could
24 probably implement 7-digit dialing across the NPA
25 boundary; but when you have the need to use that 498

1 NXX in 850, then you would have to relook at the
2 dialing across the NPA and perhaps put in 10-digit
3 dialing.

4 So the Commission previously had tried to
5 put some sense into these dialing patterns, because we
6 had a hodgepodge around the states, and basically had
7 set out that if there was local calling between NPAs,
8 it should be 1+ 10-digit dialing even if it was flat
9 rated.

10 Q Moving to Page 6 of your testimony, you
11 discuss the EAS additive for the pocket if that is
12 what the Commission orders. You state that there
13 could be additional costs associated with providing
14 EAS to an interLATA pocket and that the amount of the
15 additive should more directly reflect the actual costs
16 to provide EAS; is that correct?

17 A That's correct.

18 Q Are you suggesting an additive different
19 from the 25/25 plan?

20 A Well, at the present time we did not
21 recalculate the additive. We left the additive the
22 way that it would be if you were to just take the
23 entire Cross City exchange and give the ballot the
24 entire exchange for the 25/25 plan.

25 I did some quick calculations using the

1 estimated \$85,000 using just residence, and over a
2 three-year period you wouldn't quite recover the
3 85,000; and that didn't include the additional 100,000
4 for administrative expenses; but then I didn't add in
5 the additives for the business, and that might give a
6 little more.

7 So I don't know that we would pursue a
8 higher additive. We would have to probably do some
9 more work on the numbers to make sure that there
10 weren't any hidden or unexpected costs. But right now
11 we're proposing the additive that I have in my
12 testimony.

13 Q Thank you. Also in your testimony on that
14 same page you state you believe the additive should
15 remain in effect for sufficient time to allow for the
16 recovery of the costs incurred by BellSouth.

17 A That's correct.

18 Q To your knowledge, does the Commission
19 generally limit the amount of time that the additive
20 is in effect?

21 A Yes, they do.

22 Q And do you know what that time period is?

23 A I believe it's usually about three or four
24 years.

25 Q If EAS were granted to the pocket area,

1 could Bell class mark the customers for toll free
2 calling?

3 **A** It's my understanding that we can. We would
4 have to do it by a tax code. We would have to set up
5 a database to monitor those customers based on the
6 fact that they were in Taylor County and use their tax
7 codes, and of course it would have to be an ongoing
8 monitoring for inward and outward movement.

9 **COMMISSIONER CLARK:** I'd like to interrupt.
10 Ms. Sims, aren't you going to have to do that anyway?
11 You're going have to maintain that kind of database
12 anyway to appropriately send taxes back to the various
13 tax --

14 **WITNESS SIMS:** It's a little -- it's my
15 understanding that it's a little bit different when
16 you're having to actually bill a different local
17 exchange rate to a customer in the same exchange,
18 because our billing system is set up to bill the
19 entire exchange the same basic local exchange rate.

20 So if you split out a little pocket, that
21 pocket is going to be charged a different local
22 exchange rate. So, yes, we charge taxes based on
23 where you say you're living; but the basic local
24 exchange rate now is going to have to be programmed to
25 actually be different from the rest of the exchange,

1 which does take some different programming.

2 COMMISSIONER CLARK: Okay.

3 COMMISSIONER DEASON: But it can be done.

4 WITNESS SIMS: It can be done.

5 Q (By Ms. Davis) Ms. Sims, are you aware of
6 any problems that Dixie County is having in routing
7 911 calls from this area?

8 A No. I do know that the call does route
9 through the Cross City switch and then back to Taylor
10 County. I have not -- we talked to the 911
11 coordinator and did not get any -- they didn't seem to
12 indicate that there was a real problem with that.

13 And it's my understanding, too, that if flat
14 rate EAS is implemented and the telephone numbers
15 remain the same, that it doesn't change the routing of
16 the 911 service.

17 Now, if some other routing was to be
18 explored, of course the county would have to be
19 involved in paying for that type of routing; but I
20 have not -- they did not indicate that there was a --
21 any kind of a real serious problem.

22 Now, the 911 service itself is not provided
23 by BellSouth in Cross City. They have their own --
24 they provide their own. They've purchased their own
25 system. We just -- we bring the calls in, and then

1 they have their own system rather than using
2 BellSouth's.

3 **MS. DAVIS:** Thank you. That's all we have.

4 **COMMISSIONER CLARK:** I had spoken with
5 Ms. Barnett, and it relates to testimony on getting
6 telephones; and I have a request.

7 First of all, let me ask you, when people
8 call from here to get -- to call for service or
9 whatever, where does it go? Where is it routed to?

10 **WITNESS SIMS:** That's a good question. It
11 could be routed to any one of our service centers.

12 **COMMISSIONER CLARK:** Where is the closest
13 one?

14 **WITNESS SIMS:** I don't know whether it would
15 be -- probably in the Panhandle, I would think, or
16 Jacksonville.

17 **COMMISSIONER CLARK:** My concern is there may
18 not be an appreciation in that community for what it's
19 like to live in a normal world -- I mean, community,
20 and there is an insistence on having an address, a
21 road address.

22 What Ms. Barnett indicated to me is what she
23 has resorted to doing is going to the water company
24 here saying, "If we had a street address what would it
25 be?" They give her that and then she calls the phone

1 company, and it is a long process.

2 And my request is, can you sort of flag that
3 for your company and say, you know, we need to pay
4 attention a little bit more in Steinhatchee how we get
5 service to them? You know, it may just be letting
6 them know the demographics or -- I don't know exactly.
7 But she said it takes a couple days just to get the
8 order in.

9 **WITNESS SIMS:** Yeah. We will check on that
10 for sure, because I know that we have a -- I was
11 talking with one of the ladies after the hearing. We
12 have a centralized database with street address
13 guides, and the system will kick out if a customer
14 calls up and says, I live at such and such and I want
15 a telephone, the system is going to query itself to
16 see if that telephone -- if that street address
17 exists.

18 Now, the service rep shouldn't argue with
19 the customer that they don't live there. But we're
20 going to talk about that.

21 **COMMISSIONER CLARK:** And I understand from
22 your presentation on your OSS and how that comes up on
23 the computer and how you do try to keep ahead of where
24 development is.

25 **WITNESS SIMS:** Right.

1 **COMMISSIONER CLARK:** I'd just like to
2 request that you maybe educate them about this area.

3 **WITNESS SIMS:** We will. And they should --
4 and if they want a street address printed in the
5 directory, it will be printed in the directory. So
6 they need to be -- know that.

7 **COMMISSIONER CLARK:** Commissioner Deason,
8 there are two things I wanted to bring out, and I
9 don't think it's something I can necessarily request
10 either company to do, and it may be something we have
11 to do as a Commission in terms of educating.

12 And one is educating, providing some
13 information, and maybe even coming down here; and I
14 think Ms. Moehring might have a good time for the
15 Staff to come down here.

16 We need to talk to them about getting phone
17 service, and I think we need to explain the ECS and
18 PIC. If you do a PIC to a different long distance
19 company, you may not get the 25 cents. I don't think
20 it's appropriate for BellSouth to do it, because I
21 think it could be -- take on a character of
22 anticompetitive behavior on their part. I think it
23 needs to come from --

24 **COMMISSIONER GARCIA:** But they do it -- I
25 would probably have to argue that with you, because I

1 know that in south Florida they have a very aggressive
2 ECS campaign right now running across the city where
3 they basically show a map, and it has to do with
4 comparing their service to the long distance service.
5 It's very informative.

6 **COMMISSIONER CLARK:** Well, that may be all
7 right. But the point being it appears to me there are
8 some customers that are probably paying much more than
9 they need to because they executed a PIC change --

10 **COMMISSIONER GARCIA:** Right.

11 **COMMISSIONER CLARK:** -- that -- has a
12 company other than BellSouth, and as a result, they're
13 paying long distance charges when they could pay 25
14 cents; and that's something we need to follow up on.
15 I guess I'm not quibbling as to who should do it. It
16 needs to be done.

17 **COMMISSIONER GARCIA:** Yes, absolutely. And
18 I would suggest that perhaps BellSouth just include
19 some type of insert on it. Clearly you have an
20 interest, because it's a business interest. But I
21 know that your campaign that I've seen in several
22 cities in the south is very educational. If it's not
23 going to the long -- it's just going for those short
24 runs where you do have ECS in place, and maybe you
25 could do some specific mailer to this part of the

1 state.

2 **WITNESS SIMS:** And I think that some
3 customers, too, don't know that --

4 **COMMISSIONER GARCIA:** Yes, they don't know
5 that --

6 **WITNESS SIMS:** -- there's actually two --
7 they can actually get two PICs.

8 **COMMISSIONER GARCIA:** Right.

9 **WITNESS SIMS:** And when they -- sometimes
10 when they sign up for a carrier, they do not know
11 they're actually signing up for both interLATA and
12 intraLATA on the sign-up.

13 **COMMISSIONER DEASON:** Do you think it would
14 be appropriate for BellSouth to put an insert in the
15 billing to advise customers?

16 **WITNESS SIMS:** Well, I know that we have
17 promoted ECS because it's our service and we want the
18 customer to take it, and we have tried to promote it
19 and we have tried to tell customers how to do it. And
20 we certainly will look at what has been done in
21 this -- in the north area and see if something else
22 can't be done.

23 **COMMISSIONER DEASON:** Obviously you can
24 market your services the way you deem appropriate, but
25 if it were to be something that we were going to

1 encourage you to do, I think it would need to be in
2 the form of information to the public just to educate
3 the public and not trying to advertise your services.

4 **WITNESS SIMS:** Right.

5 **COMMISSIONER DEASON:** Obviously if they want
6 to take advantage of the 25-cent ECS, their only
7 alternative is to have BellSouth as their intraLATA
8 presubscriber carrier, correct?

9 **WITNESS SIMS:** That's correct.

10 **COMMISSIONER DEASON:** But they need to be
11 aware of that.

12 **WITNESS SIMS:** Unless they want -- unless
13 one of the other carriers wants to offer it.

14 **COMMISSIONER CLARK:** Well, that's the point.

15 **COMMISSIONER DEASON:** Certainly a
16 competitive carrier can, if they wanted to beat that
17 rate that would be -- if they started losing
18 customers, maybe they would meet the rate. That's
19 what the competition is all about.

20 **WITNESS SIMS:** That's right.

21 **COMMISSIONER DEASON:** For competition to
22 work, a customer has got to be adequately informed to
23 make an educated decision what is best for their
24 particular calling pattern.

25 **MS. WHITE:** And the only thing I would add,

1 Commissioner Deason, is that we do have to be careful
2 in what we do and when we do it because of the
3 intraLATA toll. This is obviously restrictions that
4 we're under right now.

5 **COMMISSIONER DEASON:** Well, maybe you ought
6 to take a look at that and just advise our Staff; and
7 that's the way I think it needs to be handled, very
8 carefully.

9 If it's done in the spirit of trying to
10 advise customers what their options are and if they
11 choose a certain option what the results are and let
12 them make their decision based upon that information,
13 objective information, then that's kind of hard to
14 find --

15 **COMMISSIONER GARCIA:** But I think that's
16 precisely what we found fault with. Our rules
17 specifically -- our order specifically says that they
18 cannot question or explain to the caller what they're
19 doing. And I've brought that up, and maybe it's time
20 for the company to re-file something with us.

21 **MS. WHITE:** Well, we have.

22 **COMMISSIONER DEASON:** I think I was in the
23 minority on that vote.

24 **MS. WHITE:** But we have filed something,
25 actually.

1 **MR. ERWIN:** Commissioner Deason, I wonder if
2 I could ask a few questions. I know I've skipped over
3 it, but I've been sitting here wondering if I should
4 do this; but I do have a few questions. I'll try not
5 to waste anybody's time.

6 **WITNESS SIMS:** But you already know the
7 answer. (Laughter)

8 **MR. ERWIN:** Perhaps I know some of the
9 answers, but I want to get something on the record if
10 I can.

11 **COMMISSIONER DEASON:** Please proceed.

12 **CROSS EXAMINATION**

13 **BY MR. ERWIN:**

14 **Q** If we have a flat rate, nonoptional EAS
15 between the two exchanges, then as far as you know
16 there's no problem legally with doing that even though
17 it's across LATA boundaries?

18 **A** We would have to obtain a waiver from the
19 FCC in order to do it.

20 **Q** Right. But the current state of the law
21 would allow you to, in all likelihood, obtain such a
22 waiver; is that correct?

23 **A** That's my understanding.

24 **Q** If you had, in this specific instance,
25 calling between the entire Perry exchange and the

1 entire Cross City exchange and you got some kind of an
2 additive to cover your costs, do you have an idea what
3 that additive might be to cover the costs on a
4 personal subscriber basis for your exchange?

5 A It would be the same as what we have had
6 proposed in the --

7 Q 25/25 plan?

8 A Yes.

9 Q That would be applied to all of the people
10 in the Cross City exchange?

11 A That's correct.

12 Q Is there any kind of problem that you can
13 think of from a legal standpoint with an additive in
14 view of the fact that your rates are frozen under
15 price rating --

16 A Of course I'm not an attorney, but -- and my
17 attorney can correct me if I'm wrong -- but I
18 understand this case came before the Commission, I
19 believe, prior to -- it's under the grandfather
20 clause. Therefore, I believe that this would
21 probably -- the regrouping and the additive could
22 apply. This is -- that's just my layman's
23 interpretation.

24 Q So if all these things can be done without a
25 legal problem, then why, in your opinion, is it that

1 we are attempting to isolate the little pocket area
2 here and to approach this from that standpoint?

3 A Well, I think one of the problems is the
4 petition that came from Taylor County Board of
5 Commissioners, I believe, is what it was -- and the
6 rest of the Cross City exchange has not been noticed,
7 I do not believe, and are not represented. And in
8 order to ballot, if we were going to say, all right,
9 we're not going to split out a pocket, which is not
10 the normal process when you're trying to implement EAS
11 or look at EAS, we're going to go through the whole
12 exchange, which sets less of a precedent, then we
13 would probably have to do some renoticing or -- I
14 don't know what legal procedures would have to take
15 place, but I think we would have to maybe have another
16 public hearing. I don't know.

17 Q Isn't it true that the reality of why we
18 don't really do that is because people probably in the
19 entire Cross City exchange wouldn't vote to help out
20 other people if it didn't affect them personally; is
21 that correct?

22 A You're probably right. And the community of
23 interest lies with the piece of Taylor County that's
24 not -- that does not have toll free calling into
25 Taylor County; and, therefore, the pocket is the piece

1 that is really -- if you were going to ballot it, it
2 would have a greater chance of passing a ballot than
3 if you were to ballot the entire exchange.

4 Q Say it would be true with regard to the
5 current exchange, that if an additive were charged to
6 the people in Perry that they would be given an
7 opportunity, all of them, to vote, and they probably
8 wouldn't pass it because it wouldn't help them out
9 personally; is that right?

10 A That's probably right.

11 Q But that doesn't alter the fact that there
12 is a public interest reason to provide something for
13 the people here in this pocket area?

14 A That's right.

15 Q So do you know whether it would be lawful
16 for the Commission to order an additive without
17 allowing people to vote on it?

18 A I do not believe so. Of course, like here
19 again, I'm not the law. But to increase the rates, I
20 believe you would have to ballot the customers.

21 Q Does the Commission ballot customers if they
22 permit the company to increase its rates because
23 they're underearning?

24 A I don't believe so.

25 Q So it's only -- as far as you know, in your

1 experience in this business, it's only in the EAS area
2 that the Commission lets the people make the decision
3 as to whether or not they should have to --

4 **A** I don't know if it's only in the EAS area,
5 but we usually try following the EAS rules. There are
6 Commission rules that set out the parameters for when
7 you ballot for EAS, and in there I believe it says
8 that if you find other community of interest factors,
9 that you will ballot the customers.

10 **Q** I hate to bring this up again, but has the
11 Commission always followed its EAS rules in every
12 instance?

13 **A** You're really putting me on the spot.

14 **Q** Isn't it true that they have not? They have
15 in many respects not followed the precise rules, and
16 when it's been appropriate --

17 **A** Well, I know there have been instances where
18 we have balloted customers for flat rate nonoptional
19 EAS when the calling volumes did not quite meet the
20 levels that are dictated in the rules, that other
21 community of interest factors were found to be strong
22 enough to warrant the balloting.

23 **Q** Well, one final thing. Would there be a
24 theoretical benefit to the people in the Cross -- all
25 of the people in the Cross City exchange and all of

1 the people in the Perry exchange if the people in
2 Steinhatchee were allowed to call Taylor County, even
3 though it might not affect any people individually or
4 some people individually? Would there be an overall
5 benefit to the Taylor County -- to the general
6 populace in this entire area if this calling were
7 permitted?

8 **A** I can't say. I know that toll free calling
9 countywide has been something that has been put into
10 effect in a lot of areas and evidently has given the
11 community greater services; you know, made the
12 services more available throughout the community.

13 **MR. ERWIN:** That's all I have.

14 **COMMISSIONER DEASON:** I have just a few
15 questions. Has BellSouth looked at whether it
16 would -- and have you solved any of the problems if
17 Steinhatchee were made a separate exchange, or whether
18 that would present new problems or whether that's not
19 for you?

20 **WITNESS SIMS:** You could set it up with a
21 separate NXX, give its own NXX. It would be served
22 out of the same switch, of course. The question of --

23 **COMMISSIONER DEASON:** That would prevent
24 there having to be a separate database, as
25 Ms. Bordelon indicated --

1 **WITNESS SIMS:** That's correct. It would be
2 easier to administer. There's no doubt about that, if
3 it had a separate NXX.

4 **COMMISSIONER DEASON:** Has BellSouth looked
5 at that possibility?

6 **WITNESS SIMS:** It's always a possibility. I
7 mean, it's there. It's an option.

8 **COMMISSIONER DEASON:** And then we would not
9 be talking about a pocket situation any longer, it
10 would just simply be a question of whether
11 Steinhatchee should have -- if it were a separate
12 exchange. And I understand that the physical lines
13 probably would run the same way, but it would
14 necessitate number changes.

15 **WITNESS SIMS:** It would necessitate number
16 changes; that's right. Every customer would change
17 their number. Now, it's my understanding it would
18 just -- they could keep the last four digits of their
19 telephone number and we would change the prefix.

20 **COMMISSIONER DEASON:** The first three
21 digits.

22 **WITNESS SIMS:** Uh-huh.

23 **COMMISSIONER DEASON:** If that were done, it
24 would simply then be a question of as opposed to a
25 pocket, it would be a question of the Steinhatchee

1 exchange, that NXX, having EAS with Perry and Keaton
2 Beach exchanges. It would be more like a normal EAS
3 situation, would it not?

4 **WITNESS SIMS:** That's correct.

5 **COMMISSIONER DEASON:** And in that situation
6 we normally ballot the smaller exchange trying to get
7 EAS to the larger exchange, and it would be -- the
8 additive would be only on the smaller exchange, and it
9 would be simply their vote yes or no that would be the
10 determining factor; is that correct?

11 **WITNESS SIMS:** That's the way it would be.
12 Now, there is one other issue, though, and it dawned
13 on me.

14 There's still a lot of boundary there. The
15 FCC waiver would still be required, and we would still
16 have to put in activate facilities. If it was going
17 to be our facilities connected with Gulf's facilities,
18 we'd still have to activate the facilities and still
19 have some expenses involved there. But your -- the
20 administrative expenses of setting up the database and
21 administering that database naturally would be less,
22 but as far as putting in the facilities, we'd still to
23 have to provision the services.

24 **COMMISSIONER DEASON:** Obviously the physical
25 facilities have to be there to actually transport the

1 call.

2 **WITNESS SIMS:** That's correct, because now
3 it's passed to an interexchange carrier over their
4 facilities.

5 **COMMISSIONER DEASON:** If we're talking --
6 right now we are talking about a pocket area, because
7 it is all part of the Cross City exchange.

8 If we determined that the best overall
9 solution is one-way EAS, that is Steinhatchee pocket
10 to Perry to Keaton Beach, but not in reverse
11 direction, would -- and if it were nonoptional and
12 there was a flat additive for that one way, in your
13 opinion would that meet the requirements of the FCC to
14 obtain the necessary waiver?

15 **WITNESS SIMS:** (Pause)

16 **COMMISSIONER DEASON:** Do you understand the
17 question --

18 **WITNESS SIMS:** I understand what you're
19 saying. I'm not sure, Commissioner. We could try.
20 I'm really not sure. I guess I would have to check
21 into that with -- and get an interpretation, or see if
22 we do have an interpretation of that.

23 **COMMISSIONER DEASON:** The procedure we're
24 going to follow, are there going to be briefs filed?

25 **MS. DAVIS:** Yes, Commissioner.

1 **COMMISSIONER DEASON:** I would just
2 request -- and I guess apparently, BellSouth, it's
3 your burden to get a waiver if one needs to be sought.
4 If you have any information on a one-way pocket,
5 whether that meets the requirements of the FCC, that
6 would probably be good information.

7 **MS. DAVIS:** May I ask a question, follow up
8 on your last question?

9 **COMMISSIONER DEASON:** Sure.

10 **CONTINUED CROSS EXAMINATION**

11 **BY MS. DAVIS:**

12 **Q** Ms. Sims, would, in your opinion, GTC have
13 to charge BellSouth terminating access charges if this
14 arrangement took place?

15 **A** We would certainly have to have discussions
16 with GTC on what types of charges we would have to pay
17 each other.

18 Right now we don't pay each other anything.
19 It's a LATA boundary, and the interexchange carriers
20 pay us access charges. They pay GTE and GTC and they
21 pay BellSouth.

22 If you were to determine it to be local
23 going into GTC's territory -- of course, I know that
24 we're in the process of renegotiating contracts with
25 the ILECs as far as local traffic is concerned -- but

1 if you were to deem it to be local, then there would
2 be some question as to whether we would even pay them
3 access -- terminating access on that end. We may have
4 to negotiate something differently, like local
5 interconnection.

6 And that's a problem that we have got with
7 the other interLATA routes that are coming up as far
8 as one-way traffic. And I think in that case most of
9 them are -- most of it is one-way traffic coming into
10 our territory. They want calling into our territory.
11 And then the question becomes, what do they pay us.

12 **COMMISSIONER DEASON:** Well, would it expand
13 your perspective to have the issue on both sides.

14 **WITNESS SIMS:** Absolutely. (Laughter)

15 **COMMISSIONER DEASON:** Any further questions?

16 **MS. WHITE:** Commissioner Deason, just a
17 quick look through the FCC's order where they said
18 they would grant such waivers, it looks out of 24
19 requests, three of them were one-way.

20 **COMMISSIONER DEASON:** And they were granted?

21 **MS. WHITE:** Yes.

22 **COMMISSIONER DEASON:** Very well. Thank you,
23 Ms. Sims.

24 (Witness Sims excused.)

25 - - - - -

1 **COMMISSIONER DEASON:** Mr. Bishop, I believe
2 you have a witness.

3 **MR. BISHOP:** Yes, sir.

4 **WITNESS BROWN:** Hi. My name is Jack Brown
5 I'm the county coordinator for Taylor County.

6 **JACK R. BROWN**

7 was called as a witness on behalf of Taylor County
8 and, having been duly sworn, testified as follows:

9 **DIRECT EXAMINATION**

10 **BY MR. BISHOP:**

11 **Q** I was going to ask you to state your name,
12 and you've already done it. Mr. Brown have, you have
13 previously testified and we've prefiled your
14 testimony?

15 **A** Yes, you have.

16 **MR. BISHOP:** We'd like to insert that into
17 the record.

18 **COMMISSIONER DEASON:** Without objection, it
19 shall be so inserted.

20

21

22

23

24

25

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: RESOLUTION BY THE TAYLOR COUNTY BOARD OF
COMMISSIONERS FOR COUNTY-WIDE EXTENDED AREA SERVICE,
E.A.S., WITHIN TAYLOR COUNTY.

DOCKET NO. 930235-TL
ORDER NO. PSC-97-137-PCO-TL

The Sworn examination of **JACK R. BROWN**, taken on **THURSDAY, DECEMBER 4TH, 1997**, beginning at 4:00 p.m. and concluding at 4:20 p.m., taken at the law office of Conrad C. Bishop, 411 North Washington Street, Perry, Florida, before Sonia Johnson, Court Reporter and Notary Public in and for the State of Florida at Large.

A P P E A R A N C E S

CONRAD C. BISHOP, JR., ESQUIRE, 411 North
Washington Street, Post Office Box 167, Perry, Florida
32347.

SONIA JOHNSON, COURT REPORTER
P.O. Box 483, Mayo, Florida 32066 904/294-3263

1 TAYLOR COUNTY
2 TESTIMONY OF JACK R. BROWN
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 DOCKET NO. 930253-TL
5 DECEMBER 4, 1997
6 SWORN EXAMINATION

7 BY MR. BISHOP:

8 Q Would you please state your name?

9 A Jack R. Brown.

10 Q And, Mr. Brown, what is your business
11 address?

12 A It's 108 North Jefferson Street, Perry,
13 Florida.

14 Q And what is your profession, sir?

15 A I'm the County Coordinator for the Board of
16 County of Commissioners, Taylor County, Florida.

17 Q Would you give us a brief background of your
18 educational background and work experience, sir.

19 A Sure. I graduated from the University of
20 Florida in 1978 with a Bachelors Degree in Business,
21 and I obtained a Masters in Business Administration
22 from the Florida Institute of Technology in 1989. I
23 also have a Masters Degree in Strategic Planning
24 achieved from the Navy War College in '93. And in '94,
25 I achieved another Masters Degree in Operational and

1 Strategic Planning through the Command and General
2 Staff while I was in the Army.

3 Q And you have been in the service before?

4 A Yes. I was a Strategic Planner for the
5 United States Army. I was one of the lead planners for
6 our operation with NATO in Bosnia. I was hired as the
7 County Coordinator upon my retiring from the Army, and
8 I've been with the county now for a year.

9 Q What briefly is your job as County
10 Coordinator for the Board of County Commissioners of
11 Taylor County, sir?

12 A Well, I'm responsible for the day-to-day
13 operations of the County. The interface of the County
14 Staff with the Board of County Commissioners and the
15 public at large.

16 Q Does your job as County Coordinator encompass
17 you being in contact with the citizens of Taylor
18 County?

19 A Yes, it does. On a daily basis, I'm in
20 contact by telephone, and also face-to-face
21 coordination with various civic groups and individual
22 citizens that might have issues that they want to
23 address.

24 Q Is Taylor County a rather large county with
25 regard to area? In other words, land area?

1 A Yes. Well, we have a small population,
2 roughly twenty-one thousand. We are one of the largest
3 land mass counties in the state.

4 Q Have you ever testified before this
5 Commission?

6 A No, I have not.

7 Q And what is the purpose of your testimony
8 here this afternoon?

9 A The purpose of my testimony is to address the
10 issues identified in Docket No. 930235-TL.

11 Those issues include whether a sufficient
12 community of interest exist between the pocket of
13 customers served by the BellSouth Exchange of Cross
14 City located in Taylor County, and the GTC Incorporated
15 Exchange located in Taylor County, to justify the need
16 for local service throughout the county.

17 Q Have you or anyone from your office done any
18 surveys with respect to what those needs are?

19 A We have not been able to conduct a scientific
20 survey, due to the small staff that we have. However,
21 in the last several years, this subject has been
22 approached in no less than fourteen County Commissioner
23 meetings.

24 I have received during my tenure here in the
25 past year numerous calls complaining that citizens have

1 to pay long distance charges every time they try to
2 coordinate any type of county business, or when they
3 call the high school, or conducting any business with
4 any of the elected officials.

5 Q Is Steinhatchee an incorporated area, or are
6 they unincorporated?

7 A Steinhatchee is an unincorporated community.

8 Q And how far in distance is it from the County
9 Seat of Perry, Taylor County?

10 A Steinhatchee is approximately forty miles
11 away from the community of Perry, which is the County
12 Seat.

13 It's the second largest municipality,
14 unincorporated. It's the largest unincorporated
15 municipality in the county. There's only one
16 incorporated municipality, and that's Perry.

17 But this problem tends to polarize
18 Steinhatchee with the county government, because they
19 feel like everything that they try to coordinate with,
20 they have to expend extra funds, such as long distance
21 phone calls, driving, et cetera, to effect coordination
22 with the County Seat.

23 Q On the other hand, does it also affect our
24 citizens who live, say, in Perry in doing business with
25 the folks in Steinhatchee?

1 A Yes, it does. One of the other problems is
2 that local contractors who want to do business in
3 Steinhatchee have to pay long distance rates for an
4 area that is in the county.

5 Q And then is also the same true with family
6 members just visiting over the telephone?

7 A Yes. It makes every facet of coordination of
8 day-to-day life in the county more costly to the
9 average citizen.

10 Q In Perry, in Taylor County, there's also
11 unincorporated areas that are north of Perry, are there
12 not?

13 A Yes, there are.

14 Q And those areas are like Shady Grove --

15 A Eridu.

16 Q -- Eridu?

17 A Right.

18 Q And those areas are a good distance, are they
19 not, from Perry?

20 A Yes, they are.

21 Q Shady Grove being at least twelve miles?

22 A Thirteen miles.

23 Q And then Eridu is even farther, is it not?

24 A Right. We have other areas that are to the
25 west that are even farther that are, if you look at

1 Nut-All Rise and Econfina, it is almost as far as it is
2 to Steinhatchee, yet they have local phone service.

3 Q In other words, we can make a local phone
4 call from Perry to Nut-All Rise and to Lake Bird and to
5 Shady Grove?

6 A Shady Grove and Eridu, but not to
7 Steinhatchee.

8 Q So the Steinhatchee area is the only area in
9 the county that's not covered by local phone service?

10 A Correct.

11 Q And this has been for a considerable period
12 of time, has it not?

13 A Yes, it has.

14 Q In your opinion, based upon your testimony
15 that you've given today, could you just reiterate for
16 the Commission what benefit you find, as the County
17 Coordinator, and also for your bosses, the Board of
18 County Commissioners, what benefit it would be to have
19 the local service to Steinhatchee?

20 A For one, it would be a lot less costly for
21 the local government to conduct day-to-day business and
22 effect coordination, and the same is true for the
23 average citizen.

24 It would help, I think, also to bring the
25 community closer together. And, you know, it's seems

1 to me that it is only fair that the citizens in
2 Steinhatchee are provided local phone service to their
3 County Seat.

4 It's in Perry where you have all the schools
5 and all the facilities.

6 Q Hospitals.

7 A Hospitals. The vast majority of contractors
8 all come out of Perry.

9 (AN OFF-THE-RECORD DISCUSSION WAS HAD.)

10 BY MR. BISHOP:

11 Q Mr. Brown, are there other areas that local
12 service would help with regard to, say, fire protection
13 or police protection of our county, or the citizens of
14 our county?

15 A Yes. The critical functions that the
16 government provide, such as fire protection and law
17 enforcement, would be enhanced by this.

18 Right now for 911 service, our 911 calls are
19 routed through Dixie County, and then back to Taylor
20 County. The Sheriff's Department has an 800 number,
21 but it's very costly for them to maintain that 800
22 number.

23 Q Is that about it?

24 A That pretty much sums it up.

25 MR. BISHOP: Thank you, sir.

1 (AN OFF-THE-RECORD DISCUSSION WAS HAD.)

2 BY MR. BISHOP:

3 Q Just another question.

4 What effect would having this local service
5 have, all the way down to Steinhatchee, and with all of
6 the coast lines of Taylor County, versus not having it
7 within these areas along the coastline?

8 A Well, Taylor County is considered by FEMA
9 (Phonetically) one of the most dangerous coastlines in
10 the United States for storms.

11 Currently being divided by two area codes
12 complicates our ability to be able to respond to all of
13 the residents of the community in case of a natural
14 disaster such as the terrible storm that we went
15 through in 1993 that cost many lives in the community.

16 Now, this would help streamline our ability
17 to respond in a timely and efficient manner to protect
18 lives and property in such a disaster.

19 Q Okay. Now that finally concludes it, right?

20 A Right. I just wanted to double check my
21 notes.

22 MR. BISHOP: Thank you, sir.

23 (WHEREUPON, THE DEPOSITION OF JACK R. BROWN
24 WAS CONCLUDED AT 4:20 P.M.)

25

1 **Q** **(By Mr. Bishop)** Mr. Brown, would you like
2 to add to that testimony?

3 **MR. BISHOP:** And I've spoken with counsel
4 for the companies and they said they don't have any
5 problem with it.

6 **WITNESS BROWN:** Yes, I would. The only
7 thing I wanted to point out is that services in this
8 area, we do expect, will continue to grow creating
9 more economic activity for the Steinhatchee area from
10 the county's point of view.

11 The county hospital, Doctors Memorial
12 Hospital, was just rated as one of the top 100
13 hospitals in the nation, and that's after almost going
14 out of business a couple years ago. So it's a
15 dramatic turnaround. And DMH is establishing an
16 office here in Steinhatchee.

17 In addition to that, our county public
18 health office has also established additional services
19 down here. Also, in the health field, we have a new
20 facility being built in Perry for outpatient surgery
21 and eye surgery by Dr. Joel Shugar, who is recognized
22 as one of the leading eye surgeons in the nation and
23 throughout the world. He's developed a lot of new
24 technology that's been published.

25 In addition to those considerations, I would

1 like to reemphasize that Taylor County's coastline is
2 one of the most dangerous coastlines in the United
3 States, as recognized by FEMA.

4 And an example of our concerns for good
5 communication with Steinhatchee without having to go
6 through long distance carriers is, this past July 3rd
7 we had a storm that came up very quickly; it was
8 unanticipated by Tallahassee.

9 We had at one time 13 boaters unaccounted
10 for along our coastline, and as we set up an emergency
11 operation center down here, every single telephone
12 call that we made was a long distance telephone call
13 back and forth.

14 Steinhatchee is the largest municipality
15 that is not incorporated in the county. And as our
16 county develops, we expect to have more and more
17 commerce between Perry and Steinhatchee, and that is
18 further complicated by the situation that we're here
19 to talk about today.

20 In addition, telephone books -- it was
21 pointed out earlier that just trying to call
22 somebody -- if you are a county official trying to
23 return a phone call or get a hold of somebody in
24 Steinhatchee, you've got to make a long distance call
25 just to look up a telephone number unless you have a

1 current phone book that has that information in it.

2 So as far as helping to bring Steinhatchee
3 into enjoyment of the full services of the county, we
4 think that a system that allows two-way service would
5 be beneficial to Steinhatchee.

6 While parents talk about calling from here
7 to talk to school officials, many times their kids are
8 at school and they need to talk -- call back here to
9 talk to their parents to come pick them up after
10 basketball games. So I think it is important that we
11 explore the feasibility of two-way communication at
12 one set charge or toll free.

13 We're looking at Steinhatchee has a water
14 problem that the county is involved in trying to
15 resolve, and anytime we do any type of communication
16 to resolve -- to discuss those issues, it's long
17 distance communication, and it tends to polarize the
18 community. And we're hoping that this issue can be
19 resolved.

20 The question has been asked about the
21 ability to call Gainesville for 25 cents. There is a
22 101 call number here where if you had this number, you
23 could call the 101 access number and you could make
24 that telephone call for 25 cents; but it's not widely
25 disseminated, and many people don't know to take

1 advantage of that.

2 That concludes my comments.

3 COMMISSIONER DEASON: Questions? Mr. Erwin?

4 MR. ERWIN: No.

5 COMMISSIONER DEASON: Staff?

6 MS. DAVIS: Yes.

7 CROSS EXAMINATION

8 BY MS. DAVIS:

9 Q Good afternoon.

10 A Good afternoon.

11 Q On Pages 4 and 5 of your testimony, you talk
12 about, as we've heard as you've just summarized, that
13 every time the customers try to coordinate any type of
14 county business, it's a long distance call. Can you
15 elaborate on what type of county business you had in
16 mind?

17 A Well, we're trying to have greater
18 involvement in overall county activities to make sure
19 that Steinhatchee is well represented. We went to the
20 point where we tried for a while having one county
21 commission meeting here just to make sure that they
22 were included in our activities.

23 But as we looked at -- water is a problem
24 throughout Taylor County, and as we try to talk about
25 any activity like that, anytime you want to schedule a

1 meeting or you want to have a discussion, you have a
2 choice of paying a long distance call or else you have
3 to get in your car and drive down. Well, we live in
4 an age now that where we ought to be able to just do a
5 lot of this by, you know, teleconferencing.

6 And, you know, we just think that as we look
7 at developments, such as there's the Steinhatchee Park
8 on the Steinhatchee River that we've talked about, and
9 any complaint -- if a citizen in Steinhatchee wants to
10 call and have their county dogcatcher come out there
11 to address a nuisance, it's a long distance phone call
12 for them.

13 Q You were here this morning and heard the
14 customer testimony, correct?

15 A Yes, I did.

16 Q And there was considerable testimony that
17 Taylor County does not provide 800 numbers except for
18 the Sheriff's Office; is that correct?

19 A Correct.

20 Q Could you explain why that is so?

21 A Well, I've been the county coordinator for
22 about six months. I -- the Sheriff's Department does
23 provide an 800 number. The county has not -- and the
24 budget that we have right now, we don't have -- it's
25 only that we don't have the money to provide that 800

1 service to all the different offices.

2 There are concerns that I have with -- my
3 telephone bill right now at the courthouse, we have
4 gone and said, can you explain to us why we're paying
5 "X" amount of dollars for this type of service, and if
6 we cut that service off, what would be the impact.
7 And I've been told, "We can't really explain that to
8 you at this time."

9 And so I'm not in a position where I want to
10 run out and enter into another contract where I feel
11 like somebody can't explain it to me.

12 Q Theoretically do you think it's the
13 responsibility of county government to provide free
14 calling for the citizens of --

15 A I think if it's not cost prohibitive -- I
16 mean, basically I think that it can be better
17 addressed through the telephone system adapting -- I
18 mean, Taylor County did not have anything to do with,
19 in my understanding, this division between Gulf
20 Telephone and BellSouth. So why should the citizens
21 pay for a 1-800 number that only -- it may help solve
22 some of the problems, but there are other problems
23 that need to be addressed in this? And I think it
24 would be very costly over a period of time.

25 Q We heard today about the Steinhatchee

1 school, and I believe that's grades K through 8.

2 Where is the high school located that the --

3 A Perry.

4 Q -- children would go to?

5 A Perry. The ambulance service comes out of
6 Perry. The fire service comes out of Perry.

7 Q Also on Page 5 of your testimony, and 6 as
8 well, you indicate that there is also an effect on the
9 citizens who live in Perry and Keaton Beach who are
10 doing business with Steinhatchee because of the long
11 distance charges. Would you explain that a little
12 more, please?

13 A Well, most -- you know, it was brought up
14 earlier many of the businesses are located in Taylor
15 County. If a client wants to speak with a lawyer, you
16 know, many times those conversations are very long.
17 The person either has to get in their car or drive or
18 they pay long distance rates.

19 If you want to have business in Steinhatchee
20 and you want to -- you've got to advertise in two
21 different phone books; those type of situations. A
22 lot of times citizens will pick up the phone book and
23 they'll turn -- and if you have a Cross City phone
24 book, you end up doing business with Perry and Cross
25 City.

1 Q Do you think that the residents of
2 Steinhatchee would be in favor of moving into another
3 exchange and losing some calling scope in order to
4 move --

5 A Do I think that they would be willing to
6 lose their services with Steinhatchee? I don't think
7 they would mind losing their service with Gainesville
8 so much. Most of the people that I've talked to don't
9 talk to Gainesville that often. I mean, surely they
10 make a lot more phone calls to Perry than they do to
11 Gainesville.

12 I think that they are concerned about Cross
13 City, because the way that the system has been set up
14 has encouraged -- you know, they're in close proximity
15 to Cross City; so I think that they would like to
16 retain their ability to talk to Cross City also.

17 Q If there were a movement that they would
18 possibly -- they would lose Old Town, Chiefland, and
19 Trenton, too, as well as Cross City, do you think that
20 would be problematic?

21 A I'm not really prepared to address that. I
22 know that I think losing Chiefland and Cross City
23 might be problematic. I don't think Trenton would be.
24 And I'm not really prepared to address that for those
25 people. I know their Internet service comes through

1 Cross City.

2 Q Do you know if there is a hospital in Cross
3 City?

4 A I don't think there is. Cross City has
5 doctors' offices and stuff. My best recollection,
6 there's not a hospital in Cross City.

7 Q So people generally don't go to Cross City
8 for any medical services?

9 A They would go and see a doctor. I think,
10 you know, there's outpatient care, but as far as --
11 they used to use -- I know that many of the Cross City
12 residents use the Taylor County hospital also.

13 Q If there were to be a fire in Steinhatchee,
14 where would the people call? Would they call 911, or
15 is there a specific --

16 A They would call 911, and it's transferred to
17 our 911 system.

18 Q So it would go to Dixie County and then come
19 back --

20 A And then Taylor County. Taylor County would
21 respond. We have the local volunteers here that
22 respond also. For adequate fire coverage, it has to
23 come out of Taylor County.

24 COMMISSIONER GARCIA: One of the citizens
25 said that it took upwards of sometimes 15 or 20

1 minutes to route that call. Is that true?

2 **WITNESS BROWN:** That's an exception. I
3 mean, normally it doesn't take that long, but the
4 problem is sometimes there's a lot of confusion,
5 because it's done -- instead of being switched
6 directly to our 911 operator, it might go to a 911
7 operator in Dixie County who does not understand that
8 it's actually a Taylor County response.

9 **COMMISSIONER GARCIA:** Do you know if the
10 county has tried to work something out with the phone
11 companies?

12 **WITNESS BROWN:** I do not know for sure. The
13 911 system was put in several years ago before I came
14 on board.

15 **COMMISSIONER GARCIA:** Can I ask you to get
16 back to us on that? Not necessarily in this docket,
17 because I don't know if it would change anything.
18 But, you know, if you're having a heart attack, 20
19 minutes is life and death.

20 **WITNESS BROWN:** Right.

21 **COMMISSIONER GARCIA:** But maybe there's
22 something we can get together with the company and see
23 if there's something that can be done. And I think
24 Mr. Erwin intimated that something had been tried.
25 Maybe we can look at it again or help you facilitate

1 that.

2 MR. BISHOP: It has been tried.

3 COMMISSIONER GARCIA: Okay.

4 Q (By Ms. Davis) To your knowledge, does it
5 cost Taylor County any additional moneys to have the
6 911 calls routed to Dixie --

7 A I really don't know. It's 50 cents. I know
8 that we do pay a portion to Dixie to have that done,
9 but I'm not sure of the exact cost of that. My
10 counsel might be -- might have that, since he's been
11 the county attorney a lot longer than I've been the
12 coordinator.

13 Q But he's not under oath.

14 A Okay.

15 Q One more question, please. On Page 9 of
16 your testimony you say that the two area codes
17 complicate the ability to respond to natural
18 disasters. Is that anything other than the fact that
19 it's a long distance call?

20 A What happens a lot of times is people will
21 call up assuming that somebody knows what area code
22 that we're in, and unfortunately a lot of people don't
23 recognize the Steinhatchee exchange. And so untrained
24 people could pick up the phone and dial it, and then
25 once the phone call does not go through, they'll just

1 put it aside and say, well, we'll call back or
2 something, or they're too busy to really look at it.
3 And that's a training problem, also, but it gets
4 complicated.

5 Q I see.

6 MS. DAVIS: Thank you. That's all we have.

7 COMMISSIONER DEASON: I have just a few.
8 I'm sorry. Mr. Erwin?

9 **CROSS EXAMINATION**

10 **BY MR. ERWIN:**

11 Q Isn't it true that this has been going about
12 five years now, to the best of your recollection --

13 A Best of my understanding. I've been here
14 for one year now.

15 Q And are you aware that a lot of the problem
16 has been created by the federal government involvement
17 in this whole situation, the changing of laws and
18 rules and approaches and all of that stuff?

19 A No, I'm not aware of that.

20 Q Since the federal government would be
21 involved, have you given any thought in trying to
22 change county lines?

23 A No, we haven't.

24 Q Would there be a reason why you wouldn't
25 want to do that? And by that, I mean is there any

1 economic value to Taylor County to having this as part
2 of Taylor County? Do you get any taxes from the
3 people here?

4 **A** Sure we get taxes from the people here.

5 **Q** Have you got any idea what the amount of the
6 taxation might be that you would get from this area of
7 your county?

8 **A** No, I don't, but I can find out for you.

9 **Q** It would be substantial, I suppose; would it
10 not?

11 **A** It's growing.

12 **Q** Not something --

13 (Inaudible audience comments.)

14 **A** About 8%.

15 **Q** Not something that you would want to give
16 up. So there is an economic value to your offering
17 services to this part of the county and that in return
18 for which they pay you a percent in taxes.

19 **A** Well, I'd say there's a fiduciary
20 responsibility on the part of the county.

21 **MR. ERWIN:** That's all I have.

22 **COMMISSIONER GARCIA:** Mr. Erwin, just from
23 my own understanding, I believe that -- I think you
24 can get -- I believe that they're only at 8.5 mills
25 here, so probably the citizens wouldn't want to be put

1 into the next county which has a higher millage rate,
2 so maybe the citizens would be against it, too.

3 **COMMISSIONER DEASON:** Mr. Brown, I have just
4 a few questions. You have indicated in your
5 additional testimony that you obviously feel like a
6 two-way EAS solution is best and should be pursued,
7 and that's normally what the Commission tries to do.

8 It appears that this may be kind of a unique
9 situation, and I guess my question is, were you here
10 earlier when Ms. Bordelon, the GTC representative,
11 indicated it's going to cost their company some \$7,000
12 a month to lease the necessary facilities and that
13 there would be some administrative costs in addition
14 to try to acquire and update and maintain a database
15 to allow for the toll free calling from Taylor County
16 to the rest of Taylor County into Steinhatchee, and if
17 we were to ballot the customers just in Steinhatchee,
18 that's where the revenue would come from.

19 The additional additive, that would go to
20 BellSouth. None of that would go to GTC.

21 **WITNESS BROWN:** Correct.

22 **COMMISSIONER DEASON:** Do you see a problem
23 there, or have you tried to address that problem
24 somehow?

25 **WITNESS BROWN:** Let me see if I understand

1 your question. You're saying that the additive would
2 go to BellSouth and we'd still have only one-way
3 service?

4 **COMMISSIONER DEASON:** Well, no. I guess
5 what I'm saying is if we did it two-way, the revenue
6 increase would only go to BellSouth, but there would
7 be additional costs on --

8 **WITNESS BROWN:** GTC.

9 **COMMISSIONER DEASON:** There still would be
10 additional costs on GTC even if it were one-way.

11 **WITNESS BROWN:** Right.

12 **COMMISSIONER DEASON:** But they may would not
13 be as much because at least that would avoid the cost
14 of obtaining and maintaining the database.

15 I guess my question is -- first of all, let
16 me ask you this: Do you think that one-way would
17 be -- would address most of the concerns, or do you
18 think it's evenly split; there's just as much as
19 demand coming into Steinhatchee as going out from
20 Steinhatchee?

21 **WITNESS BROWN:** I think right now there is
22 more going out than coming in. Okay. However, I
23 think that that will change as Steinhatchee continues
24 to grow.

25 **COMMISSIONER DEASON:** Do you have any feel

1 for whether the \$2.43 additive on the Steinhatchee
2 customers would be something that would be acceptable?

3 **WITNESS BROWN:** No, I don't. It's -- I
4 think many times -- it's like many issues that come
5 before commissions is many times you have supporters
6 come before -- you know, those people that are trying
7 to push the issue will come forward, and I'm not sure
8 how many people are in the background that haven't
9 paid much attention to this issue until it becomes a
10 factor, and then that's when you normally hear them is
11 when a ruling is made.

12 **COMMISSIONER DEASON:** Do you think there
13 would be any desire of the general population of Perry
14 exchange to pay an additive to be able to call
15 Steinhatchee toll free?

16 **WITNESS BROWN:** I think it probably would
17 not pass. Like was stated earlier, I think that
18 people in Cross City would not want to pay additional
19 money, and I think the majority of the people in Perry
20 probably would not want to pay additional money, also.
21 And that's personal opinion.

22 **COMMISSIONER DEASON:** Any further questions?
23 Thank you, Mr. Brown.

24 (Witness Brown excused.)

25

- - - - -

1 **COMMISSIONER DEASON:** Are there any other
2 matters for this phase of the hearing, the technical
3 phase?

4 **MS. WHITE:** I would just move Exhibit 3 into
5 the record.

6 **COMMISSIONER DEASON:** Without objection,
7 Exhibit 3 will be admitted.

8 (Exhibit 3 received in evidence.)

9 **MS. DAVIS:** And I'd like to move Late-filed
10 Exhibits 1 and 2 subject to objection.

11 **COMMISSIONER DEASON:** That's the way we will
12 handle it. We'll assume 1 and 2 are going into the
13 record unless there is an objection after the exhibits
14 are filed.

15 I guess we need to set a date for the
16 late-filed exhibits. One is being provided by a
17 customer, Ms. Harden, I believe; and, Staff, I'll just
18 allow you to try to coordinate that with her. I'm
19 sure she will be extremely cooperative in providing
20 that information.

21 The other late-filed exhibit is from
22 Ms. Bordelon. How much time is necessary to prepare
23 that?

24 **WITNESS BORDELON:** Probably -- if I could
25 have three weeks just to be sure. Is that too much?

1 **COMMISSIONER DEASON:** Staff?

2 **WITNESS BORDELON:** If I could produce it
3 myself, I could do it. We have to depend on somebody
4 else.

5 **MS. DAVIS:** I think that would be fine,
6 Commissioner.

7 **COMMISSIONER DEASON:** We'll set a due date,
8 then, for that Exhibit three weeks from today.

9 (Exhibits 1 and 2 received in evidence
10 subject to objection.)

11 **COMMISSIONER DEASON:** Any other matters?
12 Hearing none, we will recess and we'll reconvene at
13 6:00 p.m. Thank you all.

14 (Thereupon, lunch recess was taken at 12:45
15 p.m. to reconvene at 6:00 p.m. at the same address.)

16 - - - - -

17 **COMMISSIONER DEASON:** Call the hearing back
18 to order. Ladies and gentlemen, this is a
19 continuation of the hearing which began this morning,
20 and we were in recess until we reconvened at
21 6:00 o'clock; and it is now 6:00 o'clock.

22 Let me take an opportunity to first welcome
23 everyone to the hearing this evening. In the way of
24 introductions, my name is Terry Deason, and seated to
25 my left is Commissioner Susan Clark. Seated to my

1 right is Commissioner Garcia. We constitute the panel
2 of Commissioners which will be hearing this case, and
3 we'll be making the final decision.

4 Earlier today we had the notice read and we
5 had the various parties' attorneys make appearances.
6 We're going to dispense with that this evening, but I
7 do want to take the opportunity to let everyone know
8 who is sitting at the tables.

9 Ms. Nancy White is representing BellSouth.
10 Mr. David Erwin is representing GTC. And the table to
11 my left is made up by members of the Staff of the
12 Public Service Commission. We also have some
13 representatives of the Commission who are seated at
14 the rear of the auditorium. If anyone has any
15 questions they wish to discuss with any of our Staff
16 personnel, these individuals would be more than happy
17 to assist you in any way that they can.

18 The purpose of the hearing this evening is
19 to give members of the public an opportunity to
20 address the Commission on the calling scope of the
21 Steinhatchee area. We had public testimony this
22 morning. At the conclusion of the public testimony,
23 we went into the technical phase of the hearing where
24 we had testimony from expert witnesses from the
25 various parties in the proceeding.

1 Also let me indicate that this morning
2 Mr. Conrad Bishop representing Taylor County was here.
3 He informed me that he would not be able to be with us
4 this evening.

5 The procedure we're going to follow this
6 evening is I'm going to ask members of the public who
7 wish to testify to stand and to be sworn in. We'll do
8 that in just a few minutes. This is necessary so that
9 your testimony can become part of the record in this
10 proceeding.

11 This is an official hearing of the Public
12 Service Commission. It is being recorded by our court
13 reporter. Your statement will become part of that
14 official record and will constitute evidence on which
15 the Commission can and will rely in making the
16 decision in this case.

17 After witnesses are sworn in, your name will
18 be called and we will ask you to come forward to the
19 microphone to my right at the same table where the
20 court reporter is seated. We ask that you begin by
21 giving us your name and your address and then to
22 proceed with your statement. At the conclusion of
23 your statement, wait for just a moment because there
24 may be some clarifying questions concerning your
25 statement.

1 And with that, I'm going to ask if there are
2 any preliminary matters. Ms. Davis, I think you may
3 have a preliminary matter.

4 **MS. DAVIS:** Yes, Commissioner. Thank you.
5 During the recess, Staff was doing some demographic
6 research, and we chatted with two Taylor County
7 residents who indicated that they were served out of
8 the Cross City exchange, and they were in the
9 community of Tennile, or Tennile, however it's
10 properly pronounced. So that raised the question in
11 our mind that we would like to confirm a statistic
12 with Ms. Sims, the BellSouth witness, if she could be
13 recalled.

14 **COMMISSIONER DEASON:** Ms. Sims was sworn
15 earlier. She gave testimony this morning. So we're
16 going to recall her so the Staff can ask her
17 clarifying questions, and then we'll proceed with
18 customer testimony.

19

20

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25

NANCY H. SIMS

1
2 was recalled as a witness on behalf of BellSouth
3 Telecommunications, Inc. and, having been duly sworn,
4 testified as follows:

FURTHER CROSS EXAMINATION

5
6 **BY MS. DAVIS:**

7 **Q** Ms. Sims on Page 2 of your testimony you say
8 that Cross City is a BellSouth exchange with only a
9 small pocket of approximately 838 customers located in
10 Taylor County. And after talking with the two ladies
11 that I just referred to earlier, we just wanted to
12 verify whether that 838-person number that was in your
13 testimony is for the whole Taylor County portion
14 that's served out of the Cross City exchange or if
15 it's just for the community of Steinhatchee.

16 **A** That number actually represents the entire
17 Taylor County area that BellSouth serves out of Cross
18 City exchange.

19 **Q** So it is made up of numerous small, little
20 communities?

21 **A** That's correct. And it's the -- and that
22 would be the -- what we would consider to be the
23 entire pocket as we could identify it by tax codes.

24 **MS. DAVIS:** Thank you very much. Thank you,
25 Commissioner.

1 **COMMISSIONER DEASON:** Any follow-up
2 questions? Thank you. You may call your first
3 witness. Oh, I'm sorry. I need to swear in the
4 witnesses. All the members of the public who wish to
5 testify please stand and raise your right hand.

6 (Witnesses collectively sworn.)

7 **MS. SHELFER:** First witness is Sue Smyrnios.

8 - - - - -

9 **SUE SMYRNIOS**

10 appeared as a witness and testified as follows:

11 **DIRECT STATEMENT**

12 **WITNESS SMYRNIOS:** I hurried back here. My
13 mother is in the hospital in Perry. I was going to
14 try to come to the meeting this morning, but she had
15 severe --

16 **COMMISSIONER DEASON:** Ma'am, I hate to
17 interrupt, but if you could give us your name and
18 address for the record, and then you can proceed.

19 **WITNESS SMYRNIOS:** My name is Sue Smyrnios.
20 I own Steinhatchee Fish Company and I'm a resident,
21 you know, of Taylor County.

22 **COMMISSIONER DEASON:** Could you spell your
23 last name, please?

24 **WITNESS SMYRNIOS:** S-M-Y-R-N-I-O-S.

25 **COMMISSIONER DEASON:** Thank you. Please

1 proceed.

2 **WITNESS SMYRNIOS:** Okay. I was going to try
3 to come to this morning's meeting, but my -- the
4 ambulance come from Perry to pick up my mother and
5 carried her back up there. She's in the hospital
6 there. I've got my family with her just long enough
7 for me to come back here, make my statement, and then
8 go back.

9 I don't know really how this was working
10 because I didn't have time to study it and read the
11 paperwork or anything about it.

12 I definitely do not want anything to change
13 to people from Dixie County calling to Taylor County
14 or Taylor County calling to Dixie County; but it is
15 very necessary for us to have a way to call Perry or,
16 you know, our county commissioners, our sheriff, our
17 hospital. Like right now my mother is in the
18 hospital. I'd like to be able to call and check on
19 her without it being a long distance call.

20 There's a lot of, you know, lot of people on
21 the Taylor County side that's got their children in
22 school on the Dixie County side. So we -- I don't
23 know how you all had planned on working this, but I
24 want it to be in a way that Taylor County and Dixie
25 County is still, you know, not long distance to call

1 one side of the river to the other side or to Cross
2 City or to Perry -- I mean, to Steinhatchee.

3 But, you know, like all of our county
4 offices, our jail, our ambulance service, you know,
5 all the really important things that we need, go
6 through Perry. And we have a lot of elderly that I
7 know a lot goes towards Cross City -- I mean, to
8 Stein -- to Gainesville, but we have an awful lot that
9 use the facilities in Perry. And the doctors' offices
10 in Perry has really grew to where it's got some fine
11 doctors up there, and -- so that's what my statement
12 is. I don't know if this is the way it should be or
13 not, but this is what I want.

14 **COMMISSIONER DEASON:** Your testimony is
15 precisely the type of testimony we're here to receive.
16 We appreciate you coming, especially since you have a
17 mother that's in the hospital. Are there any
18 questions?

19 **MS. WHITE:** No, Commissioner.

20 **COMMISSIONER DEASON:** One quick question.
21 What about your shopping? Where do you drive to go to
22 do your shopping?

23 **WITNESS SMYRNIOS:** I do, I would say, 75% in
24 Perry, and probably the other 15 at Cross City and the
25 balance of the 10 in Gainesville.

1 **COMMISSIONER DEASON:** One last question.
2 There's at least one proposal that is being considered
3 where there would be an additive of approximately
4 \$2.43 which would be added to the monthly bill, a flat
5 amount, and that would enable toll free calling to all
6 of Taylor County.

7 Would you personally be willing to pay that,
8 an additive in that neighborhood?

9 **WITNESS SMYRNIOS:** I'd be willing to pay
10 that or if -- I was trying to think of the ways that
11 you all had in mind of doing it, and I was thinking,
12 well, now, are you all going to give people a choice
13 do they want Taylor -- you know, Taylor County or
14 Dixie County, know the lines. And then you've got to
15 realize then there will be half of them that will pick
16 Taylor and half that will pick Dixie, so there you're
17 in the same position. So the flat rate would be
18 perfect because -- especially for, you know, my
19 business. Most of my business needs go towards Perry.

20 **COMMISSIONER DEASON:** And that would not
21 take away any of the existing calling, it would just
22 be an add-on that would enable calling to all of
23 Taylor County.

24 **WITNESS SMYRNIOS:** I would be very
25 satisfied.

1 **COMMISSIONER DEASON:** Thank you, ma'am. I
2 hope your mother gets better.

3 **WITNESS SMYRNIOS:** Thank you very much.

4 **COMMISSIONER DEASON:** Next witness.

5 **MS. SHELFER:** Janalea Smyrnios.

6 - - - - -

7 **JANALEA SMYRNIOS**

8 appeared as a witness and testified as follows:

9 **DIRECT STATEMENT**

10 **WITNESS J. SMYRNIOS:** Just talk?

11 **COMMISSIONER GARCIA:** Give us your name and
12 address and then go ahead and just talk.

13 **WITNESS J. SMYRNIOS:** Janalea Smyrnios,
14 P.O. Box 777, Steinhatchee Florida.

15 Okay. It's like this: I go to school in
16 Perry, and when I get sick or something and I need to
17 come home, my mom and daddy can't just drive up there
18 and get me. They need to make a long distance phone
19 call. And the high school hates to make any kind of
20 long distance phone calls.

21 And so I -- usually sometimes I got to sit
22 there until they decide, okay, well, dang, she's
23 really sick; we better let her go, you know. And all
24 my friends are up there. I don't really hang around
25 any of the people down here. All my friends are up in

1 Perry, and I get hollered at for making long distance
2 phone calls. (Laughter)

3 And so I think that the flat rate, like you
4 all told my mama, would be a pretty good idea. But,
5 you know, like I said, it just -- all my friends are
6 up there. The high school won't let students make
7 long distance phone calls. I could have forgot
8 something at the house that I really need, and
9 somebody is on the way to Perry that, you know, they
10 could drop it off at the high school; but they won't
11 let me call because it's long distance. They don't
12 want you using long distance -- you know, but the bill
13 on their deal or whatever. But, you know, we need to
14 do something.

15 **COMMISSIONER DEASON:** Questions? Thank you.
16 We appreciate you coming.

17 Apparently those are the only two
18 individuals that have signed up to testify this
19 evening. Let me ask, are there other members of the
20 public who wish to testify? Please don't be shy.
21 We're here. We want to hear what you say. So this is
22 your opportunity.

23 If there's anyone that wishes to come
24 forward -- yes, ma'am. Please come forward. When you
25 get to the microphone if you stand and raise your

1 right hand, I'll swear you in also.

2

- - - - -

3

HELEN WALKER

4 appeared as a witness and testified as follows:

5

DIRECT STATEMENT

6

WITNESS WALKER: My name is Helen Walker.

7

My address is P.O. Box 146, Steinhatchee.

8

The question I have about all of this is if

9

this flat rate is approved for us to call Perry, will

10

we lose any other services; like, for instance,

11

calling Old Town toll free and various communities

12

around, or will this be a separate thing?

13

COMMISSIONER DEASON: The proposal is to

14

have the existing calling stay as is. This would be

15

an additional calling scope that you would be

16

permitted to call on a toll free basis.

17

The \$2.43 additive would be added to your

18

monthly bill, a flat amount, and you'd no longer have

19

toll charges to Perry or Keaton Beach.

20

This additive, before it would be added to

21

your bill we would survey the customers who would be

22

affected by the increase to determine if there's a

23

majority of customers wishing to pay that amount and

24

receive that service.

25

It's not a situation where one customer can

1 choose it and get it and another customer choose not
2 to get it. It's either all or none, and that's why we
3 do the survey.

4 **WITNESS WALKER:** How will that -- oh, excuse
5 me.

6 **COMMISSIONER DEASON:** Well, I was just going
7 to indicate that there are certain requirements on the
8 survey. I believe we require that at least 40% of the
9 ballots be returned, and then there has to be a
10 certain percentage of those -- we require that at
11 least 40% of the ballots come back, because we would
12 hate to impose a charge on customers when we didn't
13 receive enough ballots to get a good indication that
14 it was a true majority that wanted the service.

15 Did you have a question?

16 **WITNESS WALKER:** Yeah. How will we receive
17 these ballots? Through the mail, or when we vote, or
18 what?

19 **COMMISSIONER DEASON:** Well, it would be
20 through the mail. I think that we require it to be
21 separate. We do not allow it as part of the telephone
22 bill. And in large letters it will indicate what are
23 the concerns for every one of those, and we try to
24 explain in detail what is being asked. And there is a
25 separate postcard that has the Commission's address on

1 it, and you would indicate on that ballot what your
2 preference is and mail that back to the Public Service
3 Commission.

4 **WITNESS WALKER:** That's fine. Sounds good.
5 Thank you.

6 **COMMISSIONER DEASON:** Please come forward.
7 It is necessary for you to speak into the microphone
8 so that the court reporter can pick it up. Were you
9 sworn earlier?

10 **WITNESS SMYRNIOS:** Yes, I was.

11 **COMMISSIONER DEASON:** Please give us your
12 name.

13 - - - - -

14 **SUE SMYRNIOS**

15 reappeared as a witness and testified as follows:

16 **DIRECT STATEMENT**

17 **WITNESS J. SMYRNIOS:** Sue Smyrnios.

18 Something the lady said earlier crossed my mind.
19 There's a lot of people that's moved into
20 Steinhatchee, Taylor County, and the Jena area also,
21 that are not from Taylor or Dixie County. These are,
22 you know, people that will have phone listings, and
23 when they get the survey, it doesn't matter to them.

24 So I just wanted to bring that to your
25 attention. You may not get the full 800 cards back,

1 or you may not get but 100 cards back, you know,
2 because there's so many --

3 **COMMISSIONER GARCIA:** That's a good point.

4 And we've had that problem before, and I think --

5 **UNIDENTIFIED SPEAKER:** (Inaudible comment.)

6 **COMMISSIONER GARCIA:** Yeah. When we have
7 snowbirds or we've had communities where people have
8 explained that and then we -- if I'm not mistaken, we
9 haven't strictly adhered to the 40% rule of return. I
10 know we've made exceptions on the 40% return.

11 **MS. SHELFER:** The exception that comes to
12 mind is with the Quincy ballot.

13 **COMMISSIONER GARCIA:** Right.

14 **MS. SHELFER:** And it was just a small
15 number, but it was even if they had voted no, it would
16 have still passed. So it was a determining factor
17 that the vote would not have had. And another thing,
18 before my time I think Liberty County had one that was
19 similar, but I think it was based on who did vote,
20 and -- but it would not change the --

21 **COMMISSIONER GARCIA:** Okay. But we didn't
22 make the 40 --

23 **MS. SHELFER:** But what we have done in areas
24 that are seasonal has been that the ballot has been
25 delayed, and so -- and we've relied on -- in this case

1 probably Taylor County -- on them to -- their response
2 to tell us which month is the best month for the
3 ballot. And we try not to do it during holidays, and
4 we also --

5 **COMMISSIONER GARCIA:** So in this case we
6 would ask the county officials who are represented
7 here to tell us what month they want to be balloted so
8 we can have maximum --

9 **MS. SHELFER:** It may delay the ballot, but
10 we would -- if the Commission determines that the
11 balloting is appropriate, normally we said within 45
12 days of issue date --

13 **COMMISSIONER GARCIA:** Right.

14 **MS. SHELFER:** -- but we can make it a
15 different date if the county believes that it's to the
16 advantage --

17 **COMMISSIONER CLARK:** Ms. Smyrnios, when you
18 say there are people that won't care, is that because
19 they vacation down here, or they're just new?

20 **WITNESS SMYRNIOS:** I don't think there's
21 that many snowbirds, as you call it. I think it's
22 people that has moved in here to make, you know,
23 Steinhatchee or Jena their home, and it's just -- they
24 don't really know -- they may not know as many people
25 in the Taylor County area as they do the Jena area,

1 you know, and they -- and like myself, if it wasn't
2 for the fact of me being born and raised in Taylor
3 County, then I wouldn't have probably as big a concern
4 as the person that moved into the Steinhatchee area,
5 say, five years ago.

6 **COMMISSIONER CLARK:** We did have people who
7 were fairly new residents this morning, somebody that
8 was here. One was 15 and one was five, and they
9 want -- they're interested in getting the service.

10 **WITNESS SMYRNIOS:** Well, I know --

11 **COMMISSIONER CLARK:** And I think it's a
12 matter of, you know, they shop there --

13 **COMMISSIONER GARCIA:** Doctors.

14 **COMMISSIONER CLARK:** -- and county offices.
15 So I think they shared your concern.

16 **WITNESS SMYRNIOS:** Okay. That's what -- you
17 know, it come to my mind when the other lady was
18 talking that they might be -- you might not get a full
19 consensus of the fact that, you know, not everybody is
20 actually from here.

21 **COMMISSIONER GARCIA:** And this morning we
22 also had a county commissioner here that also
23 expressed interest. And I think it's important that
24 when this is done that, you know, you speak to your
25 neighbors and stuff so that people respond. People

1 have a tendency of not responding, and then not
2 responding can almost be a no vote in many cases. So
3 it's important to sort of inform your neighbors if we
4 do decide to ballot.

5 **COMMISSIONER DEASON:** And it certainly would
6 be appropriate if the local press -- I don't know
7 which newspaper has the highest circulation, but
8 perhaps they could run an article in the local section
9 indicating that the ballot is taking place so people
10 would know about it. So all those things are ways to
11 try to get the word out.

12 **WITNESS SMYRNIOS:** If you all could get some
13 kind of flier that would let the people know that it's
14 not going to change their service in any way other
15 than add an extra \$2.43 that -- I think, like myself,
16 I was wondering how is it going to change my service.
17 Am I still going to be able to call Suwannee? Am I
18 still going to be able to call Cross City? But you
19 all have answered the question here. But if I had not
20 come back to this meeting, I would still be wondering.

21 So if you all could make -- get some kind of
22 flier that we could post around in areas, that would
23 let us know that we won't lose our service, we'll just
24 get additional service.

25 **COMMISSIONER DEASON:** Ms. Shelfer wants to

1 address that.

2 **MS. SHELFER:** In recent cases what the
3 Commission has ordered in cases where they had
4 authorized the balloting is the customers were sent a
5 notice that the ballot will be mailed on a certain
6 date. It states your current calling scope, your
7 current rates, what your additive will be, how long
8 the additive will remain.

9 The second thing that's required by rule is
10 the local exchange company has to run an advertisement
11 two consecutive days two weeks prior to the mailing of
12 the ballot. So by rule they'll have to run those, and
13 I'm sure your community -- I mean, you could ask your
14 paper to run some type of information.

15 **WITNESS SMYRNIOS:** Okay. We will. Thank
16 you.

17 **COMMISSIONER DEASON:** Let me indicate -- and
18 I should have mentioned it this morning and failed
19 to -- the additive that I just referenced, the \$2.43,
20 is for residential customers.

21 The additive would be more for businesses,
22 and businesses and residential customers alike are
23 balloted. The additive for business customers would
24 be somewhere around \$6.58. So I would hate for people
25 to go away thinking it's \$2.43 for all types of

1 customers. But business customers would be more.

2 But generally we have found that business
3 customers sometimes have more to gain by having
4 extended calling. So that would be for each
5 individual business customer, that assessment, whether
6 it would be worth it for their business to have the
7 additional calling.

8 Are there any other members of the public
9 who wish to address the Commission this evening?

10 Would you please be seated?

11

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12

PENNY PHILMON

13 appeared as a witness and testified as follows:

14

DIRECT STATEMENT

15

WITNESS PHILMON: My name is Penny Philmon,
16 P-H-I-L-M-O-N. I work at Citizens Bank, and what I
17 had addressed is -- I had received a notification from
18 the mail about a meeting, but the announcement about
19 the details of how the meeting was going to be
20 performed were in the paper only today.

21

So you was talking about notification, that
22 everyone would be aware of the ballot that was coming
23 out, but somehow we need to be notified before the
24 actual date of the papers. The papers around here
25 only run on certain days. So if there's some type of

1 notification, say, a couple weeks in advance, we could
2 be notified. Because, like I say, it came out today,
3 in today's paper.

4 See, a lot of people didn't get the paper,
5 so that may be the reason we didn't have that much a
6 turnout until today when it was published. But I
7 think if they're notified in a couple weeks in advance
8 and be prepared for this balloting and such meetings
9 as this, I think you would have more turnout; because
10 all of us are affect by this, as Ms. Smyrnios stated.

11 A lot of the businesses in Taylor County
12 advertise for Steinhatchee area to let us know about
13 new services, but if it's a long distance call, that's
14 going make them hesitate about calling businesses when
15 they have a local call to Cross City, which may be --
16 which one may be a little bit more beneficiary (sic)
17 to them.

18 But, like I say, the notification, you know,
19 was good today, but it was a little bit late. If we
20 could be notified a little earlier, I think that would
21 help with the turnout response that we all meet.

22 **MS. SHELFER:** I would say that the notice
23 for today's meeting is not required by the Commission.
24 Like I said, today should have been a community
25 notice. In cases where you have a paper that's not

1 published daily, it may be published weekly, biweekly,
2 what the companies do is run them consecutive in
3 however the paper runs. Like if it came out Monday
4 and Wednesday, they have to be in there two weeks
5 prior to mailing of the ballots. And the
6 Commissioners all have to authorize the notice.

7 **WITNESS PHILMON:** Okay. That's all I --

8 **COMMISSIONER GARCIA:** In this case, we'll
9 just try to work with the county as closely as
10 possible. They probably have a better understanding
11 of the --

12 **WITNESS PHILMON:** Because, like I say, the
13 one that a lot of us down this -- on the Taylor County
14 side of the river is one out of Dixie County, and the
15 day it's delivered is on Thursday, which is the day of
16 the meeting. So that --

17 **MS. SHELFER:** You're saying the notice
18 should go in both to Taylor County and --

19 **WITNESS PHILMON:** Taylor and Dixie, because
20 both of them have publications in the area, but like I
21 say, they're limited to the days that they are
22 accessed to us. Okay.

23 **COMMISSIONER DEASON:** Is there anyone else
24 who wishes to address the Commission? (No response.)

25 Let the record reflect that there are no

1 other individuals of the public who wish to address
2 the Commission.

3 Let me make one further point, and that is,
4 the last page of the blue Special Report is designed
5 to be detached and to allow customers to provide
6 comments; and this page can be folded, and the address
7 of the Commission is on the backside, and you can mail
8 it to the Public Service Commission.

9 So if there's something that you think of in
10 the next day or two that you say, oh, I wish I would
11 have told the Commission, feel free to use that form.
12 And there is an 800 number as well if you wish to call
13 the Commission to speak to one of our consumer
14 representatives, and there also is a fax number.
15 Modern technology is amazing.

16 **COMMISSIONER GARCIA:** (To an audience
17 member.) And, commissioner, if there is any
18 particular interest in terms of the balloting or
19 anything that the government wants, please have your
20 attorney contact us to make sure that we maximize the
21 effort. Thank you for coming out.

22 **COMMISSIONER DEASON:** Let me also announce
23 that right now the current schedule, the Commission
24 should be making a decision on whether we are going to
25 ballot or what's going to be the next step; we should

1 be making that around March the 24th. So we hope to
2 move on this.

3 Okay. Thank you all for coming. We
4 appreciate you being here and hearing your comments.
5 This hearing is adjourned.

6 (Thereupon, the hearing concluded at 6:30
7 p.m.)

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STATE OF FLORIDA



DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR

Public Service Commission

DOCKET NO.: 930235 - TL

DOCUMENT NO.: 02052-98

DESCRIPTION: Late-Filed Exhibit 1 to
01/29/98 Hearing was not filed with the Clerk's
Office.

LATE FILED EXHIBIT 2
DOCKET NO. 930235-TL

GTC, Inc. has received information from Communications Data Group, the billing company for GTC, Inc. regarding the establishment of the data base which would be required to identify Perry and Keaton Beach Exchange customers' calls to the Taylor County "pocket" of the BellSouth Cross City Exchange (Steinhatchee) for EAS or ECS billing. An estimated upfront charge of \$31,000.00 would apply to the data base development process. An estimated additional expense of \$10,000.00 would be incurred to cover administrative requirements, including master file changes, service representative training and customer notification.

A monthly charge of \$7,000.00 will be incurred for the provisioning of the T-1 to carry the traffic from the Perry switch to the Gainesville BellSouth tandem.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 930235-TL EXHIBIT NO 2 ^{LF}
COMPANY/ GTC
WITNESS: _____
DATE: 1/29/98