

PETITION FOR EXTENDED CALLING SERVICE

WE, THE UNDERSIGNED RESIDENTS OF PANACEA FLORIDA,
 PETITION THE WAKULLA COUNTY COMMISSION THAT THE
 EXCHANGES OF 984, PANACEA AND 697 CARRABELLE BE TOLL
 FREE.

NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
231 <i>Raymond DeLeon</i>	904-984-5717	984	697
232 <i>Robert M. Jones</i>	904-984-0124	984	697
233 <i>H. J. Jones</i>	904-984-2957	984	697
234 <i>D. J. Jones</i>	904-984-2139	984	697
235 <i>[Signature]</i>	904-984-0254	984	697
236 <i>Jimmy B. Zylone</i>	904-984- 02083	984	697
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NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
Green, J. Mitchell	984-5379	984	697
Green, J. Mitchell	984-0271	984	697
Josavi Pa	984-3165	984	697
Raymond Tate	984-5430	984	697
Raymond Nicholas	984-5269	984	697
Jesse Motley	984-5332	984	697
Francis Smith	984-5332	984	697
Les Smith	984-0134	984	697
Les S. Henson	984-0045	984	697
K. M. Dixon	984-0133	984	697
Randy Tucker	984-5167	984	697
Larry Allen Kie	984-0117	984	697
Robert Anderson	984-5257	984	697
Stacy Arthur	984-0244	984	697
Jim Fletcher	984-0226	984	697
Frank J. J.	984-5065	984	697
Wanda Matzoff	984-0281	984	697
Sonny Lemire	984-0281	984	697
Julesa Miller	984-0233	984	697
Lin W. Miller	984-0233	984	697
H. H. Madaleno	984-0030	984	697
Hugh B. McRoy	984-2728	984	697
Red Savick	984-0085	984	697
Lee Brobst	984-5157	984	697
H. Pearce	984-5662	984	697
Barbara Ratkoff	984-5594	984	697
Samuel Blackman	984-5553	984	697
St. C.	984-5808	984	697
Leida Hutton	984-0130	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
1	HANK Merton	984-4790	984 Panacea	697
2	Tommy Clark	984-5520	984-PANACEA	697
3	Paul Barwick	984-5587	984 Panacea	697
4	Mike Barwick	984 0112	984 "	697
5	Walter Stans	984-5705	984 PANACEA	697
6	Patsy Byrd	984-5733	984 Panacea	697
7	Mammy Sledge	984 5800	984	697
8	Joan Sledge	984 5400	984	697
9	J. N. Pooley	984-5799	984	697
10	Ken Lauer	904-697-4543	697	697
11	Patricia Lauer	904-697-4543	697	697
12	Frank Lauer	904-984-5330	984	697
12	Sharon Pavy Miller	984-5572	984	697
14	Elizabeth Barwick	984-5361	984	697
15	Ronnie Seafood	984-5291	984	697
16	Elke Thomas	984-0164	984	697
17	Brenda Metcalf	984-0033	984	697
18	Barbara Johnson	984-5554	984	697
19	David Cosan	984-0115	984	697
20	Mildred Perry	984 0180	984	697
21	Mildred Perry	984 5292	984	697
22	Mildred Perry	984 0137	984	697
23	Judy Stevens	984-0213	984	697
24	Judy Allen	984-0213	984	697
25	James Stone	984-5178	984	697
26	Mike Smith	984-0033	984	697
27	E. Maxine Fisher	984-5712	984	697
28	Ronnie Cruse	984-5202	984	697
29	Billy Stittell	984 5202	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
30	Myba Beautyshop	984 5244	984	697
31	Dellie Lively	984-5840	984	697
32	Helen C. Ede	984-4803	984	697
33	Barbara Cheek	984-3155	984	697
34	Ben Withrow, Inc	984-0149	984	697
35	Louise B. Tudach	984-5616	984	697
36	Mike Carter	984-2263	984	697
37	Royce L.	984-40234	984	697
38	Dorinda Wilson	984-5676	984	697
39	Lavern J. Franson	984 4710	984	697
40	Knott M. Tates	984-5239	984	697
41	Charles Clark	984 5127	984	697
42	Robert Hartfield	421-4174	984	697
43	Ed Saundee	697-3858	697	984
44	Tim Saundee	697-2998	697	984
45	Ruth Saundee	697-8154	697	984
46	Jim Bryan	697-2427	697	984
47	Ben J. Conyers	984-3199	984	697
48	Annie E. Bimberry	984-5320	984	697
49	Lillie Muff	984-0070	984	697
50	Ramona Langston	984-3162	984	697
51	W. S. Sanders	962-2861		
52	Willie S. Jones	984-0046	984	697
53	Beverly Trumbull	984-0006	984	
54	Janelle Porto	984-0054		
55	DAVID VAUGHN	984-5861	984	697
56	LISA VAUGHN	984-5861	984	697
57	John A. Arnold	984-5226	984	697
58	Burke Metcalf	984-3127	984	697
59	Virginia Richards	984-2278	984-	697
60	Nancy Martin	962-3333		697, 984

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
61	Picoorsth	984 5315	984	697
62	Glynnwood Crum	984-5833	984	697
63	Port Panacea Marine	984-5844	984	697
64	Gene Arke	984-5872	984	697
65	Edwards Concrete	984-5279	984	697
66	Ronald Judge	697-3353	984	697
67	Andrew Judge	697-3353	984	697
68	Burton Dole	984-5240	984	697
69	Ben Withers	984-0149	984	697
70	Julian Busan	984-5301	984	697
71	Eyl Witt	984-0057	984	697
72	J. M. Miller	984 5257	984	697
73	Holiday Camp Co.	984 5757	984	697
74	Pat Dole	984-5683	984	697
75	[Signature]	984-5816	984	697
76	Molly PARGETT	984-2240	984	6
77	Edgar Melody	984-5675	984	697
78	Jean Crawford	984-2787	984	697
79	Bus 20 ft	984-2787	984	697
80	Louise Cannon	984-5624	984	697
81	[Signature]	984-0126	984	697
82	Eddie Hoffert	984-0126	984	697
83	[Signature]	984-8844	984	697
84	Jack J. [Signature]	984-5204	984	697
85	Clara [Signature]	984-5297	984	697
86	Ann [Signature]	984-5233	984	697
87	E. J. Saundra	697-2772	697	697
88	[Signature]	984-5322	984-6697	
89	John B. Edwards	984-5616	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
90	Ann Arledge	904-984-6210	984-PANACEA	697
91	Heidi Taylor	984 0100	984	697
92	James Taylor Jr.	984-5433	984	697
93	Harold D. Vang	349-2659844746	984	697
94	John E. Probert	(904) 984-0199	984	697
95	Tinie Z. Smith	(904) 921-6248	921	697
96	W.D. Vaughan	984-3126	984	697
97	Rae Ann	984-5111	984	697
98	Diana Hubank	697-2571	697	984
99	Glennie Cunn	9845428	984	697
100	Cremis	9845501	984	697
101	Aronda Cluffe	984-5695	984	697
102	Janet	9845497	984	697
103	J.C. Reynolds	984-5307	984	697
104	Harry W. G. liard	984 5021	984	697
105	Ullan Rankin	454 5215	984	697
106	Rusty Larsen	984-5168	984	697
107	Misty Taylor	984-2783	984	697
108	Julie Mastey	984-0048	984	697
109	Janet Smith	-	-	-
110	Will Turk	984-5384	984	697
111	Chris Griffin	984-2914	984	697
112	Wynne W. Carr	984-0292	984	697
113	Leon Lee	984-2782	984	697
114	John Posu Passy Crab	984-2753	984	697
115	Don Palmer	984-4803	984	697
116	Lisa Day	984-2997	984	697
117	John Alvarez	984-2997	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
118	Agnes Christie	984-5569	984	697
	Frank Christie	984-5560	984	697
119	Bonnie Holub	984-5734	984	697
120	Carole Holub	984-4887	984	697
121	Vera Magnuson	984-5417	984	697
122	Jim Jordan	984-0001	984	697
123	Chlochea Kappaly	984-0096	984	697
124	Art Hansen	984-0898	984	697
125	[Signature]	984-5433	984	697
126	W.F.W. ^{H1538} James Taylor	984-4744	984	697
127	Ernest Taylor	984-5726	984	697-927
128	John M. Laddell	984-0024	984	697
129	Lee Laddell	984-0024	984	697
130	Frank H. Sayer	984-0182	984	697 697
131	Ann Tucker	984-5206	984	697
132	Susan Clark	984-4420	984	697
133	Pam Musley	984-3185	984	697
134	Sharon Lewis	984-0240	984	697
135	Neal Walker	984-4795	984	697
136	Thelma Lee Sp	984-2272	984	697
137	Alvin Henderson	984-5577	984	697
138	Buddy Johnson	984-5721	984	697
139	Staff - [Signature]	984-5967	984	697
140	Craig Dyer	984-0000 ^{new phone}	984	697
141	Ralph E. Griffin	984-2763	984	697
142	Kathy Gandy	697-4304	697	697
143	Melvin Owen	697-3925	697	984
144	Dellie Bawick	984-5562	984	697
145	Robert Taylor	984-2715	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
146	Cecilia Gellies	984-4466	984	697
147	Hardy Metcalf	984-5290	984	697
148	Harold Metcalf	984 5360 6010	984	697
149	Metcalf Sanford	984 0010	984	697
150	Dr. Thomas Sefton	984-5391	984	697
151	Dr. Thomas	984- 5391 3368	984-	697
152	Olma Thoms	984-5729	984	697
153	Geneva Whisart	984-5205	984	697
154	Michael H. Falk	984-5637	984	697
155	Michael H. Falk	984-5289	984	697
156	Laura Cooper	697-3765	697	984
157	J. J.	984-0240	984	697
158	Paul Robson	984-5604	984	697
159	Ronan Michael	984-2933	984	697
160	George Benson	984-5647	984	697
161	Lally Ann Cooper	984-5501	984	697
162	Betty Tucker	984-2931 ³⁹¹³	984	697
163	Lois wei	984-2099	984	697
164	EZ serve ^{MGR}	984-5107	984	697
165	Marquet Dwyett	984-5478	984	697
166	Horton Hockaday	984-2911	984	697
167	Louisa Trumbull	984-5478	984	697
168	J. J.	984-0058	984	697
169	Weldon Vowell	984 3171	984	697
170	Earl Vause	984-5511	984	697
171	Rosa Lee Crum	984-5331	984	697
172	Paul L. Metcalf	984-5480	984	697
173	Dale James	984-3113	984	697
174	Dale James	984-1460	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
175	Kimberly Sparkman	984-2906	984	697
176	Debra Logan	984-5873	984	697
177	Pamela Kniskley	984-3185	984	697
178	Carolyn Barwick	984-0041	984	697
179	Mildred Roberts	984-5778	984	697
180	Ocean Fresh	984-5343	984	697
181	Barrick Rest	984-2755	984	697
182	Kimberly Kaylin	984-5582	984	697
183	Shen Barwick	984-5721	984	697
184	Gammie McCall	984-4125	984	697
185	Suzie Bowen	984-5877	984	697
186	T E Reynolds	984-5534	984	697
187	Kate	984 5165	984	697
188	James Roberts	984-4720	984	697
189	Carl Edinger	984-5535	984	697
190	Sam Dunlap	984 5552	984	697
191	Joy Walker	984-2218	984	697
192	Robert Ordway	984-5259	984	697
193	Donald Schmitt	984-5484	984	697
194	Ed H. Kirby	984-5189	984	697
195	Sharon C. Hanks	984-2935	984	697
196	Donna Taylor	984-2158	984	697
197	Janel Mitchell	984-5436	984	697
198	Linda Sapp	984-4433	984	697
199	William M Payne	984-0039	984	697
200	J. L. Stokley	984-5284	984	697
201	Charles Chilton	984-5127	984	697
202	Reba Wright	984-4798	984	697
203	Bash Chilton	984-5467	984	697

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of
Fair and Reasonable
Residential Basic Local
Telecommunications Rates.

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: SPECIAL PROJECT NO. 980000A-SP
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PROCEEDINGS: PUBLIC HEARING
Lake Buena Vista, Florida

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

DATE: Thursday, September 24, 1998

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

PLACE: Grosvenor Resort at Walt Disney
World Village
Windsor Ballroom
1850 Hotel Plaza Building
Lake Buena Vista, Florida.

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

1 **APPEARANCES:**

2 **JUNE MCKINNEY**, Florida Public Service
3 Commission, Division of Legal Services, 2540 Shumard
4 Oak Boulevard, Tallahassee, Florida 32399-0870,
5 appearing on behalf of the **Commission Staff**.

6 **CHARLES J. BECK**, Deputy Public
7 Counsel, Office of Public Counsel, 111 West Madison
8 Street, Room 812, Tallahassee, Florida 32399-1400,
9 appearing on behalf of the **Citizens of the State of**
10 **Florida**.

11

12 **ALSO PRESENT:**

13 **ANN SHELFER** and **LEVEN ILERI**, FPSC Division of
14 Communications

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1	I N D E X	
2	WITNESSES	
3	NAME	PAGE NO.
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1 background as to why we're here today, but let me just
2 briefly go through some of the details.

3 Last session the legislature passed House
4 Bill 4785. And as a part of that bill they asked that
5 the Commission study and report back to the
6 legislature for the 1999 session the fair and
7 reasonableness of local residential rates. As a part
8 of that process, we're holding 22 public hearings
9 across the state to receive input and suggestions and
10 concerns from all of the customers in the state of
11 Florida.

12 If you look, too, to the sheet, it provides
13 other means by which you could provide us with your
14 comments. For those of you who don't want to provide
15 oral comments today, in the back of this sheet there's
16 a place where you can write written comments. You can
17 hand those in to our staff members that are present
18 here today. Or if you go home tonight and think about
19 it and want to provide more comments, feel free to
20 mail that in. We also have our Internet site listed,
21 if you want to file your comments or Commission
22 complaint via the Internet, that process is available
23 and our 1-800 number.

24 The purpose of this process and the intent
25 of the legislature was us to hear from you, again,

1 your thought on local rates, local service, how -- if
2 you have any suggestions as to how we might promote
3 the competition. I know we were in the
4 Hillsborough-Pinellas area yesterday and we received
5 lots of good input from the customers with respect to
6 not only their thoughts on the local rates, but ideas
7 as to what we could do and should do to promote
8 bringing competition and choice to the local markets.

9 And with that, let me tell you before I ask
10 you to stand for those of you who would like to
11 testify, that we do swear in the witnesses. We have a
12 court reporter here that is recording all of your
13 statements, and we do that so we can use your
14 testimony as a part of the official record that we can
15 rely upon when we make our final recommendations to
16 the legislature.

17 Also, if you'd like to, at your leisure, and
18 if you have the computer equipment necessary, you can
19 go to our Web Page and download the audio provision of
20 these hearings. All of them have been recorded. They
21 are assessable via the Internet, and if you have a
22 computer with the appropriate equipment, to hear what
23 your neighbors across the state have stated on this
24 issue.

25 So with that, if you could, those of you who

1 would like to testify, if you could stand I'll swear
2 you in at this time.

3 (Witnesses collectively sworn.)

4 One other preliminary matter. Let me at
5 this time, because Public Counsel will be calling you
6 forward, let me go ahead and take appearances of the
7 attorneys that are here.

8 **MR. BECK:** Thank you, Chairman Johnson. My
9 name is Charlie Beck. I'm with the Office of Public
10 Counsel in Tallahassee, and I'm appearing for the
11 Florida citizens.

12 **CHAIRMAN JOHNSON:** Thank you, Mr. Beck.

13 **MS. MCKINNEY:** June McKinney on behalf of
14 Staff.

15 **CHAIRMAN JOHNSON:** Thank you, Ms. McKinney.
16 I think we're then prepared for our first witness.

17 **MR. BECK:** The first witness is Dorothy
18 Treadwell.

19 **WITNESS TREADWELL:** Good morning, ladies and
20 gentlemen. I come from Grant, Florida, but I live
21 right near --

22 **CHAIRMAN JOHNSON:** I'm sorry, ma'am, and I
23 apologize for cutting you off, but I didn't give all
24 of the necessary instructions.

25 If you could, as you come forward, I know

1 that Mr. Beck stated your name, but if you could again
2 state your name for the record, and where you're from.

3 - - - - -

4 **DOROTHY TREADWELL**

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 TREADWELL:** Okay. I'm Dorothy
10 Treadwell, and I come from Grant, Florida, which is
11 between Melbourne and Vero Beach. I live near
12 Barefoot Bay community which has over 9,000 people,
13 and most of them are older people and senior citizens.
14 And I feel, personally, between myself and the people
15 I've spoken to, that an increase in rates would be
16 very detrimental to these people. An awful number of
17 them are living on Social Security. And with the cost
18 of medical care and everything else, they find it very
19 difficult to exist. And they really need telephone
20 service because it's the only way of communications
21 for -- a lot of these people are homebound.

22 So I feel personally, and I feel for these
23 people, and I'm representing a lot of them down there,
24 that really, they cannot afford an increase. For some
25 people a \$2 increase is nothing. But for these people

1 on a limited income it means buying food or paying for
2 medicine or things like that.

3 So this is why it's so important for us to
4 consider the older people in those communities that
5 would be the ones to suffer the most from any kind of
6 increase.

7 If you look at the telephone bill compared
8 to few years ago, it's gone up completely, way up out
9 of line. Besides, they put in these extra services to
10 pay for the computers in the schools, which I think is
11 unnecessary because we have computers in the libraries
12 anyway. All this sort of stuff is really adding a
13 terrible burden to the elderly people in this country.

14 Thank you.

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

16 **MR. BECK:** The next witness is George Perez.

17 - - - - -

18 **JORGE "GEORGE" PEREZ**

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 **MR. PEREZ:** Good morning. My name George
24 Perez. I am living at 4718 Lake Trudy Drive in
25 St. Cloud, Florida. Area code 32769.

1 Distinguished members of the Florida Public
2 Service Commission. I am a member of the AARP board
3 of the 15th Congressional District in Florida, which
4 covers Osceola, Brevard, Indian River, and part of
5 Polk County.

6 I appreciate this opportunity that you have
7 given me to express the concern of the thousands of
8 senior citizens of Florida's 15th Congressional
9 District who will be affected by an increase in the
10 rate of telephone service.

11 The telephone is an indispensable means of
12 communication for many citizens who are unable to walk
13 or drive, to go out for themselves in order to secure
14 the necessities of life. The telephone is essential
15 for their every day lives, and if they cannot afford
16 the cost of this service, their lives may be at risk.

17 Thousands and thousands of senior citizens
18 are living from a small Social Security pension, and
19 for many of them, the increase considered for their
20 phone service could reach up to 70% of the current
21 rate. While it can seem a small amount for the
22 members of the Florida Public Service Commission, it
23 really represents a big amount to the senior citizens
24 who are living on small pensions.

25 In the name of senior Citizens of Florida's

1 15th Congressional District, I would appreciate that
2 you look very closely to our appeal before making any
3 decision about rate increase.

4 Thank you very much for your consideration.

5 I have, you know, also a copy of my written
6 statement. I cannot leave it with the person in
7 charge of collecting those.

8 **CHAIRMAN JOHNSON:** Yes, sir. If you could
9 provide those to the court reporter, she'll make sure
10 we put that on the correspondence side of our record.

11 **COMMISSIONER GARCIA:** Mr. Perez, can I ask
12 you -- when you give us that --

13 (Witness hands out document to
14 Commissioners.)

15 **CHAIRMAN JOHNSON:** Thank you.

16 **COMMISSIONER GARCIA:** Can I ask you a quick
17 question?

18 **MR. PEREZ:** Yes.

19 **COMMISSIONER GARCIA:** It's not about this.
20 It's just an informational question.

21 **MR. PEREZ:** Okay.

22 **COMMISSIONER GARCIA:** Have you been hearing
23 about the issue about area code split that this
24 Commission is considering?

25 **MR. PEREZ:** I heard something. I read in

1 the paper that, you know, that maybe you're going to
2 split the area code 407.

3 **COMMISSIONER GARCIA:** And if the Chairman
4 doesn't mind, since we don't have that many witnesses,
5 If I could ask him -- because we haven't had a lot of
6 people come from the St. Cloud -- what is it
7 Kissimmee? Kissimmee-St. Cloud, I always pronounce
8 Kissimmee wrong. Do you have any opinion on the area
9 code split or don't you?

10 **MR. PEREZ:** Okay. I do not have any
11 business. I think the effect for the residential
12 telephone will be very limited. But people with
13 businesses, I think that would be, you know, a bit of
14 a hardship.

15 **COMMISSIONER GARCIA:** One of the options
16 that the business people have spoken about so that
17 nobody's phone changes is to have 10-digit dialing.
18 In other words, you dial the area code that you now
19 have plus the seven numbers of your home phone number.
20 And that -- and I think the reason -- at least
21 mentally I'm considering that much stronger is because
22 of the great confusion in dividing Orlando. Do you
23 think that's a reasonable option? Or you would rather
24 just have a split of some sort in the Orlando area?

25 **MR. PEREZ:** One possibility could be, you

1 know, you can find out why the area with more
2 business, concentration of more businesses are going
3 to be affected, maybe, you know, keep this area with
4 the same area code they have now.

5 **COMMISSIONER GARCIA:** You would favor a
6 geographic split?

7 **MR. PEREZ:** Yeah.

8 **COMMISSIONER GARCIA:** And probably keeping
9 the 407 in the larger business, more densely populated
10 business areas.

11 **MR. PEREZ:** That's right.

12 **COMMISSIONER GARCIA:** I appreciate that.

13 **MR. PEREZ:** I don't think, you know, the
14 affect on residential will be too big. That's just my
15 personal opinion.

16 **COMMISSIONER GARCIA:** No.

17 **MR. PEREZ:** Commissioners, thank you very
18 much for your attention.

19 **CHAIRMAN JOHNSON:** Thank you.

20 **MR. BECK:** The next witness is Sal Giovenco.
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1 Does anyone have an answer to that?

2 **CHAIRMAN JOHNSON:** First, let me take a step
3 back. We are looking at a broad set of issues. And I
4 generally say at the beginning of these hearings that
5 we're holding these hearings not pursuant to any
6 anticipated increase, and that the legislature in the
7 legislation doesn't say anything about an increase at
8 this time. Certainly that will be one of the things
9 they will consider. But as the industry members have
10 argued and discussed and educated the legislature as
11 their point of view, I believe the argument is that
12 perhaps local service is priced below cost. And in
13 order to get competitors to come in and build
14 infrastructure and bring about advanced technology,
15 they need to raise the rates. That would probably be
16 the argument of the companies. Certainly there will
17 be arguments on the other side. Public Counsel will
18 present arguments and positions, as will the Attorney
19 General. And then we'll use that information and
20 forward it to the legislature. But there is that
21 argument being made, about if you increase the rates,
22 you will provide the necessary incentives for
23 companies to come in.

24 **WITNESS GIOVENCO:** Thank you. That was very
25 good.

1 My second one is when and if this raise
2 should take effect, will this be gradually increased
3 on our telephone bills, or is this going to be an
4 impact immediately on our telephone bills?

5 **CHAIRMAN JOHNSON:** That's another question
6 that I don't have a direct answer for because I'm not
7 even sure the Commission will recommend an increase.
8 But I would think generally when we have our
9 regulatory policies we always look at if -- and this
10 is a big if -- if there was ever the suggestion of an
11 increase, we always look at the rate shock issue and
12 how much can the customers actually bear. Even the
13 legislature last year, when they were doing some
14 initial legislation and there was a committee bill,
15 even that bill had a gradual increase of the
16 residential rates, but it also had a reciprocal
17 decrease in the access rates looking at trying to keep
18 total bills lower.

19 I'm sure as we do our analysis we would do
20 something similar to not provide rate shock. Because
21 the legislature and the Commission, we're all still
22 committed to the concept of universal service. Making
23 sure that everyone is still a part of the
24 telecommunications network and that we all have that
25 access.

1 **WITNESS GIOVENCO:** Oh. Thank you.

2 Let me just close by saying, AARP has not
3 actually taken a stand against or for any raise. And
4 I say that not based on the 2 million-plus members we
5 have in the state of Florida, but from talking to some
6 executives up in the state office. We feel that if
7 the raise is -- has to come, we hope it will be
8 considering the people that we have on Social
9 Security, which many, many of our members are. And
10 that's their only source of income. Therefore, any
11 raise is going to be a hardship on these people. And
12 we hope that's a consideration the Commission will
13 take when they make their final decision. Thank you
14 very much for the time.

15 **COMMISSIONER GARCIA:** Mr. Giovenco, what
16 part of this area are you from?

17 **WITNESS GIOVENCO:** I'm sorry. I'm from
18 Orlando on the east side.

19 **COMMISSIONER GARCIA:** East side.

20 **WITNESS GIOVENCO:** If you took I-4 east, get
21 off near Semoran Boulevard.

22 **COMMISSIONER GARCIA:** Okay. Let me just tell
23 you that we have been very pleased with AARP's
24 participation on this. And we have yet -- unless the
25 places I went to -- at least all of the hearings I

1 with a \$10.50 credit off of their local phone bill.
2 So that every month they receive \$10.50 reduced from
3 that local bill. They'll still have to pay the taxes
4 and those kind of things, but there's a \$10.50 credit.

5 Currently, there's been some complaints
6 about the program because there's a low
7 subscribership. Not too many people are actually
8 using that program. Several reasons have been
9 articulated. But what AARP members have told me, as
10 well as the NAACP, is that people just don't know
11 about the program. And that they want to help us be,
12 perhaps, our implementers throughout the community of
13 letting people know that the programs are available.
14 They are available to, again, economically
15 disadvantage those on food stamps, supplemental Social
16 Security and those kind of programs.

17 We will provide you with any information, if
18 that would be helpful, on that program, and another
19 program called Link Up. And that's for new people
20 moving to the community that also may be
21 disadvantaged. It's a \$30 credit off of their initial
22 connection fee.

23 Now, those two programs are available.
24 Ms. Crump standing there in the back, she has some
25 information on them. But I must tell you that we are

1 reviewing those programs through this process too.
2 Some have suggested we go to an automatic enrollment
3 so that if you receive this supplemental assistance,
4 that you automatically are enrolled. Some people
5 object to that. Others have stated that the companies
6 could do something as simple as an application,
7 provide that to AARP. And then AARP could help
8 distribute, as well as the double NAACP and Florida
9 Consumer Action Network, those kind of groups. We'll
10 be exploring that. Some have suggested that we should
11 expand the program to not just have the delineated
12 category that we have now because there are other
13 people that are in need.

14 So I just wanted to tell you that because of
15 your leadership and your involvement. And we will be
16 working, the Commission, to make recommendations to
17 the legislature on those programs, as well as your
18 organizations and others.

19 **WITNESS GIOVENCO:** Thank you. It's very
20 interesting. And I thank you all for the time.

21 **MR. BECK:** Chairman Johnson, Mr. Giovenco is
22 the last witness to have signed up. I believe
23 Ms. Treadwell would like to address the area code
24 issue.

25 **WITNESS TREADWELL:** I'm Dorothy Treadwell

1 again.

2 And the point is on this area code thing, we
3 have -- right in the area I live right now, we have --
4 we used to have 407, which was involved with Barefoot
5 Bay, now it's 561. Now, I feel that personally I
6 would rather do the 10-digit dialing, instead of going
7 through -- you know, you wouldn't have to have so much
8 of a change to confuse people so much. I really think
9 it would be a good idea. Incidentally, I also
10 represent AARP/VOTE. So I just wanted to make that a
11 point. Thank you.

12 **CHAIRMAN JOHNSON:** Thank you for your
13 statement.

14 Are there any other members of the public
15 that would like to testify that did not sign up to
16 testify this morning? (No response)

17 Seeing none, I'd like to thank you all for
18 coming out. Again, the testimony you have provided
19 will be a part of our official record that you will
20 use when we make our recommendation to the
21 legislature. The schedule for the recommendation is
22 in the blue sheet that we provided to you as you
23 arrived in the room. Thank you again for your
24 testimony and participation.

25 This hearing is adjourned.

1 STATE OF FLORIDA)
2 :
3 COUNTY OF LEON)

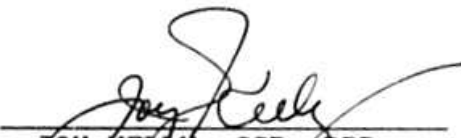
CERTIFICATE OF REPORTER

4 I, JOY KELLY, CSR, RPR, Chief, Bureau of
5 Reporting, Official Commission Reporter,

6 DO HEREBY CERTIFY that the Hearing in Docket
7 No. 980000A-SP was heard by the Florida Public Service
8 Commission at the time and place herein stated; it is
9 further

10 CERTIFIED that I stenographically reported
11 the said proceedings; that the same has been
12 transcribed by me; and that this transcript,
13 consisting of 22 pages, constitutes a true
14 transcription of my notes of said proceedings.

15 DATED this 7th of October, 1998.

16 
17 JOY KELLY, CSR, RPR

18 Florida Public Service Commission
19 Chief, Bureau of Reporting

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