

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of  
Request for review of  
proposed numbering plan  
relief for 813 area  
code.  
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DOCKET NO. 980048-TL



VOLUME 1

MORNING SESSION

Pages 1 through 169

PROCEEDINGS: HEARING

BEFORE: CHAIRMAN JULIA L. JOHNSON  
COMMISSIONER J. TERRY DEASON  
COMMISSIONER SUSAN F. CLARK  
COMMISSIONER JOE GARCIA  
COMMISSIONER E. LEON JACOBS, JR.

DATE: Tuesday, February 24, 1998

TIME: Commenced at 10:00 a.m.

PLACE: Robert J. Arenal Conference Center  
Hillsborough County Center  
601 East Kennedy Boulevard  
26 Floor  
Tampa, Florida

REPORTED BY: JOY KELLY, CSR, RPR  
Chief, Bureau of Reporting  
Official Commission Reporter

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8 **Florida Incorporated**.

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12 **Corporation and MCI Metro Access Transmission**  
13 **Services, Inc.**

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16 of **AT&T Communications of the Southern States, Inc.**

17 **SENATOR JACK LATVALA**, 19th District, 35111  
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1           **MR. BECK:** My name is Charlie Beck, Office  
2 of the Public Counsel, appearing on behalf of the  
3 Florida citizens.

4           **MS. BROWN:** Martha Carter Brown on behalf of  
5 the Florida Public Service Commission Staff.

6           **CHAIRMAN JOHNSON:** Senator Jack Latvala is  
7 also here. Is he in the room?

8           **SENATOR LATVALA:** Senator Jack Latvala, Palm  
9 Harbor Florida 34683.

10           **CHAIRMAN JOHNSON:** Any other appearances?  
11 Seeing none, let me -- at this point in time let me  
12 introduce the Commissioners to you. I know that we  
13 were here a couple of months ago and we had a panel,  
14 but this is our formal presentation, and as such, we  
15 have the entire Commission participating. We will be  
16 hearing the arguments made and the public testimony  
17 made earlier today.

18           I had someone ask me a little earlier this  
19 morning, what about the information that was provided  
20 at the other public workshops? That information is a  
21 part of this record. At that point in time we did  
22 swear in all of those that testified. That  
23 information can be relied upon and used in the final  
24 deliberations before the Commission. So I did want to  
25 make everyone aware if you testified before, feel free

1 to know that that information is in the record, it has  
2 been recorded, and it can be relied upon.

3 Let me at this point in time introduce the  
4 other Commissioners that are here with me today.

5 To my far left is Commissioner Leon Jacobs.  
6 Seated next to me is Commissioner Susan Clark. To my  
7 right is Commissionre Terry Deason, and to my far  
8 right is Commissioner Joe Garcia. Again, this is the  
9 full Commission.

10 I know you have some of the information that  
11 you received outside. It gives you a little bit of  
12 information about us and about this case, when we will  
13 be voting on this case. If you have any other  
14 questions or information, there are several Staff  
15 members -- I know you met Ms. Crump. She's available  
16 to assist you with any questions that you might have.

17 I know today's setup is a little different  
18 than our normal setup and that's for two reasons.  
19 This proceeding is being televised at least throughout  
20 this county, and it may be broadcasted even through  
21 some of the other effected areas. It is also being  
22 recorded by the public radio stations.

23 We are now still in the process of trying to  
24 connect our transmission so that it can be heard via  
25 the Internet, so we're really trying to do as much as



1 we can to reach out and make sure that customers  
2 understand the issues here, understand what is  
3 happening, and how the Commission process works.

4           With that, I know we're going to allow first  
5 the companies an opportunity to provide some opening  
6 statements so that you can better understand the  
7 positions of all of the parties involved.

8           At our first public hearing we had, GTE made  
9 a presentation, Public Counsel was represented, but  
10 since that -- and Senator Latvala's office was  
11 represented, but since that time we have had other  
12 parties that have become a more formal part of this  
13 process that will be taking positions on the issues  
14 that the Commission will hear today.

15           With that, Ms. Brown, are there any other  
16 preliminary matters?

17           **MS. BROWN:** There's one other preliminary  
18 matter that I want to mention to you, and I think AT&T  
19 has one. We can actually deal it when we get to the  
20 technical part of our hearing but I wanted to bring it  
21 up.

22           **CHAIRMAN JOHNSON:** Ms. Brown, let me  
23 interject one thing now that you mention that.

24           What we're doing here, at least for the  
25 first part of the morning, we're going to take public

1 comments and public statements. So at the appropriate  
2 time I'll ask those that would like to testify and  
3 provide public statements to stand. I'll swear you in  
4 and there's a seat here to my right for you to sit and  
5 provide us with any additional public statements that  
6 you want to make.

7           Once we've heard from all of our public  
8 witnesses, we will then go into the technical portions  
9 of the hearing. To the extent that there are motions  
10 or issues that we need to deal with that deal with the  
11 technical portions of the hearing, we'll take that up  
12 at the appropriate time. But I did want to make sure  
13 that the customers were aware that they would have the  
14 opportunity to testify in the public comment section  
15 of the hearing and have your questions entertained at  
16 that particular time.

17           Ms. Brown, I apologize for interjecting  
18 there.

19           **MS. BROWN:** That's okay. We can hold the  
20 other preliminary matters that I have until the  
21 technical hearing. We're ready, then, I think, for  
22 the opening statements.

23           **CHAIRMAN JOHNSON:** Okay. We are prepared  
24 then to go into the opening statements. Again, this  
25 is an opportunity for the company members to help

1 explain the issues that are being addressed today,  
2 their positions, and at the appropriate time, if you  
3 have questions of them, if you could save those until  
4 you have an opportunity to come forward, they will be  
5 entertained then.

6           Also, if you didn't have a opportunity there  
7 was either a blue or yellow sheet, a Special Report.  
8 For those of you who don't want to provide your actual  
9 oral statements this morning, you can indeed provide  
10 written comments on that particular sheet and send  
11 those into the Commission if you want to sign those at  
12 a later date, or hand those to Ms. Crump and she'll  
13 make sure we have that information in the record.  
14 Again, that's for those of you who don't want to  
15 provide any oral comments at this time.

16           With that, we'll start with GTE, if you  
17 could provide your opening statement.

18           **MS. CASWELL:** Thank you.

19           GTE understands that change is often  
20 difficult. Long ago when telephone numbers went from  
21 three to five digits people didn't like it, and when  
22 numbers went from five to seven digits they didn't  
23 like that either, but those changes were inevitable as  
24 communities grew and telephone subscribership  
25 increased.

1           In this proceeding we're facing another  
2 inevitable change. Once again telephone numbers are  
3 becoming scarce. Not only has the population in this  
4 area grown, but telecommunications technology has  
5 evolved as well. Second phone lines, fax machines,  
6 cellular phones and the like are gobbling up phone  
7 numbers faster than ever before. So it's clear we  
8 need to do something to relieve the number exhaust  
9 problem.

10           Is there a solution that will make all of  
11 our customers happy? Unfortunately no. All of the  
12 numbering relief options have drawbacks, just as they  
13 all have some benefits. But after careful study of  
14 the problem, GTE's concluded that the overlay method  
15 is the best solution.

16           Overlay means that a new area code, 727,  
17 will be superimposed over the existing 813 area code.  
18 That way no one will need to change their phone  
19 number, which, we believe, is a great benefit to our  
20 customers. Although it may take some getting used to  
21 the overlay is the least disruptive approach in the  
22 long run. If a geographic split is implemented,  
23 relief planning will need to start again almost  
24 immediately and we'd be looking at yet another split,  
25 or more likely an overlay before too long.

1           Also, instead of dividing up the Tampa Bay  
2 area into smaller and smaller pieces, the overlay,  
3 unlike the split, would further the unity of the Bay  
4 area. It would moreover save businesses the time and  
5 expense of printing new stationer, business cards,  
6 brochures and the like.

7           Nevertheless, some customers are  
8 dissatisfied with the overlay method. One of the  
9 reasons is that all local calls will need to be  
10 10-digit dialed. But just as the move from three to  
11 five digits and from five to seven digits was  
12 inevitable, 10-digit dialing is a virtual certainty in  
13 the not too distance future, no matter what method is  
14 implemented to relieve the number exhaust problem.  
15 Even if a geographic split is implemented, it won't  
16 entirely avoid 10-digit dialing for some areas, as  
17 Ms. Menard details in her prefiled testimony.

18           Some people have also criticized the overlay  
19 because it could require different area codes for  
20 lines even in the same house. But this concern is  
21 probably more theoretical than real. Chances are the  
22 813 area code will still be able to be assigned for  
23 those second lines. Even if your neighbor chooses a  
24 new local provider, that provider will likely have  
25 numbers to assign in the 813 area code.

1           In any event, since 10-digit dialing will be  
2 the standard, the concern about different area codes  
3 in the same location is probably not as serious as it  
4 first might appear. Everyone will get used to  
5 thinking of phone numbers in terms of 10 digits rather  
6 than seven, just as they got used to seven digits  
7 instead of five.

8           GTE believes the geographic split is not the  
9 best method for several reasons.

10           First, if the Bay area is split between  
11 Pinellas and Hillsborough, one-half of the Bay area  
12 will need to change their phone numbers. And you can  
13 imagine, that will not be a popular approach with the  
14 customer's asked to change.

15           In this regard, it's particularly important  
16 to point out, particularly for Senator Latvala's  
17 constituents, that Hillsborough, not Pinellas, would  
18 get to keep the 813 area code under federal  
19 guidelines. That's because there are more telephone  
20 numbers in Hillsborough. So for those customers here  
21 today from Pinellas, please ask yourself whether you  
22 would want to change your phone number in the event a  
23 split is implemented.

24           The second big drawback of the split, as I  
25 mentioned earlier, is that it's not a lasting relief

1 option. If a split is implemented Hillsborough County  
2 would need to go back into relief planning at once,  
3 and Pinellas would not be far behind. More splits  
4 would mean more disruption, especially as the dividing  
5 lines become less and less rational. Rather than  
6 still more splits, it is likely that an overlay would  
7 be implemented in the future anyway.

8           On balance then we believe the split is it  
9 most advantageous long-term solution for most  
10 customers. No solution is perfect and none will  
11 please everyone. If GTE had proposed a split rather  
12 than an overlay, we would still be in hearings and  
13 probably facing much greater opposition.

14           In fact, market research was conducted with  
15 2,100 local residential and business customers to  
16 understand their attitudes toward the split and  
17 overlay alternatives. As expected, the results  
18 indicate that they do not welcome the changes required  
19 by either alternative. But when customers learn that  
20 these are the only available options, and understand  
21 all of the characteristics and implications of each,  
22 90% of residential customers, and 94% of businesses  
23 are favorable or neutral towards the overlay.

24           We appreciate our customers showing up today  
25 to express their opinions. But what we ask of you

1 today as you listen to GTE's experts testify is that  
2 you keep an open mind. Especially those of you that  
3 have opposed overlay in the past.

4           The need for telephone numbers won't go away  
5 but will only expand. Given that fact, please think  
6 about what solution would be the best for the majority  
7 of our customers in the long run. We're confident  
8 after all the facts and evidence are in, they will  
9 show the overlay solution to be the best method.

10           Thank you.

11           **MR. BECK:** Chairman Johnson, I'd like to  
12 move the strike the portion of counsel's opening  
13 statement relating to a survey.

14           GTE has presented testimony by two  
15 witnesses. Neither of those witnesses has sponsored,  
16 nor refers to, the survey in their testimony.  
17 Therefore, her opening statement goes outside the  
18 scope of the evidence that GTE is presenting. So I  
19 move to trike that portion of her statement.

20           **CHAIRMAN JOHNSON:** Ms. Caswell.

21           **MS. CASWELL:** Yes. I would remind counsel  
22 of Chairman Johnson's statement at the beginning of  
23 the hearing, that all of the information in the public  
24 service hearings is in the record. It's sworn  
25 testimony. And GTE did have a presentation



1 specifically about those surveys. That information is  
2 in the record. Also, the Staff asked Ms. Menard  
3 questions about the surveys at her deposition. That  
4 information, too, is in the record. So I'm not sure  
5 what the purpose of striking that information now  
6 would be. Also, Public Counsel asked for information  
7 in his discovery about the surveys. So it's a little  
8 inconsistent to be complaining about the information  
9 now.

10 **MR. BECK:** I'd like to respond.

11 **CHAIRMAN JOHNSON:** Certainly, Mr. Beck.

12 **MR. BECK:** First of all, any documents  
13 produced in response to a request for production of  
14 documents are simply discovery, it's not in the  
15 record; neither is Ms. Menard's deposition in the  
16 record at this point.

17 With respect to the earlier workshops, I had  
18 planned to raise this as a preliminary matter but we  
19 were going to wait on that. But let me raise it now.  
20 I support and believe it is necessary that the  
21 customer testimony from the workshops be put in the  
22 record. Each of the customers was placed under oath  
23 and was -- people were able to question the customers  
24 about their statements. The Company, though, under  
25 Commission rules, is supposed to put on its case

1 through prefiled testimony, that then the parties can  
2 look at, through discovery, and question and ask the  
3 people on the stand questions. That hasn't happened  
4 in this case.

5           So I would ask you to clarify, or move, if  
6 so necessary, that the matters from the workshop that  
7 are going to be in the record are the customer  
8 testimony but not the presentation by GTE. That would  
9 violate the Commission's rules on prefiled testimony  
10 and discovery.

11           **CHAIRMAN JOHNSON:** Okay. Staff.

12           **MS. BROWN:** Chairman Johnson, we would  
13 recommend that the Commission has fairly consistently  
14 taken a broad approach to the admission of evidence in  
15 its proceedings, and then given that evidence the  
16 weight that it felt it was due as it reviewed the  
17 entire scope of the evidence presented.

18           We think it's a little hard to put the  
19 toothpaste back in the tube right now, since the  
20 Company testified about the reports at the workshops,  
21 the customers then presented their positions on  
22 whether they thought those surveys were adequate or  
23 accurate. And I hesitate to recommend to you that  
24 that be stricken from the record.

25           And so, I would recommend that you admit

1 this part of the opening statement and the evidence  
2 that was received at the workshops, and then give it  
3 the weight that you think it's due.

4           **CHAIRMAN JOHNSON:** Let me ask one clarifying  
5 question of Mr. Beck. Are you suggesting that we  
6 strike all references that were made during the public  
7 workshops to the particular surveys?

8           **MR. BECK:** Not the customers' testimony,  
9 because it was subject to questioning by the parties.  
10 However, the Company's ought to be.

11           There's nobody that GTE is putting on the  
12 stand here, for whatever reason they decided to do  
13 that, there's going to be nobody on the stand I can  
14 question about the survey, ask questions about it.  
15 And I have quite a few about it. We have looked at it  
16 through discovery.

17           GTE made the decision not to put that survey  
18 into evidence in its direct case, although it did file  
19 testimony by two parties. To let that information  
20 stay in the record with no witness I can question  
21 about it would be a violation of our due process  
22 rights.

23           **CHAIRMAN JOHNSON:** Ms. Caswell.

24           **MS. CASWELL:** I would counter that that's a  
25 violation of the Company's due process rights, as well

1 as just fundamental fairness to leave testimony in the  
2 record from the customers about the survey but to  
3 excise the information about the surveys that's been  
4 generated by the Company.

5 I think, as in most cases, more information  
6 is better than less information. I don't see a harm  
7 in leaving those surveys in.

8 We did have a public affairs representative  
9 at all of the public hearings to answer customer  
10 questions about the surveys. We didn't choose to put  
11 testimony on at the technical hearing because that  
12 really didn't seem to be within the technical portion  
13 of this proceeding. We had already done the surveys.  
14 We had presented those surveys twice in the public  
15 hearings, and we felt that was sufficient and that it  
16 was in the record. If knew this was going to happen,  
17 we would have put a witness on and made yet another  
18 presentation about those surveys.

19 But they speak for themselves. They are in  
20 the record. The customers had the chance to comment  
21 upon those. And there is no due process violation  
22 here, but there will be if that testimony is stricken.

23 MS. BROWN: Chairman Johnson, if I may --  
24 I'm sorry, if I might add something?

25 Ms. Caswell can probably answer this, but I

1 think Ms. Menard discussed the surveys during the  
2 workshops and she is a witness to appear before you  
3 this morning, and perhaps she can answer questions  
4 that Mr. Beck would have.

5 THE AUDIENCE: Can't hear you.

6 MS. BROWN: Is that better?

7 THE AUDIENCE: Yes.

8 MS. CASWELL: I can confirm she did, indeed,  
9 discuss those surveys during the workshops. And if  
10 Mr. Beck would like to ask questions of her, she'll  
11 answer them to the best of her ability.

12 CHAIRMAN JOHNSON: Okay. Any comments,  
13 Commissioners? Seeing none, I'm going to allow the  
14 information that's been provided on the surveys to be  
15 in. The actual document itself was never identified  
16 or was it admitted as a document, so the documents  
17 themselves will not be admitted. It would, in my  
18 mind, make the record a bit confusing that the  
19 customers are commenting to something, and that  
20 there's nothing in the record to suggest what they  
21 were commenting to.

22 To the extent -- I'm sorry, they can't hear  
23 me in the back -- I'm going to allow the information,  
24 the testimony that was provided by the customers and  
25 provided by the Company representatives to come in the

1 record of this particular case. It would be confusing  
2 for the record to have the customers responding to  
3 something and to have stricken all of the information  
4 that they were responding to. But, Public Counsel,  
5 you points are well-taken and the information that we  
6 will receive will go to the weight of the evidence but  
7 not to the admissibility. The document itself was  
8 never identified as a document to become an official  
9 part of the record. It was never identified and I did  
10 not admit the text of the document itself, so that  
11 will not be admitted as a part of this particular  
12 record. But the comments there were made will be a  
13 part of the record in this particular case.

14           **COMMISSIONER JACOBS:** Chairman Johnson, if I  
15 may, I concur that at the public hearing there was a  
16 good bit of testimony and discussion of that document,  
17 but we did not, were not able to view the actual  
18 survey document.

19           **CHAIRMAN JOHNSON:** Thank you. I understand  
20 there's gentleman in the rear, he's had his hand up  
21 for some while and I apologize for that. At the  
22 appropriate time we will indeed entertain your  
23 question, but right now we're going to hear from the  
24 other parties that are involved in the case, their  
25 opening statements. And when we call the public

1 witnesses, if you could write down your question,  
2 perhaps we'll be able to entertain it at that time.

3           **MR. BOND:** Good morning. I'm Tom Bond on  
4 behalf of MCI Telecommunications Corporation.

5           It is MCI's position that in general  
6 geographic splits are preferable to overlays as a  
7 means of providing area code relief. Geographic  
8 splits tend to have fewer end user impacts and fewer  
9 impacts on emerging competition. Unfortunately, some  
10 end users will suffer some cost and disruption under  
11 either a split or a geographic overlay, although the  
12 degree to which end users are affected differs based  
13 on whether a split or overlay is selected.

14           The end user's impacts of an overlay include  
15 loss of 7-digit local dialing; loss of the ability to  
16 associate an area code with an unique geographic area;  
17 confusion regarding different area codes assigned to  
18 the same house, the same business or the same  
19 neighborhood; cost to customers in regards to changing  
20 advertising and stationery, also in regards to  
21 reprogramming equipment, and, finally, safety concerns  
22 regarding equipment that is improperly programmed.

23           The end user impacts of an area code split  
24 include the need for some customers to change area  
25 codes, some additional 10-digit dialing between the

1 new and the old area code, and, again, some cost to  
2 customers in changing advertising and stationery. An  
3 additional negative impact on the overlay is on  
4 emerging competition.

5 In an overlay situation the incumbent tends  
6 to have more access to the preexisting area code. New  
7 entrants tend to have to rely on the less desirable  
8 new area code, and, thus, there's a competitive  
9 advantage.

10 As I said before, MCI requests that the  
11 Commission adopt a geographic split in this matter.  
12 In the event that the Commission finds that it's in  
13 the public interest to adopt an overlay in this case,  
14 MCI recommends that the Commission impose certain  
15 conditions to reduce the anticompetitive effects that  
16 an overlay would impose. Those conditions include a  
17 requirement that there be no slippage in the current  
18 schedule for permanent local number portability;  
19 that's the ability of customers to keep their number  
20 when they change carriers.

21 Secondly, MCI requests that the Commission  
22 order the dialing patterns be in compliance with the  
23 FCC mandated rules. MCI requests that GTE be required  
24 to analyze and report on the feasibility of revenue  
25 neutral rate center consolidation. And MCI requests



1 that the Commission order workshops, or other  
2 processes, to consider number pooling and other  
3 methods to prevent the waste of numbers. Thank you.

4 COMMISSIONER DEASON: Mr. Bond, I have a  
5 question.

6 MR. BOND: Yes.

7 COMMISSIONER DEASON: Did you indicate there  
8 would be reprogramming costs associated with an  
9 overlay plan?

10 MR. BOND: In conjunction with the move to  
11 10-digit dialing. If you have a program that  
12 currently makes a 7-digit call, such as some kind of  
13 an alarm system, and you go to a 10-digit dialing,  
14 that that would have to be reprogrammed to be able to  
15 make that 10-digit call.

16 COMMISSIONER DEASON: You weren't referring  
17 to the reprogramming cost associated with cellular  
18 instruments then?

19 MR. BOND: I'm not addressing that in my --  
20 MCI's testimony.

21 COMMISSIONER DEASON: Thank you.

22 CHAIRMAN JOHNSON: Ms. Rule.

23 MS. RULE: Thank you. Marsha Rule on behalf  
24 of AT&T.

25 And as you've heard, and will hear today

1 from the witnesses, geographic splits and overlays  
2 both have advantages and disadvantages. AT&T supports  
3 the geographic split, however, as a preferred method  
4 of offering area code relief here. It's both familiar  
5 to customers and is competitively neutral. We do ask,  
6 however, that should you choose a geographic split,  
7 that in order to ease transition, you grandfather  
8 wireless telephone numbers because they are not  
9 associated with a fixed location.

10           And as I mentioned before, there are some  
11 advantages and disadvantages of both. And after  
12 hearing the testimony, should you decide to implement  
13 an overlay, which Mr. Smith, our witness, will  
14 discuss, we would ask that you take additional steps  
15 to ensure that the overlay is implemented in a  
16 competitively neutral fashion.

17           We would ask that you specifically do four  
18 things in order to offset any competitive advantage that  
19 GTE might otherwise enjoy from a overlay.

20           First, we would ask that all of the NXXs in  
21 the 813 area code be allocated equally among all  
22 carriers so that no carrier enjoys a competitive  
23 advantage.

24           Second, we would ask that you follow the  
25 FCC's requirements to implement 10-digit dialing for

1 all local calls.

2 Third, we would like the overlay to apply  
3 equally to all carriers again so no particular carrier  
4 enjoys a competitive advantage.

5 And, finally, we would ask you to ensure  
6 that permanent number portability be up and running in  
7 the 813 area code. Again, those would be steps you  
8 would take if a you would implement an overlay but  
9 AT&T does support a geographic split as a preferred  
10 solution. Thank you.

11 **CHAIRMAN JOHNSON:** Thank you. Public  
12 Counsel.

13 **MR. BECK:** Chairman Johnson, I'm going to  
14 waive an opening statement. Senator Latvala has  
15 intervened and I think he would like that make an  
16 opening statement.

17 **CHAIRMAN JOHNSON:** Thank you. Senator  
18 Latvala.

19 **SENATOR LATVALA:** Thank you very much  
20 Chairman Johnson and members of the Commission for the  
21 opportunity to testify before you today on this matter  
22 of vital importance to the constituents that I  
23 represent in the 19th Senatorial District in Florida,  
24 which is North Pinellas and Pasco sCounty.

25 My constituents and the people of this

1 region purchase their local telephone service from GTE  
2 Corporation. In this they have had traditionally no  
3 option. Traditionally GTE has had a monopoly on local  
4 landline telephone service. GTE is also a major  
5 provider of nontraditional telephone and data  
6 communication services here. GTE also provides  
7 ancillary services, such as telephone directories.

8           In the recent past at least one major  
9 competitor to GTE in the directory business has  
10 abandoned that business. As of now I know of no other  
11 large competitor to GTE in the telephone directory  
12 business. Therefore, it is fair to say that when most  
13 of my constituents, and, indeed, most of the people in  
14 the Tampa Bay area, consider their options in  
15 telecommunications, they find few or no alternatives  
16 to GTE. The company controls the business.

17           When a company so dominates a particular  
18 business in a particular market, a monopoly or a near  
19 monopoly can be said to exist. Since the turn of the  
20 century, government at various levels has accepted the  
21 responsibility of controlling monopolistic practices  
22 so to better the lives of the people. This is  
23 particularly the case when the business in question  
24 provides a vital public service, such as  
25 telecommunication. GTE certainly does so.

1           In Florida when a vital public service is  
2 provided by a single company, or by so few companies  
3 that a near monopoly exists, it's the obligation of  
4 state agencies, and in particular the Public Service  
5 Commission, to control the practices of that company  
6 so to better the lives of the people. And that is one  
7 of the things people buy with their taxes.

8           Chairman Johnson and Commissioners, I  
9 believe I can speak for my constituents and for the  
10 people of this region in expressing our gratitude for  
11 your swift and forceful response for the appearance of  
12 a situation in which GTE, with its near monopoly, is  
13 attempting a practice which militates against the best  
14 interest of people at large.

15           GTE is attempting to impose a new area code  
16 on the people in my district. In so doing, it argues  
17 that it is necessary because the number of individual  
18 telephone numbers available for assignment to new  
19 telephone service is running out. Imposing a new area  
20 code, it say , is a logical response to the problem.  
21 Recent experience from across America shows it is a  
22 common response.

23           Acknowledging that I am not a telephone  
24 engineer, I must nevertheless question if, indeed, the  
25 quantity of available telephone numbers is as limited

1 as GTE has suggested. And it was interesting to note  
2 that there was an article in the St. Petersburg Times  
3 yesterday that came from the Los Angeles Times which  
4 questioned and indicated that a third of the billion  
5 and half numbers that are assigned are not even used,  
6 and indicated about 60 of the area code expansions  
7 that have taken place in the last few years might not  
8 have been necessary.

9           After all, every area code should have  
10 available to it nearly 7.84 million telephone numbers.  
11 Of course, there are good reasons why many of these  
12 cannot be used. Nevertheless, given the population of  
13 our area, which is now perhaps 2.5 million people, it  
14 is difficult to imagine that the quantity of available  
15 numbers is as inadequate as has been suggested. One  
16 wonders whether with the technical expertise available  
17 to GTE it could not develop alternatives to the  
18 assignment of a new area code across the entire  
19 region; alternatives that would be far less disruptive  
20 to the average residential customer, particularly  
21 those who have resided in our area the longest.

22           Assuming, however, that it is absolutely  
23 necessary for GTE to oppose this new area code, not  
24 just merely a business convenience, the next question  
25 that must be clearly and fully answered is why GTE has

1 chosen the overlay model in opposition to a geographic  
2 separation?

3 I would not attempt to answer that question,  
4 but I would say that GTE has not answered that  
5 question to my satisfaction, or to the satisfaction of  
6 many of my constituents who are its customers.

7 What is the benefit of GTE of that model?  
8 GTE's representatives have represented to me personally  
9 this is the least expensive way for the company to  
10 accomplish its goal. The Company apparently  
11 recognizes some benefit, for there is little reason  
12 for it to believe that the overlay model benefits its  
13 customers. Quite the contrary, in a fact, and that's  
14 the essential point of this issue.

15 The overlay model, while it may be in the  
16 best financial interest of the service provider, is  
17 not in the best interest of the public. Decisions  
18 about telephone service should be made in the best  
19 interest of the public, and I know that's why you are  
20 here.

21 Imposing a new area code on the top of the  
22 existing 813 area code is a formula for an  
23 incalculable inconvenience to my constituents and to  
24 the customers of GTE. Under this proposal all  
25 telephone numbers assigned to new service after a

1 certain date -- and I've heard dates as early as next  
2 fall -- in the present 813 area would be assigned the  
3 727 area code. At present the proposal would affect  
4 all types of service: cellular, pager, commercial,  
5 and most important residential. I have heard of no  
6 plans to exempt any particular class of service, or a  
7 group of customers, regardless of reason, although I  
8 would -- I guess I could discern from the opening  
9 testimony today that there would be a plan to make  
10 sure that -- or potentially make sure that residential  
11 customers wouldn't have to have a second area code in  
12 the same house. I think that was indicated in the  
13 earlier testimony.

14           The proposed change is so sweeping that it  
15 takes no account of the problems it will pose to  
16 individuals. GTE apparently believes there would be  
17 few problems, or that these problems, regardless of  
18 their severity and frequency, would be insignificant  
19 in the face of its technical need to increase the  
20 quantity of telephone numbers available.

21           My main purpose in testifying before you  
22 today is to tell GTE that it is wrong. That problems  
23 GTE's plan would cause would be many and significant,  
24 and I'd like to cite a few of them.

25           First of all, it has to do with new



1 residential service. I personally, as a GTE customer,  
2 have three residential lines in my home. And if I  
3 were to purchase another after the effective date of  
4 the overlay, it could come with a new area code. Then  
5 I would have two area codes in my home. I would be  
6 forced to advise everyone who wished to contact me  
7 using this service that it has an area code different  
8 from that of my original numbers.

9           As elected officials, my wife, who is a  
10 member of the Pinellas County School Board, and I,  
11 frequently use our home offices to do the business of  
12 public service. The number of our public contacts is  
13 unlimited. In fact, our success as public servants  
14 may be measured in part by the number of contacts we  
15 have with the public.

16           The confusion over the area codes between  
17 the different communication services we would use in  
18 our own home could inhibit public contact and,  
19 therefore, affect our ability to do the job our  
20 respective constituencies elected us to do. I think  
21 this is as disservice. Many of the other people who  
22 are elected officials, but whose personal success  
23 depends on easy public communication from their homes,  
24 can find themselves in a similar situation.

25           The next example of this inconvenience --

1 and I'm going to try to go a little faster. This is  
2 going a little longer than I meant to -- would be  
3 individuals who relocate into the community. And  
4 conceivably you could have a neighborhood where a new  
5 resident in the community would have a different area  
6 code, and, therefore, feel some effect of not having  
7 an unified neighborhood. And I think while GTE's idea  
8 of unity in the region is certainly commendable, I  
9 think that unity starts in an individual neighborhood.

10 Another example of the serious inconvenience  
11 this proposal would produce is the older Floridians.  
12 My senate district has the second highest percentage  
13 of older citizens of any senate district in the state  
14 of Florida. These older residents are the ones that  
15 are the most concerned and the most fearful of the  
16 potential consequences of 10-digit dialing.

17 As it was pointed out to us earlier, many  
18 people are reluctant to have new things, and there was  
19 problems when we went from three to five digits and  
20 from five to seven. But as you can imagine, the  
21 concentration we have of retirees is particularly  
22 significant in this issue. And the idea of having to  
23 learn an extra three digits for the health care  
24 provider, friends and family, and dial 10 digits, when  
25 many of them have problems with their eyesight dialing

1 seven, I think it's an incomprehensible problem for my  
2 constituents.

3 Under GTE's overlay, each and every  
4 telephone subscriber, regardless of the length of time  
5 they have had service, will have to adopt to a new way  
6 of dialing the telephone.

7 Now, let me also consider businesses. It's  
8 been indicated that this is a preference among  
9 businesses, and I would agree that it probably is the  
10 preference among the businesses because of the need to  
11 reprint stationery and reprint brochures and that sort  
12 of thing with a new area code. However, as a 20-year  
13 business person myself, I can attest to the fact that  
14 normally a business prints stationery and reprints  
15 brochures once a year anyway, and could probably use  
16 the same type of lead time and transitional period  
17 that you provided with the other area code changes  
18 that you have in Florida.

19 It's also a fact that potential, unless some  
20 particularly -- unless something was done to  
21 grandfather in existing businesses, like has been  
22 indicated for existing residences, that you could have  
23 different area codes within the same business. Many  
24 businesses have 20, 30, 40 telephone lines and find  
25 the need to add additional lines. And I think that

1 the idea -- and it's been presented to me obviously  
2 that would probably happen -- is that the existing  
3 businesses would get grandfathered in. I think when  
4 you have situations like that, whether it's with  
5 existing residential clients or existing business  
6 clients, you have a potential discriminatory situation  
7 arise; that how can we legally grandfather in existing  
8 businesses and existing residential customers so that  
9 they don't have a new area code within the same house,  
10 and provide new businesses, particularly service  
11 businesses or restaurants, pizza delivery outfits  
12 would have to have a new area code. I think that's  
13 potentially discriminatory.

14 My recommendation would be that this  
15 Commission order GTE to do what you've always done  
16 before, except in a last resort, that is to do a  
17 geographical split. Not in the history of Florida has  
18 an overlay plan been approved, to the best of my  
19 knowledge, except as a last resort when it wasn't  
20 practical to do a geographic split; and that's  
21 obviously in Dade County.

22 When the 305 area code started and went all  
23 the way from Orlando to Key West, what you have done  
24 is you split it as it needed to be split, from one to  
25 two to -- you know, Palm Beach and Broward out; then

1 you split Palm Beach and Broward away from 305, then  
2 you made the last split where there were distinct  
3 geographical boundaries. And only as a last resort  
4 within the same county did you find it necessary to do  
5 the overlay.

6           Statistically it's a proven fact that  
7 Pinellas County is between 90 and 95% built out.  
8 There are no residential tracts left. There's very  
9 little available zoning left for new growth. As a  
10 matter of fact, as I indicated in my testimony, our  
11 local planning Commission expects Pinellas County to  
12 grow by only 77,000 people in the next 12 years.  
13 Right now, according to information provided me by  
14 your Commission, six months ago, in mid-1997, there  
15 were only 189 working NXXs in Pinellas County, which  
16 is 1.8 million phone numbers assigned, or in someone's  
17 hands -- doesn't necessarily mean they were being used  
18 but they were in someone's hands -- leaving  
19 5.95 million available numbers for future assignment.

20           So it's logical to me that when Pinellas  
21 County's growth has slowed down to the extent it is,  
22 projected to only have 77,000 new people in the next  
23 12 years, that it's going to be a long time coming to  
24 use 5.95 million new telephone numbers of a new area  
25 code. That's over twice what is in use now. And,

1 yes, there has been a lot of growth in the last couple  
2 of years, but I contend that that pattern of growth  
3 will not continue.

4           So I think that the practical application is  
5 to do either a county-by-county split or a single  
6 county, between West Pasco and Pinellas, and mid-Pasco  
7 and Hillsborough, which is what GTE has indicated they  
8 have to do because of some reason or another.

9           Let me finally say, let me talk about the  
10 survey for just a moment. And I don't know, maybe my  
11 testimony will get struck here on this survey, too,  
12 but I think it's very unfortunate that this survey  
13 document is not in your record before this Commission.  
14 And I'm going to tell you why I think it's probably  
15 not in the record, if it's not, and that is because  
16 based on my 25 years of political public opinion  
17 survey experience in my profession, I believe in my  
18 heart that this survey was badly biased. (Applause)

19           **UNIDENTIFIED SPEAKER:** A year ago GTE did a  
20 survey --

21           **CHAIRMAN JOHNSON:** Sir. Sir.

22           **UNIDENTIFIED SPEAKER:** -- hold that article  
23 and read it.

24           **SENATOR LATVALA:** I'm sorry to have  
25 stipulated that --

1           **CHAIRMAN JOHNSON:** That's okay,  
2           Senator Latvala.

3           **SENATOR LATVALA:** I just want to cite this  
4           fact, and then I'm going to close. When the two  
5           options were listed in the survey -- and I know how to  
6           generate, you know, the responses that are desired in  
7           the survey, I've done it before -- but when the two  
8           options were listed, option number 1, which was based  
9           on the area code split, used as its number one  
10          characteristic that your phone number will be changed  
11          to a new area code.

12          Now, many people when they listen to  
13          something over the phone that means their phone number  
14          is going to be changed; they don't know that it's just  
15          the area code and it's going to be the same as  
16          everyone else. There were three negatives listed  
17          before the first positive on that option. And out of  
18          the seven characteristics of that option, there were  
19          five negatives and only two positives given. Now, on  
20          the second option, which was the preferred option, the  
21          first characteristic was the positive one that was  
22          given. So to me they elicited the response they  
23          wanted and I think that's particularly unfortunate.

24          I hope in my heart that the Commission will  
25          find it within your hearts to look at the people that

1 we have here today, look at the people we all  
2 represent in government, and do that thing that has  
3 the least inconvenience and impact on their daily  
4 lives.

5           Since I have been involved in this issue, in  
6 all of my constituent contacts I have had -- and we  
7 have had letters to the editor, we have had letters  
8 into the office, we have had phone calls into the  
9 office -- I have only had one person who wasn't a  
10 constituent of mine, by the way, only one call, only  
11 one contact that objected to my involvement in trying  
12 to prevent this and object to do a geographical split.  
13 So to me it's clear what my constituents want me to  
14 do. That's why I'm here today and I'm sorry to have  
15 taken so long. (Applause)

16           **CHAIRMAN JOHNSON:** Thank you, Senator  
17 Latvala. There may be a question for you.

18           **COMMISSIONER CLARK:** Could you clarify for  
19 me which option you support? Is it Option 3?

20           **COMMISSIONER GARCIA:** If you notice, Option  
21 3 divides Pasco, not along county lines, but it's  
22 based on a calling pattern division, and Option 4 is  
23 among county lines.

24           **SENATOR LATVALA:** The option that I would  
25 prefer would be one area code for Hillsborough, one



1 area code for Pasco and one area code for Pinellas.  
2 If that's not possible because of the National  
3 Numbering Group that controls that, then Option 3  
4 would be the one that I would favor, and I think my  
5 constituents would favor.

6           The growth in both Pinellas and the west  
7 side of Pasco County, which is the coloration there,  
8 has slowed down considerably. And that's also where  
9 the concentration of the retirees are is in the west  
10 side of the county. So Option 3 would be the best  
11 one.

12           **COMMISSIONER GARCIA:** I want to ask you  
13 about that because it brings to mind the problem the  
14 Commission had with dividing Dade County, when we did  
15 the overlay for Dade County. And one of the things  
16 that worried me about Option 3 is precisely the lack  
17 of a geographic distinguishing feature. Most people  
18 know about their political boundaries and that's why,  
19 as a representative of the people that live there --  
20 and obviously we'll hear from those citizens that are  
21 here, I worry about the -- those people who live near  
22 that sort of invisible boundary, you know where you  
23 vote usually, you know where the county line is -- and  
24 I worry about the calling patterns of those people who  
25 live in eastern Pasco and their neighbors who live in

1 western Pasco, how they would 'e able to sort of get  
2 across -- the confusion that might cause. That's why  
3 I worry about that Option 3.

4 **SENATOR LATVALA:** Can I respond to that?

5 **COMMISSIONER GARCIA:** That was a question,  
6 sort of a rambling one.

7 **SENATOR LATVALA:** Obviously they already  
8 have somewhat of that problem in Pasco because they  
9 have an existing split in area codes.

10 **COMMISSIONER GARCIA:** With Hernando.

11 **SENATOR LATVALA:** The northeast section of  
12 the county is in a different phone company's area and,  
13 therefore, has one.

14 Probably -- you know, the reason I would  
15 indicate putting Pasco with Hillsborough as a first  
16 step, is because we know there's significantly more  
17 growth in Pasco and Hillsborough in the next few  
18 years, and would, as the company has indicated,  
19 probably require a quicker division than putting Pasco  
20 with Pinellas. I don't see here an option of putting  
21 all of Pasco with Pinellas, but I would --

22 **COMMISSIONER GARCIA:** The last one.

23 **SENATOR LATVALA:** I'm sorry, Option 4.

24 **COMMISSIONER GARCIA:** One of your  
25 constituents pointed out that's the one they liked,

1 that's why I was curious.

2           **SENATOR LATVALA:** I guess that would be my  
3 second choice if you had to do it that way.

4           To understand the situation, you have to  
5 understand Pasco County a little bit. And it's kind  
6 of unfortunate to say this, but there are parts of  
7 that county that don't have a lot of that in common.  
8 And how much interchange there is on a daily basis  
9 between folks that live in Dade City or Zephyrhills  
10 and folks that live in New Port Richey, other than  
11 business or government, would be very limited. It's a  
12 wide county, there's nothing in the middle to speak  
13 up. A lot of big ranches and well fields. Folks are  
14 living now, moving in and growing in the middle part  
15 of the county are really more oriented towards  
16 Hillsborough. That's the area right up the middle  
17 where the interstate is. U. S. 41. Those are  
18 becoming suburbs of Hillsborough County; probably have  
19 no orientation whatsoever to Pinellas. They are  
20 younger families for the most part, working families,  
21 and would really probably be connected more to  
22 Hillsborough County.

23           **CHAIRMAN JOHNSON:** Any other questions for  
24 Senator Latvala?

25           **MS. CASWELL:** Chairman Johnson, may I make a

1 request based on Senator Latvala's comments?

2           **CHAIRMAN JOHNSON:** GTE is now. I know  
3 people in the audience weren't certain as who was  
4 speaking. GTE.

5           **MS. CASWELL:** I believe that Mr. Latvala  
6 said stated it's unfortunate that the survey is not in  
7 the record. And I'd like to request that the survey  
8 be submitted into the record based on those comments.

9           I think, in addition, it's particularly  
10 appropriate and consistent with evidentiary procedure  
11 that the survey now goes in because Mr. Latvala has  
12 commented on portions of the survey. So I believe the  
13 whole survey should go in as a matter of fairness, as  
14 well as a response to Mr. Latvala's comments.

15           **CHAIRMAN JOHNSON:** Mr. Latvala, did you want  
16 to provide a statement? I see that Public Counsel  
17 would like to provide a statement.

18           **SENATOR LATVALA:** I have no objection to  
19 that if that's what you're asking.

20           **THE AUDIENCE:** Can't hear you.

21           **SENATOR LATVALA:** I have no objection to  
22 that survey being in here. I think it's important  
23 that the Commission look at the way the questions are  
24 designed. I think that has a big impact on the  
25 results that have been indicated.

1           **THE AUDIENCE:** The microphones are not on.  
2 We can't hear. Not on back here.

3           **SENATOR LATVALA:** Maybe I'm too far back.  
4 I'm sorry. Let me repeat what I said.

5           I have no objection to that. I desire to  
6 have that survey included in the record, and I'm very  
7 glad that GTE has indicated a willingness to do that.  
8 I think it's important if we're going to have the  
9 results of the survey used as evidence for the  
10 Commissioners to be able to look themselves at how  
11 those questions are composed, because I think it will  
12 be clear to you why the results came out the way they  
13 did.

14           **CHAIRMAN JOHNSON:** Okay. Public Counsel,  
15 did you want to provide a statement?

16           **MR. BECK:** Yes. If GTE is willing to put a  
17 qualified competent witness to sponsor the survey,  
18 fine. Otherwise, just putting it in without anybody  
19 who can sponsor it, I don't think that's proper.

20           **CHAIRMAN JOHNSON:** Okay. I can identify it  
21 at this point in time and then -- do you have the  
22 document?

23           **MS. CASWELL:** We probably do have the  
24 document. It didn't check before I came today. We  
25 had -- again, as I said before, we had a witness at

1 two public hearings to answer questions of the public  
2 as well as, Mr. Beck, if he had wanted to ask  
3 questions at that time. I thought we were doing what  
4 was consistent with Senator Latvala's and constituents  
5 wishes but --

6 **MR. BECK:** I have no objection as long as  
7 they put a witness up that can --

8 **MS. CASWELL:** Ms. Menard can answer the  
9 question the best of her ability about the survey just  
10 as she did at the deposition and just as she did at  
11 public hearings.

12 **CHAIRMAN JOHNSON:** Commissioner Clark.

13 **COMMISSIONER CLARK:** I was going to make the  
14 suggestion that it be put in, and that there is the  
15 opportunity to cross examine GTE witnesses on that,  
16 but there's also the opportunity for the other  
17 witnesses to comment on it.

18 You know, I realize that doesn't give you  
19 the opportunity to talk to the person who put it  
20 together, but that may be to GTE's disadvantage  
21 because they won't be able to defend it.

22 **MR. BECK:** Again, I don't know why GTE  
23 didn't put it in evidence in the case they filed.  
24 However, if they put a witness up that I can ask  
25 questions about, I have no objection.

1           **COMMISSIONER DEASON:** Did Ms. Menard design  
2 the survey? Did she oversee the actual conducting of  
3 the survey? Did she tabulate the results? Why is she  
4 going to be the witness?

5           **MS. CASWELL:** Because we did not prefile  
6 testimony with a specific witness sponsoring the  
7 exhibits. She did not oversee the survey itself. It  
8 was, as I understand it, an independent consultant.

9           I've just offered the survey in response to  
10 Senator Latvala. If we don't want the survey to come  
11 in that's fine too.

12           **CHAIRMAN JOHNSON:** At this point first of  
13 all I don't even have a copy of the document.

14           (Counsel hands document to Commissioner.)

15           **MS. CASWELL:** I believe Staff has a survey.

16           **CHAIRMAN JOHNSON:** No. This is a draft. So  
17 we don't have an actual copy of the survey. I allowed  
18 the comments that had occurred in your -- the  
19 gentlemen was sworn, as were the public witnesses when  
20 we had our public workshops. And I tell you, the  
21 customers did an excellent job of criticizing and  
22 commenting and cross examining that particular  
23 witness. And for that reason I felt comfortable  
24 having the dialogue in the record itself. If you want  
25 to have an exhibit marked, you'll have to bring the

1 exhibit forward first, and then I will allow Public  
2 Counsel the opportunity to object if the person  
3 offering the exhibit is not the appropriate witness to  
4 offer that particular exhibit.

5           In my opinion Senator Latvala's comments  
6 went mainly to the statements and the information that  
7 was provided at the public workshops. So it appeared  
8 to be still within that realm and that responsiveness.  
9 He have made some of the same points that those  
10 customers made earlier. So I'm going to allow all of  
11 that information to stand. But as it relates to the  
12 document itself, you will need to provide us first  
13 with that document. I will mark it as an exhibit. I  
14 will allow Public Counsel the argument to object to it  
15 being admitted, and I will hear that argument at the  
16 appropriate time.

17           **COMMISSIONER JACOBS:** Madam Chairman, it  
18 would appear that if there are consumers who  
19 personally took that survey, who personally responded  
20 to that survey, it might be appropriate for them to  
21 comment on their personal understanding, and  
22 comment -- and responses to that survey that they  
23 took. I don't think that there's a problem there.  
24 There's no hearsay problem or anything with that.

25           **CHAIRMAN JOHNSON:** I know there are members



1 of the audience that were somewhat concerned and  
2 wanted to provide some information and input as to the  
3 survey while we were taking argument between the  
4 attorneys.

5           You will have the opportunity when you take  
6 the stand to provide us with additional comments to  
7 the survey and information that you have received.  
8 Some of you had had an opportunity to actually view  
9 that survey, you were participants in our earlier  
10 survey. I'll allow you to elaborate more on the  
11 particular comments that were made at the public  
12 hearing.

13           Are there any other preliminary matters or  
14 any other questions of Senator Latvala? Thank you  
15 very much, Senator Latvala.

16           At this time we're going to take a short  
17 break and let me explain why.

18           Our Internet connection has not been  
19 transmitting. We're going to have to take a few  
20 minutes to see if we can get a link with Tallahassee.  
21 There are a lot of individuals who want to listen in  
22 via their computers at home, and we have been unable  
23 to set that up. So we'll take two minutes to set that  
24 system up. And at that point in time we'll come back  
25 and take our public statements from our citizens.

1           Again, we're going to take a two-minute  
2 break.

3           (Brief recess taken.)

4           - - - - -

5           **CHAIRMAN JOHNSON:** Ladies and gentlemen, if  
6 you could settle back in your seats, we're going to  
7 prepare to begin.

8           Thank you, ladies and gentlemen. We're  
9 going to begin our public testimony.

10           I had one customer -- I understand that they  
11 can't hear me in the back. If everyone could settle  
12 in, please. I did want to bring up one procedural  
13 matter.

14           I had a customer ask -- he understood this  
15 was being transmitted over the Internet and we did set  
16 that up, and it's being broadcast over one of our  
17 stations here.

18           Generally we ask for your name and your  
19 address for the record. Mr. Beck does have the  
20 addresses. If you just want to state your name and  
21 don't want to give that other information, that will  
22 be fine. And as you come forward, if you could sit  
23 here to my right, Joy Kelly, our court reporter, will  
24 be seated next to you. If you could talk slowly and  
25 directly into the microphone, she'll be taking all of

1 your comments.

2           Someone asked me about our Staff members.  
3 Mr. Stan Greer -- I apologize, I forgot to introduce  
4 him -- he is one of our engineers. He also works with  
5 the North American Numbering Council, so he has quite  
6 a bit of knowledge on the policies on the national  
7 level.

8           So, again, we are here if you have any  
9 questions, we'll try to get those answered, but we're  
10 mainly here to receive any testimony that you might  
11 have.

12           With that, those that would like to testify,  
13 if you could all stand at once I'll go ahead and swear  
14 you all in now before you come forward. If you could  
15 raise your right hand.

16           (Witnesses collectively sworn.)

17           **CHAIRMAN JOHNSON:** Thank you. You may be  
18 seated. With that, I think we're about prepared to  
19 call the first customer.

20           **MR. BECK:** Thank you, Chairman Johnson. The  
21 first witness is Doris Sempert.

22

23

24

25

**DORIS SEMPFT**

1  
2 was called as a witness on behalf of the Citizens of  
3 the State of Florida and, having been duly sworn,  
4 testified as follows:

**DIRECT STATEMENT**

5  
6 **WITNESS SEMPFT:** Good morning. My name is  
7 Doris Sempft, spelled S-E-M-P-E-R-T.

8 I understand the dilemma facing the phone  
9 with the overpopulation of cell phones and fax  
10 machines and so on.

11 **COMMISSIONER GARCIA:** Ms. Sempft, let me  
12 ask you a favor -- over here. If you could get closer  
13 to the mike it probably would be helpful.

14 **WITNESS SEMPFT:** Is that better for  
15 everybody? All right. Thank you very much.

16 As a senior, when I read the article in the  
17 Tampa Tribune, I thought this was already a done deal.  
18 I thought they were going to go ahead and divide the  
19 counties, which I feel is the most logical thing to  
20 do. Then I learned that the phone company was still  
21 considering the overlay process, whereby any new  
22 phones would get a new area code.

23 I was under the impression that area code  
24 means a certain place. And yet with the two areas in  
25 the same place, it would just seem irrational to me.

1 And not only that, but being a senior, it's difficult  
2 enough for me to remember seven numbers much less ten,  
3 especially if I'm calling friends, neighbors and so  
4 on, right next door, with a different number should  
5 they be a new neighbor.

6           So it is my request that you go with the  
7 Option 4, which is dividing geographically Pasco  
8 County, Pinellas County and Hillsborough County; that  
9 is keeping Pinellas and Pasco together with one area  
10 code; Hillsborough with the other. I don't mind if I  
11 get a new one as long as everybody in my area has one.  
12 And I thank you for your attention.

13           **CHAIRMAN JOHNSON:** Thank you, ma'am. Any  
14 questions? Thank you for your testimony.

15           **COMMISSIONER CLARK:** Madam Chairman, can I  
16 ask a question of the Company? Is there somewhere  
17 where I have missed, with respect to each option, that  
18 an estimate of the exhaust date is given? If you  
19 haven't done that, I would like to see that.

20           **MS. BROWN:** Commissioner Clark, in  
21 Mr. Gancarz's testimony there are some exhibits  
22 attached and we have some questions to ask on that.

23           **MS. CASWELL:** I don't -- this isn't prepared  
24 by GTE, this is a Staff exhibit but we can answer  
25 questions on the exhaust dates.



1 you all have been up to Georgia and you know the  
2 southern part there near us is 912, but downtown  
3 Atlanta you can see that, that's 404. It's so simple.  
4 And even a big area like Los Angeles, I know you've  
5 called out there, if you call downtown you know that's  
6 213. That's right downtown Los Angeles. And here's  
7 San Bernardino, 909. So you see -- I don't know where  
8 the cameras are but -- you see it isn't that hard to  
9 do.

10 Then you get down here to Tampa and it's  
11 going to be 813/727. Why on earth do we have to do it  
12 so different than the rest of the United States that's  
13 proven that this can be done? And I don't see why GTE  
14 has picked on us for this thing.

15 The other thing I want to bring up is some  
16 of the income to be derived from an overlay system and  
17 misdialed numbers. You know there's 8 million --  
18 space for 8 million phones in our area. And you  
19 realize that 25 cents is just one fourth of one  
20 dollar. Well, if each person made just one accidental  
21 call that lay to the wrong one, because now we're  
22 overlaying these other area codes in there, putting  
23 them over in both sides, that income would be  
24 \$2 million a day profit. And we know a lot of people  
25 are going to make a lot of wrong telephone dialing

1 because of this new system. So that's my testimony  
2 for today. It's rather short but that's it. Thank  
3 you.

4 **CHAIRMAN JOHNSON:** Thank you, Mr. Bonesteel.  
5 Any questions? (Applause)

6 **MR. BECK:** Mr. Paul Campbell. Is there a  
7 person by the name of Campbell?

8 **UNIDENTIFIED SPEAKER:** What town?

9 **MR. BECK:** Thonotosassa. (No response.)  
10 Herbert Lyon.

11

12 **HERBERT LYON**

13 was called as a witness on behalf of the Citizens of  
14 the State of Florida and, having been duly sworn,  
15 testified as follows:

16 **DIRECT STATEMENT**

17 **WITNESS LYON:** I'm Herbert Lyon. I live in  
18 Tampa.

19 I wanted to comment first about GTE, and I  
20 had commented in written comments to the Commission.

21 **THE AUDIENCE:** Louder.

22 **COMMISSIONER GARCIA:** You need for hold it  
23 really close.

24 **WITNESS LYON:** I had commented in my  
25 testimony previously in St. Petersburg and in a letter



1 to the Commission, and I requested the Commission to  
2 enjoin GTE from making a statement they made this  
3 morning, and the statement they continue to make that  
4 is a fallacy, that everybody in St. Petersburg will  
5 have to have their number changed. They will not have  
6 their number changed unless GTE -- are they going to  
7 change everybody's number or are they just going to  
8 change the area code? Under the area split plan?

9           **CHAIRMAN JOHNSON:** Ms. Caswell, you have to  
10 speak into the microphone.

11           **MS. CASWELL:** As I understand it, if the  
12 area is split, if a geographic split is done, one-half  
13 of the subscribers will need to change their numbers.

14           **COMMISSIONER GARCIA:** You mean the area  
15 code, don't you, Ms. Caswell?

16           **MS. CASWELL:** Yes.

17           **COMMISSIONER GARCIA:** Not the number of each  
18 individual seven digit.

19           **MS. CASWELL:** The seven digits will not  
20 change.

21           **WITNESS LYON:** Okay. Let's stop making this  
22 statement. The people in St. Petersburg will not get  
23 a number change; they will get an area code change.  
24 And that's all it will be. GTE continually makes this  
25 statement that everybody get a number change and

1 that's not true.

2 All right. Let's talk about the survey. I  
3 commented on the survey previously. When the  
4 announcement came out of the change I contacted GTE --  
5 which is a very difficult task, because you go through  
6 operators who are there for service, so on and so  
7 forth. They do not wish to and they will not list in  
8 the phone book their corporate offices.

9 So I finally got through to the public  
10 relations people and I said, "What's the deal on this  
11 survey?" And they said, "Well, if you write us, we'll  
12 send you copy of the survey." And I did. I wrote  
13 them and I asked, on November 25th, for the survey.  
14 All I got was questions. And by the way, you made a  
15 comment earlier that all it was was a draft. That's  
16 all I got, too. I don't think that's all they have is  
17 a draft of the questions, and they don't want to  
18 release the raw data from the survey, so I never got  
19 the raw data. All I got was the questions. And I  
20 agree with the Senator, the questions were skewed to  
21 get the result that GTE wanted.

22 I just want to reiterate a couple of points  
23 from my previous testimony. It's going to be costly  
24 to everybody to go to an overlay plan. And it's going  
25 to cost continually people because it takes

1 approximately one second to dial the additional three  
2 digits; that doesn't include looking it up or anything  
3 else. If you multiply this out with the number of  
4 calls per day, it's somewhere between million and  
5 15 million dollars a year that it costs the economy  
6 and people's time dialing those extra three digits.  
7 This is a continuing cost that will go on forever.

8           The cost of a split -- I'm sorry, of an  
9 overlay goes on forever. A split, it may be a  
10 one-time cost, reprinting a few things, but it's over  
11 and done with.

12           Secondly, I want to reiterate what the  
13 Senator said. We have older people here who do not  
14 understand the nuances of an overlay plan. We also  
15 have tourists. This is a high tourist area. Try to  
16 explain to a tourist when he goes to dial a restaurant  
17 to get a reservation, it's got a different area code  
18 than what is in the telephone book. How is he going  
19 to know that's just down the corner? So you've got  
20 the inconvenience for the tourist industry here in the  
21 state of Florida if you go to the overlay plans.  
22 People don't understand it.

23           We're talking about a safety issue here.  
24 Although we aren't supposed to do it, anybody that has  
25 a cellular phone uses it on the road and they dial

1 their numbers on the road. The one additional second  
2 to dial these three digits for a 10-digit dialing plan  
3 is going to cause traffic accidents. I don't know how  
4 many but it will probably cost a life over a three,  
5 four year period. So you have a safety issue. You  
6 also have the safety issue of somebody dialing for  
7 emergency services. They want to dial their doctor,  
8 they want to get a prescription, this type of thing.  
9 Older people don't understand that and they may  
10 misdial and be confused.

11           Okay. Let's talk about another cost here  
12 the people, if we have to go to 10-digit dialing, will  
13 incur. Everybody now has some sort of automated  
14 dialing. They have it programmed into their phones,  
15 into their computers. They buy the service from GTE  
16 for short number dialing. Those in the 10-digit  
17 dialing have all to be reprogrammed. It's going to  
18 take in my case maybe a hour, hour and a half, two  
19 hours to go through all of the dialing in my computer  
20 and get it redone so I can automatically dial.

21           Some of the programs are going to have a  
22 problem in the software for dialing because they  
23 anticipate that that's a toll number.

24           So you've got all kinds of problems. Some  
25 of the older switchboards are going to have problems

1 handling 10 digits for local numbers. So you may have  
2 some people who have to rep'ace their whole  
3 switchboard because of this. It may not be many but  
4 there will be some.

5 We have another issue here, number  
6 portability. I have an article here from Network  
7 World this week talking about the number portability.  
8 And there's a table in here that shows the companies  
9 participating in the study for number portability.  
10 GTE is not listed. Now, whether or not they are in it  
11 I don't know. But as the number portability is coming  
12 in, it's scheduled to come in in about 15 months; it  
13 will be mandated into the major metropolitan area  
14 that's going to free up a bunch of numbers, if they do  
15 it the way they should.

16 We have a natural split here to split out  
17 area codes. Pinellas and Hillsborough are naturally  
18 split. It makes logical sense to split this community  
19 by area code. And my suggestion would be let's do a  
20 three-way split right now, get it over with, and we  
21 don't have to come back to this. And put Pasco County  
22 off in their own area code, Hillsborough and Pinellas.

23 COMMISSIONER GARCIA: Let me ask you -- can  
24 I ask you a quick question? Of the plans that we're  
25 looking at, you've got four of them there that were

1 drawn up by our Staff there to your right, right on  
2 the desk, see them? Could you give me, if you had to  
3 pick one of these -- obviously you have really thought  
4 this through -- tell me which one you would favor.  
5 Take your time. There's no hurry.

6           The first option is the overlay. This is  
7 the one GTE is proposing. The second one  
8 distinguishes Pinellas and then keeps Pasco and  
9 Hillsborough in one. And the third one is the one  
10 that Senator Latvala spoke of, which is you keep the  
11 western part of Pasco County and Pinellas together,  
12 and then the eastern part of Pasco and Hillsborough go  
13 to one, and then the final one, the fourth is where  
14 you put all of Pinellas and Pasco together and  
15 Hillsborough in the other one.

16           **WITNESS LYON:** I really don't like any of  
17 them.

18           **COMMISSIONER GARCIA:** Understanding, I know  
19 you stated --

20           **WITNESS LYON:** I would go with the number 3.

21           **COMMISSIONER GARCIA:** And, again,  
22 Senator Latvala pointed out that's because that  
23 eastern Pasco and Hillsborough County have a lot more  
24 in common with each other.

25           **WITNESS LYON:** That's correct. Given the

1 best of all worlds, what I would do would be put the  
2 far east of Pasco County in Zephyrhills up with Dade  
3 City in that other area code. And I would then make  
4 western Pasco County a separate area code. And then  
5 put the area around Land O' Lakes in with  
6 Hillsborough. And the reason for this is that's a  
7 natural trading area. People in around Land O' Lakes  
8 go to Tampa, and although Zephyrhills is now becoming  
9 a suburb of Tampa, but there's a very natural split on  
10 the west end of Pasco -- and actually there's a split  
11 just north of Tarpon Springs in trading area, where  
12 New Port Richey and the rest are part of it.

13 **COMMISSIONER GARCIA:** Let me ask Staff a  
14 quick question. Stan, I didn't notice in the --  
15 Martha, you can answer for him -- I didn't notice in  
16 the record any -- which we have had before -- any NXXs  
17 divisions, interchange divisions. Is there any map  
18 that we've got that does that, or that has been  
19 submitted? You know, how they work, how the exchanges  
20 all divide out, I haven't seen any one like that. Do  
21 you have one, Susan?

22 **COMMISSIONER CLARK:** I'm just thinking it  
23 may be Gancarz.

24 **COMMISSIONER GARCIA:** Let me show you this  
25 (Hands document to witness.) It gives you -- let me

1 get to the mike.

2 We do a lot of these. And to be quite  
3 honest, you came up with more reasons not to do this  
4 than they typically do. Obviously you thought this  
5 out, through, pretty thoroughly.

6 Now, you were saying?

7 WITNESS LYON: To me it is obvious that New  
8 Port Richey, Seven Springs, Hudson and Moon Lake all  
9 essentially go together as a trading area.

10 COMMISSIONER GARCIA: You would keep them --

11 WITNESS LYON: In the same area code.

12 COMMISSIONER GARCIA: Okay. And  
13 Land O' Lakes you said would also go in that one?

14 WITNESS LYON: Lutz is basically Tampa, an  
15 extension of Tampa. In fact, you get out there, you  
16 probably have areas of Tampa that are part of -- under  
17 that Lutz area code or right along the boundary there.

18 Wesley Chapel is sort of one of these that  
19 could go either way. They are largely a suburb of  
20 Tampa now. And Zephyrhills, historically, has been  
21 more closely aligned with Dade City and eastern Pasco,  
22 but it's now becoming more of a suburb of Tampa.

23 COMMISSIONER GARCIA: So you feel  
24 comfortable with the way that the Option 3 divides it  
25 out.



1           **WITNESS LYON:** Keystone is another area  
2 which the majority of those people are down towards  
3 the -- go towards Tampa, towards the south end. Up in  
4 the north end of Keystone, that would gravitate  
5 towards the Pasco trading, West Pasco.

6           Oldsmar, and right along Keystone has always  
7 sort of been the dividing line. And, in fact, the way  
8 the structure is --

9           **COMMISSIONER GARCIA:** Let me go back to  
10 that. Oldsmar you think should be --

11           **WITNESS LYON:** Oldsmar is about half and  
12 half dividing between Tampa --

13           **COMMISSIONER GARCIA:** We just can't do that.

14           **WITNESS LYON:** Probably Oldsmar is more  
15 Pinellas County.

16           **COMMISSIONER GARCIA:** More Pinellas than how  
17 they have this broken out here?

18           **WITNESS LYON:** I believe -- yeah. I would  
19 think that Oldsmar -- actually the dividing line is  
20 east of the city of Oldsmar, between Hillsborough and  
21 Pasco.

22           **COMMISSIONER GARCIA:** That's how we end up  
23 dividing these. I just wanted to get a feel from you.  
24 The only one you thought was maybe in the wrong place  
25 was Oldsmar? You would think Oldsmar would be in the

1 Pinellas side?

2           **WITNESS LYON:** Yes. If they divided it  
3 along county lines it would be. Again, that's --

4           **COMMISSIONER GARCIA:** I just want to ask you  
5 how you feel. Obviously we don't live in those areas,  
6 and the concept is important for those who know the  
7 area.

8           **WITNESS LYON:** It's sort of a -- GTE in  
9 their rate structure now sort of identifies that  
10 Oldsmar is neither fish nor fowl because they can dial  
11 Tampa and they can also dial over to Clearwater as a  
12 local calling area.

13           **COMMISSIONER GARCIA:** Great. I didn't mean  
14 to interrogate you.

15           **WITNESS LYON:** No, it's perfectly all right.

16           **COMMISSIONER GARCIA:** Thank you.

17           **CHAIRMAN JOHNSON:** Any other comments,  
18 Mr. Lyon?

19           **WITNESS LYON:** No, that's all.

20           **CHAIRMAN JOHNSON:** Any other questions for  
21 Mr. Lyon? Thank you very much for your testimony  
22 today.

23           **MR. BECK:** Lamar Baker.

24           **COMMISSIONER GARCIA:** While Mr. Baker walks  
25 up, I had an opportunity to speak with Senator Grant

1 on this. He expressed a great interest. Asked us  
2 about what we were looking at and ask we sort of keep  
3 the public interest in mind. He had conflicting  
4 events today, but he wanted to make sure that we  
5 listened to his constituents in here.

6 **CHAIRMAN JOHNSON:** Thank you. Mr. Baker.

7

- - - - -

8

**LAMAR BAKER**

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

12

**DIRECT STATEMENT**

13

**WITNESS BAKER:** My name is Lamar Baker and I  
14 reside in Tampa; Temple Terrace actually. I'm here  
15 for two full reasons. First thing, to represent the  
16 business that I'm in and also to represent myself  
17 personally.

18

I'm totally against the overlay program. I  
19 don't know which one of these plans I'm in favor of up  
20 here. I haven't seen them.

21

I'm accustomed to dialing seven digits and  
22 knowing different area codes -- excuse me -- that's  
23 the way I'm used to doing things. Most people are.  
24 And I think the telephone company has created us as  
25 creatures of habit of doing that way. Knowing that if

1 we dial 305 we're going to get a certain location.

2 My business, I'm in the burglar/fire alarm  
3 and security business. I spoke at the last Commission  
4 meeting we had here.

5 I have customers out on the street that  
6 we're going to have to go to their house, reprogram  
7 their alarm systems that they are dialing to the  
8 central station. This is going to cost myself, or the  
9 people that are my customers, it's going to -- someone  
10 is -- you know, it's going to cost somebody a lot of  
11 money to do a lot of redialing. It's going to create  
12 more problems for us.

13 There's a lot of old equipment out there  
14 that won't dial 10 digits that will have to be  
15 replaced. There's a lot of Medic Alerts out there for  
16 the aged people with the pendants around their neck,  
17 old equipment that's been out in the field that cannot  
18 be programmed to dial 10 digits, that will have to be  
19 replaced. Most of these people are, you know, not  
20 going to be able to do this and replace the equipment.  
21 So it's going to be a lot of money out of their  
22 pocket.

23 As everyone else says the older people have  
24 trouble dialing the 10 digits. I have trouble dialing  
25 seven. So, you know, all of a sudden this came upon

1 me a few months ago and I hadn't heard anything about  
2 it. Then I started talking to friends of mine. And I  
3 don't know where GTE did their survey, because every  
4 person that I have talked to since I found out about  
5 this knew nothing about overlay, didn't know how  
6 anything was going to be done. I'm talking about  
7 professional people, blue collar workers, whatever.  
8 Nobody knew anything about it. I guess there hasn't  
9 been enough publicity.

10           Since the last meeting I came to I had a  
11 form letter printed up for friends and customers of  
12 mine, just people I came in contact with. I have 137  
13 copies here from people that are against the overlay,  
14 if I can give it to the Commission, for whatever it is  
15 worth, voicing their opinion that they are against it.

16           I'm against it personally because of the  
17 fact that I'm going to have to run around to my  
18 father-in-law's and stepfather's house, and any  
19 friends of mine's house that are older people and  
20 reprogram their instant dial, because that's how they  
21 usually call me, or they call their friends. They  
22 don't know the phone numbers. And some of these  
23 instant dials have got as many as hundred numbers it  
24 will redial, or 32, or whatever. I know I've got  
25 speed dialing from GTE on my phone I have to

1 reprogram. Everybody will have to reprogram fax  
2 machines, computers. The central station that does my  
3 monitoring is going to have to reprogram every  
4 standby in their computer that we have standbys for.  
5 Say, Commissioner Johnson, your alarm went off, and we  
6 couldn't find you, we will have two or three standbys  
7 that we call. All of that is going to have to be  
8 reprogrammed.

9 I'm saying the same thing over that everyone  
10 else has said. I wanted to get my opinion because I  
11 wanted every chance to talk about it because I'm so  
12 against it, personally and for my business.

13 **CHAIRMAN JOHNSON:** Thank you, Mr. Baker.  
14 Any questions. (Applause)

15 **COMMISSIONER GARCIA:** Mr. Baker, can I ask  
16 you a question?

17 **WITNESS BAKER:** Sure.

18 **COMMISSIONER GARCIA:** More or less ballpark.  
19 I'm not going to hold you up to have my alarm changed,  
20 more or less what does it cost to reprogram an alarm  
21 to dial

22 **WITNESS BAKER:** The cost of it actually in  
23 equipment is not -- it's the person going to the  
24 scene; it's the labor, okay?

25 **COMMISSIONER GARCIA:** Got you.

1           **WITNESS BAKER:** There's some old equipment  
2 out there you program by chips. The chips are \$5 to  
3 \$10 apiece. We're not looking at a lot of money  
4 equipment-wise, unless we get to the older equipment,  
5 and I've got equipment out there that been there 15  
6 years that's not going to be able to be reprogrammed  
7 because of a couple of reasons. First thing, it won't  
8 take 10 digits. Second thing is you can't by chips to  
9 reprogram them anymore. They don't have them.

10           But the biggest cost is going to be -- most  
11 alarm companies, including myself, are not going to  
12 absorb it all. They are going to want the customer to  
13 pay for it and then the customer is going to say why?  
14 GTE changed it. I don't have the answer for that.

15           **CHAIRMAN JOHNSON:** Mr. Baker, how long will  
16 it take to do the re -- assuming you went to an  
17 overlay, what kind of time -- I think someone  
18 testified to that the last time, he estimated how long  
19 it would take to change the system.

20           **WITNESS BAKER:** It depends on how many  
21 customer you have, but six months for me is going to  
22 be cutting it very, very -- I don't think I can do it  
23 in six months. First thing, the customers are not  
24 going to stay home from work for me. It's going to  
25 have to be done in the evenings and the weekends,

1 okay. I'm going to have to put somebody else actually  
2 physically on -- hire someone to take the time to do  
3 it. I can't give you a time. I really -- you know,  
4 I -- if we could go from house to house or from  
5 business to business. Now, the businesses they are  
6 open in the daytime. We can hit them and, you know,  
7 it will be a quicker type thing. But people are not  
8 interested in taking time off from work and losing  
9 money to have the programming done. So we've got to  
10 do it on weekends and evenings.

11 **CHAIRMAN JOHNSON:** Okay. Thank you. Thank  
12 you, Mr. Baker.

13 **MR. BECK:** Can we have Mr. Baker's letters  
14 be marked as an exhibit?

15 **CHAIRMAN JOHNSON:** Certainly. If you could  
16 pass them over and we will put them on the  
17 correspondence side of the record.

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19

**JOHN COCHRAN**

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

23

**DIRECT STATEMENT**

24

25 **WITNESS COCHRAN:** My name is John Cochran,  
Madiera Beach, representing a small condo association,



1 but affecting -- what I'm going to talk about probably  
2 affects hundred of thousands of apartment buildings,  
3 condos and commercial enterprises and industrial  
4 businesses in this area.

5           We have enunciator panels on these  
6 buildings. The enunciator panels -- a lot of the  
7 enunciator panels only take 10 digits. But we also  
8 need our digits for assigned apartment and condo  
9 numbers. On our building alone we have two enunciator  
10 panels at an replacement price of \$5200; \$2600 each.

11           Now, I talked to GTE about it -- that's my  
12 problem. Okay, I'll go along with that -- if GTE did  
13 give this information to all of the apartment  
14 buildings and all condos and industrial complexes in  
15 this area, if they ever did get that information, and  
16 if the phone fairy could make all of this replacement  
17 equipment and get it installed by a 10-digit day  
18 (sic), then all of these things have to be  
19 reprogrammed.

20           All of this information has to be brought  
21 up-to-date. It's not hard in a condo because it's  
22 private places. In apartment buildings, where the  
23 tenants change weekly and monthly, it's a nightmare.  
24 These are going to be inputted by maintenance people,  
25 caretakers -- not knocking them, it's a difficult job

1 to input all of these numbers. In our building alone  
2 it's 160 inputs; boring, repetitious job. If they get  
3 any wrong, we're into a security problem. Verifying  
4 these with empty apartments or people that are not  
5 going to cooperate because they get so many different  
6 phone calls now, if they are not verified, an old  
7 couple can be standing out after -- old person can be  
8 standing out after the 10 digits, phone an  
9 unsatisfactory number, which could be very close; the  
10 person answering that phone could know that these  
11 people are locked out of a building and get their very  
12 quickly and do some damage; either robbery or  
13 something else. And it's going to happen.

14 Now, the options -- you're asking us for  
15 choices of options. Option 4 appears to be the best.  
16 But how GTE is going to cooperate with all of these  
17 people and identify all of these problems I don't  
18 know. When I phoned corporate they weren't  
19 cooperative at all. That's all I have to say.

20 **CHAIRMAN JOHNSON:** Any questions for  
21 Mr. Cochran?

22 **COMMISSIONER DEASON:** I have a question.  
23 Could you explain to me what an enunciator panel is  
24 and what its function is and how it relates to  
25 10-digit dialing?

1           **WITNESS COCHRAN:** Okay. When a person comes  
2 to a secure building, the enunciator panel is on the  
3 outside of the building, they dial a two-digit or  
4 three-digit number to get an apartment or condo. The  
5 enunciator panel automatically outpulses seven digits,  
6 or in the future 10 digits, through the phone company  
7 back into the unit. These will not work unless this  
8 is all reprogrammed. It's massive. It's  
9 unbelievable.

10           **COMMISSIONER DEASON:** So this is equipment  
11 that the condo association or apartment owner is  
12 responsible for?

13           **WITNESS COCHRAN:** Yes. Even with the  
14 six-month period, a break-in period, the condo  
15 association has to come up with the money. They have  
16 to vote on all of this. It's just horrendous. The  
17 whole thing is horrendous.

18           **CHAIRMAN JOHNSON:** Thank you, Mr. Cochran.

19           **MR. BECK:** Bill Roberts.

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**BILL ROBERTS**

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

**DIRECT STATEMENT**

**WITNESS ROBERTS:** Good morning, Commissioners. My name is Bill Roberts. I'm a resident of Hillsborough County. I live in the northwest portion of the county.

I'm here today as a citizen and as a business person in the Tampa area. By way of disclaimer, I will also indicate that I'm an officer in a corporation that holds an ALEC certificate for northern Florida and not in this region. So effectively I don't have a dog in this fight, so to speak.

I think that we've heard enough discussion that growth is a given assumption in this particular issue. This area of Florida is going to continue to grow. Cellular and PCS numbers are projected to grow as much as three times over the next five years. In addition, the Telecommunications Act of 1996 paved the way for the possibility, at least, of local competition for both residential and business service. The needs of those providers must be met as they

1 attempt to compete with new services, some of which  
2 have not even come to market yet.

3           The question, I think, before this panel  
4 today is how to meet those needs with the least  
5 disruption to the existing customers.

6           I think in the past the telephone companies  
7 have possibly done themselves a disservice by using  
8 the term "area code," because most of us have grown up  
9 with the idea that an area code designated a  
10 geographic area or part of the county. That now runs  
11 counter to the concept of an overlay where you have  
12 two area codes, so a person has to think of themselves  
13 living in two areas.

14           I favor the overlay rather and a split in  
15 concept. If split in area code, Hillsborough and  
16 Pinellas Counties will have two different area codes,  
17 resulting in about half a million users having to  
18 change their number, which is their area code. Many  
19 of those are businesses. If an overlay is used, as  
20 you heard earlier, only the new customers will have to  
21 use a different number.

22           An overlay plan keeps the Tampa Bay area  
23 viewed as one market. The old concept of an area code  
24 would leave the area code 813 intact. It would  
25 overlay obviously a second area code for new

1 businesses, new residences and new numbers.

2 I think the biggest objection that I have  
3 heard here today, and it was not in my prepared  
4 remarks, has been to the introduction of 10-digit  
5 dialing. I think if there were a way technically --  
6 and I'm not an engineer -- but if there were a way  
7 technically for the overlay to be imposed and for  
8 7-digit dialing within the 813 to remain, this would  
9 obviously solve a lot of the objections you heard  
10 today and in previous testimony.

11 COMMISSIONER GARCIA: The first objections  
12 you received there are specifically ALEC providers  
13 because they would have a disadvantage --

14 THE AUDIENCE: I can't hear you.

15 COMMISSIONER GARCIA: I'm sorry. The first  
16 objection you'd get is that -- first of all, the FCC  
17 requires it because of competitive neutrality. Clearly  
18 the new carriers would want to have 7-digit dialing  
19 for their customers, but there's a good chance that  
20 new carriers would end up with the new area code so  
21 they would face a competitive disadvantage.

22 WITNESS ROBERTS: I understand that. I  
23 appreciate it. I think the testimony today has  
24 indicated that seems to be the major objection to the  
25 overlay.

1           With regard to the impact that this might  
2 have on older citizens, I can simply say that older  
3 citizens typically trade within a geographic area.  
4 They have their service providers established if they  
5 live in this area, and an overlay would allow them to  
6 continue to deal with these same providers with the  
7 only additional need of having to dial the 813 in  
8 addition to the number that they are using.

9           Yes, it will require the reprogramming of  
10 some automatic dialers, but I view this as an easier  
11 transition rather than a more difficult one.

12           My family lives in the Dade County-Miami  
13 area. They are still in area code 305 and they have  
14 been able to adjust, I think, fairly well to that.

15           Finally, I would mention that number  
16 portability is an important issue, and I would  
17 reiterate the earlier comments that the Commission  
18 encouraged GTE to remain on track and on schedule to  
19 do this.

20           In conclusion, I think the proof of  
21 whichever plan you approve will be in how it's  
22 implemented by GTE. As a policy I believe the overlay  
23 plan provides the most logical solution to the  
24 expected growth of this area. Given the large number  
25 of retired and seasonal residents in the Bay area,

1 this plan seems to require the least change. For  
2 businesses, the overlay is far preferable because it  
3 avoids changing existing numbers for national and  
4 international customers.

5           If, however, you decide that a split is the  
6 best plan, and in the best interest of the public, I  
7 believe that the Options 2 and 4 provide the best  
8 geographic plan, and I would recommend your  
9 consideration of area 4. I believe it was Mr. Lyons  
10 who testified in some detail about the communities  
11 with which he is familiar with, and I would echo those  
12 concerns. Generally, central Pasco Counties  
13 identifies more with the Tampa area. However, the  
14 implementations of Option 2 or 4, if you choose a  
15 split plan, would give you the option to split further  
16 by breaking Pasco County out.

17           I think we're at a historic point in Tampa  
18 Bay communications. I thank you for coming and  
19 listening to our comments. The decisions you make in  
20 this issue will lead to additional overlays or  
21 additional subsequent splits. And I thank you for  
22 your attention.

23           **CHAIRMAN JOHNSON:** Mr. Roberts, there may be  
24 some questions.

25           **COMMISSIONER DEASON:** I was confused. If



1 this is to be a split, I was confused as to what split  
2 arrangement you endorsed. The community of interest  
3 of Pasco, do you think it's more in line with  
4 Hillsborough-Pinellas or do you think Pasco should be  
5 split itself?

6           **WITNESS ROBERTS:** I prefer Options 2 or 4.  
7 And I think Option 4 would be my preference because it  
8 aligns Pasco County with the area code 813.

9           **COMMISSIONER GARCIA:** Not necessarily.  
10 Option 4 would simply put it with the Pinellas area.

11           **COMMISSIONER DEASON:** You would be with  
12 Pinellas -- whatever area code number Pinellas  
13 receives.

14           **WITNESS ROBERTS:** I'm sorry. Option 2 puts  
15 Pasco with Hillsborough and that would be my  
16 preference.

17           **COMMISSIONER DEASON:** That's your  
18 preference. Thank you.

19           **CHAIRMAN JOHNSON:** Any other questions?

20           **COMMISSIONER GARCIA:** You said you were from  
21 north --

22           **WITNESS ROBERTS:** Northwest Hillsborough.

23           **COMMISSIONER GARCIA:** Northwest  
24 Hillsborough. So maybe you have -- that's fine. If  
25 I'm not mistaken, it was in the opening statement the

1 representative of GTE indicated that in the event of a  
2 split the Hillsborough County area would probably  
3 retain the 813 area code. Does that have any value to  
4 you or would you be comfortable with it -- with a  
5 separate area holding the new area code?

6 **WITNESS ROBERTS:** That's been my  
7 understanding, Commissioner, that Hillsborough County  
8 would retain the 813 area code and that would be my  
9 preference.

10 **CHAIRMAN JOHNSON:** Thank you, sir.

11 **MR. BECK:** James Webber.

12

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13

**JAMES WEBBER**

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

17

**DIRECT STATEMENT**

18

**WITNESS WEBBER:** Good morning. Chairman  
19 Johnson, thank you for this opportunity to come again.  
20 I was at the meeting in January in St. Petersburg and  
21 when I left that meeting I was very convinced that the  
22 overriding favoritism was in favor of not overlaying  
23 our area.

24

Since that meeting I've talked with friends  
25 and not one has been in favor of the overlay. Not

1 one. And this morning I only have heard one person in  
2 favor of it so far.

3           Reading a 10-digit phone number is  
4 difficult, especially for seniors. Research shows the  
5 short-term memory span we have is seven, plus or minus  
6 two digits or letters. This is not allowing a range  
7 of 10 digits, ten letters. Using a 10-digit number  
8 system would lead to lots of mistakes, a lot of wrong  
9 numbers I would expect, especially by seniors like  
10 myself, with a memory span which has a little bit less  
11 than that research result.

12           There would be confusion over which local  
13 area you're entitled to for local calls. We wouldn't  
14 be aware in many cases that we're actually making a  
15 toll call using those 10-digit numbers.

16           We in Pinellas, anybody I've talked to, we  
17 do not want to be overlaid by GTE. There must be a  
18 better solution to this problem. 813 is not a single  
19 marketplace. Clearly in my opinion splitting the area  
20 would be less burdensome, much easier for users to  
21 adapt themselves to. The easiest is Option 4, and I  
22 favor that. But there may be another even less  
23 burdensome solution. Let GTE listen for them and to  
24 GTE I say you take away 813, give us a new code.  
25 Thank you.

1                   **CHAIRMAN JOHNSON:** Thank you, sir.

2                   **(Applause)**

3                   **MR. BECK:** P. Shann.

4   - - - - -

5   **PAUL SHANN**

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

9   **DIRECT STATEMENT**

10                   **WITNESS SHANN:** Hello. My name is Paul  
11                   Shann. S-H-A-N-N. And I live in Pinellas County.

12                   **THE AUDIENCE:** Louder.

13                   **WITNESS SHANN:** Sorry. Can you hear me?

14                   I live in Pinellas County. And I would just  
15                   like to say that tourism is a major concern here.  
16                   It's a major business here. We have both overseas  
17                   tourists and we have tourists from the rest of the  
18                   United States. The rest of the United States is very  
19                   used to geographic splits. We should not confuse our  
20                   visitors and we should not have 10-digit dialing for  
21                   many people whose language, whose original language is  
22                   not English.

23                   And so I have been through a telephone  
24                   split. I lived in the Detroit area and I changed from  
25                   area code 313 to 810. We basically had no problem in

1 adjusting. I worked for a very large corporation. We  
2 had 10,000 people and it did not cause any real  
3 difficulty at all. So I can talk from firsthand  
4 experience about a geographic split, you know. I was  
5 also pretty much connected with the Toronto split, and  
6 again that went very smoothly. So that it's an  
7 one-time deal.

8           Companies do reprint their stationery  
9 regularly. The tourist industry just put out new  
10 brochures, you know, things that don't change that  
11 quickly. We have little stickers and we stick those  
12 on with our new area codes. It's an one-shot deal.  
13 Once it's over it's done with and we get on with  
14 business as usual.

15           So I say yes, tourism is a very major part  
16 of our business here in the area and so are seniors.  
17 And I see dialing for seniors to dial area codes every  
18 time they could end up -- and I'm sure they will --  
19 calling Quebec, Los Angeles or anywhere. It's just  
20 not fair on those members of our community. So we  
21 should look at that in great detail.

22           Am I prepared to change? I changed once  
23 before and I really don't see any difficulty in  
24 changing area code. So are there any questions?

25           **CHAIRMAN JOHNSON:** Any questions? Thank you

1 for your testimony.

2 MR. BECK: Betty Jo Tompkins.

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4

**BETTY JO TOMPKINS**

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

8

**DIRECT STATEMENT**

9

**WITNESS TOMPKINS:** Good morning,  
10 Commissioners. My name is Betty Jo Tompkins. I'm a  
11 citizen of Hillsborough County. I'm also president of  
12 Florida Media Services that happens to be an  
13 independent small directory publisher. And I would  
14 like to speak to several issues.

15 First of all, I, too, take issue with  
16 statistics that showed that 94% of the business  
17 community that was surveyed favored or was neutralled  
18 to an overlay plan.

19 I did an independent survey. I contacted  
20 many of our business people. Obviously I didn't have  
21 the resources that GTE has to hire an outside firm  
22 that could ask just right questions to elicit the  
23 right responses. And GTE has a habit of this on a lot  
24 of different issues, not just this one. I would say  
25 of all of the business community I surveyed I found

1 the statistics were probably reversed; that 90% or  
2 more of the individuals and businesses I spoke to  
3 favored a geographic split for a lot of reasons. If  
4 you look at an independent book, which is an area-type  
5 book, it's designed for the convenience of the  
6 community, and it serves a lot of the smaller business  
7 people. It will be very difficult and confusing to  
8 have small area books which include two different area  
9 codes. Most people think in terms of geographic  
10 terms. Whether they are thinking in terms of a sports  
11 team, whether they are thinking of their area code for  
12 their phone number or their zip code, all of these  
13 things have to do with basic geographic  
14 configurations.

15 An overlay plan is a plan that will  
16 continually give people problems because it's not just  
17 a one-time activity. Each and every time that a  
18 business wants to add phone lines as a business grows,  
19 or a new resident comes into the area, they will be  
20 faced with whether or not they are going to get their  
21 already existing area code, as was indicated will be  
22 available to some people, or whether they will be  
23 faced with an additional code. So that in essence you  
24 could end up with two area codes for one business,  
25 which is certainly a confusing way to do business.

1           Beyond that, I would say that it is  
2 essential that this whole issue be very date-specific.  
3 I would say that I believe very definitely that GTE  
4 will plan this move so that it will benefit when their  
5 directories come out, and will make sure they have the  
6 appropriate information available that will benefit  
7 their corporation. That's not going to be the case  
8 for independent directories that come out this summer,  
9 or will be coming out this spring, that have to hold  
10 that publication to be sure we have the right  
11 information.

12           We already are used to accommodating changes  
13 that come about as a variation of a whole area getting  
14 a new geographic area code. Our directories include  
15 information on Florida attractions. And, of course,  
16 when Orlando's code changed, we made all those  
17 changes. It was very simple. People think in terms  
18 of geographic entities. So it will be likewise simple  
19 if you break this down geographically and create  
20 another area code for the Pinellas area and what other  
21 appropriate configuration you would want for Pasco  
22 County. It would be a lot more difficult if it is  
23 continuous basis, as our books are in a lot of the  
24 hotels and motels in the area, and used heavily by  
25 tourists. It will be very confusing to have an



1 overlaid area code. Some activities could be under  
2 one area code while others would be under a totally  
3 different one.

4           So I do want to state that I, first of all,  
5 take total issue to statistics that have been  
6 presented by GTE. I think there are a lot of  
7 doublespeak. I think they engage in that in more than  
8 one area. But I think that the fact is if the public  
9 were really given a opportunity to be surveyed as a  
10 whole, that the public -- not just the residential  
11 community, but the business community would definitely  
12 favor geographic configurations.

13           I hope you will take this into  
14 consideration, not just for the convenience factor,  
15 but for the economic factors that have been brought  
16 foward, and also the fact that this will impact  
17 tourism, this will impact people on a continuing  
18 basis. And I think that's the important issue.

19           If you change an area code geographically,  
20 it's done, it's completed. If you have to. at a  
21 future date, make another change then that comes up.  
22 If you start verlaying, the same thing will occur,  
23 because you could end up overlaying more and more area  
24 code.

25           **COMMISSIONER GARCIA:** Let me ask you a real

1 quick question since you deal with smaller communities  
2 we're in for. Tell me which of these plans if you  
3 want geographic and they are right to your right  
4 there.

5           **WITNESS TOMPKINS:** Okay. I'm very aware  
6 that there are various configurations but since our  
7 operations don't go into Pinellas County and Pasco, I  
8 would rather not comment. I would favor leaving that  
9 up to the PSC to determine which of those  
10 configurations would work out the best. I do feel  
11 strongly, though, they have to be based on geographic  
12 considerations having to do with the shopping markets  
13 and the accessibility of people to a particular  
14 geographic region.

15           **COMMISSIONER GARCIA:** The other thing is you  
16 might want to contact Ms. Brown so she'll give you a  
17 pretty much date certain by when we'll be through this  
18 whole process. We'll make a determination so your  
19 business can adapt or adjust accordingly. Do you have  
20 it?

21           **MS. BROWN:** I can give some of that  
22 information now if that would be helpful.

23           **COMMISSIONER GARCIA:** It might be helpful.

24           **MS. BROWN:** Our schedule right at the  
25 moment, and I don't anticipate it will change,

1 although it may, is for the Commission to make its  
2 decision as its April 21st agenda conference and an  
3 order to be issued May 11th, 1998.

4           **WITNESS TOMPKINS:** I'm aware of those dates.  
5 I'm specifically referring to the dates that GTE  
6 intends to start enacting their changes. I'm aware of  
7 what the Commission dates are as far as whether the  
8 decision would be a geographic or overlay basis.

9           What I want to know is when GTE would be  
10 making their changes, because I would happen to  
11 believe that their directories, they'll come out in  
12 the fall of '98, will have all of the correct  
13 information in them, which would, in essence, make  
14 everyone else's directory inaccurate and unusable. I  
15 would hate to think there was any reason they would do  
16 that intencionally. But I would like to be very  
17 specific. We need to know when they are going to  
18 implement whatever the changes are and that way we  
19 would be able to make those appropriate changes in our  
20 publication.

21           **MS. BROWN:** If I might, could I respond just  
22 for a second? GTE will be ordered by the Commission  
23 to implement the changes in the area codes when the  
24 Commission directs it to. Depending on what the  
25 outcome is and what the Commission decides, if there

1 is an area code split, that we're looking at  
2 October -- first part of October, and what was the  
3 January date? And it could extend to January.

4 **COMMISSIONER GARCIA:** We try to be as  
5 efficient with the numbers --

6 **WITNESS TOMPKINS:** I'm most concerned about  
7 the possibility that if you were to elect the overlay,  
8 at which point they would start, you know, adding  
9 those numbers, and which exchanging would be used.  
10 That would be important for anyone to know in advance  
11 as to which exchanges would be affected with a new  
12 area code overlay.

13 **COMMISSIONER GARCIA:** Your technical  
14 questions are probably a little bit beyond what we're  
15 going to be dealing with in this public thing.  
16 Obviously you can contact Mr. Greer or Ms. Brown for  
17 your specific requirements and I'm sure they will be  
18 forthcoming.

19 **WITNESS TOMPKINS:** I appreciate it. It's  
20 not just for my own company, but this would relate to  
21 anyone in the who is in the publishing business having  
22 to do with being accurate about the information they  
23 include, and especially the impact on tourism as has  
24 been reiterated. And all of Senator Latvala's  
25 comments I would concur with, too, about my concerns

1 as to the whole surveying process and the statistics  
2 that resulted from that process. Thank you very much.

3 (Applause)

4 **MR. BECK:** James New.

5 - - - - -

6 **JAMES A. NEW**

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

10 **DIRECT STATEMENT**

11 **WITNESS NEW:** I'm Jim New. I market a --

12 **COMMISSIONER GARCIA:** Could you spell your  
13 last name for me?

14 **WITNESS NEW:** N-E-W. I know, I do have that  
15 problem sometimes.

16 Actually I market an on-hold -- I work with  
17 On-Hold International. I saw the problem when you do  
18 get through to someone and you have to put them on  
19 hold, then you try to keep them on hold by giving them  
20 information, customized information, and educate the  
21 public.

22 I have never been to a meeting like this,  
23 but I've been in telecommunications about four years  
24 selling long distance and various other things. Very  
25 interested in this. I think it's very important.

1           Back in the '80s, you know, AT&T was broken  
2 up and that opened up the arena for competition.  
3 Ultimately the consumer has, you know, benefited from  
4 this. I pay now under 10 cents a minute for long  
5 distance. There's still people paying 25 cents a  
6 minute, I guess, because they don't want to take the  
7 time and effort to seek out a better rate but it's up  
8 to them.

9           The changes -- the 1996 Telecommunications  
10 Act, although I don't know that much about it, I've  
11 just seen it, hasn't come about, it hasn't really been  
12 beneficial to the end consumer, in other words. My  
13 rates have been going up and up, they have been  
14 passing -- long distance companies have been passing  
15 on costs from the local companies. I understand some  
16 of the long distance companies pulled out of the local  
17 arena because of cost of leasing lines and things.

18           So what I'm trying to say is  
19 telecommunications history should be made simpler to  
20 the end user. By using a 10-digit number -- by using  
21 a 10-digit number that would be going a step  
22 backwards, I believe.

23           There's a lot of good points that have been  
24 brought up this morning, and although we're not  
25 talking about cost per se, I think the bottom line is

1 cost, and a lot of things have been brought up. The  
2 one thing -- the gentlemen about the alarm company, as  
3 I understand it, if it takes six months to reprogram  
4 all of these systems. These people that have the  
5 alarm systems will be -- they won't have a alarm  
6 system. I have one myself. I guess we won't be  
7 paying for alarm system we won't have. That could be  
8 a real problem.

9           Safety, that was brought up. I didn't think  
10 about that. I'm also safety officer for our Civil Air  
11 Patrol Group 4, which we meet at Mac Dill Air Force  
12 Base, but Group 4 is actually Pinellas County so we  
13 deal county to county. So there would be a problem  
14 there calling up, have a mission, say an airplane goes  
15 down, we need to get the word out to everyone as soon  
16 as possible. There would be the possibility mistakes  
17 made, causing more detail. Again, possibly a loss of  
18 life.

19           So just as -- you can tell, I'm definitely  
20 opposed to the overlay system. Again, the area  
21 concept. You can't really call it an area code  
22 anymore. You can have one area code in your bedroom  
23 and another one in your living room. There goes the  
24 area code. You're going to have to call it something  
25 else.

1           Again, I have a question, too, about the  
2 availability of numbers. That was brought up. I just  
3 can't see we're running out of numbers. It's like if  
4 you use a number it can't be just used one time and  
5 that's it. There's always people giving up numbers,  
6 moving away. So those are available. So I still  
7 think there's numbers available. I don't know. It's  
8 just my feeling. I've heard different things about  
9 that.

10           So all and all I would say due to the cost  
11 involved, the cost for businesses, the inconvenience I  
12 would think there would be less inconvenience for a  
13 split plan rather than an overlay plan. And I'd like  
14 to go on the record as being for the split plan. And  
15 I would say the number 3, I would say, would be the  
16 most logical; West Pasco, Pinellas, East Pasco,  
17 Hillsborough. Thank you very much.

18           **CHAIRMAN JOHNSON:** Thank you, Mr. New.

19           **MR. BECK:** Keith Bailey. Keith Bailey. (No  
20 response)

21           **UNIDENTIFIED SPEAKER:** I think he left.

22           **M. BECK:** Edward Richter. (No response)  
23 Edward Richter? R. Moessner?

24  
25



1                                   **ROMAINE MOESSNER**

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

5                                   **DIRECT STATEMENT**

6                   **WITNESS MOESSNER:** Hi. My name is Romaine  
7   Moessner. R-O-M-A-I-N-E M-O-E-S-S-N-E-R. I'm from  
8   St. Pete. I'm here as a private citizen.

9                   I don't believe we need a split or an  
10   overlay. I feel we have the numbers out there. We  
11   don't have enough people in this area to use all of  
12   the numbers. And I'm given to understand from what  
13   I've read that they are selling numbers in blocks of  
14   10,000 to various companies, and these companies  
15   aren't always using all the numbers. If they aren't,  
16   we should get the numbers back and use them for what  
17   we need here. If we need to sell, sell them blocks of  
18   one thousand or two thousand.

19                   For the 10 digits, I'm definitely against  
20   that. I had a relative of mine that had mild  
21   dementia. She couldn't remember seven digits. A lot  
22   of elderly out there can't remember seven digits.  
23   They have problems. I had to get a special phone and  
24   program it so all she had to do was hit one number.  
25   There's a lot of people out there who can't afford to

1 get those phones.

2           We have a lot of wrong numbers just on seven  
3 digits. The telephone company has a tendency to give  
4 out phone numbers that are one off to new businesses.  
5 They've done that three times to me, where they've  
6 given the business one number off from me.  
7 Unfortunately, two of them were bars and I got  
8 anywhere from 30 to 50 calls a day, wrong numbers. I  
9 have had to resort to an answering machine and caller  
10 ID. And as it is right now, I still get anywhere from  
11 three to six wrong numbers a day. And that's just  
12 seven digits. What is going to happen when it gets to  
13 10 digits? This is getting ridiculous.

14           I have a neighbor that's visually impaired.  
15 She occasionally hits the wrong digits. That's just  
16 on seven digits. What is going to happen when she has  
17 to hit 10 digits?

18           If we go to switch now, what is going to  
19 happen in a few years? How long is this switch going  
20 to last, 3, 5, 10 years? And go through this all over  
21 again? I think they need to study the situation a  
22 little bit more and find a better way of handling  
23 this.

24           What is it going to cost the customers? I  
25 know they are going to pass along anything to us,

1 whether it's a split or an overlay. And people are  
2 going to make mistakes on that. And, again, that's  
3 going to the customer paying. I. they dial wrong,  
4 they are going to have to pay. If they have to call  
5 the telephone company to find out what the new area  
6 code is they are going to have to pay. The telephone  
7 is going to make out, not the people.

8           So I'm definitely against anything. But if  
9 we do have to have something, and I'm hoping we don't,  
10 then I think we should have a split, not an overlay.  
11 That's all. Thank you.

12           **CHAIRMAN JOHNSON:** Thank you, ma'am.

13 (Applause)

14           **COMMISSIONER CLARE:** I don't have a question  
15 for Ms. Moessner. Is there a witness in the technical  
16 part that can answer the question as to when we'll get  
17 to more efficient utilization? By that I mean the  
18 thousand number assignment as opposed to the 10,000  
19 number assignment?

20           **MS. CASWELL:** Yeah. I think probably  
21 Ms. Menard, and perhaps Mr. Guncarz can answer that  
22 and I think there are some ongoing Staff workshops  
23 that may go to that issue.

24           **COMMISSIONER CLARE:** I'd like an estimate as  
25 to when that comes about because certainly that will

1 affect the rapidity with which we have to change area  
2 codes. I think Ms. Moessner brings up a good point.  
3 We need to have more efficient utilization of the  
4 numbers we have.

5 **MR. BECK:** Joy Kramer.

6 - - - - -

7 **JOY KRAMER**

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

11 **DIRECT STATEMENT**

12 **WITNESS KRAMER:** Hello. My name is Joy  
13 Kramer and I live in Clearwater.

14 I just want to say I support a plan to  
15 change the area code by splitting part of our  
16 multicounty area as an answer to the problems that are  
17 faced by the lack of telephone numbers. I'm totally  
18 against GTE's overlay plan. Why GTE would favor a  
19 plan to inconvenience everybody continuously, ongoing  
20 into the future, over inconveniencing a portion of our  
21 population one time is typical of their continuing  
22 disinterest in our community development and in fair  
23 competition. Clearly the results of GTE's survey have  
24 been called into question today.

25 I live in a condominium complex of over

1 3,000 active retired and elderly persons for whom  
2 dialing a 10-digit number for every call would be an  
3 extreme hardship. In Pinellas, the older population  
4 that makes up the majority of our base, was not asked  
5 by GTE what they thought of this ill-conceived plan  
6 and its anticompetitiveness. Neither was I, or anyone  
7 I know of. No small business that is faced with the  
8 prospect of having a different area code for their fax  
9 machine and one for their phone line could probably  
10 agree with this plan. Neither could a household with  
11 growing children where the addition of a teen phone  
12 line would mean a different area code.

13           Countless cities in our country have  
14 undergone an area code change at one time or another  
15 and been faced with the same problem that GTE now  
16 faces, and they have done it with success.  
17 Fort Lauderdale, New York, Orlando, Chicago, Los  
18 Angeles are all areas that have dealt with recent area  
19 code changes. Area codes are meant to divide area;  
20 not households and not businesses. That's why they  
21 call it an area code.

22           Options 2 and 4 seem to make good sense on  
23 your area code split plans to me. If in trying to  
24 decide which section or county in our tri-county or  
25 multicounty area to change is too difficult, let me

1 suggest a solution. The same way we decide how our  
2 most important sporting event, the Superbowl, begins;  
3 a method that's completely fair, cannot be altered by  
4 political or monetary influence, and dates back to the  
5 beginning of our civilized society, which is coin  
6 toss.

7 Chairman Johnson and members of the Public  
8 Service Commission, I urge you to do the right thing  
9 for all of our people; for our elderly, for our  
10 businesses, and to maintain a competitive environment.  
11 Stop this GTE windfall which will result in more  
12 information calls, which will be charged to the  
13 customer, and many, many misdialed numbers. Area code  
14 changes can work. Thank you. (Applause)

15 CHAIRMAN JOHNSON: Thank you.

16 MR. BECK: Jack Evans.

17 - - - - -

18 JACK EVANS

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

22 DIRECT STATEMENT

23 WITNESS EVANS: Good morning. I'm Jack  
24 Evans. I live in Tampa. Mine is very short.

25 I favor the division of our area by area

1 code, not of the overlay plan. My reason primarily is  
2 the cost to individuals; not just seniors, but younger  
3 folks also, in the dialing and the misdialing of  
4 numbers, and the humongous amount of the expense  
5 involved in long distance and other misdialing of  
6 numbers. Basically that's my feeling.

7 **CHAIRMAN JOHNSON:** Thank you, Mr. Evans.

8 (Applause)

9 **COMMISSIONER GARCIA:** Let me ask you real  
10 quick before you leave. Of the plans, which one do  
11 you favor?

12 **WITNESS EVANS:** I didn't have this before so  
13 I'm going to have to glance at it.

14 **COMMISSIONER GARCIA:** That's fine. The  
15 first one is the GTE overlay.

16 **WITNESS EVANS:** No. (Laughter)

17 **COMMISSIONER GARCIA:** I got that much.  
18 Narrow it down to three. The second one is the one  
19 that we have Pasco and Hillsborough as one area code,  
20 and then Pinellas is one separate one. And Option 3  
21 is that we take eastern Pasco and Pinellas County as  
22 one area code, and then -- I'm sorry, western Pasco  
23 and Pinellas as one area code -- and then this is  
24 Option 3, if you look at the top it has the numbers  
25 there. And then eastern Pasco and Hillsborough as

1 another area code. That's Option 3. And the final  
2 one is Option 4 which is Pasco and Pinellas in one  
3 area code and then Hillsborough in another one.

4 **WITNESS EVANS:** My recommendation is that  
5 you make a different area code for Hillsborough,  
6 Pinellas and Pasco.

7 **COMMISSIONER GARCIA:** I knew you'd do that  
8 to me, you threw out one and you threw out the other  
9 three. If we don't have that as an option.

10 **WITNESS EVANS:** I understand. Then I would  
11 combine part of Pasco with Pinellas.

12 **COMMISSIONER GARCIA:** You agree with that  
13 concept, that the markets there are similar  
14 communities of interest?

15 **WITNESS EVANS:** Yes, I do.

16 **COMMISSIONER GARCIA:** Thank you, sir.

17 **CHAIRMAN JOHNSON:** Thank you, Mr. Evans.

18 **MR. BECK:** David Campbell.

19

- - - - -

20

**DAVID CAMPBELL**

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

24

**DIRECT STATEMENT**

25

**WITNESS CAMPBELL:** Good morning, Chairman,



1 Commissioners, my name is David Campbell. I'm from  
2 Clearwater, Florida, area code 813.

3 THE AUDIENCE: Can't hear.

4 WITNESS CAMPBELL: Can you hear now?

5 THE AUDIENCE: Yes.

6 WITNESS CAMPBELL: My name is David Campbell  
7 and I'm from Clearwater, currently the area code 813  
8 exclusively.

9 The question came up on the speaker or two  
10 ago about the true cost to the user, to the customer,  
11 telephone customer, with the split versus the overlay,  
12 which happens to be my theme song for the morning.

13 GTE's argument in support of an area overlay  
14 plan for the existing 813 area code is shallow and  
15 inadequate. They fail to show any significant reason  
16 for its choice. The strongest, if not the only reason  
17 GTE gives for such a decision is that they want to  
18 support the efforts of a unified Tampa Bay area. In  
19 so doing, they want some 2 million people on both  
20 sides of the Bay to dial 10 digits for all calls and  
21 eliminate 7-digit dialing altogether.

22 Their stated goal is to maintain the current  
23 status such that both sides of the Bay make up one  
24 happy calling area. This is of tremendous importance  
25 to GTE, and not just because they want to maintain the

1 cosmetic appearance of a unified Tampa Bay area. You  
2 see, if GTE can succeed in its overlay plan efforts,  
3 it will have succeeded in retaining a very lucrative  
4 money machine called the extended calling service, ECS  
5 area.

6 ECS is an invention of GTE designed to make  
7 calls between the two sides of the Bay more affordable  
8 than regular long distance rates. The plan as it  
9 exists today is a noncompetitive -- meaning that GTE  
10 gets all of the revenue from all calls between two  
11 sides of the Bay without having to compete. That's a  
12 legal monopoly.

13 The problem is that callers are generally  
14 not aware when they place an ECS call. The difference  
15 in placing the two different types of calls is  
16 nonexistent. When a residential caller returns a call  
17 to a number that was on his answering machine, his  
18 caller ID or his pager, he's oblivious as to whether  
19 he's making a 25-cent ECS call or just a local free  
20 call.

21 When a residential caller misdials the  
22 number that happens to be ECS, he pays 25 cents but  
23 never knows it. When a residential caller responds to  
24 a number that was on the TV screen, or in the  
25 newspaper, and it happens to be an ECS call, the same

1 thing, he pays a quarter but never knows it. ECS has  
2 turned my residential phone into a payphone. That's  
3 not what I pay my basic phone rate for.

4 By implementing their overlay plan, GTE will  
5 have rescued their money-making machine from exposure  
6 because calls to and from opposite sides of the Bay  
7 would remain the same as local calls, all 10 digits;  
8 the dialing customer would remain in the dark, just  
9 where GTE wants them.

10 If GTE loses and is required to implement a  
11 geographic split, the cat's out of the bag. GTE's  
12 money machine would be exposed; calls to the other  
13 side of the Bay would require 10 digits; local calls  
14 would only require seven. The customer would be aware  
15 that he's not making a local call by virtue of the  
16 fact that ECS calls couldn't work with a 7-digit  
17 number.

18 That GTE is insisting on the overlay plan to  
19 maintain its ECS system of duping the residential  
20 customer out of 25 cents is a travesty. Why is GTE  
21 not telling the Florida Public Service Commission and  
22 the public these consequences of the overlay plan?

23 I have additionally comments regarding the  
24 slide show that they put up, which they are still  
25 maintaining at the workshop that we had whenever it

1 was.

2 GTE states on their slide the advantage of  
3 the overlay plan. The industry reached unanimous  
4 consensus on the overlay split. The industry being I  
5 don't know who, but I'm sure it was chaired and led by  
6 GTE. They have stated it was most cost-effective for  
7 customers and that number changes would not be  
8 required.

9 On the contrary, the overlay plan is not the  
10 most effective for customers. It requires customers  
11 to dial 10 digits on all calls.

12 They state it provided the most consistent  
13 and least confusing dialing plan since 10-digit  
14 dialing would be required for the entire NPA area. On  
15 the contrary. It requires all customers to reprint  
16 all stationery, business cards and so forth if it  
17 already does not contain an area code. So it's just  
18 the converse of what GTE is maintaining.

19 GTE states the industry rejected a  
20 geographic split because a large number of customers  
21 would be required to change their phone numbers and  
22 incur the associated costs. It requires -- I'm  
23 getting out of order here.

24 Let me go on with their justification for  
25 the overlay split. They state that they have

1 unanimous concensus on the overlay split, and I state  
2 that it requires the customer to reprogram all  
3 telephones, cell phones, faxes, commercial alarm  
4 systems and so forth for dialing and speed calling to  
5 include an area code on all numbers. If they go to  
6 the overlay split, I have to reprogram every device in  
7 my house that is now accustomed to doing seven digit.  
8 That's every device I've got. And I don't even know  
9 all of the devices; the fax machine, the cell phone  
10 and so forth. And I'm just one person out of  
11 2 million people. This is everybody that has got to  
12 do it, local or otherwise.

13           It requires customers to consult a telephone  
14 directory that, a) contains considerably smaller print  
15 because all phone numbers must be listed with ten, not  
16 seven, digits, or b) a considerably heavier book  
17 because it contains much more print with all numbers  
18 being 10 digits instead of all numbers being seven  
19 digits, or c) both.

20           On the contrary, the overlay plan is not the  
21 most consistent and least confusing dialin, plan. It  
22 requires permanent confusion on the part of the  
23 residents and visitors alike as to geographic location  
24 of various phone numbers and what area code is  
25 required for local calls. It requires users to

1 remember the area code of every number called without  
2 regard to geographic location, and it requires a  
3 different area code for every phone call.

4 Consistent, GTE claims, would be a plan  
5 where all local calls in 7 digit -- where all local  
6 calls are seven digits on both sides of Bay, and all  
7 calls to other areas are consistently the same based  
8 on the geographic area. Just like we know it today.

9 Least confusing would be a plan where local  
10 calls don't require different area codes for different  
11 local calls. And GTE states the industry rejected a  
12 geographical split because a large number of customers  
13 would be required to change their phone numbers and  
14 incur the associated cost.

15 On the contrary, a geographic split would  
16 not require anyone to change their phone number or  
17 incur associated costs. No telephone numbers would  
18 change under either plan. With a geographic split,  
19 part of the area would change to a new area code. No  
20 telephones, cell phones, fax machines, faxes, modems,  
21 commercial alarm systems and so forth would have to be  
22 reprogrammed for dialing, or speed dialing, to include  
23 an area code on local calls. It would remain business  
24 as usual. Do nothing. This is for all 2 million  
25 customers.

1           They claim that they reject a geographic  
2 split because no definable boundary could be drawn  
3 that didn't involve various ten and seven digit  
4 numbering plans. On the contrary, geographic -- a  
5 geographic split would not require anyone to change  
6 their telephone number -- I'm sorry, GTE's argument is  
7 that with a geographic split no definable boundaries  
8 could be drawn that did not involve various ten and  
9 seven digit plans. This is a smoke and mirrors tactic  
10 and not a legitimate argument.

11           All local calls would remain seven digits  
12 within every area code. Any plan that retains a local  
13 7-digit dialing schedule is a good plan. Boundaries  
14 can be easily drawn in our area that create two  
15 distinct areas: One with the existing 813 area code  
16 and the number with the new 727 code. All numbers  
17 within each area remain seven digits. There would be  
18 no mix of 10 and 7-digit numbers as GTE claims.

19           The PSC asked GTE if there would be an  
20 instance in which customers have to accept lines with  
21 a different area code when adding to existing service.  
22 A legitimate concern on the part of PSC. GTE  
23 responded: It is possible that at some time in the  
24 future a customer would be asked to take a different  
25 area code for an additional service residing in the

1 same building.

2           This is a relatively unlikely possibility  
3 due to the fact that GTE Florida plans to include in  
4 number assignment the ability to make assignments in  
5 the same area code as existing services whenever  
6 possible. If there was ever a wiggle clause, that's  
7 it.

8           GTE's statement it is possible at some time  
9 in the future. This is a relatively unlikely  
10 possibility due to the fact that GTE Florida plans --  
11 and GTE Florida plans to include ability to make  
12 assignments in the same area code as existing services  
13 wherever possible are all indicative of our need for  
14 lack of trust of GTE and what they promised. GTE has  
15 lied to us in the past and there is no reason to  
16 believe they won't continue lying to us in the future.

17           GTE claims that number assignments in the  
18 future will assure existing customers they won't be  
19 assigned multiple area codes is a pipe dream.  
20 Logically they cannot anymore guarantee that a  
21 customer won't have to accept a multiple area code  
22 assignment for his residence or business than can  
23 assure customers they won't ever be confronted with a  
24 shortage of area codes again.

25           Speaking of confusion, GTE is promising to



1 keep track so that all customers have all numbers with  
2 the same area code, and they will reserve area codes  
3 for such an event. With the overlay plan, none of  
4 this would be necessary. Thank you.

5 CHAIRMAN JOHNSON: Thank you, Mr. Campbell.

6 (Applause)

7 CHAIRMAN JOHNSON: Any questions of  
8 Mr. Campbell?

9 COMMISSIONER GARCIA: Mr. Campbell you said  
10 you were from the Clearwater area?

11 WITNESS CAMPBELL: Yes.

12 COMMISSIONER GARCIA: Let me ask you a quick  
13 question. Let me just ask, which of the plans did you  
14 favor?

15 WITNESS CAMPBELL: Personally I prefer  
16 No. 4, I believe it is.

17 COMMISSIONER GARCIA: The one that is just  
18 Pasco and Hillsborough is one and then Pinellas is a  
19 separate one.

20 WITNESS CAMPBELL: Yes. And that's from a  
21 logical point of view. Not knowing the business  
22 makeup and the locals --

23 COMMISSIONER GARCIA: Here --

24 WITNESS CAMPBELL: -- Senator Latvala and  
25 others, it sounds like No. 3 would be a more proper

1 choice for those people up there, but I'm not from  
2 there.

3 COMMISSIONER GARCIA: Okay.

4 WITNESS CAMPBELL: 3 being the west part  
5 of --

6 COMMISSIONER GARCIA: Right. Right. I got  
7 you. Thank you.

8 COMMISSIONER JACOBS: Mr. Campbell,  
9 regarding your concerns on the ECS services, those  
10 concerns have to do primarily with the dialing  
11 configuration that will result if we were to go to a  
12 10-digit configuration?

13 WITNESS CAMPBELL: My concern is that right  
14 now ECS has a stranglehold on every one of their  
15 2 million customers. When they make a phone call that  
16 is as ECS call, there's no way for the customer to  
17 protect himself and know when he's making an ECS call,  
18 because it costs him a quarter. When he gets his  
19 bill, it's down there with the taxes, he's paying 9.75  
20 for ECS calls. The customer doesn't see that either.  
21 If they get the overlay plan they will be able to  
22 continue this tactic and protect this ECS money-making  
23 machine at the cc of the customer?.

24 COMMISSIONER JACOBS: If I can walk through  
25 that for a moment. Presently he dials a 7-digit

1 number --

2           **WITNESS CAMPBELL:** Presently I see a number  
3 on the TV screen 272-1234. I haven't a clue where  
4 that is; whether it's Tampa or whether it's  
5 Clearwater.

6           **COMMISSIONER JACOBS:** If we go to the 10  
7 digit, same thing.

8           **WITNESS CAMPBELL:** If we go to overlay where  
9 all calls are 10 digit, I will dial some area code and  
10 seven digit number and I still won't know whether it's  
11 Clearwater, Tampa or where. If we go to the  
12 geographic split, which is the only common sense,  
13 logical way to handle this problem, all calls are  
14 local that don't cross the Bay, and in that case it's  
15 a 10-digit call. Guess what happens to my uncertainty  
16 about a number I see on the screen? The TV stations  
17 and classified ads would then have to start putting in  
18 area codes to eliminate the confusion of whether it's  
19 a local call to me or local call to somebody in Tampa.  
20 Right now I see a number on the screen -- this grand  
21 scheme of getting Tampa Bay to be a common area is  
22 wonderful, but, unfortunately, it impacts every single  
23 day every single phone call of every single resident  
24 in Pinellas and Hillsborough. They have no clue.  
25           They used to have the one digit dialing

1 where you couldn't cross the Bay without a 1. They  
2 took it away. GTE, in announcing their overlay  
3 plan -- that they were going to put it in, came with  
4 the announcement they were going to reinstall the 1  
5 digit, and require ECS calls to be made with a 1. I  
6 thought, well, if we have to take the overlay plan at  
7 least we get control over the ECS business. I found  
8 out at the workshop that GTE lied again, reneged on  
9 the one that they publicly announced they were going  
10 to require; changed their mind and decided not to but  
11 didn't publish that. So it's very misleading, a  
12 misleading thing.

13           So with the area split I cannot from  
14 Clearwater call Tampa with a 7-digit number. Because  
15 it's a different area code, I have to put their area  
16 code on it, I can't make that 25-cent call that I was  
17 talking about. Does that answer your question?

18           **COMMISSIONER JACOBS:** Yes.

19           **CHAIRMAN JOHNSON:** Mr. Campbell, on the ECS  
20 issue -- because you raised that at the other  
21 workshop -- how do you determine if it is a 25-cent  
22 call? I know you said oftentimes after the fact and  
23 it's hard to deliberate on your bill.

24           **WITNESS CAMPBELL:** Oh, no, it's worse than  
25 that. It's worse than that. My son is even worse

1 off. He lives in Oldsmar and can call Clearwater  
2 free. And St. Pete is an ECS call for him. He called  
3 up information and paid GTE how much money for an  
4 information call, and they gave him the number of the  
5 hospital in Clearwater that he asked for. And he  
6 called it four, five times; found out later it was in  
7 St. Pete, so each call he made was a quarter. He  
8 called up the operator to get credit for it because he  
9 was aware of it, and the operator said, "No. You have  
10 to wait until you get your bill." He's been that  
11 route like me. And when you get your bill, you call  
12 the office and say I need credit. "Well, we can't do  
13 that. You should have done that when you made the  
14 call."

15           And the business office has no idea of how  
16 to give you credit if they wanted to because the  
17 numbers are not there. They can't give you credit for  
18 a call you can't point to. Because they have -- their  
19 screen show the same thing as the bill, shows \$5.25  
20 total ECS calls. They don't know whether you called  
21 the call or not.

22           **CHAIRMAN JOHNSON:** Or they don't know which  
23 calls on the bill were actually \$.25 calls.

24           **WITNESS CAMPBELL:** No, no. All calls are  
25 free except the ECS calls. And so when they put the

1 plan in, the mistake that was made with the plan was  
2 that they didn't require GTE to make a listing for  
3 free of ECS calls. That's the culprit right there.

4 COMMISSIONER GARCIA: Maybe the operator  
5 that's dealing with you doesn't know. But I'll tell  
6 you what, GTE knows exactly what calls are made.

7 WITNESS CAMPBELL: Oh, the computers do.  
8 They know how to bill me.

9 COMMISSIONER GARCIA: Exactly.

10 WITNESS CAMPBELL: That's automatic. That  
11 is the computer. When I call --

12 COMMISSIONER GARCIA: Would you say that  
13 they are erroneously billing you?

14 WITNESS CAMPBELL: How can one tell when one  
15 gets a \$9.75 charge for ECS calling? Period. One  
16 number.

17 COMMISSIONER GARCIA: Right.

18 WITNESS CAMPBELL: So you get wise and start  
19 remembering, ah, before I pick up the phone and call,  
20 I'm going to see if this is the number. You look in  
21 the phone book; no, it's a new number. The phone  
22 book, by the way, is six months out of date when it  
23 gets delivered, because the cutoff is in January and  
24 it doesn't get delivered until May sometime. So the  
25 number is not in there. So you call the office, the

1 operator, and the operator either gives you a long  
2 distance rate -- which it's not; it's either ECS for a  
3 quarter or it's free -- or she doesn't know it. She  
4 can't find the exchange. And keep in mind, the  
5 operator is now not any longer in the Tampa Bay area,  
6 which they were when they got approval on the ECS.  
7 They are now in Louisville, Kentucky, and don't know  
8 Tampa Bay -- I guess some of them -- from East  
9 Memphis.

10           So try as hard as you will to combat this  
11 game they are playing with the customer, a very savvy  
12 customer they have with me, and I lose. I still get  
13 ECS calls on my bill and you can't fight them.

14           **COMMISSIONER GARCIA:** Commissioner Jacobs,  
15 did you follow up on this the other day, or no?  
16 Because I read -- you had some e-mail you had sent  
17 around on ECS, but it wasn't precisely this issue?

18           **COMMISSIONER JACOBS:** Actually, it was, a  
19 follow-up to the comments Mr. Campbell raised at the  
20 original workshop. We were exploring some options  
21 which he has basically outlined. His outline was  
22 basically he preferred the 1-plus. So he knows when  
23 he dials an ECS -- with a 1-plus he's not going to get  
24 that \$.25 --

25           **WITNESS CAMPBELL:** I'll take any plan that

1 will allow me to protect me from myself. That's all  
2 I'm asking for. I'm asking to be fair. That's all.

3 Let them make their money, but let's be fair  
4 about it. Don't blindfold me and handcuff me and then  
5 send me a payphone bill, which is what I'm getting.

6 **COMMISSIONER GARCIA:** Did you have Staff do  
7 some further investigation on this?

8 **COMMISSIONER JACOBS:** We had some  
9 preliminary discussions on that; came up with a  
10 variety of options, none that go far beyond what  
11 Mr. Campbell has discussed already. But I've asked  
12 them to continue to explore that. And I'd like to --  
13 maybe at the time of agenda conference maybe have  
14 something.

15 **COMMISSIONER GARCIA:** It just seems to me  
16 reasonable that GTE -- I can understand them wanting  
17 to save by not printing the individual calls. I can  
18 understand that. But first off -- but I would assume  
19 that if you, as a customer, called them and asked them  
20 for proof that they would, just like your credit card  
21 company, have to provide some type of verification.

22 **WITNESS CAMPBELL:** They do not have the  
23 means. If I were to have had a \$4.75 charge -- by the  
24 way, if I want to get listing of my detailed billing I  
25 can get it for the cost of 18 calls or whatever --



1           **COMMISSIONER JACOBS:** That's what I've  
2 heard.

3           **WITNESS CAMPBELL:** -- to find out where  
4 these three calls came from.

5           No, I'm not going to do that. If I had that  
6 on my bill and I call up the operator, she would see  
7 that on her screen, and she'd say "Oh, yeah, we'll  
8 give you credit for this call." But if I don't have  
9 it, she doesn't have it on her screen either.

10           **COMMISSIONER GARCIA:** That doesn't sound  
11 right.

12           **WITNESS CAMPBELL:** It's a rat race.

13           Well, my whole purpose this morning, and my  
14 whole spiel, had to do with the fact that the reason  
15 GTE wants overlay is to maintain the status quo on  
16 this ECS machine. I'd like to have one quarter from  
17 every telephone subscriber in this area once a month.  
18 Just one.

19           **COMMISSIONER GARCIA:** I think we'd all like  
20 that quarter.

21           **WITNESS CAMPBELL:** They are getting it many,  
22 many, many times a day, from many, many people every  
23 day, all month long. I have not a clue, and they are  
24 not about to tell you, but I'm sure it is in the  
25 many millions -- probably tens of millions of dollars

1 income monthly.

2           **COMMISSIONER GARCIA:** I think you can be  
3 sure if Commissioner Jacobs is looking at it we'll be  
4 able to get some type of solution. And I'm sure GTE  
5 will work with Commissioner Jacobs to come up with  
6 something reasonable.

7           **WITNESS CAMPBELL:** If they were making that  
8 kind of money, \$10 million a day just on ECS calls,  
9 would you -- if you were GTE would you go for the  
10 overlay?

11           **COMMISSIONER GARCIA:** I can understand. And  
12 believe it or not we had a similar situation in Dade  
13 and Broward County where you had a lot of confusion  
14 between Dade and Broward and the ECS number.

15           **WITNESS CAMPBELL:** This is not competitive.  
16 This is noncompetitive. This is all for me; none for  
17 you. That's fair? That would be fair to the  
18 customers?

19           **COMMISSIONER JACOBS:** If I can ask you one  
20 more question, if you were to be aware of which  
21 routes -- and I don't know if this is technically  
22 possible or not -- but if there were some way so that  
23 you would know the first three digits of the call, you  
24 knew that would be an ECS call, if that were printed  
25 and either highlighted in a special place in the phone

1 book or on your bill, because -- I don't know, but I  
2 think each customer is going to know by then what  
3 three-digit code they reside in.

4 **WITNESS CAMPBELL:** I talked to a number of  
5 people about this issue, as you can imagine.

6 Number one, it's a impossibility. The books  
7 come out and the cutoff for the books are in January.  
8 They get delivered in May. So right there everything  
9 that got assigned --

10 **COMMISSIONER GARCIA:** I think what he's  
11 speaking about -- and correct me if I'm wrong -- it's  
12 the NXX, first three digits, and then just simply show  
13 you a geographic area, which they do, when they submit  
14 ECS plan --

15 **WITNESS CAMPBELL:** That doesn't work because  
16 there is no such thing, for example, as a 234 exchange  
17 NXX in the Tampa Bay area. There's no such thing as  
18 813-234 exchange -- I'm being hypothetical.

19 **COMMISSIONER JACOBS:** You calling an  
20 exchange in another area which won't show up.

21 **WITNESS CAMPBELL:** We have one area code and  
22 we have -- how many NXXs can you have in a area  
23 code -- we have all of those available for Tampa and  
24 Clearwater and St. Pete. They are not all used right  
25 now. Let's pick the next unused one. Let's say it's

1 234. It's not even been used; it's not in the book.  
2 The book came out in May and now GTE has decided they  
3 are going to put it in in Tampa.

4 **COMMISSIONER GARCIA:** Believe it or not, GTE  
5 plans a little bit further than that, and that's based  
6 on growth. So as a general rule you know more or less  
7 where they are headed --

8 **WITNESS CAMPBELL:** You should read those  
9 telephone books. They aren't even close. As a matter  
10 of fact --

11 **COMMISSIONER GARCIA:** I'm not talking about  
12 individual numbers, I'm just talking about the NXX.

13 **WITNESS CAMPBELL:** NXX, that's all. I don't  
14 care about the number. The number doesn't matter.  
15 You take the book, like I've done and that book cost  
16 \$25 in Clearwater. You take the Tampa book and you  
17 lay it open and you see what Tampa sees in Clearwater  
18 is an ECS call, you take the Clearwater book and look  
19 and see what exchanges are ECS going the other way,  
20 and there are conflicts in there. There are exchanges  
21 where they claim it to be a toll free and it's an ECS,  
22 and vice versa in those two books.

23 I can't deal with GTE. You think I'm going  
24 to get them to fix that?

25 **COMMISSIONER GARCIA:** You need to get with

1 Mr. Greer and sit down with him and exchange some  
2 information.

3 **WITNESS CAMPBELL:** They cannot get the data  
4 to us. To answer Mr. Jacobs --

5 **COMMISSIONER GARCIA:** They'll get it to  
6 Mr. Greer, they'll get it to the Commission. What  
7 worries me if you're alluding that they are being  
8 deceptive with the customers, and that bothers me  
9 because they shouldn't be. And generally these routes  
10 are made for the benefit of the consumers, and we do  
11 it based on calling patterns, and in the end it should  
12 benefit the consumer.

13 **WITNESS CAMPBELL:** You'd never know it  
14 looking at the phone book. When the phone book comes  
15 out, there are already a number of NXXs that are  
16 new -- a neighbor moves in, gets a new NXX. Where is  
17 that? Look it up in the book. It's not there. Call  
18 the operator. If I'm lucky she'll tell me.

19 You asked me a question, if the numbers were  
20 available -- and I surveyed my friends and I asked the  
21 question if you, for example, could dial a local  
22 number and get a voice, or whatever, and then dial in  
23 the NXX that you were curious about, and it would tell  
24 you whether it was an ECS call or not, GTE could do  
25 that. That's very viable because they would dial into

1 a computer base that's controlling the billing anyway.

2 My friends unanimously say why should I stop  
3 and find out whether every number I'm about to dial is  
4 an ECS call? Give me the one. Give me the ability to  
5 dial a 7-digit number, and if it is an ECS call, give  
6 me a "bong" and tell me I've got to hit a "1" to  
7 continue. Do something to -- not passively but  
8 assertively.

9 COMMISSIONER JACOBS: Interesting.

10 COMMISSIONER DEASON: Is it your  
11 understanding that if there is a geographic split,  
12 that that problem would go away? That every ECS call  
13 would have to be identified as calling from one  
14 area code to another?

15 WITNESS CAMPBELL: Yes, to a degree.

16 COMMISSIONER DEASON: What is the exception  
17 to that?

18 WITNESS CAMPBELL: The exception -- and  
19 there are some -- keep in mind the vast bulk of the  
20 problem is Clearwater to Tampa, and probably St. Pete  
21 to Tampa. But the other exception would be, for  
22 example, Oldsmar dialing to Clearwater is free.  
23 Oldsmar to Clearwater is free; Oldsmar to St. Pete is  
24 an ECS call. And that wouldn't be alleviated if they  
25 kept the common area code.

1           If you were in Clearwater and dialed Oldsmar  
2 free, but if I dial Tarpon Springs it's free, but if I  
3 deal Port Richey it's an ECS ca'll.

4           **COMMISSIONER DRAGON:** Clearwater to Tarpon  
5 Springs.

6           **WITNESS CAMPBELL:** Clearwater to New Port  
7 Richey is an ECS call. I don't know how 99.9% of the  
8 telephone public is expected to begin to comprehend  
9 this let alone understand it. I consider myself very  
10 savvy in this area and I can't do it. They are bigger  
11 than me.

12           **CHAIRMAN JOHNSON:** Any other questions for  
13 Mr. Campbell? Mr. Campbell, again, we appreciate you  
14 bringing that to our attention. As Commissioner  
15 Jacobs stated, he's been working with Staff and trying  
16 to look at alternatives and means by which we can  
17 address the issue.

18           Let me assure you, again, as we talked about  
19 at the last meeting, we were appreciative of you  
20 bringing this to our concern and we're going to work  
21 and endeavor to get it resolved. Thank you,  
22 Mr. Campbell.

23           **WITNESS CAMPBELL:** Thank you very much.

24           **CHAIRMAN JOHNSON:** Appreciate your  
25 testimony. (Applause)

1                   **MR. BECK:** Allen Martin.

2

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3

**ALLAN MARTIN**

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

7

**DIRECT STATEMENT**

8                   **WITNESS MARTIN:** Good afternoon, ladies and  
9 gentlemen. My name is Allen Martin. I live in Tampa.  
10 I'm here as a homeowner, residence home phone, and  
11 also self-employed, doing business, of course, with a  
12 telephone, to go on record that I'm against the  
13 overlay, for no other reason, it's inconvenient for me  
14 and I'm the customer. It will take me more time, it  
15 will take me more thought and more effort to remember  
16 numbers -- of course, I'm able to still remember some  
17 local numbers, and I'm close to a senior citizen.

18                   And I was wondering that if there is a true  
19 need for more numbers, can we pick up additional  
20 numbers using a different electronic code to replace  
21 the term "area code" for beepers that go farther than  
22 just locally, or for the cell phones, because they are  
23 not local at all; they are not area at all.

24                   So if GTE needs more numbers, instead of  
25 having a cell phone if you want to reach with 813, if



1 that applies.

2           **COMMISSIONER GARCIA:** We'd love to do it  
3 because it's a simple way of doing it but  
4 unfortunately --

5           **WITNESS MARTIN:** It's not enough numbers.

6           **COMMISSIONER GARCIA:** No, no. It's just not  
7 allowed. It's not competitively neutral.

8           There's only one place in the nation it was  
9 done and it was agreed to by the carriers, and it was  
10 the first place that it was done, and it was New York.  
11 But since then they just don't do it. The FCC said  
12 you can't do it. Although it's a good idea.

13           **CHAIRMAN JOHNSON:** And New York was  
14 overruled.

15           **COMMISSIONER GARCIA:** No, I think in New  
16 York -- because all the carriers agreed to it the  
17 first time it was done many years ago it went into  
18 place. Where it was overruled was in Chicago when  
19 they tried to do it, the FCC overruled it, and said  
20 you couldn't do it. The reason that initially -- the  
21 carriers themselves said it's a great idea. Let  
22 people know I got a set number -- that's when it was  
23 sort of i vogue to have these things. Then they  
24 became a necessity. And those carriers wanted to be  
25 as invisible to the user and to the caller as a

1 business line or a home line. So the FCC ruled that  
2 it can't be done. But it's a good idea.

3           **WITNESS MARTIN:** I'm aware -- I'm as  
4 self-serving as anyone else, or more so. And when GTE  
5 came out with this plan for overlay they were looking  
6 out for their best interest. And I've heard a lot of  
7 testimony about cost. There's an argument obviously  
8 for lower cost for overlay. And I'm hearing that  
9 argument that it would be less costly for a geographic  
10 split.

11           I also heard mention a poll by GTE. And if  
12 we went to stand on fairness, I think it would be a  
13 simple thing with the next mailing, or two mailings  
14 from now of your telephone bills, is to have a vote  
15 and see what the customers want. And it wouldn't be  
16 any surprise to me if the results are opposite from  
17 what the GTE poll showed.

18           And also for what plan to pick, Plan 1, 2, 3  
19 or 4. Again, the people in Zone 3 or 4, let them  
20 vote. Just send it with the telephone bill. But I'd  
21 like the questions approved by the Public Service  
22 Commission, not by GTE. That's all I have to say.  
23 Thank you for your time.

24           **CHAIRMAN JOHNSON:** Thank you, Mr. Martin.

25           **MR. BECK:** Peggy Arvanitas.

1 **PEGGY ARVANITAS**

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

5 **DIRECT STATEMENT**

6 **WITNESS ARVANITAS:** I'm Peggy Arvanitas.

7 And that's spelled A-R-V-A-N-I-T-A-S. I live in  
8 Clearwater, Florida. I live in Pinellas County.

9 I want to say that I'm for the geographic  
10 split. I want to say that GTE is a steward for our  
11 phone numbers and steward, by definition, is a worker  
12 who attends to the needs of his passengers.

13 GTE has given these customers a poor journey  
14 to the truth, and for that we should commend them for  
15 their business-as-usual-monopoly mentality we've grown  
16 to dislike in the Pinellas County and the Tampa Bay  
17 area. I thank God for our referee, the Public Service  
18 Commission, for which if it wasn't up to them there  
19 would be no truth at all.

20 I wonder if Beverly Mannerd -- is she still  
21 here?

22 **MS. CASWELL:** Beverly Menard. Yes, she's  
23 here.

24 **WITNESS ARVANITAS:** In the last GTE hearing,  
25 which was in January, my very direct question to her

1 was if there's a geographic split, which I'm in favor  
2 of, who gets the area code? She said Hillsborough.  
3 And I said why? And she said because they have the  
4 numbers. That's the law. Okay. We weren't given any  
5 other explanation.

6 In the February 20, 1998, Tampa Tribune  
7 article done by Frank Ruiz (ph) she states "An overlay  
8 will give only new customers a new area code, which  
9 will require everyone in the area to dial 10 digits to  
10 make a local call, even across the street. A split  
11 would give Pinellas County residents the new 727 area  
12 code and Hillsborough 813. Pinellas will get the new  
13 area code because it has fewer numbers, and that's  
14 what the Federal Communication Commission guidelines  
15 call for." Well, she's incorrect.

16 Let me introduce you, since Friday what I  
17 have got ahold of is the North American Numbering  
18 Planning administration. These are the industry  
19 numbering committee guidelines. They are not FCC.  
20 It's a third-party guidelines.

21 I didn't know if Mrs. Mannerd (sic) had a  
22 copy of this. She made reference to it because it is  
23 an FCC guideline.

24 So this North American Numbering Committee,  
25 it's an impartial third-party; it's not the FCC. And

1 pretty much it's the bible, so to speak, what the  
2 industry is -- how they are supposed to go about  
3 either an overlay or a geographic split.

4           So I'm going to open up this little bible  
5 and I'm going to read Section 5.8. "Public statements  
6 and press releases." It says "During the relief  
7 planning process, public statements are not  
8 encouraged. However, some states may require input  
9 from the public to the planning process. If questions  
10 are directed to the relief coordinator, or if a  
11 reaction to a press article is warranted, responses  
12 should, to the extent possible, be limited to factual  
13 information as opposed to opinion or preference,  
14 concerning the relief options being considered."

15           Well, I know notably GTE obviously was  
16 stating their opinion, so obviously they are in  
17 violation of their industry guideline standards. Were  
18 they doing this so they could scare Pinellas County?  
19 They did say if we didn't vote for the 10-digit  
20 overlay, Pinellas County would get a new area code.  
21 Well, I just want to remind them that these are not  
22 their numbers. These are our, the publics' numbers.  
23 Let me refer you to Section 2.9 of this Numbering  
24 Committee Guidelines, which says "CO codes and NPA  
25 codes" -- NPA codes, for those of you who aren't

1 familiar with their terminology, because they don't  
2 give us any glossary -- NPA is area code. So "CO  
3 codes and NPA codes are public resources and  
4 administrative assignment of these codes does not  
5 imply ownership of the resource by the entity  
6 performing the administrative function. Nor does it  
7 imply ownership by the entity to which the resource is  
8 assigned." So basically these are our numbers. The  
9 customers' numbers.

10 Now, this Numbering Committee booklet, they  
11 refer to the pager companies and the cellular phone  
12 companies as carriers. I want you to remember  
13 terminology. Carriers: Cellular phone and pager  
14 companies. Customers: We the people. Okay.

15 I think that maybe because of the heavy  
16 commercial areas Hillsborough is heavily zoned  
17 commercial and because most of these Hillsborough  
18 companies, these pager and cellular phone companies  
19 reside in Hillsborough, that's maybe why Mrs. Mannerd  
20 thought that Hillsborough should keep the 813 area  
21 code.

22 However, you know, how many of our numbers  
23 did GTE give to the cellular phone companies to sell?  
24 You know, and I guess they distributed it in bundles  
25 of 10,000 numbers at a time. That's how it works.

1 How many of these numbers did they give to them?  
2 Obviously there's at least five cellular phone  
3 companies and they are all competing. Because Frank  
4 Ruiz, after he published some -- the little article,  
5 and didn't offer to -- for the Public Service  
6 Commission to have a response, in the Tampa Tribune  
7 Monday he published this little "Cutting Through the  
8 Hype, A Price War of the Cellular Industry."

9           So I wonder, maybe GTE should tell the truth  
10 and explain to the customers, and the Public Service  
11 Commission, what is the percentage of the numbers that  
12 they've allocated to the cellular phone and paging  
13 companies. How does that work? I get a cellular  
14 phone license, I give GTE a quarter of a million  
15 dollars; they give me 50,000 numbers? How does that  
16 work? I wish someone would explain it to me and the  
17 general public.

18           When I go back -- what also disturbs me is  
19 in the numbering guidelines it refers to the  
20 customers. The telephone -- area codes are the  
21 customers, okay. I'm disturbed because in 5.9,  
22 Section 5.9 it says "public announcement of the  
23 relief." The carriers i.e. the cellular phone and  
24 paging companies, get to be notified a month before we  
25 do. Why is that if it's our telephone? It's our area

1 code? When were they notified? I bet they were  
2 notified way before October 1997, like GTE notifies  
3 the general public.

4 Now, if I'm reading 6.1 -- as you can tell  
5 I've digested this information -- and God bless the  
6 Internet -- according to 6.1, they are discussing the  
7 NPA split, NPA meaning area code, split method. And  
8 by this method the exhausting NPA is split into two  
9 geographic areas which leave the existing NPA area  
10 code to serve. For example, an area with the highest  
11 customer density. Now, Ms. Menard was incorrect. She  
12 kept saying the dude with the most numbers wins.

13 Well, Hillsborough County -- we're not  
14 talking where the numbers originate, which she keeps  
15 stressing. Because reading your little bible,  
16 industry standards, it's talking customer density.  
17 And cellular phones and paging companies, I bet if you  
18 get a breakdown according to building, that you would  
19 discover the majority of the business that they are  
20 servicing, or sending billing to, probably will be  
21 Pinellas County. We're a heavier residential area.

22 So I would like the Public Service  
23 Commission to a % where the number count -- where do  
24 the numbers for the cellular phone and the paging  
25 companies -- that's originating, they are not



1 considered customers -- so where are the customers for  
2 the cellular phone and paging companies? You know,  
3 maybe you should do a percentage breakdown. And how  
4 many of these numbers that you give away with the  
5 cellular phone and paging licenses not being used,  
6 i.e., called reserved.

7           So it would seem to me by reading this  
8 industry bible that GTE hasn't read it because I'm  
9 quoting things they did and said that are not  
10 according to this little industry standard guidelines.

11           Pinellas, Hillsborough County and Pasco  
12 County are very unique areas. Hillsborough County has  
13 a very heavy commercial zoning base. And it's still  
14 growing, by the way. So if you did a geographical  
15 split and gave them the 813 area code, they would most  
16 likely have to split again within three to four years.  
17 This is according to GTE's on material they gave this  
18 morning.

19           Unfortunately, you're in violation of 2.5,  
20 what your industry guidelines state, "For each relief  
21 activity proposed in the plan, it is recommended that  
22 customers who undergo number changes shall not be  
23 required to change again for a period of 8 to 10  
24 years."

25           So I guess maybe I'm a little disturbed.

1 And GTE's argument, they've already predetermined,  
2 predecided and printed it in the press their opinion  
3 of who should get, in a geographic split, the area  
4 code. I feel the Public Service Commission should be  
5 investigating how GTE is allocating our -- we, the  
6 customer -- phone numbers. Our phone numbers. The  
7 customer phone numbers. Maybe there's various needs  
8 to sell numbers to cellular phone to paging companies  
9 and make money on these carriers, has overextended our  
10 phone numbers. And because of their ineffective and  
11 poor planning they have created this problem to begin  
12 with. It's my position that GTE is not a good  
13 steward.

14 I have one last comment, because I heard it  
15 in the beginning. I'm a little concerned that GTE is  
16 trying to propose that the cellular phone and the  
17 pager companies are mobile, therefore they do not have  
18 to do -- they should be exempt from an area code.  
19 Because what is good for the goose is good for the  
20 gander. If you're going attempt to count these  
21 numbers because the cellular phone and paging company,  
22 the carriers, by the industry standards comments, they  
23 originate in Hillsborough County, then you can't then  
24 on the flip coin, decide it doesn't matter what the  
25 area code is going to be because they are going to be

1 exempt. I have a problem with that.

2 I know if I told a lie, and I'm a realtor,  
3 my broker wouldn't care who I knew, he'd grab me by  
4 the little neck. I want to know from the Public  
5 Service Commission's viewpoint do you penalize them  
6 when they are in violation of their industry  
7 standards? Do you fine them? Or are they allowed to  
8 print garbage like this?

9 That's all I have to say. Thank you.

10 **CHAIRMAN JOHNSON:** Thank you, ma'am. Any  
11 questions? Thank you again for testifying. You  
12 testified at our last workshop and we appreciate your  
13 bringing that information and your thorough research.

14 **WITNESS ARVANITAS:** I also want to say I'm a  
15 biproduct of Pinellas County schools.

16 **MR. BECK:** Doris Shearer.

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18 **DORIS SHEARER**

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

22 **DIRECT STATEMENT**

23 **WITNESS SHEARER:** Hi. Thank you for the  
24 opportunity to speak.

25 **CHAIRMAN JOHNSON:** Would you state your name

1 again.

2           **WITNESS SHEARER:** I'm Doris S-H-E-R-A-R-E-R.

3 I live in Pinellas County, St. Petersburg.

4           It seems obvious to me -- I'm not going to  
5 go over everything everybody else has said. You've  
6 heard it.

7           It seems obvious to me that all other  
8 arguments aside, the customers want a geographical  
9 split for all of the reasons that have been cited. It  
10 makes sense to me to have a geographical split.

11           It's obvious to me that GTE does not care  
12 about public opinion. There was only one speaker here  
13 who was for an overlay. Even MCI and AT&T prefer a  
14 geographical split.

15           To answer somebody's question about Oldsmar.  
16 Oldsmar is in Pinellas County. My grandchildren live  
17 in Oldsmar and they go to Pinellas County schools.  
18 Living in St. Petersburg I'm well aware that's a  
19 25-cent toll calling. It's not difficult for me to  
20 figure out when I'm calling Tampa or Oldsmar or  
21 northern Pinellas County because those exchange  
22 numbers are very, very different than the ones we use  
23 down in St. Petersburg. So I don't have a big problem  
24 with the 25-cent phone calls.

25           I want to please ask the Public Service

1 Commission to be responsible to the citizens and  
2 customers of GTE. In my mind the Public Service  
3 Commission is the only body that stands between GTE's  
4 legal monopoly and what the customers desire. Please  
5 do not just rubber-stamp what GTE wants.

6           There have been so many speakers with so  
7 many arguments. And an overlay plan or a geographical  
8 split, once the decision is made, the area is going to  
9 have to live with that. In my mind the biggest  
10 argument for a split is the fact that according to  
11 GTE, in five or seven years there's going to have to  
12 even be a third area code. In my mind that in itself  
13 screams to do a geographical split. It doesn't -- I  
14 can't possibly conceive of a system where there would  
15 be three area codes in one geographical area. It just  
16 doesn't make sense, given the fact that all around the  
17 country area codes mean area codes. Thank you.

18           **CHAIRMAN JOHNSON:** Thank you. Any  
19 questions? Thank you, ma'am.

20           **MR. BECK:** Monte Belote.

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**MONTE BELOTE**

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

**DIRECT STATEMENT**

**WITNESS BELOTE:** Good afternoon, Commissioners. My name is Monte Belote. I serve as the Executive Director of the Florida Consumer Action Network, a statewide grassroots consumer and environmental advocacy organization.

I wanted to first thank Chairman Johnson for responding to the immediate outpouring of consumer frustration when this published story broke just a few months ago. And as a result we've not only now had Public Service Commission workshops but a hearing today, and ultimately a result at some point in the near future.

Once again, however, the giant monopoly wants its way at the customers' expense. And unfortunately it's been only three years since the Florida Legislature deregulated the telecommunications business with promises of lower costs, more choices, better service and the end of monopolies. Instead, we, unfortunately, told you so.

Today we have the worst case scenario; a

1 virtually unregulated monopoly with no limits  
2 whatsoever as to how high their profits can go. How,  
3 of course, the Commissioners know this. They have had  
4 to deal with it for the last three years. But that's  
5 exactly why GTE can respond to their own drummer  
6 instead of what consumers want.

7           What we want is simply a choice, which  
8 choice is ultimately up to you, the customers. We're  
9 the ones who pay these bills. Not GTE. That phone  
10 network has been paid for with our blood, sweat and  
11 tears for decades paying our 11. 65 plus taxes, et  
12 cetera, every month as a loyal customer. And what do  
13 we get for that loyalty?

14           We want choices that consumers want rather  
15 than what the monopoly wants. One option that we hear  
16 commonly is one that was raised by Commissioner Garcia  
17 just a little while ago. The problem, of course, of  
18 having pagers and cellular numbers, et cetera, has  
19 been ruled discriminatory by the FCC. It seems to us  
20 that this is a great opportunity for the Public  
21 Service Commission to challenge a FCC order and go to  
22 court and do what the public might really want from a  
23 commonsense perspective. To challenge that decision  
24 from several years ago, and propose another  
25 alternative, not one of the four that are here today,

1 but rather to put the new area code to receive the  
2 pagers and the cellular numbers and et cetera.

3 But that being said, absent that  
4 opportunity, some sort of geographic split is  
5 obviously what the public wants. We hope that you  
6 will be able to find a way to do that as well.

7 But while we're at it, we also ask you to  
8 unmask the monopoly's unbridled greed with the help  
9 of, unfortunately, Florida Legislators, as they  
10 railroad 100 to 150% rate increase for basic local  
11 phone service. You didn't hear it first, you heard it  
12 last week. The Florida Legislature, lead by GTE and  
13 the other phone monopolies, want to raise basic local  
14 phone rates to \$23.50 a month. Now, wait a minute.  
15 GTE reported a 42% rate of return on equity last year,  
16 about 10 to 20 times what consumers, real live people  
17 actually earn. If anything they need to diversify  
18 their excess profits; not raise them to even higher  
19 levels.

20 I wanted to thank you for the opportunity,  
21 and if we can help in any way, please don't hesitate  
22 to call.

23 **CHAIRMAN JOHNSON:** Any questions for  
24 Mr. Belote? I wanted to thank you personally. I  
25 think you were probably the first person to call me



1 when the announcement was first made, I think in the  
2 St. Pete Times, expressing your concern and your  
3 interest in asking that the Commission come down for  
4 the first set of public workshops, to be involved.  
5 You have been a real advocate and I appreciate your  
6 sensitivity in bringing the issues to the Commission's  
7 concern. Thank you very much.

8 **THE WITNESS:** Thank you.

9 **MR. BECK:** Joseph Blaber.

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**JOSEPH BLABER**

12 was called as a witness on behalf of the Citizens of  
13 the State of Florida and, having been duly sworn,  
14 testified as follows:

15

**DIRECT STATEMENT**

16

**WITNESS BLABER:** I'm Joseph Blaber. I  
17 reside in Clearwater. I'm here today as a  
18 representative of the American Association of Retired  
19 Persons. I serve on the AARP state legislative  
20 committee. I welcome you on behalf of the AARP.  
21 We're grateful for the opportunity to assist the chair  
22 and other Commissioners as you wrestle with a  
23 resolution to GTE's two proposals.

24

The two proposals, as I understand them, are  
25 first to resort to a 10-digit dialing system in the

1 813 exchange. Secondly, in future expansions, to use  
2 an overlay plan.

3 Speaking for the AARP, for each one of these  
4 two. Number one, the AARP opposes the concept of  
5 10-digit dialing.

6 Number two, the AARP opposes the concept of  
7 the overlay plan. And that's it.

8 **CHAIRMAN JOHNSON:** Thank you very much.  
9 Appreciate your comments.

10 **WITNESS SLABER:** My pleasure.

11 **COMMISSIONER GARCIA:** Let me ask you real  
12 quick before you take off, you're a Clearwater  
13 resident. Did you take a look at these. I think they  
14 are right there in front of you.

15 **WITNESS SLABER:** Yes.

16 **COMMISSIONER GARCIA:** Which one of these  
17 would you -- I'm going to limit you. You can't tell  
18 me but you've got 3 there; 2, 3 and 4. Which one of  
19 these would you be in favor of? Now I'll ask you as a  
20 Clearwater resident, not as a member of AARP.

21 **WITNESS SLABER:** Thank you for the  
22 distinction for that. Because AARP has taken a  
23 position just on the first two.

24 As . look at these, and as you people  
25 wrestle with the demographics on that, you have

1 probably the bigger question of the three, as I see  
2 it, eventually. How are you going to decide  
3 demographically which of these three, or perhaps other  
4 solutions to come up with. You're hearing all kinds  
5 of things, and you continue to, on this. Personally,  
6 and again, not as an AARP rep -- personally I would  
7 think No. 3, where West Pasco and Pinellas are one  
8 geographic unit, East Pasco and Hillsborough. But  
9 that's simply Joe Blaber's simple solution to the  
10 whole thing. Good luck with your decision. Thank you  
11 for the opportunity today. Anything else, Mr. Garcia?

12 **COMMISSIONER GARCIA:** Thank you.

13 **CHAIRMAN JOHNSON:** Thank you for your  
14 testimony and presenting the positions of AARP and  
15 your personal opinions. We appreciate both very much.

16 **WITNESS BLABER:** You're most welcome.

17 **MR. BECK:** James Horton.

18 - - - - -

19 **JAMES HORTON**

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

23 **DIRECT STATEMENT**

24 **WITNESS HORTON:** Hello. And I'd like to  
25 thank the Commissioners for giving me this chance to

1 speak. I'd also like to say I think I'm uniquely  
2 qualified in this audience to speak on a variety of  
3 telecommunications technologies that address the  
4 future.

5 I am a computer scientist, an electrical  
6 engineer and I also have a degree in petrochemical  
7 engineering.

8 My life has been devoted to creating  
9 technologies that are safe, and empowering people to  
10 live better lives with lower cost. Any engineer in  
11 their job is constantly looking to lower cost. So  
12 anything that we implement from the 1996  
13 telecommunications law that doesn't first address  
14 lowering cost is a travesty of justice for any  
15 political, elected or wealthy individual in this  
16 country to not put first and foremost at the point of  
17 what they're doing with this communications industry.

18 I'd like to go on record as saying that we  
19 own, myself and a group of computer scientists  
20 privately, an Internet access company in the Tampa bay  
21 area called CFT, and we also hold an ALEC certificate  
22 even though we're not selling any communication  
23 services at this time.

24 We've discovered the enormous cost barrier  
25 to entry in this industry is prohibiting anyone but

1 billion dollar corporations from becoming an effective  
2 competitor against the telephone monopolies.

3           **COMMISSIONER GARCIA:** Mr. Horton, what's the  
4 name of your ALEC in Florida?

5           **WITNESS HORTON:** It's 4748. It's under CFT  
6 Incorporated.

7           **COMMISSIONER GARCIA:** CFT.

8           **WITNESS HORTON:** The ASN number is 4748.

9           I do apologize for not being more formally  
10 prepared. I just found out about this meeting  
11 yesterday. I called the Office of Public Counsel,  
12 because on the ISDN tariff, a large number of Internet  
13 service providers spend \$600 or \$500 for a PRI line so  
14 their constituents can dial in from a wide variety of  
15 areas. And I was just informed by a GTE sales rep  
16 they are grandfathering in those services but we can  
17 no longer get them.

18           My understanding is all sorts of other  
19 businesses and entities in the Tampa Bay area can keep  
20 buying ISDN PR lines, which are basically a T-1 line  
21 of 23 or 24 DS0s at that same price. And I asked for  
22 the tariff, and I've already made 15 phone calls, and  
23 you can't find the tariff they reference this under.  
24 If you look in front of the phone book, it says you  
25 can go to any GTE office and demand to see the tariffs

1 and they have to provide you a set of tariffs or show  
2 you the wording on the tariffs.

3           These tariffs don't exist. They might exist  
4 for you, and they might exist for corporations that  
5 have billions of dollars to get all sorts of CD Roms  
6 every week put in, but as a competitor that is trying  
7 to build a competitive local phone company, and also  
8 an Internet provider that sells flat rate  
9 communication services so people cannot only  
10 communicate throughout a wide county area but the  
11 whole world without paying long distance phone calls,  
12 you cannot get access to them.

13           Let's get to the survey. On public records  
14 Paul Abracombi with the Tampa Bay Business Journal  
15 broke a story approximately a year ago about a GTE  
16 survey that said all of these great and wonderful  
17 things about GTE, and how no one really wanted  
18 competition. I think everyone in the Commission ought  
19 to read that article. It goes right to the very heart  
20 of the spirit and the quality and the integrity of GTE  
21 surveys. You can ask any person that has a PhD in  
22 statistics, or works in business areas and surveying,  
23 if you limit the questions and word them a certain  
24 way, you're going to solicit a type of response that  
25 you want. It's done and crafted in the industry on a

1 routine basis. Everyone knows about this in politics.

2           The same thing applies to this sort of  
3 survey. What I would suggest, where there's been an  
4 overlay plan implemented, why doesn't someone survey  
5 the citizens that live there and let them talk about  
6 how wonderful the overlay plan is. (Applause)

7           As a second point, all of the articles I've  
8 read in industry trade journals about overlay plans,  
9 they have seen cost for phone calls, both interLATA  
10 and intralATA, do nothing but go up. So it's a  
11 mechanism that sets the stage for increased  
12 communications cost.

13           Also speaking on behalf of our Internet  
14 company, I have a concern that when a long distance  
15 company comes into this area to operate they can drop  
16 equipment into one area and backhaul phone calls and  
17 communication services throughout the whole area. And  
18 they have one set of equipment and they reach the  
19 entire six-county area. As an Internet provider I  
20 have to build six nodes currently to dial up and  
21 service 90% of the people in the GTE LATA now. And if  
22 you go to an overlay plan, I'm probably going to have  
23 to build 15 to 30 nodes so everyone that makes a phone  
24 call into our internet company, it's a local phone  
25 call. And today is not a luxury. It's a tool of

1 information that everyone has to have access to. If  
2 these phone calls increase the cost, that's going to  
3 inhibit people at the poor end of the spectrum that  
4 can't afford \$200 a month in phone bills and Internet  
5 access cost in their home.

6 I'd like to go on the record, when MCI came  
7 into town I spent a lot of time working with those  
8 people, negotiating a contract. We signed a contract  
9 to buy a DS-3 level of phone service, that 672 DSOs,  
10 672 phone lines. And we have people, customers -- I  
11 can forward you e-mail or get sworn testimony or  
12 statement on this issue -- they would order a new  
13 phone line and from one old phone they would call one  
14 of our numbers, it would be a local call, and they  
15 would go to another phone line within their same  
16 premise and call one of our nodes and it either be a  
17 25-cent extended call or a metered long distance  
18 intraLATA call. And there's no way MCI could  
19 reconcile that problem with GTE. There are enormous  
20 call routing problems. And we had to abandon our  
21 business relationship with MCI because they couldn't  
22 fight GTE. And MCI certainly has a lot more money  
23 that CFT to provide alternative communication services  
24 in the Tampa Bay area.

25 I would like to point out and make a clear



1 statement that I think this is a predatory action by  
2 GTE that is strictly going to be for the purpose of  
3 making more phone calls to small local Internet  
4 providers, long distance or metered or ECS phone calls  
5 at the cost of communicating and doing business with  
6 those companies is only goes to rise, and will further  
7 serve to knock off a lot more small companies from  
8 being Internet access providers. And we've already  
9 seen tremendous pressures on this industry due to the  
10 predatory actions of all of the carriers, in  
11 particular the incumbent local exchange carriers. And  
12 the testimony in front of this Utility Commission, you  
13 guys have seen lots of the technologies like telephone  
14 calls over the Internet. This is a reality. This is  
15 where it's going. This is what's going to happen.  
16 There's not a choice there. There's no slowing down  
17 the technology. If America doesn't champion this  
18 technology, another nation will.

19           So with that in mind, we need to embrace  
20 plans where most citizens can get quality phone lines  
21 at \$11 a month or list. Prices do not need to be  
22 going up; they need to be going down.

23           There are quite a few pieces of  
24 technology -- our company doesn't sell any of them and  
25 I didn't present any of that equipment today, but I

1 can to the industry -- where residential people can  
2 plug in an electronic box in their home, and instead  
3 of designating a particular long distance phone  
4 provider, there's a database that automatically gets  
5 updated by a long distance phone call that according  
6 to the time of day, and the day of the week and the  
7 destination where you are calling, out of hundreds of  
8 long distance phone companies it chooses the least  
9 cost path and the least cost provider to use.

10           These technologies are all based on the NPA,  
11 National Planning Authority Plan, using area codes and  
12 phone numbers to determine this. If an overlay plan  
13 is implemented it is going to particularly inhibit the  
14 consumers from deploying advanced electronics that  
15 save them money on long distance calls. Any business  
16 with hundred of phone lines can go out and buy an  
17 expensive PBX and get that as a standard feature. But  
18 within the telephony industry there's a myriad of  
19 products coming out, basically smart telephones, that  
20 allow people to use the lowest cost provider at that  
21 particular instance of the day, the month, the week,  
22 or the destination. This overlay plan will extremely  
23 inhibit that technology and the costs of that move.

24           I'd also like to further challenge the need  
25 for a new area code at all. Currently right now CFT

1 has 90 phone lines with separate phone numbers that we  
2 cancelled by certified mail last July to GTE, and  
3 there is still not billing resolution on that. We're  
4 still being billed on those 90 numbers, which we  
5 released last July, and they threatened to turn off  
6 all of our phone services at our main operation center  
7 unless we blindly sent in \$5,000. And we have  
8 certified mail to prove that we not only paid that  
9 bill and asked for them to be terminated, but I'll bet  
10 you they have not made those phone numbers available  
11 to other people.

12           Secondly of all, everyone here is familiar  
13 with T-1 data services. There are an enormous number  
14 of small businesses that have five, six or seven phone  
15 lines that could merely use one phone number off a  
16 hunt group and those telephone services delivered so  
17 they can have 40 or 50 phone lines, but they only need  
18 one telephone number. If you go and try and buy these  
19 services from GTE, you get nothing but smoking  
20 mirrors. They don't come clean about these plans,  
21 don't have them published. You can't get printed  
22 literature. They are going to ask you who you are and  
23 who your sales rep is. And our sales rep changes  
24 every three to six month. There's no continuity on  
25 this and there are an enormous number of phone numbers

1 that could be recycled and made available, and there's  
2 no new area code needed. And I would challenge GTE to  
3 put together an impartial engineering committee to  
4 study this effect and see if we couldn't do that, and  
5 roll out T-1 services, and let all of these small  
6 businesses have a single number, yet all of the phone  
7 lines they need.

8 All of the big corporations get the --  
9 everyone is after that 5% of the upper market but  
10 there are an enormous number of phone lines and  
11 businesses that buy five, six or seven phone lines  
12 that can't get a single number; it triples their phone  
13 bill.

14 I formed with a group of computer scientists  
15 the first Internet access service provider in this  
16 state. And we pioneered flat rate Internet access in  
17 this nation, and I'm very proud of that. But I'm also  
18 very disappointed in the actions of the local exchange  
19 carrier. They have done nothing but taken moves to  
20 inhibit real competition.

21 As a prime example, last summer the utility  
22 Commission allowed GTE to stop offering dialed data  
23 link service. Dialed data link service is written up  
24 in whatever specification that exists as a 9600 baud  
25 modem guaranteed throughput. Today with 56K

1 technology and 4-to-1 compression, called V42, it's  
2 standard to get anywhere from 150,000 to 200,000 baud  
3 on a modem in any given home.

4           What dial data link service did was  
5 guarantee there was an unique condition phone line for  
6 \$5 a month that people could get in their home. And  
7 they had a high quality phone line and it was treated  
8 a data circuit. Okay.

9           The Utility Commission allowed GTE to quit  
10 offering that and GTE's stance was that "We'll  
11 guarantee that all of our phone lines are of such high  
12 quality that anyone can get 9600 baud." 9600 baud is  
13 the equivalent of a 2400 baud modem, with 4-to-1  
14 compression. Nobody, and I mean nobody communicates  
15 at those modem speeds today. And, indeed, what we  
16 were told by our GTE representative was that we have  
17 PRI, which is ISDN T-1s that will accept analog and  
18 digital phone line connections. What we were told is  
19 that was only intended for data. And GTE interprets  
20 data as ISDN only, so they will not sell any more of  
21 those T-1 line services to us that allows people with  
22 analog modems, i.e. 288 or 56K or any of those modem  
23 speeds to dial into our digital modem equipment and  
24 gain Internet access.

25           There's been a continuous pattern of

1 predatory actions, not only against CFT, but against  
2 anybody that's come into this area that's a small  
3 operator and try to be an Internet provider and an  
4 innovative communications company. And if you doubt  
5 this, I can provide a list of scores of Internet  
6 providers that will testify to the same thing. This  
7 is a pattern. It's predaceous and it's wrong.

8 We operated one of our nodes for the longest  
9 time in Feather Sound. And in Feather Sound --

10 **COMMISSIONER DEASON:** Mr. Horton, I  
11 appreciate your testimony, but I'm trying to  
12 understand how all of this relates to the question in  
13 front of us today, which is the area code; whether  
14 we're going to go to a geographic split --

15 **WITNESS HORTON:** I think an engineering --  
16 independent engineering study needs to be commissioned  
17 to look at all of the phone numbers hard and see if we  
18 even really need a new area code. That would be the  
19 first challenge I would make to this Commission. I  
20 don't think a new area code is needed based on  
21 planning. We've heard everyone walk to the block of  
22 10,000 number allocations. Certainly there are better  
23 ways to allocate the phone numbers and the usage ought  
24 to be there, but there are also lots of numbers that  
25 are available that aren't being reintroduced into the

1 pool, number one, and number two, there are thousands  
2 of businesses that could benefit from a single phone  
3 number delivered on a digital T-1 and not need 15  
4 different phone numbers within their small business  
5 location. That's a standard feature in PBX. And if  
6 you're a big customer, you can buy these things  
7 cheaply. If you're a small customer, GTE will say if  
8 you have six lines or less you dial this number, you  
9 can't even get ahold of a knowledgeable person to  
10 explain it, let alone show you printed literature of  
11 what the prices are.

12           And the big game they play now is if anybody  
13 gets anything, it's on an ICB, individual case basis,  
14 which mean they can go and cut whatever deal they want  
15 and sell to a company at whatever price, and it's not  
16 published in the public domain, and other businesses  
17 don't have access to that pricing model.

18           I think if this Commission was to look  
19 deeply into those ICBs they would find that there are  
20 a lot of companies getting digital phone services on  
21 hunt groups and rotaries that are paying much lower  
22 than the \$50 per month for a business phone line, and  
23 yet the average small business can't gain access to  
24 those prices or those sort of plans or programs.

25           **COMMISSIONER JACOBS:** So the net effect --

1           **WITNESS BORTON:** They are using up more  
2 phone numbers than what they should. Instead of a  
3 small business having nine separate phone lines, they  
4 could have one phone number for the fax and other  
5 eight business phone lines could all use one number  
6 with rotary, a key system, a PBX or whatever.

7           **COMMISSIONER JACOBS:** Okay.

8           **WITNESS BORTON:** So there's a whole lot of  
9 smoking mirrors going on there where the numbers could  
10 be drastically reduced and made more available.

11           And I would suggest an independent  
12 third-party engineering company come in and look at  
13 these alternatives as opposed to even allowing a new  
14 area code in this area.

15           I would just like to remind the Commission  
16 and everyone here that the NPA stands for National  
17 Planning Authority. I don't have a list of all of the  
18 technologies and software that do things by area code,  
19 but it is enorsous. There are enormous amounts of  
20 software out there that use that three-digit area code  
21 to bring up a geographic map or to talk about  
22 something specific, or to show you where the closest  
23 local place is to go and buy a service whatever.  
24 That's what NPA stands for.

25           In conclusion, I would just like to thank



1 the Commission for giving me a chance to testify. And  
2 I'd like to further state I think there are lots of  
3 solutions to having an adequate number of phone  
4 numbers available in the Tampa Bay area without a new  
5 area code. But if a new area code is to be  
6 implemented, I would prefer -- and everyone I've  
7 spoken with through our Internet company, and  
8 friends -- would prefer a split versus an overlay  
9 plan. Thank you.

10 **CHAIRMAN JOHNSON:** Thank you, Mr. Horton.  
11 Public Counsel, our court reporter is going  
12 to need a break. How many more witnesses do we have?

13 **MR. BECK:** Four additional witnesses.

14 **CHAIRMAN JOHNSON:** We're going to take a  
15 quick ten-minute break so she can have a opportunity  
16 to rest her fingers for a few minutes.

17 (Brief recess taken.)

18 - - - - -

19 **CHAIRMAN JOHNSON:** We're going to go ahead  
20 and reconvene our hearing. Public Counsel, could you  
21 call the next public witness.

22 **MR. BECK:** Skip Davis.

23 **CHAIRMAN JOHNSON:** Mr. Davis, Skip Davis?

24 (No response.)

25 **MR. BECK:** Bill Ciccarello? (No response.)

1 Gerald White?

2           **CHAIRMAN JOHNSON:** Mr. White, I don't think  
3 I had an opportunity to swear you in.

4           Are there any other witnesses that would  
5 like to testify that did not have a opportunity to be  
6 sworn in earlier? If you could stand and raise your  
7 right hand.

8           (Witnesses collectively sworn.)

9           **CHAIRMAN JOHNSON:** Thank you. You may be  
10 seated, and welcome.

11

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12

**GERALD WHITE**

13 was called as a witness on behalf of the Citizens of  
14 the State of Florida and, having been duly sworn,  
15 testified as follows:

16

**DIRECT STATEMENT**

17

**WITNESS WHITE:** Glad to be here,  
18 Commissioner. Last time I saw your picture was in  
19 Ebony Magazine. I want to say I'm excited about you  
20 serving as Chair of our Public Service Commission.

21

I don't know very much about the phone  
22 world. As a concerned citizen and a community  
23 activist I'm concerned about the reality that I have  
24 been reading in the paper about the overlapping, the  
25 area code changes. I'm not in support of the overlap.

1           The area code, in my opinion, if it's made  
2 whole in Hillsborough County, I could support such a  
3 plan, keep all of Hillsborough 813. But I guess what  
4 I really want to say is as a citizen outside looking  
5 into the Public Service Commission I believe this is a  
6 defining moment for you guys as it relates to the  
7 Tampa Bay residents. In my opinion this is one of the  
8 most significant changes the citizens are being asked  
9 to absorb and tolerate.

10           I think we need for you guys to stand up and  
11 stand out and come to our defense. I'm asking you to  
12 reach out and dig deep into your hearts and to your  
13 soul and look for some meaningful solutions, all of  
14 the data, all of the information that's available, to  
15 make a winable plan for the residents of this part of  
16 the state.

17           The thousands and thousands of residents  
18 that can't be here today because they are working,  
19 myself here, this is my off day and I'm spending it  
20 here to just share my feelings and my thoughts. As we  
21 move forward in this 21st century technology is  
22 growing. I know there must be some meaningful  
23 solutions out there that they can tolerate the will of  
24 the people. And I'm asking you just to reach and go  
25 for it.

1           My family, and I particularly, I'm a GTE  
2 man, you know. I have local GTE service. I have GTE  
3 long distance service. And now I find out I have GTE  
4 in-state service. I've got GTE internet. You can go  
5 on and on and on. I'm a GTE man. I believe in  
6 supporting the companies in my community. But I also  
7 believe as a citizen -- and GTE as a corporate  
8 citizen, has a responsibility to the citizens as well.  
9 I want them to be as good to me as I am to them.

10           So as I sit here today and I hear all of the  
11 different citizens input and the points made by some  
12 of the testimony that some things by GTE corporation  
13 may not be on the up and up, I want them to do a  
14 better job. Not necessarily because they are being  
15 forced by our public board here that oversee them.  
16 They need to be right just to be right. And so I'm  
17 just here just to share my thoughts in that respect.  
18 They need to just keep the community together as much  
19 as possible.

20           There are some people saying, there's some  
21 dialogue out there that they don't even need to be  
22 doing this at all. I don't know that. I don't want  
23 to spend all of my time digging for the right answer.  
24 I don't want to have to search the Internet looking  
25 through technical manuals. That's why we have the

1 Public Service Commission. That's why the Governor  
2 and the state put you guys where you are and your  
3 Staff to dig deep and find the right answers and the  
4 workable solutions for our community, so that the  
5 people can be happy and be satisfied and content. And  
6 I would ask and pray that you will not surrender, that  
7 you will not give in until that balance is found.

8           And those are my thoughts, and that's what I  
9 was to say. And now I'm going to go and enjoy the  
10 rest of my day off. Thank you very, very much.

11           **CHAIRMAN JOHNSON:** Any questions for  
12 Mr. White?

13           **COMMISSIONER GARCIA:** What part of the city  
14 are you in?

15           **WITNESS WHITE:** I'm a resident of the city  
16 of Tampa, over near Busch Gardens area, I just you'd  
17 call that north.

18           I didn't get a chance to look at the  
19 different floor plans that are before you today, but  
20 the one -- I don't want to get into this. You know, I  
21 don't want to get into the technical data. I'm going  
22 to tell you right now, the 900,000 residents or so in  
23 Hillsborough County don't want to get into it either.  
24 I'm just hearing out there -- and I've talked to kids,  
25 I've talked to senior citizens, I've talked to



**MARK WHITNEY**

1  
2 was called as a witness on behalf of the Citizens of  
3 the State of Florida and, having been duly sworn,  
4 testified as follows:

**DIRECT STATEMENT**

5  
6 **WITNESS WHITNEY:** Good afternoon. Mark  
7 Whitney from Clearwater, a small business owner. I'll  
8 basically make this short and sweet.

9 When I go to purchase things, I usually know  
10 ahead of time what they are going to cost me or I can  
11 find out. When I get my credit card bill I know that  
12 everything on there is itemized because it needs to be  
13 itemized on there. When I get my phone bill, there  
14 are questions on there, what exactly -- what calls?  
15 I'm entitled to know what I'm paying for in detail.

16 So I feel that by having some kind of  
17 identification such as the number 1 as a prefix or  
18 some other way for me to identify a call prior to me  
19 placing it would be ideal. Getting us back to kind of  
20 the system we used to have in making it easier instead  
21 of harder. Life, as I get older and we get more  
22 technology, should be getting easier for me. That's  
23 not really the case. It's getting more complicated.  
24 This is an opportunity to try. Let's try to simplify  
25 this with our intelligence; not complicate the issue

1 and make it worse and more vague. And that's all I'd  
2 like to say.

3           **COMMISSIONER GARCIA:** Let me ask you as a  
4 Clearwater resident, which of these make more sense to  
5 you, 2, 3? Obviously you favor the geographic.

6           **WITNESS WHITNEY:** 3.

7           **COMMISSIONER GARCIA:** 3. You think that's  
8 just more natural.

9           **WITNESS WHITNEY:** Seems natural. Thank you.

10           **CHAIRMAN JOHNSON:** Thank you, sir. Are  
11 there any more interested persons that would like to  
12 testify? Public Counsel, any additional names?

13           **MR. BECK:** That completes everybody who  
14 signed up ahead of time.

15           **CHAIRMAN JOHNSON:** Is there anyone in the  
16 audience that did not sign up but would like to make a  
17 statement before the Commission today?

18           Seeing none, I'd like to again thank you all  
19 for coming out. This is our third public hearing. We  
20 have had excellent participation and testimony  
21 provided by the citizens of all of the counties, and  
22 on behalf of the Commission I'd like to thank you.  
23 We're going to take a short lunch recess.

24           **COMMISSIONER GARCIA:** If I could just say,  
25 we've done these, this is I think the third or fourth



1 time we've done these types of hearing around the  
2 state. No question, this is some of the most  
3 technically proficient crowd we have ever had, and  
4 it's a true pleasure to listen to the testimony  
5 because it really has brought up issues that even  
6 though we do these over and over, and get hundreds of  
7 people to testify, some of the issues that have been  
8 brought up by the customers here were unique and were  
9 really different. So we truly appreciate the  
10 testimony that we got.

11 **CHAIRMAN JOHNSON:** Thank you. And with that  
12 we're going to recess until 2:30. Then we'll start  
13 the technical portion of our hearing. Thank you.

14 (Lunch recess.)

15

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16 (Transcript continues in sequence in  
17 Volume 2.)

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