

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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 In the Matter of :
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 :
 Investigation into telephone : DOCKET NO. 981941-TL
 exchange boundary issues in :
 South Polk County (Fort Meade :
 area). :
 :

 Investigation into boundary :
 issues in South Sarasota and : DOCKET NO. 981941-TL
 North Charlotte Counties :
 (Englewood area). :
 :

 Request for review of proposed: DOCKET NO. 990223-TL
 numbering plan relief for the :
 941 area code. :

VOLUME 1



PROCEEDINGS: HEARING

BEFORE: CHAIRMAN JOE GARCIA
 COMMISSIONER JULIA L. JOHNSON
 COMMISSIONER E. LEON JACOBS, JR.

DATE: Thursday, April 8, 1999

TIME: Commenced at 10:20 a.m.

PLACE: Sarasota County Administration Center
 County Commission Chambers, 1st Floor
 1660 Ringling Boulevard
 Sarasota, Florida

REPORTED BY: JOY KELLY, CSR, RPR
 FPSC Division of Records & Reporting
 Bureau Chief, Reporting

DOCUMENT NO.
 04850
 4-16-99

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6 **Administrator.**

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9 on behalf of **Sprint-Florida, Incorporated.**

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13 **Incorporated.**

14 **MARTHA YOUNG BURTON**, Assistant County
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17 **County, Florida.**

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21 **Sarasota County, Florida.**

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25

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9 **Manatee County.**

10 **JUNE MCKINNEY**, Florida Public Service
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13 appearing on behalf of the **Commission Staff.**

14 **CHARLES BECK**, Associate Public Counsel, Office of
15 Public Counsel, 111 West Madison Street, Room 812,
16 Tallahassee, Florida 32399-1400, appearing on behalf of the
17 **Citizens of the State of Florida**

18

19 **ALSO PRESENT:**

20 Levent Ileri and Michael Barrett, FPSC Division of
21 Communications

22 Thelma Crump and Kevin Bloom, FPSC Division of
23 Consumer Affairs

24

25

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P R O C E E D I N G S

(Hearing convened at 10:20 a.m.)

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3 **COMMISSIONER JOHNSON:** Good morning, ladies
4 and gentlemen. My name is Julia Johnson. We'll be
5 starting the customer portion of our hearing in about
6 three or five minutes. Chairman Joe Garcia will be
7 arriving later this afternoon. There was a scheduling
8 conflict and we had quite a few issues to deal with
9 early this morning at the Commission. But he's on the
10 first plane out and should be here by 12. And
11 Commissioner Leon Jacobs is also on his way.

12 For benefit of the audience, the testimony
13 that will be presented here today, we will have a
14 court reporter taking notes, and it will be
15 transmitted over the Internet throughout the state,
16 and also throughout the government facilities here in
17 Sarasota. So I did want to let you know that we will
18 begin in just a few moments. And thank you all.

19 (Brief recess taken.)

20 - - - - -

21 **COMMISSIONER JOHNSON:** Good morning, ladies
22 and gentlemen. Again, I'm Julia Johnson. I want to
23 welcome you all here today for the customer portion of
24 our hearing.

25 If you haven't had a chance already, if you

1 could sign in, if you'd like to speak you can sign up
2 separately for that and also receive the "Special
3 Report" which goes into detail as to why we're here
4 today. And it provides quite a bit of background
5 information of the alternatives that have been
6 presented to the Commission.

7 And with that, counsel, could you please
8 read the notice.

9 **MS. MCKINNEY:** Yes, Commissioner. By notice
10 issued March 4, 1999, this time and place was set for
11 hearing 990223-TL, request for review of proposed
12 numbering plan relief for the 941 area code. The
13 purpose of the hearing is set out in the Notice.

14 **COMMISSIONER JOHNSON:** Thank you. Take
15 appearances.

16 **MR. BECK:** My name is Charlie Beck. I'm
17 with the Office of Public Counsel in Tallahassee.

18 **MS. MCKINNEY:** June McKinney, Commission
19 Staff.

20 **COMMISSIONER JOHNSON:** We have quite a few
21 representatives and attorneys from the companies that
22 are here today, I'm certain that they will be making
23 their formal appearances during the technical portions
24 of the hearing. We also have representatives from the
25 companies that can entertain any questions that you

1 might have during the course of this hearing.

2 For those of you who would not like to
3 provide oral comments today, but would like to provide
4 input into the Commission's process, at the back of
5 the handout there's a place that you can provide
6 written comments. If you want to fill that out today
7 and leave that with Ms. Thelma Crump, she is available
8 to take any of those comments. Or if you'd just like
9 to fill it out and later mail it into the Commission,
10 we can also receive your comments in that manner.

11 If you notice on the "Special Report" we
12 also have our Web site and our 1-800 number so that
13 you can call us with any questions that you might have
14 on your 1-800 number, or contact us via the Internet
15 at the address stated on the format here today.

16 Let me just digress for just a moment and
17 let you -- better understand -- to help you better
18 understand why we are here today.

19 Traditionally, when there is an area code
20 issue, or there's an exhaust, we receive notice from
21 the North American Numbering Plan Administrator, and
22 the young lady that's representing them will, at the
23 appropriate time, come forward and kind of let you
24 know what their role is, how this process works; how
25 they got to where they are today. And she'll also go

1 over the alternatives that we're considering.

2 What happens is, the industry members will
3 get together and oftentimes they will reach a
4 consensus as to what plan should be adopted. They
5 forward that plan to the Commission. If there's a
6 protest or a complaint that's filed from the citizenry
7 affected, the Commission then holds public hearings.
8 And it's almost like starting over.

9 We have the opportunity to hear from you.
10 We'll hear from the industry members. We will take
11 all of those comments, suggestions and evidence into
12 consideration. We will deliberate and we will make a
13 final decision as to what sort of relief plan should
14 actually be implemented.

15 That's why these customer hearings are so
16 important to us. It gives us an opportunity to allow
17 you to have input and for us to have information that
18 we can rely upon to make our final determination.

19 So at the appropriate time, I'll ask you to
20 stand and I'll swear you in. And we do so that your
21 comments can be made a part of the official record
22 upon which we can rely when we make our final
23 decision.

24 We will vote this decision out on May 18th.
25 And I know that's a very, very, very quick and

1 ambitious schedule, but based on the projections and
2 the information that we have received thus far from
3 industry, we feel that there is a need to ensure that
4 we do have a process in place if and when we do start
5 running out of numbers.

6 Another question that I received and I had
7 someone in the audience ask, we heard that maybe there
8 really isn't a shortage and maybe numbers are being
9 wasted. We had that concern at the Commission also.

10 This week I flew to Washington with several
11 members of Staff to meet with the FCC and the North
12 American Numbering Plan Administrator and Lockheed
13 Martin to discuss what options we might have for
14 conserving numbers. We will be looking at the issue
15 of conservation in a totally separate docket, as well
16 as asking questions to determine if there's anything
17 that we can do here in order to increase the life of
18 the current area code.

19 Again, I know a lot of you have been
20 flipping through, and there are quite a few options
21 here for you to consider with respect to what should
22 be done. I have had the opportunity to read the
23 testimony that's been presented by all of the counties
24 and the industry members, and I understand that
25 there's quite a bit that will be stated at the

1 technical hearing that we will have to consider. But
2 this is your time. Your time to provide us with
3 comments.

4 Let me provide one other message.
5 Chairman Garcia will be here, as will Commissioner
6 Jacobs. Commissioner Jacobs should arrive in the next
7 half hour. But the comments, anything that you
8 provide -- I'm going to go ahead and start because I
9 know your time is also valuable and I don't want to
10 have you waiting any longer than you've already
11 waited. Your comments will be recorded. They will
12 have benefit of those for the record. And they will
13 also have opportunity to hear from customers that will
14 testify tonight at 6 o'clock.

15 With that, if there are customers here that
16 would like to testify, if you would stand, I'll go
17 ahead and swear you all in at once. If the technical
18 witnesses would also like to stand, that would be
19 appropriate.

20 (Witnesses collectively sworn.)

21 Thank you. You may be seated. Any other
22 preliminary matters before I call the representative
23 from the North American Numbering Plan Administrator.

24 **MS. MCKINNEY:** No, Commissioner Johnson.

25 **COMMISSIONER JOHNSON:** Very well. With

1 that, I'd like to invite up Ms. Pamela Kenworthy.

2 Ms. Kenworthy is going to give you an
3 overview. Again, her role is more that of an
4 administrator; a neutral administrator. She works
5 with the industry under the guidance of the FCC and
6 with Lockheed Martin. And she's going to run quickly
7 through the alternatives that we're here to consider.

8 One thing that I didn't interject that one
9 customer asked me about and that's the overlay. And
10 she's going to go into some details on that.

11 The overlay is an option that's on the
12 table. An overlay would be the current 941 area code
13 would stay in place so you wouldn't have to change
14 that number, but we would overlay on all of the
15 counties affected a new area code. What that would
16 necessitate would be 10-digit dialing for everyone.
17 Your calling rate wouldn't change but you would have
18 to dial ten as opposed to seven numbers. I wanted to
19 clarify that for the record.

20 Now, if we go with one of the geographical
21 splits alternatives, then you can maintain your
22 7-digit dialing but some, of course, would receive the
23 new area code.

24 So I wanted to tee that up and welcome Leon
25 Jacobs. And with that, we will begin.

1 **COMMISSIONER JACOBS:** Thank you. My
2 apologies for being late.

3 **WITNESS KENWORTHY:** Good morning --

4 **COMMISSIONER JOHNSON:** Ma'am -- I just
5 wanted to make one other introductory remark.

6 The gentlemen informed me that because this
7 is being transmitted over the Internet, if all of the
8 witnesses could speak directly into the microphone for
9 purposes of transmission that that would be helpful.

10 - - - - -

11 **PAMELA KENWORTHY**

12 was called as a witness on behalf of Lockheed Martin
13 IMS North American Numbering Plan Administrator and,
14 having been duly sworn, testified as follows:

15 **DIRECT STATEMENT**

16 **WITNESS KENWORTHY:** You'll have to excuse my
17 back as I talk into the microphone, unless I can move
18 this a little bit.

19 **COMMISSIONER JOHNSON:** We may be able to
20 facilitate you with another microphone.

21 **WITNESS KENWORTHY:** My name is Pamela
22 Kenworthy. And as Commissioner Johnson explained, I
23 represent the North American Numbering Plan
24 Administration. I'm an NPA relief planner in the
25 eastern region which covers Maine to Florida. It also

1 includes West Virginia, Ohio and Pennsylvania.

2 So who is the North American Numbering Plan
3 Administration anyhow?

4 In July of 1995 the Federal Communications
5 Commission took an important step in promoting
6 competition across all telecommunication services by
7 adopting a new plan for administration of the North
8 American Numbering Plan.

9 The North American Numbering Council was
10 formed by the FCC and they were ordered to develop
11 guidelines for number administration; thus the NANPA.
12 Lockheed Martin IMS was named as the new NANPA by the
13 FCC in its Third Report and Order dated October 9,
14 1997, and was affective in November of that same year.

15 NANPA's role, as I stated, is to serve as
16 the NANP administrator. With that, we assign and
17 administer NANPA resources in an efficient, effective,
18 fair, unbiased and nondiscriminatory manner,
19 consistent with industry-developed guidelines. We
20 support the industry's efforts to accommodate current
21 and future numbering needs, and advise the industry
22 relative to these numbering issues. Obviously,
23 potential numbering exhaust is high on our list.

24 We perform the administration functions that
25 used to be performed by a company called Bellcore. We

1 leave the centralization of these functions associated
2 with the old code administration that were
3 currently -- have been performed by the dominant local
4 exchange carrier in each area.

5 We process number resource applications and
6 maintain administrative numbering databases. We also
7 offer general client services and how to obtain these
8 current documents, et cetera.

9 Most of what we're going to hear about today
10 has to do with this last bullet item when we assumed
11 NPA relief coordinator functions also which used to be
12 performed by the local exchange carrier. We
13 determined the need for and identify the timing of NPA
14 relief in accordance with the Field Code Assignment
15 Guidelines and NPA Code Relief Planning Guidelines.
16 We perform the role of moderator for all relief plan
17 meetings, and then we submit those appropriate results
18 to the regulatory bodies after the industry efforts
19 have been compiled regarding that particular NPA
20 relief, as Commissioner Johnson just explained.

21 Lockheed Martin, in its role as the NANPA,
22 compiled and filed documents with the Florida Public
23 Service Commission in August 1998. This provided the
24 status of the industry's effort and a description of
25 an industry-recommended relief plan.

1 As the neutral third-party administrator,
2 NANPA has no independent view regarding the selected
3 NPA relief plan, nor does NANPA have an independent
4 view regarding the NPA relief plan ultimately ordered
5 by the Florida Public Service Commission.

6 Two alternatives were developed by NANPA and
7 three additional alternatives are included in your
8 package that the Commission Staff derived, and we'll
9 go through each one of those. The two alternatives
10 that NANPA developed were discussed during the July
11 1998 meeting. One was a distributed overlay; one was
12 a geographic split.

13 The industry members who participated in the
14 July meeting reached consensus to recommend the
15 geographic split because they concluded that the
16 geography within the existing 941 area code boundaries
17 is sufficiently large to support a split alternative.

18 You have the maps in front of you and I have
19 a little bit of information regarding the
20 alternatives. The first alternative in your package
21 is a geographic split alternative and a couple of
22 items regarding the advantages and disadvantages of a
23 geographic split.

24 The advantage of this is that the 7-digit
25 dialing would remain for intra-NPA local calls, and

1 this may or may not include extended calling service
2 calls, depending on where there is an interexchange
3 carrier competition.

4 Disadvantages of a geographic split.
5 Customers in an area with a new area code must change
6 the area code portion of their telephone numbers. The
7 other seven digits would remain. Customers in an area
8 with a new area code must change advertisements, which
9 include the three-digit NPA or area code. Inter-NPA,
10 EAS and ECS routes will require 10-digit dialing. And
11 there is a short permissive dialing period.

12 I must note that these are advantages and
13 disadvantages that I did not develop, so I'll be happy
14 to explain these. However, I might need some help.

15 Alarm monitoring companies will be required
16 to reprogram their equipment to comply with the new
17 NPA.

18 By the same token, we've got some advantages
19 and disadvantages of the overlay plan. There's one
20 overlay plan that's presented before you which as I
21 mentioned is called a distributed overlay. The
22 advantages of an overlay plan, customers in the
23 overlay can retain their telephone numbers. Customers
24 are not required to change advertisements containing
25 941 area code telephone numbers. Cellular carriers

1 are not required to reprogram their customers'
2 cellular telephone. The cost to customers and
3 carriers are minimized. This method is the best and
4 simplest migration path to the future NPA relief by
5 assuring the elimination of number changes and
6 confusion and is easy to implement from the
7 telecommunications network perspective.

8 Disadvantages include 10-digit dialing is
9 required for all local calls within the overlay area.
10 Directories and directory assistance will be required
11 to provide 10-digit numbers. All advertisements that
12 contain 7-digit telephone numbers must be changed to
13 10-digit, and alarm monitoring companies will be
14 required to reprogram their equipment to comply with
15 the 10-digit dialing requirement.

16 I started out talking about a geographic
17 split. And, again, numbers were thrown in here, the
18 202 NPAs in Washington, D.C. for these purposes we
19 just threw this in.

20 This little square (indicating) represents a
21 geographic area. And if you were to implement a
22 split, based on that geographic area, the number of
23 rate centers, perhaps a county boundary line,
24 sometimes a LATA boundary line -- a boundary line is
25 drawn to determine a geographic split. Whatever side

1 retains the old NPA, those people do not require a
2 telephone number change, and then everybody on the
3 other side of the boundary line would require a number
4 change and they would be assigned a new area code.

5 In the case of an overlay, you've got that
6 same geographic boundary. Anybody that currently has
7 a telephone number out of that NPA keeps that
8 telephone number. Any new customers would receive a
9 telephone number out of that new NPA, which would
10 cover the exact same geographic area as the existing
11 NPA does today. Two NPAs in that same geographic
12 area.

13 So more detail on this. If you look at this
14 map, this is the existing 941 geographic area. And
15 this particular split alternative drew the boundary
16 line where you see this dark heavy line. The shaded
17 area, if we were to call that Area A, would last,
18 based on our projected exhaust dates, 5.2 years before
19 a new area code relief plan would need to be
20 implemented. And this portion of the geographic area,
21 we call that Area B, that one would last 5.9 years
22 based on our projected exhaust.

23 Another variation of this looks very
24 similar, however, includes a few more shaded areas.
25 And if this alternative were selected by the Florida

1 Public Service Commission, Area A would last 4.6 years
2 and Area B would last 6.7 years.

3 Those additional shaded areas include the
4 Fort Meade area, Cape Haze and Port Charlotte.
5 Otherwise, this geographic split is the same -- you
6 can see the boundary line that was developed under the
7 first alternative.

8 Yet another variation of a geographic split
9 includes one more additional piece of shading in here,
10 which is in Charlotte County, and includes the other
11 two shaded areas that you saw in the previous
12 alternative. So it's expanding the boundary line a
13 little bit further than our first line. Area A, again
14 to call this piece Area A, would last 4.1 years and
15 Area B would last 7.3 years.

16 This alternative is a combination of both a
17 geographic split and an overlay. In this instance
18 Area A would last 12 years and Area B would last 7.2
19 years.

20 And here we see the last alternative, which
21 is the distributed overlay, where this entire
22 geographic region would obtain a new area code and any
23 new telephone numbers would be assigned out of that
24 new area code.

25 **COMMISSIONER JOHNSON:** Thank you very much.

1 Thank you.

2 Ladies and gentlemen, I hope that that was
3 helpful in giving you a bit of an overview as to the
4 options we're considering. I'm certain some of you
5 will have other suggestions and ideas and we look
6 forward to hearing those.

7 With that, Public Counsel, could you call
8 the first customer.

9 **MR. BECK:** Thank you, Commissioner Johnson.
10 Our first witness is Richard Brown.

11 - - - - -

12 **RICHARD BROWN**

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

16 **DIRECT STATEMENT**

17 **WITNESS BROWN:** Commissioners, Staff and
18 audience, my name is Richard Brown. It's my privilege
19 to represent the Schroeder Manatee Ranch,
20 Incorporated. Schroeder Manatee Ranch is a large
21 holding of 28,000 acres on east side of I-75, spread
22 across Manatee and Sarasota Counties, across both
23 county lines. We have diverse interests which are in
24 both counties, including farming interests, sod,
25 cattle, citrus, mining, and since we're in Florida, of

1 course, real state development.

2 We are building an emerging town which is
3 called Lakewood Ranch. Lakewood Ranch is comprised of
4 both residential and commercial areas that cross both
5 county lines. It's critical to us that for the
6 various diverse activities within the ranch business
7 and to our new town of Lakewood Ranch that we maintain
8 the 941 area code in both parts of the ranch in both
9 counties.

10 So we applaud your alternatives, all of
11 which do include -- do use 941 to cover all of the
12 ranch activities.

13 To sum up, we respectfully petition for a
14 continuation of plans that would utilize 941 in both
15 counties, Sarasota and Manatee Counties, and we have
16 no change from that 941 code. Thank you very much.

17 **COMMISSIONER JOHNSON:** Thank you, Mr. Brown.
18 One thing I did not -- if you could, after you're done
19 testifying, stand -- there maybe questions from the
20 Commissioners or Staff. So if you could stand to
21 entertain questions. Also if you could come forward,
22 state your name and address, that's always helpful for
23 purposes of the record.

24 Mr. Brown, I do have a question for you.
25 You stated you liked options that would keep Manatee

1 and Sarasota County together.

2 **WITNESS BROWN:** Yes, ma'am.

3 **COMMISSIONER JOHNSON:** How do you feel about
4 the overlay? Because that would be -- that keeps
5 Manatee and Sarasota together but it requires 10-digit
6 dialing.

7 **WITNESS BROWN:** That's an interesting point,
8 ma'am. And it was only this morning I was aware of
9 that particular option. I'd like to reserve a comment
10 for later.

11 **COMMISSIONER JOHNSON:** So right now your
12 answer goes more to those options that would be a
13 geographic split but that would include those two
14 counties together.

15 **WITNESS BROWN:** Yes, ma'am, and retain the
16 941 as it is.

17 **COMMISSIONER JOHNSON:** Retain the 941 and
18 retain the 7-digit dialing?

19 **WITNESS BROWN:** Yes, ma'am.

20 **COMMISSIONER JOHNSON:** Any other questions
21 for Mr. Brown? Thank you.

22 **WITNESS BROWN:** Thank you, ma'am.

23 **MR. BECK:** The next witness is Shelli
24 Hazeltine.

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SHELLI HAZELTINE

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

DIRECT STATEMENT

WITNESS HAZELTINE: Good morning.

COMMISSIONER JOHNSON: Good morning.

WITNESS HAZELTINE: My name is Shelli Hazeltine, I'm president of the Englewood Area Chamber of Commerce. And as most of us know the Englewood community would be greatly affected by some of these proposed alternatives, the plans. We are divided between Sarasota and Charlotte Counties.

I'm here to go on the record on behalf of the Chamber of Commerce and the community in strong support of keeping Sarasota, Manatee and Charlotte Counties within the same area code. We're also in support of dividing the current 941 area code service area into more than one geographic split; again, keeping those counties together as to provide a longer exhaust period.

I would also like to go on record in strong opposition of any overlays. And that's all I have.

COMMISSIONER JOHNSON: Ms. Hazeltine -- and it is a unique problem because of the way that you're

1 configured to cross the county boundaries. But you
2 stated something interesting.

3 Your comment would go to us having maybe
4 three area codes in the area and bifurcating off
5 different counties but keeping -- which county do you
6 want? You want Manatee, Sarasota and Charlotte
7 together.

8 **WITNESS HAZELTINE:** We would be in favor of
9 a geographic split as long as those counties could
10 remain together. A lot of our business communities,
11 which really I'm here representing, you know, in
12 addition to our communities -- really do deal with
13 people all over the place. And those three counties
14 really do work very closely together on various issues
15 and things effecting our communities.

16 **COMMISSIONER JOHNSON:** If we were to keep
17 them together but the life of the area code would be
18 shortened because there's so much growth in that area,
19 how would you feel about that? By that I mean, if we
20 were to keep those three counties together but told
21 folks the good news is you guys all stay together; the
22 bad news is in two more years you're going to need
23 another area code. How would you do that -- what's
24 the trade-off? What should I, as a Commissioner --

25 **WITNESS HAZELTINE:** I don't want another

1 option. I want it my way. (Laughter)

2 **COMMISSIONER JOHNSON:** No, really -- This is
3 your way. One of the things we'll need to evaluate is
4 if we were to do that, how long would the area code
5 last? And that's -- and I don't -- is the option with
6 Sarasota, Manatee and Charlotte one of the options?

7 **WITNESS HAZELTINE:** That was discussed at
8 the PSC hearing at the Sun Coast Auditorium a couple
9 of weeks ago in Englewood. That's not one of the
10 options that we have seen today or we have in any of
11 our literature. But I really can't stress to you
12 enough the importance of these three communities
13 staying together. We have worked very, very hard --
14 especially Sarasota and Charlotte Counties -- worked
15 very hard to bridge the gap and bring the two counties
16 together.

17 **COMMISSIONER JACOBS:** Ms. Hazeltine, if I
18 may ask, could you give me some of the reasons you
19 opposed overlay.

20 **WITNESS HAZELTINE:** First and foremost,
21 total and utter confusion. I think that, as most of
22 us already know, we do have a lot of seniors in our
23 area and more and more are moving in rapidly. I think
24 that it would be a lot of confusion. And, again, I
25 think it would greatly affect the business community.

1 I think having to dial across the street, possibly, to
2 a new business that came in and may have a different
3 area code will cause quite a bit of stress and
4 confusion.

5 **COMMISSIONER JOHNSON:** Staff is going to try
6 to do some calculations, and this is just for our
7 record, with respect to if we included that whole
8 county, how long would that number last or how quickly
9 would it exhaust, is another way of putting it. And
10 you're speaking to the whole county. If there was an
11 option, which I think there is, that would just pick
12 up Englewood or part of the county, how do you feel
13 about that?

14 **WITNESS HAZELTINE:** Are you talking about
15 splitting --

16 **COMMISSIONER JOHNSON:** I'm saying a
17 geographic split that maybe would not encompass the
18 entire Charlotte County but would pick up Englewood.

19 **WITNESS HAZELTINE:** I would be opposed to
20 that. I really actually didn't even think of that
21 option, but I, personally, would be opposed to that.
22 I think it's very, very important -- once again
23 because Englewood is split between the two counties,
24 it's been an obstacle we have had to overcome for
25 several years. We're finally to a point right now

1 where both counties are working together, thanks to
2 Commissioners Mac Horton and Shannon Staub. We have
3 been working toward working together a lot more on
4 issues that really affect our community.

5 So I would really be hesitant to recommend
6 anything like that. I would sincerely -- actually I
7 would really like to see our three counties pull
8 together.

9 **COMMISSIONER JACOBS:** Is there a
10 community -- in your sense, what's the strongest
11 community of interest between Englewood and Manatee or
12 Englewood and Charlotte?

13 **WITNESS HAZELTINE:** Can you repeat --

14 **COMMISSIONER JACOBS:** The calling, the
15 pattern of calling, frequency of calling, the nexus of
16 the business relationships, are those primarily
17 between Englewood and Manatee County or Englewood and
18 Charlotte County?

19 **WITNESS HAZELTINE:** I would have to say
20 Englewood and Charlotte County.

21 **COMMISSIONER JACOBS:** Would it be preferable
22 to keep Charlotte in one.

23 **WITNESS HAZELTINE:** Absolutely. Absolutely.

24 **COMMISSIONER JOHNSON:** Any other questions?

25 Thank you, ma'am.

1 **WITNESS HAZELTINE:** Thank you.

2 **MR. BECK:** Dr. Bill Coy.

3 - - - - -

4 **BILL COY**

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

8 **DIRECT STATEMENT**

9 **WITNESS COY:** Good morning. I'm
10 Dr. Bill Coy. I'm vice chair of the Englewood Area
11 Planning and Advisory Board. I live at 244 Mark Twain
12 Lane in Rotonda, R-O-N-T-O-N-D-A. Everybody calls it
13 "rotunda". It's on Cape Haze.

14 The board's primary purpose is to advise the
15 governing bodies of Sarasota, Charlotte County and
16 City of North Port considering the coordinated
17 services to the entire Englewood community, including,
18 but not limited to, the areas of transportation,
19 utilities, drainage, public safety, parks and
20 recreation, libraries and school. And if you have a
21 the pass-out I just gave to you, if you can turn to a
22 page, to the map inadvertently colored yellow, is the
23 Cape Haze peninsula, and the black line runs right
24 through it, which is your proposed split, shows you
25 that you're just dividing the Englewood area, which is

1 the whole yellow area, in two and would not be
2 acceptable.

3 In the Englewood area includes Grove City,
4 Rotonda, all of Boca Grande, South Gulf Cove, the
5 Gardens of Gulf Cove, and Englewood East, so you can
6 see it's a pretty good area. We have at this time a
7 projected population of about 33,000 in Cape Haze,
8 just in Port Charlotte; add to that the population we
9 have in southern Sarasota County and we're talking
10 60,000 people.

11 You asked a question just a short time ago
12 concerning what would be the common interest? The
13 common interest: We are gulfside properties.
14 Manatee, Sarasota and Charlotte are all gulfside
15 properties. 60% of the bed tax monies are in the
16 Englewood area from Charlotte County.

17 At the regularly scheduled meeting in
18 December 10th, 1998, the advisory board adopted a
19 position in opposition to the proposed temporary
20 changes in our telephone area code. We acknowledge
21 that there's a growing need for new telephone numbers.
22 We understand that a program is in the planning stages
23 now that might ultimately mean a different approach to
24 telephone numbering. This we can accept so long as
25 it's a final result.

1 We believe, however, that interim changes
2 would be thoroughly confusing for most people and
3 costly for many businesses. In addition, the
4 Englewood community is already divided by jurisdiction
5 in Sarasota and Charlotte and the City of North Port,
6 and with a relatively small area already has many
7 telephone exchanges to contend with. While Englewood
8 is unique in its separation by county boundaries, the
9 community is unanimous in choosing to be considered as
10 a single united community.

11 We feel that the proposed plan that would
12 change telephone area codes at the county line is
13 unacceptable. It is the recommendation of the EAPAB
14 to advance two possible solutions whether or not --
15 for this 941 dilemma: Combine Manatee, Sarasota and
16 Charlotte Counties in a smaller unit with a new area
17 code, giving a projected lifetime of approximately ten
18 years.

19 Number two would be to accept the proposed
20 alternate split as presented, which includes all of
21 Boca Grande.

22 The Public Service Commission, NPA Division,
23 should consider the need for a more definitive way of
24 accurately projecting the time life of an area code.
25 The NPA Guidelines indicate area code changes only

1 after eight to ten years; ours are changed in three
2 years. The assignment of all NXX numbers should be in
3 increments of a thousand. Determined if all of
4 assigned numbers NXX numbers are being used or just
5 stored for future use by carriers. Any new area code
6 should not have any similarity to the one it is
7 replacing. And the concept of overlay plan is
8 unacceptable demographically.

9 I can speak for the older people -- of
10 course, I'm not one of them (Laughter) -- but the
11 older people who dial 10-digit numbers, this morning
12 when I was signing in, I had to ask my fellow
13 companion, "What is my telephone number?" Not that I
14 didn't remember but I don't call that often. Now add
15 three more numbers to that and it would be real
16 confusion. I'd say the average age of the resident in
17 Charlotte County, even though the demographics are
18 changing slightly and they are lowering, is still what
19 you would call the senior group.

20 Thank you for your time. Any questions?
21 Any questions?

22 **COMMISSIONER JACOBS:** One question, Dr. Coy,
23 I'm looking at your map. The line just, I guess, it
24 is east -- of Rotonda West, is that a major road
25 there?

1 **WITNESS COY:** Yes, sir. That's 75 and
2 that's in the plans now to be turned into a four-lane
3 highway.

4 **COMMISSIONER JACOBS:** Okay. And it looks
5 like -- my question to you is, is there much
6 population to the east of that?

7 **WITNESS COY:** To the east?

8 **COMMISSIONER JACOBS:** I'm sorry. To the
9 west.

10 **WITNESS COY:** All the barrier islands and
11 they are the islands where a great deal of the resorts
12 are located.

13 **COMMISSIONER JACOBS:** Okay. And they are
14 all in the 941 now?

15 **WITNESS COY:** Yes.

16 **COMMISSIONER JACOBS:** I assume these hotels
17 and so forth are there as well.

18 **MR. BECK:** Dr. Coy, you mentioned two
19 alternatives. One was combining Manatee, Sarasota and
20 Charlotte County.

21 **WITNESS COY:** That's right.

22 **MR. BECK:** You said the other one was the
23 proposed alternatives?

24 **WITNESS COY:** No. 3.

25 **MR. BECK:** No. 3. Okay. Thank you.

1 **WITNESS COY:** Are you all set, now?

2 **COMMISSIONER JACOBS:** Yes.

3 **WITNESS COY:** Thank you.

4 **MR. BECK:** The next witness is Paul
5 Phillips.

6 **COMMISSIONER JOHNSON:** And while he's coming
7 forward, for the benefit of Ms. Hazeltine and Dr. Coy
8 also, Staff did some preliminary runs to determine if
9 we were to put Manatee, Sarasota and Charlotte
10 together, the life of that area code would be 8.8
11 years of the projected life. But for the rest of the
12 counties the life would be 3.6 years, which is
13 problematic under the NANPA guidelines.

14 I do understand from reading the testimony
15 that some of the officials are suggesting that we
16 then, instead of getting just one new area code, that
17 we get two area codes. So I'm sure that will be part
18 of the discussion later on and throughout the day.

19 - - - - -

20 **PAUL PHILLIPS**

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

24 **DIRECT STATEMENT**

25 **WITNESS PHILLIPS:** Good morning,

1 Commissioners. My name is Paul Phillips. I'm an
2 elected supervisor of the Englewood Water District,
3 which is a political subdivision of the State of
4 Florida.

5 From the handout which I've given you, and
6 you can see it here in the map, the Englewood Water
7 District, you have heard from various -- couple of
8 citizens this morning regarding the area that is under
9 discussion. The Englewood Water District is a perfect
10 example of a unit that was created in 1959 by the
11 Florida State legislature with absolutely no regard
12 for county lines. The Water District is virtually
13 split by the Sarasota and Charlotte County line. We
14 have approximately 17,000 total customers, and they
15 are equally divided between the two counties.

16 Therefore, any split at the county line
17 would cause total havoc with the Water District. If
18 you can imagine an irate customer upset with their
19 water, sewer bill or problem, having to dial a
20 different area code than normally, or crossing the
21 street, et cetera, it could be a major problem.

22 The average age of the Englewood Water
23 District customers are older than I am, let me put it
24 that way, and we would prefer not to have a split in
25 this.

1 The Water District does business, and the
2 staff in operation, trying to decide whether that
3 would be a 7-digit or a 10-digit call, could play
4 havoc with their normal operation, in the normal
5 operation of the water district.

6 Our sewer plant is located at the very
7 bottom of the map that I've shown you, while the water
8 plant is located closer to the top of the drawing. So
9 just calling our own facilities would drive everybody
10 nuts.

11 The supervisors of the water district, in a
12 resolution which I've given you a copy of, strongly
13 suggest to you that another solution might be more
14 advantageous to us, but we would like to go along with
15 keeping Sarasota, Manatee and Charlotte Counties
16 together from a business and population standpoint.

17 We also would like to stress and request as
18 much as we possibly can extensions of this life. When
19 941 happened, it was traumatic enough but it didn't
20 last very long. Therefore, we would like to request,
21 again as strongly as we possibly can, that whatever
22 plans are made for the future, that they last for a
23 while.

24 And that's basically all I have to say. If
25 there are any questions, I'd be more than happy to

1 answer them.

2 **COMMISSIONER JOHNSON:** Any questions? Thank
3 you very much.

4 **WITNESS PHILLIPS:** Thank you.

5 **MR. BECK:** The next witness is Helen Becker.

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7 **HELEN BECKER**

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

11 **DIRECT STATEMENT**

12 **WITNESS BECKER:** Good morning. My name is
13 Helen Becker and I live the 5226 Neville Terrace in
14 Gulf Cove, which is a subdivision on the eastern side
15 of Cape Haze peninsula, but my mailing address is Port
16 Charlotte, due to General Development. They decided I
17 should live in Port Charlotte and I'm 15 miles away.

18 I have been here 20 years. And when we
19 first came, the area code was 813. And this 941
20 hasn't lasted very long. And what you're talking
21 about now is going to be even less.

22 I think that Polk County should not be
23 included. If you want to include Hardee County and
24 DeSoto County, along with Manatee and Sarasota and
25 Charlotte County, that might be an interesting thing

1 to think about. Definitely the 941 should be --
2 should include Gasparilla Island, which locally is
3 called Boca Grande, and the other barrier islands
4 along the way along Sarasota County. They all go
5 either to Englewood or to Venice to work, shop, and
6 they are part of the community. Where I live, I don't
7 belong to anything. I'm not part of East Englewood.
8 I'm not part of Placida. I'm not part of Englewood.
9 I'm really not part of Port Charlotte either. And it
10 just is a mess. And that's essentially it.

11 **COMMISSIONER JOHNSON:** Thank you, ma'am.
12 Any questions?

13 **COMMISSIONER JACOBS:** Are you familiar --
14 here I am, Ms. Becker. Hi. I'm over here.

15 **WITNESS BECKER:** Yeah, I see you. Okay, I'm
16 sorry.

17 **COMMISSIONER JACOBS:** It's interesting
18 because what I'm hearing the business community say is
19 they have dealings with Manatee County very
20 frequently. What I'm hearing you say is Polk --
21 certainly is not an area you deal very actively with.
22 How about Manatee?

23 **WITNESS BECKER:** Oh, yes. I have an
24 organization I belong to. It's a group composed of
25 all three counties, Manatee, Sarasota and Charlotte

1 County, so there is -- there's a definite correlation.

2 **COMMISSIONER JACOBS:** Is there a lot of
3 interconnection in terms of your daily activities;
4 doctors, hospital?

5 **WITNESS BECKER:** As far as my doctors and
6 hospital are concerned, when we first came here
7 everything outside of Englewood was a toll number so I
8 couldn't call Port Charlotte unless it was a toll call
9 because that's across the Myakka River. I couldn't
10 call Venice. I still can't call Venice. That's a
11 toll call. I couldn't call Japanese Gardens, which is
12 a development on the north side of Englewood. That
13 was a toll call. Some of it has been changed to 25
14 cents now a call with unlimited time. That's a lot
15 better. But I have to go to Port Charlotte to the
16 doctor. I have to go there to the hospital. It's a
17 problem.

18 **COMMISSIONER JACOBS:** Okay. Thank you.

19 **MR. BECK:** Next witness is Rob Lane.

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21

ROB LANE

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

25

DIRECT STATEMENT

1 **WITNESS LANE:** Good morning. My name is Rob
2 Lane. I'm the Chairman of the Greater Sarasota
3 Chamber of Commerce. And we're the largest
4 membership-based business advocacy organization in the
5 county. We represent over 1600 businesses.

6 I appreciate the opportunity coming before
7 you today regarding the proposed new telephone area
8 code to be introduced into the Southwest Florida and
9 your decision regarding that issue.

10 I'm here to encourage you to retain 941 area
11 code for Sarasota County, and the group Manatee,
12 Sarasota and Charlotte County as one geographic area
13 under that code.

14 The Chamber believes that the retention of
15 941 is essential to the continued economic development
16 of this region. It only makes sense to include
17 Manatee, Sarasota and Charlotte County in that
18 designation. Two areas in the southern part of
19 Sarasota County and the northern part of Charlotte
20 County have overlapping cores, and it is in everyone's
21 best interest to keep them together for communication
22 purposes. I think we have heard quite a bit of that
23 this morning.

24 I understand also it's recently been
25 proposed that Hardee and Sarasota Counties be grouped

1 with Sarasota, Manatee and Charlotte. We have no
2 objection to that and feel it makes a great deal of
3 sense as well.

4 There are approximately 20,000 businesses in
5 the three-county region and all of them would be
6 affected to a significant degree should they be
7 required to adopt a new three-digit code. In order to
8 prosper, businesses need to develop and preserve
9 effective communication systems, and time spent
10 altering systems may have a serious consequence on
11 their productivity. Changes in area codes can affect
12 many different systems within the business enterprise,
13 and if not handled properly may cause failed
14 communication and downtime.

15 Please retain 941 as the area code for
16 Manatee, Sarasota and Charlotte Counties. Thank you
17 very much. Questions?

18 **COMMISSIONER JOHNSON:** I guess you would
19 concur with the last speaker that suggested that Polk
20 is a different community of interest so that -- that,
21 the way it's been distributed here, couldn't be based
22 on community of interest.

23 **WITNESS LANE:** As I look at Polk County, we
24 do not have significant interaction with them. We
25 have a shared Water Authority with DeSoto, Charlotte,

1 Sarasota and Manatee Counties. We have shared Work
2 Force Development Initiatives with Manatee County. As
3 we think of the economy of the west coast of Florida,
4 really it would be the three counties that we've
5 talked about and not Polk County.

6 **COMMISSIONER JOHNSON:** Okay. This is kind
7 of a tough question, but in order to keep the
8 identity, if it required an overlay, how does the
9 business community feel about that?

10 **WITNESS LANE:** Generally, I think we would
11 be against that in that it's a disadvantage to be a
12 community that must have the 10-digit versus seven.
13 So I would say the primary thing that we would be
14 looking for is to keep the three communities together
15 and possibly look at not having Polk County as part of
16 that to maybe enhance the life of our area code. And
17 so I guess we would be against the overlay. What if
18 keeping the communities together meant a change in
19 area code but still 7-digit dialing? Our ideal
20 situation would be to keep 941.

21 **COMMISSIONER JOHNSON:** What if we were not
22 to give you your ideal, but trying to achieve putting
23 them together, but it might necessitate a different
24 area code.

25 **WITNESS LANE:** I would assume we would

1 prefer to keep the 7-digit dialing.

2 **COMMISSIONER JOHNSON:** No. Dialing just a
3 new area code.

4 **WITNESS LANE:** I would imagine we would
5 prefer that over keeping 941 and losing the overlay.

6 **COMMISSIONER JOHNSON:** I know that's not
7 what you're advocating, so it wouldn't be stated as
8 that.

9 **WITNESS LANE:** Yeah. I wasn't aware that
10 was an alternative.

11 **COMMISSIONER JOHNSON:** One of the things, we
12 will have the opportunity as Commissioners, through
13 the customer hearings and the technical portion of the
14 hearings, to not limit ourselves to what's here, and
15 kind of hear your concerns and how you prioritize
16 things and come up with a workable solution. That's
17 why some of the questions I might ask, or the other
18 Commissioners or Staff may ask, may not be directly in
19 the materials here, and some you may want to reflect
20 on and provide us additional comments.

21 **WITNESS LANE:** We will. Thank you.

22 **COMMISSIONER JOHNSON:** Any other questions?

23 **MR. BECK:** Michelle Frantz.

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MICHELE FRANTZ

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

DIRECT STATEMENT

WITNESS FRANTZ: Hi. Good morning.

My name is Michele Frantz and I represent Englewood Community Hospital today.

And we do not want to see Englewood divided with a different area code, and we support keeping Sarasota, Manatee and Charlotte County under one area code.

And also we do oppose the overlay. We feel it would be very confusing to the people that live there and the choice that you've given us. And we'd also like to see the current area codes divided into smaller areas to prolong the exhaust period. That's it.

COMMISSIONER JOHNSON: Thank you.

MR. BECK: Jill Leah.

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JILL LEAH

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

DIRECT STATEMENT

WITNESS LEAH: Good morning. I'm Jill Leah, I'm the president of Highwave, Incorporated. We are a local Internet service prior located in Englewood, Sarasota County. Our customer base includes residents and businesses who can reach our service by dialing a local telephone number. Currently this includes the geographic area from Nokomis, south to Placida and west to the Myakka River, including the entire Cape Haze peninsula.

If the area code changes at the Sarasota County-Charlotte County line, which have the original proposal, this would have a negative impact on the perception of our service area. Regardless of whether or not the local toll-free calling area changes, the perception would be that we are a long distance for people who would be in a another area code. In effect, our livelihood depends upon the decision that is made by the Public Service Commission and GTE and Sprint.

While I understand there is a need to make a

1 change, I do not feel that it is in the best interest
2 of the community of Englewood to divide the area code
3 at the county line. The local Englewood calling area
4 should remain under a single area code.

5 Of the alternatives that have been
6 suggested, only those that keep them under a single
7 area code should be considered. An alternative that
8 would best meet our community's current needs, as well
9 as consider future expansion, would be one that keeps
10 Sarasota, Charlotte and Manatee together and assigns
11 either a 941 or new area code to them.

12 If you look at Alternative 4, you've
13 suggested, or someone -- the Public Service Commission
14 has suggested a split and an overlay, which would be a
15 cumulative of three area codes being proposed. You'd
16 have the 941, the split and the new overlay area code.
17 So rather than having the overlay, why not take that
18 third area code and make it Manatee, Sarasota and
19 Charlotte together and then use the other two for the
20 Polk and the rest of the 941 area code. Any
21 questions?

22 **COMMISSIONER JOHNSON:** Any questions? Thank
23 you.

24 **MR. BECK:** Betty Wright.

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1 **BETTY WRIGHT**

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

5 **DIRECT STATEMENT**

6 **WITNESS WRIGHT:** My name is Betty Wright. I
7 live at 11356 Sixth Avenue in Punta Gorda, Florida
8 33955.

9 When you're speaking about telephone numbers
10 and things like that, I have this very neat little
11 thing which contains telephone numbers and addresses
12 (indicating) that my family provided for me because
13 they are reasonably assured that I will remember their
14 name; but numbers is something else.

15 When I remember the name, I can punch it in
16 here and I can get their telephone number, their cell
17 phone number or their pager numbers. I would never
18 remember them. Now if you're going to throw in I have
19 to remember different area codes for them because they
20 don't live necessarily in Charlotte County -- some of
21 this them live in Lee County, some of them live
22 elsewhere. Most of the things we deal with in our
23 lives deal with Charlotte-Sarasota. But I would think
24 that on the Alternative 3 split, if you looked at
25 Hardee and DeSoto with Charlotte, Sarasota, Manatee

1 would make more sense. Because I know a lot of people
2 go to DeSoto County and Hardee County for various
3 things.

4 I really hope -- if we can't keep the 941,
5 then one area code that would accompany at least
6 Manatee, Sarasota and Charlotte -- with the
7 Alternative 3 seems to be by far the more sensible
8 one. And from my standpoint splitting the rest of
9 Charlotte County -- the Punta Gorda area and Port
10 Charlotte and Cape Haze area into the other one is
11 really going to present a real problem.

12 So I'm just one of your regular customers
13 but I would prefer Alternative 3. But I would really
14 like to have the one area code if it were to include
15 those other counties.

16 I don't think you have any questions for me.
17 Thank you.

18 **COMMISSIONER JOHNSON:** Thank you.

19 **COMMISSIONER JACOBS:** Thank you.

20 **MR. BECK:** Sheila Garbade.

21 **COMMISSIONER JOHNSON:** Ma'am, before you
22 come forward, one of the attorneys for Sprint,
23 Mr. Rehwinkel.

24 **MR. REHWINKEL:** Yes. My name is Charles
25 Rehwinkel and I'm here on behalf of Sprint-Florida,

1 Incorporated.

2 Before we get too far down the road with
3 customer comments, I would beg your indulgence to
4 address a statement you made with the last gentlemen
5 that testified about submitting written comments on
6 plans.

7 Our only concern with that is that we have
8 briefs due in about two weeks. I think they are due
9 on the 23rd. We would have a concern if something
10 came in as written evidence, so to speak, after we had
11 an opportunity to evaluate it. And our only concern
12 is whether plans are operationally feasible. That's
13 our bottom line concern. And I was just wondering if
14 you were going to avail the participates of an
15 opportunity to file written comments, could we set a
16 deadline? Just so we would be able to evaluate them.

17 I'm not sure anyone is really in a position
18 to take you up on that offer, but it just is a
19 concern. We don't have an option to folks doing that.

20 **COMMISSIONER JOHNSON:** Traditionally,
21 Mr. Rehwinkel, we allow people to provide comments
22 almost up to the day of the vote and we file them on
23 the correspondence side of the record. To the extent
24 there were proposals -- I know we're working under
25 tight time frames and want to give everybody due

1 process -- I think we'd use that same process. If
2 there was something that came up that you needed to
3 react, find a way procedurally to allow you to react
4 before we made a decision.

5 **MR. REHWINKEL:** I appreciate that. Our
6 concern is not having something voted out we could not
7 implement and having no legal forum to bring that to
8 your attention.

9 **COMMISSIONER JOHNSON:** I appreciate that.
10 If we do get into that situation, we've considered
11 something based upon customer testimony that you
12 haven't had an opportunity to adequately raise, make
13 sure I'm aware of that and we'll make sure to provide
14 you with that forum.

15 **MR. REHWINKEL:** Thank you.

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17 **SHEILA GARBADE**

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

21 **DIRECT STATEMENT**

22 **WITNESS GARBADE:** Good morning.

23 **COMMISSIONER JOHNSON:** Ma'am, would you
24 state your name and address for the record.

25 **WITNESS GARBADE:** Yes, of course. My name

1 is Sheila Garbade and my home address is 408 Pine
2 Ranch Trail. It's in Osprey, O-S-P-R-E-Y, Florida
3 34229.

4 I have been sworn in. I don't know if I'm
5 required to say that or not.

6 I'm here today representing CONA, which is
7 the Council of Neighborhood Associations. I'd like to
8 read a letter which CONA recently sent to the Board of
9 County Commissioners. This letter, which is addressed
10 to Commissioner Shannon Staub, has been approved by
11 our CONA association board.

12 "Dear Commissioner Staub: The Sarasota
13 County Council of Neighborhood Associations, CONA,
14 applauds the recent decision of the Board of County
15 Commissioners related to the area code issue.

16 "The board has challenged the Public Service
17 Commission's approach to solving uncontrolled growth
18 of our telephone communication system and its impact
19 on the citizens and businesses in Sarasota County.

20 "CONA supports the positions voted upon by
21 the Sarasota County Commission at its March 30th
22 meeting. These positions are: One, continued use of
23 a single area code for Manatee, Sarasota and Charlotte
24 Counties.

25 "Two, opposition to any overlay codes as

1 they would undoubtedly serve to confuse, irritate and
2 anger residents.

3 "Three, implementation of a new area code
4 within our tri-county area only if the new code would
5 extend the exhaust period to six years or longer.

6 "We urge the Sarasota County Commission to
7 continue all necessary discussions with the Public
8 Service Commission, and to impress upon them that
9 their decision must positively impact local residents'
10 telephone service now and in years to come.

11 "Sincerely, the Council of Neighborhood
12 Associations." This letter was submitted on behalf of
13 Cheryl Gross, who is our president.

14 **COMMISSIONER JOHNSON:** Could we have a copy
15 of the letter?

16 **WITNESS GARBADE:** I have a copy for you.

17 **COMMISSIONER JOHNSON:** Provide that to
18 counsel. Before you do that, the last statement you
19 made about the life of the area code --

20 **WITNESS GARBADE:** Right.

21 **COMMISSIONER JOHNSON:** -- what was that
22 statement again?

23 **WITNESS GARBADE:** We would like the new area
24 code, single area code, over the area implemented only
25 if the new code would extend the exhaust period beyond

1 the six- or seven-year period.

2 **COMMISSIONER JOHNSON:** I see. Thank you.

3 **MR. BECK:** Commissioner Stan Stephens.

4 - - - - -

5 **STAN STEPHENS**

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

9 **DIRECT STATEMENT**

10 **WITNESS STEPHENS:** Good morning. My name is
11 Stan Stephens. My business address is 112 Manatee
12 Avenue West, Suite 903, Bradenton, Florida. I
13 currently serve as the Chairman of the Board of the
14 Manatee County Board of County Commissioners. As
15 Chairman my responsibility is to see that the Board of
16 County Commissioners protect the health, the safety
17 and the welfare of the citizens of Manatee County,
18 Florida.

19 The Board of County Commissioners recommends
20 to this Commission to either keep the current plan or
21 reconfigure the area code service area into a smaller
22 geographic area which will lengthen the exhaust period
23 but still retain the 941 area code from Manatee County
24 in any reconfigured service area.

25 Manatee County's was changed approximately

1 three years ago from 813 to 941. Another area code
2 change means changing our telephone at work systems,
3 our paging programs, our enhanced 911 database and
4 processing all telephone reference material and our
5 911 operational software. This change causes
6 significant confusion to the County's numerous working
7 and retired citizens, and adds considerable amount of
8 cost and expense to our emergency management services.
9 The impact of an area code change is only amplified
10 when the change occurs in a three-year period. This
11 impact will be avoided when a longer exhaust period is
12 implemented.

13 We believe that the citizens and the
14 governments of Manatee County, Sarasota County and
15 Charlotte County should all retain a 941 area code.
16 Manatee County opposes any overlay system that would
17 require 10-digit dialing as a means to extend the
18 exhaust period. Demographically a large percentage of
19 the Manatee County residents are senior citizens and
20 many of our retired citizens find 10-digit dialing
21 unsettling and confusing. In addition, children would
22 have difficulty in remembering the longer dialing
23 codes. So the overlay system is not in the best
24 interest of Manatee County.

25 We appreciate the opportunity to be here

1 today and support a 941 system for the three counties:
2 Manatee, Sarasota and Charlotte. Thank you.

3 **COMMISSIONER JOHNSON:** Thank you,
4 Mr. Stephens. You said to keep -- your first
5 preference would be to keep the current plan.

6 **WITNESS STEPHENS:** I didn't say that was the
7 first preference, but that is a preference. Manatee
8 County would like to have the 941 system, and if it
9 includes Polk County in that system today, we don't
10 have a objection to that.

11 **COMMISSIONER JOHNSON:** To Alternative 1.

12 **WITNESS STEPHENS:** We would prefer to have
13 the three counties mentioned have the 941, given a
14 choice.

15 **COMMISSIONER JOHNSON:** So your view would be
16 the same as some of the others; the community of
17 interest is more the Manatee, Sarasota and Charlotte
18 as opposed to the Manatee, Sarasota and Polk.

19 **WITNESS STEPHENS:** The three county
20 commissions have much more in common. We serve on
21 similar boards. Manatee and Sarasota are involved on
22 the MPO Board, with the Sun Coast Work Force
23 Development Board; Manatee, Sarasota and Charlotte are
24 involved with the Peace River Option, with water
25 funds. So there are relationships between the three

1 counties that exceed the relationships with the other
2 county.

3 **COMMISSIONER JOHNSON:** This is a question
4 that you might not be able to answer and it may be
5 that I may be confused. But this is an area --
6 Fort Meade is in Polk County? But their position is
7 they want to be -- what is their position? I want to
8 know this because I may be able to ask him.

9 **MR. BECK:** At the customer hearings in
10 Fort Meade and Bartow the overwhelming concern -- from
11 the people in Fort Meade -- was that they retain their
12 relationship with Bartow, which is the county seat.
13 So the companies agreed to move the line on
14 Alternative 1 so that Fort Meade would stay with the
15 rest of Polk County.

16 **COMMISSIONER JOHNSON:** Fort Meade wants to
17 stay with Polk. I was confused. I thought they
18 wanted to go with a different area.

19 **MS. MCKINNEY:** Commissioner, excuse me.
20 When we had those workshops, the 941 docket was not
21 open so they didn't know it was an issue at the time,
22 about the split and what counties to go to.

23 **COMMISSIONER JOHNSON:** But their preference
24 would be to state -- they wanted to stay with Polk
25 County.

1 **MS. MCKINNEY:** Right. Dealing with the
2 Manatee and Sarasota. Because at the time there was
3 just the industry consensus in that proposal.

4 **COMMISSIONER JOHNSON:** I was just going to
5 ask you questions about them because they were closest
6 to your county. But it looks like that's not a
7 relevant issue to what you're saying.

8 **WITNESS STEPHENS:** Thank you very much.
9 Would you like me to leave that statement?

10 **COMMISSIONER JOHNSON:** Yes. Leave that with
11 our counsel but there may be one more question.

12 **COMMISSIONER JACOBS:** Commissioner Stephens.

13 **WITNESS STEPHENS:** Yes.

14 **COMMISSIONER JACOBS:** Many of the --
15 residents of Englewood feel that it's necessary to
16 keep all of Charlotte County in the same area code,
17 and there will be consideration of that. But I want
18 to get understanding from you, the community of
19 interest that Manatee has with Charlotte?

20 **WITNESS STEPHENS:** It includes the entire
21 county of Charlotte County, yes.

22 **COMMISSIONER JACOBS:** Okay. Thank you.

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KEN LEGLER

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

DIRECT STATEMENT

WITNESS LEGLER: I'm here on behalf of the town of Long Boat Key. I have been requested to be here by the Town Commission. They have not taken any formal action on this, but by informal consensus, we have agreed that we do not want an overlay. That we are a young group on Long Boat. The average age is in the upper 60s, so we can't have all of this 10-digit dialing. It would really confuse our people.

We're also in two counties. We're -- part of the town is in Sarasota County, part in Manatee. We would like definitely to stay with the 941 number within Sarasota, Manatee and also in Charlotte. From my experience here, we have a community of interest between the three counties. I do not see a great interest with Polk County. I would like to see the three counties kept together and of course, kept with a 941 number because that's easier for old folks to remember. If we have to have a new three-digit area code, I would prefer that over -- to any kind of a division. Any questions? Thank you very much.

1 **COMMISSIONER JOHNSON:** Thank you.

2 **MR. BECK:** Dorian Popescu.

3 - - - - -

4 **DORIAN POPESCU**

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

8 **DIRECT STATEMENT**

9 **WITNESS POPESCU:** Morning, Commissioners.

10 My name is Dorian Popescu.

11 I am glad you decided to visit our counties
12 and listen to our opinion. I'm a little bit
13 disappointed that the other Commissioners didn't think
14 we are that important. However, we appreciate you
15 being here. We're very grateful.

16 I'm a resident. My name is Dorian Popescu.
17 I'm a resident of the Englewood. My business is in
18 South Venice. I belong to the Englewood Area Chamber
19 of Commerce. I'm on the board of directors. And the
20 Englewood Chamber of Commerce, as you know, Englewood
21 is in both counties; Sarasota and Charlotte. I'm also
22 past president of the Peace River Engineering Society,
23 which is an engineering society that covers south
24 Sarasota and Charlotte Counties. I'm also presently
25 the chairman of the Sarasota-Manatee Planning --

1 Metropolitan Planning Organization Citizens Advisory
2 Committee, which is an organization of Manatee and
3 Sarasota County.

4 My present business is mostly with Sarasota
5 and Charlotte Counties.

6 You can see in all instances you give the
7 same counties, Manatee, Sarasota, Charlotte -- it's
8 very important that a new area code keep those three
9 counties in mind. Four counties very far up north, we
10 have nothing to do with them. Also the three counties
11 are all three coastal counties. We have a lot in
12 common.

13 In my business, I will hate my clients in
14 Charlotte County to call my office in Venice long
15 distance, or my clients in Sarasota County to call my
16 office long distance. It's very important. And in my
17 opinion, I urge you to keep the 941 for the mentioned
18 three counties. If you cannot keep the 941, we'll
19 take another number, but it should be for all three
20 counties.

21 And I am pleased that you foresee 8.8 years
22 of useful life for the new area code. And if you
23 decide to add DeSoto and Hardee, personally I have no
24 objection to that.

25 Thank you very much.

1 **COMMISSIONER JOHNSON:** Thank you.

2 A couple of things. I wanted to make sure
3 to clarify that the full Commission -- I know we have
4 all of the pictures of the Commissioners in here, but
5 this case has been assigned to a three-member panel.
6 So Chairman Garcia will be here a little later. He
7 did have some other commitments in our state capitol
8 that prevented him from being here on time. And we
9 had a couple of emergencies that he's trying to deal
10 with. He did send his regrets. He'll be listening to
11 the transcript (sic) and he will be here later. But
12 the three of us will be deciding this particular case.

13 **WITNESS POPESCU:** Let me reiterate, I really
14 appreciate you two being here.

15 **COMMISSIONER JOHNSON:** Thank you.

16 **COMMISSIONER JACOBS:** Thank you.

17 **COMMISSIONER JOHNSON:** On the issue of --
18 the numbers I gave you if we were to get Manatee,
19 Sarasota and Charlotte together, Staff -- and, again,
20 these are preliminary numbers -- the life would be 8.8
21 years, and that's with the 941 area code.

22 The problem that we'll have to address is
23 that the rest of the counties would get a new area
24 code that would only last 3.6 years. So that's
25 something -- and that would not meet the NANPA

1 guidelines. But these are thing we have to consider
2 and work through.

3 **WITNESS POPESCU:** You could cut the other
4 counties into smaller pieces instead of taking the
5 rest of the areas; they could be split into two other
6 areas the way we're asking to be split so that the
7 community of two, three, four counties maintain one
8 area code. That is possible.

9 **COMMISSIONER JOHNSON:** Yes, sir. That's a
10 good suggestion. And I notice that's in a lot of
11 testimony. And we have a lot of guidelines that we're
12 trying to deal with. And, generally, the guidelines
13 provide that you not allocate more than one additional
14 area code at a time. But, candidly, I think you raise
15 a good point. It's something we may have to consider
16 in this docket and consult with the North American
17 Numbering Plan Administrator to see if it's possible.

18 And one other instance. About a year or so
19 ago, in the 904 area code, we started down the road of
20 doing more than one subdivision and geographic areas.
21 And I'm very familiar with this because I was the vote
22 that switched later on. But we went down to help the
23 community by giving them more than one area code. We
24 then got a series of communications from the federal
25 officials saying that doing that would expedite the

1 use of numbers nationwide in such a way they were
2 fearful that we would exhaust all of the area codes if
3 every state started taking more area codes than
4 absolutely necessary.

5 Now, I know that there will be some
6 discussion of that issue in this docket because we may
7 find ourselves in a instance where we think it is
8 absolutely necessary to do that. But we do try to
9 follow those guidelines and not use up too many area
10 codes.

11 But you have a special situation here
12 because -- I'm hearing you and hearing the others
13 saying the last area code only lasted three years. So
14 we do need to pay special attention and do what we can
15 to minimize the impact.

16 **WITNESS POPESCU:** We very much would
17 appreciate that.

18 And I looked through this brochure that was
19 handed to us and none of those alternatives is
20 feasible. They are done in a vacuum. They are not
21 done thinking about our geography, our people and our
22 common interests.

23 And we appreciate you being here.

24 **COMMISSIONER JOHNSON:** Thank you.

25 **MR. BECK:** Next witness is James Ewing.

1 Commissioners, my understanding is that
2 Mr. Ewing has prefiled testimony by Sarasota County
3 but will not be able to be here, so he would be
4 withdrawing his prefiled testimony and testifying this
5 morning instead.

6 **COMMISSIONER JOHNSON:** Okay. I know the
7 other attorneys are here and I'm seeing no objection
8 to the process.

9 - - - - -

10 **JAME EWING**

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

14 **DIRECT STATEMENT**

15 **WITNESS EWING:** Good morning. My name is
16 James Ewing. I live in Englewood in the Foxwood
17 subdivision, 407 Aspen Street, Englewood 34223.

18 I come before you this morning as a
19 representative of the Alliance of Southwest County
20 Homeowners Association. That's Southwest Sarasota
21 County. Where I live is a little less than two miles
22 from the Charlotte County line.

23 We have 25 homeowner associations; about
24 6,000 homeowners represented.

25 We feel very strongly that Sarasota and

1 Charlotte Counties, in particular, should be joined in
2 the same area code and all of Charlotte County should
3 be in that area code. We agree that Manatee County
4 should also be included in it.

5 Now, we suggest, very strongly suggest, that
6 you divide the present 941 into three sections. And
7 we call your attention to the ATIS Guidelines, one of
8 which says that it is recommended that customers who
9 undergo number changes should not be required to
10 change again for a period of eight to ten years. Not
11 one of the suggestions made by Staff, except the
12 overlay, comes anywhere close to eight years.

13 If you divide it into three area codes, each
14 of the three would last longer than eight years. We
15 just -- less than about three years ago that got
16 changed from 813 to 941. And part of this area is
17 going to be changed again. And it looks like in
18 another two or three years, if you just maintain a
19 two-way split, it will be split again.

20 Now, the guidelines say that normally only
21 one code will be assigned per request, unless the
22 codes are to be introduced simultaneously. We highly
23 recommend that the codes be introduced simultaneously.

24 In the letters which I filed with Staff and
25 Commissioner Jacobs just now, we have made a proposal

1 for three areas. The largest county of the 13
2 presently in 941 is Polk County and nobody's even
3 talked about where it would be this morning, but it
4 ought to be separated from Manatee, Sarasota and
5 Charlotte.

6 We recommend Polk County and the strip
7 across the north, Hardee, Highlands and Okeechobee in
8 one area; Manatee, Sarasota, Charlotte and DeSoto in
9 the second area; and Lee, Collier and the mainland
10 part of Monroe County, and Hendry and Glades in the
11 third area. This would result in fairly close figures
12 as to quality and a reduced population, and,
13 therefore, a reduced need in the future for further
14 divisions.

15 Please, don't make us change again in two or
16 three more years after this one.

17 **COMMISSIONER JOHNSON:** Thank you.

18 **WITNESS EWING:** Any questions?

19 **COMMISSIONER JOHNSON:** If Staff -- I
20 appreciate your suggestion in how these could and
21 should be divided. Could you do a run on that to see
22 what the lifetimes would be if we were to consider a
23 three-area code split? And, also, I know that most of
24 the company representatives are here, and NANPA. As a
25 part of your testimony, if you could focus in on that

1 issue. And I wanted to, on the record, kind of share
2 my thoughts.

3 I know that there is a guideline that
4 strongly encourages us not to issue more than one area
5 code. But one of my -- and we have been following
6 that religiously, and perhaps will continue to do so.
7 But one of my concerns is the fact that in this
8 instance this 941 area code only lasted three years.
9 And there is some concern with respect to how quickly
10 the numbers are being churned and the customers are
11 being subjected to these changes. And perhaps the
12 NANPA witness at the technical hearing could help and
13 talk through that with me. Because my inclination is
14 to be very sympathetic to that argument, or that
15 position, in this instance; and perhaps consider
16 meeting with our federal officials to see if there's
17 something that could be done in that regard; and that
18 is, breaking these down into more than just the one
19 area code but the three. We may have some numbers for
20 you.

21 **COMMISSIONER JACOBS:** Did I hear you express
22 an opinion about the use of an overlay?

23 **WITNESS EWING:** I'm sorry?

24 **COMMISSIONER JACOBS:** Did you express an
25 opinion as to the use of an overlay?

1 currently serve as its chief executive officer,
2 overseeing Chamber operation.

3 Our concern about this 941 recommended
4 proposed split, and the forecasted exhaust period of
5 the Manatee Chamber of Commerce are: Manatee County
6 is the home to approximately 5600 businesses. The
7 vast majority are small businesses under five
8 employees. In 1998 the Bradenton-Sarasota
9 metropolitan -- as classified as PC World and Money
10 Magazine -- as being the second-best place,
11 second-tier cities to operate home-based businesses.

12 Small businesses are more greatly impacted,
13 both from a operational and financial perspective by
14 unanticipated changes such as new areas codes. Not
15 only purchasing new stationery, new business cards, et
16 cetera, but the loss of business due to confusion and
17 downtime, from a smaller company's perspective, has a
18 greater chance of impacting their bottom line
19 collectively.

20 Word of mouth and effective communication
21 systems are two of the most appropriate ways to
22 provide productive sales and customer service effort.
23 The Manatee Chamber, in planning for the millennium,
24 has projected improved customized communications such
25 as e-mail, chat boxes, interactive communications as

1 key to providing our members the service they demand
2 and should deservedly receive. Interruptions,
3 distractions for the largest number of people and
4 businesses, carries with it the greater harm.

5 **COMMISSIONER JOHNSON:** Sir, could you slow
6 down just a bit. The court reporter, and --

7 **MR. MURPHY:** We have a copy of this also.

8 **COMMISSIONER JOHNSON:** She's doing a great
9 job but I see you have quite a bit more. You're doing
10 a great job, too, but just for the purposes of
11 recording.

12 **MR. MURPHY:** Splitting Manatee, Sarasota and
13 Polk would impact more than 1 million people living in
14 contiguous counties. The projected population change
15 by the year 2010 would also show the largest
16 percentage increase, 21% of the entire Tampa Bay
17 region. Additionally, Manatee County has a strong
18 industrial base, shares an international airport with
19 Sarasota County and is the home to the largest
20 containerized port on the west coast of Florida. Port
21 Manatee is also the closest deep water seaport to
22 Mexico.

23 Internationally area code changes will have
24 an instantly negative impact on our foreign business
25 partners, not to mention our growing international

1 tourist business and the senior citizen population.

2 As far as the exhaust period is concerned,
3 it should most certainly be extended beyond the
4 estimated 5.2 years. Methods of calculating phone
5 lines should have been intensely analyzed as well as
6 new technology closely monitored in order to plan for
7 changes in the telecommunications industries that
8 would positively reduce the proliferation of new
9 telephone numbers.

10 If the Commissioners were to consider
11 alternatives to the northwest-southeast split first
12 and foremost, Manatee County should remain in the 941
13 area code.

14 Secondly, there should be no overlays
15 impacting Manatee County. Due to our proximity, being
16 centrally located adjoining two of the most populace
17 four counties, Manatee, Polk and Sarasota are the most
18 logical choices, as was recommended by Lockheed
19 Martin. Specifically, Manatee and Sarasota Counties
20 share mutual transportation and planning
21 organizations. The MPO. Metropolitan Statistical,
22 MSA; business locations and educational institutions.
23 In fact, we have a difficult time knowing where
24 Manatee County stops and Sarasota County begins as it
25 relates to the county boundary line, particularly in

1 terms of zip codes and tax issues.

2 Case in point: In the southeast part of the
3 Manatee County alone the Lakewood Ranch Development
4 will build 7,000 homes in the next five years and this
5 development straddles both county lines, or the county
6 line.

7 We would not be in favor of an overlay
8 method of relief in Manatee County. We do not believe
9 an overlay method is a good means to reach an extended
10 exhaust period. Businesses have speed dial for a
11 specific purpose, although many companies do not have
12 or use this feature. Perhaps a 7-digit number is
13 about the capacity at which business people, and the
14 elderly alike, are able to handle rendering to their
15 members.

16 The only exception for an overlay in the
17 recommended 941 area plan would be for unincorporated
18 Englewood that, perhaps, overlays county boundaries.

19 That concludes my testimony. Thank you.
20 Any questions?

21 **COMMISSIONER JOHNSON:** Any questions?

22 **COMMISSIONER JACOBS:** No.

23 **COMMISSIONER JOHNSON:** Thank you.

24 **MR. MURPHY:** Thank you.

25 **MR. BECK:** Barbara Tisdale.

BARBARA TISDALE

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

DIRECT STATEMENT

5
6 **MS. TISDALE:** I'm Barbara Tisdale. I live
7 in Sarasota and I represent Richardson Road, a
8 neighborhood of approximately 500 people.

9 I, like almost everyone else here, and my
10 neighbors, would like to retain the number we have,
11 the area code we have, and only use a 7-digit number.

12 We would like to keep Manatee, Sarasota and
13 Charlotte County together. I would like permanent,
14 long life 7-digit numbers.

15 Because of the geographic location of
16 Englewood and it being in two counties, I believe this
17 should be a priority consideration to keep neighbors,
18 neighborhoods, schools, businesses in the neighborhood
19 in the same area code. Mixing area codes in the same
20 city and neighborhood would be a hardship for numerous
21 situations and not neighborhood friendly. So when
22 you're doing this, when it comes down to it, you look
23 at the neighborhoods. Let's try to keep the same
24 streets with the same numbers, the same area codes.
25 And so that when the children are dialing their

1 parents, or the school is dialing parents, or children
2 are dialing the neighbors it's easier. It's less
3 complicated and it's more neighborhood friendly.
4 Thank you.

5 **COMMISSIONER JOHNSON:** Thank you.

6 **MR. BECK:** Giovanna Deveny.

7 - - - - -

8 **GIOVANNA DEVENY**

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

12 **DIRECT STATEMENT**

13 **WITNESS DEVENY:** I'm Giovanna Deveny. I
14 live at 98 Hourglass Drive, Venice, Florida. I chair
15 a coalition of neighborhood associations that
16 represents probably 10,000 people in South Sarasota
17 County.

18 The mission of South Venice 2010 is to
19 preserve promote and protect the integrity of the
20 community. To that end, we respectfully request that
21 Sarasota and Charlotte Counties be given one area code
22 number. We appreciate the work that's apparent in the
23 plans that were handed out to us today. However, we
24 feel it is time for some new thinking.

25 We respectfully request that the Public

1 Service Commission think outside the box. And in the
2 interest of the public health safety and welfare, keep
3 Sarasota County and Charlotte County in the same area.

4 As you have just heard, Manatee County has
5 announced adding more than 7,000 new homes in a major
6 development. Sarasota County is growing by leaps and
7 bounds. Charlotte County continues to be a major area
8 for Southwest Florida growth. Unless geographic code
9 areas are downsized, another area code change is in
10 our short-term future.

11 To prevent this, we ask that you take a
12 fresh approach. Fewer counties and a longer
13 exhaustion period.

14 Sarasota County and Charlotte County are
15 joined at the hip in the city of Englewood. The
16 county line runs through the middle of that city.
17 Englewood is one of the oldest cities on this coast.

18 In our opinion, government should do
19 everything possible to preserve the sense of community
20 that Englewood has struggled so hard to nurture.

21 Recognizing and appreciating the need to
22 encourage the sense of community in the area, local
23 governmental bodies have joined together in interlocal
24 agreements. County Commissions have collaborated
25 positively on funds for the building of roads. School

1 boards have worked successfully in a reciprocal
2 agreement for school attendance. Students attend
3 Englewood Elementary School and Sarasota County
4 schools. They then attend Ainger Junior High and
5 Lemon Bay High School, Charlotte County schools. The
6 sense of community is strengthened through
7 after-school and weekend youth activities. These
8 events include students from Sarasota County and
9 Charlotte County.

10 Patients from both Sarasota County and
11 Charlotte County feel fortunate to have medical
12 facilities so close by. Government has a
13 responsibility to remove as many obstacles as possible
14 for residents in this time of need for health care.
15 Overlays would place obstacles in the paths of elderly
16 residents. Picture yourself the partner of someone
17 who has need of a doctor, or think of yourself as a
18 the school secretary who must call home because an
19 elementary school child has become ill at school. In
20 a time of stress, confusion of numbers could
21 complicate routine people in a timely manner.

22 Consider the ease of dialing seven numbers;
23 now contemplate dialing ten numbers. Sarasota and
24 Charlotte County are fortunate that they have not been
25 afflicted by the problems of very large county have

1 few choices for dealing with monumental problems
2 brought on by very large populations.

3 We can preserve our sense of community for a
4 while yet. Please help us to do that. We
5 respectfully request that you do all in your power to
6 permit Sarasota County and Charlotte County to operate
7 under the same area code. And our organization would
8 not mind changing from that 941 area code if we had a
9 much longer exhaustion period for the new code and
10 that's why we're hoping that you will consider a
11 smaller geographic area. We hope that's within the
12 realm of possibility.

13 Thank you very much.

14 **COMMISSIONER JOHNSON:** Thank you, ma'am.

15 And your testimony you're focussing more on the
16 Sarasota and Charlotte; not necessarily the Manatee.

17 **WITNESS DEVENY:** I understand that business
18 has a major problem with telephone numbers and all of
19 that. But at some point, major changes are going to
20 have to be made. Maybe now is the time to do it.

21 It's never easy when going through a
22 transmission period. But if, indeed, this is going to
23 be the answer to the very short -- I can't imagine, in
24 less than four years we're wanting to change area code
25 again? I'm sure businesses aren't happy with that.

1 If Manatee wants to stay with 941 -- and, again, I'm
2 not speaking for Chambers of Commerce or anything
3 else, but in my mind common sense tells me leave
4 Manatee and all the other counties in 941 and then put
5 Sarasota and Charlotte in one new one and leave it
6 there for a while.

7 **COMMISSIONER JOHNSON:** I see. Thank you.

8 **WITNESS DEVENY:** Thank you.

9 **MR. BECK:** Grace Amodeo.

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11 **GRACE AMODEO**

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

15 **DIRECT STATEMENT**

16 **WITNESS AMODEO:** My name is Grace Amodeo and
17 I headed the petition to eliminate long distance rates
18 throughout Charlotte County in 1995 through 1997.

19 I live at 17079 O'Hara Drive, Port
20 Charlotte, Florida 33948.

21 Charlotte and Sarasota Counties have been
22 working hard to create unity within and between their
23 counties. We are no strangers to diversity, but we
24 like to keep -- we would like to keep county
25 continuity with the same area code. We're still

1 struggling with the long distance rates between
2 Englewood and the rest of Charlotte County.

3 Our county boundaries were established many
4 years ago. These county boundaries do mean something
5 to our residents, our businesses and commerce, and we
6 hope to the Public Service Commission and to the
7 telephone companies. We build roads together. Common
8 disasters connect us with water supplies and emergency
9 help. Would you divide your body? Well, then don't
10 divide our county bodies either.

11 Our resident population in Charlotte County
12 is one of the oldest in the state. Having different
13 area codes within the county would create considerable
14 confusion. We get enough wrong numbers now with seven
15 digits.

16 It was pointed out at the last meeting that
17 we teach our children their home phone numbers. Seven
18 digits are easier for them to remember.

19 We are glad that you consolidated. I don't
20 quit understand what that means but I think that it's
21 something favorable to us. And I encourage you to
22 keep the area code in Charlotte, Sarasota and Manatee
23 Counties the same with no overlays. Thank you.

24 **COMMISSIONER JOHNSON:** Thank you.

25 Any questions?

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TAYLOR MEALS

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

DIRECT STATEMENT

MR. MEALS: My name is Taylor Meals. My address is 1325 Bayshore, Englewood, Florida 34223.

I moved to Englewood a little less than a year ago. And I moved to a small coastal community; it's got a nice quality of life. It's a nice place to visit and also live. I was glad a few weeks ago that the PSC Staff had an opportunity to come to Englewood. For the benefit of the Commissioners, a little geography, when you go to Englewood, if you leave from Sarasota, you're going to end up on a two-lane road if you get to Englewood. If you take 75, get off at the Englewood exit, you're going to take a two-lane road to get to Englewood. If you're coming up from the south, from Port Charlotte to get to Englewood, you're going to take a two-lane road. But once you get -- all these two-lane roads come together, you are in the town of Englewood. In Englewood we have four-lane roads and six-lane roads and it's a very nice place.

One thing you've got in Englewood that's a common denominator for that community is the school

1 system. The school system does not recognize county
2 lines. The people in Englewood don't recognize county
3 lines.

4 I live in Sarasota County. I have three
5 children. My youngest children go to Englewood
6 Elementary School. That's in Sarasota County. My
7 middle daughter goes to L.A. Ainger, which is a middle
8 school for the entire area, and that's in Charlotte
9 County. My son goes to Lemon Bay High School; that's
10 also in Charlotte County. So the community doesn't
11 recognize the county lines.

12 One of the things that's a concern to me and
13 probably other parents, that our younger children have
14 to dial different area codes. In a small community
15 already, it really doesn't make any sense. My
16 children have friends in Boca Grande, which is at the
17 far end of the school system, and we're in the
18 northern end.

19 Englewood is one community. It's not a
20 community that's divided by a county line. There's no
21 sign in Englewood. When you get to the two-lane road
22 it says "Welcome to Englewood, Charlotte." If you're
23 coming the other direction it says "Welcome to
24 Englewood, Sarasota County."

25 So in your decisions to make the division,

1 dividing because it's on a county line makes
2 absolutely no sense.

3 Thank you.

4 **COMMISSIONER JOHNSON:** Thank you.

5 Questions? Thank you.

6 **MR. BECK:** Tim Tilton.

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8 **TIM TILTON**

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

12 **DIRECT STATEMENT**

13 **WITNESS TILTON:** Good morning,
14 Commissioners. My name is Tim Tilton. I have been
15 sworn in.

16 I'm a member of the Sarasota County Growth
17 Management Business Center, formerly know as the
18 Planning Department, here in this building. I have
19 been involved with demographic data and demographic
20 analysis in the long range section for over 14 years,
21 and it's in this capacity I'd like to make a short
22 statement.

23 I believe it's in the best interest of the
24 west coast of Florida to retain the 941 area code for
25 the Manatee, Sarasota and Charlotte County area. And

1 in particular, I'd like to call your attention to the
2 population projections for Sarasota County. As of
3 today, 1998, (sic) we currently have a functional
4 population of nearly 396,000 people. This number is
5 projected to extend to well over 525,000 in the year
6 2020. And just based on this projection alone, we
7 believe it's imperative that we have the reserve
8 capacity to meet the needs of our residential
9 community, as well our growing business community.

10 What I'd like to do is submit for the record
11 population projections that have been prepared by the
12 Bureau of Economic and Business Forecast in Sarasota
13 County.

14 And I'm not certain when you do your
15 demographic analysis if you work closely with the
16 Bureau of Economic and Business Research, but this
17 agency, University of Florida, is under contract with
18 the State of Florida to produce population projections
19 for all Florida counties.

20 And that is the extent of my testimony. If
21 you have any questions, I'd be glad to answer them.

22 **COMMISSIONER JOHNSON:** Any questions?

23 **COMMISSIONER JACOBS:** Do you know how those
24 projections contrast with the other counties,
25 surrounding counties, particularly Charlotte and

1 Manatee? Are they on a similar course?

2 **WITNESS TILTON:** They are. We're all very
3 similar. We are a more moderate growing county but
4 you can see that we're already scheduled to grow
5 130,000 people in a few short years. And that's only
6 the residential component of the population. That
7 doesn't take into account the associated business uses
8 that come along with that residential population.

9 **COMMISSIONER JACOBS:** I would think Polk
10 would be -- more growing at a faster pace. Is that
11 your sense?

12 **WITNESS TILTON:** I'm not really prepared to
13 answer that. I'm not really sure.

14 **COMMISSIONER JACOBS:** It's an interesting
15 point, because if high growth counties, Manatee,
16 Sarasota, Charlotte -- Polk is a high growth -- that's
17 going to drive the exhaust period.

18 **WITNESS TILTON:** Well, depending upon who
19 you ask in the county, we're growing at a pretty good
20 pace.

21 **COMMISSIONER JACOBS:** Yeah. Okay. Thank
22 you.

23 **MR. BECK:** Gordon Greenfield.

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GORDON GREENFIELD

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

4 **DIRECT STATEMENT**

5 **WITNESS GREEN:** Good morning. My name is
6 Gordon Greenfield. I'm vice president of Corporate
7 Development at Cheetah Technologies, 2501 63rd Avenue
8 East in Bradenton, Florida 34203.

9 I'm testifying today on behalf of Cheetah
10 Technologies in support of any of the alternatives
11 before the Commission that will result in retaining
12 the 941 area code in Manatee County.

13 I'd like to provide a little bit of
14 background of our company.

15 Over the last seven years Cheetah
16 Technologies has grown from a \$1 million company in
17 annual sales to about \$40 million in annual sales.
18 We're a provider of high technology, network
19 management systems to the cable television industry.
20 Our employment in 1992 was ten employees. Now in 1999
21 it's up to 320 employees. The creation of those 300
22 new jobs is based entirely on our export sales of
23 technology products, both throughout the United States
24 and internationally.

25 We export products to much of the Pacific

1 rim, Korea, Japan, Tiawan, Latin American companies,
2 including Argentina, Brazil, Chile and Mexico.

3 I'd like to describe the cost associated
4 with making a area code change to a company such as
5 ours, along with stationery, business cards and
6 corporate brochures, be it data or information sheets
7 of over 50 different products that are printed and
8 would have to be redone. We have training materials,
9 technical manuals, product fliers and technical
10 bulletins, all of which would have to be reprinted. I
11 can conservatively estimate that my company would be
12 facing printing costs alone of \$50,000 to change the
13 area code.

14 The communications to our customers of the
15 change will add to that cost. It will also cost time
16 and attention away from our core business. However,
17 what has us even more concerned is the potential lost
18 business. About 50% of our sales have historically
19 come from international markets. We're concerned with
20 the potential infusion of our customers over changed
21 phone numbers and the perceived lack of stability when
22 dealing with international markets given that we
23 changed our number just three years ago.

24 We believe that a change in the 941 area
25 code from Manatee County so soon after the recent

1 change will adversely affect our company's growth and
2 our contribution to the local economy. Subsequently,
3 we're supportive of retaining the 941 area code for
4 Manatee County.

5 Those are my comments. Do you have any
6 questions?

7 **COMMISSIONER JOHNSON:** Any questions? You
8 said retaining the 941.

9 **WITNESS GREENFIELD:** Uh-huh.

10 **COMMISSIONER JOHNSON:** Are you opposed to an
11 overlay in order to retain that?

12 **WITNESS GREENFIELD:** I'll answer that in two
13 ways. From a business perspective, we have no
14 opposition to an overlay. It would have no effect on
15 our business whatsoever. As a resident of Manatee
16 County, with a three year old child and I'm trying to
17 teach her our phone number, I don't particularly find
18 it an attractive option, but it would have no adverse
19 effect on our business.

20 **COMMISSIONER JOHNSON:** Faced with --

21 **WITNESS GREENFIELD:** Faced with -- if you
22 were framing the question -- which I hope you don't
23 come to this -- if the decision were to change the
24 area code or go to an overlay plan, we would be
25 supportive of an overlay plan.

1 **COMMISSIONER JOHNSON:** Okay. Thank you.

2 **MR. BECK:** William Strickland.

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4 **WILLIAM STRICKLAND**

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

8 **DIRECT STATEMENT**

9 **WITNESS STRICKLAND:** Good morning. My name
10 is William Strickland. I live at 1346 Bureau Road in
11 Englewood. My other residence is at Lemon Bay High
12 School, 2201 Placida Road in Charlotte County. And
13 for the record, I was born in Manatee County.

14 An additional area code for the Englewood
15 community would impact several areas. The following
16 considerations represent concerns from my vantage as
17 the principal of the area high school, Lemon Bay High
18 School.

19 High school and middle school students in
20 Englewood attend L. A. Ainger and Lemon Bay High
21 Schools which are both in Charlotte County. An
22 agreement has functioned since the late '60s, in fact,
23 to have the two counties reciprocate elementary
24 through secondary ages for students.

25 As far as interscholastic competition

1 between our high school and people up and down the
2 coast, we have had a north-to-south orientation since
3 its inception in 1977. This has gone from Manatee to
4 Collier County, but growth is meaning that we're
5 compacting the area more and more and we are
6 gravitating more to the north.

7 Since the inception of Lemon Bay High School
8 in 1977, the boundary lines have included that portion
9 of Sarasota County which extends to the North Manasota
10 Beach Road. We present have 30% of our students of
11 the 1200 we have who live in the Sarasota County area.
12 This year we have implemented a new phone system for
13 better communication with parents, community and the
14 businesses.

15 To that end, has created a voice mail
16 capacity for our school, this parent link has
17 documented, since June 15th of '98, 25,491 calls
18 through yesterday's date. And using the 30% factor
19 that I mentioned before, that would represent 7,648
20 calls alone to voice mail during this school year.

21 We do not feel this is an unusual database
22 in this first -- this being the first year, and will
23 certainly grow as we become more familiar with the
24 system.

25 The natural Lemon Bay High School boundary,

1 otherwise known as the Cape Haze peninsula, extends,
2 as I said before, north to the Manasota Beach Road,
3 south to the community of Boca Grande, east to the
4 Myakka River and west to the Gulf of Mexico and
5 barrier islands.

6 I have lived in Englewood since 1971 in
7 Sarasota County. I can't imagine having to call home
8 and it being long distance. And I also would mention
9 that this past weekend, at the annual Easter egg hunt.
10 There were more children hunting eggs than were in
11 Englewood when I came in 1971.

12 The teen factor would be a boon to the phone
13 companies if we could create revenues for them by
14 going with long distance. It's hard enough to adjust
15 to life after high school when the kids go to college
16 and parents get the first phone bills and find out
17 it's higher than the tuition.

18 Adding the middle and high school social
19 climb in the picture -- and I think you understand the
20 magnitude of the problem -- as well as it's been so
21 eloquently stated before by people who have been here
22 as far as statements made in regards to the confusion
23 factor.

24 I think you've also understood from comments
25 this morning that we're not your ordinary town. We

1 appreciate you taking the time and effort to gather
2 this information.

3 If I could add one thing as far as
4 preferences, I think there's been many things said
5 trying to keep the natural boundaries between
6 Sarasota, Manatee and Charlotte County intact. The
7 fact that we don't have much in common with Polk
8 County has been pointed out as well, if that is,
9 indeed, an option.

10 Thank you. And I would entertain any
11 questions.

12 **COMMISSIONER JOHNSON:** Any questions? One
13 clarification, and we mentioned this early on but it
14 does get a bit confusing, if we decided on the overlay
15 and individuals had to go to 10-digit dialing, it
16 would not affect the rate or the cost of the call. A
17 local call will still be a local call; a \$.25 call
18 will still be a \$.25 call, but there's that big
19 inconvenience figure I'm hearing loud and clear.
20 Thank you.

21 **MR. BECK:** Greg Wanner.

22 **GREG WANNER**

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

DIRECT STATEMENT

1
2 **WITNESS WANNER:** Good morning. My name is
3 Greg Wanner. I'm the owner of an Internet service in
4 Englewood, Englewood On-line. Our address is 489
5 South Indiana Avenue in Englewood.

6 We have been providing service to the area
7 now for over three and a half years. My main purpose
8 this morning is to come and state some of the things
9 we've heard as a provider from the confusion of the
10 proposed area code change.

11 When I'm out and about at different
12 functions, speaking with people, people coming into
13 our office -- I had a gentlemen yesterday, an e-mail,
14 the biggest question they have to us is if the area
15 code changes that would cause to split Englewood, you
16 know, "Who am I going to get as my provider? I guess
17 I'm going to find someone else."

18 We try to educate people and tell them area
19 code change would not cause that, it would only mean
20 they are going to have to dial ten digits. As the
21 other gentlemen explained with Cheetah Technology, the
22 same costs apply to us. Our printing. Our
23 distribution of our installation CD ROMs would also
24 create many costs to our business and adversely affect
25 us. But the main thing I find is in the community.

1 I, myself, have the business in Sarasota
2 County. I live in Charlotte County. For me to call
3 home again, I would have to do 10-digit dialing; have
4 to remember all of the different numbers, which there
5 is speed dialing when you get to use it.

6 Being in a technology company, change is not
7 something we're adverse to. We do it constantly in
8 the business. But divide, splitting the community
9 where it's at, I find would have a negative impact on
10 the continuation of Charlotte and Sarasota County
11 working together, and to, you know, build one
12 community which we call Englewood.

13 I, myself, am in favor of keeping Manatee,
14 Charlotte and Sarasota County as one community as we
15 service all that community from Punta Gorda all way to
16 Manatee or Bradenton; we provide local access to them.

17 It's creating a lot of confusion. We hear
18 it quite a bit. We service over 2,000 customers. I
19 would say as least 10% of our customer base has
20 contacted us regarding this proposed change. And I'm
21 just here to state that fact.

22 That's all I have to say.

23 **COMMISSIONER JOHNSON:** Thank you.

24 Questions?

25 **COMMISSIONER JACOBS:** Do you have an idea

1 how many of your subscribers will be affected by the
2 split?

3 **WITNESS WANNER:** At this time probably over
4 50% of our subscribers would be affected by the split.
5 As I said, we're probably half a mile from the
6 Sarasota County line. A large portion of our base
7 comes from the Sarasota County-Cape Haze-Rotonda --
8 what they call Port Charlotte is really the Gulf Coast
9 region which is the 697, 698 exchange.

10 **COMMISSIONER JACOBS:** I see. Presently it's
11 a local call for them?

12 **WITNESS WANNER:** That is correct.

13 **COMMISSIONER JACOBS:** Thank you.

14 **WITNESS WANNER:** Thank you.

15 **MR. BECK:** Commissioner, Mr. Wanner is the
16 last witness who indicated when they signed up that
17 they wanted to speak.

18 **COMMISSIONER JOHNSON:** Are there any other
19 customers in the audience that did not sign up to
20 speak this morning but that would like to speak?

21 (No response.)

22 Seeing none, I'd like to thank you all
23 coming out this morning. We're going to conclude the
24 customer portion of the hearing and begin the
25 technical portion at 1:00. We will then reconvene

1 customer testimony this evening; the same location
2 again.

3 Appreciate all of your testimony.

4 (Recess taken at 12:15 p.m. and hearing
5 reconvened at 1:10 p.m.)

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7 **CHAIRMAN GARCIA:** All right. We're going to
8 continue the hearing that began this morning, so we
9 don't need to read the notice.

10 I do want to do some preliminary. If we
11 could take a moment, I guess, to think about -- last
12 night we had one worker in the TECO power plant who
13 was killed. I believe there are some 20-odd people
14 that were injured. So if we could take a moment.

15 (Pause)

16 All right. Let me -- counsel doesn't need
17 to read the notice, but I want to take appearances so
18 I know who is who, and I guess we can start at one end
19 and work our way this way, so --.

20 **MR. MINIX:** Mr. Chairman, my name is
21 Jim Minix, Senior Assistant Attorney with Manatee
22 County, one of the parties to this action.

23 **MS. BURTON:** My name is Marty Burton,
24 Assistant County Attorney for Charlotte County, also
25 one of the parties.

1 **CHAIRMAN GARCIA:** Burton, correct?

2 **MS. BURTON:** Yes, Burton.

3 **MS. SCHNEIDER:** Kathleen Schneider,
4 Assistant County Attorney for Sarasota County, one of
5 the parties.

6 **MS. CASWELL:** Kim Caswell. I'm here on
7 behalf of GTE Florida.

8 **MR. REHWINKEL:** Charles Rehwinkel on behalf
9 of Sprint-Florida, Incorporated.

10 **MR. MAY:** Bruce May on behalf of BellSouth
11 Mobility.

12 **MR. HEATON:** My name is Frank Heaton. I'm
13 representing Wireless One Network and I'm not an
14 attorney.

15 **CHAIRMAN GARCIA:** That's an advantage,
16 Mr. Heaton.

17 **MS. WHEELER:** My name is Kimberly Wheeler,
18 and I'm representing the North American Numbering Plan
19 Administrator, Lockheed Martin.

20 **MS. MCKINNEY:** My name is June McKinney,
21 Commission Staff.

22 **CHAIRMAN GARCIA:** Ms. Wheeler, we usually
23 don't have an attorney representing -- is there any
24 reason that you're here today?

25 **MS. WHEELER:** I just wanted to be here today

1 to represent my client.

2 **CHAIRMAN GARCIA:** Okay. Great.

3 We have some preliminary matters and
4 Ms. McKinney will walk us through those. If you have
5 anything to add, just speak up.

6 **MS. MCKINNEY:** Thank you, Chairman.

7 First, Staff has addressed several
8 documents, the Official Recognition List, which I
9 informed all the parties earlier -- and we provided
10 the documents. Staff would ask in lieu of reading the
11 entire list into the record, that it please be marked
12 as Exhibit 1 for identification without objection from
13 the parties.

14 **CHAIRMAN GARCIA:** We'll mark it as
15 Exhibit 1.

16 (Exhibit 1 marked for identification and
17 received in evidence.)

18 **MS. MCKINNEY:** Staff asked it be moved into
19 the record at this time.

20 **CHAIRMAN GARCIA:** Ms. McKinney, may I ask
21 you a favor? Could you keep our exhibit list for us?

22 **MS. MCKINNEY:** No problem, Chairman.

23 **CHAIRMAN GARCIA:** Let me just say this while
24 Ms. McKinney looks for the exhibit list.

25 I want to sort of take -- and maybe some of

1 the parties may have a suggestion on this -- I want to
2 take official recognition of the Commission's Waiver
3 Order that was filed with the FCC last week. And I
4 just wanted -- I don't know if that's on this list,
5 but I wanted the parties to be aware of that. And I
6 don't know what the number of that is, but I'm sure
7 Ms. McKinney will be able to get it for us. But just
8 so they are aware that that's something we're working
9 off of, too, which is the waiver provision that we
10 filed with the FCC.

11 **MS. MCKINNEY:** And, Commissioner, just for
12 the record, that is Docket No. 990373.

13 **CHAIRMAN GARCIA:** Ms. McKinney is always
14 ahead of me. So now you know the docket number. Just
15 so you know where we are. No objections? Great.
16 Ms. McKinney.

17 **MS. MCKINNEY:** And the second thing Staff
18 would like to bring to your attention, we discussed it
19 with the parties and there's a stipulation, that for
20 Exhibit No. 2, that Staff's Proposed Five Alternatives
21 be moved into the record and marked for
22 identification.

23 **CHAIRMAN GARCIA:** Very good.

24 **MS. MCKINNEY:** And we'd like to move that
25 into the record, please, Chair, if there are no

1 objections.

2 **CHAIRMAN GARCIA:** Great. That will be
3 Exhibit No. 2.

4 (Exhibit 2 marked for identification and
5 received in evidence.)

6 **MS. MCKINNEY:** Another preliminary matter is
7 Mr. Heaton's qualified status. Did the parties
8 receive a copy of Mr. Heaton's Motion for Qualified
9 Status? Yes.

10 Staff recommends that Mr. Heaton be
11 designated as a qualified representative because he's
12 complied with the Uniform Rule Section 28-106.106

13 **CHAIRMAN GARCIA:** Is there any objection?

14 **MR. REHWINKEL:** Yes.

15 **CHAIRMAN GARCIA:** Okay, Mr. Rehwinkel.

16 **MR. REHWINKEL:** Yes. I guess, first of all,
17 I need to get some clarification about what the
18 Commission is ruling on.

19 Today I was hand-delivered a copy of
20 Mr. Heaton's -- some documents. There are three
21 documents. One is a cover letter to Blanca Bayo; one
22 is a letter from a Mr. Dwyer to Chairman Garcia, and
23 the other is an Affidavit dated the 7th of April. All
24 documents are dated the 7th of April.

25 Part of my objection, Chairman Garcia, is

1 that Mr. Heaton has asked to be -- or his company has
2 asked that he be allowed to be deemed a qualified
3 representative to represent Wireless One, which is a
4 large wireless provider in the Southwest Florida area.

5 I believe Mr. Heaton, from my personal
6 knowledge of him and his abilities, has most of the
7 requisite requirements to act as a qualified
8 representative under the Florida rules and the
9 traditional rules of practice before the Commission.

10 I would like to bring to the Commission's
11 attention to model rule or Uniform Rule 28-106.107,
12 which contains the Standards of Conduct for Qualified
13 Representatives. And it says "The following standards
14 of conduct are mandatory for all qualified
15 representatives." And subsection (3) says "A
16 representative shall not --" and then subsection (e)
17 of that says "communicate or cause another to
18 communicate as to the merits of the proceeding with
19 the presiding officer, except on the record or in
20 writing, with a copy promptly delivered to the
21 opposing party."

22 This letter from Mr. Dwyer, which was
23 submitted by Mr. Heaton, I just have concerns about
24 the nature of this communication.

25 I suspect that despite the way it looks,

1 that you have not seen this letter until probably the
2 last few minutes, and probably within the time that I
3 have been able to see the letter.

4 My problem is this letter continues to make
5 some of the allegations that were contained in
6 testimony that was excluded as being late-filed, and
7 specifically allegations in here that are really
8 almost defamatory to Sprint saying that the company
9 volunteered on behalf of Wireless One to undergo --
10 require all of the residents of the Fort Myers LATA to
11 undergo a change in area code. And I think there's
12 testimony that addresses that issue.

13 **CHAIRMAN GARCIA:** What would you like us to
14 do, Mr. Rehwinkel?

15 **MR. REHWINKEL:** I just don't think this
16 letter is appropriate to be part of the record. I
17 don't have a problem with Mr. Heaton being a qualified
18 representative. And I want to get to the bottom line,
19 which is Mr. Heaton, if he wants to appear here and
20 represent Wireless One as if he is an attorney, any
21 actions he takes on behalf of his client, or Wireless
22 One, he needs to act and be held to the same standard
23 that any other attorney representing a party is held
24 to. And that means that any objections that are made
25 to -- or any cross examination that he conducts should

1 be -- he should be held to the same standards as
2 anyone else up here.

3 **CHAIRMAN GARCIA:** Okay. Mr. Heaton.

4 **MR. HEATON:** I have no objection to being
5 held to that same standard.

6 **CHAIRMAN GARCIA:** All right, Mr. Heaton. I
7 read the letter. I don't know if we need this letter
8 on the record for the discussions and the discovery
9 that we're going to make. I don't think it adds
10 anything to the discussion that you cannot, to some
11 degree, bring out in questioning some of the witnesses
12 that are going to come before us.

13 And in the spirit of trying to get to the
14 best information, I'm going to not put this as part of
15 the record. But, of course, we are going to allow you
16 to represent Wireless One as a qualified
17 representative, okay?

18 **MR. HEATON:** Thank you.

19 **CHAIRMAN GARCIA:** Is that satisfactory,
20 Mr. Rehwinkel?

21 **MR. REHWINKEL:** Yes.

22 **CHAIRMAN GARCIA:** Anything else?

23 **MS. MCKINNEY:** Yes, Chairman Garcia. The
24 next thing is the stipulation to consolidate the
25 docket, specifically Fort Meade, Docket 981941, with

1 the 941 docket that we're here for today. At
2 prehearing the Prehearing Officer ruled that both Polk
3 County and the City of Fort Meade would have to submit
4 a formal stipulation in order to be consolidated.

5 I passed out a copy of the Stipulation from
6 both Polk County and the City of Fort Meade today
7 agreeing to consolidate the dockets and waiving their
8 14-day notice. So I'm just noting that for the
9 record.

10 **CHAIRMAN GARCIA:** Are we consolidating them?

11 **MS. MCKINNEY:** Yes, Chair.

12 **CHAIRMAN GARCIA:** Okay. Very good. So they
13 are consolidated. All right. Anything else?

14 **MS. MCKINNEY:** Thank you, Chair. Yes. The
15 order of witnesses, there's an outstanding motion to
16 substitute witness William Brown for the purpose of
17 adopting the prefiled and direct rebuttal testimony of
18 Ronald Burleson.

19 **CHAIRMAN GARCIA:** Is there any objection to
20 that? All right. So we'll do that.

21 **MS. MCKINNEY:** And as noted in the hearing
22 earlier, the service hearing, Sarasota County withdrew
23 their witness, James Ewing, and there were no
24 objections at the service hearing to that. He
25 testified at the service hearing and will not be

1 providing testimony at the technical hearing.

2 **CHAIRMAN GARCIA:** Very good.

3 **MS. MCKINNEY:** Additionally, as noted
4 earlier Kim Wheeler is here from Lockheed Martin and
5 NANPA; also filed a motion to make her a qualified
6 representative in this case since, in fact, she is not
7 barred in the state of Florida, and Staff has no
8 objection to that.

9 **CHAIRMAN GARCIA:** Okay.

10 **MS. MCKINNEY:** It does need to be noted to
11 the parties that previously the prehearing officer
12 ruled that Ms. Wheeler would not participate in this
13 case because NANPA is a neutral party. But she is
14 here to represent her client and will provide
15 objections, if necessary.

16 **CHAIRMAN GARCIA:** All right. Very good.

17 Is that all right with you, Ms. Wheeler?

18 **MS. WHEELER:** Yes, Chairman.

19 **CHAIRMAN GARCIA:** Okay.

20 **MS. MCKINNEY:** Staff has no additional
21 preliminary matters at this time. No one requested
22 opening statements at prehearing. And I'm not sure
23 whether some of the parties were aware of that,
24 Chairman, quite frankly, because they are new to
25 practicing before the Commission. So traditionally we

1 don't have opening statements at our hearings and I
2 don't know that any of the parties want to speak to
3 that.

4 **CHAIRMAN GARCIA:** I see that none of them
5 wish to speak.

6 **MS. MCKINNEY:** So there are no other
7 preliminary matters and we're ready to start the
8 witnesses.

9 **CHAIRMAN GARCIA:** Very good.

10 Let me just state that I believe that public
11 testimony is very important. I know Commissioner
12 Jacobs missed a little bit at the beginning of this.
13 I'm sure he will be looking at the record. And I,
14 likewise, will be reading the record of the testimony
15 this morning and probably be listening to it on the
16 tape of the Internet.

17 That said, we'll call our first witness.

18 **MS. MCKINNEY:** For those of you not familiar
19 with Commission procedures, we'll be following the
20 order -- the Prehearing Order, those witnesses and the
21 way they were.

22 **CHAIRMAN GARCIA:** Correct. Right.

23 We'd also ask that the -- we might as well
24 swear in all of the witnesses that are here at one
25 time. So if Ms. Pamela Kenworthy can come up -- and

1 that's where the witness will be going (indicating) --
2 and then I'll ask the rest of the witnesses that are
3 here to stand, and we will -- I always enjoyed
4 Commissioner Johnson's swearing in much more than
5 mine, so if you're sworn in, we don't have to double
6 swear you.

7 (Witnesses collectively sworn.)

8 Great. Thank you.

9 Ms. Kenworthy, you're going to have a
10 presentation for us?

11 - - - - -

12 **PAMELA KENWORTHY**

13 was called as a witness on behalf of Lockheed Martin
14 IMS as NPA and, having been duly sworn, testified as
15 follows:

16 **DIRECT STATEMENT**

17 **WITNESS KENWORTHY:** I provided a
18 presentation during the public hearing. I wasn't
19 going to reiterate that now.

20 **CHAIRMAN GARCIA:** Why don't you give me a
21 quick one, a very quick presentation of what you did.
22 You don't have a to walk us through as torturous --
23 since I know where we are.

24 **WITNESS KENWORTHY:** Okay. I explained that
25 I worked for Lockheed Martin, and specifically the

1 North American Numbering Plan Administration. I'm an
2 NPA planner in the eastern region which covers the
3 areas from Maine to Florida; also includes West
4 Virginia, Ohio and Pennsylvania.

5 I then went on to explain how NANPA came
6 about. I started off by stating that the FCC
7 initiated the process a few years ago, and that
8 Lockheed Martin was awarded the contract to become the
9 North American Numbering Plan Administrator of the
10 North American Numbering Plan itself, to provide both
11 number administration as well as NPA relief planning.

12 I explained that there were two alternatives
13 that were developed by NANPA at the July meeting held
14 last year, and that one of those alternatives was
15 submitted to the Commission for recommendation.

16 In addition, I went through the three
17 alternatives that Staff provided and showed the public
18 the various maps that Staff provided as well. And I
19 also included two additional slides that were provided
20 by Staff that outlined advantages and disadvantages of
21 an overlay and a geographic split.

22 **CHAIRMAN GARCIA:** Okay. Great. Thank you.

23 I don't know which way to start this.
24 Should I start with Mr. Minix?

25 **MS. WHEELER:** Chairman, should we enter her

1 testimony into the record?

2 **CHAIRMAN GARCIA:** Yeah. Let's do that.

3 Let's enter her testimony into the record as read.

4 And then we will start at that end and work our way

5 this way.

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1 Direct Testimony of
2 Pamela Kenworthy
3 On Behalf of Lockheed Martin IMS
4

5 **QUALIFICATIONS**

6 Q1. Please state your name and business address.

7 A1. My name is Pamela Kenworthy. My business address is 1133 15th Street, N.W.
8 Washington D.C. 20005.
9

10 Q2. With whom are you employed and in what capacity?

11 A2. I am employed at Lockheed Martin IMS as Numbering Plan Area (“NPA”) Relief
12 Planner for the Eastern Region of the North American Numbering Plan. Lockheed
13 Martin IMS performs the role of the neutral third party administrator of the North
14 American Numbering Plan Administration (“NANPA”). I am responsible for
15 initiating NPA relief planning in areas within the US in sufficient time to prevent
16 the exhaust of numbering resources. This assignment includes monitoring code
17 utilization trends in order to project NPA exhaust, notifying the industry and
18 appropriate regulatory bodies of the need for NPA relief planning, and conducting
19 relief planning meetings with the telecommunications industry. My responsibilities
20 also include preparing and forwarding industry recommended relief plans to the
21 appropriate regulatory agency and providing notification of agency approved relief
22 plans to the industry in accordance with the NPA Code Relief Planning and
23 Notification Guidelines (INC 97-0404-016) (“Guidelines”). The Guidelines are
24 attached hereto as Exhibit PK-1.
25

1 Q3. Please describe your educational background and previous professional experience.
2 A3. I graduated from Western Maryland College in 1982 with a Bachelor of Arts degree
3 in Political Science and Spanish. I worked for Fidelity Investments as a Forecast
4 and Call Volume Planner analyzing market trends. I have also worked for the
5 National Exchange Carrier Association (“NECA”) in New Jersey where I was an
6 Associate Manager, forecasting demand for Switched Access using econometric
7 technical call models. Following that assignment, I worked in NECA’s Regulatory
8 Department where I analyzed Federal Communications Commission dockets
9 dealing with numbering and other telecommunications policies and drafted related
10 comments on behalf of NECA’s member companies. In 1994, I joined MFS
11 Communications (which later became WorldCom) as a Senior Manager to develop
12 numbering policy for regulatory filings and proceedings involving the use of the
13 North American Numbering Plan and number portability before assuming my
14 present position at Lockheed Martin IMS in May of 1998.

15

16 **PURPOSE OF TESTIMONY**

17 Q4. What is the purpose of your testimony?
18 A4. I offer this testimony pursuant to the Guidelines and to explain NANPA’s role in
19 the instant NPA relief proceeding. On July 8, 1998, NANPA hosted an industry
20 meeting in Tampa, Florida for the purpose of presenting NPA relief alternatives to
21 the industry and to ultimately allow industry members to come to consensus on a
22 single relief plan to be presented to the Florida Public Service Commission. At the
23 meeting, NANPA distributed the Initial Planning Document (“IPD”), which

1 1 2

1 described two relief alternatives for the 941 area code, and industry members were
2 given an opportunity to propose and discuss additional relief plans. The industry
3 did not propose additional alternatives. The industry came to a consensus to
4 recommend Relief Alternative # 2, a geographic split, as the method for relief for
5 the 941 area code. The meeting notes, including a copy of the IPD and a map
6 illustrating Alternative #2, are attached hereto as part of Exhibit PK-2. As the
7 neutral third party administrator, Lockheed Martin IMS has no independent view
8 regarding the selected relief option.

9
10 Q5. Please provide a brief background of the contents of the IPD and recommended
11 relief alternative.

12 A5. Two alternatives were developed by NANPA and discussed during the July 8, 1998
13 industry meeting. Alternative #1 was an all services overlay and Alternative #2 was
14 a geographic split. The IPD provided a synopsis of the proposed plans, including
15 local dialing arrangements, and described the geographic boundaries of both the old
16 and the new NPAs under both alternatives. The IPD also included maps illustrating
17 the two relief alternatives. The industry members eliminated Alternative #1
18 because they concluded that the public would regard unfavorably the mandatory 10-
19 digit local dialing. The industry members eventually reached consensus to
20 recommend Alternative #2 because they concluded that the geography within the
21 existing 941 area code boundaries is sufficiently large to support a split alternative.
22 The industry also reached consensus to recommend to the Florida Public Service
23 Commission that the northwest area of the geographic split retain the 941 NPA.

1 **NANPA's ROLE IN THE NPA RELIEF PROCESS**

2 Q6. What was NANPA's specific role during the relief planning process?

3 A6. In addition to preparing the IPD, NANPA facilitated the industry consensus process
4 towards the recommendation of an alternative for relief to the Florida Public
5 Service Commission. In accordance with the Guidelines, NANPA also compiled
6 and filed documents with the Florida Public Service Commission on August 17,
7 1998 that provided the status of the industry's efforts and a description of the plan
8 recommended by the industry. The filed document, including attachments, is
9 attached hereto as Exhibit PK-2.

10
11 **RELIEF ALTERNATIVES**

12 Q7. Please describe Alternative # 1.

13 A7. Alternative # 1 proposes to overlay a new area code over the 941 geographic area
14 and use the existing boundary lines. All existing customers would retain the 941
15 area code. However, all customers within the 941 and the new overlay area code
16 would be required to use 10-digit local dialing when calling telephone numbers
17 located within the NPA boundaries. This alternative was rejected by the industry.
18 A map depicting Alternative #1 is attached hereto as Exhibit PK-3.

19
20 Q8. Please describe Alternative # 2.

21 A8. Alternative # 2, the alternative recommended by the industry, splits the existing 941
22 NPA into two sectors: a northwest area ("Area A") and a southeast area ("Area B").

1 1 4

1 The industry recommended through consensus that Area A retain the 941 area code.

2 A map depicting Alternative #2 is attached hereto as Exhibit PK-4.

3

4 Q9. Does this conclude your testimony?

5 A9. Yes it does.

1 **MR. MINIX:** Thank you, Mr. Chairman. I just
2 have a couple of questions.

3 **CROSS EXAMINATION**

4 **BY MR. MINIX:**

5 **Q** Ma'am, do you, when you make these decisions
6 regarding any splits, do you consult with any of the
7 local authorities in making that decision?

8 **A** We don't make decisions on the splits.
9 That's up to the Florida Public Service Commission.
10 When we developed --

11 **CHAIRMAN GARCIA:** Ms. Kenworthy, if you
12 could speak right into the mike because this is being
13 taped and will probably be on the Internet, so the
14 clearer you are there, the better it is for our
15 purposes.

16 **WITNESS KENWORTHY:** Right. What I was
17 stating is NANPA doesn't make a decision on a
18 geographic split. However, we do develop plans to
19 present to the industry, and we consult the geographic
20 area itself, including the rate centers and how many
21 rate centers there are. We do not consult with the
22 county typically.

23 **Q** **(By Mr. Minix)** You said you don't make any
24 decisions regarding a split. I thought NANPA was the
25 one that originally recommended that Polk, Manatee and

1 Sarasota retain the 941 area code and that all the
2 other counties get a new area code.

3 **A** The geographic split alternative that NANPA
4 had developed was that alternative that was on the
5 LATA boundary, and that did not include those areas
6 that you mentioned.

7 **Q** Could you explain what a LATA boundary is?

8 **A** A LATA stands for local access transit --
9 transport area. And these, again, are geographic
10 areas that have been in existence since
11 predivestiture.

12 **Q** And how did you come to the conclusion,
13 though, that Manatee, Sarasota and Polk Counties
14 should retain the 941 area code?

15 **A** That was through industry consensus at the
16 July meeting. And other than the meeting record
17 itself, I don't have further knowledge on how that was
18 derived. I wasn't the NPA planner that actually
19 performed that.

20 **Q** What sorts of data would you rely on in
21 making that determination?

22 **A** Could you clarify which determination?

23 **Q** The determination that the 941 area code
24 needed to be split, and that Manatee, Sarasota and
25 Polk County would retain 941 and all of the other

1 counties should get a new area code?

2 **A** That wasn't a determination that NANPA made.
3 Through the meeting record itself I have determined
4 that either through the conversations that day, during
5 the meeting, that there were parties, participants at
6 the meeting, that interpreted the NPA Relief
7 Guidelines to say that depending on which area has the
8 most exchanges, the most growth, has historically
9 retained the NPA. Historically, however, this isn't
10 something that goes into the recommendation to the
11 Commission.

12 I've facilitated various meetings in the
13 last year I have been on board at NANPA and I believe
14 there's only been one case when the participants asked
15 that a certain geographic area retain the NPA.

16 **Q** Okay. So is it fair to say that the
17 decision would be based on industry data regarding the
18 number of exchanges and phone lines?

19 **A** Yes. It's all based on historical data
20 that's contained in the Local Exchange Routing Guide.

21 **Q** And none of that data would include
22 consultation with local authorities or anything that
23 might be specific to a local community other than
24 phone lines?

25 **A** We try to find out as much as possible. If

1 it's an area that we're familiar with, either one of
2 us has lived there previously, or what have you. If
3 we know participants from past experience. But it's
4 not something that we formally go out and seek that
5 information.

6 Q Okay.

7 MR. MINIX: No further questions.

8 **CROSS EXAMINATION**

9 **BY MS. BURTON:**

10 Q Ms. Kenworthy, in your prefiled testimony
11 there was an exhibit attached marked as PK-1, the NPA
12 Code Relief Planning and Notification Guidelines. I
13 have a question for you about Paragraph 6.4.

14 CHAIRMAN GARCIA: What page are you on?

15 MS. BURTON: Page 11 of exhibit PK-1.

16 CHAIRMAN GARCIA: Is this part of her
17 testimony?

18 MS. BURTON: Yes. This is part of an
19 exhibit that was attached to her prefiled testimony.

20 CHAIRMAN GARCIA: And it was Page 5 you
21 said?

22 MS. BURTON: Page 11 of exhibit PK-1.

23 CHAIRMAN GARCIA: Okay.

24 MR. REHWINKEL: Chairman Garcia, before we
25 proceed, just for the purpose of us keeping our notes

1 and the record straight --

2 **CHAIRMAN GARCIA:** Thank you, Mr. Rehwinkel.

3 **MR. REHWINKEL:** -- it would be helpful, I
4 guess, if we could have Ms. Kenworthy's exhibits given
5 an exhibit number for identification.

6 **CHAIRMAN GARCIA:** We're going to make it a
7 Composite Exhibit 3. I'm sorry, Ms. Kenworthy, I
8 should have asked for that.

9 (Exhibit 3 marked for identification.)

10 **MS. BURTON:** Does that include all of her
11 prefiled testimony?

12 **CHAIRMAN GARCIA:** Yes.

13 **MS. WHEELER:** And just for the record, the
14 Prehearing Order, I believe, listed only two, PK-1.
15 They are PK-1 through PK-4.

16 **CHAIRMAN GARCIA:** Okay. We'll make that
17 correction also. But all the parties had it?

18 **MS. WHEELER:** Yes. They were all appended
19 to her prefiled testimony.

20 **CHAIRMAN GARCIA:** Okay. Ask your question
21 again, please.

22 **Q** (By Ms. Burton) Yes. Mr. Chairman,
23 Page 11 of exhibit PK-1, which was part of the
24 Composite Exhibit 3 to this record, Paragraph 6.4
25 entitled "Other". Toward the end of that paragraph

1 there's a sentence that says that "Each NPA requiring
2 relief must be analyzed on the basis of its own unique
3 characteristics with regard to demographics,
4 geography, regulatory climate, technological
5 considerations and community needs and requirements."

6 Could I ask if you are aware of how that
7 type of analysis was done for this particular case, or
8 if you're not familiar, since you were not the person
9 assigned to this particular case, if you could explain
10 how it's done on a regular basis.

11 **A** Yes. On a regular basis we do try to at
12 least go into the Internet and get some ideas as to
13 how many counties there are in the geographic area.
14 And if it is compatible for a geographic split
15 boundary line, then we have used the geographic county
16 boundary line in the past.

17 We'll also take a look at population. Some
18 of the census information out on the Internet is old,
19 however. Try to look at any trends we can see in
20 terms of population growth in one area or another.

21 Participants are also invited to bring
22 alternative relief plans to the meetings. However,
23 the composition of the participants at an NPA relief
24 planning meeting is code-holders in that NPA.

25 And I think in this instance we learned a

1 lot more about the demographics through the subsequent
2 meetings and the workshops that the Public Service
3 Commission held.

4 Q So you're not specifically familiar how that
5 type of research or analysis was done for this
6 particular case?

7 A I am not.

8 MS. BURTON: Thank you.

9 CHAIRMAN GARCIA: Ms. Schneider.

10 CROSS EXAMINATION

11 BY MS. SCHNEIDER:

12 Q Ms. Kenworthy, how far ahead of an industry
13 meeting, such as the one held in July, to establish a
14 relief option does NANPA know that an area code is
15 nearing exhaust?

16 A We provide that information through the
17 COCUS, which is a Central Office Code Utilization
18 Survey.

19 Any NPA that's projected to exhaust within
20 the next 20 years is placed on our watch list, if you
21 will. And then we use 30-month advance notification
22 of that relief date to start our NPA relief planning.

23 Q So I guess in our area we're just constantly
24 on your relief watch then since our exhaust periods
25 are so short. I mean, would that be accurate?

1 A I don't have the COCUS data in front of me.
2 However, I do know there are some NPAs that although
3 they are on the list to exhaust within 20 years, some
4 of them are on there more than once.

5 Q So with ours having just been changed three
6 years ago with a projected exhaust period of something
7 like four years for the new one, we're just going to
8 be on that watch kind of continuously?

9 A I don't have the results from the past
10 year's COCUS. That's being tallied currently. And
11 some of the NPAs have been completed. 941 was not
12 completed prior to my appearance today.

13 Q Okay. With respect to the COCUS, I
14 understand that the industry puts that together for
15 NANPA. And do you have any knowledge -- maybe this is
16 better directed to the industry -- but what type of
17 data they utilize to come up with growth patterns, or
18 what are you measuring, I guess, with growth -- are
19 they measuring?

20 A In the past COCUS growth has been a linear
21 progression and pretty much a straight line. Since
22 NANPA has received the data we've hired consultants to
23 look at this data, and they are using additional
24 parameters to come up with forecasts for this past
25 year. This relief plan was done prior to that, so it

1 was just on a straight historical linear --

2 Q So based upon historically what the growth
3 has been with a certain type of industry, then it's
4 just projected forward from there?

5 A It was never segregated by industry. That's
6 another thing the consultants are looking at to
7 populate the data into different segments to try to
8 gather where the service -- what various industry
9 segments are growing faster than others.

10 Q Does each industry segment submit their own
11 report that goes into a composite COCUS?

12 A Yes, they do.

13 Q Would those separate reports deviate
14 according to the type of provider that's giving that
15 report?

16 A Yes. The report itself is the same. They
17 fill out the same form. They would just identify them
18 as a different industry segment.

19 Q Someone kind of does -- looks at them all
20 and comes up with a general growth pattern for all of
21 the industries --

22 A Yes.

23 Q -- together.

24 The growth that's considered, is that
25 population growth or is it just the number of pagers

1 or the number of faxes or the number of exchanges,
2 or --

3 **A** The growth is determined by service
4 provider. It's not broken down as to those different
5 segments you just mentioned, pagers.

6 If a central office code is assigned to a
7 service provider, regardless of the type of service
8 that they are going to be offering, it should be
9 populated into the COCUS.

10 **CHAIRMAN GARCIA:** Just so I understand,
11 you're talking about NXX distribution; that's what you
12 mean by growth?

13 **WITNESS KENWORTHY:** Not distribution itself.
14 Just assignment of the codes. The service providers
15 are asked to provider how many --

16 **CHAIRMAN GARCIA:** Correct. Just that when
17 you assign it, that's what you call growth.

18 **WITNESS KENWORTHY:** Yes.

19 **Q** **(By Ms. Schneider)** I guess we've already
20 heard answers to Mr. Minix's question that local
21 governments don't have any input in this process at
22 the time that you receive any data regarding growth in
23 areas of the state.

24 **A** They don't have any input into the process
25 ahead of time, when we're coming up with the plans.

1 Very often somebody from either the Consumer Affairs
2 Office or an Office of Consumer Advocacy will attend
3 these meetings. And whether that person is
4 knowledgeable about that or not I can't speak to that.

5 Q You mentioned in answer to an earlier
6 question that you found that the workshops in these
7 dockets that have been consolidated have been
8 particularly useful in determining what types of
9 community -- communal community interests there are
10 and the demographics of the area.

11 And is it true that the PSC would not even
12 have opened this up for hearing but for complaints --
13 if someone had not complained about -- about, for
14 instance, the Fort Meade customers or the Englewood
15 customers, had not articulated a complaint, would then
16 the number of the alternatives that you had submitted
17 to the PSC be automatically just adopted because the
18 PSC wouldn't have jurisdiction over it, or do you
19 know?

20 A I don't know. Again, we submit alternatives
21 that we come up with and try to come up with balanced
22 lives is the ultimate goal that we have. And if that
23 upsets municipalities or communities, that's not
24 something that we're always aware of until a workshop
25 such as that. Or even during the NPA relief planning

1 meeting, it will come up because the people are
2 knowledgeable about that area.

3 However, that's all the more reason why
4 there's always an invitation for additional
5 alternatives and that's why the Commission has the
6 ultimate decision and not NANPA.

7 **Q** So the Commission, when NANPA gives them the
8 alternative, and if they have not opened a docket
9 which would have public input, would -- in your
10 experience, would that number be adopted?

11 **A** I can only answer broadly, based on other
12 jurisdictions. I'm not as intimate with Florida. I
13 don't know if they would just take it at face value or
14 if they would look at it themselves, and obviously
15 they took a more conservative interest.

16 **CHAIRMAN GARCIA:** Since we can't testify, I
17 think if you asked some of the industry the history of
18 area code changes you will probably get an answer of
19 how that works out.

20 **Q** **(By Ms. Schneider)** On Page 3 of your
21 prefiled testimony you had stated that only two relief
22 alternatives were presented to the industry at the
23 July 8th meeting: The geographic split along the LATA
24 lines and along the overlay.

25 How did NANPA arrive at the decision -- and

1 maybe this is what Mr. Minix was asking about too --
2 to utilize the LATA lines? Is that a typical
3 separation or --?

4 **A** It can be.

5 **Q** Without more data, you would go with a LATA
6 line?

7 **A** Not necessarily. Personally, when I look at
8 these, I don't usually consider a LATA line. However,
9 as I stated before, the goal is to try to come up with
10 balanced lives. So depending on how many rate centers
11 are on one side of that LATA line versus another LATA
12 line, then that relief planner may choose that as a
13 boundary line in order to meet the guidelines.

14 In the case of a county boundary line, it
15 doesn't always make sense. Sometimes we will present
16 those and it has got an imbalance of lives, but it's
17 an alternative that both industry participants may
18 like and the Commission may like even better.

19 **Q** When you say "rate centers" is that
20 equivalent to a code-holder or is that rate center
21 something else?

22 **A** A rate center is a geographic area that
23 designates where your particular exchange is assigned
24 to. And each service provider that does service
25 within a geographic area usually applies for one NXX

1 in each rate center so that they may serve that
2 geographic area.

3 Q In arriving at the split -- and I believe
4 that it was 5.2 for the 941 code and 5.9 for exhaust
5 periods for the new code. Is it considered by NANPA
6 at all that the NANPA guidelines recommend an
7 eight-to-ten year relief period? For instance, you
8 did your division with the LATA and it came out to
9 that. Would you go back to the drawing board again
10 and try to get it closer to eight to ten or?

11 A Sometimes we don't have that choice.
12 Sometimes when geographic areas have been previously
13 split, you're working with a much smaller area to
14 begin with. And I think that the fact it meets the
15 requirements that it has to extend the life five years
16 would probably be a stopping point. And recognizing
17 that the eight-to-ten year requirement was not met, I
18 don't think that if there wasn't another alternative
19 that we thought of on our own that we would present
20 something else to try to meet that requirement.

21 Q Okay. I guess the rule of thumb is, if I'm
22 understanding you correctly, as long as it meets five
23 you would have considered it to have met the criteria
24 of the guidelines?

25 A Well, there's a separate criteria that says

1 any plan you come up with has to be at least five
2 years. Again, these are guidelines. And so the
3 answer to the question is yes.

4 Q How does that mesh in your mind with also
5 the provision in the Guidelines that it be eight to
6 ten years to avoid customer confusion and -- does that
7 seem like it's not compatible or just wishful
8 thinking?

9 A You're asking me personally?

10 Q Just, you know, in your experience
11 working -- do you consider that to be a number that's
12 not attainable generally speaking? Or --

13 A I think under our current architecture that
14 that's unavoidable at this stage, in this point of
15 time. Once we move to some sort of number
16 conservation measures, our models for developing this
17 do assume a second assumption. And we become more
18 sophisticated in our relief planning where we offer a
19 second assumption to say that if some sort of number
20 conservation were in place, that under this same
21 relief alternative, this is what it does to extend the
22 life of that relief plan.

23 So if you were to come to a relief planning
24 meeting now, almost a whole year later from when this
25 was developed, you would see that we have two

1 different assumptions: One is just the straight line
2 and then one is assumption number two, for lack of a
3 better word, is we're anticipating that growth to drop
4 off by about 50%. And the target date for that that
5 we have been using is at the end of 2000; fourth
6 quarter of Year 2000.

7 **COMMISSIONER JOHNSON:** What was your
8 question?

9 **MS. SCHNEIDER:** What was my question?

10 **WITNESS KENWORTHY:** How I personally felt
11 about the eight to ten years, and whether that was
12 satisfactory.

13 **MS. SCHNEIDER:** If it was attainable at all.

14 **MS. KENWORTHY:** If it was attainable at this
15 stage.

16 **COMMISSIONER JOHNSON:** Let me ask that
17 question a different way.

18 In your professional opinion and experience,
19 are most of the relief plans around the five-year
20 mark -- not using the new assumption but under the way
21 that you did it now, are you getting ones with eight
22 or nine or ten years, or were they -- were they
23 majority --

24 **WITNESS KEYWORTHY:** Yes. We are getting
25 them as low as five years. Not as many at five years,

1 I would say off the top of my head. Most of them are
2 probably around the eight year. And this subject has
3 not come up as much. That's just in the eastern
4 region that I'm speaking from.

5 **COMMISSIONER JOHNSON:** In that eastern
6 region then, what percentage would you say are barely
7 meeting the threshold, like the five to two, five to
8 nine, what percentage?

9 **MS. KENWORTHY:** A ballpark figure? Less
10 than 10% fall into that.

11 **COMMISSIONER JOHNSON:** Okay. Thank you.

12 **Q (By Ms. Schneider)** Did NANPA consider a
13 split into more than just one area code?

14 **A** We didn't for this relief plan, no.

15 **Q** Okay. And the guidelines suggest that
16 generally you wouldn't. But that if area codes are
17 issued simultaneously that that would be a situation
18 where they would be considered. So I guess from
19 reading those one would think, well, it's at least
20 contemplated that more than one area code could be
21 split.

22 In your professional opinion, do you feel
23 that with the simultaneous issuance of more than one
24 area code, that that would be something NANPA would
25 consider?

1 **A** It would be something NANPA would consider
2 if it met the Guidelines and didn't require some sort
3 of phased-in implementation.

4 **COMMISSIONER JOHNSON:** Let me follow up on
5 that question too. Over here. (Indicating)

6 Have you been issuing more than one area
7 code in your region?

8 **WITNESS KENWORTHY:** In my region I cannot
9 think of one. I know that recently there have been
10 some in California. A few years ago there was one in
11 the Chicago area. And most recently there was one
12 assigned in Arizona. That one is being contested.

13 **COMMISSIONER JOHNSON:** Could we,
14 Mr. Chairman, have a late-filed exhibit that would
15 provide us with that information, for the nation.

16 **MS. KENWORTHY:** Uh-huh.

17 **COMMISSIONER JOHNSON:** Thank you.

18 **CHAIRMAN GARCIA:** That will be Late-filed
19 Exhibit No. 4.

20 (Late-Filed Exhibit 4 identified.)

21 **MS. WHEELER:** Just to clarify, Commissioner,
22 you want to know historically how often a three-way
23 split has been implemented?

24 **COMMISSIONER JOHNSON:** Yes.

25 **MS. WHEELER:** Okay. Thank you.

1 **Q** **(By Ms. Schneider)** Ms. Kenworthy, Appendix
2 B of the NPA Guidelines --

3 **COMMISSIONER JOHNSON:** I'm sorry, if you
4 could, just so it won't be in the abstract, if there
5 was rationale provided for the implementation of the
6 three-way split.

7 **Q** **(By Ms. Schneider)** Appendix B of the NPA
8 Guidelines is entitled "Issues to be considered during
9 NPA relief planning." And it lists two issues that
10 are of particular, I guess, importance to local
11 governments. One is public reaction to and political
12 involvement in boundary decisions. And, two, impact
13 on market identity, recognition, geographic identity
14 and public familiarity.

15 Are these -- in arriving at NANPA's proposed
16 relief activity, how were these issues addressed in
17 arriving at the alternatives that you presented to the
18 PSC?

19 **A** These alternatives are something that,
20 again, are discussed during a relief planning meeting.
21 If there's something that the subscribers can offer --
22 if you'll see that -- that heading is something that
23 NANPA would look to from the service providers to see
24 if they could offer any information. And based on the
25 meeting notes -- which is as much history as I have on

1 this planning meeting -- I don't know if that was
2 discussed. Our meeting notes only capture consensus
3 items, so they tend to be a little bit briefer. We
4 don't have a recording secretary during our meetings
5 so we don't try to capture all of the discussion for a
6 couple of reasons. We have conference calls to review
7 the meeting notes afterwards and sometimes those
8 meeting conference calls become very tedious. We try
9 to bicker about what was said.

10 So, again, I don't know if more discussion
11 was held during that meeting, and perhaps one of the
12 other witnesses have better insight.

13 Q Generally speaking then, because the
14 industry is -- really comprises the attendees at these
15 meetings, that it would be the industry's perspective
16 on public reaction and political involvement in
17 boundary decisions, and the industry's take on market
18 identity, geographic identity and that sort of thing.

19 A Yes and no. In other regions we have had
20 service providers, code-holders that are at our
21 meetings that have given us insight. I can give you
22 an example. In Up-state New York, one of the boundary
23 lines they were considering had a population of Native
24 Indian Americans, so they let us know that that would
25 cause an uproar from the public if we were to

1 segregate that community.

2 So sometimes it depends on the code-holders
3 themselves as to how much knowledge NANPA is able to
4 gather.

5 Q I guess my question was, whatever knowledge
6 you're able to gather is really dependent upon what
7 type of knowledge the code-holders -- because I
8 understand the code-holders are the industry that
9 would survive?

10 A Right. Unless we, as relief planners,
11 happen to be familiar with that area and already know
12 that as a fact.

13 Q Okay. In your experience, how does the 941
14 area code service area compare with other areas in
15 terms of growth?

16 A I can't answer that right now. I'd have to
17 do some research. I don't know.

18 Q Do you know what the projected exhaust
19 period was for the 941 area code that was instituted
20 three years ago?

21 A The 1998 COCUS projected fourth quarter '99.

22 Q I'm sorry. I meant when 813 was split and
23 they said a new area code, 941, would be instituted
24 for these 13 counties, do you know what the exhaust
25 period was predicted at for that time?

1 **A** I do not.

2 **Q** Would that be something that your company
3 would know? Or would it be something the Staff
4 would --

5 **A** I don't know how much information was
6 transferred from the incumbent local exchange carrier.
7 However, if that's something that you're interested
8 in, I can go back and ask our code administrators if
9 that was an item that we have. Otherwise, they would
10 have to go back to GTE to figure it out.

11 **Q** I think it would just be interesting to know
12 how close in projections it was three years ago.

13 **CHAIRMAN GARCIA:** Let's make it a late-filed
14 exhibit. That would be 5, what Lockheed -- or I guess
15 what administrator previous to Lockheed had said that
16 the code would last when it was implemented. Okay.

17 (Late-Filed Exhibit 5 identified.)

18 **Q** **(By Ms. Schneider)** Was it unusual for the
19 industry not to submit any alternative solutions at
20 the July 8th meeting?

21 **A** No. 50% of the time we receive additional
22 alternatives and about 50% we don't.

23 **Q** Okay. Now, Section 5 of the NPA Guidelines
24 provides that NPA Relief Coordinators shall take the
25 leave to prepare relief options for each NPA projected

1 to exhaust within the next five to ten years.

2 In light of this provision, when will the
3 NPA start preparing relief options for the relief
4 option currently under consideration as the new one
5 projected to exhaust in 5.2 years?

6 A We would look at that based -- once the '99
7 COCUS is tallied, and then based on the actual relief
8 date, when the new NPA is implemented -- which if
9 we're on the fast track that I've heard, the next
10 relief would probably have to be examined pretty
11 quickly, depending on what the '99 COCUS says.

12 Q Okay.

13 A But that's not something that we know today.

14 Q Oh, sure. I just have a final question.

15 What does it mean in 5.0(a) that the relief
16 option shall cover a period of at least five years
17 beyond the predicted date of exhaust?

18 A That's where you get that 5.2 years. That's
19 our benchmark that I was referring to earlier. That
20 when we come up with a relief plan alternative, we
21 want to see that it's going to at least last five
22 years.

23 Q Okay. So I guess I was thinking it was five
24 years on top of the 5.2. But that's the minimum five.
25 That's where that comes from.

1 Thank you very much.

2 A You're welcome.

3 COMMISSIONER JOHNSON: Following back up on
4 one of your question, I guess the question was that
5 you start -- Ms. Schneider was the question that they
6 start relief planning five years before?

7 MS. SCHNEIDER: Right.

8 COMMISSIONER JOHNSON: And thus you were
9 saying since one of these exhaust in 5.2, as soon as
10 we finish we have to start again.

11 WITNESS KENWORTHY: No. The question was --
12 and related to Item A, where the relief option shall
13 cover at least five years.

14 MS. SCHNEIDER: It was the question before
15 that.

16 WITNESS KENWORTHY: Oh. I apologize.

17 MS. SCHNEIDER: If you were going to -- I'm
18 trying to find the section here.

19 CHAIRMAN GARCIA: I think Commissioner
20 Johnson restated it, or I did; that's precisely what
21 the answer was for.

22 COMMISSIONER JOHNSON: The answer was yes?
23 Or maybe you don't understand the question.

24 MS. KENWORTHY: I don't understand.

25 COMMISSIONER JOHNSON: And I'm not certain

1 as to the actual guideline, but you start planning for
2 relief five years out from the exhaust date, right?

3 **WITNESS KENWORTHY:** We start the process 30
4 months out, so that's less than five years. Anything
5 that's projected to exhaust within five to ten years
6 gets put on this list. We don't actually start the
7 relief planning process until 30 months prior.

8 **COMMISSIONER JOHNSON:** Okay. Is that what
9 the rule or guideline says?

10 **WITNESS KENWORTHY:** That's something that
11 NANPA has instituted. The Guidelines say 18 to 20
12 months. We have extended that out to 30 months. We
13 only started doing that in November of '97.

14 **COMMISSIONER JOHNSON:** Thank you.

15 **CHAIRMAN GARCIA:** Ms. Caswell.

16 **MS. CASWELL:** No questions, Chairman.

17 **CHAIRMAN GARCIA:** Mr. Rehwinkel.

18 **MR. REHWINKEL:** Yes. I just have a few.

19 Thank you.

20 **CROSS EXAMINATION**

21 **BY MR. REHWINKEL:**

22 **Q** Ms. Kenworthy, do you have any opinion or
23 any information about how NANPA would react to a
24 three-way or three-code split?

25 **A** NANPA would review all of the material

1 that's submitted to them. And the process for that is
2 to have the Senior Relief Planner submit an
3 application to our NPA Administrator, which is another
4 division of NANPA, and any supporting documentation
5 along with that. So to say do I know what this
6 person's reaction would be? If all of the supporting
7 documentation met the guidelines, and the NPA
8 Administrator felt that the codes were warranted, I
9 think that they would be granted. I can't speak on
10 her behalf. I don't know all of the different
11 parameters she puts into place.

12 Q I understand. I'm just trying to decide or
13 explore whether it's worth the Commission's time to
14 seriously consider that kind of option. And do you
15 have an opinion about that?

16 A I would encourage the industry to apply for
17 it if that's what the consensus is and that's what the
18 recommendation from the Commission is.

19 COMMISSIONER JOHNSON: You might have said
20 this but what are the criteria? Is it something more
21 specifically delineated? Did you go through that?

22 WITNESS KENWORTHY: I didn't go through
23 that. Some of the criteria is delineated in another
24 set of guidelines.

25 COMMISSIONER JOHNSON: Not in the ones that

1 were filed?

2 **WITNESS KENWORTHY:** Not the ones that are
3 filed with my testimony. I'll give you the exact
4 name.

5 The NPA Allocation Plan and Assignment
6 Guidelines. And this is where you'll see reference to
7 earlier statements in regard to the two NPAs should be
8 implemented simultaneously. That's found in the NPA
9 Allocation and Plan Assignment Guidelines.

10 **CHAIRMAN GARCIA:** Why don't we make that a
11 late-filed exhibit so our Staff has that to work from
12 and all the companies have that to work from. And
13 that will be 6. I'm going to keep you busy when you
14 leave here. But let's have that filed also.

15 **MR. REHWINKEL:** That will be late-filed
16 No. 5?

17 **CHAIRMAN GARCIA:** 6. That would be 6. And
18 that would be --

19 (Late-Filed Exhibit 6 identified.)

20 **MS. MCKINNEY:** Is that part of her composite
21 exhibit?

22 **MS. WHEELER:** No.

23 **CHAIRMAN GARCIA:** Why don't you read the
24 title again so we'll know what we're going to receive
25 from you, because you're just going to file what

1 you're reading from, which is the --

2 **WITNESS KENWORTHY:** NPA Allocation Plan and
3 Assignment Guidelines.

4 **CHAIRMAN GARCIA:** Okay. All right.
5 Mr. Rehwinkel.

6 **Q** **(By Mr. Rehwinkel)** Ms. Kenworthy, there's
7 been some discussion about the so-called eight-to-ten
8 year period. And that's section -- that's discussed
9 in 5.0(f). That really applies more to the area that
10 would not retain the existing NPA; is that correct?

11 **A** It is.

12 **Q** Okay. So it's not -- the five-year is more
13 of a guideline for the minimum life of either side of
14 the split; is that correct?

15 **A** That's correct.

16 **Q** In your experience, is the split that was
17 the consensus of those attending the July 1998 meeting
18 on 941, was that a reasonable one based on the code
19 life that they were stuck with at the time they met in
20 your opinion?

21 **A** Yes.

22 **Q** In other words, eight years is not
23 attainable and still have five years on the other
24 side; is that right?

25 **A** Yes.

1 Q Okay. So the planners, all they had to deal
2 with was what they had to deal with; they couldn't
3 make codes or growth go away or come?

4 A That's correct.

5 Q Let me ask you about 6.1. Is this the
6 guideline that generally guides which of the two sides
7 of a split should retain the area code?

8 A It has been used. It's not something that
9 is always deciphered from these two paragraphs.

10 Q Is the purpose there -- it talks in terms
11 of -- well, it says "By this method, the exhausting
12 NPA is split into two geographic areas leaving the
13 existing NPA code to serve. For example, an area with
14 the highest customer density (in order to minimize
15 number changes) and assigning a new NPA code to the
16 remaining area."

17 Is the purpose there to say that customer
18 density is one factor but fairness is really an issue
19 and you don't want someone to have to undergo two area
20 code changes in the span that another area wouldn't
21 have to undergo any?

22 A Yes. Fairness is an issue.

23 Q And that's what's underlying that.

24 A Uh-huh.

25 Q Is that, in your experience, the intent of

1 that paragraph?

2 A It is.

3 Q Okay. Based on what you reviewed -- and I
4 understand you were not the participant in the July
5 meeting; the man who did that has since retired and
6 he's happy today whereas the rest of us are not.

7 Based on the evidence that you saw, with a
8 5.2 year life on what I'll call the northern side of
9 the split, and a 5.9 year life on the southern side of
10 the split, was consistent with 6.1, was it appropriate
11 to recommend 941 stay with the shortest life portion?

12 A That was -- under industry consensus is how
13 that was derived. So answering from the viewpoint of
14 NANPA, I don't have a comment to that.

15 Q If I can ask it one more time in a different
16 way. Was that consistent with 6.1, putting it in the
17 shortest life?

18 A Yes. Yes.

19 Q 6.4, which is subtitled "Other". This is
20 not other considerations, but other types of area code
21 relief plans; is that what the "other" refers to here?

22 A Yes. I think this came about when a
23 combination of the two were used. And these
24 guidelines are updated periodically so I don't know
25 that that was in there originally.

1 Q Okay. And if I could use the term "free
2 form" for a minute, it would be that maybe there were
3 some "free formed" decision-making going on, but NANPA
4 put the guidelines in here with the last sentence here
5 to kind of give some structure to "other"?

6 A They guidelines weren't developed by NANPA.
7 These guidelines were developed through an industry
8 forum called the Industry Numbering Committee.

9 Q I stand corrected.

10 A However, we do try to follow these
11 guidelines as the NANPA, as required with our
12 contract.

13 Q Let me ask you to turn to 7.2, which is a
14 subsection of 7.0, which is Other Relief Planning
15 Considerations.

16 Is it your experience that the inclusion of
17 state commission staff is placed here so that public
18 policy considerations can be input into the planning
19 process?

20 A Absolutely. In some state jurisdictions
21 it's required. And these are national guidelines, so
22 there needs to be involvement with the state
23 regulatory staff.

24 Q Would it be appropriate for state regulatory
25 staff to input some of the concerns about mobile local

1 areas and boundary changes and impacts that drawing a
2 line would have there?

3 **A** Yes. Our relief planning meetings allow for
4 what we call statements for the record, and that would
5 be an appropriate time for a commission staff person
6 to indicate something just as what you described.

7 **Q** Thank you.

8 **MR. REHWINKEL:** That's all I have.

9 **CHAIRMAN GARCIA:** Okay.

10 **CROSS EXAMINATION**

11 **BY MR. MAY:**

12 **Q** Ms. Kenworthy, I'm Bruce May. I represent
13 BellSouth Mobility. I have a couple of questions.

14 Would I be correct in stating that NANPA has
15 declared an extraordinary jeopardy for the 941 area
16 code?

17 **A** Yes, you are.

18 **Q** In layman terms what does "extraordinary
19 jeopardy" mean?

20 **A** Extraordinary jeopardy means more stringent
21 requirements of the code assignments practice is
22 needed. And there are various options that code
23 administration can invoke and certain procedures that
24 they follow.

25 **Q** Yes, ma'am. When NANPA is evaluating

1 various area code relief alternatives, is
2 implementation intervals or timing of implementation a
3 factor that you consider?

4 **A** It is on our agendas. We talk about dialing
5 plans as well as implementation intervals.

6 **Q** Under what has been marked as Staff's
7 Exhibit No. 2, the five alternatives, with the
8 exception of Alternative 5, am I correct in saying
9 that all of the other alternatives involve geographic
10 splits?

11 **A** Yes, you are.

12 **Q** And in a geographic split scenario,
13 customers who are located in geographic areas which
14 are assigned new NPAs, am I correct in saying that
15 those customers would be required to undergo different
16 obstacles in changing their signage, their stationery,
17 their billboards and advertising they have to reflect
18 the new area code?

19 **A** The people -- could you repeat your
20 question?

21 **Q** What I'm asking is, am I correct in saying
22 that under an area code split, customers who are
23 located in the geographic area requiring a new area
24 code, will those customers be required to undergo
25 changes in stationery, signage, billboards, any

1 advertising they may have to reflect the new area
2 codes?

3 **A** Yes. Yes, they would.

4 **Q** When you implement a geographic split, is
5 that -- are those requirements that are imposed on
6 customers taken into consideration in arriving at an
7 appropriate implementation interval or implementation
8 schedule?

9 **A** Very often the subject of implementation
10 interval is not discussed in detail during the relief
11 planning meeting based on, again, industry consensus
12 from the participants that are there, only because
13 there are some unknowns as to whether the Commission
14 will rule on a split or an overlay. When they do
15 speak about them, they do take into consideration
16 network preparation and those types of things.

17 **Q** Now, in this particular case I'm looking at
18 your Composite Exhibit No. 3. Toward the end there's
19 a summary of the July 8, 1988, industry relief
20 meeting. And on Page 2 of those minutes, the top of
21 the page, there's a discussion, or a description of a
22 discussion, on implementation intervals. Do you see
23 that?

24 **A** Yes.

25 **Q** Am I correct in saying that the industry

1 consensus was that the -- there should be a six-month
2 permissive dialing period?

3 A Yes. You've done the math.

4 Q Is there a permissive dialing period
5 required for an overlay plan?

6 A An overlay doesn't have what is called a
7 permissive dialing period per se. Sometimes I've
8 heard it referred to as a "get acquainted period," and
9 this is a relatively new term to the industry.

10 NANPA has recently brought in a contribution
11 into the Industry Numbering Committee forum to include
12 some wording regarding what needs to happen when an
13 overlay is implemented. And that has not been
14 approved by the industry yet but they are working on
15 that.

16 Q Would I be correct in saying as a general
17 matter an overlay relief plan can be implemented much
18 more rapidly than can a geographic split?

19 A As NANPA I can't speak to that. I'm not a
20 service provider. I don't know the answer to that.

21 Q In your guidelines, the NANPA guidelines, I
22 note that there is a statement in there that says that
23 the overlay plan could be implemented without a
24 permissive dialing period. Do you recall that being
25 in the guidelines?

1 **A** I do. And I was the individual that brought
2 this same contribution to the Industry Numbering
3 Committee, so I think you're going to see some changes
4 to that but I do know what you're referring to.

5 **CHAIRMAN GARCIA:** I will follow up on that,
6 though. If I remember correctly, permissive dialing
7 is not necessarily because of the industry necessities
8 but because of community necessities, if I'm not
9 mistaken, alarms, things of that nature, which require
10 programming; which are not based on our -- on the
11 telecommunications industry, but on other --

12 **WITNESS KENWORTHY:** That's correct.

13 **Q** **(By Mr. May)** That goes to my questions.
14 My understanding -- correct me if I'm wrong -- was
15 that the permissive dialing period would give
16 customers who are affected, who have to go through
17 this change in stationery, the change in signage,
18 billboards, advertisings and so forth; time to make
19 those changes and to transition into the new NPA with
20 the least amount of intrusion.

21 **A** That's correct. The same notion is true of
22 an overlay with the get-acquainted period, and that's
23 only one term that has been thrown out, so people get
24 accustomed to 10-digit dialing.

25 **Q** In a overlay -- would you agree that in a

1 geographic split scenario, under a geographic split
2 plan, that there are tangible economic costs imposed
3 on customers who have to change their numbers?

4 **A** I don't have costs. I don't know how -- I
5 can't answer that. I don't know what other companies'
6 books look like.

7 **Q** Intuitively would you agree that there would
8 be costs imposed on customers that have to undergo --

9 **MS. WHEELER:** Excuse me. As NANPA I don't
10 think she's the correct witness to ask that question.

11 **MR. MAY:** I have no further questions.

12 **CHAIRMAN GARCIA:** Okay. Mr. Heaton.

13 Let me just say this so that you all know.
14 I believe Commissioner Johnson is going to be leaving
15 us at a quarter to three and she'll probably be gone
16 for about a hour. And I will be leaving probably at
17 about four and I will probably be gone for
18 three-quarters of an hour. So just so you're aware of
19 it. You're questioning -- we have got it on the
20 record. We've got it on the record. We're going to
21 look at it. Generally, our Staff is going to look at
22 all of these issues. If you can avoid being
23 repetitive or walking us through the same area twice,
24 it would probably be to all of our benefit.

25 Mr. Heaton.

CROSS EXAMINATION1
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25**BY MR. HEATON:**

Q In your Exhibit 3, PK-2, the 941 NPA Relief Plan, the conclusion of that, Paragraph D, Recommended Plan, projected a 5.9 year life for the new code and 5.2 year life for the 941 if the split was on the LATA boundaries. Was that projection -- to your knowledge was that projection made based on highest customer density or was it made strictly with a linear interpretation of the number of assigned NXX codes as of that point in time?

A To my knowledge, it was based on the total number of available codes at the time and past monthly assignment in each one of those rate centers.

Q It did not actually consider the number of numbers in service but only the number of NXX codes in service; is that correct?

A It is correct NANPA doesn't have knowledge of which telephone numbers themselves are in service. We have the knowledge of the actual NXX being in service but not beyond that point.

Q It also didn't consider the population of the respective split areas; is that correct?

A It is correct. However, it may have fallen out that way anyhow because the population density is

1 usually where the most number of NXXs reside anyhow.

2 Q But it didn't measure -- it didn't actually
3 quantify that there was a greater population in the
4 GTE service area than in the Sprint service area, did
5 it?

6 A I don't know the answer to that.

7 Q Okay.

8 MR. HEATON: No further questions.

9 CHAIRMAN GARCIA: Thank you, Mr. Heaton.

10 MS. WHEELER: I just have a couple of
11 clarifying questions.

12 CHAIRMAN GARCIA: Go right ahead. You know,
13 what? You should probably wait until our Staff goes,
14 and that way you can clarify everything.

15 MS. WHEELER: Oh, excuse me.

16 MS. MCKINNEY: Thank you. June McKinney on
17 behalf of Commission Staff.

18 CROSS EXAMINATION

19 BY MS. MCKINNEY:

20 Q Ms. Kenworthy, in your testimony Page 3,
21 Line 3, you stated that the industry did not propose
22 additional alternatives. It's also been discussed
23 earlier. Could you tell us why there were no
24 additional alternatives proposed?

25 A My answer will be based just on intuition

1 since I was not present at that meeting and I imagine
2 that the participants were either satisfied with what
3 NANPA had to present or just merely didn't know of
4 another alternative at the time.

5 Q Could you tell who decided the two
6 alternatives?

7 A The NPA Relief Planner that put together the
8 alternatives is somebody that's no longer employed
9 with the company anymore. His name is on the front of
10 this letter. His name is Stan Washer.

11 Q Do you think there may be other alternatives
12 that the Commission can consider?

13 A Yes.

14 Q Could you explain to us, and for the record,
15 how exhaust dates are calculated?

16 A Exhaust dates are calculated, again, based
17 on the total number of available codes at the time,
18 divided by the past history.

19 For instance, in this NPA we recently had a
20 jeopardy conference phone and we know for the last six
21 months there have been about 12 NXX assignments. So
22 they take the total number of available codes divided
23 by the average monthly assignment to get the projected
24 exhaust.

25 We have come up with a more sophisticated

1 model since then, but at the time of this relief plan,
2 those are the figures that were calculated.

3 Q The model that you just referenced, what's
4 that called?

5 A We just called it an Initial Planning
6 Document. But it's a more extensive Excel spreadsheet
7 that's based on the current history of each rate
8 center and the total number of NXXs that are assigned,
9 and then projecting out using a growth rate.

10 Q Earlier, when Ms. Schneider was questioning
11 you, you made some comment about additional
12 parameters. Could you tell me what the additional
13 parameters were? I was confused. I didn't understand
14 what you were talking about.

15 A In reference to the exhaust date?

16 Q The exhaust date, yes.

17 A I thought we elaborated a little bit further
18 on that where we used the two different assumptions
19 that I explained earlier.

20 Q I didn't understand. That's how come I'm
21 asking for clarification. That's what I'm talking
22 about, yes. I didn't understand, so can you clarify
23 for me, please?

24 A Under the first assumption, we take that
25 straight -- just a straight line growth of what we

1 see, a snapshot in that picture, at that point in time
2 and project out using a straight-line growth.

3 By the end of Year 2000, NANPA has
4 considered the fact that some sort of code
5 conversation measure will be in place, and at that
6 point in time we're expecting that projected exhaust
7 to drop by about 50%.

8 Q You just mentioned that you're expecting
9 that some code conservation measures will be in place.
10 Are there some code conservation measures in place
11 with this area code 941?

12 A Not that I'm aware of.

13 Q Are there any available?

14 A Yes.

15 Q For the record, could you explain what code
16 conservation measures would be available for the 941
17 area code?

18 A These measures are available for any area
19 code. However, in order to deploy them, we take a
20 little bit more than just saying that they are
21 available.

22 Q And the reason I'm asking this question, I'm
23 sure you're aware that the Florida Public Service
24 Commission has a petition before the FCC right now
25 dealing with conservation measures. And so if you

1 could just put on the record so that we'll be aware
2 and will be a formal part of this hearing, the
3 conservation measures, we'd appreciate it.

4 **CHAIRMAN GARCIA:** Do me a favor, when you
5 answer the question, not only -- I assume you're
6 talking about the number conservations that have been
7 implemented by other commissions, but you could also
8 address the secondary issue to that question: What
9 options are available to get some number conservation
10 presently with this area code that are typically done
11 by the industry, that the industry comes to a
12 consensus on also.

13 **MS. WHEELER:** Excuse me just a moment,
14 Chairman. Does your expertise cover number pooling
15 and conservation numbers?

16 **WITNESS KENWORTHY:** Not under my current
17 responsibilities, no.

18 **Q** **(By Ms. McKinney)** Are you familiar with it
19 enough to tell us to the best of your knowledge,
20 Mr. Kenworthy?

21 **A** Yes.

22 **MR. REHWINKEL:** Mr. Chairman, I'm not
23 raising an objection -- I just want to understand the
24 question. Is it that -- are there measures available
25 today that would forestall relief, or that would be

1 implemented once relief was implemented under this
2 current process?

3 **CHAIRMAN GARCIA:** Forestall relief, I think,
4 is the question.

5 **MS. MCKINNEY:** That's correct.

6 **WITNESS KENWORTHY:** I think most people have
7 heard of the word "local number portable." That's one
8 option. There are other options. Once number
9 portable is in place, you've heard of number pooling.
10 And outside of local number portability, there are
11 rate center consolidation options and inconsistent
12 rate -- inconsistent rate center options. Those are
13 the ones that I'm aware of.

14 **Q** **(By Ms. McKinney)** Ms. Kenworthy, after the
15 relief plan has been implemented, what would be
16 available as a conservation method, what measure?

17 **A** After a relief plan is implemented -- I'm a
18 little fuzzy on this.

19 **Q** It's fine. To the best of your knowledge.

20 **A** I believe after a relief plan is implemented
21 that there would be options such as rate center
22 consolidation is usually one that people point to
23 first. And subsequent to that -- I don't know of
24 anything else without local number portability.

25 **Q** And if local number portability was

1 available, are you aware of any other measures?

2 **A** None other than thousand-block pooling and
3 TN pooling.

4 **Q** Thank you. The COCUS survey --

5 **CHAIRMAN GARCIA:** Excuse me. If I could
6 follow up.

7 Is there anything that can be done now by
8 the industry presently? Forget about pooling, but,
9 for example, in certain area codes, when they are
10 getting near exhaust, and the industry will decide to
11 only allocate a few NXX numbers among -- lottery them
12 off one a month -- to extend the period before you ran
13 out, is any program in play in this area code?

14 **WITNESS KENWORTHY:** No, not that I'm aware
15 of.

16 **COMMISSIONER JACOBS:** Could one be
17 developed?

18 **WITNESS KENWORTHY:** Yes. At the FCC's order
19 and/or the state commission's order. I don't know the
20 hierarchy of what comes first.

21 **COMMISSIONER JACOBS:** One of the concerns
22 that has come up around the country -- not just
23 here -- is that there are many companies working to
24 deploy their network mediations for Y2K. And the
25 companies are concerned that they may have to

1 implement area code changes in the midst of that.

2 Are you aware of any programs or procedures
3 that may have been implemented in other areas of the
4 country to forestall the exhaust date for the purpose
5 of delaying -- of accommodating, I should say, the Y2K
6 programs?

7 **WITNESS KENWORTHY:** The program that I'm
8 aware of, and I don't think that it's related to
9 number conservation and/or relief, it's just strictly
10 to address the Y2K problem, is in the Bell Atlantic
11 region where they are going to have a network, a quiet
12 period is how it's been described, where they are not
13 going to be implementing any -- the start of mandatory
14 dialing surrounding a three-month period in the Y2K.
15 However, I don't believe that that's related to
16 forestalling a relief plan.

17 **COMMISSIONER JACOBS:** Is that right?

18 **WITNESS KENWORTHY:** It's just in reference
19 to the Y2K.

20 **Q** (By Ms. McKinney) Ms. Kenworthy, are there
21 rationing measures taking place now pertaining to the
22 941 area code? And if so, what are they?

23 **A** The rationing measures that are taking place
24 today, there are three codes that were assigned during
25 the month of March; three codes assigned during the

1 month of April. And effective May 4th, extraordinary
2 conservation measures will be effective where they'll
3 be -- I'd like to refer to my notes, but I believe the
4 industry came to consensus on seven codes per month.

5 Q There was a mention earlier about the COCUS
6 survey. Is that public information?

7 A It's not currently. It will be published on
8 the NANPA Web site when it's available.

9 Q And in the 941 area code, how are the
10 implementation deadlines being determined? Excuse me.
11 And I'm talking about after the Commission makes their
12 determination, how will the agreement deadlines be?

13 A Okay. Again, we use the total number of
14 available codes, and the code administration provides
15 us with that historical data. And in this particular
16 instance, one of the participants had knowledge that
17 the Florida Public Service Commission was anticipating
18 making a decision on this relief order as early as
19 June. And from there, the participants were able to
20 schedule implementation intervals when relief could be
21 implemented.

22 Q Thank you, Ms. Kenworthy.

23 MS. MCKINNEY: No further questions at this
24 time.

25 COMMISSIONER JOHNSON: Any questions,

1 Commissioners?

2 **MR. REHWINKEL:** Commissioner Johnson, before
3 you go to Commissioner questioning, I was wondering
4 if -- since some of Staff's question had touched on an
5 area that was maybe not part of the scope that was
6 decided last week with respect to numbering
7 conservation measures that might be available, I was
8 wondering if I might ask one or two questions at the
9 most on that issue.

10 **COMMISSIONER JOHNSON:** Go ahead.

11 **REXCROSS EXAMINATION**

12 **BY MR. REHWINKEL:**

13 **Q** Ms. Kenworthy, you were asked by Staff about
14 whether there were number conservation measures
15 available that could forestall relief. And I'm not
16 sure but it may have been directed to 941
17 specifically. And your answer was local number
18 portability. Once local number portability is in
19 place, pooling measures, and then rate center
20 consolidation and inconsistent rate center
21 consolidation; is that right?

22 **A** Yes.

23 **Q** Was your answer just generally that's what
24 was available? Were you speaking to whether those
25 were actually legally or technically feasibly

1 to that consensus submission. And that it is the
2 Public Service Commission's ultimate authority to
3 decide on the relief plan adopted?

4 **A** Yes.

5 **Q** And as NANPA, do you have an opinion on what
6 relief plan should be adopted?

7 **A** No, we do not.

8 **Q** Okay.

9 **MS. WHEELER:** That's all.

10 **COMMISSIONER JOHNSON:** I just have one
11 question. If you have another follow-up question,
12 that would be fine.

13 Basically for my edification, how often,
14 with respect to the initial meeting that you have, do
15 you offer as an alternative an overlay?

16 **WITNESS KENWORTHY:** In every meeting that
17 I've facilitated, an overlay has been one of the
18 alternatives. In some instances different variations
19 of the overlay have been offered as an alternative as
20 well.

21 **COMMISSIONER JOHNSON:** Okay. Thank you.

22 **CHAIRMAN GARCIA:** Thank you. Let's see if
23 we can move some of the exhibits.

24 **MS. WHEELER:** I'd like to move composite
25 Exhibit 3, which is comprised of PK-1 through PK-4

1 into evidence.

2 **CHAIRMAN GARCIA:** Okay. So moved.

3 (Exhibit 3 received in evidence.)

4 **MR. REHWINKEL:** Sprint calls Tom Foley.

5 **MS. BURTON:** Excuse me, Mr. Chairman.

6 Charlotte County has one witness we have been notified
7 that has to leave, if possible, by 3:00. Is it
8 possible for indulgence from the Commission to take
9 one witness out of order?

10 **MR. REHWINKEL:** No objection.

11 **CHAIRMAN GARCIA:** Very good. I don't know
12 if you all have gotten together on this. Are there
13 questions for certain of these witnesses -- because if
14 we can -- we don't have questions for this witness, I
15 don't know if our --

16 **MS. BURTON:** This would be Cheryl Lauzon who
17 is our Tourist Development Director.

18 **MS. MCKINNEY:** Earlier I had spoken with the
19 parties about stipulating into the record as though
20 the testimony was read any witnesses of which they
21 didn't have questions. There were indications that
22 since the dockets were consolidated, some attorneys
23 had some additional questions for the witnesses.
24 However, now that we understand the process, the
25 people do not have additional questions. So it's up

1 to you. If you think there are some people we can
2 stipulate into the record, and nobody has any
3 questions, then --

4 **CHAIRMAN GARCIA:** Let's try it with this
5 one. Does anyone have any questions for Ms. Lauzon?
6 Staff, you don't have questions?

7 **MS. MCKINNEY:** No, sir.

8 **MR. MAY:** I have two questions,
9 Commissioner.

10 **CHAIRMAN GARCIA:** All right. Join us,
11 Ms. Lauzon.

12 **MS. BURTON:** Excuse me, Mr. Chairman.
13 Charlotte County has some additional direct questions
14 for clarification, again, since these dockets were
15 consolidated; because our prefiled testimony was
16 prepared before the Englewood docket was included with
17 this docket.

18 **CHAIRMAN GARCIA:** Okay. All right.
19 Well, then, I guess we'll have to do that
20 too. If you have got additional questions -- counsel,
21 should we let them ask the additional questions first
22 and then we'll take Mr. May's questions?

23 **MS. MCKINNEY:** Yes.

24 **CHAIRMAN GARCIA:** Okay.

25 **MS. BURTON:** Thank you, Mr. Chairman. Marty

1 Burton, Assistant County Attorney for Charlotte County
2 for the record.

3 - - - - -

4 **CHERYL LAUZON**

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

8 **DIRECT EXAMINATION**

9 **BY MS. BURTON:**

10 Q Could you please state your name and
11 business address?

12 A Cheryl Lauzon, 1600 Tamiami Trail, Port
13 Charlotte, Florida.

14 Q And how long have you been a Charlotte
15 County resident?

16 A 12 years.

17 Q In light of the Public Service Commission's
18 recent consolidation of the three related 941 area
19 code dockets, is there anything that you would like to
20 add to our prefiled testimony from the 941 docket?

21 A Yes, I would. I won't hide my enthusiasm.
22 We've implemented, for the first time ever, Charlotte
23 County has, a worldwide marketing campaign. Included
24 in that effort is a plan to blend Englewood into
25 Charlotte County. And because Englewood is uniquely

1 divided between Charlotte County and Sarasota, we have
2 created some very deep ties with Sarasota, and as such
3 we're working for a project that would create signage
4 just for Englewood, that includes both the Sarasota
5 and the Charlotte side. And we're now working on a
6 marketing campaign with the Sarasota Convention
7 Visitors Bureau to market Englewood all over the world
8 for all of the attractions and accommodations that are
9 in both Sarasota and Charlotte Counties.

10 This two-year effort that we are
11 implementing includes a marketing campaign of about
12 \$600,000, and, yes, we're excited. Because for the
13 first time ever, Englewood is one with both Charlotte
14 and Sarasota Counties. And so a division would set us
15 back years.

16 Q Does any of this expense or budgeting of
17 tourist development dollars include any monies for any
18 county facilities in the Englewood area?

19 A Yes. We have \$500,000 set aside right now
20 for the improvements of Chadwick Park, which is at the
21 Englewood Beach area. Also we are implementing a
22 countywide signage program which heavily includes
23 Englewood.

24 Q Do you have an opinion on the use of an
25 overlay which would require 10-digit dialing?

1 **A** Yes. My opinion is that an overlay is just
2 as divisive as splitting up Charlotte County and
3 Sarasota County. It creates exactly the same
4 division, in my opinion.

5 **MS. BURTON:** No further direct questions at
6 this time.

7 **CHAIRMAN GARCIA:** Okay. Mr. May.

8 **MR. MAY:** Yes, ma'am.

9 **CHAIRMAN GARCIA:** I guess we'll move her --

10 **MS. MCKINNEY:** We need to move it in as an
11 exhibit. Ms. Burton.

12 **MS. BURTON:** Mr. Chairman, Charlotte County
13 would then move the prefiled testimony of Cheryl
14 Lauzon into evidence as Exhibit No. 7.

15 (REPORTER NOTE: The prefiled testimony of
16 Cheryl Lauzon is inserted into the record as though
17 read and not made an exhibit to the hearing.)

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PRE-FILED DIRECT TESTIMONY
OF
CHERYL LAUZON
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
ON BEHALF OF
CHARLOTTE COUNTY, a political subdivision of the
STATE OF FLORIDA
DOCKET NO. 990223-TL

1 **Q. Please state your name and your business address for the record.**

2 A. Cheryl Lauzon, Charlotte County Visitors Bureau, 1600 Tamiami Trail, Suite 100, Port
3 Charlotte, Florida.

4 **Q. What is your position with Charlotte County Government?**

5 A. I am the Director of Tourist Development for Charlotte County.

6 **Q. How long have you held that position and what are your responsibilities?**

7 A. For two years. I serve as the department head for the Tourism Development Department and
8 the Executive Director of the Tourism Development Council.

9 **Q. Docket No. 990223-TL is before the Florida Public Service Commission to review the
10 proposed numbering plan relief for area code 941. The 941 NPA Exhaust
11 Recommended Relief Plan recommends splitting the existing 941 area code into two
12 sectors, with the South Sector acquiring a new area code. The North Sector (which
13 would retain the 941 area code) would include Polk, Manatee, and Sarasota Counties,
14 including the communities of Bartow, Bradenton, Haines City, Lake Wales, Lakeland,
15 Palmetto, Venice and Winter Haven. The South Sector (which would receive a new
16 area code) would include Charlotte, Collier, DeSoto, Glades, and Okeechobee counties,
17 including the communities of Arcadia, Avon Park, Bonita Springs, Cape Coral, Fort
18 Myers, Naples, North Naples, North Fort Myers, Okeechobee, Port Charlotte and
19 Sebring. According to the Relief Plan, the revised 941 area code service area is forecast
20 to exhaust in about 5.2 years. The new area code service area (including Charlotte
21 County) would exhaust in about 5.9 years. As Director of Tourist Development for
22 Charlotte County, do you have any concerns about this proposed split and the
23 predicted exhaust period?**

24 A. Yes. Charlotte County contains several diverse geographic and population areas, resulting
25 in a psychological perception of different communities. The County and the Tourist
26 Development Council are in the midst of a major marketing effort to unify the public's
27

28

1 perception of Charlotte County as one physical travel destination, thus resolving what really
2 has been an identity problem. The Charlotte County Visitors Bureau has spent approximately
3 \$60,000 for promotional materials alone. Our only gulf beaches are in Englewood, whereas
4 the rest of the County is made of bays, rivers, and estuaries. Dividing any part of the
5 community will set our efforts back years.

6 Charlotte County's businesses just changed their area code three years ago, in 1996. such a
7 change represents astronomical expenses for a business, especially for those in tourism where
8 circulation is literally world wide.

9 **Q. If the Commission were to consider alternatives to the proposed North/South split,**
10 **would you have any recommendation?**

11 A. Yes. Any other solution that would delay the expense of changing area codes would be
12 preferable.

13 **Q. Does this conclude your direct testimony?**

14 A. Yes, it does.

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CROSS EXAMINATION

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BY MR. MAY:

Q You mentioned in your view the overlay relief plan would have the same -- would have -- be confusing --

A Yes.

Q -- and create the same or impose the same type of cost on customers and companies as would a geographic split?

A I didn't reference the cost as much as the psychological division.

Q That's what I wanted to ask you. Are you aware that under an overlay plan, existing customers would not be required to change their phone numbers?

A Yes, I am.

Q And existing businesses would not be required to change their signage; would not be required to alter their fax machines?

A Yes, I am.

Q Okay. And you are aware that under a geographic split plan, customers assigned to the new NPA would be required to undergo those --

A Yes.

Q -- efforts.

MR. MAY: No further questions.

1 **CHAIRMAN GARCIA:** Let me ask you a quick
2 question -- and does Staff --

3 **MS. MCKINNEY:** Staff has no questions,
4 Chairman.

5 **CHAIRMAN GARCIA:** Of the plans we've got
6 before us here -- I think there are five of them --
7 which one do you like?

8 **WITNESS LAUZON:** Since I don't remember the
9 numbers --

10 **CHAIRMAN GARCIA:** Will someone please reach
11 over and hand her a sheet. (Hands document to
12 witness)

13 **CHAIRMAN GARCIA:** And understanding no one
14 wants to change anything; and understanding I come
15 from a 10-digit area code as my home, I really know
16 nobody likes 10 digits -- so tell me which one of
17 these plans is acceptable to you. And if there's not
18 one, which one would be preferable?

19 **WITNESS LAUZON:** The plan that is acceptable
20 to me is a plan that includes Manasota, Sarasota --
21 Manatee, Sarasota and Charlotte Counties.

22 **CHAIRMAN GARCIA:** Manatee, Sarasota and
23 Charlotte.

24 **WITNESS LAUZON:** And Polk County, I believe
25 that's Alternative 3, if I'm reading it correctly.

1 **CHAIRMAN GARCIA:** One, two and three.

2 Correct. Let me ask you a quick question on that.

3 **WITNESS LAUZON:** Yes.

4 **CHAIRMAN GARCIA:** You're looking at 3 now?

5 **WITNESS LAUZON:** Yes.

6 **CHAIRMAN GARCIA:** Just for my
7 understanding -- you're the resident here and you're
8 the one incorporating them to that group. To be quite
9 honest, that plan doesn't seem that bad. The only
10 problem I have is what effect does that have on
11 Arcadia where basically the DeSoto area and Hardee
12 area -- are those more rural communities that have
13 less connection to those areas and that's why you can
14 go around them that way?

15 **WITNESS LAUZON:** Yes, sir.

16 **CHAIRMAN GARCIA:** The Punta Gorda area or
17 the Charlotte County area has much more linkage to the
18 coast than to Sarasota is what you're telling me.

19 **WITNESS LAUZON:** Its the Gulf Coast, yes.

20 **CHAIRMAN GARCIA:** Okay. Very good.

21 **WITNESS LAUZON:** Can I complete my answer,
22 though?

23 **CHAIRMAN GARCIA:** Oh, I'm sorry. I know I
24 interrupted you.

25 **WITNESS LAUZON:** No, you didn't. I just

1 didn't --

2 **CHAIRMAN GARCIA:** Okay.

3 **WITNESS LAUZON:** With regard to the
4 permissive dialing period, and also understanding that
5 we may really need to change the area code, a longer
6 permissive dialing period would be an enormous help
7 financially, and in a getting acquainted way, for all
8 of us. So that if the area code does need to change,
9 and if it could be with Alternative 3, the type of
10 long permissive dialing period that existed before
11 when we went from 813 to 941 was very good.

12 **CHAIRMAN GARCIA:** Yeah. I think that may be
13 a -- but just so we have it on the record, I'm asking
14 Staff to look and see what we can do to prolong the
15 period a little bit, and that may mean we may have to
16 restrict the distribution of NXXs, or tighten that up
17 a little bit so that we get a little bit longer and
18 that may have an effect on some of the competitive
19 carriers. But I think we may be able to do something
20 like that so we don't end up doing a Year 2000 shift.
21 But I want to ask you another question -- because I
22 think it gets to the heart of what Mr. May was saying.

23 In my hometown, Miami Dade County, when we
24 had to look at this -- better yet, let me go to an
25 area which I'm also familiar with, Orlando.

1 We just did an overlay in Orlando. And the
2 problem is that Kissimmee wanted to be part of the
3 Orlando area since they are a bedroom community, or
4 they are a resort area that feeds into the attraction
5 center in the Orlando-Orange area. And then the
6 Mt. Dora area, which is to the north of the city, also
7 wanted to sort of be in the Orlando area. So since
8 everybody wanted a piece of -- in this case we'll say
9 Sarasota, but in that case it was Orlando -- we went
10 with 10-digit dialing -- and I think I'm sort of
11 making Mr. May's point a little bit further -- we went
12 with 10-digit dialing -- I guess everybody had bad
13 news but then everybody stayed together as one
14 community.

15 You sort of stated you're worried that
16 10-digit dialing is divisive. And while it certainly
17 divides people against us, at the Commission, it
18 generally is a community issue. It's a pretty -- it
19 treats everyone the same. In other words, it doesn't
20 really -- the only one it affects, believe it or not,
21 are a lot of the alarms and things like that. But as
22 a mental thing, everybody is in the same boat. But
23 you sort of express it as being divisive. And I want
24 to make sure you understood that that's what was
25 alluded to. And maybe I was missing some point you

1 were trying to make about 10-digit dialing.

2 **WITNESS LAUZON:** I think the clearest way I
3 can say it is I'm a resident currently of Englewood.
4 I moved from Englewood from Punta Gorda. I never
5 thought that Englewood was part of Charlotte County,
6 as a matter of fact, so I had that same perception.

7 If somebody new moves into the area,
8 resident or business, I might perceive them as living
9 in a different county.

10 **CHAIRMAN GARCIA:** Because of the area code.

11 **WITNESS LAUZON:** Because of the area code.

12 **CHAIRMAN GARCIA:** There was a good Seinfeld
13 episode where Elaine got a different area code.

14 **MS. BURTON:** Excuse me, Mr. Chairman. I
15 have two or three direct questions.

16 **REDIRECT EXAMINATION**

17 **BY MS. BURTON:**

18 **Q** Ms. Lauzon, in your experience in working
19 with Charlotte County, is there anything special,
20 unique or different about Charlotte County's
21 demographics that might make an overlay more difficult
22 for Charlotte County than some other counties?

23 **A** The elderly population. And that's an
24 important consideration.

25 **Q** Also, what is your typical lead time for

1 some of your advertising and promotional campaigns?

2 A It could be a year; it could be six months,
3 and it could be three months, and it could be one
4 month.

5 Q Would you foresee a problem -- I know this
6 is the third question, do you foresee a problem in
7 planning the type of campaign that you were describing
8 for the community of Englewood where you are sending
9 ads all over the world where the same area might have
10 more than one area code?

11 A Yes. And we're holding off on that campaign
12 and that's really working against our mandate. Our
13 mandate is to increase the year round visitor flow,
14 particularly in the slower months. So we're in
15 mid-air right now. And that's very difficult. And
16 it's especially difficult because this is a bureau, a
17 fledgling bureau unlike the other 40 bureaus in the
18 state of Florida. And we're just getting going. And
19 to put a crimp in that -- it really could be
20 financially debilitating, but also we have a community
21 that's excited about what we're doing. And we don't
22 want to put any barriers in the way and lose that
23 momentum.

24 **CHAIRMAN GARCIA:** Very good. All right.
25 You'll make a motion to move her testimony into the

1 record and it's so moved.

2 Ms. Lauzon, you are excused. Thank you for
3 being with us.

4 (Witness Lauzon excused.)

5 **MR. REHWINKEL:** Sprint calls Tom Foley.

6 **CHAIRMAN GARCIA:** Tom is the pro and he has
7 to be here no matter what. Are there any of the other
8 county officials that might need to be taking off or
9 anything? We've got time. Tom is going to be quick
10 for us. All right.

11 **MR. REHWINKEL:** Mr. Chairman, before I
12 start, I talked to Mr. Foley and he has a summary of
13 his testimony prepared. We have avoided that so far.
14 It's at your pleasure whether we continue the trend
15 we've established or --

16 **CHAIRMAN GARCIA:** I think everyone that is
17 here is basically technical, so Mr. Foley, if there's
18 something you want to just highlight real quick, go
19 ahead and do that and then we'll shoot right into
20 questions.

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THOMAS C. FOLEY

was called as a witness on behalf of Sprint-Florida, Incorporated and, having been duly sworn, testified as follows:

DIRECT EXAMINATION

BY MR. REHWINKEL:

Q Mr. Foley, have you been sworn in?

A Yes, I have.

Q Can you please state your name and employer for the record?

A Thomas C. Foley, and I'm employed by Sprint-Florida, Incorporated.

Q Are you the same Thomas C. Foley that prepared direct testimony of 23 pages and filed it on March 18th, 1999?

A Yes.

Q Do you have any changes or corrections to that testimony?

A No, I don't.

Q If I asked you today the questions contained therein, would your answers be the same?

A Yes.

MR. REHWINKEL: Mr. Chairman, I ask that Mr. Foley's prefiled direct testimony be moved into

1 the record as though read.

2 **CHAIRMAN GARCIA:** It is inserted.

3 **Q** Mr. Foley, did you prepare and file two
4 exhibits identified in the prehearing TCF-1 and TCF-2?

5 **A** Yes, I did.

6 **MR. REHWINKEL:** Mr. Chairman, I would ask
7 that exhibits TCF-1 and 2 be given composite number
8 for identification.

9 **CHAIRMAN GARCIA:** They will be Exhibit 8,
10 Composite Exhibit 8. (sic)

11 (Exhibit 7 marked for identification.)

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
DIRECT TESTIMONY
OF
THOMAS C. FOLEY

Q. Please state your name and business address.

A. My name is Thomas C. Foley. My business address is:

Sprint
MC FLAPKA0303
555 Lake Border Drive
Apopka, Florida 32703

Q. Please detail your educational background and professional experience in the telecommunications industry.

A. I hold a Bachelors Degree in Electrical Engineering from the University of Nebraska - Lincoln and a Masters of Business Administration form Roosevelt University, Chicago. I also have a Masters Certificate in Project Management from George Washington University. I have attended numerous industry schools and forums on engineering, management, and project management.

1 I have been employed in the telecommunications industry;
2 with Sprint and its predecessor companies and
3 subsidiaries, for twenty-six years.

4
5 I have held positions in Engineering, Strategic Market
6 Planning, Technology Planning, and Operations. I have
7 held such positions as Manager of Budgets and
8 Forecasting, District Manager, and Project Manager. In
9 my current position with Sprint, I manage large, complex
10 interdepartmental projects such as NPA relief activities.
11 I have project managed Sprint's activities for NPA relief
12 since 1988, including the implementation of
13 interchangeable NPA/NXX Codes.

14
15 Additionally, I enjoy the privilege of being a member of
16 the faculty at the University of Phoenix where I teach
17 mathematics, statistics, project management, and general
18 management courses at both the undergraduate and graduate
19 level.

20
21 Q. What is the purpose of your testimony?

22
23 A. The purpose of my testimony is to provide information on
24 the need for relief of the 941 Number Planning Area
25 (NPA), the various plans available for this relief, and

1 the activities that have occurred to that end, to date.

2

3 Q. What conditions have led to the situation where relief is
4 needed for the 941 NPA?

5

6 A. NPA exhaust occurs when the demand for NXX or exchange
7 codes exceeds the limited supply. Each NPA has only 792
8 assignable NXX codes. This number is further diminished
9 by the need to "protect" codes to prevent dialing
10 conflicts in the network. Other NXX codes are not used
11 to prevent the duplication of NXX codes and NPA codes in
12 a customer's telephone number, both in the existing NPA
13 code needing relief and surrounding NPAs whenever
14 possible. The remaining codes are available to meet the
15 demands of customers on the telecommunication networks.

16

17 Several factors have led to the increasing demand on the
18 use of the remaining NXX codes. The changes in
19 technology and lifestyle at a consumer level have placed
20 a demand for additional telephone numbers. The
21 population growth in the area, the easy and inexpensive
22 acquisition of fax machines with separate lines, personal
23 pagers, additional lines in residences and businesses for
24 computer modems, second (and third) "teen" lines, and the
25 proliferation of cellular and other wireless services all

1 contribute to the need for numbers.

2

3 In addition, the entrance into the market by competitors
4 who each require number resources diminishes further the
5 number of available NXX codes in an NPA. NXX codes are
6 blocks of 10,000 numbers and are assigned to a
7 telecommunications provider only as a block. As an
8 example, if there are 5,000 customers in an area and six
9 telecommunications providers: two wireline local exchange
10 carriers, two paging companies, and two cellular
11 companies, 60,000 numbers would be assigned to these six
12 telecommunications companies to provide service to these
13 5,000 consumers. If there are more entrants into the
14 market, additional numbering resources would be assigned
15 for those consumers.

16

17 Q. Will the implementation of Local Number Portability
18 alleviate the problems you just described?

19

20 A. Only partially. Portability will not do anything for the
21 numbers of different services and the quantities of
22 services that consumers purchase. Portability will allow
23 for greater efficiencies in the use of numbers within an
24 NXX and between telecommunication companies offering
25 similar services. Each new Local Exchange Carrier would

1 require at least one new NXX code.

2

3 With local number portability, the technology is
4 available to provide what is called, nationally,
5 thousands block pooling. This thousands block pooling,
6 when implemented nationally, will allow, the assignment
7 of numbering resources in 1,000 number blocks rather than
8 10,000 numbers at a time. This technology is not yet
9 available for implementation in the Southeast United
10 States. Trials are currently being conducted in the
11 Chicago, Illinois area.

12

13 Q. What options are available to the telecommunications
14 industry to provide relief to NPAs in general, and
15 specifically, the 941 NPA in the Southwest Florida area?

16

17 A. There are three basic methods of providing relief to an
18 NPA. There is 1) the geographic split, 2) the overlay,
19 and 3) the boundary realignment. These three options,
20 and combinations of these options, were reviewed at an
21 Industry meeting held in Tampa, Florida July 8, 1998.
22 This industry meeting was attended by some 15 individuals
23 from all segments of the telecommunication industry and
24 the Florida Public Service Commission. It was organized
25 and chaired by a representative of the North American

1 Numbering Plan Administration (NANPA).

2

3 On March 15, 1999, the Florida Public Service Commission
4 Staff forwarded additional proposed relief plans to
5 Sprint. Sprint has not had sufficient opportunity to
6 study fully the effects and ramifications of all these
7 new proposals. Sprint believes additional testimony may
8 be needed.

9

10 Q. Can you identify the attendees at the July 1998 meeting?

11

12 A. The list of those companies and individuals invited,
13 along with those who attended, were included in the
14 August 14, 1998 letter (Exhibit 1) from NANPA to the
15 Florida Public Service Commission. This list is included
16 in Exhibit 1.

17

18 Q. What are the advantages and disadvantages of each of the
19 three basic methods for NPA relief in general and,
20 specifically, for the 941 NPA?

21

22 A. The advantages of the traditional geographic NPA split
23 include:

24 1. This is the traditional way relief has been
25 provided in previous years.

- 1 2. The geographic split divides an existing NPA
2 mostly along geographic boundaries such as a
3 county lines, rivers, roads, or highways. This
4 method leaves both the old and new NPAs
5 identifiable, geographically.
- 6 3. The customers 7-digit portion of their telephone
7 number remains the same.
- 8 4. The customers who remain with the existing area
9 code, will not undergo an area code change.

10

11 The disadvantages to the geographic split are:

- 12 1. Existing 7-digit dialing across the new NPA
13 boundary will be converted to 10-digit dialing.
- 14 2. The geographic split does require about half of
15 the incumbent subscribers to change the area code
16 portion of the telephone number. These changes
17 are sometimes seen as very costly to the affected
18 customers.
- 19 3. Wireless Carriers are affected by geographic NPA
20 Splits because they require access to each
21 customer's instrument to reprogram the telephone
22 number.
- 23 4. With a geographic split, at some point in the
24 future, customers will be directly affected by
25 additional relief activities.

1 The overlay method basically places two or more NPAs
2 within the same geographic area. Future growth of NXX
3 codes will be available from the new NPA and from the
4 remaining vacant NXX codes in the existing NPA.

5

6 Advantages to the overlay method include:

- 7 1. This method does not generally require any customer
8 to change their Area Code or the 7-digit portion of
9 their telephone number. These existing customers
10 will forgo the expense associated with a number
11 change.
- 12 2. The overlay is relatively easy, from the
13 telecommunications network perspective to
14 implement.
- 15 3. After the initial NPA overlay code is employed,
16 additional relief for the area using another
17 overlay NPA code will have minimal impact on
18 customers.

19

20 The disadvantage to the overlay method is that customers
21 will have to dial ten-digits for all local calls.
22 However, eventually, all local calls will require ten-
23 digit dialing.

24

25 In a boundary realignment one or more surrounding NPAs

1 that have an abundance of available NXX codes are
2 adjusted to absorb some of the current NPA's subscribers.
3 The boundary realignment is not practical in this
4 situation; the surrounding NPAs do not have an
5 underutilization of NXX codes. Additionally, if a
6 boundary realignment were implemented, many customers
7 would require complete ten-digit number changes because
8 of NXX code conflicts that exist.

9
10 Q. What was the recommendation of the group of
11 telecommunications providers that met in Tampa in June
12 1998?

13
14 A. At that meeting, the Industry narrowed the acceptable
15 methods of relief to two, a split plan and an overlay
16 plan. Further, the Industry reached consensus on the
17 split method over the overlay method with the proposed
18 split boundary being coincident with the line separating
19 the Fort Myers LATA and the Tampa LATA.

20
21 This industry consensus was subsequently affirmed in an
22 industry conference call, noticed and hosted by the
23 NANPA, held August 10, 1998. The final recommendation
24 was forwarded to the Florida Public Service Commission on
25 August 14, 1998.

1 Q. What factors were used in selecting the split plan over
2 the overlay plan?

3

4 A. Changes in numbering and Area Codes are intended to have
5 the least effect on customers.

6

7 In the case of the split plan for the relief of the 941
8 NPA, the life of the relief was estimated to be 5.2 years
9 for the area in the Tampa LATA and 5.9 years for the area
10 in the Fort Myers LATA. With the overlay plan, the
11 relief period was estimated to be 5.5 years.

12

13 The boundary for the proposed NPA split provides a nearly
14 uniform division between areas. There were, as indicated
15 in NANPA's communication to the Florida Public Service
16 Commission, 298 NXXs in the Tampa LATA and 273 NXXs in
17 the Fort Myers LATA.

18

19 Q. What, if any, were the discussions at the July 8, 1998
20 meeting on which area would retain the existing 941 NPA
21 code and which area would receive the new code?

22

23 A. Since the growth was forecasted to be greater in the
24 Tampa LATA portion of this area and they have the greater
25 number of NXX codes, NANPA guidelines indicate that the

1 Tampa LATA should retain the existing 941 code and the
2 Fort Myers LATA be assigned the new code.

3

4 Q. Why is that so?

5

6 A. Using that guideline will help reduce the number of NPA
7 changes that any particular area will undergo. The
8 faster growing, larger area would need relief again
9 sooner than the other area. If the new code were
10 assigned to this faster growing area, some customers will
11 undergo multiple NPA changes while the others would under
12 go none during the same time period.

13

14 Q. What is the new code to be assigned to the Fort Myers
15 LATA area?

16

17 A. The NANPA has not notified Sprint of the code assignment.
18 I understand that the FPSC has requested the 241 NPA
19 code. The 241 code has been communicated as the new code
20 to the consumers by the media.

21

22 Q. What are the ramifications to the selection of the 241
23 NPA relief code?

24

25 A. Since the code 241 is similar, the last two digits being

1 the same as the existing code, there is a strong
2 likelihood for customer confusion. This confusion would
3 lead to misdialed calls, increased traffic to operator
4 and customer service centers, and customer
5 dissatisfaction.

6

7 Q. Do you recommend any specific code?

8

9 A. No. The criteria for selecting a new code should include:
10 nonduplication with existing or reserved NXX codes in the
11 area; distinctively different from surrounding NPA codes;
12 and not an "easily recognizable" code such as 500 or 333.
13 The selection of the specific code should be left up to
14 NANPA with a review by the industry code holders for
15 acceptance prior to publication to the public, as in the
16 past.

17

18 Q. What would the customers have to dial to complete calls
19 with this proposed NPA relief plan?

20

21 A. Please refer to Exhibit 2 of my testimony.

22

23 Q. You also referred to the costs to a customer with a
24 number change, can you be more specific?

25

1 A. Yes. Some of the costs are economic, others are not.
2 The customers who undergo a NPA change, even though
3 telecommunications companies attempt to mitigate the
4 impact, are required to reprint advertising media,
5 stationery, etc. Businesses with PABXs and similar
6 devices will need to reprogram the units. They may also
7 want inform all their existing customers, business
8 relationships, and acquaintances of the change.

9
10 With either of the alternatives, there are costs to
11 telecommunications providers for the implementation.

12
13 Q. How many customers will this proposed NPA relief affect?

14
15 A. At the end of January, 1999, Sprint had 208,326 business
16 and 582,133 residence access lines in the Fort Myers
17 LATA. Sprint has no local telephone customers in the
18 Tampa LATA at this time.

19
20 Q. Would any customers be required to change the seven-digit
21 portion of the telephone number as a result of the
22 proposed NPA split plan?

23
24 A. Unless the costly step of rearranging the boundaries of
25 specific exchanges or wire-centers is undertaken, no

1 Sprint customer would need to change their entire ten-
2 digit telephone number. In the split plan, only the NPA
3 code would change. For the overlay plan, even the NPA
4 code would not change for existing customers.

5

6 Q. What happens at the exhaust dates for each of the plans?

7

8 A. With the proposed NPA split plan the process will be
9 similar to what we are experiencing now. Each area will
10 be considered for relief at the appropriate time prior to
11 exhaust; in about four years. Additional relief plans
12 will have to be examined, decided upon, and implemented.

13

14 For an overlay plan, at the exhaust point, a new NPA code
15 will be activated for the area. There will not need to
16 be a transitory period for implementation and customers
17 would not undergo telephone number changes.

18

19 Q. Should an NPA Split be ordered by the Florida Public
20 Service Commission, what would Sprint do to assist
21 customers with the transition?

22

23 A. As in the past, Sprint will under take a campaign to
24 notify our customers. Individual consumers will be
25 notified with media releases, targeted advertising, bill

1 inserts, and other forms of communication.

2

3 Larger customers will be notified directly, by mail or in
4 person, of any changes that affect them. They will be
5 advised of what appropriate actions to take such as
6 reprinting of stationery, notification of suppliers and
7 customers, and reprogramming of PABXS.

8

9 While CLECS, Wireless Carriers, and Interexchange
10 Carriers receive their notifications through the Local
11 Exchange Routing Guide (LERG), the industry's vehicle for
12 such notifications, Sprint will also notify, and work
13 with, those with whom we interconnect to facilitate a
14 smooth transition.

15

16 No matter which NPA relief alternative is ultimately
17 ordered, Sprint will do all that is reasonably possible
18 to assist customers, as we have in the past, with any
19 transition issue.

20

21 Q. You noted that in with the overlay plan, 10-digit dialing
22 would be required on local calls. What ten-digit dialing
23 would be required for the proposed NPA split plan?

24

25 A. This is true, ten-digit dialing would be required for all

1 intra-NPA local calls with the overlay plan. In fact,
2 even with the NPA split plan, 10-digit dialing would be
3 required for all local cross NPA boundary dialing. I
4 would like to point out that the implementation of 10-
5 digit dialing will have no effect on the rates that
6 customers now enjoy. As I indicated earlier in my
7 testimony, eventually, all local calls will require ten-
8 digit dialing.

9
10 The need to expand to 10-digit dialing was identified
11 several years ago. In 1993, Bellcore, the NANP
12 Administrator at the time, recommended that all local
13 dialing, including that associated with overlay NPAs, be
14 10-digit. Reference: Section 7.7 page 36, *Bellcore IL-*
15 *93/01-0008, North American Numbering Plan Administrator's*
16 *Proposal on the Future of Numbering in WZ1 - Second*
17 *Edition.*

18
19 Q. Throughout your testimony, you have addressed several
20 implementation issues. Are there any additional issues
21 to address?

22
23 A. Yes, there are, several.

24
25 Q. Can you enumerate please?

- 1 A. First there is the timing of the implementation of the
2 relief plan. To provide for the required notifications
3 to the Industry, worldwide, the notification of the NPA
4 relief activity needs to be published in the LERG twice.
5 Allowing for publication closing dates, a period of
6 ninety days from the date that the relief NPA code is
7 identified and all issues surrounding the location and
8 application of the new relief code are settled. At the
9 same time, Sprint will be updating its network to
10 accommodate the change and preliminary public
11 notification plans can be formulated. After this ninety-
12 day period, customers need at least an additional ninety
13 and more likely 180 days to prepare for the change. This
14 second time period, the permissive dialing period, cannot
15 begin until the network is ready to accept the new code.
16
- 17 Q. Why not save some time and overlap the permissive dialing
18 period and that first ninety day period?
19
- 20 A. If Sprint were to notify its customers ahead of the date
21 when the network, nationally, is ready, customer
22 confusion and misdialed calls will result. Some
23 customers may not realize a separate, future start date
24 and begin their work prematurely. In the case of alarm
25 dialers, early conversion may mean calls to central

1 bureaus not being completed.

2

3 Q. Are there concerns about the timing of this relief
4 activity for the 941 NPA?

5

6 A. Yes. Currently the 941 NPA is forecasted to exhaust in
7 the fourth quarter, 1999. With the Order in this
8 proceeding expected in June 1999. Relief will not be
9 available until the late in the first quarter, 2000.
10 Sprint received notification from the NANPA on March 17,
11 1999 that they have placed the 941 NPA in extraordinary
12 jeopardy. The discrepancy in the dates contributed to
13 the NANPA placing the 941 NPA in jeopardy and
14 necessitating a conservation or restriction on the
15 availability of numbering resources to the current code
16 holders of, and new entrants to, the 941 NPA.

17

18 Q. What does this extraordinary jeopardy situation mean?

19

20 A. Basically, NANPA has determined that there are
21 insufficient numbering resources in the 941 NPA to last
22 until relief occurs. The industry will now be called
23 together to decide on measures that will put in place to
24 allow the numbering resources to last until the relief is
25 attained. The extraordinary jeopardy guidelines allow

1 for measures including the "return" of previously
2 assigned but unused NXX codes. Also, limitations on the
3 number of codes to be assigned will be levied, with a
4 possible lottery to determine recipients of NXX codes.
5 There is an industry conference call established in early
6 April 1999 to address the issues and attain consensus on
7 the methods to be used.

8

9 Q. What other issues do you see as needing resolution?

10

11 A. Before implementation can proceed, all NXX codes affected
12 must be identified and included in the LERG notification.
13 This means that all NPA boundary issues and exchange
14 realignments, if any, need to be complete prior to the
15 start of the first ninety-day period. Without this being
16 done, the information customers receive will be subject
17 to revision, confusing, and impossible to control. The
18 customers cannot be subjected to multiple confusing
19 messages at the last minute, let alone subjected to
20 additional changes as situations unfold. There are two
21 such issues affecting this relief activity. There is the
22 request by Ft. Meade area residents to be included with
23 Polk County (the 941 NPA) and the request by some
24 residents of the Englewood area to remain in the 941 NPA.
25 These two items are currently covered in separate dockets

1 from this proceeding.

2

3 Q. What are the resolutions to the above two issues?

4

5 A. In the Ft. Meade situation, Sprint has agreed, when the
6 NPA relief activity occurs, to assign the Ft. Meade
7 Exchange (2,681 residence access lines and 636 business
8 access lines) to the NPA that serves Polk County. This
9 would preclude Ft. Meade subscribers from dialing across
10 an NPA boundary to reach their county seat.

11

12 In the case of the Englewood request, there hasn't been
13 a satisfactory resolution identified.

14

15 One possible remedy has been suggested that would move
16 the Cape Haze Exchange to the area that retains the 941
17 NPA. Doing this, however, will cause the Cape Haze
18 Exchange subscribers to dial the ten-digits across an NPA
19 boundary to their county seat.

20

21 Another idea brought forth would be to move all Charlotte
22 County to the area proposed to remain the 941 NPA. This
23 move would cause as many or more boundary problems than
24 currently exist. The exchanges of Boca Grande, North
25 Fort Myers, Punta Gorda, and Port Charlotte all extend

1 from Charlotte County into other counties. In addition,
2 the NXX codes in Charlotte County, if moved to the
3 proposed 941 NPA, would produce a significant imbalance
4 in the number of NXX codes between the two areas, causing
5 the relief period for the proposed 941 NPA to be
6 shortened from its 5.2 years (projected).

7

8 This lack of resolution for the Englewood issue is the
9 problem. Until the NPA boundaries, etc. are set,
10 progress on the implementation of the relief plan for the
11 941 NPA cannot effectively continue.

12

13 Q. It seems a lot of people wish to remain identified with
14 the 941 NPA.

15

16 A. People are somewhat adverse to change. Numbering
17 resource planners see it all the time: "change any number
18 but mine". Also, people somehow get the impression that
19 a number change means an increase in rates or that all
20 EAS, ECS, etc. will disappear if they have to call into
21 another NPA and all such calls now become toll calls.
22 This is not true, of course.

23

24 As has been seen in recent NPA relief activities,
25 consumers adapt rapidly and efficiently. The 904/850 NPA

1 relief activity of a few years ago is a very good
2 example. It was thought that people could not adapt and
3 they would no longer be able to communicate with
4 officials of their State Government. As the State
5 employees here can probably attest, this did not happen.
6 The population adapted.

7
8 In fact, if the current residents of this area wish to
9 keep the 941 NPA, there still is the overlay plan to
10 consider.

11
12 Q. During your testimony, you have referred to the consensus
13 reached by the industry in selecting the NPA split method
14 over the other relief arrangements. Do you have,
15 professionally, a recommendation to provide relief to the
16 941 NPA?

17
18 A. In my professional opinion, the overlay as proposed at
19 the industry meeting in July 1998 is preferable and would
20 be the best short and long term method of providing
21 relief to this area. The overlay method would:

22 - Address the concerns of residents of the affected
23 area having to change the NPA portion of the
24 telephone numbers and the perception of
25 subsequently losing identity with one's community,

- 1 - Provide the longest relief interval available with
2 a single new NPA,
3 - Would be the least disruptive to consumers for
4 future relief activities, and
5 - Preclude an NXX and NPA exhaust imbalance from
6 forcing multiple NPA relief activities unfairly on
7 one geographic area.

8

9 Q. This is not the method upon which the Industry reached
10 consensus. Please explain.

11

12 A. The split plan is workable as proposed by the industry.
13 It will meet all the criteria identified in the NANPA's
14 relief guidelines. Sometimes, in the consensus process
15 it is necessary to not insist on one's first choice as
16 the only way, but to decide on a method that will be
17 acceptable to the parties. Sprint could support either
18 of the two plans proposed in the Industry meeting.

19

20 Q. Does this conclude your testimony?

21

22 A. Yes it does. Thank you.

(Transcript continues in Volume 2.)

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