

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of :
Proposed amendment to Rule :
25-4, F.A.C., Customer :
Billing for Local Exchange :
Telecommunications Companies :
(cramming and truth in billing.) :

UNDOCKETED



PROCEEDINGS: RULE DEVELOPMENT WORKSHOP
Fort Lauderdale, Florida

BEFORE: CHAIRMAN JOE GARCIA
COMMISSIONER E. LEON JACOBS. JR.

DATE: Thursday, February 4, 1999

TIME: Commenced at 10:25 a.m.
Concluded at 11:35 a.m.

PLACE: Broward County Government Center
County Commission Chambers, Room 422
115 South Andrews Avenue
Fort Lauderdale, Florida

REPORTED BY: JOHN J. BLUE, RPR, CSR,
Notary Public, State of Florida

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Earl Poucher, ESQ.

Commission Staff:

Dick Durbin
Carmen Pena

Division of Appeals:

Diana Caldwell

Division of Communications:

Ann Shelfer
Rick Moses

Division of Records and Reporting:

Sandy Moses

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P R O C E E D I N G S

(Hearing convened at 10:25 a.m.)

CHAIRMAN GARCIA: We will call this proceeding to order.

I want to first say that the Commission is going to be providing an interpreter if someone needs it.

Let me introduce some of the people here for you.

My name is Joe Garcia. And seated to my right is Commissioner Jacobs. We will be sitting through this to hear from you.

We're going to have everyone here at the table introduce themselves; and we'll start with Mr. Durbin.

MR. DURBIN: My name is Dick Durbin. I'm with the Florida Public Service Commission, Division of Consumer Affairs.

MS. PENA: My name is Carmencita Pena. I work for the Division of Consumer Affairs.

MR. BECK: My name is Charlie Beck. I'm with the Office of Public Counsel.

With me also is Earl Poucher (phonetic), who is sitting in the back. Our office represents the citizens of Florida before the Public Service Commission.

MS. SHELFER: My name is Ann Shelfer. I'm on the Public Service Commission in the Division of Communications.

1 MS. CALDWELL: My name is Diana Caldwell. I'm with
2 the Division of Appeals.

3 MR. MOSES: My name is Rick Moses. I'm with the
4 Division of Communications.

5 MS. MOSES: My name is Sandy Moses. I'm with the
6 Division of Records and Reporting.

7 CHAIRMAN GARCIA: At the back of the room, when you
8 came in, you probably ran into Mr. Kevin Bloom who is with
9 our Media Affairs Office, I believe is the term for it.

10 We're conducting this workshop, as you all know, on
11 the issue of slamming and cramming, is the direct issue.
12 We're going to have Mr. Moses read to you the issues that
13 are involved in that.

14 But let me also let you know that there are people
15 in the audience, which if you've got a particular question
16 you may be able to find a representative from the
17 particular company here.

18 And let me ask the companies to stand up and
19 identify yourselves. We will start with AT&T there in the
20 back.

21 MS. MERRITT: Rhonda Merritt, with AT&T.

22 MR. BENINATE: I'm Vic Beninate with BellSouth; and
23 with me is Catherine McKenzie of BellSouth. Thank you.

24 CHAIRMAN GARCIA: And we've got Mr. Earl Poucher in
25 the back of the room, which is with the Office of Public

1 Counsel.

2 If you have a problem and you don't want it
3 discussed --

4 Is there any other company here?

5 MS. SPARKS: Karyl Sparks of Federal Transtel.

6 CHAIRMAN GARCIA: So if you have any questions of
7 those companies in particular, you've got them here and
8 you can ask them. Mr. Moses will also be available.

9 Dick Durbin and Ms. Pena were trying to get into our
10 system so that they could follow with you, file the
11 complaint and find out for you. Nonetheless, we're going
12 to ask you when you come up here, they're going to get
13 your information and probably trace your complaint if you
14 filed one with the Commission, so we have a record of it.

15 Also before you speak you need to know that we're on
16 the Internet today, and if you want to hear yourself speak
17 on the Internet you can log onto our home page and you can
18 listen to what you had to say as well as your fellow
19 citizens. And the rest of the hearings that we'll have
20 likewise will be recorded, so it's important for you to
21 know that.

22 I going to have Ms. Caldwell explain the --

23 MS. CALDWELL: I'll read the Notice this morning.

24 The Notice was published in the January 22nd Florida
25 Administrative Weekly that a meeting will be held at this

1 time and place.

2 CHAIRMAN GARCIA: Okay. And then I'm going to have
3 Mr. Moses read a summary of the Rule we're looking at.

4 Before he starts -- He may include this in his
5 statement, I don't know what he's going to say.

6 We have a Rule, it's a draft Rule that we're
7 beginning from; but the reason we're having this hearing
8 is to hear from you. There may be issues and problems
9 that we haven't figured out how to deal with or haven't
10 heard and that's why we need to hear from you. We
11 continue this Rule to try to fix those specific problems
12 that are out there.

13 Mr. Moses.

14 MR. MOSES: Thank you, Chairman Garcia.

15 As he mentioned, this is strictly a draft rule.
16 We're not really sure exactly what kind of problems
17 technicallywise that the companies may encounter when we
18 are trying to fix some of these problems and we may not be
19 totally aware of all the problems that you have
20 experienced. That's why we're here to listen from you to
21 see if we can help resolve some of these problems.

22 These rules that I'm about to give you a summary,
23 you can find a copy of those out front of the meeting room
24 here if you want to follow along with it.

25 The first modification we're doing is with the

1 billing section of the rules. It's going to try and put
2 some controls back into the customer's hands on due bills,
3 your telecommunication bills. It will provide for a
4 billing block option for the customer to be billed only by
5 their presubscribed local, local toll or sometimes called
6 intralata or your toll services on your local exchange
7 company bill or your local telephone company bills. The
8 telephone number would be provided to the local exchange
9 company's billing entities so that they could ensure that
10 you're no longer going to be charged for anything that you
11 haven't previously authorized.

12 In addition, the local exchange companies will be
13 providing the appropriate screening codes and dialing
14 blocks for such accounts that are predescribed for this
15 service.

16 The subsection 12 of the Rules is revised to
17 incorporate the changes from the 1998 Legislature that
18 define the information services as 900 and 976 numbers.
19 It exclusively excluded Internet services in that statute.

20 The subsection 14 of the rules say, what we're
21 calling the truth in billing portion of the rules which is
22 added, prohibit misleading or unclear advertising that may
23 induce callers to use a service and then be charged hidden
24 fees.

25 Another modification to the rules is your customer

1 service number. Many of you have probably experienced a
2 cramming charge, then was given an 800 number to call and
3 then reached a busy continuously or they put you on hold
4 and never answered your call. The rule is added to
5 require companies to maintain and answer their toll-free
6 customer service number for customers to be able to
7 contact the company for further information on the service
8 they may use or have used. Also will require that all
9 advertisements not be misleading and that all rates and
10 surcharges be disclosed to the caller.

11 And that is the conclusion of the summary of the
12 rules.

13 CHAIRMAN GARCIA: Very good. Because we're gonna be
14 on the record here, and Mr. Blue is going to be taking
15 down everything you say and the Internet is going to be
16 taping what you're saying, we're going to have to swear
17 you in. Please don't let that intimidate you. It's part
18 of the process that we do here. It just helps us have
19 something to go on so that our attorneys can rely on the
20 evidence presented by you in making our decision.

21 And as we start the process I will swear you all in
22 first; and then the Office of Public Counsel, Mr. Beck,
23 will call you up one at a time. He is your attorney here.
24 You don't have to worry about being cross-examined or
25 anything in this type of forum. We may have questions for

1 you, but they're just simply to understand the nature of
2 your problem.

3 And if you -- I don't think there are very many
4 people to sign up, so if you have any concern that you
5 want to discuss with us about the Public Service
6 Commission go right ahead, and those services we regulate.

7 So with that, I'd like to ask that all those who
8 plan to speak today please rise and raise your right hand.

9 In this matter before the Public Service Commission
10 do you swear or affirm to tell the truth, the whole truth,
11 and nothing but the truth?

12 VOICES: I do.

13 CHAIRMAN GARCIA: Mr. Beck, if you please, call the
14 first witness.

15 MR. BECK: Thank you, Chairman Garcia.

16 I'm going to call everybody in the order that you
17 signed up. We'll first call the people that checked the
18 box indicating you wish to speak. And after that, if
19 anybody else wishes to testify we'll give you an
20 opportunity at that time.

21 The first witness is Mr. Joseph Glick.

22 MR. BORRELLO: I have prepared the words that I want
23 go over today. And I wanted this opportunity to
24 testify --

25 CHAIRMAN GARCIA: Mr. Glick, before you start, so I

1 don't have to interrupt you later in your train of
2 thought, I'm going to ask of everyone, please tell us your
3 name and address. If you'd like to give us your phone,
4 that's fine too.

5 If you have a problem with having that on the record
6 and it's going to be on the Internet, then we can take it
7 separately. I know Mr. Beck has that information.

8 But at least give your name and address.

9 THEREUPON:

10 JOSEPH M. GLICK

11 having been previously duly sworn,

12 testified as follows:

13 MR. BORRELLO: My name is Joseph M. Glick. I live
14 at 4751 Northwest 21st Street in Lauderhill.

15 I testified last year at your hearing, thinking that
16 I was slammed. But I have since learned from you that
17 what I really was was crammed. Well, whether it's slammed
18 or crammed, I'll be damned if I'm gonna let them get away
19 with it. Perhaps it is because I am retired and do not
20 have much to occupy my time, but I'm able to be meticulous
21 about bills arriving at my home. I check each one for
22 accuracy.

23 As for the telephone company, I have a notebook in
24 which I record every toll call I make by date, time and
25 number. Checking over my BellSouth bill received in May

1 of last year I found a page following the AT&T charges.
2 It was headed with the word "HOLD" in large block letters.
3 I assumed that to mean I was not to throw this page away
4 for some reason, but should hold it. I took the word
5 literally.

6 The next line listed Consumer Access as a service
7 provider. In addition to BellSouth and AT&T, the service
8 provider would be about as useful to me as a third crutch
9 would be to a lame man. I was billed \$4.96 for an
10 activation fee and \$4.06 for minimal use fee. Three taxes
11 adds another \$1.50 for a total of 10.52.

12 I paid the bill, deducting the 10.52 and noted on
13 the bill as follows: Quote:

14 "The bill on this page is fraudulent and will
15 not be paid. A letter of complaint will be filed
16 with the Federal Communications Commission."

17 Close quote. And I signed my name.

18 Upon calling BellSouth to complain of this scam, I
19 was told it is required of them to include such billings
20 with my bill.

21 I then called the FCC in Washington, and was rather
22 shocked but enlightened by what I heard. I was told that
23 such names as "Hold" and "Consumer Access" are mild
24 compared to some of the names of these companies.

25 As explained to me, one such company is called "I

1 Don't Care." "I Don't Care." The telemarketer asks if
2 you want to continue with your present long distance
3 service. If you are ambivalent about that and answer "I
4 Don't Care," you're slammed, and subsequently billed by "I
5 Don't Care."

6 If you don't check your bills over carefully there's
7 a good chance you will be taken for a sucker. I guess it
8 shouldn't surprise me how often I get billed for calls
9 that were not made on my phone. I subsequently learned
10 that this company called "Hold" is also known as "HBS,"
11 which stands for "Hold Billing Services," although its
12 bill do not indicate that "Hold" is a company, not a
13 directive.

14 I continue to watch for scams. I'm not immune.
15 I've been scammed before, I probably will be again, but it
16 won't be because I'm not alert.

17 Thank you for hearing me.

18 CHAIRMAN GARCIA: Thank you very much, Mr. Glick.
19 If you don't mind staying up here just for a second, just
20 stay at the mike.

21 What result have you had with your cramming
22 complaint? Did they solve your cramming complaint? I
23 know you filed with this Commission also, if I'm not
24 mistaken.

25 MR. BORRELLO: Oh, I have the evidence.

1 CHAIRMAN GARCIA: No, no. Your complaint, was it
2 solved? Did they take off the 10.50 charge?

3 MR. BORRELLO: Yes, they did. It was taken off.
4 They credited me. I never paid it, but they sent me a
5 letter crediting the 10.50.

6 CHAIRMAN GARCIA:

7 MR. JACOBS: I'm glad that we at least solved that
8 part of it.

9 MR. BORRELLO: If you want evidence I have with me
10 on the case as it went along, you're welcome to it for
11 photocopying.

12 CHAIRMAN GARCIA: Thank you, Mr. Glick.

13 MR. JACOBS: Mr. Glick, did you receive any -- after
14 that billing, did you get any charges from anyone?

15 MR. BORRELLO: Never get any.

16 MR. JACOBS: No more?

17 MS. MEAGHER: No more.

18 MR. JACOBS: Great.

19 CHAIRMAN GARCIA: I going to have to stop. There's
20 something I want to be considered when we draft this rule
21 is the concept that anything that goes on a bill should be
22 certificated in some way by the Florida Public Service
23 Commission so that the company, like in this case; and I
24 believe "Hold" is one of those companies that does not
25 have a certificate.

1 MR. MOSES: They do have a certificate.

2 CHAIRMAN GARCIA: They now have a certificate?

3 MS. CALDWELL: It's Consumer Access that doesn't
4 have a certificate.

5 CHAIRMAN GARCIA: Regardless, it just strikes me
6 that it would make sense that if you appear on a bill, on
7 a telecommunications company bill, in particular the local
8 company which is essential and an essential service, that
9 they need to be in some shape, way or form, that we must
10 have knowledge of them before the local company can bill
11 for it.

12 Similarly to the concept that we've got in long
13 distance. In other words, a long distance company that is
14 not certificated can't be billed by a company in Florida.
15 It just strikes me that's something we might want to
16 consider.

17 Mr. Glick, thank you very much for your time and for
18 coming before us. It's important testimony.

19 MS. CALDWELL: I may have some questions.

20 CHAIRMAN GARCIA: Okay.

21 MR. BECK: I have no questions. Thank you.

22 MS. CALDWELL: I have a question.

23 Mr. Glick, may I ask you a few questions?

24 CHAIRMAN GARCIA: Our attorney wants to ask you more
25 questions. I promise she'll be kind. You need to come

1 to the mike.

2 MS. CALDWELL: Thank you. Do you know about billing
3 block options and have you--

4 MR. BORRELLO: I can't hear you. I'm sorry.

5 MS. CALDWELL: Do you know about billing block
6 options?

7 MR. BORRELLO: Billing block options?

8 CHAIRMAN GARCIA: Right.

9 MR. BORRELLO: No, I don't.

10 MS. CALDWELL: Have you contacted BellSouth, your
11 local exchange company?

12 MR. BORRELLO: I haven't. About what?

13 MS. CALDWELL: About what's called a billing block
14 options where they would take your--

15 MR. BORRELLO: No. I see that in your brochure I
16 picked up outside.

17 MS. CALDWELL: I think BellSouth has that available
18 now that you can request that on your bill.

19 MR. BORRELLO: Yes. Thank you.

20 MS. CALDWELL: Okay.

21 (Thereupon Mr. Glick stepped down.)

22 MR. BECK: The next witness is Karyl Sparks.

23 MR. MARLOWE: Good morning, commissioners. I'm Ron
24 Marlowe. I'm with the Coalition To Ensure Responsible
25 Billing, which is a coalition of third party billing

1 companies.

2 With me is Karyl Sparks, one of those companies,
3 from Federal Transtel. We're approaching you together
4 because it's likely that you're going to have questions
5 for me that she can answer and vice versa. She's really
6 here as sort of a side item to the coalition representing
7 a number of people.

8 CHAIRMAN GARCIA: Hang on one second. It strikes me
9 that you will probably be a participant in our rule
10 process. And I would appreciate if we can hear from the
11 citizens first, and then I'd love to hear from you.

12 It strikes me that we should hear from citizens who
13 filed testimony; because you will in one shape or another
14 be filing some comments before this commission?

15 MR. MARLOWE: I'm quite sure.

16 CHAIRMAN GARCIA: May I ask you, if it's all right
17 with Public Counsel, that we just skip by you and then you
18 can be our last speaker?

19 MR. MARLOWE: That will be fine with us.

20 CHAIRMAN GARCIA: Is that all right, Mr. Beck?

21 MR. BECK: All right.

22 THEREUPON:

23 BEN LANGLEY,

24 having been previously duly sworn,

25 testified as follows:

1 MR. LANGLEY: Ben Langley.

2 CHAIRMAN GARCIA: Good morning, Mr. Langley.

3 MR. LANGLEY: Good morning, sir.

4 My name is Ben Langley; and I have been crammed by
5 four different companies in the last 14 months.

6 CHAIRMAN GARCIA: Can I ask you to get closer to the
7 mike so that Mr. Blue can pick it up and so our Internet
8 audience can also?

9 MR. LANGLEY: Okay. My problem started back in
10 November of 1997. I didn't notice it until December of
11 1997. On the November bill I had a charge of \$13.88 for
12 VOAA, which is Veterans of America Association. And that
13 was for activation of one month fee for voice mail; which
14 I didn't have voice mail, I had an answering machine at
15 home.

16 Then I noticed in December again, 694 for the
17 Veterans of America Association, \$6.94; and that's when I
18 began calling. I called Southern Bell, who couldn't give
19 me any answers.

20 But I did call the VOAA. I had a problem getting
21 through to them, but I finally did get through.

22 CHAIRMAN GARCIA: On the bill, did they provide
23 their phone number on the bill?

24 MR. LANGLEY: Well, I have all my bills here. Just
25 let me check that. Yes, it's a 1-800 number,

1 800-717-9484. So I did call them in December.

2 And on my January bill I got another bill for \$6.94
3 for the VOAA, but also on my bill it says there were \$6.82
4 which were under investigation, for previous charges.

5 And I also called the Public Service Commission.

6 CHAIRMAN GARCIA: Okay.

7 MR. LANGLEY: Thanks to the Public Service
8 Commission, I guess you must have sent a letter to the
9 VOAA because they sent me a letter.

10 And they also sent me a magazine. They wanted me to
11 join their organization.

12 CHAIRMAN GARCIA: They're already charging you
13 money. They might as well send you the magazine.

14 MR. LANGLEY: And in the letter-- They didn't give
15 up. In the letter they say the way of saying thank you
16 they offered me a Transmedia dining card for 49.95.

17 So that was the first episode.

18 Then after that, March of 19-- in February of '98 I
19 was also told \$27.76 total for VOAA was under
20 investigation.

21 On my March bill I got a new one from the CRC, which
22 is the Colorado River Communications, was billing for the
23 USCI. Then I called them. That was calling cards, which
24 of course I never got. And they did admit that somehow it
25 was connected with the VOAA.

1 So my April bill--

2 CHAIRMAN GARCIA: If I can ask you, did they also
3 have a phone number, a 1-800 number you can call, or was
4 it the same as VOAA?

5 MR. LANGLEY: Let's see. Yes. It says for billing
6 questions call 888-474-8724.

7 CHAIRMAN GARCIA: Okay.

8 MR. LANGLEY: And that's who I called.

9 And April I got a \$5.22 credit from CRC. However,
10 the May bill said that \$5.22 was under investigation. And
11 the June bill I got a bill for \$15.68 for a company called
12 OAN, which is part of Accutel (phonetic). So I-- of
13 course, I started calling them. And that was in June of
14 '98.

15 July of '98, what was listed as -- I refused to pay
16 this on the Southern Bell bill and they were nice about
17 it, said I didn't have to pay that, it was under
18 investigation. For the July bill "This charge is under
19 investigation for OAM Accutel is \$15.68."

20 August of '98 I did get a credit from OOA Accutel on
21 my bill for \$15.68.

22 And then again in December they gave me a total
23 credit of \$31.36 for Accutel.

24 My bill in November was okay. December I got a
25 brand new company, which is Integretel, who was billing

1 for American Nortel LD. And that was for \$5.25. One was
2 for a monthly charge and the other was a monthly fee.

3 So I called the 1-800 number, which is 736-7500, for
4 Integretel; and it's like a boilerroom factory. I was on
5 hold for an hour. They kept-- first they had music on and
6 then they would cut it off and say "why don't you call
7 another time? We're busy now." They went on like that
8 for quite a while.

9 Then I had -- they would say, "hold on, we'll get to
10 you in a few minutes." And after I finally got to a girl
11 about 20 minutes she was very rude, and I told her what
12 the problem was. And she cut me off and put me on the
13 Spanish line.

14 So after around 20 minutes I got a Spanish operator
15 and I explained what was going on, said I wanted to talk
16 to a supervisor. So they put me back on line and I talked
17 to another girl who finally gave me the phone number. She
18 didn't want to, but she gave me the phone number for
19 American Nortel.

20 And I finally did get to talk to a supervisor, who
21 also was very rude; and I spent a whole hour on the phone
22 with Integral.

23 When I did call American Nortel they were very nice.
24 They answered after about two rings; said they didn't know
25 anything about this bill and that I was never one of their

1 customers.

2 So this month's January bill that I just got,
3 American Nortel, all right, with Integral again, is
4 charging me \$6.44, including two phone calls to Palm Beach
5 county, which normally my calls to Palm Beach county are
6 covered through Southern Bell, or BellSouth now.

7 CHAIRMAN GARCIA: Right. What they've done is
8 they've also switched you-- you've also been scrambled.
9 They've probably switched your intralata carrier, which
10 usually is BellSouth in many cases, and it provides that
11 reduced tariffs of 25 cents when they're intralata calls.
12 By switching that carrier, they switched your intralata
13 long distance, so now your long distance is being billed
14 as if it wasn't being provided by your intralata company.
15 So you've been slammed and crammed.

16 MR. LANGLEY: Well, I have been--

17 CHAIRMAN GARCIA: Mr. Glick has the rest of that.

18 MR. LANGLEY: I've been with AT&T since -- I can't
19 remember. It's been for 30, 40 years. And I notice now
20 that AT&T is now putting charges on also, which I called
21 their number. All they give me, "sorry about the schools"
22 and all that, the same story all these other people did.
23 It's a con activity charge.

24 And I called AT&T and it was a recording. You can't
25 talk to a real person there. Because it's a --

1 CHAIRMAN GARCIA: We've got a real AT&T person
2 in the back of the room, and I suggest that--

3 MR. LANGLEY: I understand.

4 Universal Productivity charges 93 cents a month and
5 Carolina charges 85 cents a month. That's been on my bill
6 from AT&T for about six months now.

7 CHAIRMAN GARCIA: All right, sir. Well, let me--

8 MR. LANGLEY: Only other thing I have to say is that
9 I don't know if anybody would notice it, but there was a
10 gentleman who wrote a letter to the Fort Lauderdale News
11 yesterday who told about this hearing today. He said he'd
12 love to be here but he had to work. He got the same--

13 CHAIRMAN GARCIA: Absolutely. If you'll take this
14 we'll put it part of our file. Very good.

15 What we'll try to do is if-- this is a Mr. George
16 Napa-- we'll see if maybe we can get his number through
17 411 and maybe he'd like to send us something.

18 But thank you very much, sir. Can I ask you, you
19 said you called the Commission?

20 MR. LANGLEY: Yes, I did.

21 CHAIRMAN GARCIA: Were we helpful?

22 MR. LANGLEY: Very helpful in fact.

23 CHAIRMAN GARCIA: Do you recall the person who
24 helped you at the Commission?

25 MR. LANGLEY: Yes, I have a letter right here.

1 CHAIRMAN GARCIA: Great.

2 MR. LANGLEY: It's Ellen Plendle, P-L-E-N-D-L-E.

3 And I also got-- And I also got a letter from you people
4 a couple days ago inviting me to come to this meeting.

5 CHAIRMAN GARCIA: Great. All right. Well, sir, if
6 I can ask you, sir, has Mr. Plendle--

7 MR. LANGLEY: It's Ellen Plendle.

8 CHAIRMAN GARCIA: Did you give her all this, all the
9 copies of these bills so that we have them in our record?

10 MR. LANGLEY: No.

11 CHAIRMAN GARCIA: Let me ask you a favor. If you
12 can give it to Mr. Durbin, and give him-- obviously your
13 address is on the bill. If we can make a copy here we
14 will, we'll try to do that. If we can't, you can just
15 give us those bills so that we have them as part of the
16 record.

17 MR. LANGLEY: I have copies of some of them with me.

18 CHAIRMAN GARCIA: Fantastic. Give that to Mr.
19 Durbin and he'll give it to the Court Reporter, and what
20 we'll do is make that part of the record also. It will be
21 helpful to us with your testimony, it will sort of
22 supplement your testimony.

23 (Thereupon the foregoing instrument was furnished by
24 Mr. Langley to the Commissioners, not to the Court Reporter)

25 MR. LANGLEY: With the second and third company I

1 just mentioned the fact that I had been in contact with
2 the Public Service Commission, and they said "We'll drop
3 the charges."

4 Now, this last one, I'm still fighting the last one.

5 CHAIRMAN GARCIA: You shouldn't be fighting.

6 First of all, if you don't mind I use you as an
7 example, Mr. Glick made the point very well. When this
8 happens we always like you to give them a try first; and
9 usually invoking the Public Service Commission is very
10 helpful in getting that resolved on the first call.

11 But if you feel that after that first call you're
12 not making any progress-- and I know it's difficult
13 because our lines are very busy and we I get about 65,000
14 calls a year-- but if you give us five to ten minutes, no
15 more, we will get to your call.

16 We will file the case and we will call the company
17 for you. They generally always react to our calls or we
18 start a proceeding and that's a second damage of their
19 ability to do business in our state.

20 So clearly you did the first right thing, which is
21 to call BellSouth and tell them you're not going to pay,
22 you got something in dispute. Calling the Commission --
23 Calling the company directly is a good move; and you
24 really don't have to wait an hour the way you did. If
25 you're waiting ten minutes and you're not getting service,

1 call us; that's enough for us to file a complaint with us
2 and we'll take it from there.

3 But I appreciate that if you could see Mr. Durbin
4 before you leave so that he has a copy of that. Mr.
5 Durbin will give Mr. Blue a copy if he can and we'll make
6 that part of the record.

7 Mr. Beck, do you have any questions of Mr. Langley?

8 MR. BECK: I just wanted to mention a few things to
9 Mr. Langley.

10 You mentioned some of the companies we get lots of
11 complaints about; and I wanted to let you know at least
12 that some actions have been taken or pending. With regard
13 to Hold and Veterans of America, the Federal Trade
14 Commission filed suit last July in Texas against them. I
15 think that suit is still pending. I've got the name and
16 phone number of a person at the Trade Commission if you
17 want to contact them about that.

18 With regard to Nortel, about two or three months ago
19 the staff of the Commission recommended a show cause order
20 be issued against and that's pending.

21 After that was done we got another complaint about
22 Nortel from a person in Orlando, so we had filed a second
23 complaint against Nortel as well. We'd like to talk to
24 you too about that because that's a pending case at the
25 PSC.

1 We appreciate your coming in and providing us with
2 this information. It confirms the things we hear.

3 MR. JACOBS: Mr. Langley, also, if you are aware of
4 others who have had this kind of experience, they can file
5 comments with the Commission even if they couldn't be here
6 today. There's a form that is available in the back, or
7 they can call the Commission and we will make sure they
8 get access to that.

9 Or they can do so on the Internet. They can get
10 onto the Internet and file their comments in this
11 proceeding. We welcome all those kinds of comments,
12 particularly if they have your kind of experience.

13 MR. LANGLEY: I don't know anybody else that has had
14 this problem, but I have been telling all my friends and
15 co-workers and they are all checking their phone bills
16 right now.

17 MR. JACOBS: Please do so.

18 MS. CALDWELL: Mr. Langley, I'm Diana Caldwell.

19 Do you recall getting any information about this
20 services through the mail, or did you get what may appear
21 to be junk mail? Do you recall anything like that coming
22 through to you that may have explained the program?

23 MR. LANGLEY: No. The only thing was, when I called
24 the PSC they asked me if I had signed up for any contests.

25 MS. CALDWELL: Right.

1 MR. LANGLEY: And I told them the only contest I
2 went to was about a year and a half ago to see Barry
3 Manilow out here in Sunrise. You sign up to win a free
4 (garbled) or something. That was the only one. And they
5 sent me a thing about their CDs and things like that. But
6 I can't think of how they got my name.

7 MS. CALDWELL: Are you aware of a billing block
8 option?

9 MR. LANGLEY: Yes, I am.

10 MS. CALDWELL: Have you had that placed --

11 MR. LANGLEY: Well, I don't have a problem right
12 now. I'm not real happy with AT&T and I'm going to try
13 and determine who my long distance carrier is before I do
14 that; so ...

15 MS. CALDWELL: Did you have to pay for any of the
16 phone calls that you made to these companies trying to
17 straighten out; were you charged for any of that or were
18 they all toll calls?

19 MR. LANGLEY: As far as I know at this time, no.

20 MS. CALDWELL: On your bill would you as a customer
21 prefer to only have telecommunications services allowed to
22 be billed on your bill?

23 MR. LANGLEY: Yes.

24 MS. CALDWELL: So they would be your local, your
25 long distance charges and--

1 MR. LANGLEY: Right.

2 MS. CALDWELL: -- and telecommunications options,
3 but nothing else?

4 MR. LANGLEY: That's all

5 MS. CALDWELL: All right. Thank you.

6 (Thereupon Mr. Langley stepped down)

7 CHAIRMAN GARCIA: Okay. Mr. Beck?

8 MR. BECK: Charles Cannon.

9 THEREUPON:

10 DR. CHARLES CANNON,

11 having been previously duly sworn,

12 testified as follows:

13 DR. CANNON: Good morning. Name's Dr. Charles R.
14 Cannon, Plantation, Florida.

15 I have been with BellSouth and AT&T for 35 years.

16 It was brought to my attention in January that we
17 somehow developed a Web site and Internet on the business
18 phone. And then in looking over the bill, AT&T was not on
19 the bill, it was FTT, I believe. I heard the terminology
20 "Hold" here a minute ago. I notice on the back side of
21 that FTT bill, or whatever it was, it had "Hold."

22 And so apparently from what I gather-- I've been on
23 the phone-- I spent two days, six-and-a-half hours on the
24 telephone with AT&T, BellSouth, all the way up to Atlanta,
25 Georgia.

1 I called your Public Service Commission. And when I
2 called the Public Service Commission that's when I learned
3 the terminology of cramming and slamming. BellSouth
4 employees were not familiar with the words, that I talked
5 to, cramming and slamming. So I called, made a complaint
6 with the PSC. And I've got the name of the lady I talked
7 to.

8 But there's a question that I'd like to ask. Couple
9 questions, if I can. And one question, Is there a law
10 that stipulates that the cramming company has to have a
11 written or verbal authorization from the phone account
12 holder? In other words--

13 CHAIRMAN GARCIA: Let me have our attorney answer
14 that question for you, and what the existing rules
15 require.

16 MS. CALDWELL: Mr. Cannon, at this time, no, there's
17 not. For slamming we just got rules in effect to change
18 your local, your local calls or your toll service, you
19 have to have permission.

20 DR. CANNON: You do have to have that?

21 MS. CALDWELL: The companies have to inform the
22 customer before they can make--

23 CHAIRMAN GARCIA: Could you explain how that
24 authorization works?

25 For slamming it's just-- She's trying to make a

1 distinction here, and let's walk you through it.

2 DR. CANNON: Right.

3 CHAIRMAN GARCIA: We did a series of hearings last
4 year, and at the instigation of the Counsel's office we
5 have been working on it for a while. The Public Counsel's
6 Office sort of pushed us along our way, and the Attorney
7 General, and we came up with a series of rules after we
8 had hearings across the state.

9 Those rules were approved and went into effect in
10 December, if I'm not mistaken?

11 MS. CALDWELL: We have it December 28th.

12 CHAIRMAN GARCIA: The end of December.

13 Those rules require that you have authorization to
14 change your long distance carrier, and it has to be either
15 written or it has to be recorded, if I'm not mistaken.

16 Correct, Ms. Caldwell?

17 MS. CALDWELL: Right.

18 CHAIRMAN GARCIA: Written or recorded verification
19 of changes.

20 Now, she was saying on cramming --

21 MS. CALDWELL: But cramming is other charges on your
22 bill, such as paging services, traffic line, things like
23 that. The Commission, that's what we're involved with
24 here today, to learn what we can do to eliminate as well
25 as whatever else we can do to get rid of it.

1 The Federal Communications Commission and Federal
2 Trade Commission are also doing rules on the Federal
3 level. From my understanding, their draft rules require
4 verification of these types of things. Those rules are
5 not yet in effect.

6 So both on the Federal level and the lower level
7 we're exploring different ways of verification, different
8 types that we have, we are looking into.

9 DR. CANNON: Apparently this company took the word
10 of a part-time worker. And I would say it was a con job,
11 a trickery into saying that she wanted to switch, or we
12 wanted to switch.

13 They made a tape recording.

14 We asked to have it played back.

15 It was all garbled, and she never did make a
16 definite "yes." So it was a scam.

17 Now, that's another question. Are they allowed to
18 tape the conversation?

19 MS. CALDWELL: Yes.

20 DR. CANNON: Without you knowing it?

21 MS. CALDWELL: No.

22 DR. CANNON: Right.

23 MS. CALDWELL: Before we comment on that, if you're
24 changing your carrier, if you're changing your
25 long-distance carrier or if you're changing your local

1 carrier, they are required to record, or to have a third
2 party verify, record those calls. They either ask you for
3 your permission to record--

4 DR. CANNON: Right.

5 MS. CALDWELL: -- or they just call to see and
6 record.

7 DR. CANNON: Right. Okay. Like I said, I was
8 billed for this Web site and Internet that we never did
9 have, didn't even know we had it. It was a surprise to
10 us.

11 The other question, what really hurts is BellSouth
12 says there's nothing they can do. You have to call this
13 company.

14 As you know, when you call this company you get this
15 big runaround. I've heard the people speak about music
16 and switching you over to a different language. You get
17 disconnected. You just can't get in touch with them.

18 If you make connection, then they will transfer you,
19 then you'll get lost again. It's just hours and hours
20 of--

21 CHAIRMAN GARCIA: Let me tell you that you're
22 absolutely right. That's one sort of the trickery that
23 occurs.

24 But let me tell you your greatest enforcement
25 against BellSouth is simply not paying that part of the

1 bill which you are in dispute. And what you do is, you
2 get a bill-- I'll make up a number-- for a hundred
3 dollars. And five of those dollars you have dispute. You
4 should send back in your bill, either that or call them
5 up, and say "I wish to dispute these five dollars."
6 Without the five dollars you pay 95 dollars. You don't
7 pay the full hundred. You don't pay what you have in
8 dispute.

9 And you let the Commission know you're in dispute
10 after you try to reach the company. And I agree, in most
11 cases you are not gonna be able to reach these companies
12 that are not operating under normal business practices.

13 But what happens is by doing that you change the
14 burden. Because BellSouth has already collected, has
15 already paid off those people that appear on their bills,
16 in many cases. In other words, they buy the bill from the
17 company that it listed on its bill.

18 So now BellSouth is out five dollars, and they have
19 to prove that you owe them five dollars.

20 And because that company wants to continue its
21 affiliation with BellSouth you will find that they will be
22 very quick to either refund BellSouth's money, which in
23 turn is your money which you never paid, or they will find
24 the proof that you did do it.

25 So that probably the first step and the best step is

1 to refuse to pay something that you did not do or you did
2 not-- an expense you did not make.

3 DR. CANNON: The pain is just--

4 MR. MOSES: Before we go any further, let me add a
5 little clarifying language to what the Chairman just said.

6 What he said is true; but you also have to file a
7 complaint with the Public Service Commission--

8 DR. CANNON: Correct.

9 MR. MOSES: -- and put on there that it's in dispute
10 with the Public Service Commission also. Otherwise, Bell
11 may disconnect your local service.

12 CHAIRMAN GARCIA: You've got to file a complaint
13 with us, but you've got to tell them that you're disputing
14 that.

15 DR. CANNON: Right.

16 CHAIRMAN GARCIA: I mean don't just send five
17 dollars less. You have to tell them exactly what it is
18 you're disputing.

19 DR. CANNON: It's not the five dollars or a hundred
20 dollars overbill that's the problem that we've come
21 across. It's the law; and I would like to see this law.
22 I don't know if there is such a law; but I was told by --

23 MR. MOSES: That's why we're precisely--

24 DR. CANNON: Right.

25 MR. MOSES: -- here to do.

1 DR. CANNON: Right.

2 MR. MOSES: So if you've got a suggestion about the
3 law, this is the best place to come.

4 DR. CANNON: I could never get a law from either
5 BellSouth or AT&T or this other company.

6 But the thing that hurts you is when you are
7 disconnected and when you request-- try to get ahold of
8 the other company and you can't get ahold of them to get
9 reconnected, you're out of business for five days, a
10 waiting period.

11 CHAIRMAN GARCIA: Now, but that's exactly--

12 DR. CANNON: Thanks what happened to me.

13 CHAIRMAN GARCIA: I know. But that's why Mr. Moses
14 tried to clarify. I want to walk you through--

15 DR. CANNON: Right.

16 CHAIRMAN GARCIA: -- because I think you've got
17 people here who may do that.

18 DR. CANNON: Okay.

19 CHAIRMAN GARCIA: If you found something on your
20 bill, whether it be a penny or whether it be a hundred
21 dollars, and you have a dispute with it, you write the
22 company or call them. And then you call the Commission.
23 You say "I have a dispute with the charge. I did not make
24 this charge." That shifts the burden.

25 They cannot cut off your service, if you file a

1 dispute with the Commission.

2 DR. CANNON: I filed this speech.

3 CHAIRMAN GARCIA: Okay.

4 DR. CANNON: I kept in touch with BellSouth; and I
5 was told that until I can get the okay--

6 CHAIRMAN GARCIA: All right. Well, let's see--

7 DR. CANNON: -- from FTT I could not be hooked up.
8 And I was not hooked up.

9 CHAIRMAN GARCIA: If that is the case, then
10 BellSouth is in violation of our rules. All right?

11 And we will have Mr. Durbin sit with you and walk
12 through the complaint, and we'll ask BellSouth for your
13 particular record.

14 BellSouth cannot cut off your phone service if you
15 have a dispute with a particular charge, whether it be
16 their charge or someone that they're billing for. But
17 they cannot cut off your local service if you file a
18 dispute with the Commission and that dispute has yet to be
19 resolved with our Commission.

20 DR. CANNON: Mr. Chairman, are you're saying there's
21 no law that you to wait five days to be reconnected back
22 to your regular service?

23 CHAIRMAN GARCIA: Well, I think that there may be
24 some travel time for them to put you back into service,
25 but it's not supposed to leave you without service for

1 five days.

2 DR. CANNON: Like I said, I was told by BellSouth
3 that if I got ahold of this FTT, that they could
4 immediately hook me back up, but I had to get their
5 permission to go back. So in the meantime we was out of a
6 phone five days.

7 MR. JACOBS: There are two things. One is you
8 probably never have been disconnected.

9 DR. CANNON: Right.

10 MR. JACOBS: Perhaps it may be the proper procedures
11 weren't followed; and so perhaps in this instance the
12 company, you know, was following-- but we'll confirm that,
13 exactly what happened.

14 DR. CANNON: Right.

15 MR. JACOBS: But once you were disconnected, okay,
16 and it's determined that it was done so in error, then, if
17 I'm not mistaken, any normal wait period does not apply.
18 They have to move as expeditiously as possible if your
19 disconnection was in error.

20 If your disconnection was by them following proper
21 procedures, then I think all the guidelines are five days.

22 Is that correct?

23 MR. MOSES: Yes, sir. There's no waiting period as
24 far as the reconnection of service. You should have never
25 been disconnected for non-payment of a--

1 DR. CANNON: I know, I know.

2 MR. MOSES: All right.

3 MS. CALDWELL: Dr. Cannon, I think the answer to
4 your question is there are rules currently that if a
5 dispute is lodged and that if you contacted the
6 Commission, that you filed a dispute with the Commission;
7 and there are rules in place that say that if all of those
8 things happen you should not have been disconnected in the
9 first place.

10 We also do not have any-- the Commission does not
11 have a rule that says you have to wait five days in order
12 to be reconnected; so there's no requirement by the
13 Commission to make the companies wait.

14 DR. CANNON: Well, I was told that. But yet when I
15 requested the law or the statute or law or whatever it
16 was, no one seemed to know about it.

17 CHAIRMAN GARCIA: Dr. Cannon, we're gonna go all
18 through that. That should not have happened.

19 MR. MOSES: What makes it really absurd is we do
20 have a rule that for people that request a new service
21 they have to be connected within three days.

22 DR. CANNON: That sounds very good.

23 CHAIRMAN GARCIA: That's very true.

24 MR. MOSES: So it's ridiculous that they couldn't
25 reconnect you.

1 DR. CANNON: Well, there was a lot of confusion even
2 with BellSouth now on the phone, three-way conversation
3 one time. One office, the computer would say I requested
4 to be disconnected; which was not true.

5 And then-- so like I said, I don't know what was
6 wrong with their computers, but they couldn't even look on
7 their computers and tell me what was wrong.

8 CHAIRMAN GARCIA: We're gonna have to--

9 DR. CANNON: I was definitely told I had to get
10 ahold of this company, in which you can't get ahold of.
11 They had to give the okay--

12 CHAIRMAN GARCIA: You do not.

13 MS. MEAGHER: --to go back to BellSouth; and then
14 it's a five-day waiting period; and that's the one that
15 kills you, that five-day waiting period.

16 CHAIRMAN GARCIA: Right.

17 DR. CANNON: And that should be--

18 CHAIRMAN GARCIA: There is no five-day waiting
19 period.

20 DR. CANNON: I mean that should be corrected to--
21 and let the companies know that you don't have to get a
22 release from this cramming or slamming company and you
23 don't have to wait five days.

24 CHAIRMAN GARCIA: Okay.

25 MR. MOSES: Let me ask you one other question. From

1 what you just said, something else occurred to me.

2 Is it possible that this company that you had this
3 cramming with is a competitive local exchange company that
4 is actually trying to switch your service, is why Bell
5 entered into this problem?

6 DR. CANNON: Well, I was with BellSouth for 35
7 years; and then I get this bill from FTT, who I don't even
8 know who they are.

9 MR. MOSES: Did they ever tell you what "FTT" stood
10 for?

11 CHAIRMAN GARCIA: Can I see the bill?

12 DR. CANNON: This is-- Yes. And then, you just
13 mentioned "Hold" on the back page, it says "Hold"; and
14 this is a billing service, this is not this company.

15 MR. MOSES: Okay.

16 DR. CANNON: So the billing-- you finally get ahold
17 of the billing service and they say you got to call the
18 company. It's just a runaround.

19 MR. MOSES: Right.

20 MS. CALDWELL: Were you given an 800 number by
21 BellSouth? To call up and--

22 DR. CANNON: I called BellSouth; and I ended up
23 somewhere in Atlanta, Georgia, with BellSouth; and they
24 are the ones that blamed it on PSC. They were in Atlanta,
25 Georgia.

1 CHAIRMAN GARCIA: Dr. Cannon, you need to be at the
2 mike so Mr. Blue can hear you.

3 DR. CANNON: (Inaudible)

4 CHAIRMAN GARCIA: Doctor, let me just suggest this,
5 next time. If you file a dispute with us, with the
6 Commission, and you tell your local company that you're
7 disputing parts of the bill, they cannot cut your service.
8 You cannot be charged.

9 Let me go further. In slamming cases, believe it or
10 not, the first 30 days will be free, if someone bills-- if
11 someone slammed you, changed your long-distance carrier
12 without your authorization. Okay?

13 DR. CANNON: Yes.

14 MS. SPARKS: As a representative of FTT, I would
15 like to look into this case myself and report to you, Dr.
16 Cannon, and also to the Commissioners.

17 CHAIRMAN GARCIA: Hang on, hang on. You need to
18 speak into the mike, because Mr. Blue's not getting it.

19 Why don't you let me see the bill.

20 MS. SPARKS: Commissioners, I would like to have a
21 chance to look into Dr. Cannon's account and report back
22 to him personally, and also to you, find out what we can
23 on this.

24 CHAIRMAN GARCIA: Absolutely, absolutely.

25 Do me a favor. Let's make a copy of the Doctor's

1 bill, and that way we can also leave that as part of the
2 record; if you don't mind, Doctor?

3 DR. CANNON: Fine.

4 CHAIRMAN GARCIA: Great.

5 (Thereupon the foregoing instrument was furnished to
6 Chairman Garcia)

7 CHAIRMAN GARCIA: Doctor, do you have anything else
8 to add? Or--

9 MR. BECK: I'd like to ask a few questions.

10 DR. CANNON: Sure.

11 MR. BECK: Dr. Cannon, when did you first notice the
12 charges on your bill?

13 DR. CANNON: I don't have an exact date, but it was
14 approximately two weeks ago. It was in January.

15 MR. BECK: So the charges were for putting in a Web
16 site?

17 DR. CANNON: On the bill, it says-- that's how I
18 noticed this-- it said Web site and Internet, which we
19 don't have. Then I noticed it was a different company.

20 CHAIRMAN GARCIA: Okay.

21 MR. BECK: Did they switch your other telephone
22 company, either for local or long-distance also, or is
23 this just as cramming charge?

24 DR. CANNON: It was a little confusing. I first
25 thought it was AT&T, because I had a BellSouth bill, so I

1 thought it was long distance.

2 But my local phone got cut off. BellSouth cut it
3 off. So I don't know, there's a mixup there. Maybe you
4 can figure the bill out.

5 MR. BECK: Once your local phone service was cut off
6 I gather you contacted BellSouth right away?

7 DR. CANNON: Yes.

8 MR. BECK: And what did they-- Did they say they
9 wouldn't turn it on for five days? What happened then?

10 DR. CANNON: They said I had to call the billing
11 company there and have permission to go back with them,
12 and there's a five-day waiting period.

13 MR. BECK: So your business was without phone
14 service for five days?

15 DR. CANNON: Right, right. Within three or four
16 days they got the phone working to where it was only a
17 certain area; in other words, people in Pompano, Deerfield
18 or Hollywood couldn't get through.

19 But there were certain-- I don't know why they did
20 this-- some numbers could get through; but it was not
21 operating properly.

22 MR. BECK: Were you ever able to talk to anybody at
23 FTT?

24 DR. CANNON: Yes.

25 MR. BECK: What did they tell you?

1 DR. CANNON: Well, they said they had permission to
2 do this; and they tape-recorded.

3 We requested to get the tape. We heard the tape on
4 phone; it was all garbled.

5 It was a part-time worker; and like I said, you have
6 to interpret the tape yourself.

7 But this I -- if I disconnect my home phone, it's in
8 my name. If my wife wants to hook it back up, she can't
9 hook it back up the same number, she's got to get her own
10 number.

11 I don't understand how a person, a part-time worker,
12 could get scammed into changing service, and they never
13 did get authorization from the account holder, written or
14 verbal. That I think you-all need to look into, and I'm
15 sure you are looking into it.

16 But the fact it occurred is what kills you. It's
17 not the money, it's the waiting period without a phone.

18 And like I said, I requested to get this law; but as
19 you said, I don't think there is such a law, never was a
20 law. I wanted to clear that up.

21 MR. BECK: Thank you, Doctor.

22 DR. CANNON: And I appreciate it. I hope you can
23 solve some of these problems.

24 CHAIRMAN GARCIA: We'll get back to you. If you can
25 just sit with Mr. Durbin for a moment and he's gonna get

1 all your information and a copy of the bill. And maybe
2 we'll need the rest of them.

3 Ma'am, if you'll hold a second.

4 MS. SHELFER: Okay.

5 CHAIRMAN GARCIA: Thank you.

6 MR. BECK: One other question, just to make sure.

7 Has Dr. Cannon's service been reinstated? I mean--

8 DR. CANNON: It is now.

9 MR. BECK: Okay.

10 DR. CANNON: Reinstated.

11 CHAIRMAN GARCIA: And you were out five days?

12 DR. CANNON: Five days.

13 CHAIRMAN GARCIA: Okay.

14 DR. CANNON: I had to check it. Seemed like two
15 weeks.

16 MS. SHELFER: Did you get your charges removed, did
17 you get your Web site charges removed? Or haven't you
18 paid it yet?

19 DR. CANNON: We haven't paid it yet.

20 CHAIRMAN GARCIA: Thank you, Doctor. Appreciate it.

21 (Thereupon Dr. Cannon stepped down)

22 MR. BECK: Roger Borrello.

23 THEREUPON:

24 ROGER F. BORRELLO, ESQ.,

25 having been previously duly sworn,

1 testified as follows:

2 MR. BORRELLO: Good morning, ladies and gentlemen.

3 I read in the paper this morning where you-all were
4 having a hearing, and-- so I'm really not prepared with
5 any paperwork.

6 CHAIRMAN GARCIA: Let me ask you a favor. Could
7 you, if you don't mind, give us your address, so we've got
8 it?

9 MR. BORRELLO: Yes. My address is 300 Northwest
10 70th Avenue in Plantation.

11 CHAIRMAN GARCIA: Thank you.

12 COURT REPORTER: Spell your name, please?

13 MR. BORRELLO: Roger F as in Frank, Borrello,
14 B-O-R-R-E-L-L-O.

15 I'm a sole practitioner attorney. Have been so in
16 Plantation for approximately 27 years.

17 CHAIRMAN GARCIA: Great.

18 MR. BORRELLO: And I don't know whether I have been
19 slammed or crammed, but as I stand before you I'm
20 bleeding. Because if you would call my office right now,
21 or if you could call as of Monday, you'd get a ringing
22 sound but nobody would answer. Meantime it wouldn't be
23 answering in my office. I do not have incoming service,
24 and I haven't had since Monday. And I have been
25 desperately seeking to try to get restored.

1 CHAIRMAN GARCIA: Okay.

2 MR. BORRELLO: Now, a little background--

3 CHAIRMAN GARCIA: Have you gotten a bill?

4 MR. BORRELLO: A bill? No, I haven't had a bill.

5 CHAIRMAN GARCIA: Okay.

6 MR. BORRELLO: The bill is really not the issue.

7 The issue here is that I've been cut off from
8 incoming calls. And it stems, I believe, from a mistake
9 that I made in August, as it turns out, in responding to
10 street people that came in representing AT&T, soliciting
11 local service, based upon the rules which now allow that
12 competition. And I listened to their pitch. And it made
13 sense; big company, AT&T, I signed up for it.

14 Well, I didn't hear anything other than I received a
15 call saying that the hookup was gonna be delayed. And
16 finally I went to my office, around December 14th I
17 believe it was, and my phones were completely inoperable.
18 What's going on? Not even knowing or thinking about AT&T.
19 And the changeover had been forgotten, actually.

20 And I called BellSouth; and BellSouth tells me,
21 "well, you got to go with AT&T now because you switched
22 over."

23 And I contacted AT&T-- which is a very, very, very
24 difficult thing to do, because you are referred to --

25 First of all, you don't have a number. It's not

1 like it's 611, as you do with BellSouth. And you're
2 referred to another number, and you end up maybe in
3 Arizona or California, and you report the problem to them.

4 Seeing that it was going to be a frustrating
5 situation in trying to deal with AT&T, I said, "Look, I do
6 not want your service."

7 I called the Public Service Commission, and a lady
8 was very kind and helpful to me at the Public Service
9 Commission. I related to her that I did not want to make
10 that switch, but if this was what was gonna be involved in
11 it.

12 And she put me in contact with BellSouth Corporate
13 Office. And I was informed at that time that because the
14 service hadn't been completely turned over to AT&T,
15 whatever that meant, that I could stay with BellSouth.

16 I said "Well, great, let's do that."

17 There's only one thing; that you have to have AT&T
18 contact BellSouth to let them know, because you can't
19 tell -- you can't cancel the order, AT&T has to.

20 I was given a special number for BellSouth in
21 Atlanta which handles these transitions. But it was then
22 necessary for AT&T to contact them.

23 I called AT&T and said, "Please call them to cancel
24 this changeover."

25 In the meantime, BellSouth had deferred the turnoff

1 to December of '99, to give me time to straighten out the
2 problem.

3 Well, finally, after making calls to BellSouth to
4 see if they had gotten that word from AT&T and finding out
5 that they hadn't, I then initiated a three-way
6 conversation between a representative of BellSouth in
7 Georgia, had a special 800 number at this unit that
8 handles these changeovers, with a representative of AT&T
9 on the phone and said, "Hey, look. I do not want AT&T."

10 AT&T said you tell them that; they did. And
11 supposedly everything was cancelled out, I was gonna stay
12 with BellSouth. That was communicated, all companies were
13 in agreement. And fine; my service was resumed. I was
14 without a phone for approximately a day, which seemed like
15 a year, but it was a day.

16 And I thought that everything was fine until I went
17 into my office on Monday and found that I could not
18 receive incoming calls. And that was very suddenly found
19 out as my grandson practically got stranded at nursery
20 school because his mother thought I was picking him up and
21 I thought that she was, because she couldn't beep me back,
22 and I thought she didn't want to beep me back because she
23 had already made plans.

24 And that's how I found the problem. I'm not getting
25 calls. What's going on?

1 Anyway, I do not have incoming service calls. I
2 contacted -- at my house on Monday evening when I realized
3 it, I called repair 611 and reported it. They said "we'll
4 have you up by tomorrow at noon."

5 I went into the office yesterday, on Tuesday, and I
6 couldn't dial out and I can't receive. I hit 611.

7 And all of the sudden I get "If you want to call
8 PCG" -- it referred you to an 800 number.

9 I said, "wait a minute, what is this? That's not
10 BellSouth."

11 And I called that number and I said, "Who are you?"

12 And they are the repair service for AT&T. So it's
13 obvious that I'm on AT&T right now, even though that deal
14 was supposed to be dead.

15 And when I called Southern Bell, they told me, "No,
16 you're with us."

17 I said, "Well, let's fix the problem here. I've
18 gotta have my phones."

19 I called AT&T -- I'm trying to think of the
20 sequence; I have it all written in the office -- and they
21 said, "Well, no, you're not with us. We have no record of
22 your being with us."

23 Meantime, I am, I am with them. Because if you dial
24 611, if you dial the operator, it says "boing, PCG" or
25 something like that.

1 And at this point, the last that I heard was
2 yesterday about 5:30; and I spent the entire day,
3 virtually the entire day, making calls back and forth,
4 being put on hold for ten and 15 minutes at a time.

5 CHAIRMAN GARCIA: Mr. Borrello, why didn't you-- I
6 thought at some point you said you had called our staff,
7 called the Commission?

8 MR. BORRELLO: Well, I had trust up to this point,
9 until I received word yesterday-- yesterday-- that, "no,
10 it appears that you are with AT&T." And that happened at
11 about 5:30. The business office was closed. They said
12 they'd referred me to the business office of Southern
13 Bell.

14 So I saw this; and I must tell you my tale of woe.
15 But I'm not alone. Because back in December when this
16 happened, after I thought I had rectified my problem, on
17 the following Monday a client of mine, who has been in
18 business, the automotive business, in Plantation for many
19 years, his phones were dead. He ended up, because he
20 signed up with AT&T, without phones for about a week and a
21 half.

22 A neighbor of his, a neighboring business, was
23 without phone service for a day on Friday.

24 And I received a call yesterday from a gentleman who
25 has a very substantial business who's been without phones

1 for about a week.

2 This is not an individual problem. It's a more
3 wide-encompassing problem, as you are or should be aware
4 of the fact that competitors are coming in now trying to
5 grab local service, not ready to do it, technically,
6 techicalogically, and dealing with a reluctant BellSouth
7 who's not cooperating. And what's happening is, the
8 consumer is bleeding, is suffering, in this war between
9 the giants.

10 And as I stand before you, if you call my office,
11 the phone will ring in my home. My wife will answer the
12 phone, and then ring me on a cellular in my office so that
13 I can then call you back. And I'm trying to make a
14 living.

15 And this is my tale of woe, which exists as we sit
16 here right now.

17 CHAIRMAN GARCIA: Let me ask you several questions.

18 First off, I know we have a representative of AT&T,
19 and they probably can get ahold of someone if AT&T is the
20 company involved. And obviously we have BellSouth here.
21 I guarantee you your service will be back and functioning
22 before the end of the next hour.

23 MR. BORRELLO: Well, it shouldn't have to take
24 this--

25 CHAIRMAN GARCIA: It should not have to; but that's

1 the second part I'm going to ask you.

2 Obviously we have what you've described to us. If
3 you can sit with one of our analysts and walk through it
4 and give us -- the description, we already have that --
5 but we're gonna find out from AT&T, from PCG and from AT&T
6 what precisely happened. This should not happen.

7 And I'll ask you also, not to give that on the
8 record but just let our people know the people that you
9 know that this has happened to--

10 MR. BORRELLO: Yes.

11 CHAIRMAN GARCIA: -- so we can call them up. You
12 know, they may not want to do this, but if they do --
13 because clearly, this should not happen. This is one of
14 the issues that has been very important and prominent
15 to the Commission that clearly, as you head into a
16 competitive atmosphere, sometimes the competitors are
17 looking out for each other and not taking care of the
18 customer who gets stuck in the middle, especially --

19 MR. BORRELLO: Or using the inconvenience to the
20 customer as a tool in achieving their own objectives.

21 CHAIRMAN GARCIA: Right. It should not have
22 happened.

23 MR. BORRELLO: I don't enjoy being the monkey in the
24 middle--

25 CHAIRMAN GARCIA: Absolutely.

1 MR. BORRELLO: -- which is what I am right now.

2 CHAIRMAN GARCIA: This has cost you a lot of money,
3 I'm sure; and clearly--

4 MR. BORRELLO: I'm more concerned about the fact
5 that people may have need to speak to me and they can't
6 reach me.

7 CHAIRMAN GARCIA: Right. I understand.

8 MR. BORRELLO: Thank you very much.

9 CHAIRMAN GARCIA: Thank you, Mr. Borrello.

10 (Thereupon Mr. Borrello stepped down.)

11 CHAIRMAN GARCIA: Before we call Ms. Sparks and Mr.
12 Marlowe, are there any other customers who would like to
13 address the Commission?

14 Would you please come up and state your name.

15 MS. MEAGHER: My name is Robin Meagher. I'm a new
16 resident of Florida, actually just moved here from
17 Washington, D. C. I live in Oakland Park, and I believe
18 they have my number and address up front.

19 My previous occupation, I was a Legislative Director
20 for a Congressman in Washington, Bart Fordham (phonetic)
21 from Tennessee; and he introduced legislation last
22 session, HR 3990, with Congressman Dingle (phonetic) on
23 cramming. So I have a great deal of background in
24 cramming and the problem and coming up with solutions.

25 I just noticed in the paper this morning that you

1 were having this hearing today, so I don't have any
2 prepared remarks; but I would like to submit something
3 here in writing or perhaps at one of your subsequent
4 workshops.

5 But I do commend the Commission for having these
6 workshops out in the public, getting people to come in and
7 tell you exactly what their problems have been. I know
8 with my former boss's experience this has been a problem
9 at Tennessee as well, and their Public Utility Commission
10 has been working on it as well.

11 Bottom line, among other solutions that have been
12 proposed I'd like to commend the Commission as well as
13 some of the companies that have gone about hearing this
14 and consumer education. I think, bottom line, that's
15 gonna be the way we reach people, and simplify the
16 procedures when some unauthorized charge appears on your
17 phone bill to make it one number, easily identifiable on
18 your phone bill, to call and get it removed so you don't
19 have to call perhaps whoever's your local service provider
20 or who the billing house might be or the company that's
21 submitting it to them.

22 There are many different players in this sequence;
23 and I do hope that the Commission listens to all of them
24 and that we can do what's in the best interests of the
25 consumer, because that's the bottom line.

1 And if there's any, anything I can do to help the
2 staff, I'd be more than happy to do so.

3 CHAIRMAN GARCIA: Ms. Meagher, let me-- We've got
4 your information and we'll send you some information that
5 we provided.

6 I think, under the Chairmancy of Julie Johnson, who
7 was my predecessor, we're sure you probably had a chance
8 to meet her in Washington, you know, and she did of this
9 cramming issue--

10 MS. MEAGHER: Right.

11 CHAIRMAN GARCIA: -- and slamming issue. And we,
12 for the first time, built the TIBIA (phonetic). And we
13 were one of the first commissions in the country.

14 And in the last year, when we started these slamming
15 commercial acts, it was done very generically. In fact, I
16 believe that Tennessee is one of the states that copied --
17 the Public Service used our commercials, just changed the
18 wording on it.

19 But we have received many more slamming complaints.
20 People don't know what being slammed is.

21 MS. MEAGHER: Right.

22 CHAIRMAN GARCIA: You know something's wrong. And
23 you're absolutely right.

24 And this year I believe Representative Rojas, who is
25 a Representative from South Florida, is going to file, in

1 the State House, is filing a bill asking for about a
2 million dollars for public education for the Commission.
3 So hopefully that, combined with what we had in the
4 budget, and we're gonna get-- we'll probably do a much
5 more aggressive Public Affairs campaign explaining a lot
6 of these issues.

7 So thank you very much, and thank you for your
8 supporting us.

9 MS. MEAGHER: That's great. And I encourage the
10 companies themselves to do more consumer education.

11 MR. JACOBS: Miss Meagher, I assume that the Federal
12 legislation didn't become a law?

13 MS. MEAGHER: No, sir. It was introduced in the
14 summer of last year, 3990.

15 MR. JACOBS: Right.

16 MS. MEAGHER: And no. There was one hearing held in
17 the House Telecommunications Subcommittee, but it did die.

18 MR. JACOBS: It occurs to me that one of the ways to
19 get at this problem is to have some liability for the
20 billing companies like the FTC or some regulatory
21 oversight over them.

22 Was there any approach to that, any thought given to
23 that, do you know?

24 MS. MEAGHER: We evaluated many, many solutions when
25 drafting the legislation, and basically came up with the

1 idea that we should defer to the Federal Trade Commission,
2 who has the authority over unfair billing practices, under
3 the Telephone Disclosure And Dispute Resolution Act.

4 MR. JACOBS: I'm wondering if in our proceedings we
5 should-- and this is why I'm interested-- should we do a
6 filing to the FTC when we find those companies who
7 continually show up. Is there a way that we can refer
8 that information to the FTC?

9 MS. MEAGHER: Absolutely. I mean Winkleman-- or,
10 I have her name-- she's head of the Consumer Affairs at
11 the Federal Trade Commission-- and that's something that I
12 think needs to be done is to share information between the
13 State and the Federal--

14 MR. JACOBS: I would support that.

15 MS. MEAGHER: -- as well as the names of the people
16 who are running fraudulent companies.

17 MR. JACOBS: Okay. Thanks.

18 MR. MOSES: Commissioner Jacobs, we referred-- I was
19 to the FTC periodically-- and we've also been queried by
20 the FTC when they're investigating a particular company
21 that they know is operating in Florida, they're gonna call
22 us and even inquire for information on them; so that has
23 been a open channel.

24 MS. MEAGHER: Great.

25 MR. MOSES: And we're also filing comments to be

1 brought before you at an Internal Affairs next month, or
2 it may be this month, to comment on their proposed ruling
3 that they have open at this time.

4 MR. JACOBS: Okay, great.

5 CHAIRMAN GARCIA: Thank you, ma'am.

6 MS. MEAGHER: Thank you.

7 (Thereupon Ms. Meagher stepped down.)

8 MR. BECK: Thank you.

9 Commissioners, I think right after the Washington
10 conference the Federal Trade Commission is gonna have a
11 public meeting for two days also. It's right after that,
12 in Washington.

13 Next witnesses, Miss Sparks and Mr. Marlow.

14 CHAIRMAN GARCIA: I've got some hesitation here.

15 I know you called before coming here. The only
16 hesitation I have is that I'm getting a feeling of two
17 bites at the apple here. In other words, if you're gonna
18 participate in the process in a formal way as a party
19 before this Commission on the rule-making docket it almost
20 strikes me that maybe this is not the proper venue for you
21 to express them.

22 That said, you're here, we've already finished the
23 public comment, and I don't think anyone would be hurt or
24 interests would be affected. I just would request that
25 you sort of keep the discussion light; because clearly

1 you're going to participate in a formal manner before this
2 body, and if we allow you, I'm sure that BellSouth and
3 AT&T and a whole host of other companies could use this as
4 a forum; and we'd rather do it in a more formal process
5 before the Commission, and in more of a formal way.

6 MR. BECK: Okay. I understand, Commissioner. Very
7 good.

8 THEREUPON:

9 RONALD J. MARLOWE, ESQ.,

10 having been previously duly sworn,

11 testified as follows:

12 MR. MARLOWE: Ron Marlowe, on behalf of Martens,
13 Dunaj, and Marlowe, 201 South Biscayne Boulevard, Suite
14 880, Miami, Florida, 33131, here representing Federal
15 Transtel as well as CERB, which is the Coalition to Ensure
16 Responsible Billing.

17 The purpose of our attendance today-- Here with me
18 is Karyl Sparks, who is with Federal Transtel.

19 The purpose of our being here today is to show you
20 that we are interested in what the public perceives as the
21 issues, to hear the types of problems that consumers are
22 experiencing, in order to better prepare for the formal
23 rule-making process when we may have some input into some
24 of the things that the Commission is proposing,
25 specifically with respect to the block and the customer

1 service issues.

2 What we think is the most important thing to realize
3 when listening to the consumer complaints is that this is
4 a large industry, it is an industry where Bell has sort of
5 a special role, and any solution that is proposed
6 should be designed in such a way as to ensure that the
7 consumer has equal access to the third-party billing
8 services that they would have from that.

9 And one of the problems that we perceive-- and we
10 don't have an answer for it; perhaps in the rule-making
11 process we will-- is the simple idea of "well, let's just
12 block all third-party billing" puts the lack (phonetic) at
13 a distinct advantage, obviously, in billing services like
14 paging services, Internet access, to --

15 CHAIRMAN GARCIA: If you're concerned, if you're
16 concerned-- and I believe, if I'm not mistaken, that
17 certain companies are starting to take more aggressive
18 action in that area. They haven't done it through the
19 Commission, they've done it on their own; and it has been
20 a concern that I've had.

21 In fact, we had, if I'm not mistaken, GTE, make a
22 presentation about how they're handling third-party
23 billings; and they've adopted their own rigorous standard.

24 But your issues sort of did strike me as, you know,
25 if they're setting at the bar it kind of gives them an

1 advantage in those areas.

2 MR. MARLOWE: Yes. Well, obviously, to the extent
3 that let's us "Well, all right, you put a block, a
4 third-party billing block, where you can get the pager
5 service from us and the Internet access from us"--

6 CHAIRMAN GARCIA: Correct.

7 MR. MARLOWE: -- "the voice mail from us, but you
8 can't get it from anybody else," if there's not some
9 exception process--

10 CHAIRMAN GARCIA: Correct.

11 MR. MARLOWE: -- that's combined to allow that to
12 occur. That's obviously what our concern is and I fear
13 how we can mesh that with the public.

14 CHAIRMAN GARCIA: Absolutely. Absolutely.

15 MR. MOSES: Is there anything that precludes you
16 from doing direct bills?

17 MS. SPARKS: The majority of customerse have a phone
18 bill. The majority of customers don't have a Visa.
19 Direct billing is entirely too expensive to do. We
20 actually did a venture into direct billing last year, and
21 it just proved too expensive.

22 You have access to every customer through their
23 phone bill, and it's just the easiest way to bill, and it
24 keeps the market competitive.

25 MR. MOSES: But going with that theory, Burdines and

1 everybody else that does any kind of billing would have
2 the same problem. Seems to me like if you're gonna get
3 into the business, do your own billing; don't go through
4 the local exchange company, if that seems to be the
5 anti-competitive nature.

6 MR. MARLOWE: Mr. Moses, you and I know each other
7 from some other companies that I have represented and have
8 been in front of the Commission before; and some of those
9 have tried the direct billing aspect before. This is
10 unique and somewhat different than --

11 MR. MOSES: Let me ask you something; and I'm sorry,
12 I started this. Let's not let this get into a debate.

13 This is formal debate that we're going to have when
14 we propose this rule; and I anticipate and look forward to
15 this discussion there.

16 But if you have something to sort of address the
17 public with, fine; but you've only got two Commissioners
18 here, you don't have all the industry here, which is their
19 choice, but that's fine. This isn't probably the proper
20 forum for us to get back and forth on this.

21 MR. MARLOWE: And nor was it our intention that--

22 MR. MOSES: No, no. It's my own fault. My own
23 fault.

24 MR. MARLOWE: We just wanted to let the Commission
25 know that we were here, that we will be present tonight at

1 Miami for the same reason, in case we have somebody like
2 we had today with Dr. Cannon comes up, has a problem that
3 we can step in and investigate it and report back.

4 And if it's all right with the Commission, I'll do
5 that directly with Rick Moses, and he can pass that on to
6 you.

7 CHAIRMAN GARCIA: Absolutely.

8 MR. MARLOWE: Perfect.

9 CHAIRMAN GARCIA: Absolutely.

10 MR. MARLOWE: I did give to Mr. Moses a copy of some
11 of the policies of CERB.

12 It is a newly-formed organization, back in October.
13 It is an industry organization. The idea is to
14 self-police. We're hoping that as we becoming aware of
15 members who are having problems that we can begin our own
16 internal enforcement, because obviously an industry
17 organization can do a lot more than the Commission can do,
18 and that's our goal.

19 So we hope that we can work closely with the
20 Commission staffers in finding out problems within the
21 industry with members so that we can take internal
22 enforcement action.

23 MR. MOSES: Very good. Mr. Marlowe, I appreciate
24 it, and I appreciate Ms. Sparks being here, just like I
25 appreciate Ms. Conzano (phonetic) representing WorldCom

1 MCI here.

2 It meant a great deal, I think, to the companies who
3 participate in our slamming. They got a better
4 understanding of what our staff was looking at, and I
5 think it made their representation in the final product a
6 little bit stronger than others who had no idea what we've
7 been working on for a while.

8 MR. MARLOWE: Thank you, Commissioner. We look
9 forward to working more closely with you during the whole
10 matter.

11 MR. MOSES: I appreciate those comments that you
12 made. It's something that's been troubling me for a while
13 although I may have not articulated it as well as you did,
14 and I hope that will be part of it, because I do believe
15 that where we step in on the question of third-party
16 billing it should be uniform. In other words, companies
17 should not have a standard that's different than the
18 Commission's, if that standard is used to affect issues in
19 an anti-competitive manner.

20 I ask Staff to also consider that when we're writing
21 the rule and making sure that that is one of the issues
22 that we make everyone aware of.

23 MR. MARLOWE: Thank you, Commissioner. Appreciate
24 your time.

25 MR. MOSES: Thank you very much.

1 MR. BECK: Miss Sparks, could you just very briefly
2 tell us what Federal Transtel does? What's your business
3 in?

4 THEREUPON:

5 KARYL A. SPARKS,

6 having been previously duly sworn,

7 testified as follows:

8 MS. SPARKS: Federal Transtel is a third-party
9 billing company. We have been in business for five years;
10 and we bill for ancillary products; voice mail, paging,
11 Internet access, Web listing and design.

12 We do not bill long distance.

13 MR. BECK: All right. So you're kind of like Hold.
14 You're a billing service; you don't provide the service
15 itself?

16 MS. SPARKS: Right. We bill on behalf of clients.

17 MR. BECK: Thank you.

18 CHAIRMAN GARCIA: Very good.

19 Mr. Beck, I think that completes our list.

20 MR. BECK: Unless there's anybody else who would
21 like to address the Commission.

22 CHAIRMAN GARCIA: Great. Yes.

23 MS. CALDWELL: I have some closing comments.

24 I'd like to thank everybody for being here. And we
25 are having a workshop again tonight in Miami, Florida, at

1 6:00 p.m. at the Radisson Mart Plaza Hotel.

2 In addition, in our special report we have listed
3 the other sites that we're having additional workshops.
4 We ask that anybody who also wants to send us written
5 information, you're welcome to do that as well.

6 After we go through these workshop processes we will
7 probably have one more workshop industry. Staff will then
8 take a proposal, a draft, to the Commission for their
9 review. They may add or take away from the things staff
10 proposes.

11 There will be a Notice, there will be an option for
12 parties essentially to ask for a hearing or additional
13 formal comments to those proposed rules.

14 After that, we will then take the rules back to the
15 Commission for comments for final hearing for a final
16 adoption by the Commission; so that sort of the process
17 that we have been following. This rule is very
18 complicated, so unfortunately it will take some time to go
19 through the process, but we hope we will have something
20 that will be delivered at the final effective ruling.

21 CHAIRMAN GARCIA: Ms. Caldwell, do we have a date on
22 the workshop in Tallahassee, the more formalized one with
23 the parties?

24 MS. CALDWELL: Not with the industry.

25 CHAIRMAN GARCIA: Okay. Very good.

	6	APPEARANCES 2/1 apple 60/17 apply 38/17 appreciate 17/10, 26/3, 27/1, 45/22, 46/20, 65/23, 65/24, 65/25, 66/11, 66/23 approach 58/22 approaching 17/3 appropriate 8/13 approved 31/9 April 20/1, 20/9 area 44/17, 62/18 areas 63/1 Arizona 49/3 arriving 11/21 articulated 66/13 aspect 64/9 Association 18/12, 18/17 AT&T 5/19, 5/21, 12/1, 12/7, 22/18, 22/20, 22/24, 23/1, 23/6, 28/12, 29/15, 29/18, 29/24, 36/5, 43/25, 48/10, 48/13, 48/18, 48/21, 48/23, 49/5, 49/14, 49/17, 49/19, 49/22, 49/23, 50/4, 50/8, 50/9, 50/10, 51/12, 51/13, 51/19, 52/10, 52/20, 53/18, 53/19, 54/5, 61/3 Atlanta 29/24, 41/23, 41/24, 49/21 atmosphere 54/16 attendance 61/17 attention 29/16 attorney 9/23, 15/24, 30/13, 31/6, 47/15, 69/13, 69/14 attorneys 9/19 audience 5/15, 18/8 August 20/20, 48/9 authority 59/2 authorization 30/11, 30/24, 31/13, 42/12, 45/13 authorized 8/11, 69/11 automotive 52/18 available 6/8, 16/17, 27/6 Avenue 1/20, 47/10
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