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FLORIDA
PUBLIC
SERVICE
COMMISSION

REPORT ON THE

Relationship of the Costs
and Charges of Various
Services Provided by Local
Exchange Companies and
Conclusions as to the
Fair and Reasonable
Florida Residential Basic
Local Telecommunications
Service Rate

as Required by
Chapter 98-277, Section (2) (1)
and (2) (a), Laws of Florida

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VOLUME TWO

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APPENDIX IV-1
REPORT ON THE AFFORDABILITY OF
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survey's design, methodology and results to the Division of Communications (CMU). The report to CMU would then be the basis for consideration of affordability and value of service in the Commission's report to the legislature on Fair and Reasonable Rates.

The Florida Local Telephone Service Affordability Survey (Florida Survey or Survey) was designed, administered, and its results have been analyzed. Based on Survey results, this report is RRR's report to CMU regarding the affordability and value of service of local telephone service in Florida.

telephone service, however, only a few studies were found that addressed both the issue of affordability and local telephone service.

One study reviewed the 1993 subscriber survey of the Organization for the Protection and Advancement of Small Telephone Companies (OPASTCO). The OPASTCO Subscriber Survey was a mail-out survey to 5,000 business and residential subscribers of 20 small telephone companies from throughout the U.S. A variety of information was gathered, including customer reactions to hypothetical local telephone price increases. The OPASTCO Subscriber Survey categorized survey questions into four groups, one of which was "communications services." The communications services category examined other subscribed communications services and whether respondents were able to call their local doctor and/or school without paying an additional charge. Another category of questions pertained to "communications equipment." This category included questions regarding the available telecommunications options and the number of subscribed telephone numbers. A third category included demographic questions revealing household income, household size, race, age, and residency information.

Another study relating to the affordability of basic local residential telephone service entitled "Telephone Affordability Study of Selected Wyoming Residents" was conducted on behalf of the Wyoming PSC.⁴ The Wyoming survey was based on a direct-mail survey developed to provide Wyoming policy makers with a better understanding of the concept of the affordability of residential local telephone service. The study was designed to measure whether affordability of local telephone service was being maintained as the state moved toward the paradigm of competitive telecommunications markets. The survey included a series of questions which allowed respondents to rank the importance of local telephone service and several other services used by households, such as cable TV.

An article by K. E. Hancock entitled "Can Pay? Won't pay?" or Economic Principals of Affordability" analyzes how an individual considers of the opportunity cost of purchasing an item when

⁴Annmarie Burg, "Telephone Affordability Study of Selected Wyoming Residents," *Quarterly Bulletin*, Vol. 18, No. 4, 1997, pp. 483-492.

concerns. This collaborative effort provided an opportunity for the concerns of interested persons to be considered in order to improve the instrument to the greatest extent possible. Probably the most significant change to the survey instrument was offered by the Florida Office of Public Counsel and others, who requested that the survey include a series of questions regarding respondent's reactions to hypothetical price changes. In addition, BellSouth requested that the survey include questions pertaining to the relative importance of residential telephone service compared to other essential household services, such as water and electric service. Staff subsequently included a question regarding electric service expenditures. Sprint expressed concerns that the survey be based on a large enough sample size to allow for cross-tabulations and stratifications by key demographic groupings. The issue of sample size is addressed in the following section.

Several persons offered suggestions regarding the types of demographic questions to include in the survey. AARP and others were interested in an income distribution analysis of the survey responses, but the inclusion of other demographic questions were requested as well. For instance, GTE requested that the survey include a question identifying the population density of the respondent's county (rural and urban). Questions pertaining to income, senior citizen status, and population density were incorporated in the final survey instrument.

Much of the workshop discussion pertained to the technique of asking the specific survey questions in such a way as to prevent bias or confusion. The final survey questionnaire (see Attachment A) incorporated many of the design suggestions offered by the workshop attendees.

OVERVIEW OF SURVEY QUESTIONS

The factors which affect the affordability of local telephone service are complex and varied. As alluded to earlier, the definition of affordability goes beyond the purchase decision. If that were the only consideration, then the study of local telephone service affordability could be limited to an econometric demand model for local telephone service. Telephone service demand would be shown to be a function of various factors which determine whether a purchase is made, including local telephone service price, the price of near substitutes, and household income.

The Survey includes questions pertaining to each of these factors. However, since the definition of local telephone service affordability includes not only demand for telephone service, but also the impact of the purchase of local telephone service on the demand for other household goods and

Demographic Stratification

According to the FCC Joint-Board, telephone rates are only one of several important factors affecting local telephone service affordability.⁸ Non-rate factors include a number of demographic factors, such as household incomes, cost of living, population density, and other socio-economic indicators.

The Survey included nine questions pertaining to basic demographic data.⁹ The inclusion of demographic questions served two purposes. First, certain demographic information, such as household income, is necessary to insure that the sample as a whole was representative of the population surveyed (Florida households). Secondly, demographic information allows stratified analysis of subgroups, so that the subgroups can be viewed in isolation from and in relation to the other groups or the entire sample.

Survey respondents were asked to identify their household income. The question offered twelve possible response options.¹⁰ In addition to the choices of "Don't Know" and "Not Available," the response options contained ten levels of income similar to those published in the *Florida Statistical Abstract, 1997*. The first level provided for incomes less than \$10,000. The next five levels were increased by \$10,000 increments, starting at \$10,000 and ending at \$59,999. The next two levels were increased by \$20,000 increments, starting at \$60,000 and ending at \$99,999. The last two response options provided for higher income responses of "\$100,000 to 150,000" and "over \$150,000."

Survey respondents were also asked to identify the county in which they lived, so that survey results could be stratified by population density.¹¹ For purposes of demographic analysis, population density levels were based upon the county density rankings as published by the *Florida Statistical Abstract, 1997*. These rankings measured the number of persons per square mile by county, with the most dense county obtaining a density ranking of "1," and the least dense county obtaining a rank of "67."

⁸Federal Communications Commission, Docket No. 96-45, Recommended Decision of the Federal-State Joint Board on Universal Service, adopted November 7, 1996, paragraph 125.

⁹Refer to survey questions ps1-3 and ps45-50.

¹⁰Refer to survey question ps50.

¹¹Refer to survey question ps45.

long distance telephone service.¹⁵ The difference between the two amounts indicated for those questions was used to approximate the amount the respondent paid last month for local telephone service.¹⁶

In addition to collecting information regarding monthly expenditures for telephone service, the survey included a question to identify the method in which the respondent was billed for telephone service.¹⁷ Respondents were asked to indicate whether they received a separate bill from their local and long distance telephone service providers. This information allowed the reported telephone service expenditures to be analyzed according to billing method.

Optional Calling Features

Survey questions were included which asked respondents to identify those optional calling features to which they subscribed.¹⁸ An attempt was made to include features that were determined to be the most popular and easily recognized by the public, including Call Waiting, Caller ID, Call Forwarding, 3-way Calling, Unlisted Number, and Voice Messaging.

Other Household Services

The Florida Survey included seven questions that asked the respondent to indicate whether they subscribe to a specific household service, and if so, how much is spent on that service.¹⁹ The services included cable TV, satellite or Direct TV, Internet service, security alarm, cellular telephone, pager/beeper, and last month's electric service.

For each question, the respondents indicated both their subscription status as well as their expenditure range. In addition to the standard response options of "Don't Know" and "Not Available," the questions included the response "No, don't have (the service)." Ranges were given for the

¹⁵Refer to survey question ps25.

¹⁶This was based on the assumption that more people know what they pay for their entire phone bill as well as what they pay for long distance service rather than their local portion.

¹⁷Refer to survey question ps23.

¹⁸Refer to survey questions ps16-ps22.

¹⁹Refer to survey questions ps26-32.

previously been asked, such as cable TV, cellular telephone, and pager/ beeper service, as well as local telephone service. A five-point scale was used to assign importance ratings, with the value of "1" measuring "not very important to your household" and the value of "5" measuring "very important to your household."

Reaction to Changes in the Price of Local Telephone Service

Respondents' reactions to changes (increases) in the price of local telephone service were assessed via a series of randomized questions.²² Each respondent was asked to indicate their reaction to a \$2, \$5, \$10, and a \$20 increase in the current price of local telephone service. These increases reflected anywhere from a 20 to a 200 percent increase in the price of local telephone service.²³ Respondents' choice of reactions included: "Pay increase and do not adjust other spending," "Pay increase and adjust other spending," and "Discontinue local telephone service."

In order to minimize starting point bias, half of the respondents were presented the price increase questions in ascending order (\$2 increase question first, followed by \$5, \$10, and \$20 increase questions). The other half were presented the series of questions in descending order, starting with the \$20 increase.

A rationality assumption was made that any ascending order respondent who answered that he/she would discontinue service at \$2, would also discontinue at \$5, \$10, and \$20. For these respondents, the remaining price increase questions were skipped, and their responses were assumed to be "discontinue." Similar assumptions were made if the respondent selected the "discontinue" option at any of the subsequent price increase levels.

For the decreasing price series, any respondent's irrational selection to discontinue service at a \$2, \$5, or \$10 amount after indicating he would not discontinue at a \$20 increase resulted in that respondent's answers to all price increase questions being eliminated from the survey results. The same action was taken for respondents who indicated they would continue service after a \$10 increase, but

²²Refer to survey questions ps38-41.

²³Based on the statewide one-party, residential average rate of \$10.16 as published in the *Statistics of Florida Telecommunications Companies 1997*, Florida Public Service Commission, Division of Research and Regulatory Review, August 1998, Table 15, 1997 Statewide Average Rates for Tax Purposes, p 51.

assigned at least three shifts on the monthly BEBR survey before they are permitted to work on any funded survey. In addition, the interviewers are monitored in three ways. First, supervisors randomly monitor phone calls. Secondly, supervisors make calls to a fixed number of respondents to ensure the interview took place and that responses were recorded accurately. And finally, calling times as recorded by the survey software are checked against computerized records of actual calls. This procedure is used to confirm that the interview took place.

The Survey Program uses a CATI (Computer Assisted Telephone Interview) lab to administer its survey program known as CASES.²⁶ For the Florida Survey, the telephone numbers used were randomly generated by a survey sampling product designed for this purpose. For each randomly selected telephone number, a minimum of ten callbacks were made before classifying a telephone number as unproductive and dropping it out of the scheduling routine.

The University of Florida's BEBR Survey Program provided a compilation of the approximately 80,000 individual survey responses from 1,582 respondents to the Commission. The responses were supplied via a SAS software response data set and an accompanying SAS software format file.

Sample Size and Statistical Analysis

The Florida Survey attempted to obtain information from a representative sample size in order to be able to generalize information regarding perceptions and behaviors within a reasonable range of error. Staff determined that a sampling size of 1,500 respondents would be required in order to allow for acceptable sample tolerances at the 95 percent confidence interval (two standard deviations), in consideration of response dispersions and the cross-tabulations for key demographic groups anticipated during the analysis phase of the survey process.

Survey Coverage

The obvious concern with performing a telephone survey regarding telephone affordability is that it excludes those households without telephone service. Florida's telephone penetration rate is 92.8

²⁶The CASES survey software is written and maintained by the Survey Center at the University of California at Berkeley.

was undertaken. This problem was addressed by targeting respondents within selected low-income geographic locations, thereby increasing the representation of low-income households in the survey to more accurately reflect the proportion of low-income households in the state.

The oversample consisted of 349 completed surveys, or approximately 22 percent of the completed 1,582 surveys. The telephone numbers randomly generated were limited to those working numbers contained within census tracts where 40 percent of the households made less than \$15,000 a year, according to the Current Population Survey (CPS) produced by the United States Bureau of Census.

Attachment D shows the comparison of the income stratification for the survey respondents and for Florida households. None of the ten distributions (percentages) by income level in the survey differ from the same distributions represented in Florida by more than 2.5 percent. The distributions of the survey slightly exceed the distributions of the state in both the highest and lowest income levels, but the distributions of the survey are slightly less than those of the state for the middle income categories.

Representation by Population Density Level

Oversampling targeted lower income areas within Dade and Duval counties. Therefore, residents in these two counties comprised a large percentage of the respondents surveyed, with Dade totaling 26.5 percent and Duval 10.4 percent. In comparison, the next largest county samples included Broward (6.5 percent), Hillsborough (4.6 percent), Palm Beach (4.6 percent), Orange (4.2 percent), and Pinellas (4.2 percent).

In order to gauge the impact of population density on the affordability of local telephone service, responses were cross-tabulated based on the population density of the respondent's county. For the purposes of the Survey, population density was specified as the number of persons per square mile of the county in which a respondent resides. Using population density information as published by the *Florida Statistical Abstract, 1997*, Florida's sixty-seven counties were divided into three density groups, referred to in this survey report as Density Levels I, II, and III. Density Level I included fifty-four counties with densities from 9 up to 368 persons per square mile.²⁸ Density Level II included nine

²⁸Table 1.75, County Rankings and Density: Estimates, Rank, Percentage Distribution Land Area, and Density in the State and Counties of Florida. April 1, 1996. *Florida Statistical Abstract 1997*, University of Florida, Bureau of Economic and Business Research.

Tabulation Procedures Performed by Staff

Commission staff tabulated the data using SAS software and then presented the results in written, tabular, and graphical format. Sample tolerances were calculated for all descriptive statistics.

The tabulations in Attachment F were segregated into four basic categories, including all responses (Tables 1-1 through 1-14) and responses stratified by income (Tables 2-1 through 2-14), population density (Tables 3-1 through 3-14), and household members over age 65 (Tables 4-1 through 4-14).

Tabulating the series of questions pertaining to respondents' reactions to hypothetical price increases required careful programming to determine the correct response frequencies (i.e. accurately aggregating the response data) and to calculate the descriptive statistics (percentages) based on the frequencies.

equivalent of \$2,771 per month).³² Thus, based on this income projection and the survey responses, the median Florida household spends 1.2 percent of its household income on local telephone service.

Expenditures for Local Telephone Service and Income

Table 2-2 shows the average combined local and long distance bills per household and per line by income levels. The calculated average bill per household for local telephone service for each income group less than \$150K ranged from \$35.21 to \$45.36. For example, the \$50K-\$60K income group's average bill was \$35.21, and the \$100K-\$150K income group's average bill was \$45.36. However, the highest income group appears to pay more for local telephone service. The "over \$150K" group reportedly spent \$62.74 on average per household for local telephone service.

Staff calculated an average bill per telephone line for each income group using information supplied by respondents. The average bill per line for local service did not increase with increases in income. The average bill per line ranged from a low of \$27.05 for the \$50K-\$60K income group, to a high of \$37.81 for the \$10K-\$20K income group.

Expenditures for Local Telephone Service and Population Density

Population Density Level I represents the least dense counties, Level II represents counties of medium density, and Level III represents the most dense counties. Both the average local telephone bill per household and the average local telephone bill per line for Density Level I was lower than the other two levels' expenditures. Table 3-2 shows the average local telephone bill amounts, per household and per line, by density level.

Expenditures for Local Telephone Service and Senior Citizens

Table 4-2 shows the average local telephone bills for households with and without senior citizen members. The average bill for local telephone service (both per line and per household) for households without senior citizens was higher than for households with senior citizens.

³²U.S. Census, Table H-8 Median Household Income by State, 1984 to 1997, (visited November 6, 1998) <<http://www.census.gov/hhes/income/histinc/h08.html>>. 1998 Income based on 1997 Median Florida Household Income (\$32,455), times the average historical growth rate from 1994 to 1997 through midyear 1998 (2.45 percent).

average, but households with no senior citizens had 2.6 features on average. The subscription rate to optional calling features for households with and without senior citizens is presented in Table 4-3.

Other Household Services

The percentage of households which subscribed to local telephone service in Florida in 1998 has been estimated by the FCC to be 92.8 percent. This penetration rate is substantially higher than the subscribership rates of the other services estimated in this survey.³⁴ The percentage of households which subscribed to specific services is shown in Table 1-5. Other than local telephone service, cable TV was the service to which most households subscribed (62.6 percent), followed by cellular telephone service (36.7 percent), Internet service (28.7 percent), pager/beeper service (21.9 percent), security alarm service (15.2 percent), and satellite/Direct TV service (9.5 percent).

The majority of respondents (58.0 percent) reported that their prior month's electric bill was over \$100. A sizable minority (28 percent) paid between \$50 and \$100 (Table 1-6).

Other Household Services and Income

The percentage of households which reported that they subscribed to other household services varies proportionately with income, as expected. In particular, the percentage of respondents which subscribed to cellular telephone service, Internet service, and security alarm service vary considerably depending upon household income. Table 2-5 shows those relationships. The cellular telephone service subscription rate for households with incomes under \$10K is 11.0 percent, but the rate of subscription generally increases as the level of income increases, capping out at 77.6 percent for incomes between \$100K and \$150K. Subscription to Internet service for households with incomes less than \$10K was 3.2 percent, but for households with incomes from \$100K to \$150K was 67.3 percent.

The percentage of households which subscribed to cable service varied considerably by income group as well, but a much higher percentage of low income respondents reportedly subscribed to cable TV service (39.4 percent) than to the other services shown (3.2 to 11.0 percent).

³⁴Since only those households with telephone service were surveyed, it is probable that the average household subscribership rates for other services in the state may vary slightly from the estimated subscriberships shown here.

1. the average number of telephone numbers per household;
2. the percentage of households which reported the use of their telephone service for specified purposes, such as social calls, Internet access, business calls or faxing;
3. the percentage of households which can place calls to essential services;
4. the average number of calls received and placed per household;
5. the ability to use local telephone service to call other significant households;
6. the median importance level of telephone service compared to the median importance levels of other household services;
7. the median bills for local telephone service compared to the median bills for other household services; and
8. the median importance level of telephone service compared to the median importance levels of other services (No. 6 above), in consideration of the price paid for the services (No. 7 above).

Together, this information served to lay a broad foundation for understanding the value of local telephone service. This section discusses each item, in turn.

Table 1-7 indicates that 24.0 percent of households reported having more than one telephone number, while 76.0 percent of households reported just one number. The average number of telephone numbers per household is 1.3 numbers.

In addition, Table 1-8 shows that the majority of respondents indicated that they use their local telephone service for social calls (97.0 percent) and business calls (57.2 percent). Fewer respondents reported using their local telephone service for accessing the Internet (31.0 percent), shopping by telephone (29.8 percent), and faxing (19.7 percent). This data indicates that most households have multiple uses for their local telephone service.

Table 1-9 shows that 8.7 percent of households reported that they were unable to call their local doctor or clinic without an additional charge. In addition, 3.2% of households were unable to call their local schools without an additional charge. This data indicates that the ability to call essential services is nearly universal.

Table 1-10 shows that, on average, households placed 6.3 calls per day and received 7.2 calls per day; thus, they place or receive approximately 13.5 calls per day.

would appear to be of greater economic value. Conversely, if local telephone service can be shown to be priced higher than other services which are of equal or lesser importance, then local telephone service would appear to be of lesser economic value.

The comparative analysis is shown in Chart 1-12B. Local telephone service is reportedly less expensive than satellite/Direct TV, cellular telephone, and cable TV services; however, local telephone service is reportedly of greater importance to respondents than these other services. Thus, local telephone service is perceived to be a better value than these other services by this analysis.

It is less clear whether local telephone service is perceived to be a better value than security alarm, pager/beeper, and Internet services. For instance, local telephone service bills are reportedly \$18.86 higher than pager service bills and the importance of local telephone is greater than pager by one importance level on a median basis (0.67 levels on an average basis). Another interesting comparison is security alarm service. Respondents who subscribe to security alarm service paid slightly less than they paid for local telephone service (the difference is \$2.55 per month), and they rated the importance of security alarm service only slightly less than local telephone service (0 levels on a median basis, 0.42 levels on an average basis).

Value of Service and Income

The survey results indicate that the number of telephone numbers per household increases as household income increases. Households in the two lowest income levels (less than \$10K) reported 1.1 numbers on average, whereas households in the highest income levels (greater than \$150K) reported 1.8 telephone numbers on average. Table 2-7 shows the relationship between the number of telephone numbers and household income.

While telephone usage for social reasons is nearly universal (95 to 100 percent) for all groups, the usage of local telephone service for all other reasons varies proportionately with income. As shown in Table 2-8, only 10.2 percent of the lowest income group reported that they shop by telephone, whereas 59.5 percent of the highest income group reportedly use their telephones for that purpose. Similarly, as household income increases, the percentage of respondents who reportedly use their telephone for all other reasons (including Internet access, business calls, and faxing by telephone) increases.

than lower income groups. However, the reported importance rating placed on local telephone service by respondents did not vary among income groups.

Value of Service and Population Density

Table 3-7 shows that the number of telephone numbers per household were reportedly slightly higher for more densely populated areas than for the less densely populated areas. Density Level III respondents reported an average of 1.4 telephone numbers per household, compared to 1.2 telephone numbers on average for Density Level I respondents.

The percentage of respondents who used their telephone for social calls, Internet access, and business usage did not vary among population density levels. However, the percentage of Density Level I respondents who used their telephones for shopping was greater than the percentage of respondents in the two higher density levels. The percentage of Density Level III respondents who used their telephone for faxing was greater than the percentage of respondents in the two lower density levels. The relationships are shown in Table 3-8.

Based on the data in Table 3-9, it appears that the ability to call doctor/clinic and local schools without incurring an additional charge varies according to population density level. Respondents in Density Level II appear to be more able to call these essential services without incurring additional charges. However, it is important to note that the sampling errors associated with these numbers indicate that a variation might not actually exist.

The number of telephone calls placed and received are reportedly higher for denser populations. Total daily calls placed and received by Density Level I households averaged 12.1, compared to 14.9 calls placed and received by Density Level III households. Table 3-10 shows the relationships.

Respondents did not have a significant difference in the average number of homes which they wished to call but could not because the homes did not have telephone service (Table 3-11).

As reported by respondents, the importance of telephone service did not vary by density level (Table 3-12).

The results of this survey indicate that Density Level III households make slightly more telephone calls and have slightly more telephone numbers than households in the other density levels. Each density level appears to use its local telephone service for different reasons, on average, but the density levels do not rank the importance they place on telephone service any differently. Based on

calls, they are more likely to have just one telephone number, and they have fewer purposes for making calls. However, households with senior citizens rate the importance of local telephone service similar to other households. In addition, this survey did not measure the relative duration of respondents' telephone calls. Data pertaining to call durations could provide additional useful information regarding the value of telephone service that households with senior citizens enjoy relative to other households.

Reactions to Price Increases

In response to the question regarding the action they would take in the event local telephone service prices were to increase, 7.1 percent of the survey respondents said that they would "discontinue" service if the price increased by \$2, and another 25.9 percent of the respondents said they would "pay the increase, but reduce other spending." However, 33.8 percent said that they would "discontinue" service if the price increased by \$20, and another 36.0 percent of the respondents said they would "pay the increase, but reduce other spending." Table 1-17 illustrates the relationships between the various price increases and respondents' anticipated reactions.

As previously mentioned, when analyzing responses to price increase questions presented in decreasing order, any respondent's irrational response to discontinue service at a \$2, \$5, or \$10 amount, after indicating he would not discontinue service at a \$20 increase, resulted in that respondent's answers to all price increase questions being eliminated from the survey results. Similarly, any respondent's irrational response to the \$5 or \$10 increase questions resulted in those respondent's answers being eliminated. The total number of respondent's providing irrational responses of this sort were 13 out of 1,582.

Reaction to Price Increase by Income Group

Cross-tabulations of respondents' anticipated reactions to specified price increases by income levels revealed that all income groups were sensitive to price changes (Table 2-13). At any given price increase amount, higher percentages of respondents from lower income groups indicated that they would discontinue service or reduce spending on other services compared to the percentage of respondents from higher income groups, as one would expect, but there was one interesting anomaly. A higher percentage of respondents in the highest income level (over \$100K), as compared to some middle income levels (\$60K to \$100K), indicated that they would discontinue service due to the

significantly based on whether or not senior citizens lived in the household. Table 4-13 shows the relationship between senior citizen status and reaction to price increases.

Alternatives to Local Telephone Service

When asked what they would do in the event their local telephone service price should increase to an amount which would make them consider discontinuing their local telephone service, 52.4 percent of respondents indicated they would choose cellular telephone service as their alternative to basic local service (Table 1-14). Another 23.0 percent indicated that they would switch to using payphones, 11.0 percent said that they would never disconnect, and 8.6 percent indicated that they would use a neighbor's telephone. The percentage of respondents which provided other (open-ended) responses to this question was 2.0 percent.

Alternatives to Local Telephone Service and Income

Except for the lowest income category (under \$10K per year), respondents at all other income levels indicated a preference for cellular telephone service as their alternative to basic local service. While only 15.8 percent of respondents in the lowest income group indicated that they would choose cellular telephone service, 86.2 percent of respondents in the \$100K to \$150K income level said they would use cellular telephone service as their alternative to local telephone service (Table 2-14). The lowest income level's preferred alternative was payphones (37 percent). Interestingly, however, 20.5 percent of the respondents in the lowest income level reported that they would never discontinue service, a higher rate than all other income levels. This is also the income level with the highest percentage of respondents who said they would discontinue local telephone service at various price increases, relative to the other income groups. This group may not perceive that it has many viable alternatives to local telephone service besides payphones and neighbors' telephones, which are clearly inferior options compared to local telephone service in terms of convenience and effectiveness. It may be for this reason that they are more reluctant to discontinue local telephone service when asked to choose an alternative.

The Typical Florida Household and Local Telephone Service Affordability

The typical Florida household has 1.3 telephone lines. The household uses its telephone(s) almost certainly for social calling (97.0 percent likelihood), and probably business calling (57.2 percent likelihood), but may or may not use it for purposes of Internet access (31.0 percent chance), shopping (29.8 percent chance), or faxing (19.7 percent chance). It is very unlikely that the household would have to pay a special charge to reach essential services, such as the local schools (3.2 percent chance) or family physician (8.7 percent chance). Florida households use their telephone frequently, about 13.5 times a day, on average. Nearly 90 percent of the homes in this profile can call anyone they like, because everyone they want to call has local telephone service.

In addition to local telephone service, Florida households subscribe to a variety of optional calling features and other household services. They subscribe to an average of 2.3 features, the most popular being Call Waiting (60.3 percent) and Caller ID (39.3 percent). They typically have cable TV service (62.6 percent), and may have other services such as cellular telephone service (36.7 percent), Internet service (28.7 percent), pager/beeper service (21.9 percent), or alarm service (15.2 percent).

There is a 70.0 percent chance that the household receives a consolidated bill for local and long-distance telephone service. They pay on average \$39.40 for local service, less than what they pay for long distance service, which averages \$45.47. Thus, their monthly bill is \$84.87 for both services combined. There is one other monthly service that usually costs more than these two services combined, however. Electric service during the summer months is over \$100.

When asked to rate the importance of local telephone service compared to other household services, they said that local telephone service was more important to them than any other. In fact, on average they rated it 4.6 on a scale of 1 to 5, with 5 being the most important. They believe local telephone service is a good deal, considering the value they get for what they pay for the service, especially compared to some other household services, such as cellular telephone or cable TV service, but other services, such as pager/beeper service and security alarm service, may have an economic value to them as high as that of telephone service.

When asked what reaction they might have to a \$2 increase in local telephone rates, 25.9 percent said they would reduce their spending on other goods or services, and another 7.1 percent said they would discontinue local telephone service. When asked what their reaction would be to a \$5 increase in local telephone rates, 31.0 percent said that they would reduce spending on other items and another

When asked what reaction they might have to a \$2 increase in local telephone rates, 37.0 percent said they would reduce their spending on other goods or services and another 9.5 percent said they would discontinue service. When asked what their reaction would be to a \$5 increase in local telephone rates, 41.7 percent answered that they would reduce spending on other items and another 20.5 percent indicated that they would discontinue local telephone service. At the \$10 level, 36.2 percent indicated that they would reduce spending on other items, while 44.1 percent answered that they would discontinue service. When asked what they would do if prices increased to a level that was unacceptable, slightly more than one-third (37.0 percent) indicated that they would use payphones for their household communication needs, but a large percentage of very low-income households said that they would never discontinue service (20.5 percent).

The Moderate Low-Income Florida Household and Local Telephone Service Affordability

For the purposes of this profile, the moderate low-income household in Florida is one with income between \$20K and \$30K. The typical household in this profile has 1.2 telephone lines. The household uses its telephone almost certainly for social calling (95.6 percent likelihood), and probably business calling (56.2 percent likelihood), but is less likely to use it for purposes of shopping (26.6 percent chance), Internet access (19.5 percent chance), or faxing (14.0 percent chance). It is very unlikely that the household would have to pay a special charge to reach essential services, such as the local school (1.8 percent chance) or family physician (5.3 percent chance). They use their telephone frequently, 12.1 times a day, on average. On average, households in this profile report that the number of households they cannot contact because the targeted home does not have local telephone service is 0.4 homes.

In addition to local telephone service, they subscribe to optional calling features and other household services. They subscribe to an average of 2.3 features, the most popular being Call Waiting (57.1 percent), Caller ID (38.5 percent) and 3-way Calling (37.2 percent). They typically have cable TV service (60.6 percent), and may have other services such as cellular telephone service (27.4 percent), pager/beeper service (23.0 percent), or Internet service (17.3 percent).

There is a 73.9 percent chance that the household receives a consolidated bill for local and long-distance telephone service. Their bill is divided between local service (\$38.13) and long distance service (\$39.89), so their monthly bill is \$78.02 on average for both services. There is one other

There is a 68.8 percent chance that they receive a consolidated bill for local and long-distance telephone service. On average, they pay \$42.11 for long distance service and about \$34.02 for local service, so their monthly bill is \$76.13 for both services. There is one other monthly service that usually costs more than these two services combined, however. There is a 66.2 percent chance that they pay over \$100 for electric service during the summer months.

When asked to rate the importance of local telephone service on a scale of 1 to 5, with 5 being the most important, they rated local telephone service 4.6 on average.

When asked what reaction they might have to a \$2 increase in local telephone rates, 23.2 percent of these households said they would reduce their spending on other goods or services, and another 5.9 percent said they would discontinue local telephone service. When asked what their reaction would be to a \$5 increase in local telephone rates, 28.1 percent said that they would reduce spending on other items, and another 12.8 percent said that they would discontinue local telephone service. At the \$10 level, 31.2 percent indicated that they would reduce spending on other items, while 25.5 percent answered that they would discontinue service. When asked what they would do if prices increased to a level that was unacceptable, more than half of the respondents (55.8 percent) indicated that they would switch to cellular telephone service, but others said that they would simply use payphones for their household communication needs (22.2 percent).

The Senior Citizen Household and Local Telephone Service Affordability

For those Florida households with one senior citizen, the average number of telephone lines is 1.3. The household uses its telephone(s) almost certainly for social calling (97.0 percent likelihood), and business calling (47.0 percent likelihood), but may or may not use it for purposes of shopping (32.8 percent likelihood). They were less likely to use it for Internet access (18.1 percent chance), or faxing (14.7 percent chance). It is very unlikely that the household would have to pay a special charge to reach essential services such as their schools (1.7 percent chance) and doctors (7.8 percent chance). They use their telephone frequently, approximately 10.0 times per day. In this profile, the average number of households that cannot be called because the targeted home does not have local telephone service is 0.3.

In addition to local telephone service, they subscribe to optional calling features and other household services, but they average fewer features than other households. They subscribe to an

TELEPHONE SURVEY QUESTIONNAIRE
FLORIDA PUBLIC SERVICE COMMISSION
AFFORDABILITY SURVEY

Preamble to Survey

Step 1 Hello, I'm (INTERVIEWER) from the University of Florida. (I'm calling long distance.) We're conducting a survey for the Florida Public Service Commission. Your response will help the Public Service Commission understand how Floridians view the price of local telephone service.

(USE AS NECESSARY)

- * This is not a sales call, we are only interested in your opinion.
 - * You can tell them you work for the Bureau of Economic and Business Research.
- Have I reached you on your HOME phone?

Step 2 First, I need to know if you are (under 18 years old or) 18 years old or older.

INTERVIEWER: IF THIS IS A NEW PERSON, EXPLAIN THAT THIS IS A SURVEY CONDUCTED BY THE UNIVERSITY OF FLORIDA ABOUT PHONE SERVICE. FIND THE PERSON WHO IS MOST RESPONSIBLE FOR PAYING THE BILLS. IF THAT PERSON IS NOT HOME, GET THEIR NAME AND SCHEDULE A CALLBACK.

According to the research method being used by the University, I have to ask some questions of the person who is most responsible for paying the bills in your household. May I please speak to him or her?

Step 3. Hello, I'm INTERVIEWER from the University of Florida. We're conducting a survey about phone service in Florida. I would like to ask some questions about the price of local phone service in Florida.

Your phone number was selected at random by computer, and only your first name will be used to insure confidentiality. You do not have to answer any question you did not wish to answer.

IF NECESSARY - *it should take less than 10 minutes.

May I have your first name?

>ps7< Do you use your local phone service for accessing the Internet?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

>ps8< Do you use your local phone service for business calls?

- <1> Yes
 - <2> No
 - <-8> Don't know
 - <-9> Not available
- ====>

>ps9< Do you use your local phone service for faxing?

- <1> Yes
 - <2> No
 - <-8> Don't know
 - <-9> Not available
- ====>

>ps10< Of those uses that you've just listed, which one occurs most often?

- <1> Social calls
 - <2> Shopping by phone
 - <3> Internet usage
 - <4> Business calls
 - <5> Faxing
 - <6> Other [specify]
 - <-8> Don't know
 - <-9> Not available
- ====>

>ps11< Can you call your local doctor or clinic without paying additional charges?

- <1> Yes
 - <2> No
 - <-8> Don't know
 - <-9> Not available
- ====>

>ps12< Are you able to call your local schools without paying additional charges?

- <1> Yes
 - <2> No
 - <3> Do not have a reason to call schools
 - <-8> Don't know
 - <-9> Not available
- ====>

>ps16< As I read the following list of optional features, please identify which ones your household subscribes to on a monthly basis?

>ps16< Do you have Call Forwarding?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps19< Do you have an Unlisted Number?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps17< Call Waiting?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps20< Voice Messaging?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps18< Three-Way Calling?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps21< Caller ID?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps22< Is there another feature you have which I have not mentioned that you subscribe to?

- <1> Yes [specify]
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps23< Do you receive separate bills from your local and long distance telephone companies?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available
- ==>

>ps24< Next I would like you to estimate how much you paid last month to your local and long distance telephone companies combined. Do not include wireless or cellular service in your estimate.

INTERVIEWER: IF THEY CAN'T THINK OF AN EXACT NUMBER, HIT -8 FOR DON'T KNOW.

- <0-1000>
- <-8> Don't know [goto p24a]
- <-9> Not available
- ==> [goto ps25]

>ps26< Next, we are interested in finding out about other services you may subscribe to in your household. As I read a list of services, please let me know whether you have the service, and, if so, approximately how much you pay for the service each month.

>ps26< Cable TV service?
<1> No, don't have Cable TV
<2> Under 10 dollars
<3> 10-19.99
<4> 20-29.99
<5> 30-39.99
<6> More than 40
<-8> Don't know
<-9> Not available
=>

>ps27< Satellite or Direct TV service?
<1> No, don't have Satellite or Direct TV
<2> Under 10 dollars
<3> 10-19.99
<4> 20-29.99
<5> 30-39.99
<6> More than 40
<-8> Don't know
<-9> Not available
=>

>ps28< Internet service?
<1> No, don't have Internet service.
<2> Under 10 dollars
<3> 10-19.99
<4> 20-29.99
<5> 30-39.99
<6> More than 40
<-8> Don't know
<-9> Not available
=>

>ps32< How much did you pay for last month's electric service?

INTERVIEWER: PLEASE ASK RESPONDENT TO ESTIMATE *THE ELECTRIC PORTION* IF TOTAL BILL INCLUDES OTHER SERVICES.

<1> Under 20 dollars
<2> 20-49.99
<3> 50-99.99
<4> More than 100
<-8> Don't know
<-9> Not available
=>

>ps29< Security alarm service?
<1> No, don't have security alarm service
<2> Under 10 dollars
<3> 10-19.99
<4> 20-29.99
<5> 30-39.99
<6> More than 40
<-8> Don't know
<-9> Not available

>ps30< Cellular telephone service?
<1> No, don't have Cellular telephone
<2> Under 10 dollars
<3> 10-19.99
<4> 20-29.99
<5> 30-39.99
<6> More than 40
<-8> Don't know
<-9> Not available
=>

>ps31< Pager or beeper service?
<1> No, don't have Pager or beeper
<2> Under 10 dollars
<3> 10-19.99
<4> 20-29.99
<5> 30-39.99
<6> More than 40
<-8> Don't know
<-9> Not available
=>

>p38a< Now let's assume that the local portion of your monthly phone bill increased by \$2 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

- <1> Pay the increase and reduce spending in other areas
- <2> Pay the increase and not adjust other spending
- <3> Discontinue basic local phone service [goto ps44]
- <-8> Don't know
- <-9> Not available
- ==>

>p39a< How about if the local portion of your phone bill increased by \$5. Would you:

- <1> Pay the increase and reduce spending in other areas
- <2> Pay the increase and not adjust other spending
- <3> Discontinue basic local phone service [goto ps44]
- <-8> Don't know
- <-9> Not available
- ==>

>p40a< How about if the local portion of your phone bill increased by \$10. Would you:

- <1> Pay the increase and reduce spending in other areas
- <2> Pay the increase and not adjust other spending
- <3> Discontinue basic local phone service [goto ps44]
- <-8> Don't know
- <-9> Not available
- ==>

>p41a< How about if the local portion of your phone bill increased by \$20. Would you:

- <1> Pay the increase and reduce spending in other areas
- <2> Pay the increase and not adjust other spending
- <3> Discontinue basic local phone service
- <-8> Don't know
- <-9> Not available
- ==>[goto ps44]

>p38b< Now let's assume that the local portion of your monthly phone bill increased by \$2 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

- <1> Pay the increase and not adjust other spending
- <2> Pay the increase and reduce spending in other areas
- <3> Discontinue basic local phone service [goto ps44]
- <-8> Don't know
- <-9> Not available

>p40c< How about if the local portion of your phone bill increased by \$10. Would you:
<1> Discontinue basic local phone service [goto ps44]
<2> Pay the increase and not adjust other spending
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p41c< How about if the local portion of your phone bill increased by \$20. Would you:
<1> Discontinue basic local phone service
<2> Pay the increase and not adjust other spending
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=> [goto ps44]

>p38d< Now let's assume that the local portion of your monthly phone bill increased by \$2 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

<1> Pay the increase and not adjust other spending
<2> Discontinue basic local phone service [goto ps44]
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p39d< How about if the local portion of your phone bill increased by \$5. Would you:
<1> Pay the increase and not adjust other spending
<2> Discontinue basic local phone service [goto ps44]
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p40d< How about if the local portion of your phone bill increased by \$10. Would you:
<1> Pay the increase and not adjust other spending
<2> Discontinue basic local phone service [goto ps44]
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p38f< Now let's assume that the local portion of your monthly phone bill increased by \$2 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

- <1> Pay the increase and reduce spending in other areas
- <2> Discontinue basic local phone service [goto ps44]
- <3> Pay the increase and not adjust other spending
- <-8> Don't know
- <-9> Not available

==>

>p39f< How about if the local portion of your phone bill increased by \$5. Would you:

- <1> Pay the increase and reduce spending in other areas
- <2> Discontinue basic local phone service [goto ps44]
- <3> Pay the increase and not adjust other spending
- <-8> Don't know
- <-9> Not available

==>

>p40f< How about if the local portion of your phone bill increased by \$10. Would you:

- <1> Pay the increase and reduce spending in other areas
- <2> Discontinue basic local phone service [goto ps44]
- <3> Pay the increase and not adjust other spending
- <-8> Don't know
- <-9> Not available

==>

>p41f< How about if the local portion of your phone bill increased by \$20. Would you:

- <1> Pay the increase and reduce spending in other areas
- <2> Discontinue basic local phone service
- <3> Pay the increase and not adjust other spending
- <-8> Don't know
- <-9> Not available

==>[goto ps44]

>p38g< Now let's assume that the local portion of your monthly phone bill increased by \$20 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

- <1> Pay the increase and reduce spending in other areas
- <2> Pay the increase and not adjust other spending [goto ps44]
- <3> Discontinue basic local phone service
- <-8> Don't know
- <-9> Not available

>p40h< How about if the local portion of your phone bill increased by \$5. Would you:
<1> Pay the increase and not adjust other spending [goto ps44]
<2> Pay the increase and reduce spending in other areas
<3> Discontinue basic local phone service
<-8> Don't know
<-9> Not available
=>

>p41h< How about if the local portion of your phone bill increased by \$2. Would you:
<1> Pay the increase and not adjust other spending
<2> Pay the increase and reduce spending in other areas
<3> Discontinue basic local phone service
<-8> Don't know
<-9> Not available
=>[goto ps44]

>p38i< Now let's assume that the local portion of your monthly phone bill increased by \$20 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

<1> Discontinue basic local phone service
<2> Pay the increase and not adjust other spending [goto ps44]
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p39i< How about if the local portion of your phone bill increased by \$10. Would you:
<1> Discontinue basic local phone service
<2> Pay the increase and not adjust other spending [goto ps44]
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p40i< How about if the local portion of your phone bill increased by \$5. Would you:
<1> Discontinue basic local phone service
<2> Pay the increase and not adjust other spending [goto ps44]
<3> Pay the increase and reduce spending in other areas
<-8> Don't know
<-9> Not available
=>

>p38k< Now let's assume that the local portion of your monthly phone bill increased by \$20 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

- <1> Discontinue basic local phone service
 - <2> Pay the increase and reduce spending in other areas
 - <3> Pay the increase and not adjust other spending [goto ps44]
 - <-8> Don't know
 - <-9> Not available
- ==>

>p39k< How about if the local portion of your phone bill increased by \$10. Would you:

- <1> Discontinue basic local phone service
 - <2> Pay the increase and reduce spending in other areas
 - <3> Pay the increase and not adjust other spending [goto ps44]
 - <-8> Don't know
 - <-9> Not available
- ==>

>p40k< How about if the local portion of your phone bill increased by \$5. Would you:

- <1> Discontinue basic local phone service
 - <2> Pay the increase and reduce spending in other areas
 - <3> Pay the increase and not adjust other spending [goto ps44]
 - <-8> Don't know
 - <-9> Not available
- ==>

>p41k< How about if the local portion of your phone bill increased by \$2. Would you:

- <1> Discontinue basic local phone service
 - <2> Pay the increase and reduce spending in other areas
 - <3> Pay the increase and not adjust other spending
 - <-8> Don't know
 - <-9> Not available
- ==>[goto ps44]

>p38l< Now let's assume that the local portion of your monthly phone bill increased by \$20 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

INTERVIEWER, READ ALL THREE OPTIONS TO THE RESPONDENT EXACTLY AS THEY ARE LISTED. THE RESPONSE ORDER IS NOT ALWAYS THE SAME.

- <1> Pay the increase and reduce spending in other areas
- <2> Discontinue basic local phone service
- <3> Pay the increase and not adjust other spending [goto ps44]
- <-8> Don't know
- <-9> Not available

>ps45< In what county in Florida do you live?

- <1> Alachua <2> Baker <3> Bay <4> Bradford
 <5> Brevard <6> Broward <7> Calhoun <8> Charlotte
 <9> Citrus <10> Clay <11> Collier <12> Columbia
 <13> Dade <14> De Soto <15> Dixie <16> Duval
 <17> Escambia <18> Flagler <19> Franklin <20> Gadsden
 <21> Gilchrist <22> Glades <23> Gulf <24> Hamilton
 <25> Hardee <26> Hendry <27> Hernando <28> Highlands
 <29> Hillsborough <30> Holmes <31> Indian River <32> Jackson
 <33> Jefferson <34> Lafayette <35> Lake <36> Lee
 <37> Leon <38> Levy <39> Liberty <40> Madison
 <41> Manatee <42> Marion <43> Martin <44> Monroe
 <45> Nassau <46> Okaloosa <47> Okeechobee <48> Orange
 <49> Osceola <50> Palm Beach <51> Pasco <52> Pinellas
 <53> Polk <54> Putnam <55> St. Johns <56> St. Lucie
 <57> Santa Rosa <58> Sarasota <59> Seminole <60> Sumter
 <61> Suwannee <62> Taylor <63> Union <64> Volusia
 <65> Wakulla <66> Walton <67> Washington
 <-8> Don't Know <-9> Not Available

ENTER THE APPROPRIATE NUMBER ==>

>ps46< What is your Zip Code in Florida (5-digit) ?

- <32000-35000>
 <-8> Don't know
 <-9> Not available
 ==>

>ps47< What race do you consider yourself ?

INTERVIEWER, IF NECESSARY READ CHOICES.

- <1> White [goto ps49]
 <2> Black [goto ps49]
 <3> Asian or Pacific Islander [goto ps50]
 <4> Native Indian [goto ps50]
 <5> Other [goto ps48]
 <6> Multi-racial or mixed race [goto ps49]
 <-9> Not available [goto ps49]
 ==>

>ps48< And what would that be ? [allow 12]

==>

>ps49< Are you of Spanish or Hispanic origin ?

- <1> Yes
 <2> No
 <-8> Don't know
 <-9> Not available
 ==>

REPRESENTATIVE SAMPLING BY POPULATION DENSITY LEVEL

POPULATION DENSITY LEVEL I

County	No. of Respondents	Density Rank*	Households*
Volusia	35	14	168,476
Leon	20	15	86,338
Manatee	18	16	101,734
St Lucie	13	17	67,951
Hernando	12	18	49,988
Polk	25	19	174,478
Alachua	22	20	79,664
Clay	15	21	43,507
Martin	8	22	48,945
Indian River	6	23	43,174
Lake	17	24	76,059
Charlotte	8	25	56,757
Bay	14	26	54,653
Citrus	12	27	46,820
Okaloosa	13	28	61,213
St. Johns	12	29	40,516
Marion	31	30	92,303
Osceola	12	31	50,801
Putnam	6	32	27,048
Santa Rosa	14	33	36,147
Collier	17	34	78,557
Gadsden	1	35	14,912
Bradford	3	36	7,884
Monroe	5	37	36,055
Flagler	6	38	16,103
Nassau	8	39	18,871
Highlands	7	40	33,683
Sumter	1	41	14,824
Columbia	6	42	18,818
Union	1	43	3,135
Jackson	5	44	16,901
Suwannee	1	45	11,795
Okeechobee	1	46	11,458
DeSoto	3	47	9,269
Holmes	2	48	6,253
Baker	2	49	6,259
Hardee	2	50	6,953
Gilchrist	3	51	4,087
Washington	1	52	7,180
Walton	4	53	13,481
Wakulla	3	54	6,600
Levy	6	55	11,978
Madison	3	56	6,169
Hendry	1	57	9,656
Hamilton	5	58	4,146
Gulf	1	59	4,685
Jefferson	1	60	4,537
Calhoun	3	61	4,190
Franklin	2	62	4,098
Taylor	2	63	6,690
Dixie	2	64	4,534
Lafayette	1	65	2,086
Glades	1	66	3,316
Liberty	0	67	2,221
TOTAL	423		1,817,956

POPULATION DENSITY LEVEL II

County	No. Of Respondents	Density Rank*	Households
Duval	164	5	278,674
Hillsborough	73	6	354,902
Orange	67	7	295,691
Sarasota	26	8	137,891
Palm Beach	72	9	413,778
Lee	33	10	160,629
Brevard	26	11	182,091
Escambia	26	12	106,699
Pasco	31	13	134,060
TOTAL	518		2,064,415

POPULATION DENSITY LEVEL III

County	No. Of Respondents	Density Rank*	Households
Pinellas	67	1	394,256
Broward	103	2	588,336
Seminole	28	3	122,926
Dade	420	4	724,487
TOTAL	618		1,830,005

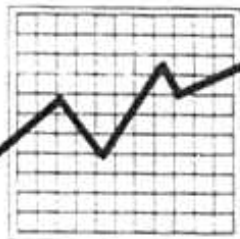
SURVEY

	Respondents	Percentage
Density I	423	27.13%
Density II	518	33.23%
Density III	618	39.64%
TOTAL	1,559	100.00%

FLORIDA

	Households	Percentage
Density I	1,817,956	31.82%
Density II	2,064,376	36.13%
Density III	1,830,005	32.05%
TOTAL	5,712,337	100.00%

*PPSM indicates person per square mile
Source: Table 1.75 County Rankings and Density Estimates,
Rank Percentage Distribution Land Area, and
Density in the State and Counties of Florida,
April 1, 1996
Florida Statistical Abstract 1997



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PUBLICATIONS & SERVICES

POPULATION

Florida Estimates of Population: Intercensal estimates of population for Florida, its counties, cities and unincorporated areas. Includes components of population change and density figures, as well as rankings of the largest counties and cities by population and growth rates.

Florida Population Studies: Three bulletins which include county level data, estimation and projection methodology, and other related topics:

- Households and Average Household Size, 1997
- Projections of Florida Population by County, 1997-2020
- Population Projections by Age, Sex and Race for Florida and Its Counties, 1997-2010

Special Population Reports: Include 1995 estimates of Hispanic population by county with age and sex detail, revised 1980-1990 population estimates by county, an evaluation of population projection errors for Florida counties and an evaluation of 1990 population estimation.

Migration Releases: BEBR prepared reports which include state and county migration flows with age, sex and race detail. Based on data collected by the U.S. Census Bureau and Internal Revenue Service. Updated as data becomes available.

FORECASTING

The Florida Long-term Economic Forecast: The first long-range economic forecast for the State of Florida, its Metropolitan Statistical Areas (MSAs) and counties. Includes data and analyses. Volume 1 includes the State and MSAs and Volume 2 includes the State and Counties.

GENERAL

Florida Statistical Abstract: Widely recognized as the primary statistical reference volume for state and county data. Over 800 pages of current and historical statistics on the economy and demography of Florida, its counties and metropolitan areas. Published annually.

NAL 1997 Florida Property Tax Assessor's file: (Name Address Legal) data collected by the Florida Department of Revenue. Edited and corrected data in a freely accessible dataset, ASCII tab delimited database.

Florida and the Nation: Comparison statistics and ranked data for Florida, the other 49 states, and the United States. There are 102 tables covering a wide range of topics and 70 data maps in this volume.

Florida County Rankings: Provides at-a-glance ranked data for over 400 current data topics for Florida's 67 counties along with data maps. The ranked county data offer a state comparison for each topic. Published annually.

County Perspective: A historical statistical profile as well as rankings of over 400 data items for the county and state. A *Perspective* is available for each county. Published annually.

Florida Personal Income Handbook: Components of personal income by place of residence and Earnings by place of work are presented for Florida the United States and for each of Florida's MSA's and Counties. Also available on diskette.

Building Permits: Activity in Florida: Monthly reports with comparison to previous year and an annual summary of the value and number of private residential housing units permitted in Florida, and its counties, cities and unincorporated areas. Also available on diskette.

Gross and Taxable Sales Information: Data from the Florida Department of Revenue reports of gross and taxable sales for the 6-percent sales and use taxes. Available by county and by kind-of-business category. Issued monthly and annually.

1990 Census Handbook: Florida: Over 600 pages of census information for Florida, its counties, congressional districts and most populous cities and comparisons of Florida with the other forty-nine states.

BEBR Data Base: A computerized data management system which contains extensive economic data for the U.S. and Florida. Provides PC access to current and historical data for Florida and any of its counties and Metropolitan Statistical Areas. Continuously updated.

BEBR Monographs: In-depth analyses of topics relevant to an understanding of the Florida economy and business climate. Issued irregularly.

SURVEY

Offers customized survey services to outside firms, organizations, marketers, researchers and government agencies. Generates a Florida Consumer Confidence Index to assess how Floridians feel about the economy. This index, patterned after the University of Michigan's national Consumer Confidence Index, is released to the press monthly.

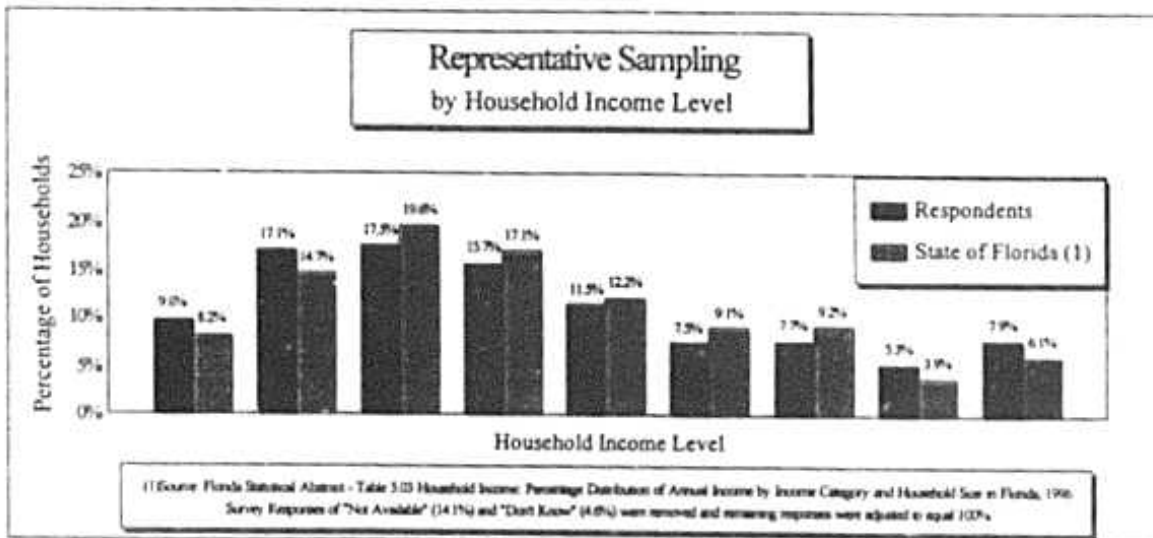
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UNIVERSITY OF
FLORIDA

REPRESENTATIVE SAMPLING BY HOUSEHOLD INCOME LEVEL

<u>Household Income Level</u>	<u>Percentage of Households</u>	
	<u>Respondents</u>	<u>State of Florida</u>
Less than \$ 10,000	9.8%	8.2%
\$10,000 to \$ 19,999	17.1%	14.7%
\$20,000 to \$ 29,999	17.5%	19.6%
\$30,000 to \$ 39,999	15.7%	17.1%
\$40,000 to \$ 49,999	11.5%	12.2%
\$50,000 to \$ 59,999	7.5%	9.1%
\$60,000 to \$ 79,999	7.7%	9.2%
\$80,000 to \$ 99,999	5.3%	3.9%
Over \$100,000	7.9%	6.1%



TABULAR AND CHART PRESENTATIONS OF SURVEY RESULTS

ALL RESPONSES

TABLE 1-1

Method of Billing for Local and Long Distance Telephone Service		
n	Percentage Receiving Separate Bill	Percentage Receiving Combined Bill
1581	28.9 ± 2.3	70.0 ± 2.3
Sampling tolerances calculated at the 95% confidence interval Note: "n" includes "Don't Know" and "Not Available" responses		

CHART 1-1

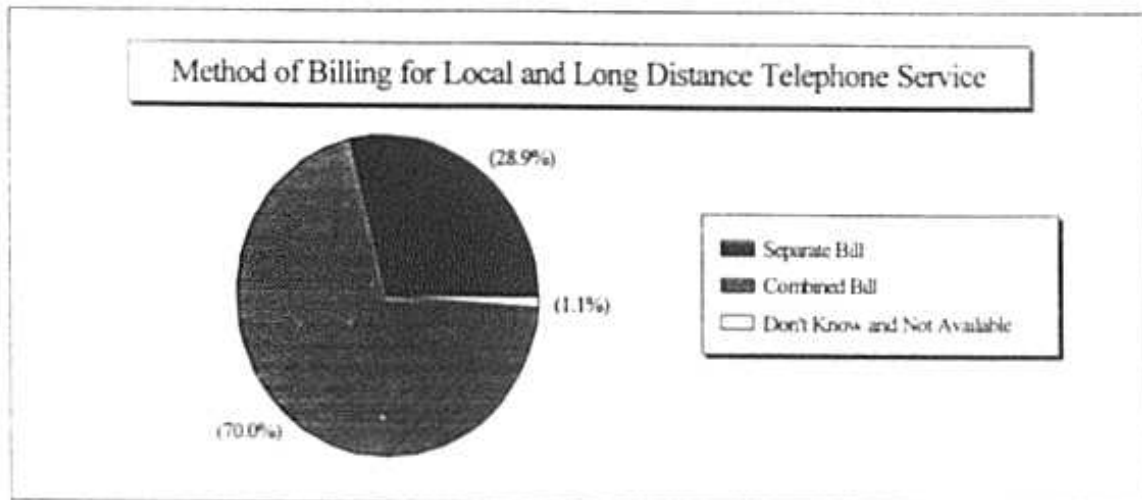


TABLE 1-3

Subscription Rate to Optional Calling Features							
n	Percentage of Households						
	Call Waiting	Caller ID	3-Way Calling	Call Forwarding	Unlisted Number	Voice Messaging	Other Features
1581	60.3 ± 2.5	39.3 ± 2.5	33.7 ± 2.4	30.4 ± 2.3	29.7 ± 2.3	26.8 ± 2.2	13.0 ± 1.7

Sampling tolerances calculated at the 95% confidence interval
 Note: "n" includes "Don't Know" and "Not Available" responses

CHART 1-3

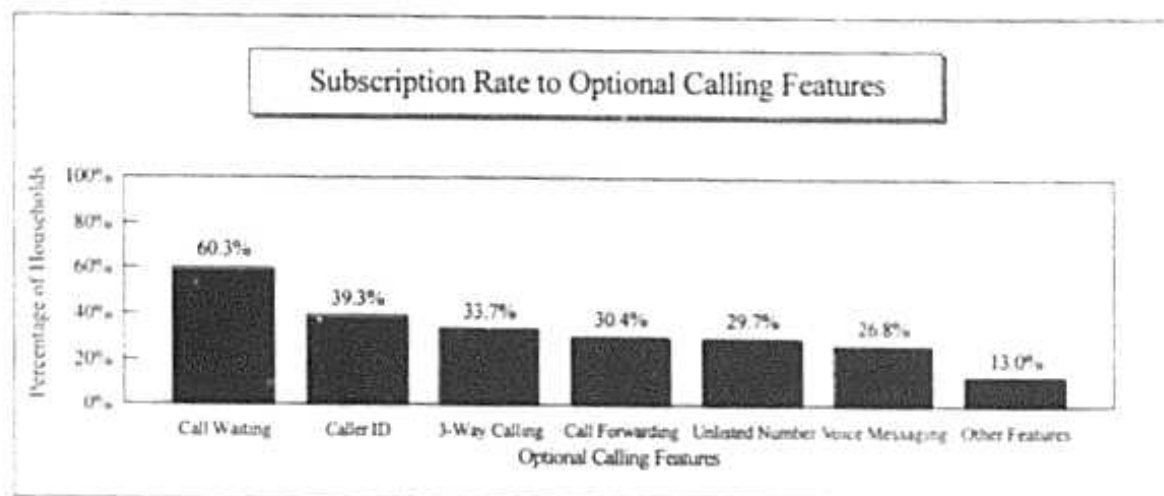


TABLE 1-5

Subscription Rate to Other Household Services						
n	Percentage of Households					
	Cable TV	Cellular Telephone	Internet	Pager/Beeper	Security/Alarm	Satellite/Direct TV
1582	62.6 ± 2.4	36.7 ± 2.4	28.7 ± 2.1	21.9 ± 2.1	15.2 ± 1.8	9.5 ± 1.5

Sampling tolerances calculated at the 95% confidence interval
 Note: "n" includes "Don't Know" and "Not Available" responses

CHART 1-5

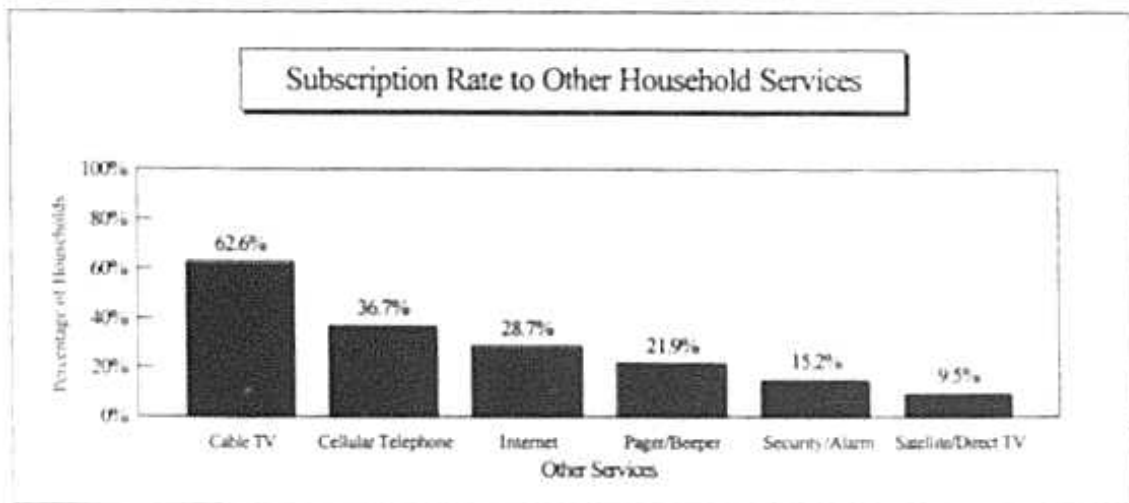


TABLE 1-7

Telephone Numbers Per Household			
n	Percentage Reporting Only One Telephone Number	n	Average Telephone Numbers Per Household
1582	76.0 ± 2.1	1511	1.3 ± 0.0
Sampling tolerances calculated at the 95% confidence interval Note: "n" does not include "Don't Know" and "Not Available" responses for average			

CHART 1-7

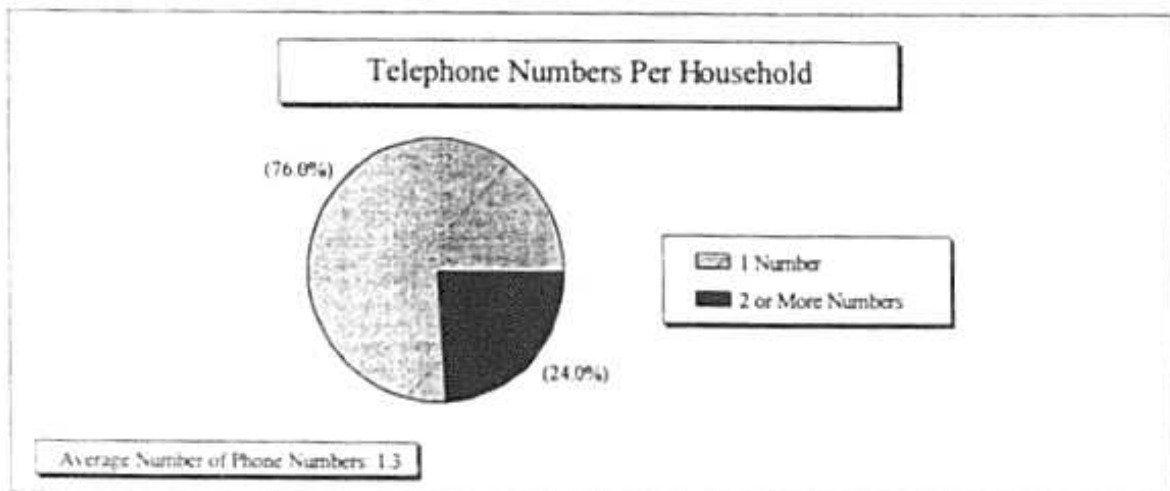


TABLE 1-9

Inability to Call Essential Services Without Additional Charge		
n	Percentage Unable to Call	
	Doctor/Clinic	Local Schools
1582	8.7 ± 1.4	3.2 ± 0.9

Sampling tolerances calculated at the 95% confidence interval
 Note: "n" includes "Don't Know" and "Not Available" responses

CHART 1-9

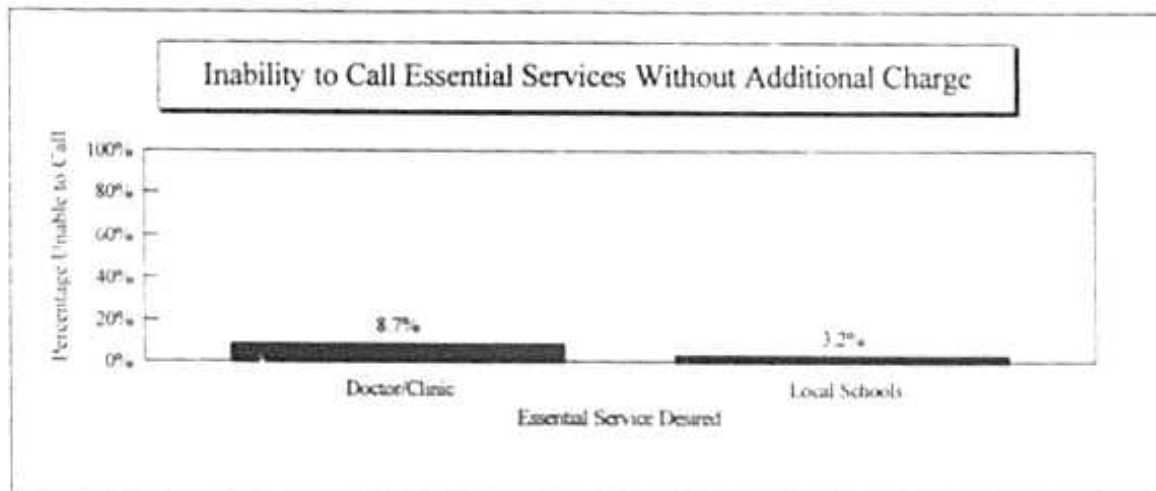


TABLE 1-11

Average Number of Homes that Cannot be Called	
n	Average Number of Homes
1524	0.4 ± 0.1

Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 1-11

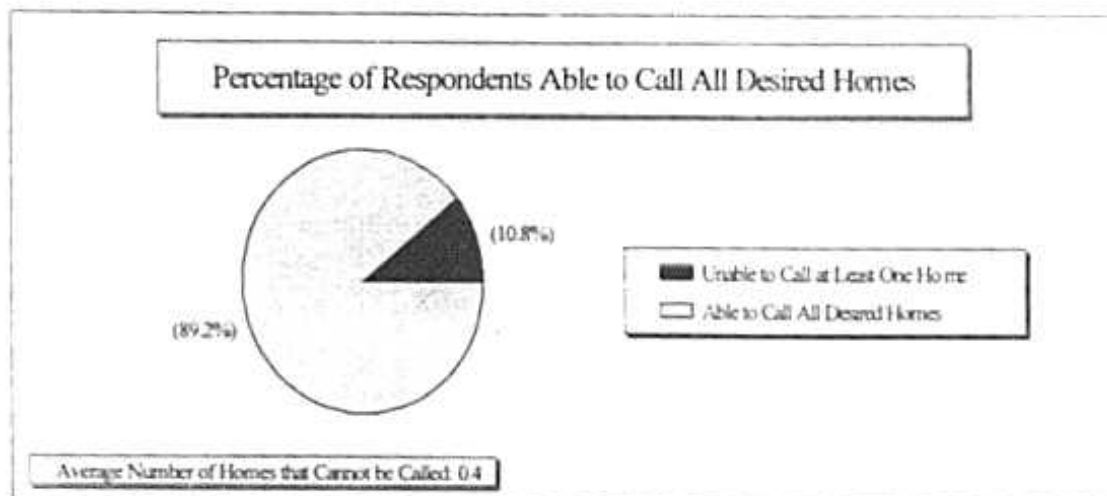


TABLE 1-12B

Differences in Bill Amounts and Importance Levels Between Local Telephone Service and Other Household Services				
Service	n	Median Bill Amount (1)	Bill Differentials (2)	Importance Differentials (3)
Satellite/Direct TV	124	\$39.99	\$11.49	-2
Cellular Telephone	522	\$39.90	\$10.90	-1
Cable TV	894	\$35.71	\$7.21	-1
Local Telephone (4)	1302	\$28.50	\$0.00	0
Security/Alarm	207	\$25.65	-\$2.85	0
Internet	409	\$21.88	-\$6.62	-1
Pager/Beeper	301	\$9.65	-\$18.85	-1

(1) The median bills for services other than local telephone service were based on linear interpolations within the expenditure ranges containing the medians.
 (2) Median bill amounts *Less* telephone service's median bill amount
 (3) Median importance level *Less* local telephone service's median importance level. See Table 1-12.
 (4) Per Line

Note: 'n' includes only those respondents subscribed to the service

CHART 1-12B

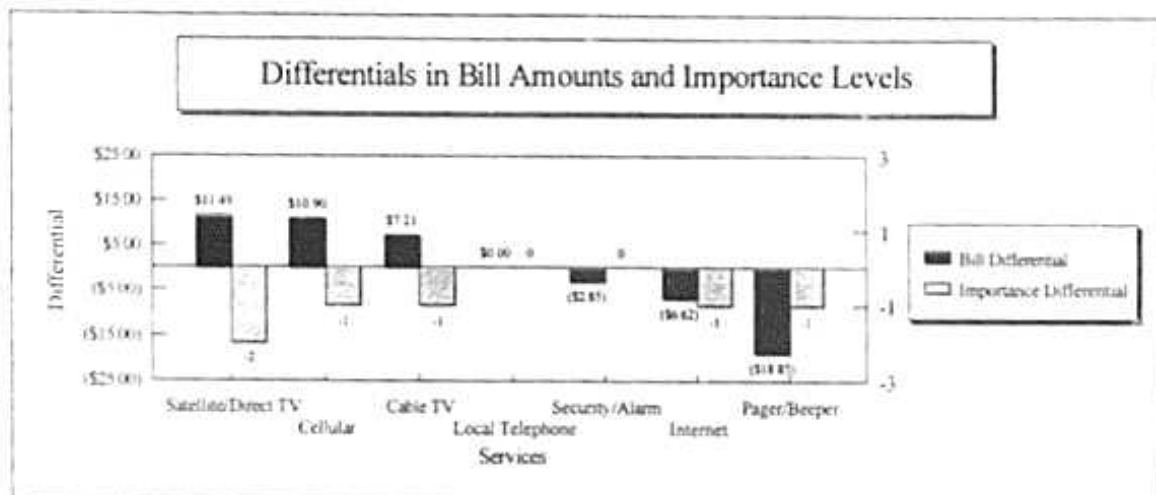


TABLE 1-14

Alternatives to Local Telephone Service				
n	Percentage of Households			
	Cellular Telephone	Payphone	Never Disconnect	Neighbor's Telephone
1582	52.4 ± 2.5	23.0 ± 2.1	11.0 ± 1.6	8.6 ± 1.4
Sampling tolerances calculated at the 95% confidence interval Note: "n" includes "Don't Know" and "Not Available" responses				

CHART 1-14

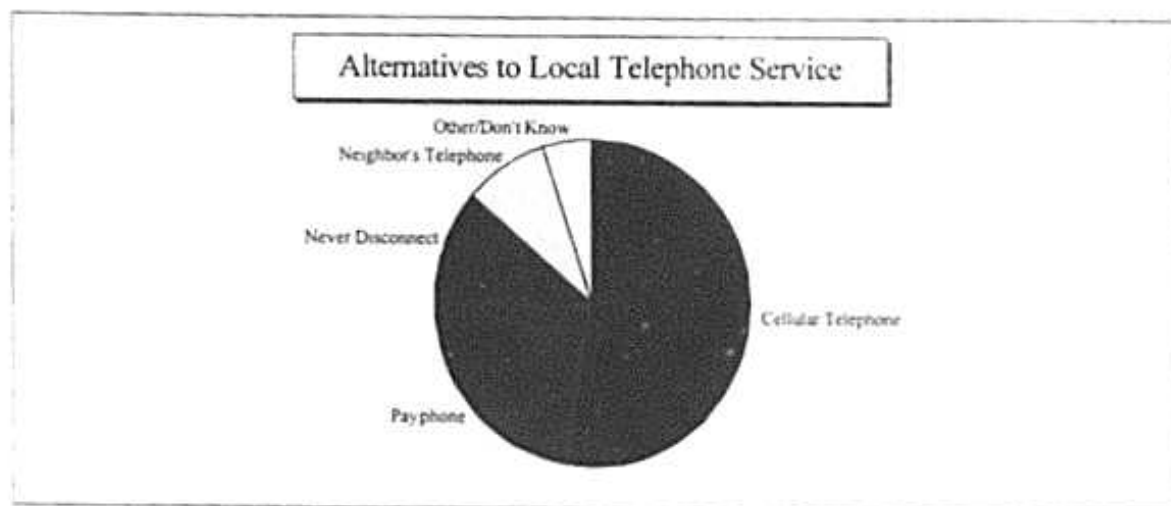


TABLE 2-2

Local and Long Distance Bills Per Household and Per Line by Household Income Level							
Income	n	Total Long Distance and Local Telephone Service		Long Distance Telephone Service		Local Telephone Service	
		Average Bill Per Household(\$)	Average Bill Per Line (\$)	Average Bill Per Household(\$)	Average Bill Per Line (\$)	Average Bill Per Household(\$)	Average Bill Per Line (\$)
Less than \$ 10,000	103	65.44 ±12.9	61.07 ±11.7	28.38 ±10.4	27.59 ±10.2	37.06 ± 7.7	33.47 ± 5.2
\$ 10,000 to \$ 19,999	174	81.48 ±11.5	75.54 ±10.5	41.04 ± 9.1	37.73 ± 7.7	40.44 ± 5.0	37.81 ± 5.0
\$ 20,000 to \$ 29,999	193	78.02 ± 8.9	69.08 ± 7.9	39.89 ± 7.6	34.87 ± 6.7	38.13 ± 3.1	34.21 ± 3.0
\$ 30,000 to \$ 39,999	175	85.70 ±10.2	72.72 ± 9.3	46.54 ± 8.4	40.27 ± 7.8	39.16 ± 3.6	32.45 ± 2.8
\$ 40,000 to \$ 49,999	128	84.27 ±11.3	68.45 ± 9.6	44.02 ± 8.2	35.37 ± 6.4	40.25 ± 6.3	33.08 ± 6.0
\$ 50,000 to \$ 59,999	90	86.99 ±15.0	62.17 ± 7.6	51.78 ±13.2	35.13 ± 6.9	35.21 ± 4.5	27.05 ± 2.9
\$ 60,000 to \$ 79,999	89	91.29 ±16.5	71.64 ±10.4	53.73 ±13.8	41.38 ± 8.9	37.56 ± 4.9	30.26 ± 3.5
\$ 80,000 to \$ 99,999	60	103.58 ±19.7	70.45 ±14.4	60.75 ±15.3	40.89 ±11.8	42.83 ± 7.9	29.56 ± 5.4
\$100,000 to \$150,000	50	107.10 ±20.5	67.38 ±11.5	61.74 ±17.7	40.14 ±10.4	45.36 ±10.1	27.24 ± 4.0
Over \$150,000	31	134.68 ±43.5	76.44 ±23.1	71.94 ±27.4	42.42 ±18.1	62.74 ±31.1	34.02 ±14.7

Sampling tolerances calculated at the 95% confidence interval
Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 2-2

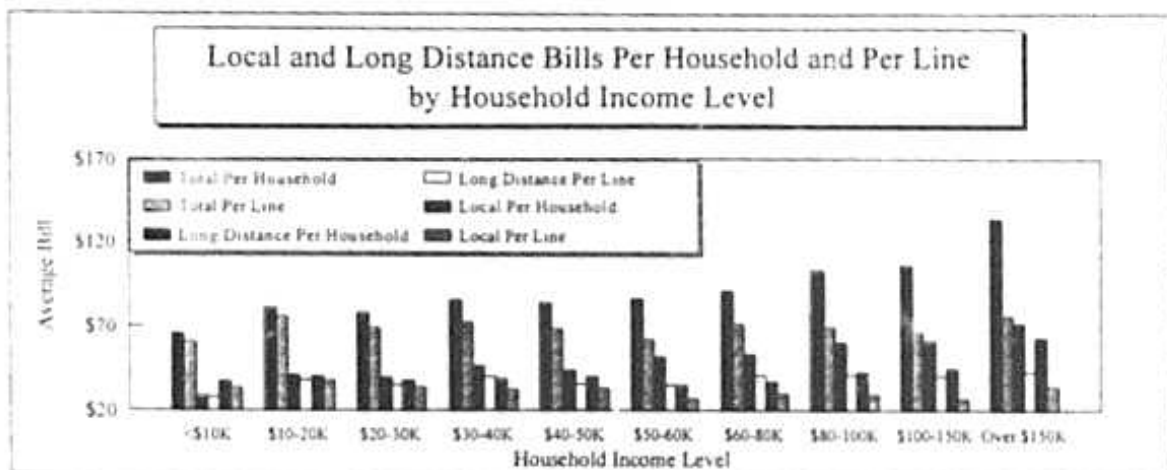


TABLE 2-4

Average Number of Optional Calling Features* by Household Income Level		
Income	n	Average Number of Features
Less than \$ 10,000	124	1.8 ± 0.3
\$ 10,000 to \$ 19,999	215	2.4 ± 0.3
\$ 20,000 to \$ 29,999	218	2.3 ± 0.3
\$ 30,000 to \$ 39,999	191	2.7 ± 0.3
\$ 40,000 to \$ 49,999	145	2.3 ± 0.3
\$ 50,000 to \$ 59,999	95	2.4 ± 0.4
\$ 60,000 to \$ 79,999	97	2.6 ± 0.4
\$ 80,000 to \$ 99,999	66	2.5 ± 0.5
\$100,000 to \$150,000	57	2.7 ± 0.5
Over \$150,000	42	2.4 ± 0.7

*Custom Calling Features/Optional LEC Telecom Services
Sampling tolerances calculated at the 95% confidence interval
Note: "n" does not include "Don't Know" and "Not Available" responses.

CHART 2-4

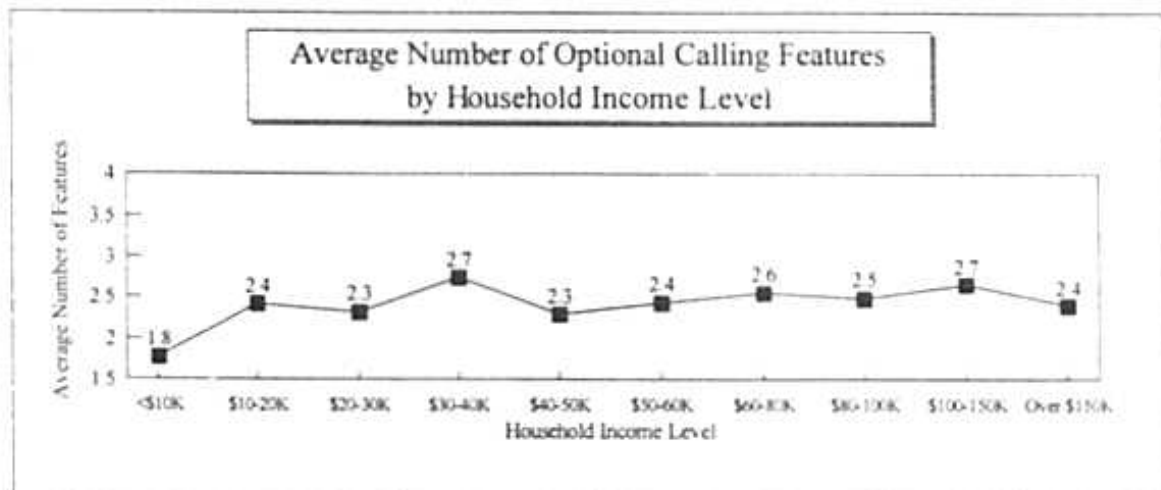


TABLE 2-6

Household Expenditures for Last Month's Electric Service by Household Income Level				
Income	n	Percentage Who Paid Less Than \$50.00	Percentage Who Paid \$50.00 - \$99.99	Percentage Who Paid \$100.00 or More
Less than \$ 10,000	127	16.5 ± 6.6	40.2 ± 8.7	34.7 ± 8.4
\$ 10,000 to \$ 19,999	220	14.1 ± 4.7	36.8 ± 6.5	42.7 ± 6.7
\$ 20,000 to \$ 29,999	226	7.1 ± 3.4	37.6 ± 6.4	50.0 ± 6.6
\$ 30,000 to \$ 39,999	202	5.9 ± 3.3	24.3 ± 6.0	66.3 ± 6.6
\$ 40,000 to \$ 49,999	148	1.4 ± 3.8	23.0 ± 6.9	71.0 ± 7.5
\$ 50,000 to \$ 59,999	96	5.2 ± 4.5	29.2 ± 9.3	62.5 ± 9.9
\$ 60,000 to \$ 79,999	100	1.0 ± 2.0	22.0 ± 8.3	76.0 ± 8.5
\$ 80,000 to \$ 99,999	68	1.5 ± 3.0	10.3 ± 7.4	86.8 ± 8.2
\$100,000 to \$150,000	58	3.4 ± 4.8	19.0 ± 10.0	70.7 ± 11.9
Over \$150,000	42	2.4 ± 4.7	9.5 ± 9.1	85.7 ± 10.8

Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 2-6

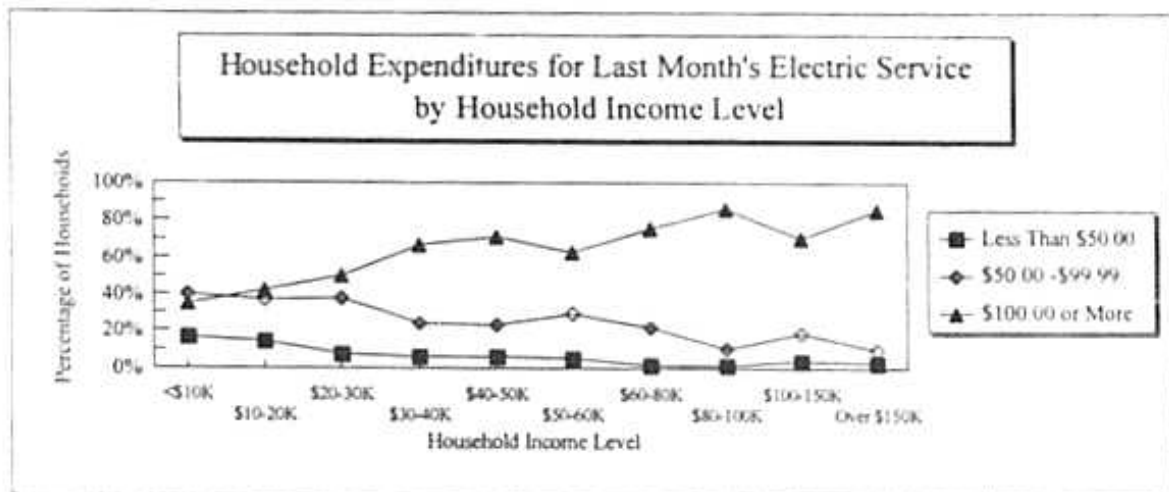


TABLE 2-8

Type of Telephone Service Usage by Household Income Level							
Income	n		Percentage of Households				
	Fax	All Others	Social Calls	Business Calls	Internet Access	Shopping Calls	Faxing
Less than \$ 10,000	121	127	95.3 ± 3.8	37.8 ± 8.6	2.4 ± 2.7	10.2 ± 5.4	4.1 ± 3.6
\$ 10,000 to \$ 19,999	209	220	95.5 ± 2.8	42.7 ± 6.7	16.8 ± 5.0	22.3 ± 5.6	5.7 ± 3.2
\$ 20,000 to \$ 29,999	215	226	95.6 ± 2.7	56.2 ± 6.6	19.5 ± 5.3	26.6 ± 5.9	14.0 ± 4.7
\$ 30,000 to \$ 39,999	187	202	98.0 ± 2.0	62.4 ± 6.8	30.2 ± 6.5	34.6 ± 6.7	19.3 ± 5.8
\$ 40,000 to \$ 49,999	132	148	98.7 ± 1.9	66.2 ± 7.8	41.9 ± 8.1	33.8 ± 7.8	26.5 ± 7.7
\$ 50,000 to \$ 59,999	92	96	97.9 ± 2.9	64.6 ± 9.8	49.0 ± 10.2	34.4 ± 9.7	27.2 ± 9.3
\$ 60,000 to \$ 79,999	94	100	99.0 ± 2.0	62.0 ± 9.7	47.0 ± 10.0	41.0 ± 9.8	33.0 ± 9.7
\$ 80,000 to \$ 99,999	63	68	100.0 ± 0.0	66.2 ± 11.5	54.4 ± 12.1	45.6 ± 12.1	30.2 ± 11.6
\$100,000 to \$150,000	52	58	98.3 ± 3.4	75.9 ± 11.2	70.7 ± 11.9	50.0 ± 13.1	51.9 ± 13.9
Over \$150,000	39	42	100.0 ± 0.0	76.2 ± 13.1	64.3 ± 14.8	59.5 ± 15.1	51.3 ± 16.0

Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 2-8

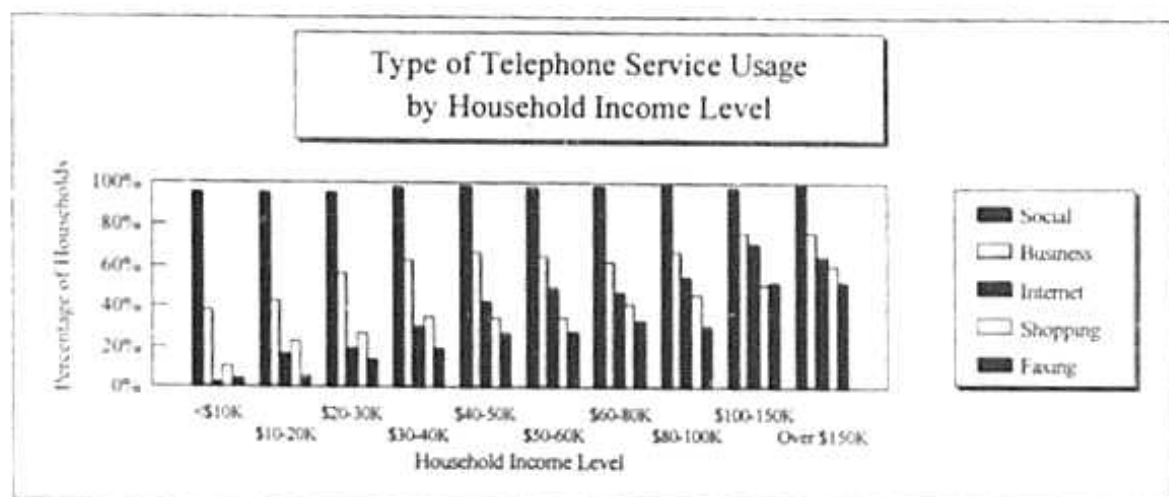


TABLE 2-10

Household Calling Levels by Household Income Level					
Income	n	Average Calls Placed Per Day	n	Average Calls Received Per Day	Average Total Calls Per Day
Less than \$ 10,000	100	4.8 ± 1.1	103	5.9 ± 1.4	10.7
\$ 10,000 to \$ 19,999	176	5.6 ± 1.0	187	7.5 ± 1.4	13.1
\$ 20,000 to \$ 29,999	181	5.8 ± 1.0	196	6.3 ± 1.0	12.1
\$ 30,000 to \$ 39,999	170	6.7 ± 1.4	184	7.5 ± 1.3	14.2
\$ 40,000 to \$ 49,999	126	6.3 ± 1.0	137	6.8 ± 1.0	13.1
\$ 50,000 to \$ 59,999	81	8.6 ± 2.0	86	8.8 ± 2.1	17.4
\$ 60,000 to \$ 79,999	84	6.7 ± 1.5	90	6.7 ± 1.3	13.4
\$ 80,000 to \$ 99,999	52	7.6 ± 1.9	53	9.5 ± 3.4	17.1
\$100,000 to \$150,000	51	8.6 ± 2.2	55	9.4 ± 1.9	18.0
Over \$150,000	36	7.6 ± 2.2	39	11.2 ± 5.6	18.8

Sampling tolerances calculated at the 95% confidence interval
Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 2-10

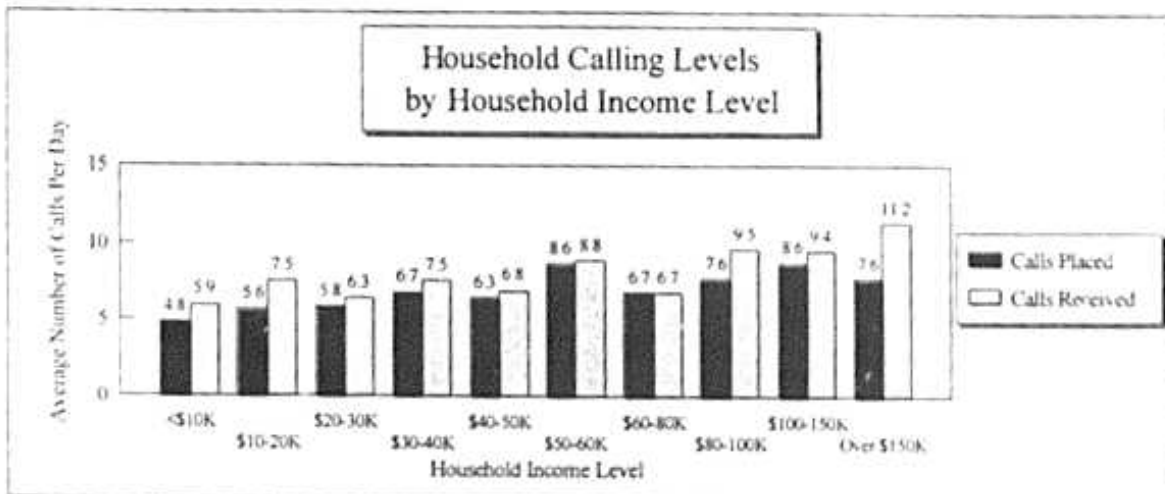


TABLE 2-12

Average Household Importance Level of Local Telephone Service by Household Income Level		
Income	n	Average Importance Level
Less than \$ 10,000	121	4.6 ± 0.2
\$ 10,000 to \$ 19,999	218	4.5 ± 0.1
\$ 20,000 to \$ 29,999	224	4.5 ± 0.1
\$ 30,000 to \$ 39,999	202	4.6 ± 0.1
\$ 40,000 to \$ 49,999	148	4.7 ± 0.1
\$ 50,000 to \$ 59,999	96	4.6 ± 0.2
\$ 60,000 to \$ 79,999	100	4.7 ± 0.1
\$ 80,000 to \$ 99,999	68	4.7 ± 0.2
\$100,000 to \$150,000	58	4.5 ± 0.3
Over \$150,000	42	4.7 ± 0.2

Importance Levels: 1=Not Very Important, 5=Very Important
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 2-12

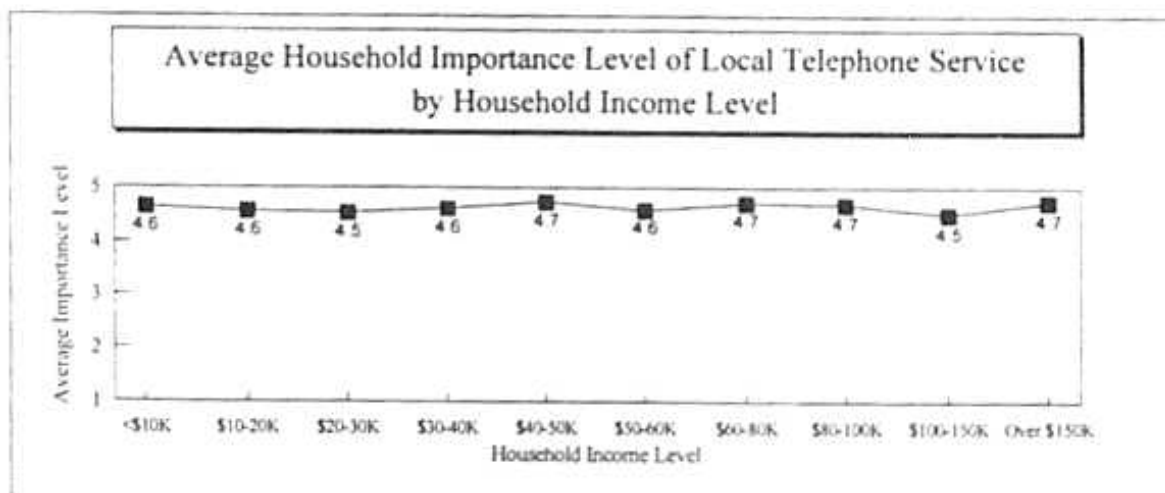


TABLE 2-13 (Continued)

Reactions to Price Increase of Local Telephone Service by Household Income Level							
Income	n	\$10 Increase			\$20 Increase		
		Reduce Spending	Not Reduce Spending	Discontinue Service	Reduce Spending	Not Reduce Spending	Discontinue Service
Less than \$ 10,000	127	36.2 ± 8.5	11.0 ± 5.6	44.1 ± 8.8	29.9 ± 8.1	7.1 ± 4.6	52.8 ± 8.9
\$ 10,000 to \$ 19,999	220	38.6 ± 6.6	28.6 ± 6.1	27.7 ± 6.0	35.9 ± 6.5	17.7 ± 5.2	39.1 ± 6.6
\$ 20,000 to \$ 29,999	226	38.5 ± 6.5	28.3 ± 6.0	28.3 ± 6.0	35.4 ± 6.4	20.4 ± 5.4	38.1 ± 6.5
\$ 30,000 to \$ 39,999	202	42.6 ± 7.0	33.7 ± 6.7	22.8 ± 5.9	45.5 ± 7.0	22.8 ± 5.9	28.7 ± 6.4
\$ 40,000 to \$ 49,999	148	43.9 ± 8.2	32.4 ± 7.7	21.6 ± 6.8	48.7 ± 8.2	20.3 ± 6.6	28.4 ± 7.4
\$ 50,000 to \$ 59,999	96	30.2 ± 9.4	44.8 ± 10.2	21.9 ± 8.4	32.3 ± 9.5	30.2 ± 9.4	33.3 ± 9.6
\$ 60,000 to \$ 79,999	100	36.0 ± 9.6	49.0 ± 10.0	14.0 ± 6.9	39.0 ± 9.8	39.0 ± 9.8	20.0 ± 8.0
\$ 80,000 to \$ 99,999	68	30.9 ± 11.2	55.9 ± 12.0	10.3 ± 7.4	29.4 ± 11.1	44.1 ± 12.0	20.6 ± 9.8
\$100,000 to \$150,000	58	22.4 ± 11.0	55.2 ± 13.1	17.2 ± 9.9	32.8 ± 12.3	39.7 ± 12.9	25.9 ± 11.5
Over \$150,000	42	16.7 ± 11.5	61.9 ± 15.0	21.4 ± 12.7	19.1 ± 12.1	50.0 ± 15.4	28.6 ± 13.9

Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 2-13A

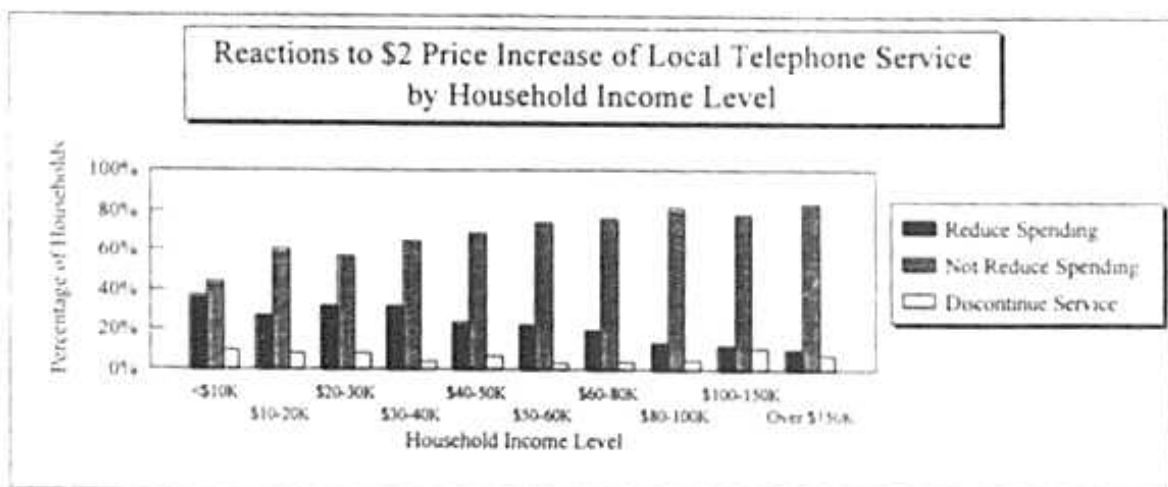


TABLE 2-14

Alternatives to Local Telephone Service by Household Income Level						
Income	n	Percentage of Households				
		Cellular Telephone	Payphone	Never Disconnect	Neighbor's Telephone	Other Don't Know
Less than \$ 10,000	127	15.8 ± 6.5	37.0 ± 8.6	20.5 ± 7.2	18.1 ± 6.8	8.7 ± 5.0
\$ 10,000 to \$ 19,999	220	35.9 ± 6.5	30.5 ± 6.2	12.7 ± 4.5	15.5 ± 4.9	5.5 ± 3.1
\$ 20,000 to \$ 29,999	226	55.3 ± 6.6	28.3 ± 6.0	7.1 ± 3.4	7.1 ± 3.4	2.2 ± 2.0
\$ 30,000 to \$ 39,999	202	60.4 ± 6.9	24.8 ± 6.1	5.9 ± 3.3	6.4 ± 3.5	2.5 ± 2.2
\$ 40,000 to \$ 49,999	148	63.5 ± 7.9	16.2 ± 6.1	8.8 ± 4.7	10.1 ± 5.0	1.4 ± 1.9
\$ 50,000 to \$ 59,999	96	71.9 ± 9.2	15.6 ± 7.4	6.3 ± 4.9	3.1 ± 3.6	3.1 ± 3.5
\$ 60,000 to \$ 79,999	100	66.0 ± 9.5	14.0 ± 6.9	12.0 ± 6.5	5.0 ± 4.4	3.0 ± 3.4
\$ 80,000 to \$ 99,999	68	73.5 ± 10.7	10.3 ± 7.4	14.7 ± 8.6	0.0 ± 0.0	1.5 ± 2.4
\$100,000 to \$150,000	58	86.2 ± 9.1	5.2 ± 5.8	6.9 ± 6.7	1.7 ± 3.4	0.0 ± 0.0
Over \$150,000	42	71.4 ± 13.9	14.3 ± 10.8	7.1 ± 7.9	2.4 ± 4.7	4.8 ± 6.6

Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 2-14

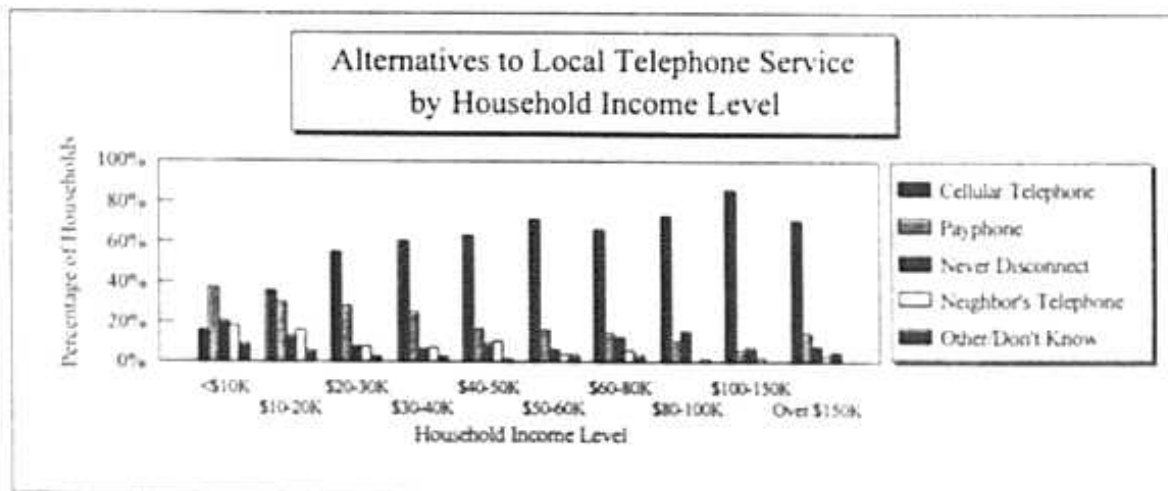


TABLE 3-2

Local and Long Distance Bills Per Household and Per Line by Population Density Level*							
Density Level	n	Total Long Distance and Local Telephone Service		Long Distance Telephone Service		Local Telephone Service	
		Average Bill Per Household (\$)	Average Bill Per Line (\$)	Average Bill Per Household (\$)	Average Bill Per Line (\$)	Average Bill Per Household (\$)	Average Bill Per Line (\$)
I	344	76.13 ± 6.9	64.13 ± 5.7	42.11 ± 5.5	35.42 ± 4.7	34.02 ± 2.6	28.71 ± 2.0
II	426	84.89 ± 7.0	68.49 ± 5.4	44.48 ± 5.8	35.13 ± 4.4	40.41 ± 3.0	33.36 ± 2.4
III	520	91.20 ± 6.9	72.45 ± 5.4	49.02 ± 5.5	38.93 ± 4.5	42.19 ± 3.2	33.52 ± 2.3

* Level I is the least dense
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 3-2

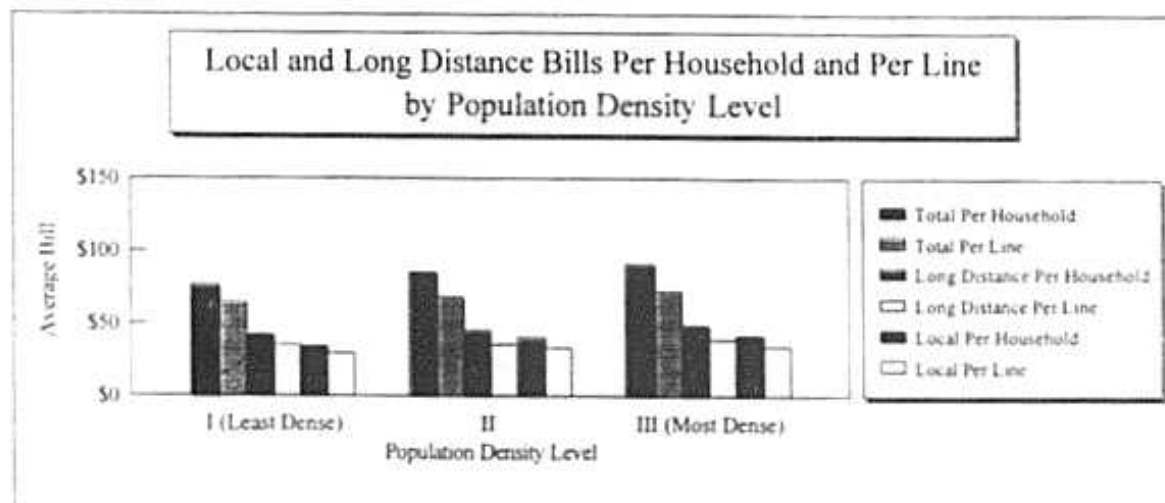


TABLE 3-4

Average Number of Optional Calling Features* by Population Density Level**		
Density Level	n	Average Number of Features
I	415	1.7 ± 0.2
II	501	2.4 ± 0.2
III	590	2.7 ± 0.2

*Custom Calling Features/Optional LEC Telecom Services
 **Level I is the least dense
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 3-4

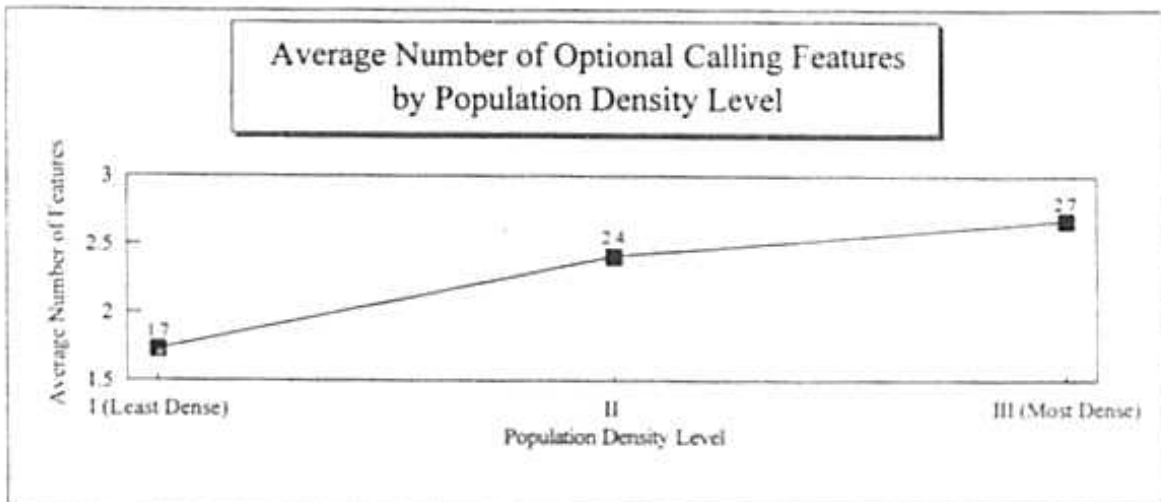


TABLE 3-6

Household Expenditures for Last Month's Electric Service by Population Density Level*				
Density Level	n	Percentage Who Paid Less Than \$50.00	Percentage Who Paid \$50.00 - \$99.99	Percentage Who Paid \$100 or More
I	423	4.0 ± 1.9	24.8 ± 4.2	66.2 ± 4.6
II	518	6.4 ± 2.2	28.0 ± 3.9	59.3 ± 4.3
III	618	9.6 ± 2.4	29.9 ± 3.7	52.1 ± 4.0

*Level I is the least dense
Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 3-6

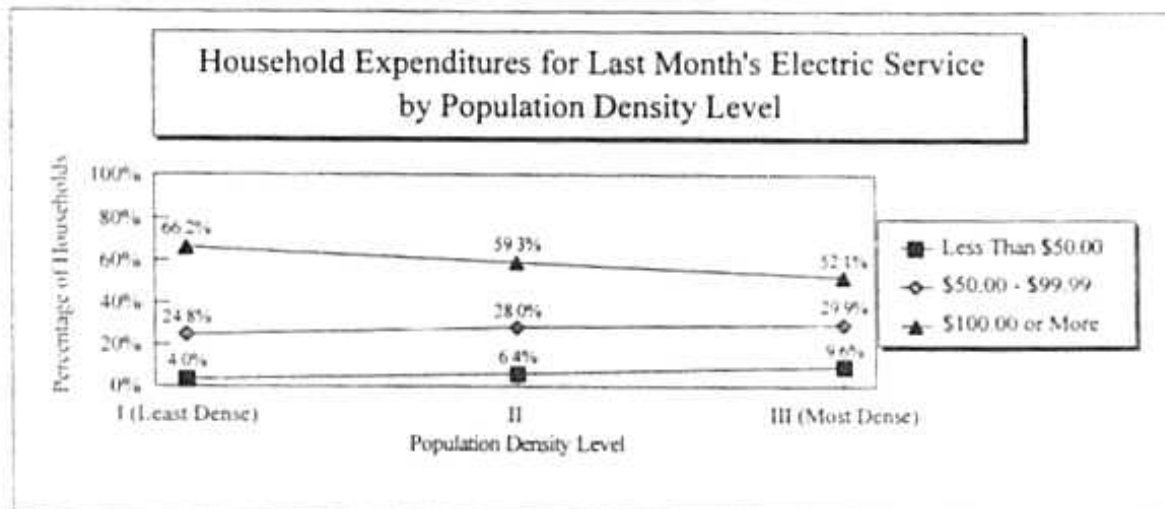


TABLE 3-8

Type of Telephone Service Usage by Population Density Level*							
Density Level	n		Percentage of Households				
	Fax	All Others	Social Calls	Business Calls	Internet Access	Shopping Calls	Faxing
I	387	423	98.1 ± 1.3	57.9 ± 4.8	30.7 ± 4.5	36.6 ± 4.7	16.0 ± 3.7
II	488	518	96.1 ± 1.7	58.5 ± 4.3	29.0 ± 4.0	29.7 ± 4.0	16.0 ± 3.3
III	587	618	97.1 ± 1.3	56.0 ± 4.0	33.0 ± 3.8	25.4 ± 3.5	25.7 ± 3.6

*Level I is the least dense
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" includes "Don't Know" and "Not Available" responses.

CHART 3-8

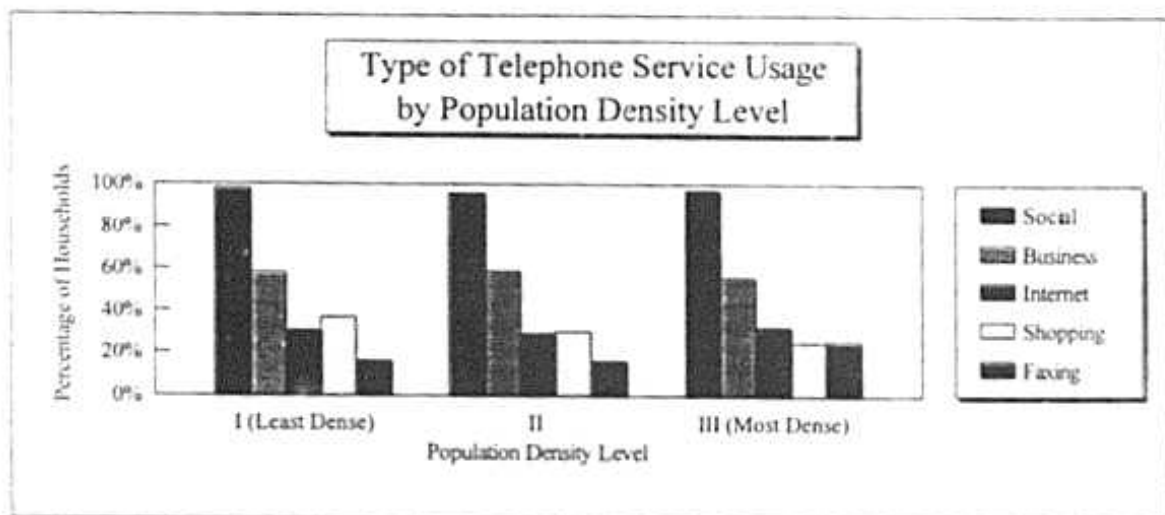


TABLE 3-10

Household Calling Levels by Population Density Level*					
Density Level	n	Average Calls Placed Per Day	n	Average Calls Received Per Day	Average Total Calls Per Day
I	354	5.8 ± 0.7	370	6.3 ± 0.7	12.1
II	416	6.1 ± 0.6	430	7.3 ± 0.8	13.4
III	495	7.0 ± 0.7	537	7.9 ± 0.8	14.9

*Level I is the least dense
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 3-10

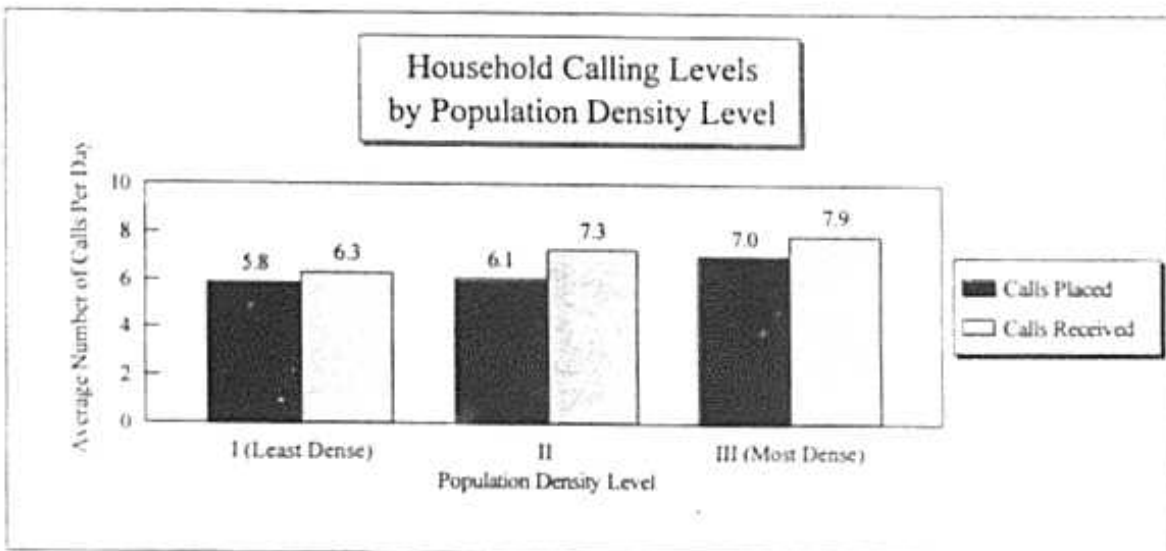


TABLE 3-12

Average Household Importance Levels of Local Telephone Services by Population Density Level*		
Density Level	n	Average Importance Level**
I	422	4.6 ± 0.1
II	512	4.6 ± 0.1
III	611	4.7 ± 0.1

*Level I is the least dense
 **Importance Levels: 1=Not Very Important, 5=Very Important
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 3-12

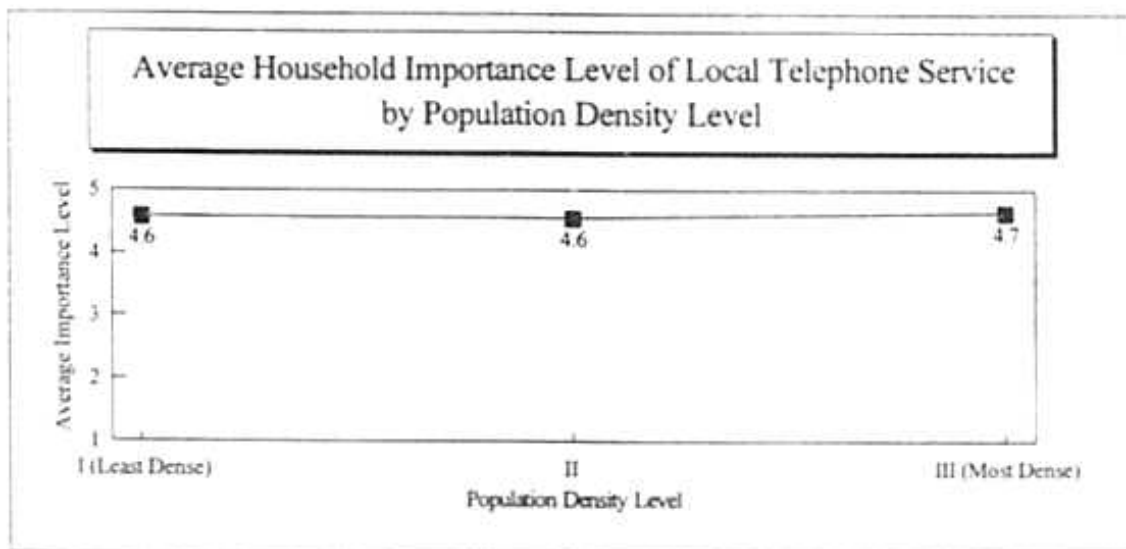


CHART 3-13A

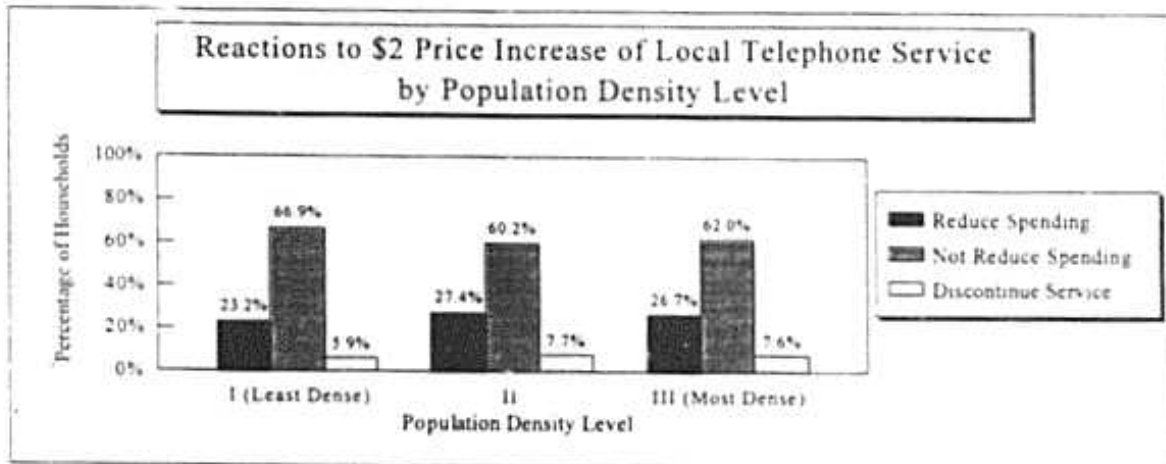


CHART 3-13B

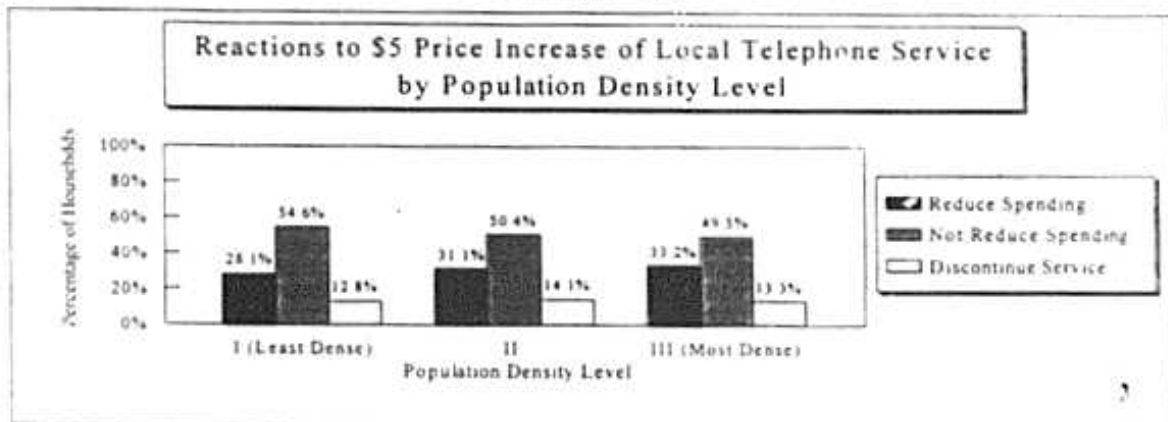


CHART 3-13C

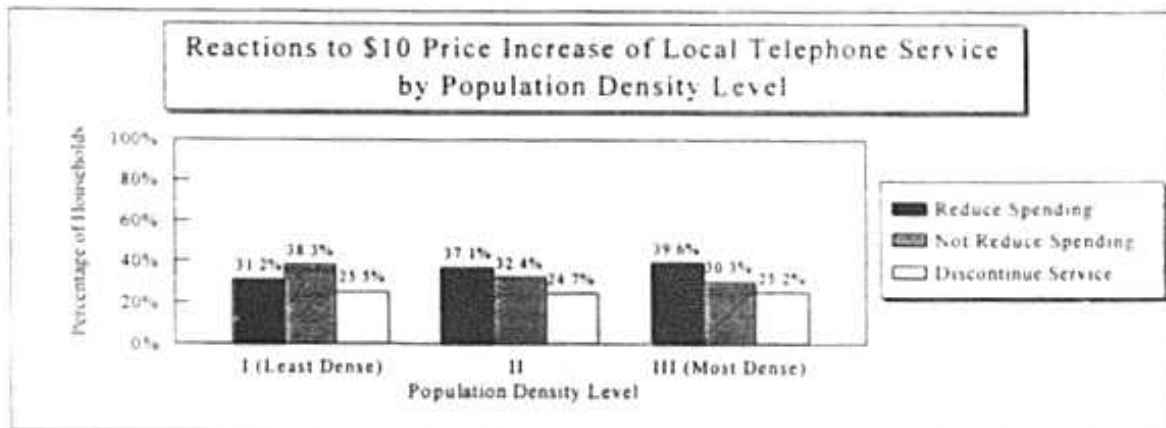


TABLE 3-14

Alternatives to Local Telephone Service by Population Density Level*					
Density Level	n	Percentage of Households			
		Cellular Telephone	Payphone	Never Disconnect	Neighbor's Telephone
I	423	55.8 ± 4.8	22.2 ± 4.0	6.9 ± 2.5	8.5 ± 2.7
II	518	56.2 ± 4.4	22.2 ± 3.6	9.3 ± 2.5	8.3 ± 2.4
III	618	48.1 ± 4.0	24.3 ± 3.4	14.4 ± 2.8	8.9 ± 2.3

*Level I is the least dense
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" includes "Don't Know" and "Not Available" responses

CHART 3-14

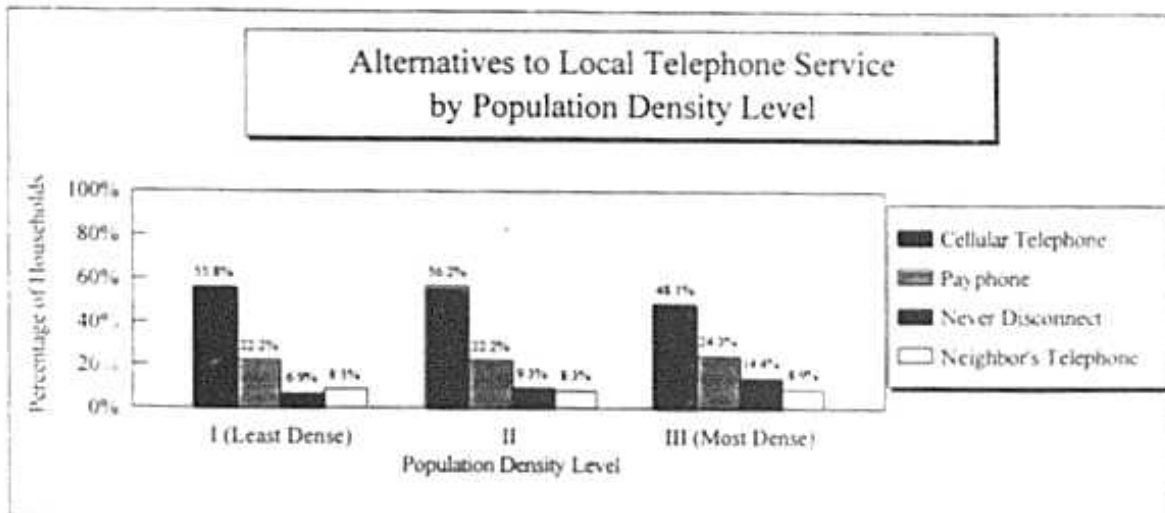


TABLE 4-2

Local and Long Distance Bills Per Household and Per Line by Households with Members Over Age 65							
Household Members Over Age 65	n	Total Long Distance and Local Telephone Service		Long Distance Telephone Service		Local Telephone Service	
		Average Bill Per Household (\$)	Average Bill Per Line (\$)	Average Bill Per Household (\$)	Average Bill Per Line (\$)	Average Bill Per Household (\$)	Average Bill Per Line (\$)
0	1052	90.45 ± 4.6	72.64 ± 3.6	48.96 ± 3.8	38.88 ± 3.0	41.49 ± 1.9	33.75 ± 1.5
1	169	58.53 ± 8.6	48.65 ± 6.4	25.76 ± 5.2	21.72 ± 4.7	32.78 ± 6.1	26.94 ± 3.5
2 or More	75	64.89 ± 15.3	59.18 ± 14.1	38.79 ± 13.2	36.07 ± 12.9	26.11 ± 4.6	23.11 ± 2.9

Sampling tolerances calculated at the 95% confidence interval
Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 4-2

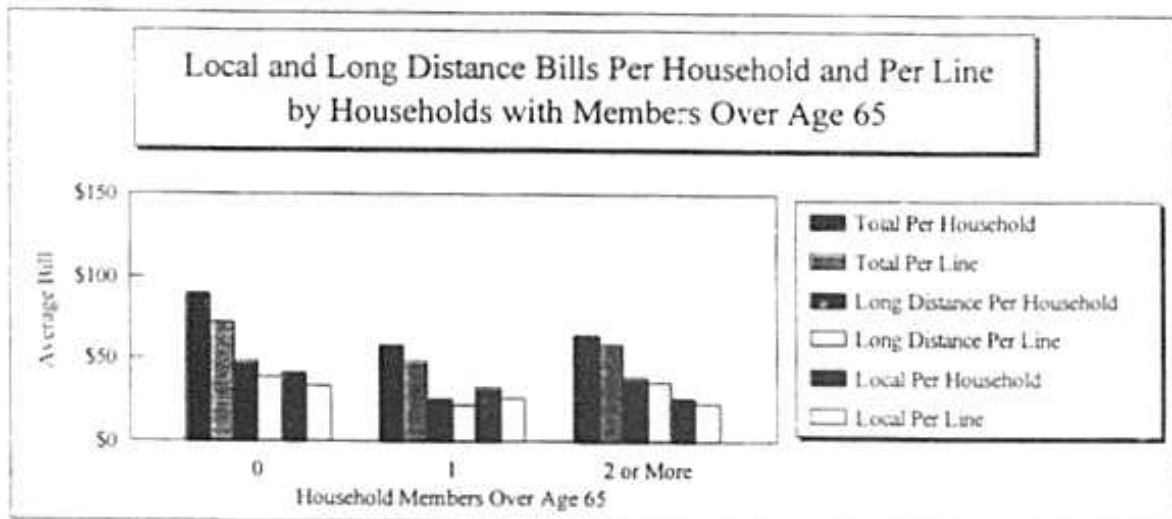


TABLE 4-4

Average Number of Optional Calling Features* by Households with Members Over Age 65		
Household Members Over Age 65	n	Average Number of Features
0	1189	2.6 ± 0.1
1	223	1.4 ± 0.2
2 or More	107	0.9 ± 0.3

*Custom Calling Features/Optional LEC Telecom Services
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 4-4

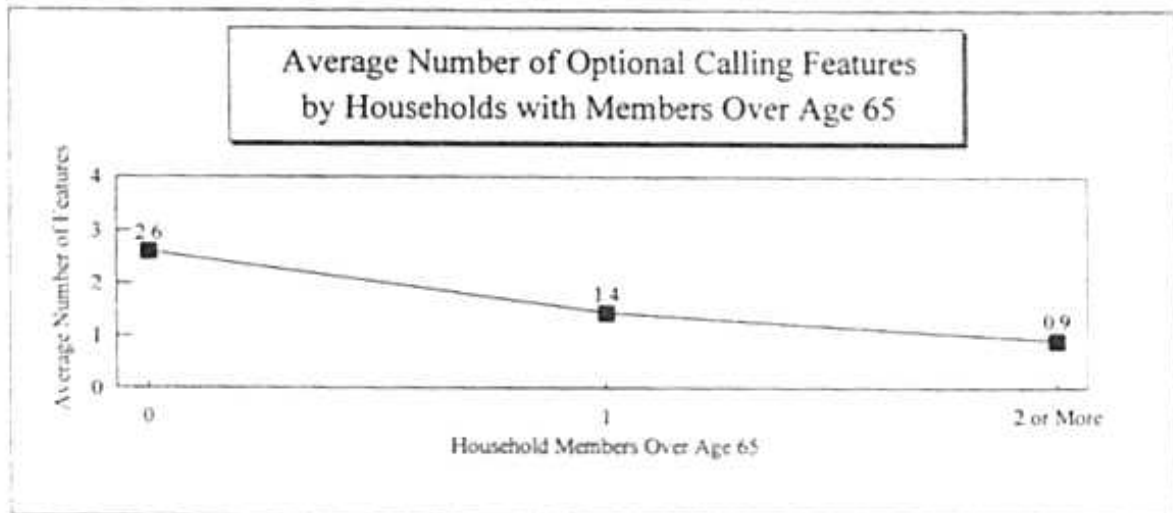


TABLE 4-6

Household Expenditures for Last Month's Electric Service by Households with Members Over Age 65				
Household Members Over Age 65	n	Percentage Who Paid Less Than \$50.00	Percentage Who Paid \$50.00 - \$99.99	Percentage Who Paid \$100.00 or More
0	1233	6.0 ± 1.4	28.1 ± 2.6	59.7 ± 2.8
1	232	13.4 ± 4.5	30.2 ± 6.0	46.1 ± 6.6
2 or More	108	5.6 ± 4.4	22.2 ± 8.0	65.7 ± 9.1

Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 4-6

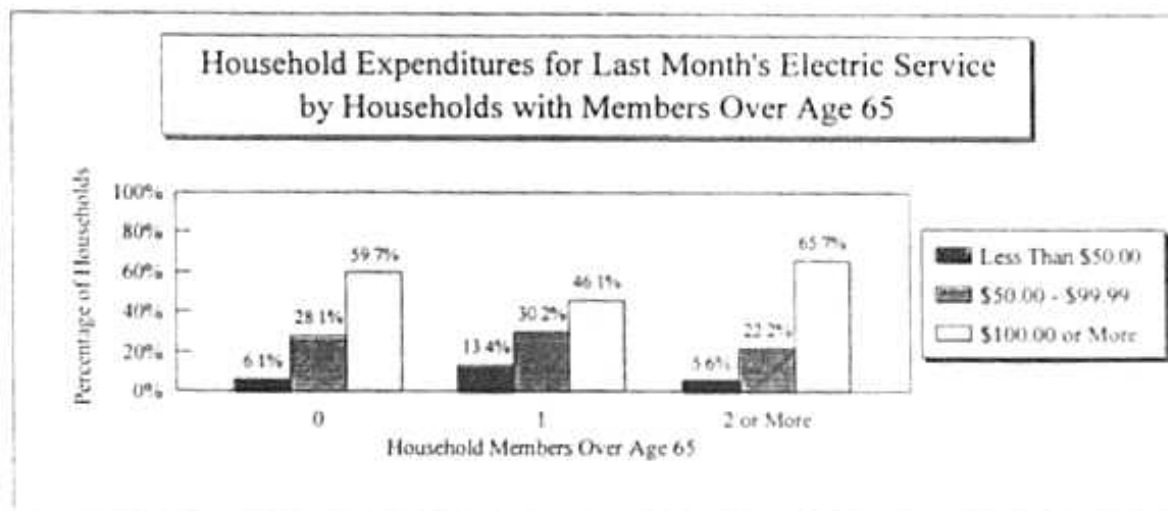


TABLE 4-8

Type of Telephone Service Usage by Households with Members Over Age 65							
Household Members Over Age 65	n		Percentage of Households				
	Fax	All Others	Social	Business	Internet	Shopping	Faxing
0	1158	1233	97.1 ± 1.0	59.7 ± 2.8	35.1 ± 2.7	29.4 ± 2.6	21.1 ± 2.4
1	218	232	97.0 ± 2.3	47.0 ± 6.6	18.1 ± 5.1	32.8 ± 6.2	14.7 ± 4.8
2 or More	98	108	96.3 ± 1.9	50.9 ± 1.4	13.9 ± 0.7	28.7 ± 1.0	15.3 ± 0.8

Sampling tolerances calculated at the 95% confidence interval
Note: "n" includes "Don't Know" and "Not Available" responses

CHART 4-8

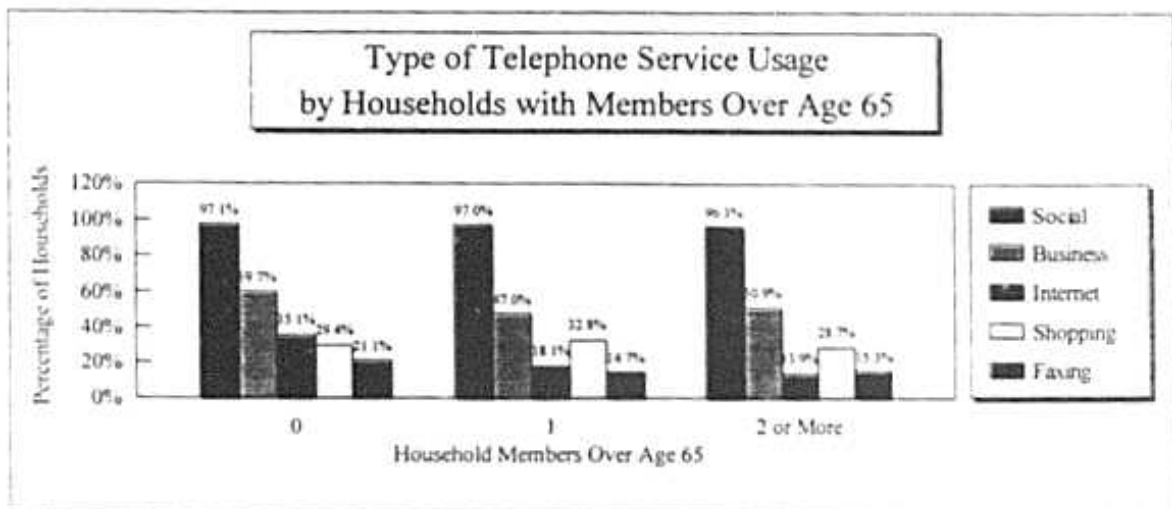


TABLE 4-10

Household Calling Levels by Households with Members Over Age 65					
Household Members Over Age 65	n	Average Calls Placed Per Day	n	Average Calls Received Per Day	Average Total Calls Per Day
0	999	6.8 ± 0.5	1059	7.8 ± 0.6	14.6
1	187	4.8 ± 0.9	197	5.2 ± 0.8	10.0
2 or More	87	4.5 ± 1.0	92	4.5 ± 1.1	9.0

Sampling tolerances calculated at the 95% confidence interval
Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 4-10

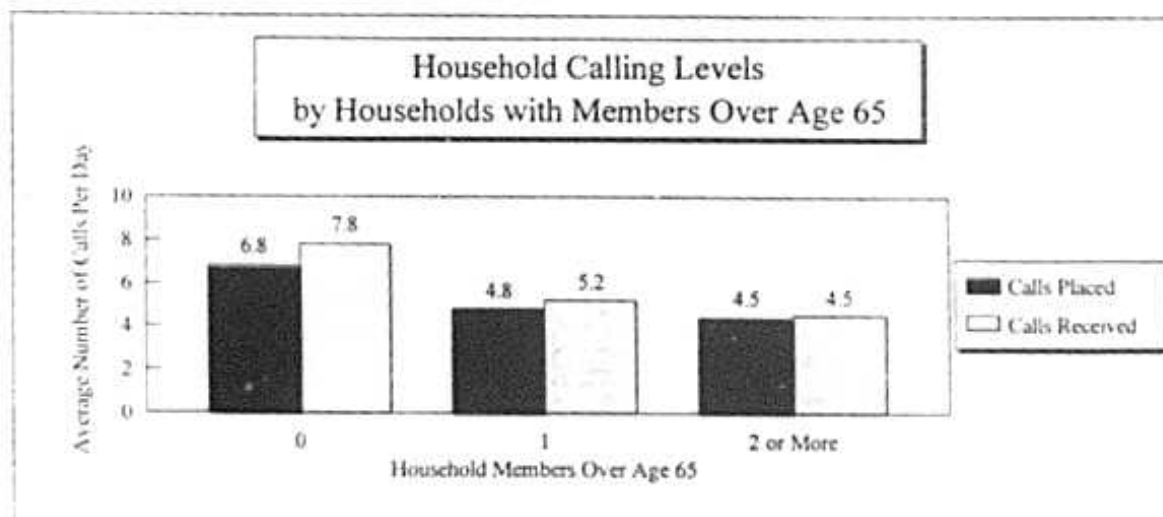


TABLE 4-12

Average Household Importance Levels of Local Telephone Service by Households with Members Over Age 65		
Household Members Over Age 65	n	Average Importance Level
0	1233	4.6 ± 0.1
1	32	4.7 ± 0.1
2 or More	108	4.6 ± 0.2

Importance Levels: 1=Not Very Important, 5=Very Important
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 4-12

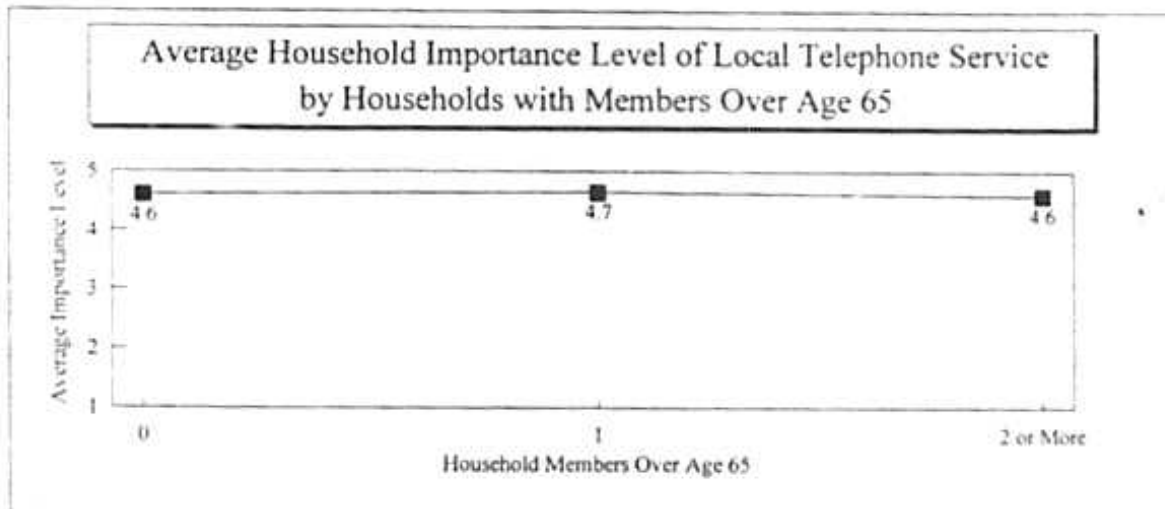


CHART 4-13B

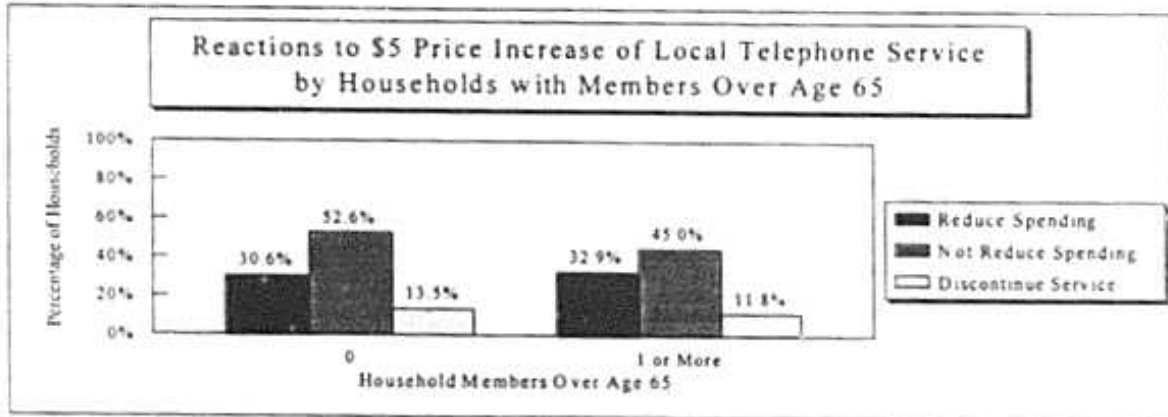


CHART 4-13C

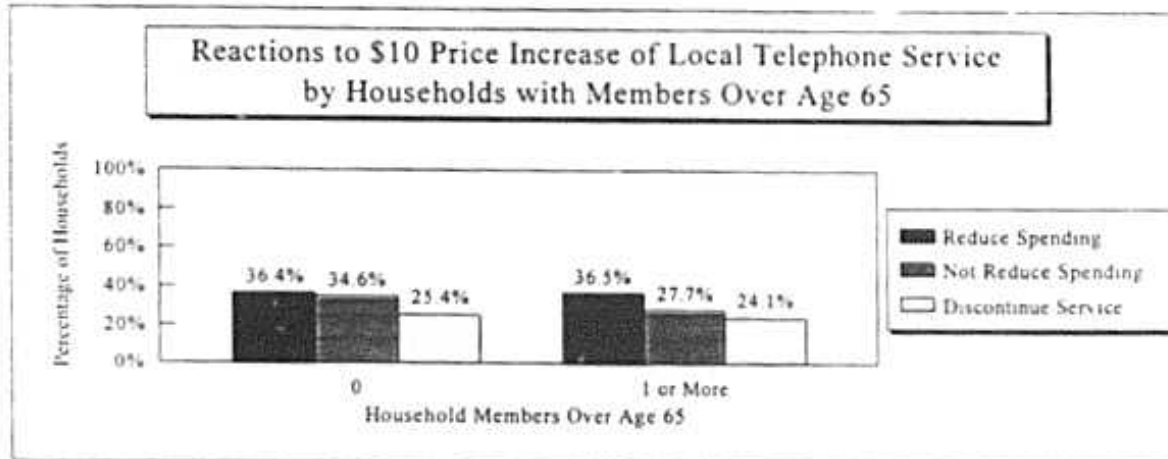
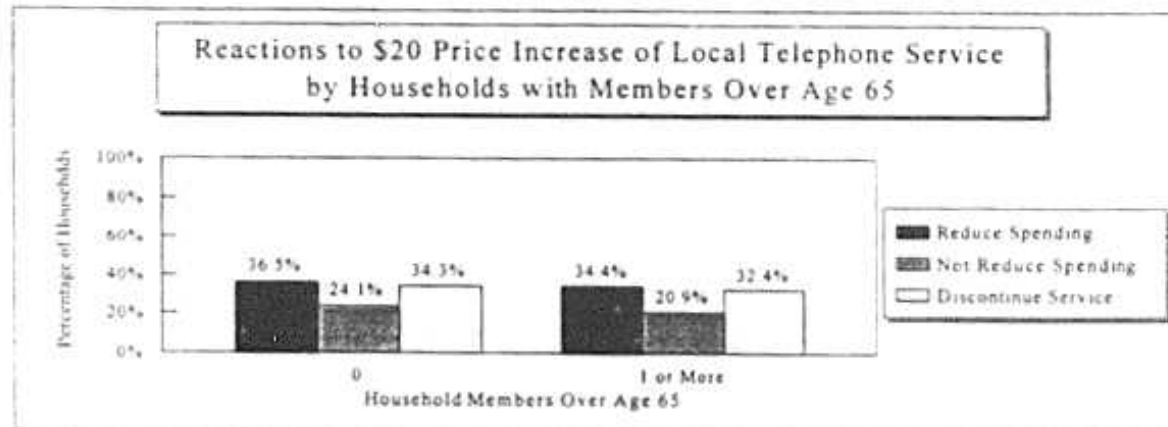
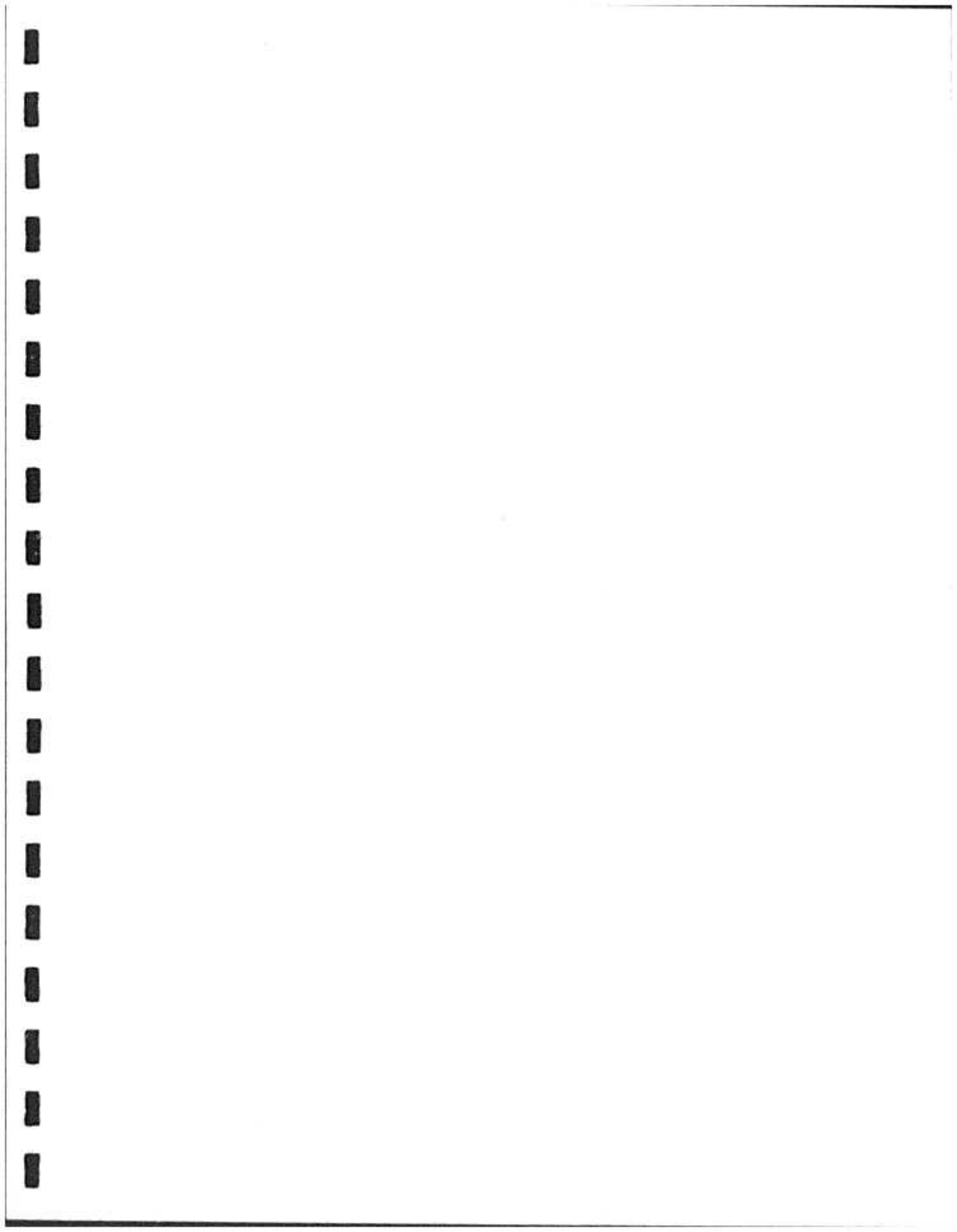


CHART 4-13D





LEC	Public Hearing Location	Date/Day/Time	Location
Vista-United	Lake Buena Vista ☎	Sept. 24, 1998 Thursday 10:00 am	Grosvenor Resort at Walt Disney World Village Windsor Ballroom 1850 Hotel Plaza Blvd. Lake Buena Vista, Florida
BST	Orlando ☎	Sept. 24, 1998 Thursday 6:00 pm	Orlando City Hall City Council Chambers, 2nd Floor 400 S. Orange Avenue Orlando, Florida
Sprint-United	Altamonte Springs ☎	Sept. 25, 1998 Friday 10:00 am	Altamonte Springs City Hall City Council Chambers 200 Newburyport Ave. Altamonte Springs, Florida
GTCOM	Port. St. Joe	Oct. 5, 1998 Monday 2:00 pm	City of Port St. Joe Fire Station, Conference Room 404 Williams Avenue Port St. Joe, Florida
BST	West Palm Beach ☎	Oct. 19, 1998 Monday 10:00 am	Palm Beach County Governmental Center County Chambers, 6th Floor 301 North Olive Avenue West Palm Beach, Florida
GTCOM	Perry	Oct. 22, 1998 Thursday 1:30 pm	City Council Chambers 224 S. Jefferson Street Perry, Florida

Date	Name	Topic
08/17/98	Robert J. Browning	No late fees should be imposed on the elderly
08/17/98	Roland G. Hebb	Cost of service too high, \$0.10 rates; AT&T bills for incomplete calls
08/17/98	Susan Ewers	Disagrees w/ paying higher costs for second line, SLC, PICC, USF and additional wire maintenance charges
08/17/98	Tom Mu	Disagrees w/ nonregulated/regulated service charges, can't understand bill
08/18/98	Christine Casselman	Wants EAS (Lawtey)
08/18/98	Doris Dobranski	Disagrees w/ PICC & USF charges
08/18/98	Kim Wozniak	Wants EAS (has \$0.25 plan now) -- Northport
08/18/98	Leslie Gianotti	BellSouth charges \$40 to use MCI as long distance carrier, excessive connection and 911 charges
08/18/98	Meredith Merritt	Opposed to AT&T plan to charge \$3 for not using long distance
08/18/98	Patrick Utecht	Charges for 411 calls in excess of 2 (should have credit if not used)
08/18/98	Ragoberto Nhguaiaga	Satisfied with service (BellSouth)
08/18/98	Sandra Stitt	Disagrees w/ PICC & USF charges
08/18/98	Violette Tomchany	No increase in residential line rate, already have had increases
08/19/98	Barbara C. Donahue	Disagrees w/ miscellaneous taxes, PICC, USF & SLC charges
08/19/98	Barbara Ydeen	Sprint charges are considerably higher than GTFFL
08/19/98	Clete & Netta Quid	Disagree w/ PICC & USF charges, taxes
08/19/98	Joseph O'Grady	Disagrees w/ vacation phone rates, including taxes, SLC
08/19/98	J. J. Shuler	Disagrees w/ vacation phone rates, PICC, USF charges, taxes
08/19/98	Mildred Downs	Slamming and cramming
08/19/98	Octave D. & Patricia A. Pelletie	Wants EAS (entire 941 area)
08/19/98	Renee Druckman	Disagrees w/ vacation phone rates
08/19/98	Stella Albaranes	Disagrees w/ miscellaneous taxes (PICC, USF)
08/20/98	Al Schrader	Disagrees w/ PICC, USF charges in addition to SLC
08/20/98	Ann Mattera	Opposed to paying for out-of-state information calls
08/20/98	Arthur Travis	Disagrees w/ vacation phone rates (reconnection charges)
08/20/98	Betty Walczak	Opposed to AT&T plan to charge \$3 for not using long distance & miscellaneous charges
08/20/98	Eleanor Conrad	Disagrees w/ PICC & USF charges; keep rates low for the elderly
08/20/98	Gilbert Ryder	Wants a lower rate for elderly retirees
08/20/98	John A. Wright	Disagrees w/ excessive charges (not taxes)
08/20/98	Mrs. M. Visnosky	Disagrees w/ AT&T's plan to charge \$3 for not using long distance & miscellaneous taxes
08/20/98	Renne & Julius Druckman	Disagree w/ vacation phone rates
08/20/98	Richard A. Couch	Disagrees w/ excessive service charges
08/20/98	Rose Czopek	Keep flat rate for senior citizens
08/20/98	S. Stern	Opposes 17% increase in Bell South's residential line rate (message rate) & USF charges, PICC
08/21/98	Alan Stagg	Create more rate options to choose from
08/21/98	Henrietta Grinstead	Low rates for the elderly

Date	Name	Topic
08/25/98	William J. Grimes	AT&T and Sprint bill for incomplete calls
08/26/98	Alice Jensen	Disagrees w/ PICC & USF charges; cost of service too high
08/26/98	Buck Buchanan	Wants EAS - Hilliard to Jacksonville
08/26/98	David Spier	Disagrees with local rates subsidizing Internet
08/26/98	Debbie Kro	Believes AT&T blocked phone for not paying \$1.88 connection charge; opposed to AT&T plan to charge \$3 for not using long distance; disagree w/ PICC & USF charges
08/26/98	Dorian Charbonneau	Disagrees w/ miscellaneous taxes PICC, USF, & SLC charges
08/26/98	Elizabeth Zanberg	Fees for OAN, Integrated Inc., and Hold Billing Services
08/26/98	James M. Long	Disagrees w/ miscellaneous taxes
08/26/98	Marvin Miller	Disagrees w/ PICC & USF charges
08/26/98	Pat Musarella	Wants EAS (Northport)
08/26/98	Uwe F. Dyes	Disagrees w/ SLC, various taxes and fees
08/27/98	Alice Bruce	Wants a lower rate for elderly retirees
08/27/98	Beatrice Stone	Disagrees w/ USF, PICC, 911 charge, connection charges too high, slamming
08/27/98	Dean B. Cherry	Disagrees w/ miscellaneous taxes, USF, PICC (cell phone)
08/27/98	Jerry Roth	Disagrees w/ vacation phone rates
08/27/98	John F. Lenihan	Disagrees w/ paying \$1/mo for unpublished numbers & TouchTone charge
08/27/98	K. J. Jackelen	Excessive connection charges
08/27/98	Mary A. Williams	Disagrees w/ miscellaneous taxes, PICC & USF charges
08/27/98	Michael Flynn	Disagrees w/ doubling of inside wire maintenance rates
08/27/98	Mrs. Jean Evans	Disagrees w/ FCC, SLC, PICC, USF, miscellaneous taxes
08/28/98	A customer	Cost of service too high
08/28/98	Bernadette Kaufmann	Opposes change to flat rate
08/28/98	Carol Dunlapp	Against paying the phone bills of others (Lifeline)
08/28/98	Carol Gregory	Lives in one city but has phone listed under another; cost of service too high; cannot choose long distance carrier
08/28/98	Henry Bielicki	Too many taxes
08/28/98	Horace S. Lamb	Disagrees w/ miscellaneous taxes
08/28/98	H. C. Clark	Disagrees with increases in surcharges and taxes
08/28/98	Jack Bonifay	Long distance rates - in-state = \$.25/minute vs. Out-of-state = \$.10/minute
08/28/98	Janice & Fred Lamont	No other phone company provides service & BellSouth charges are too high
08/28/98	Julia Grimes	Disagrees w/ miscellaneous taxes, PICC & USF charges
08/28/98	J. Elliot	Biggest bargain of all utilities; very satisfied (BellSouth)
08/28/98	Mr. & Mrs. Braun	Raising rates causes hardship for many; increase optional services instead; cost of service too high
08/28/98	Patricia S. Stucky	Wants EAS (North and South Brevard County)
08/28/98	Zephyr Shores Prop. Owners Assoc.	Seniors voted against GTE rate increase
08/28/98	Alfred Diaz	Pay phone rates are too high, don't get change back
08/29/98	Carolyn Gaines	Doesn't make long distance calls but is charged SLC

Date	Name	Topic
09/03/98	Doris Mitchell	When Sprint took over, prices doubled; Sprint changed long distance from AT&T to Sprint; unhappy with Sprint's service; cost to transfer service is too high
09/03/98	E. Harris	Too many taxes; retired senior on SS
09/03/98	George Surkey	Charged \$88.00 to replace 10 ft of cable
09/03/98	Irv Shapiro, O.D.	Opposed to extra fees or increases
09/03/98	Marie W. Kittel	Base rate last year was \$10.35, this year it is \$16.27
09/03/98	Max Schoor	Paid \$0.10/minute for operator assisted local call
09/03/98	Patricia Warner	No increases, has a heart condition and phone is a necessity
09/03/98	Pola Fox	Unfair for phone rates to increase; protect residential customer
09/03/98	R.F. McGranalan	Against "computer access fee for schools"; "We are service charged and taxed to death for phone service"; disagrees w/ 911, TASA, etc.
09/03/98	Shigeke Dabbs	Long distance rates to Japan too high (MCI)
09/03/98	Theodore Price	Forced to listen to "BellSouth advertisements" when the line is busy (*66)
09/03/98	Velma Clifton	Opposed to extra fees or increases; connection charges are too high
09/04/98	Alan Jerig	Opposed to paying higher SLC for second line
09/04/98	Bernard Beers	Too many extra fees; living on a fixed income
09/04/98	Carl Gasman	Opposed to extra fees or increases, phone is a necessity.
09/04/98	Charles S. Brooks	Disagrees w/ PICC, USF charges & AT&T's plan to charge \$3 for not using long distance; billed for 800 service by ATN that customer never used (third party billing)
09/04/98	Cornelia O'Reilly	Opposed to extra fees (add-ons), has message rate
09/04/98	Dorothy Schmidt	Sprint charges \$4.95/month to get \$0.10 rates, which makes actual rate \$0.14; call waiting charges have increased; disagrees w/ repeat dialing charges and other usage fees
09/04/98	E. Ann Maxwell	Sprint charges \$4.95 to get \$0.10 rates, but customer wasn't informed
09/04/98	Jerry Y. Wiess	Wants a payment center opened in Orlando and a choice in local service provider, held captive by BellSouth; 411 doesn't give out information for persons using other carriers; opposes 10% increase in Yellow Page listing prices
09/04/98	Joan Allen Hyde	Only 21 public meetings, and notification came after the meeting, objects to BellSouth billing for long distance
09/04/98	Jose De La Guardia	Pay phone rates are too high; toll call to West Palm Beach doesn't always go through
09/04/98	Linda Worthington	Sprint interstate long distance charges of \$2.99/minute
09/04/98	Marilyn Benjamin	Local phone companies are a monopoly; pay phone rates increased
09/04/98	Mildred Abramson	Opposed to BellSouth's proposed increases in local rates
09/04/98	Myron P. Wald	Rates are profitable, and should not be raised, "Regulated charges are theft"
09/04/98	Nicholas Casparino, Jr.	Pays \$0.25/min to call the city he lives in -- wants EAS (Port Charlotte)
09/04/98	Stanley Zaslow	Should we resort to carrier pigeon? Rates are too high for seniors - higher here than in other states
09/05/98	G.I. & I. Trabal	How can BellSouth raise rates & violate Telecommunications Act?; keep state legislature out of it
09/05/98	Helen Garr	Living on a fixed income; opposes rate increase
09/05/98	Jean Alice	Phone companies should pay all costs imposed on them (PICC & USF)

Date	Name	Topic
09/09/98	Amanda Bounds	Southern Bell long distance SLAMMING (intraLATA)
09/09/98	Charles & Ida Hoeni	Wants EAS (Volusia and Flagler Counties)
09/09/98	Elaine Owillibi	Cost of service too high (due to extra charges)
09/09/98	Harry M. Pawlik	What is the charge for a call from St. Augustine to Baltimore?
09/09/98	Jean Gottschalk	Wants AT&T and BellSouth to merge
09/09/98	Luis Esponzoza	In Orlando, 411 calls cost \$0.50 from a public phone
09/09/98	Matt Bailey	Very dissatisfied with BellSouth's service - customer service is poor; disagrees w/ miscellaneous fees
09/09/98	Pierre Simon Suffrin	\$5 added to bill for second line because he rents a room from a homeowner
09/09/98	Robert Compton	Owes billing company over \$100 but doesn't know who they are (cramming)
09/09/98	Stephen Peterson	Opposed to increases -- phone is not a luxury, but a necessity
09/10/98	Bessie M. Hufford	Rates are too high for seniors on a fixed income
09/10/98	Billy C. Tillery	Disagree w/ extra charges & long distance providers having names such as "It Doesn't Matter".
09/10/98	Catherine Mangan	Rates for Orlando do not compare with Atlanta. Disagrees w/ inside wire maintenance charge; pays \$0.25/call to Kissimmee, St. Cloud, Lake Buena Vista
09/10/98	Majorie Derrick	Call tracing not available on weekends
09/10/98	Mary Lawrence	Living in Central Florida on a limited income is hard, do not increase rates
09/10/98	Mary & Frank Kleintop	Wants EAS (Doca Raton)
09/10/98	Mrs. M. Thacker	SLCs are a tremendous rip-off
09/10/98	M. K. Busschere	\$87.50 to fix a telephone jack; GTE service costs too much
09/10/98	Nancy Strong	MCI bills for incomplete calls
09/10/98	Phyllis Johnson	Disagrees w/ PICC & USF charges
09/10/98	Rosemary J. Baker	Wants a payment center opened in Fort Walton Beach; "Lineguard" costs \$2.65 which is \$1 more than DC residents pay
09/10/98	R. M. Frew	Disagrees w/ vacation phone rates
09/10/98	Teresa E. Herring	Disagrees w/ TASA, PICC & USF charges; feels taxes & surcharges are almost as high as the bill
09/10/98	Virginia Fowler	Statements are confusing
09/11/98	Albert Sternberger	Disagrees w/ vacation phone rates
09/11/98	Duncan MacInnes	Opposes Lifeline customers who add special features to their phone
09/11/98	Erna Sanger	Wants telecommunications rates for local and long distance
09/11/98	Hung Xiong Lai	Changed from AT&T to Sprint, but receives long distance bill from both
09/11/98	Irving Miller	Opposed to proposed BellSouth rate increase
09/11/98	Rebecca Skibiski	Pays \$0.25/call to Orlando -- wants EAS (Kissimmee), willing to pay more for it
09/12/98	David E. Smith	Rates too high, but has no other choice; AT&T is limited by GTCOM's antiquated service (no caller ID, Internet access). Has Paxton phone #, but DeFuniak Springs address - problem for 411 seekers; wants EAS (Crestview to DeFuniak Springs), most calls made are long distance
09/12/98	Exilda D. Brady	AARP -- opposed to extra fees or increases
09/12/98	Thomas Englemann	Wants rates reduced; too many taxes and fees

Date	Name	Topic
09/15/98	Ruth Woode	What happened to the class action suit regarding inside wire maintenance charge of \$1/mo.
09/16/98	Adeline A. Simms	Disagrees w/ SLC, miscellaneous taxes & incorrect billing; doesn't have money to give schools and libraries; wants basic phone service w/ bill that won't put a hole in SS check.
09/16/98	Angela Bender	Opposed to Bell South's plan to increase rates
09/16/98	Brian Murphy	Pays long distance to call neighbors, schools, etc. -- wants EAS (Boca Raton)
09/16/98	Edward & Velma Tally	Wants EAS (Orlando)
09/16/98	Frances Scott	Disagrees w/ SLC, 911, PICC, USF, TASA, Florida Gross Receipts Surcharge, nonregulated/regulated service charges, miscellaneous taxes, & paying for a call that originates at a pay phone (\$0.35) or \$0.10/call for those in excess of 30; phone rings once and then stops, all hours of the day and night; promised \$50 credit, but only got \$25 (Sprint); cost of service too high; why pay for replacing old wires or wires outside her house? Seniors should get generic billing
09/16/98	John Gallo	Against rates increases; companies make excellent profits
09/16/98	Mr. & Mrs. Melvin Temireck	AARP members against the raising of phone rates
09/16/98	Nancy Cini	\$20.26 for 6 minute call, shouldn't this be illegal? (company is Opticom)
09/16/98	Nancy J. Lambert	Rate increases are detrimental to people on a fixed income
09/17/98	Beverly-Larry Jonas	Opposed to extra fees or increases
09/17/98	Denise Vignati	Disagrees w/ miscellaneous taxes, PICC, USF & SLC; wants EAS (Osceola County to Orlando)
09/17/98	James Putnal (mayor)	(petition with 236 names) -- wants EAS (Panacea/Carrabelle)
09/17/98	Jeanne Shenard	Opposed to extra fees (any type of increase)
09/17/98	Joseph Foster	Resents constant increase in fees
09/17/98	Margarita Chilwel	Disagrees w/ SLC, PICC, USF & miscellaneous taxes
09/17/98	Mary Ann Taylor	No Caller ID for Panacea (Sprint)
09/17/98	Rosemarie Addotta	Disagrees w/ TASA, SLC, 911, PICC, USF, various taxes
09/17/98	Roy Dowling	Opposed to extra fees or increases -- companies have ways to make more money
09/17/98	Warren Crum	Chairman of Wakulla County BOC -- wants EAS (Panacea/Carrabelle)
09/18/98	Betsy Gottschull	Disagrees w/ Florida Gross Receipts Surcharge & 911. On a limited income & objects to extra charges.
09/18/98	Catherine Peley	Has had constant increases over last 12 years
09/18/98	Deirdre de Prospero	Not satisfied w/ BellSouth, service has gone downhill; BellSouth is rude
09/18/98	Dorothy Stirling	Disagrees w/ SLC, 911, TASA, PICC & USF charges
09/18/98	Elsie Slivka	Disagrees w/ SLC, nonregulated/regulated service charges & miscellaneous taxes
09/18/98	Elsie Wallus	Rate increases would impose hardship on the elderly
09/18/98	Frank Knight	Rates should be decreasing, due to technological advances; received notice too late to attend hearings.
09/18/98	Jim Chappel	Disagrees with PICC, USF and the doubling on line maintenance charges
09/18/98	Marvin A. Berkowitz	AARP -- opposed to extra fees or increases
09/18/98	Roy Mahoney	Disagrees w/ vacation phone rates
09/18/98	Sandi McDonald	Disagrees w/ inside wire maintenance costs & miscellaneous taxes

Date	Name	Topic
09/22/98	Mr. & Mrs. Clarence Key	Disagrees PICC, USF, SLC, Nonregulated/Regulated Service Charges, AT&T's plan to charge \$3 for not using long distance & miscellaneous taxes
09/22/98	M. Golovensky	Disagrees w/ miscellaneous taxes; lower the rates
09/22/98	John name	Wants a payment center opened in DeFuniak Springs
09/22/98	Ross Goodwin	Tired of telemarketers, wants to be billed per call; received notice too late to attend hearings
09/22/98	Victoria McDougall	Opposed to extra fees or increases
09/23/98	Aneva W. Graessle	Disagrees w/ SLC, PICC & USF charges & miscellaneous taxes
09/23/98	Antonia Commercio	Disagrees w/ PICC & USF charges
09/23/98	Dorothy Favour	Disagrees w/ paying higher costs for second line
09/23/98	Muriel V. Brown	Opposed to extra fees or increases
09/23/98	Sheila & Victor Fuchs	Opposed to extra fees or increases
09/23/98	Sonja Kesleeren	3rd party calls cost too much (BellSouth)
09/24/98	George Buzby	Rates too high
09/24/98	Helen E. Druga	Opposed to extra fees or increases
09/24/98	Judith Pannazzo	Excessive charges for long distance when not used
09/24/98	Scott L. French	Opposed to extra fees or increases
09/25/98	Boyd A. Walker	Disagrees w/ SLC and charge for having no long distance carrier on line where long distance is blocked
09/25/98	Elizabeth Harrell	\$70 increase for having a payphone; charged \$7.06 for not making \$15 in long distance calls
09/25/98	Kristi Anthony	Wants EAS (Tangerine to Orange County)
09/25/98	Lewis T. Woodard	Cell phone charges too high, too many taxes
09/25/98	Marlene McRae-Lamb	Opposed to extra fees or increases
09/25/98	Martha T. Psarras	Senior on a fixed income -- opposed to extra fees or increases; phone bill too complex
09/25/98	Mrs. Edward Adler	Charges for intrastate calls too high
09/25/98	Mr. & Mrs. Alexander Azuz	Disagrees w/ miscellaneous taxes, PICC
09/25/98	Patricia Burns	Charges are too high -- too many add-on charges
09/25/98	Ralph Gonzalez	Disagrees w/ miscellaneous taxes, Florida Gross Receipts Surcharge & SLC
09/26/98	Marie Grimes	Opposed to extra fees or increases
09/27/98	John P. McCann	Opposed to extra fees or increases; competition has not happened
09/27/98	Leon Cort	Opposed to extra fees or increases
09/27/98	Mr. & Mrs. Richard Kent	Wants EAS -- Avon Park to Sebring (Highlands County)
09/27/98	Myra Armistead	Increases will hurt seniors and people who make minimum wage
09/27/98	Ralph Elikan	Cost of service too high
09/27/98	Robert E. Stano	Wants documents
09/28/98	Alex & Rosemarie Stodmak	Opposed to any increase

Date	Name	Topic
09/30/98	Helen Nelson	Cost of service too high; opposed to extra fees or increases and subsidizing phone for poor people; "What utilities want, utilities get"
09/30/98	Helen W. Walt	Disagrees w/ charges AT&T should pay
09/30/98	Mrs. Quinton and Bonnie Johnson	Universal Service, rates are too high
09/30/98	Mr. & Mrs. A. Morgan	Extra charges are unnecessary
09/30/98	S. Mantione	Opposed to extra fees, calculate true expenses
09/30/98	Vincent Miller	Received notice too late to attend hearings
09/30/98	Yvonne Cox	Received notice too late to attend hearings; payments not received on time although they were mailed on time, phone line cut, reconnect and late charges assessed
10/00/98	Petition	Names of 14 people who object to telephone rate increases
10/00/98	Petition	22 members of the Retired Educators Association of Palm Beach County who oppose proposed residential phone rate increase. "As an essential and basic commodity, such service should remain affordable to all, especially those on a fixed income."
10/01/98	Anthony Wilkinson	No increases to basic telephone service
10/01/98	Barbara Gold	SLC charges too high, especially on a vacation phone line
10/01/98	Donald & Grace Whitson	Opposed to extra fees or increases (seniors)
10/01/98	Dorothy C. Johnson	Opposed to extra fees or increases
10/01/98	Gary Grundish	Caller ID, *69 and Call Waiting are not offered (Sprint); disagrees w/ SLC, PICC & USF charges
10/01/98	J. T. Jones	Soon we will not be able to have a phone because of all the fees & taxes
10/02/98	Angus Notzelmann	Calculate fair rates by calculating true expenses, exercise caution in raising rates.
10/02/98	Arthur/Concetta Parisi-Rossi	Disagrees w/ inside wire maintenance charges
10/02/98	Debra Gorman	Wants EAS (calls from Pomona Park to Deland too expensive)
10/02/98	Lori Carmana	Cost to transfer service is too high (\$71.00); disagrees w/ paying \$0.25 to call Lady Lake (from Summerfield)
10/02/98	No name	Opposed to rate increases unless based on cost
10/03/98	Druzella Lloyd	Overcharged for long distance, signed up for Sprint, but GTCOM overcharges
10/04/98	Grace Priest	Rates are too high; especially vacation rates
10/04/98	Lewis L. Gardner	\$38.22 is too high for basic service - rates increased 40% when GTCOM took over. GTCOM overcharges by billing for LD calls even when there is no response
10/05/98	Alfred E. Bishop	Vacation rates too high
10/05/98	Mary Blackwell	Opposed to extra fees or increases
10/05/98	Petition	Names of 46 members of the Gainesville AARP Chapter #363 who oppose the proposed rate increase.
10/05/98	Roshani Gunewardene	Disagrees w/ miscellaneous taxes; charged \$0.53 for not selecting a long distance carrier
10/06/98	Al Chase & other officers	President of AARP Chapter #4813; against any price increase

Date	Name	Topic
10/09/98	Ralph Sherfick	Received notice too late to attend hearings; vote no to rate increase
10/09/98	Robert & Susan Williams	Opposed to extra fees or increases
10/09/98	T. J. Knopf	Opposed to extra fees or increases
10/10/98	Daniel Amey	No increases and no "by the minute" telephone charges.
10/10/98	Fred Dippogno	No BellSouth rate increase
10/10/98	Mrs. H. L. Edwards	Dispute over \$0.05/min rate (on Sundays) for MCI calling card
10/10/98	Muriel Kaplan	BellSouth overcharged for installing new line; calling card cost too much
10/10/98	Petition	Names of 2, members of the Steinhatchee AARP Chapter #4064 who oppose the proposed rate increase
10/10/98	Petition	Names of 34 members of the Lake City AARP Chapter 1872 who oppose the proposed rate increase
10/11/98	Sandra & Terry Plummer	Calculate true expenses in order to assess fair and reasonable rates
10/12/98	Bill Ellis	No increases
10/12/98	Brett Berg	Bill is too confusing
10/12/98	Jocelyn Fay Tavin	Opposed to paying for out-of-state information calls
10/12/98	Kenneth Niccum	Wants EAS -- Tangerine to Orange County
10/12/98	Louise Ellis	No increases
10/12/98	Petition	Names of 43 members of AARP Chapter #2373 who oppose rate increase
10/12/98	Petition	Names of 6 AARP members who oppose proposed rate increase
10/12/98	Robert Brinson	Opposed to extra fees or increases
10/12/98	Rosemary Stelick	SLC charge (primary and second line)
10/12/98	Sarah B. Winter	Opposed to extra fees or increases
10/12/98	Vera Frerichs	Disagrees w/ PICC & USF charges
10/12/98	Warren H. Ajemiau	Opposed to extra fees or increases and disagrees w/ vacation phone rates
10/13/98	Joseph Carmucci & Fred Fiore	Taxes, excessive charges
10/13/98	Mary McKnight	Dispute over long distance charges (GTCOM)
10/13/98	Mary Newman	Disagrees w/ USF, network access, & PICC charges; rates too high, too many taxes
10/13/98	Petition	Names of 20 members of the Trenton Women's Club who oppose rate increase
10/13/98	Phillip & Carolyn Gray	Assess fair rates by calculating true expenses
10/13/98	Venera Williams	No increases (AARP Chapter 4064)
10/14/98	Beckie Dowling	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Chieko Hubbard	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Connie D. Davis	Too many taxes, \$150 restoration fee, directory assistance fee charged in error
10/14/98	Daphne Squitieri-Hom	Wants EAS -- Tangerine to Orange County
10/14/98	Don & Dona Mann	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Felix A. Beukenkamp	Improvement in service, prior to any rate increases

Date	Name	Topic
10/21/98	Tony & Jennifer Stephens	Want EAS -- Tangerine to Orange County
10/22/98	Charles W. Cronebaugh	Want EAS -- Mount Dora to Orange County
10/22/98	Kenneth Niccum	Wants EAS -- Tangerine to Orange County
10/26/98	Petition	Names of 48 members of the Golden Age Homemakers Florida Association for Family and Community Education who object to the telephone rate increase.
10/26/99	S. Sholette	No increase
10/27/89	William Lee & Linda S. Franklin	Want EAS -- Tangerine to Orange County; now uses cellular phone more often
10/28/98	Billy White	Bills are high enough, no increases
10/28/98	Jay Weil	Wants EAS -- Tangerine to Orange County
10/28/98	Joann Bartell	Wants EAS -- Tangerine to Orange County
10/28/98	Marjorie Mair	Wants EAS -- Tangerine to Orange County
10/28/98	Rennes F & Wilma J. Bowers, Jr.	Want EAS -- Tangerine to Orange County
10/29/98	Miriam A. Hill	No rate increases
10/29/98	Rita & Nicholas Lauer	No rate increases
10/29/98	Todd Mayo	At 25-55 times the actual costs, access fees are too high.
10/30/98	Allen L. Gilmore	Costs \$0.65 to call 6-7 miles (from Ocala to Belleview) from a pay phone
10/30/98	Joyce Ruggles	SLC charges are excessive (Sprint -- \$3.50)
10/30/98	Mr. & Mrs. Lawrence R. Hawkins	Pays to call health care provider; wants EAS -- Mt. Dora (Tangerine) to Orange County.
10/30/98	Tony & Kimberly Weidon	Please break up monopoly in Tampa
10/30/98	Viveca Holt	Access fees are exorbitant and unwarranted, like charging for air
11/01/98	James L. & Ellen L. Adams	Retirees on a fixed income cannot afford a rate increase
11/02/98	Bonnie B. Long	Excess access fees should be reduced
11/02/98	Helen H. Howard	Strongly opposed to basic service telephone rate increases
11/02/98	Louella B. Williams	Access fees generate millions in revenue that doesn't all go towards subsidizing basic service
11/02/98	Mr. & Mrs. Jack Isaacs	Access fees are as high as 55 times the actual cost and should be reduced; wants EAS (Sanford)
11/02/98	New Age Books	Access fees should be greatly reduced (presently 25 times actual cost)
11/02/98	Thomas L. Buchanan	Access charges allow companies to diversify
11/06/98	Lee Meyer	Wants rates to go down
11/06/98	Margaret Laing	Objects to excess access fees
11/06/98	Wyly C. Thornton	Switched to GTCOM because overcharged by ATT
11/09/98	Ana V. Martinez	Overcharged for long distance
11/09/98	James King	Reduce access fees

Date	Name	Topic
12/02/98	Jim & Ceil McNamara	Opposed to rate increase
12/03/98	Edwina & Michael Tutolo	Opposed to rate increase
12/03/98	Esther Barnard	Opposed to rate increase
12/03/98	Umberto & Esther Goffredi	Opposed to rate increase
12/07/98	Minnie G. Ivey	Opposed to rate increase
12/08/98	Marjorie A. Starr	Elderly senior citizen who objects to proposed rate increases and could no longer afford a telephone if the rates were increased
12/09/98	Howard L. Leahy, Jr.	Opposed to rate increase
12/09/98	Ruth M. Magruder	Opposed to rate increase
12/19/98	Esther Andrus	Elderly and could not attend meetings; cannot afford to donate to those who make more money that she does (referring to rebalancing of local/long distance access charges)
12/29/98	Judy Litt	Does not approve of proposed increase in basic local rate
12/30/98	Petition - 24 members Sunrise Lakes Condo Assn.	No reason for a rate increase--last year BellSouth made a substantial profit

Total number of letters : 628 letters

APPENDIX V-3
SUMMARY OF PUBLIC HEARING COMMENTS
(Source: Adapted from Final Comments of BellSouth, November 13, 1998)

LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
WPB - 08-25-98	Bernard Gilberg	Res. En. User	Long Distance Complaint re: excessive directory assistance charges; Believes businesses (BST) are entitled to a fair profit; Comments on earnings vs. taxes paid by BellSouth; Believes local service rate is a bargain; fully satisfied with BellSouth service; States businesses do not pass their savings on to consumers.
WPB - 8-25-98	Arnold Halperin	President of Lake Worth West Democratic Club, d former Business Owner and Res. End User	Expanded Area Calling (supports 25¢ calls within Florida); Opposes local service competition; States businesses have subsidy and tax write-offs available.
WPB - 8-25-98	Milton Kleinman	Res. End User	Supports Lifeline/Link Up Programs; Expanded Area Calling (supports 25¢ calls within Florida); Believes local basic rates are reasonable; Receives good service from long distance carrier; Disagrees with theory of subsidies of business vs. residence; Victim of Slamming; Victim of Cramming.
WPB - 8-25-98	Monte Belote	Res. End User (former director of Fla. Consumer Action Network)	Opposes Increase in Local Rates; Supports Lifeline/Link Up Programs; Opposes pay phone rate increase; Believes BellSouth provides good service; Against rate rebalancing; Believes 3-way calling rate is excessive
WPB - 8-25-98	Robert Halperin	Res. End User	Surcharges/Taxes on Bill; Supports Lifeline/Link Up Programs; Long Distance Complaint re: excessive directory assistance charges; Appreciative of 1-800 number of FPSC -- no 1-800 number for FCC.
WPB - 8-25-98	Wendy Dohanian	Res. End User	Opposes Increase in Local Rates; Surcharges/Taxes on Bill.
WPB - 8-25-98	Walter Lipiner	Res. End User	Opposes Increase in Local Rates.

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Ft. Lauderdale - 9-3-98	Debra Bush	Bus User - Telephone Corporation	Opposes business subsidization of residential service; Supports Lifeline; Universal service should fund Lifeline; Lower access charges to promote competition; Mandate that prices must reflect the actual cost to provide service; Force local telephone companies to provide true picture of cost of services; Force telephone companies to fully explain charges appearing on bills; FCC charges have increased the cost; There should be a differentiation for charges when dialing up Internet service vs. regular service.
Ft. Lauderdale - 9-3-98	David Rush	Res. End User and Bus User	Opposes business subsidization of residential service.
Ft. Lauderdale - 9-3-98	Gary Arenson	Res. End User and Bus User	Opposes general subsidization; Everyone should pay fair share for services, except the needy.
Ft. Lauderdale - 9-3-98	Ron Klein	State Senator	Public needs understanding of the components of resident services and business service; There is little competition in the local telecommunications market.
Ft. Lauderdale - 9-3-98	Steve Queior	President of the Greater Fort Lauderdale Chamber of Commerce	Supports rate rebalancing; Opposes business subsidization of residential service; Supports lowering small business rates which will enable them to possibly increase and/or retain jobs.
Ft. Lauderdale - 9-3-98	Charles Seitz	Res. End User and Bus User	Telephone rates are unfair and unreasonable; Solution is competition - he changed to a competitor (cable company) and receives a better rate; Companies are not going to compete for the \$10.00 residential line; The residential rate is inadequate and the business rate is inflated; Understands the necessity of the Lifeline program.
Ft. Lauderdale - 9-3-98	Michael Largely	Bus User	Rebalance rates to ensure that businesses pay only their fair share of the cost; A comparison of the cost of service to businesses in Florida vs. other states should be done for use with competition related issues.

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Miami - 9-4-98	Robert "Bob" Kuchneisen	Res. End User	Long Distance Complaint - states he has no choice in opting out of long distance service and fees; Surcharges/Taxes on bill.
Miami - 9-4-98	Terry Cuson	President and CEO of North Dade Regional Chamber of Commerce; Vice Chairman of Dade Coalition of Chambers of Commerce; Res. End User	Supports rate rebalancing; residential line subsidies vs. businesses penalized; Against telephone welfare; Equitable rates for residents and businesses; Revenue neutral.
Miami - 9-4-98	Arlene Broleman	President and CEO of Hialeah-Miami Springs Northwest Dade Chamber	Supports rebalancing of rates (small business owner vs. home owner).
Miami - 9-4-98	Jose Molina	Res. End User	Supports Lifeline/Linkup Programs; Supports subsidies for senior citizens; Supports restructuring and rebalancing of rates.
Miami - 9-4-98	Barbara Gaynor	President of small non-profit organization, Mothers' Voices	Supports rebalancing of rates (fair and equal); Believes it is unfair for a small non-profit organization to pay same business rates as a major corporation; No separate delineation for non-profit organizations.
Miami - 9-4-98	Monte Belote	Res. End User (former director of Fla. Consumer Action Network)	Opposes increase in local rates; States BellSouth needs to open up local service to real competitors; Believes rate rebalancing only means more profits for BellSouth.
Miami - 9-4-98	Mario Arus	Executive Director for Hialeah Dade Development (non-profit org.)	Excessive telephone rates; States home businesses pay a different rate than residential, even out-of-home businesses.

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Live Oak - 9-8-98	John Dougherty	Res. End User	Numerous charges for one-minute calls where no connection was made; concerned about miscellaneous charges on bill.
Jacksonville - 9-8-98	Steve Linbaugh	Res. End User	EAS issues - he resides just outside of Jax. - toll calls required; No rate break by long distance carriers in FL; Would choose carrier with greater local calling area & pay greater price; Subscribers moving to cellular to replace residential service; Offer basic service with no frills.
Jacksonville - 9-8-98	Keith Graves	Res. End User	Opposes business subsidization of residential service.
Jacksonville - 9-8-98	Tony Trotti	Res. End User & Bus User	Opposes the large difference in residential vs. business rates; Businesses are billed 3 times the residential rate; More business is being conducted on residential lines.
Jacksonville - 9-8-98	Jan Roberson	Bus User - Owner of Specialties, USA	Opposes the large difference in residential vs. business rates.
Jacksonville - 9-8-98	Stephen Zaricki	Communities In Schools of Jacksonville	Provide reduced rates for nonprofit organizations.
Jacksonville - 9-8-98	Monte Belote	Former. Dir. of Florida Consumer Action Network	There is no competition for local telephone service; What happened to the items promised by the change in the law in 95'? BellSouth is a good example of telephone corporate welfare; Why should local customers be required to pay for BellSouth's corporate decisions, such as airplanes, offices in Hong Kong, etc.; Opposes raising residential rates.
Jacksonville - 9-8-98	Dr. William Scott	State Department of Elderly Affairs & AARP	Opposes increase in residential rates for poor or elderly customers; Telephones are a necessity; Establish exception rate for poor, elderly & sick.
Jacksonville - 9-8-98	William Price	Bus User	Opposes business subsidization of residential service.
Jacksonville - 9-8-98	John Howey	Res. End User	Opposes increase in residential rates for elderly customers.

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SUMMARY OF PUBLIC HEARING COMMENTS
(Source: Adapted from Final Comments of BellSouth, November 13, 1998)

LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Pensacola - 9-9-98	Donna Peoples	Pensacola Cultural Center	Their non-profit charitable organization is classified as a business; Nonprofit corporations should be charged somewhere between the residential and business rates to allow the funds to flow to the community.
Fort Myers - 9-9-98	Steve Braunstein	Res. End User	Problems when having new service installed.
Fort Myers - 9-9-98	Scott French	AARP	Oppose increase in local rates.
Fort Myers - 9-9-98	Charles Conley	Res. End User	Payment office closings, EAS problems.
Fort Myers - 9-9-98	Guthrie	Res. End User	Question on fees on MCI LD bill.
Cantonment - 9-10-98	Dana Fulford	Res. End User	Pays long distance rate to call Pace-Milton area; Is a BellSouth customer and wants the same benefits that other BellSouth customers have.
Cantonment - 9-10-98	Gary Gleason	Res. End User	Better off before divestiture; shouldn't lower business rates at the expense of residential customers; elderly mother cannot afford an increase.
Sarasota - 9-10-98	Alan Mulhal	AARP	Strongly opposes increase in local rates.
Sarasota - 9-10-98	Clarence Brien	Res. End User	Opposes GTEFL's inside wire maintenance rate increase.
Sarasota - 9-10-98	Earl Blackburn	Res. End User	Wants county-wide calling.
Sarasota - 9-10-98	Graydon Thompson	Res. End User	Recommends all end users to initiate PIC freezes.
Sarasota - 9-10-98	Geraldine Swormstedt	Res. End User	Dislikes paying more for intrastate than interstate calls.

APPENDIX V-3
 SUMMARY OF PUBLIC HEARING COMMENTS
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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Laurel Hill - 9-10-98	Joyce Sanders	Public Affairs Manager- Sprint	Responded to customer concerns.
Tallahassee - 9-21-98	Mary Ann Taylor	Res. End User	EAS problems.
Tallahassee - 9-21-98	Anita Davis	NAACP	Support Lifeline/LinkUp.
Tallahassee - 9-21-98	Mark Comerford	Res. End User	Long Distance problems.
Tallahassee - 9-21-98	David Frank	Res. End User (AARP)	Oppose increase in local rates.
Tallahassee - 9-21-98	Ed Paschall	AARP	Oppose increase in local rates.
St. Petersburg - 9-23-98	Mort Zimbler	Res. End User	Opposes business rates for fire alarm and elevator telephones in residential condo units.
St. Petersburg - 9-23-98	Albert Burkhardt	Res. End User	Opposed increase to local rates, which in effect is also tax increase.
St. Petersburg - 9-23-98	Gonzales Ortez	Res. End User	Taxes on bill; ECS local detail issues.
St. Petersburg - 9-23-98	Joe Gioe	Res. End User	Taxes on bill; believes Commissioners should be elected.
St. Petersburg - 9-23-98	Joe Blaber	AARP volunteer	Keep basic rates as low as possible; executive summary not in library and was unsuccessful in obtaining from GTEFL; had to get from PSC; believes Lifeline a good plan.
St. Petersburg - 9-23-98	Stephen Fellner	Res. End User	Taxes on bill; opposes any increase in basic service rates; supports electing Commissioners.
St. Petersburg - 9-23-98	Robert Stano	Res. End User	Wants PSC to determine rates not Legislature; had problems with GTEFL's insert with ad; doesn't believe should compare other states rates.

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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Tampa - 9-23-98	Senator Tom Lee		Issues are extraordinarily complex; make sure in the long term that competition exists in Florida and that it does result in not just less expensive service, but better service and, most importantly, fair and equitable service for entire state.
Tampa - 9-23-98	Marilyn Smith	Res. End User	Phone necessity for security and safety; resents phone company selling name to telemarketers and then trying to market gadgets to consumers to keep people from calling them.
Tampa - 9-23-98	Vince Kudla	Res. End User	Reduce access charges; don't mind paying what something costs, but needs to be consistent between local and long distance.
Tampa - 9-23-98	Monte Belote	Res. End User (former director of Fla. Consumer Action Network)	Keep current price caps; telecommunications is a declining cost industry; no need to raise rates.
Tampa - 9-23-98	Al Davis	Fl. State Conference of NAACP	Phone is as essential as being able to turn on faucet to get water; Florida has many seniors which can't afford increase; taxes on bill increase price of local service too much.
Tampa - 9-23-98	Tom Franklin	Res. End User	Rates, if anything, should be dropped, not raised; international rates too high.
Tampa - 9-23-98	Rosette Walsh	President - Fl. Consumer Action Network	Appreciates slamming rules/fines recently passed by PSC; Opposes IXCs named "I Don't Care" and "It Doesn't Matter"; no rate increases without review of accurate cost information; taxes on bill.
Tampa - 9-23-98	Fred Tomaski	Res. End User (Fl. Consumer Action Network)	Opposes increase, GTEFL making plenty of money; many citizens won't accept the programs which qualify them for Lifeline.

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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Orlando - 9-24-98	Tyler Weisman	Res. End User	Would like EAS applied to the city of Winter Springs; Willing to pay higher rate to have access to those areas; BellSouth offers LATA-wide program; Disapproves of BellSouth application of terminology in determining rates, i.e., "home office" is considered business and "residence office" is considered residential; The existing tariff covering call forwarding needs to be addressed to include digital service.
Orlando - 9-24-98	Aaron Kaufman	Res. End User	Charge for installation of residential telephone jack was excessive; Bill format should be changed to 8 x 11 to facilitate ease in reading; Opposes FCC charges (also difficult to understand); Understands subsidization; Concerned about slamming - customer has to pay the long distance charges incurred when attempting to identify the name of the company that did the slamming, if that company operates out of the state.
Orlando - 9-24-98	Rex Toi	Res. End User	There should be symmetry between telephone companies and the services they provide, such as EAS service issues; Companies should provide the same services, i.e., unlimited, undocumented 25 cent calls; There is no need for a phone company to track the number of 25 cent calls; He has not witnessed any local competition - would like competition; There should be a bill insert containing a list name and telephone of local competing telephone companies in the state.
Orlando - 9-24-98	Monte Belote	Previously associated with the Florida Consumer Action Network	Applauds 1994 rate reduction; BellSouth is still the monopoly player; Opposes increase in rates; Opposes universal service charges; Unfair for customers to have to pay for BellSouth's skyscrapers in Jax., an airport for company's use, image advertising, etc.; Supports mandatory enrollment for Lifeline and LinkUp; Provide a telephone with no frills; Continue aggressive enforcement of slamming and cramming; Provide an explanation of the method of calculating the taxes or fees on telephone bills.

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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Port St. Joe - 10-5-98	Linda Bordelon	GTCOM	Addressed customer concerns.
Port St. Joe - 10-5-98	Jerry Stokoe	Director, Gulf County Senior Citizens	Telephone essential for senior citizens; consider any rate increase to be compatible with cost of living.
Port St. Joe - 10-5-98	Edward Knight	AAK?	Phone companies have adequate income; large rate increase not needed; consider price in relation to calling scope.
Port St. Joe - 10-5-98	Elizabeth Wheeler	Res. End User/AARP	Charged \$0.25 for call to Internet provider in Panama city, when Internet access was not achieved.
WPB - 10-19-98	Jeanette Mueller	Member of several non-profit organizations and Res. End User	Supports an increase in local residential rates.
WPB - 10-19-98	Cathy Lieber	Executive Director of Palm City Chamber of Commerce; Small Business Owner and Res. End User	Supports equitable rate rebalancing between business and residential.
WPB - 10-19-98	Joe Negron	Res. End User (Attorney)	Supports BellSouth's commitment as a company to its employees and families; Believes prices should reflect actual costs + reasonable profits; Supports equitable rates between business and residential; Believes affluent residents can pay a higher rate to help subsidize small businesses; Enhanced competition will lower residential costs.
WPB - 10-19-98	Sally Kanter	Res. End User	Opposes Increase in Local Rates; Supports LifeLine/Link Up Programs; Supports Expanded Area Calling (25¢ rate); Telephone repair calls not answered or completed in a timely manner.

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WPB - 10-19-98	Wayne Grau	Small Business Owner	Supports LifeLine/Link Up Programs; Supports equitable rates; Supports higher rates for businesses vs. residential; Supports opening up local market to competition to reduce costs.
WPB - 10-19-98	Tim Snow	President of Non-Profit Organization	Supports LifeLine/Link Up Programs; Supports rate rebalancing.
Perry - 10-22-98	Venera K. Williams	Res. End User	Lives in Steinhatchee, wants \$0.25 plan to Perry.
Perry - 10-22-98	Sandra White	Res. End User	People on fixed income cannot afford a rate increase; things were better before competition--too many extra charges now; leave rates as they are.
Perry - 10-22-98	Helen Ruth Walker	Res. End User	Too many phone companies now; need to consider low wage earner and fixed income individuals.
Perry - 10-22-98	Bonnie Tompkins	Res. End User	Need phone for emergencies; rate increase would pose a hardship.
Perry - 10-22-98	Harold Pope	Res. End User/AARP	Telephone companies reaping huge profits; phone a necessity; can't afford a rate increase.
Perry - 10-22-98	Meveree Carlisle	Res. End User	Rate increase would be a hardship for elderly.
Perry - 10-22-98	Carl Williams	Res. End User	Phone is a necessity; will not get much competition in his small area; prices for everything going up.
Perry - 10-22-98	Edward D. Paschall	AARP	BellSouth earnings have increased; should have no-frills service available at an affordable price; businesses use phone more than residential users.

QUARTILE I: DATA FOR THE STATE OF FLORIDA

Florida County	Exchange	Local Calling Scope	Flat Rate	Population Density (persons/sq. mi.)
Palm Beach	West Palm Beach	547,489	\$13.80	424.5
Martin	Stuart	151,692	\$12.65	181.6
Sarasota	Sarasota	375,492	\$15.31	485.8
Collier	Naples	216,618	\$13.23	75.1
Indian River	Vero Beach	85,253	\$12.30	179.3
St. Johns	St. Augustine	50,818	\$11.90	137.6
Monroe	Key West	34,951	\$11.90	78.2
Pinellas	St. Petersburg	647,010	\$15.31	3039.9
Broward	Fort Lauderdale	1,138,280	\$14.15	1038.5
Manatee	Bradenton	340,018	\$14.86	285.6
Lee	Ft. Myers	321,282	\$13.98	417.0
Seminole	Winter Park	837,652	\$14.73	932.9
Duval	Jacksonville	597,830	\$13.80	869.6
Nassau	Fernandina Beach	21,747	\$11.60	67.4
Orange	Orlando	789,045	\$13.95	746.4
Hillsborough	Tampa	715,859	\$15.31	793.6
Dade	Miami	1,455,610	\$14.1	996.1

QUARTILE II: DATA FOR THE STATE OF FLORIDA

Florida County	Exchange	Local Calling Scope	Flat Rate	Population Density (persons/sq. mi.)
Leon	Tallahassee	249,290	\$14.15	288.7
Brevard	Melbourne	281,193	\$13.00	391.7
Charlotte	Port Charlotte	91,119	\$12.48	160.0
Okaloosa	Ft. Walton Beach	110,723	\$13.65	153.6
Alachua	Gainesville	170,987	\$12.65	207.7
Clay	Orange Park	530,152	\$13.55	176.3
Lake	Leesburg	131,836	\$13.23	159.6
Polk	Lakeland	251,663	\$14.86	216.2
Pasco	New Pt. Richie	158,546	\$14.36	377.4
Volusia	Daytona Beach	155,147	\$12.65	335.2
Bay	Panama City	98,085	\$12.30	166.3
Highlands	Sebring	31,976	\$11.72	66.5
Escambia	Pensacola	232,223	\$11.65	396.0
Hernando	Weekiwachee Sprg	125,537	\$12.30	211.4
Wakulla	Crawfordville	19,172	\$14.15	23.4
Marion	Ocala	237,308	\$13.23	123.4

QUARTILE III: DATA FOR THE STATE OF FLORIDA

Florida County	Exchange	Local Calling Scope	Flat Rate	Population Density (persons/sq. mi.)
Santa Rosa	Milton	190,392	\$12.65	80.3
St. Lucie	Port St. Lucie	206,611	\$12.65	262.3
DeSoto	Arcadia	13,925	\$10.97	37.4
Citrus	Inverness	67,801	\$12.48	160.2
Flagler	Palm Coast	28,703	\$11.60	59.2
Hendry	Clewiston	8,621	\$10.97	22.4
Osceola	Kissimmee	92,089	\$12.48	81.5
Suwannee	Live Oak	20,898	\$13.10	38.9
Columbia	Lake City	34,982	\$11.90	53.5
Franklin	Apalachicola	5,332	\$9.80	16.8
Jefferson	Monticello	216,384	\$14.15	18.9
Taylor	Perry	9,556	\$10.97	16.4
Okeechobee	Okeechobee	22,494	\$10.97	38.3
Hardee	Wauchula	10,741	\$10.97	30.6
Baker	MacClenny	7,539	\$12.50	31.6
Gulf	Port St. Joe	7,462	\$9.80	20.4
Putnam	Palatka	33,996	\$11.90	90.1

QUARTILE IV: DATA FOR THE STATE OF FLORIDA

County/State	Exchange	Local Calling Scope	Flat Rate	Population Density (persons/sq. mi.)
Walton	Defuniak Springs	14,453	\$12.35	26.2
Sumter	Wildwood	19,613	\$10.97	57.9
Jackson	Marianna	21,166	\$12.75	45.2
Bradford	Starke	15,721	\$12.35	76.8
Gadsden	Quincy	229,888	\$16.20	79.6
Levy	Williston	8,983	\$10.97	23.2
Washington	Chipley	12,988	\$11.60	29.2
Madison	Madison	8,320	\$11.90	23.9
LaFayette	Mayo	20,898	\$13.10	10.3
Holmes	Bonifay	7,140	\$11.90	32.7
Gilchrist	Trenton	9,177	\$11.60	27.7
Liberty	Bristol	215,616	\$12.65	6.7
Dixie	Cross City	7,566	\$11.20	15.0
Calhoun	Blountstown	8,594	\$9.80	19.4
Hamilton	Jasper	5,997	\$12.85	21.2
Glades	Moore Haven	2,685	\$10.97	9.8
Union	Lake Butler	141,247	\$13.45	42.7

	Colorado	Connecticut	Delaware	Florida	Georgia
1 Recent basic local rate adjustment initiatives undertaken by state	Rejected. 1996 US West application 96S-257T	No. Price cap with no sunset		N/A	no
2 Initiatives considered by PSC or legislature	PSC				
3 Proposed level of rate adjustments	Increase resid., decrease business - both were rejected.				
4 Proposed/ decided time frame for implementation					
5 Specific service charges affected by rate changes	Basic local services				
6 Classes of customers affected by rate changes	Residential & business; urban & rural				
7 Addresses access fees paid by long distance service providers?	Proposed 20% access charge reduction	No. Federal fees mirrored			
8 Changes to the extent of local calling areas?					
9 Including extended calling features (caller ID, etc.)?	N/A				
10 Customer protection from slamming, cramming, or deteriorating service quality?	N/A				
11 Decisions undertaken by legislature, PSC/PUC or individual phone companies?	PSC				
12 Plans accompanied by state universal service fund universal service programs?	High cost fund under review	No change. Per line contribution	No change	N/A	UAF reviews in 1995, 1998 5825-U
13 Are other state experiences being considered?	N/A				
14 Key bills, dockets, decisions?	Docket 96S-257				

	Iowa	Kansas	Kentucky	Louisiana
1 Recent basic local rate adjustment initiatives undertaken by state	No. Price reductions under alt. Reg.	Yes. 1996 State Telecom Act	no	No. Price cap with no sunset
2 Initiatives considered by PSC or legislature		Legislature, PSC	USF Case #360 Jan 1999	
3 Proposed level of rate adjustments		Increases of \$1.00/month per year up to state average		
4 Proposed/ decided time frame for implementation		\$1.00 per year increases over two years		
5 Specific service charges affected by rate changes		Basic rates		
6 Classes of customers affected by rate changes		All classes of customer		
7 Addresses access fees paid by long distance service providers?	Reduction proposal considered	Legislature also addressed access fees		
8 Changes to the extent of local calling areas?		No		
9 Including extended calling features (caller ID, etc.)?		Legis. comm reviewing definition of services		
10 Customer protection from slamming, cramming, or deteriorating service quality?		No		
11 Decisions undertaken by legislature, PSC/PUC or individual phone companies?		Legislature		
12 Plans accompanied by state universal service fund universal service programs?	No	Kansas USF is in place	New USF in effect Jan 1999	No. Filings for compensation by new entrants
13 Are other state experiences being considered?				
14 Key bills, dockets, decisions?				

	Missouri	Montana	Nebraska	Nevada
1 Recent basic local rate adjustment initiatives undertaken by state	Yes. Raise local; rates with access fee reduc.	PSC order D96.12.220, 9/3/1998	Yes. Number of cases, some pending	No. Price cap
2 Initiatives considered by PSC or legislature	PSC, allowed under statute	PSC Order D96.12.220, 9/3/1998	PSC	
3 Proposed level of rate adjustments	Cos. under price cap could rebalance rates by increases of \$1.50/mo per year	Increase \$2.95/month residential to \$20.30, decrease \$2.88/month business to \$37.06	USW 9.73% inc. In 1996 (C-1398); prop. 11.01% inc., C-1874 pending	
4 Proposed/ decided time frame for implementation		Increase \$2.95/month residential, decrease \$2.88/month business	1997, 1998	
5 Specific service charges affected by rate changes	Basic local services	Basic local rates	basic	
6 Classes of customers affected by rate changes		Res. flat rate & measured service; business in cities	res	
7 Addresses access fees paid by long distance service providers?	Revenue neutral rate changes	Access charge reduction 7% begin 07/1999	Docket C-1678 access reform pending	
8 Changes to the extent of local calling areas?			no?	
9 Including extended calling features (caller ID, etc.)?		N/A	no?	
10 Customer protection from slamming, cramming, or deteriorating service quality?		Fraud protection	n/a	
11 Decisions undertaken by legislature, PSC/PUC or individual phone companies?		PSC Order D96.12.220, 9/3/1998	PSC, companies	
12 Plans accompanied by state universal service fund universal service programs?	4/98 rule on USF proceeding which is still under way	No increase of mo. rates for Montana Tel. Assist. Program customers	USF Task Force; Report of 07/23/97; C-1628	In process; regs in place, not dispensing funds
13 Are other state experiences being considered?			no?	
14 Key bills, dockets, decisions?	MS 392.248	PSC Order D96.12.220, 9/3/1998	C-1398(USW 1996) C-1874 (USW pend) C-1628 (pend)	

	North Dakota	Ohio	Oklahoma	Oregon	Pennsylvania	Rhode Island
1 Recent basic local rate adjustment initiatives undertaken by state	No. Price caps	No. Rate freeze alternate reg.	Yes. 1998 HB 1717; 1997 SB 1815	Reject/Pending. rate cut ordered 09/29/98	1998 Bell Atlantic rejected; Global settlement talks Fall 1998	No. Price freeze until 1999
2 Initiatives considered by PSC or legislature			Legislature in HB 1717	PSC	PSC	
3 Proposed level of rate adjustments	No rebalancing		Increases of \$2.00/mo per year, small cos.	Revenue cut 11% and refunds		
4 Proposed/ decided time frame for implementation			Up to three years to bring rates to state average	09/30/94		
5 Specific service charges affected by rate changes						
6 Classes of customers affected by rate changes						
7 Addresses access fees paid by long distance service providers?	No change. Mirror interstate	AT&T access fee compl., 1997 rej.	SB 1815 in 1997 brought SWB into parity with interstate rates	GTE rate case	PSC, generic investigation of access charges	
8 Changes to the extent of local calling areas?				Reductions		
9 Including extended calling features (caller ID, etc.)?				Reductions		
10 Customer protection from slamming, cramming, or deteriorating service quality?						
11 Decisions undertaken by legislature, PSC/PUC or individual phone companies?						
12 Plans accompanied by state universal service fund universal service programs?	Leg may cons. in 1999, Comm has opened docket		1997 USF investigation, in place by C1/98	Docket UN731, open since 12/19/94	Part of global settlement talks	
13 Are other state experiences being considered?						
14 Key bills, dockets, decisions?			HB1717, SB1815	UT-141 (GTE), UT-128 (USW)	1-00960066	

	Vermont	Virginia	Washington	West Virginia	Wisconsin	Wyoming
1 Recent basic local rate adjustment initiatives undertaken by state	no	No. Alt reg and rate caps to yr. 2000	No. UT950200 upheld on appeal, UT-970766 rej.	no	no	Rate case pending WY Telecom Act of 1995 req. local rates priced at cost
2 Initiatives considered by PSC or legislature			PSC			Legislature, PSC
3 Proposed level of rate adjustments						From \$18.75 to \$23.00/mo residential service
4 Proposed/ decided time frame for implementation						USW proposes to raise basic residential rates, decision pending
5 Specific service charges affected by rate changes						
6 Classes of customers affected by rate changes						
7 Addresses access fees paid by long distance service providers?			970-325 June 1998	No initiative	Access fee mirror interstate	Proposed decrease from \$0.07/min. to \$0.003/min
8 Changes to the extent of local calling areas?			970-545			
9 Including extended calling features (caller ID, etc.)?						
10 Customer protection from slamming, cramming, or deteriorating service quality?			UT-970766 requires service guar.			
11 Decisions undertaken by legislature, PSC/PUC or individual phone companies?						
12 Plans accompanied by state universal service fund universal service programs?	No.	No.	980-311; WUTC report 11/98	Case underway	Program in place since May 1996	
13 Are other state experiences being considered?						
14 Key bills, dockets, decisions?			950-200 (1996), 970766 (Jan 1998)			Case 70,000 TR-98-420