

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of :

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

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

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

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VOLUME 3

Page 396 through 588

PROCEEDINGS: FORT MYERS SERVICE HEARING

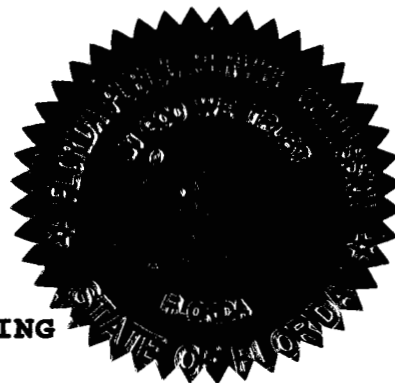
BEFORE: CHAIRMAN JOE GARCIA  
COMMISSIONER JULIA L. JOHNSON  
COMMISSIONER E. LEON JACOBS, JR.

DATE: Friday, April 9, 1999

TIME: Commenced at 12:00 noon  
Concluded at 7:30 p.m.

PLACE: Radisson Inn  
Grand Floridian Ballroom  
12635 South Cleveland Avenue  
Fort Myers, Florida

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



04853  
4-16-99

1 **APPEARANCES:**

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3 LLP, 2000 Pennsylvania Avenue, N.W., Washington, D.C.  
4 20006-1888, appearing telephonically on behalf of  
5 **Lockheed Martin IMS North American Numbering Plan**  
6 **Administrator.**

7 **CHARLES J. REHWINKEL**, Sprint-Florida, Post  
8 Office Box 2214, Tallahassee, Florida 32316, appearing  
9 on behalf of **Sprint-Florida, Incorporated.**

10 **KIMBERLY CASWELL**, GTE Florida Incorporated,  
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13 **Incorporated.**

14 **MARTHA YOUNG BURTON**, Assistant County  
15 Attorney, 18500 Murdock Circle, Port Charlotte,  
16 Florida 33948-1094, appearing on behalf of **Charlotte**  
17 **County, Florida.**

18 **KATHLEEN F. SCHNIEDER**, Assistant County  
19 Attorney, 1660 Ringling Boulevard, 2nd Floor,  
20 Sarasota, Florida 34236, appearing on behalf of  
21 **Sarasota County, Florida.**

22 **FRANK HEATON**, Cellular One, 2100 Electronics  
23 Lane, Fort Myers, Florida 33912, appearing on behalf  
24 of **Wireless One Network L.L.P. d/b/a Cellular One.**

25

1 **APPEARANCES CONTINUED:**

2           **D. BRUCE MAY**, Holland & Knight, 315 South  
3 Calhoun Street, Suite 600, Tallahassee, Florida 32302,  
4 appearing on behalf of **Florida Cellular Service, Inc.**  
5 **d/b/a BellSouth Mobility.**

6           **JAMES A. MINIX**, Senior Assistant County  
7 Attorney, Manatee County, Post Office Box 1000,  
8 Bradenton, Florida 34206-1000, appearing on behalf of  
9 **Manatee County.**

10           **JUNE MCKINNEY**, Florida Public Service  
11 Commission, Division of Legal Services, 2540 Shumard  
12 Oak Boulevard, Tallahassee, Florida 32399-0870,  
13 appearing on behalf of the **Commission Staff.**

14

15

16

17 **ALSO PRESENT:**

18           **MICHAEL BARRETT** and **LEVENT ILERI**, FPSC,  
19 Division of Communications.

20           **THELMA CRUMP** and **KEVIN BLOOM**, FPSC, Division  
21 of Consumer Affairs.

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## P R O C E E D I N G S

(Hearing convened at 12:00 p.m.)

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3           **CHAIRMAN GARCIA:** Good afternoon. We're  
4 going to reconvene the hearing which we began  
5 yesterday in Sarasota. We had a technical hearing.  
6 And what we're going to do today is continue that  
7 hearing, but we're going to do -- so that you get a  
8 broad understanding of what's involved in this  
9 process, we have someone from NANPA, which is the  
10 North American Numbering Planning Administrator, which  
11 is run by Lockheed, and they're going to make a  
12 presentation to you on what we're considering in this  
13 docket so that you can all have a general idea.

14           When she has completed that, we're going to  
15 swear you all in if you want to speak. If you're  
16 thinking about speaking, go ahead and get sworn in.  
17 You don't have to get up. What you say is part of the  
18 record. That's why we have to swear you in. If  
19 you're a little bit shy about speaking in public,  
20 there is sheet here that you can fill in or you call  
21 our 1-800 number that's on the front of the sheet to  
22 call in and give your opinion. We look at all this  
23 before we make the final decision.

24           Yesterday we had a technical hearing which  
25 presented a whole series of different options. We had

1 a bunch of attorneys and a bunch of technical experts  
2 walk us through what they wanted us to see on the  
3 record.

4           And that's about it. And if you have any  
5 questions, come right on up, ask them. The only thing  
6 I ask you to do is do it up here, but if you don't  
7 want to speak to us on mike, we will -- when we  
8 finish the hearing, we're more than happy to speak to  
9 you.

10           Our Staff is here. They will also assist  
11 you if you have some questions and if you have some  
12 problems, utility problems. You know, if you're not  
13 happy with your phone service or you've got a problem  
14 with your electricity or your private water company,  
15 it's as good a time as any to tell us, and we'll take  
16 your complaint, and if it's something we can solve  
17 right now, we'll try to do that.

18           To my right is seated Commissioner  
19 Julia Johnson, and Leon Jacobs is going to be a little  
20 bit late.

21           But everything that you say here is part of  
22 the record, and we look at this. So if you see us  
23 stand up and walk out for any particular reason, it  
24 has to do with the fact that we're going to look at  
25 all this testimony after.



1           And let me just give you what we're looking  
2 at, because I don't expect you to tell us, you know,  
3 technical issues, because she'll speak on technical  
4 issues. But tell us your community of interest  
5 concern. Tell us the problems you see with one way or  
6 the other.

7           If you notice, on this green sheet there are  
8 five different alternatives. There was one or two  
9 more added yesterday, which were a three area code  
10 alternative. And let me tell you -- let me give you  
11 that broadly. If you can look at one of the -- let's  
12 look at the first map just so you can all have an idea  
13 of what the -- I think it was called Alternative 7,  
14 Ms. McKinney; correct?

15           **MS. MCKINNEY:** Yes, Chairman Garcia.

16           **CHAIRMAN GARCIA:** And that one, what it did,  
17 it broke it up into three area codes. It did -- and  
18 if any of the technical people are here, they'll  
19 correct me if I'm wrong. What it did is it took  
20 Charlotte, Sarasota and Manatee and put them in one  
21 area code; put Polk, Hardee, DeSoto, Highlands and  
22 Okeechobee in another area code -- oh. Good. We've  
23 got the Alternative 3, just so I don't mess it up.

24 (Pause)

25           Yeah, I was right. It takes Manatee,

1 Sarasota and Charlotte, puts them in one area code;  
2 Polk, Hardee, DeSoto, Highlands and Okeechobee in  
3 another; and then it takes Glades, Lee, Hendry,  
4 Collier, and Monroe and puts them in another. Just  
5 food for you to think about while -- when you speak to  
6 us.

7           And I'm going to ask you, so you might as  
8 well think about answering: Which plan do you feel  
9 most comfortable with and why? And that will help us  
10 be a little bit more precise. And if you could make a  
11 quick presentation just to explain it and -- this is  
12 Ms. Pamela Kenworthy from the North American Planning  
13 Administrator.

14           **MS. KENWORTHY:** Good morning. Can you hear  
15 me? My name is Pamela Kenworthy, as Mr. Garcia just  
16 stated. I work for Lockheed Martin as the North  
17 American Numbering Plan Administration -- and this is  
18 out of focus. (Indicating)

19           I don't know how many of you ever heard of  
20 NANPA before. As I said, it does stand for the North  
21 American Numbering Plan Administration, and in July of  
22 1995, the Federal Communications Commission took an  
23 important step in promoting competition across all  
24 telecommunications services by adopting a new model  
25 for administration of the North American Numbering

1 Plan, otherwise known as the NANP.

2           They formed the North American Numbering  
3 Council, who was ordered to develop guidelines for  
4 number administration, thus the NANP Administrator.  
5 Lockheed Martin IMS was named as the new NANPA by the  
6 FCC in its Third Report and Order dated October 9th,  
7 1997, and effective November 21st, 1997.

8           NANPA's roles and responsibilities is  
9 primarily to serve as the NANPA administrator, as  
10 we've stated; and with that, that entails the  
11 assignment and administration of the NANP resources in  
12 an efficient, effective, fair and unbiased and  
13 nondiscriminatory manner consistent with industry  
14 developed guidelines.

15           We support the industry's efforts to  
16 accommodate current and future numbering need and to  
17 advise the industry relative to numbering issues; for  
18 example, potential numbering exhaust. We perform the  
19 administration functions that used to be performed by  
20 a company called Bellcore, and we've been a lead in  
21 the centralization of the functions associated with CO  
22 code that used to be performed by the dominant local  
23 exchange carrier in each area; and with that, that  
24 entails processing numbers resource applications and  
25 maintaining administration numbering databases.

1           We also provide general client services to  
2 help anyone obtain documents that they need relative  
3 to numbering guidelines.

4           Most of what you'll hear about today has to  
5 do with this last bullet item where we assumed also  
6 NPA relief coordinator functions. We determine the  
7 need and identify timing with NPA relief in accordance  
8 with the CO code assignment guidelines and NPA relief  
9 planning guidelines. We perform the role of the  
10 moderator at all relief planning meetings and then  
11 submit those results to the appropriate regulatory  
12 body.

13           Thus, Lockheed Martin IMS, in its role as  
14 the NANPA, compiled and filed documents with the  
15 Florida Public Service Commission -- I apologize. I  
16 didn't realize this was still unfocused -- in August  
17 of 1998. And that provided the status of the industry  
18 efforts and a description of an industry recommended  
19 relief plan.

20           As the neutral third-party administrator,  
21 NANPA has no independent view regarding the selected  
22 NPA relief, nor do we have an independent view  
23 regarding the NPA relief plan ultimately ordered by  
24 the Florida Public Service Commission.

25           There were two alternatives that were

1 developed by NANPA and discussed at an industry  
2 meeting held in July, 1998. Alternative -- the first  
3 alternative was an all services overlay, which was  
4 called a distributed overlay in this instance, and a  
5 second alternative was a geographic split.

6           The industry members who participated in  
7 that July meeting reached consensus to recommend the  
8 geographic split alternative because they concluded  
9 that the geography within the existing 941 area code  
10 boundaries is sufficiently large to support a split  
11 alternative.

12           The Commission Staff has provided some maps  
13 to share with you today, and just to give you an  
14 idea -- I'm sure most of you are aware of where  
15 exactly 941 resides in your own state here.

16           As an example, if this were -- if this is  
17 what 941 looked like -- and 202 is just an example --  
18 a geographic split would take that same geographic  
19 area, find a boundary line, and any telephone  
20 customers on one side of the boundary line would  
21 retain the current NPA and those on the other side of  
22 the boundary line would be assigned a new area code.

23           Under an overlay alternative, again looking  
24 at that same geographic area, if the overlay  
25 alternative were implemented, a new area code would be

1 laid on top of that same geographic area, and any new  
2 telephone numbers would be assigned out of that new  
3 area code.

4 Chairman Garcia mentioned some alternatives,  
5 and you have these in your handout as well. The first  
6 alternative is the geographic split that NANPA  
7 developed. And based on projected exhaust data --  
8 I'll call this yellow shaded area Area A -- that new  
9 area code and/or if that piece of the geography  
10 retained the 941 area code is projected to exhaust in  
11 5.2 years. I'll call this area Area B, and that area  
12 would exhaust in 5.9 years under this alternative.

13 A second geographic split includes some  
14 additional shading. You'll notice that on the first  
15 alternative Fort Meade was not included. However, it  
16 is for Alternative No.2, and the shading extends down  
17 into Port Charlotte and Cape Haze for the second  
18 geographic split alternative. In this instance, again  
19 using this northwest sector as Area A, that area would  
20 exhaust in 4.6 years, whereas Area B would exhaust in  
21 6.7 years.

22 Turning to a third alternative, again a  
23 geographic split, you'll see some additional shading  
24 at the end of Port Charlotte to include Punta Gorda in  
25 this alternative. In this instance, Area A would

1 exhaust in 4.1 years and Area B in 7.3 years.

2           The next alternative is a combination of a  
3 geographic split and an overlay. You'll notice that  
4 the same shading was used on the previous alternative.  
5 However, with this particular plan, the Area A would  
6 exhaust in 12 years, and Area B would exhaust in 7.2  
7 years.

8           The last alternative that was presented  
9 yesterday is the distributed overlay, and you'll see  
10 that this encompasses the entire 941 geographic area  
11 as it exists today. As I mentioned earlier, in the  
12 instance of an overlay, a new area code would be  
13 assigned to the entire geographic area and any new  
14 telephone numbers would be assigned out of that new  
15 area code.

16           The Commission Staff has also provided a  
17 couple of bullet points in reference to advantages and  
18 disadvantages of each of these plans. And I'll start  
19 with the overlay plan.

20           Some advantages of an overlay is that  
21 customers in the overlay area can retain their  
22 telephone numbers. Customers are not required to  
23 change advertisements containing the 941 area code  
24 telephone numbers. Cellular carriers are not required  
25 to reprogram their customers' cellular telephones.

1 This method is the best and simplest migration path to  
2 future NPA relief by ensuring the elimination of  
3 number changes and confusion.

4           The last bullet in terms of advantages of an  
5 overlay includes that this method is easy to implement  
6 from the telecommunications network perspective.

7           Commission Staff has also outlined some  
8 disadvantages of an overlay. A 10-digit dialing is  
9 required for all local calls within the overlay area.  
10 Directories and directory assistance would be required  
11 to provide 10-digit numbers, and all advertisements  
12 that contain 7-digit telephone numbers would be  
13 changed to 10-digit.

14           Finally, alarm monitoring companies will be  
15 required to reprogram their equipment to comply with  
16 10-digit dialing requirements.

17           The slide was provided for advantages and  
18 disadvantages of a geographic split as well. An  
19 advantage of a geographic split includes the 7-digit  
20 dialing would remain for intra-NPA local calls. This  
21 may or may not include ECS calls, as extended calling  
22 service, depending on whether there is an  
23 interexchange competing in that area.

24           Disadvantages of a geographic split include  
25 the fact that customers in an area with a new area



1 code must change the area code portion of their  
2 telephone numbers. Customers in an area with a new  
3 area code must change advertisements which include the  
4 3-digit NPA or area code.

5 Inter-NPA EAS and ECS routes will require  
6 10-digit dialing. There is a short permissive dialing  
7 period. Alarm monitoring companies will be required  
8 to reprogram their equipment to comply with the old  
9 NPA.

10 **CHAIRMAN GARCIA:** Okay. Thank you. Very  
11 good.

12 Let me introduce you to Commissioner Jacobs,  
13 and let me just tell you who -- the Staff we have  
14 here. We have Mike Barrett, who is an engineer and  
15 can help you with questions outside of his area -- or  
16 does engineering work for us. We have Thelma Crump,  
17 who is our attorney (sic), Levent Ileri, who is an  
18 engineer, can help you with other problems; Joy Kelly.  
19 We also have Thelma Crump, Sandy Moses, and we have  
20 Kevin Bloom in the back.

21 And June McKinney is our attorney. Did I  
22 say -- I'm sorry. June McKinney is our attorney. She  
23 also introduced herself.

24 We're going to swear you all in now and then  
25 we're going to call you up pretty much in the order

1 that we have here. If you have any special needs, let  
2 us know and we'll work it that way.

3 So let me ask anyone who is planning to  
4 speak or might speak -- that we're going to have to  
5 stop and swear you in later -- to please raise --  
6 stand up and raise your right hand.

7 (Witnesses sworn collectively.)

8 **CHAIRMAN GARCIA:** Thank you very much.  
9 Ms. McKinney, will you please call our first witness.

10 **MS. MCKINNEY:** Yes. And could everybody  
11 please come to the microphone up front, state your  
12 name and your address for the record. This is being  
13 transcribed by a court reporter.

14 The first speaker we have today,  
15 Chairman Garcia, is Frank Heaton.

16 **CHAIRMAN GARCIA:** Good, Mr. Heaton.

17 While Mr. Heaton walks up, I also want to  
18 give you sort of a warning to some people. If you  
19 have a problem giving us the address, I understand.  
20 Tell us after. You're being transmitted on the  
21 Internet, so if you like listening to yourself, you  
22 can pull this up at home and you can listen to what  
23 you said or what others said here, as well as the  
24 testimony that was given at the hearing yesterday.

25 There were two different hearings yesterday.

1 They're also recorded there. You can listen to that.  
2 And -- but I do warn you you're on the Internet, so  
3 everyone in the world can, if they want to, listen to  
4 you. So if you don't want to give us the information  
5 on the record, that's up to you. Just let us know so  
6 we can put it as part of the record.

7 Very good. Mr. Heaton, why don't you  
8 identify yourself for the record and we'll start from  
9 there.

10 - - - - -

11 **FRANK HEATON**

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 **MR. HEATON:** Good morning. My name is Frank  
17 Heaton; business address 2100 Electronics Lane, Fort  
18 Myers. I'm director, external affairs, for Wireless  
19 One Network, L.P., which does business as Cellular One  
20 in Charlotte, Collier, DeSoto, Glades, Hardee, Hendry  
21 Highland and Lee Counties within the 941 area code  
22 calling area.

23 I'm here today to defend our customers from  
24 being forced to change their area codes. Secondly,  
25 I'm here to defend our company from being forced to

1 change area codes for all our portions of its 941 area  
2 code business operations.

3           Yesterday in Sarasota I asked the Sprint  
4 witness in this proceeding if his company administered  
5 the issue of new telephone prefixes, or NXXs as they  
6 are known in the industry, for other carriers, such as  
7 Cellular One, and he answered yes. I then asked him  
8 if he felt Sprint had any obligation to advise other  
9 carriers it administered codes for the prospect of NXX  
10 exhaust, and he answered no.

11           I hope it's obvious to the public and to the  
12 Public Service Commission that Sprint, likewise, felt  
13 no obligation to advise its customers they were facing  
14 the prospect of another area code change.

15           On February 25th when I initiated a complain  
16 to the Public Service Commission that perhaps led to  
17 this hearing, Sprint was prepared to go forward with a  
18 change in area code for all its 941 customers that  
19 could have occurred without the benefit of adequate  
20 public input. Because its public was unaware, an  
21 expedited plan was developed between GTE and Sprint.

22           We favor Alternative 5, an overlay of a new  
23 area code, to the prospect of splitting our area code.  
24 No one is forced to change their number. Local  
25 calling areas remain identical. 941 NXX numbers

1 remain available within most communities for years to  
2 come.

3           The disadvantage is customers will have to  
4 dial 10 digits instead of seven for their local calls  
5 and automatic dialers will need to be reprogrammed for  
6 10-digit dialing.

7           When NXX exhaust within the 941 occurs,  
8 different carriers will have to draw their new NXX  
9 codes from the overlaid area code. They may be at a  
10 disadvantage trying to sell their new numbered  
11 services to a public that is apprehensive. Others  
12 will not realize they are members of the same  
13 communities and local calling areas.

14           But like any other change, the public can  
15 and will accustom itself to the change and come to  
16 recognize the second area code as part of their  
17 service area. The overlay solution is the fairest  
18 since no one has to bear the cost and inconvenience of  
19 an area code change.

20           We think the overlay buys time for revisions  
21 in NXX use to be mandated which preclude the need of a  
22 third area code indefinitely. The FCC and PSC are  
23 certain to compel assignments of numbers to  
24 code-holders like Cellular One in thousand-unit blocks  
25 rather than the current 10,000 within the next few

1 years.

2           An additional conservation measure we hope  
3 the FCC and PSC will implement is to tell the local  
4 exchange companies they cannot compel alternative  
5 carriers, especially like wireless carriers like  
6 Cellular One, that their customers' phone numbers must  
7 be rate centered in the incumbent phone company's  
8 customary calling area or toll charges apply to such  
9 calls.

10           Wireless carriers were granted wide area  
11 interconnection rights by the Telecommunications Act.  
12 However, the incumbent telephone companies only  
13 recognize one-way wide area rights from the wireless  
14 company's customer to their customer. We think the  
15 Congress never intended that new service providers  
16 should be confined to the same local exchange  
17 definitions as incumbents.

18           We applaud the Commission's willingness to  
19 consider the alternative proposed by Charlotte County  
20 Chairman Horton for a three-code split. If Lee,  
21 Collier, Glades and Hendry Counties could keep the 941  
22 area code, we'd be enthusiastic for a three-way split.  
23 We are concerned for its feasibility.

24           The record is devoid of population numbers  
25 in the 941 area code at this time. This morning I

1 pulled government numbers off the Internet. I then  
2 organized them per Chairman Horton's recommendations,  
3 and that is a handout which I've prepared and would  
4 like distributed and admitted into the record.

5           As you can see, this would propose to use  
6 three codes consisting of nearly 24 million phone  
7 numbers to serve the need of a population of less than  
8 2 million. If the government acts to allow judicious  
9 use of NXXs by wireless carriers or their customer's  
10 number is reachable as a local call whenever their  
11 carrier has a point of interconnection with the  
12 incumbent local phone company within the local calling  
13 areas of the phone company's customers, and if  
14 thousand-block code administration materialized, an  
15 overlay will last indefinitely.

16           It may penalize the future businessmen to  
17 this area, but not the present ones. It does existing  
18 residents no harm. It relieves the Commission of the  
19 political decision of who must take a number change.

20           Thank you very much.

21           **CHAIRMAN GARCIA:** Thank you very much,  
22 Mr. Heaton. We have no questions for you. Thank you  
23 very much, Mr. Heaton. I appreciate it.

24           I just wanted to point out before we call up  
25 our next witness that we have a representative from

1 Senator Saunders' office who has called me to find out  
2 about this issue, and he has Randi Rosete with us. So  
3 thank you for coming here.

4 Next witness.

5 **MS. MCKINNEY:** Melvin Wrotten.

6 - - - - -

7 **MELVIN WROTEN**

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 **MR. WROTEN:** My name is Melvin Wrotten. What  
13 I'd like to see, the area code stay the same as it is.

14 **CHAIRMAN GARCIA:** Okay.

15 **MR. WROTEN:** In this area. And if  
16 anybody --

17 **CHAIRMAN GARCIA:** Okay. Let's do this as a  
18 question: Let's assume that can't happen, because, I  
19 mean, I would love to keep my area code. But let's  
20 assume that for argument's sake, let's say that  
21 couldn't happen. Let's say we were going to change --  
22 of these plans -- let's assume that everybody would  
23 change. In other words, there is no winner, no loser.

24 If we can keep your area code, we can keep  
25 it. As Mr. Heaton spoke about the overlay plan,



1 that's one of the plans that can keep it; and there's  
2 another division that perhaps you can keep it. If  
3 that were the case, of these plans that you've got  
4 before us, is there any that strike you as  
5 particularly sensible or --

6 **MR. WROTEN:** I'd like this -- the one that's  
7 on the Alternative 5.

8 **CHAIRMAN GARCIA:** Okay. All right. That's  
9 the overlay.

10 **MR. WROTEN:** Yeah.

11 **CHAIRMAN GARCIA:** Okay. And do you know  
12 that that would require 10-digit dialing?

13 **MR. WROTEN:** Yeah.

14 **CHAIRMAN GARCIA:** Which means you would have  
15 to dial the area code when you call your neighbor.

16 **MR. WROTEN:** Right.

17 **CHAIRMAN GARCIA:** It's -- and let me just  
18 tell you, that's already being done in Dade County and  
19 in Orlando, permissive dialing, or the Orlando-Osceola  
20 area started April 1st. All right.

21 **COMMISSIONER JACOBS:** Mr. Wroten, if I may  
22 add, where do you reside in Charlotte -- I'm sorry --  
23 in this county?

24 **MR. WROTEN:** Pardon?

25 **COMMISSIONER JACOBS:** Where do you reside?

1           **MR. WROTEN:** I live at 14941 Hole in One  
2 Circle.

3           **COMMISSIONER JACOBS:** So would that be --

4           **MR. WROTEN:** 3391 --

5           **COMMISSIONER JACOBS:** That's --

6           **MR. WROTEN:** -- 19.

7           **COMMISSIONER JACOBS:** That's in Fort Myers?

8           **MR. WROTEN:** Fort Myers.

9           **COMMISSIONER JACOBS:** So you'd have been  
10 lower half there. You're covered by the whole overlay  
11 then.

12           **CHAIRMAN GARCIA:** Right.

13           **COMMISSIONER JACOBS:** Some of the other  
14 plans -- so that you're aware -- some of the other  
15 plans had expressed a desire to make sure that all of  
16 these counties are together.

17           Do you have a strong community of interest  
18 with Manatee and Sarasota Counties?

19           **MR. WROTEN:** No, not really. But I like  
20 that -- I have relatives in Arcadia and that sort of  
21 thing, and it keeps your phone bill down.

22           **COMMISSIONER JACOBS:** Okay.

23           **CHAIRMAN GARCIA:** Okay. Just so you know,  
24 though, nothing we do here will affect rates; just so  
25 you know that. In other words, if we do ten-digit

1 dialing, the way we break up our area code -- with  
2 the -- I guess, the example, the way we're treating  
3 Fort Meade, there may be a change there. Or is that  
4 not going to be rate centered?

5 **MS. MCKINNEY:** No.

6 **CHAIRMAN GARCIA:** No. Okay.

7 **MS. MCKINNEY:** The way they call now will be  
8 the way that they call --

9 **CHAIRMAN GARCIA:** Okay. It'll be the same  
10 calling scope. So nothing -- if we do change the area  
11 code and yours is different or yours is the same and  
12 your family in Arcadia or friends in Arcadia have a  
13 different area code, it will still be -- whatever it  
14 is that you pay now will be what you'll pay then.

15 **MR. WROTEN:** Okay.

16 **CHAIRMAN GARCIA:** Okay?

17 **MR. WROTEN:** Thank you.

18 **CHAIRMAN GARCIA:** Thank you very much for  
19 coming.

20 **COMMISSIONER JOHNSON:** Sir, let me ask you a  
21 quick question, sir. Over here.

22 **CHAIRMAN GARCIA:** Not going to let you go.

23 **COMMISSIONER JOHNSON:** Because I just  
24 want -- I want to be clear on something. You were  
25 very clear in that you want to keep the 941 area code.

1           **MR. WROTEN:** Uh-huh.

2           **COMMISSIONER JOHNSON:** And what I hear you  
3 saying is that if it took going to 10-digit dialing  
4 for your local call, that you'd rather do that than to  
5 lose the 941 area code.

6           **MR. WROTEN:** Right; because we've already  
7 changed one. We had an 813 and now we're changing  
8 again -- I mean, or they're wanting to change.

9           **COMMISSIONER JOHNSON:** Yes, sir. Yes, sir.  
10 Okay. Thank you.

11           **MS. MCKINNEY:** Andrew Swienton, or Swienton.  
12 And excuse me if I mispronounce your name.

13           **CHAIRMAN GARCIA:** First thing you do is  
14 correct her.

15           **MR. SWIENTON:** You said it right the first  
16 time.

17           **MS. MCKINNEY:** Oh. Thank you.

18                                   - - - - -

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

23                                   **DIRECT STATEMENT**

24           **MR. SWIENTON:** My name is Andrew Swienton.  
25 I live at 2754 Teakwood Drive in North Fort Myers.

1           I think the first gentlemen said just about  
2 everything I would like to say as being a resident  
3 here. I think we have to consider that this area has  
4 many senior citizens, and many of which cannot be here  
5 because they can't even drive, and it can keep  
6 confusing them by changing area codes, which sometimes  
7 they do not get these out to their relatives and  
8 friends because they forget, is not really very --  
9 very nice.

10           I think you went through alternatives, and  
11 you went through good points and bad points; and,  
12 clearly, by looking at the good points and the bad  
13 points, I think the Alternative No. 5 wins out.  
14 There's no doubt about that in my mind. I mean, if  
15 you look at the list. At least that's the way I told  
16 my kids. Write them down good on one side and bad on  
17 the other and pick whichever is least amount of  
18 problems. Also would cost the area less money and  
19 less confusion.

20           So that's all I'd like to say.

21           **CHAIRMAN GARCIA:** Great. Thank you. Thank  
22 you, sir. Appreciate it.

23           **MS. MCKINNEY:** Barbara Hauser.  
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**BARBARA HAUSER**

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**

**MS. HAUSER:** Good afternoon. My name is Barbara Hauser. My business address is 17200 San Carlos Boulevard in Fort Myers Beach. I'm the visitors services director for the Greater Fort Myers Beach Area Chamber of Commerce.

On behalf of the chamber, I am here to express our concern about the proposed area code change. It is our belief the immediate change of instituting the 241 area code will create a significant problem for our business community. Business will be forced to incur greater printing expenses and, with the end of the permissive dialing period in September, would have insufficient time to adjust to the change.

The printing costs we are speaking of do not just include business cards or stationery, but many Fort Myers Beach businesses, including the chamber, print tens of thousands of brochures to promote business and attract visitors to our area. Marketing efforts are usually done months in advance, and an

1 adequate period of time needs to exist for our  
2 businesses to comply with the new area code.

3           Our chamber recognizes the fact we are a  
4 rapidly growing area, and we understand the need for a  
5 new area code. We simply ask consideration be given  
6 to the hardship our businesses experience every time a  
7 change of this significance is made, and that as much  
8 time as possible -- we suggest a period of one year --  
9 be allowed for the changeover before a potential  
10 customer, client or visitor is told by a recording  
11 that a business number is no longer in service.

12           Thank you.

13           **CHAIRMAN GARCIA:** Okay. Let me ask you a  
14 question. We've reserved the 241 number, and we've  
15 gotten a lot of complaints on that concept because  
16 they thought -- this is -- let's say I change the area  
17 code. Okay? People thought it was confusing because  
18 it was too similar to 941.

19           Do you agree with that, and do you think --  
20 what -- what -- do you think we should do -- have  
21 something completely different? I just want to get a  
22 more of a feel from you on that.

23           **MS. HAUSER:** I can personally say that if  
24 you are going to change, it might be a good idea to  
25 have something totally different.

1 Thank you.

2 **COMMISSIONER JOHNSON:** And you're -- the  
3 position of the chamber, ma'am, is just to give -- I  
4 guess you'd like to keep the 941.

5 **MS. HAUSER:** Yes.

6 **COMMISSIONER JOHNSON:** But, secondarily, you  
7 just want more time?

8 **MS. HAUSER:** More time. We experienced  
9 quite a bit of difficulty through the last change, and  
10 we really believe that this is just not enough time.  
11 The time that's been proposed is not enough time for  
12 our businesses to prepare for a changeover. That's  
13 really what we're asking for is for more time.

14 **COMMISSIONER JOHNSON:** Has the Chamber  
15 stated a position on the overlay of a new area code  
16 versus the splitting?

17 **MS. HAUSER:** They really have not taken a  
18 position yet.

19 **COMMISSIONER JOHNSON:** Okay.

20 **MS. HAUSER:** But I'm sure they will be.

21 **CHAIRMAN GARCIA:** Let me just -- so that you  
22 know, that Staff is studying the possibility of trying  
23 to do something to extend the time before we have to  
24 do it. Because right now we are in a jeopardy --  
25 extraordinary jeopardy phase, and I think we run out



1 by -- by when? I'm sorry. We run out by when?

2 **MR. ILERI:** Run out of the area -- NXXs by  
3 June of next year.

4 **CHAIRMAN GARCIA:** By June of next year. So  
5 we're going to see if we can extend that little bit to  
6 make sure that if we can serve a little bit more on  
7 the front end, that it will give us a little bit more  
8 time on the back end. All right.

9 **MS. HAUSER:** Thank you.

10 **CHAIRMAN GARCIA:** Thank you very much for  
11 coming.

12 **MS. MCKINNEY:** David Smith.

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14 **DAVID SMITH**

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

18 **DIRECT STATEMENT**

19 **MR. SMITH:** Good afternoon. My name is  
20 David Smith. I am a planning supervisor with  
21 Charlotte County speaking this afternoon on behalf of  
22 the Charlotte County Board of County Commissioners.

23 Also let me give you my business address.  
24 It's 18500 Murdock Circle, Port Charlotte, Florida.

25 Charlotte County supports an alternative

1 which keeps Manatee, Sarasota and Charlotte Counties  
2 within the same area codes. We would not like to see  
3 these counties split with two different area codes.  
4 Demographics are about the same for those counties.  
5 There's a great deal of interaction among the three  
6 counties involved.

7           Charlotte County supports an alternative  
8 which does not split our county with two area codes.  
9 We are opposed to any alternative which splits  
10 Charlotte County.

11           I've got our future land use map and our  
12 urban service area on display. This is similar to the  
13 map that Commissioner Mac Horton displayed yesterday.  
14 This displays our population centers.

15           If you allow me, our west county, which is  
16 along the Gulf Coast, has about 31,000 people there.  
17 Our mid-county area, which includes Port Charlotte and  
18 Murdock, has about 79,000 people. City of Punta Gorda  
19 in our south planning area has about 28,000 people  
20 residing in it right now. Our eastern county, which  
21 makes up about two-thirds of the county, is primarily  
22 rural and agricultural land. There's only about 4,000  
23 people there now.

24           So our population is really centered around  
25 Charlotte Harbor with 132, 133,000 people. So we

1 would not support any alternative that does split  
2 these population centers.

3           Southern Sarasota County and northern  
4 Charlotte County have a lot of similar  
5 characteristics. We're almost intertwined. The area  
6 of Englewood, which is in western Charlotte County is  
7 one community. However, it's split between Sarasota  
8 and Charlotte Counties. We would not like to see that  
9 community split any further than it has been. We have  
10 planning efforts underway with Sarasota County  
11 government in order to try to jointly plan for the  
12 area.

13           The city of North Port, which is in Sarasota  
14 County, it's kind of just north of the Port Charlotte  
15 area; that and the Port Charlotte area are very  
16 similar. Both areas were established by the same  
17 development corporation, General Development. General  
18 Development Corporation planned for residential  
19 communities in North Port and around the  
20 Port Charlotte area within the middle, the Murdock  
21 serving as the primary commercial and industrial core.

22           Today that area is anchored by the  
23 Port Charlotte Town Center Mall, which is a regional  
24 shopping center, drawing customers from North Port and  
25 all of Charlotte County.

1           Charlotte County does not support a 10-digit  
2 overlay option. We have a real concern with our  
3 elderly population. It may be confusing and difficult  
4 for our population to adjust to. About 32.5% of our  
5 population are 65 and older. That's number one in the  
6 state percentagewise, and over 43,000 persons. We  
7 used to be number two in the country in the percentage  
8 of people over 65. I think we're still in the top  
9 ten. Also, Sarasota County is about 32.5% 65 and  
10 older. They're number four in the state.

11           So I'd just like to reiterate that Charlotte  
12 County would like to remain in the same area code with  
13 Manatee and Sarasota Counties, and we would not like  
14 to see a 10-digit overlay. Thank you.

15           **CHAIRMAN GARCIA:** Thank you. Commissioners,  
16 any questions? (No response.)

17           Thank you very much.

18           **MS. MCKINNEY:** Linda Holloway.  
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**LINDA HOLLOWAY**

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**

**MS. HOLLOWAY:** Hi. My name is Linda Holloway. I reside at 17081 Captiva Drive, Captiva Island.

I've been a resident of Sanibel since 1971 and moved to Captiva in 1980 when I got married. I'm a realtor with VIP Realty Group on Sanibel. I'm president of the Captiva Fire Control District Board and I'm also treasurer of the Captiva Civic Association, so I'm in touch with a lot of people on Captiva island.

I have -- we oppose -- now, my boards don't. Because of the time constraints on this --

**CHAIRMAN GARCIA:** I understand.

**MS. HOLLOWAY:** -- we were not able to get meetings, get this to put before the boards. So I personally oppose the change, the 941 area code. I have lived through two area code changes down here and know the kind of problems that it runs into.

**CHAIRMAN GARCIA:** You were 813, and what was

1 it before that?

2 **MS. HOLLOWAY:** I can't even remember. That  
3 was back in 1970 and 1971.

4 Be that as it may, my parents and I moved  
5 down here, and so --

6 **CHAIRMAN GARCIA:** A while back.

7 **MS. HOLLOWAY:** A while back. And I have  
8 letters both from South Seas Plantation and 'Tween  
9 Waters Inn who also oppose the area code changes.

10 And their reasonings are, for example, with  
11 regard to the proposed area code change for Lee  
12 County, Florida, South Seas Resorts and Merit Star  
13 Hotels and Resorts, Incorporated want to make their  
14 position clear. In no way do we support the change in  
15 area code for this area. During the last area code  
16 change only four years ago, our resort was faced with  
17 many challenges, including costly replanning of --  
18 reprinting of all collateral material.

19 Finally our guests once again familiarized  
20 themselves with our new area code. This was a big  
21 challenge, not only for South Seas Resorts, but for  
22 other Merit Star Properties located in Lee County.

23 That was from Fred Hawkins.

24 And then I have a letter from Jeff Shuff  
25 (phonetic) saying "We oppose the proposed area code

1 change for our area. This would place an undue  
2 hardship on our company in the areas of published  
3 literature, marketing campaigns, previous customers,  
4 and preprinted materials. It's impossible to put a  
5 price on the actual cost and inconvenience our company  
6 endured during the last area code change four years  
7 ago. We do not feel that we need or want to go  
8 through this again. Please deny the application to  
9 change our area code."

10 I also had another question, being  
11 affiliated with the fire department, in how would it  
12 affect the 911 system, especially if we have to dial  
13 10 digits.

14 **CHAIRMAN GARCIA:** We've taken testimony -- I  
15 believe Charlotte County put on a witness on 941  
16 issues and the complexities that they have in the  
17 boundary areas. Generally, the equipment can take it.  
18 A 10-digit area code, though, I will tell you, because  
19 I don't know -- I know it was up there, but alarm  
20 systems have to be reprogrammed, all of them, because  
21 they are alarms.

22 But, generally, any existing confusions  
23 that -- whatever it is that you've got in place now,  
24 the only problem that you've -- where you draw a  
25 problem is again on those geographic boundaries, as a

1 general rule; but the equipment can deal with it.  
2 It's just difficult. As you may know, when new areas  
3 are coming on, those are always difficult either way.

4 **MS. HOLLOWAY:** Basically the people that  
5 I've spoken to in the last couple of days, their  
6 concern was that if we do -- we understand -- I mean,  
7 I'm a realtor. I understand that there are new people  
8 moving into this area all the time. And the largest  
9 changeovers will be in the Lee County area, the Bonita  
10 Springs area and the Collier area. And so what we  
11 would need to have would be if we had a changeover,  
12 something that would be more far-reaching than the  
13 next five years.

14 In addition, as the other lady said, a  
15 longer switchover time, because most of our people  
16 will call once a year --

17 **CHAIRMAN GARCIA:** Right.

18 **MS. HOLLOWAY:** -- and so we would need at  
19 least two years of switchover time where people -- we  
20 get phone calls -- my husband is a charter captain,  
21 and we get phone calls from all over the world wanting  
22 to book him that are -- you know, we don't hear from  
23 people for a year or two years sometimes and then hear  
24 from them again.

25 **COMMISSIONER JOHNSON:** So you oppose the



1 idea of an area code change, but --

2 **MS. HOLLOWAY:** We would like to keep the 941  
3 area code, yes.

4 **COMMISSIONER JOHNSON:** And of the options,  
5 the -- one of the options that allows you to do that  
6 would be the overlay, but you don't support the  
7 overlay because you don't like the 10-digit dialing?  
8 Or --

9 **MS. HOLLOWAY:** No. I had a question about  
10 the 9 -- how the 911 system would react to a 10-digit  
11 phone number.

12 **COMMISSIONER JOHNSON:** Okay. But other than  
13 that, are you okay with the 10-digit dialing? Are  
14 you -- which of the --

15 **MS. HOLLOWAY:** I -- okay. I would --

16 **COMMISSIONER JOHNSON:** -- alternatives do  
17 you support?

18 **MS. HOLLOWAY:** -- feel comfortable with the  
19 10-digit dialing, as some people have said. My  
20 mother, who lives on Sanibel, might have a problem  
21 with it.

22 **CHAIRMAN GARCIA:** My grandmother didn't make  
23 a call for a month. (Laughter) She didn't make a  
24 call. It does -- you know, but once you get the hang  
25 of it, it works.

1           **MS. HOLLOWAY:** Uh-huh.

2           **CHAIRMAN GARCIA:** I don't think people are  
3 generally friendly to it, but it is a common thing  
4 across the country. New York has it, Atlanta has it,  
5 Chicago has it, California has, Miami has it and  
6 Orlando has it, so it's not like it hasn't been done.

7           **MS. HOLLOWAY:** Uh-huh.

8           **COMMISSIONER JOHNSON:** And you're -- and so  
9 you support Alternative 5 that would provide for the  
10 overlay and require 10-digit dialing?

11           **MS. HOLLOWAY:** Actually, I was kind of  
12 leaning towards Alternative 7, the one that's not in  
13 here, the one that -- that has three areas, and -- if  
14 not broken up even into more.

15           **COMMISSIONER JOHNSON:** But you -- okay. So  
16 in light -- in that you would suggest it because you  
17 want a longer lifetime for your area code.

18           **MS. HOLLOWAY:** Much so.

19           **COMMISSIONER JOHNSON:** What if it caused --  
20 what if you got a longer life, but not -- you didn't  
21 get to keep 941?

22           **MS. HOLLOWAY:** I would prefer to keep 941  
23 and have a longer life. If it was an either/or  
24 situation --

25           **COMMISSIONER JOHNSON:** Yes, ma'am.

1           **MS. HOLLOWAY:** -- then I guess I'd would go  
2 for a longer life span.

3           **COMMISSIONER JOHNSON:** Okay. Because one of  
4 the things, there are criteria, and I think the young  
5 lady from NANPA want through those.

6           If we go to two numbers, or if we get a  
7 third number -- let me digress for one moment.  
8 Traditionally the North American Numbering Plan  
9 Administrator and the FCC, they don't like to give out  
10 more than one number at the same time.

11          **MS. HOLLOWAY:** Uh-huh.

12          **COMMISSIONER JOHNSON:** For a lot of  
13 different reasons. It's projected that area codes  
14 will exhaust, period, in the year 2007, that will run  
15 out of area codes. So they're trying to come up with  
16 a mechanism to say, okay, if we run out of area codes,  
17 what do we do now. But they're in the process of  
18 coming up with conservation mechanisms with new  
19 infrastructure and software to deal with if we get to  
20 that point.

21           But in the meantime there is a guideline  
22 that directs states to try to not use more area codes  
23 than needed, and they usually say just use one area  
24 code at a time, because they are afraid that what will  
25 happen is that states will just start saying, well,

1 give me ten, give me -- you know, and I'll -- I want  
2 one for my own house; give me my own area code.

3           So they're concerned we might get carried  
4 away. So we might have to demonstrate that we need  
5 extraordinary circumstances for them to give us more  
6 than one area code.

7           Certainly here, as you've stated, these area  
8 codes are changing so quickly that you all have  
9 already been inconvenienced. In less than four years  
10 you have had to make a change. So we may be  
11 approached to make those arguments to get more than  
12 one area code allocated to this particular area. If  
13 we do, the next question will be who gets to keep 941  
14 and how do we do that divide. And there are some  
15 delineated guidelines that we're supposed to use.

16           One of the big factors would be the  
17 population area that's impacted. So the largest,  
18 highest growth area generally gets to keep the area  
19 code. So that's something as we go through the  
20 analysis we'll have to consider.

21           **MS. HOLLOWAY:** And I know the Lee County  
22 Fire Departments, and I think the Collier Fire  
23 Departments, have long range plans, which we did for  
24 our budgeting purposes, areas where we expected growth  
25 and have potential whole new subdivisions going in,

1 numbers of people. Land use plans that delineate how  
2 many homes can be in a particular area. And we have  
3 that all planned out in anticipation of building more  
4 fire stations and needing more equipment. And I'm  
5 sure those plans would be available to anyone who  
6 requested them.

7 **COMMISSIONER JOHNSON:** Thank you.

8 **CHAIRMAN GARCIA:** Thank you very much,  
9 ma'am. Are those letters for the record?

10 **COMMISSIONER JOHNSON:** Thank you,  
11 Ms. Holloway.

12 **CHAIRMAN GARCIA:** We'll put those in the  
13 reading file.

14 **MS. MCKINNEY:** Gene Krajack. Is there a  
15 Gene Krajack?

16 **MR. KRAJACK:** Krajack.

17 **MS. MCKINNEY:** Krajack. Work with me here.

18 (Laughter)

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**GENE KRAJACK**

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**

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**MR. KRAJACK:** That's all right. No problem.

1 My name is Gene Krajack, and I live in Gateway, which  
2 is in Lee County.

3 And I basically have a question. I thought  
4 one of the alternatives was that there are a number of  
5 assignments made to various companies in a series of  
6 10,000, and I was under the impression that if those  
7 were released, that there would not have to be a  
8 change made at this particular time.

9 **CHAIRMAN GARCIA:** Let me tell you what we're  
10 doing now. We filed -- this Commission voted to file  
11 an emergency waiver with the F -- with the FCC to see  
12 if we could do some things with those numbers. The  
13 problem is that the usage of numbers is going so  
14 quickly in this area.

15 And you're precisely right; it's because of  
16 the system that's -- that the federal government has  
17 established is in blocks of 10,000. So right now this  
18 area is giving out -- 70,000 numbers a month are  
19 leaving, NXXs are leaving, seven new NXXs a month.  
20 And what's happening is that they're being used at  
21 that rate. We only have got a year-and-a-half to  
22 implement -- some of the options that we've asked for  
23 from the FCC takes seven or eight months to get it out  
24 in working condition.

25 Tom, if I'm wrong, let my Staff know so we

1 can correct any issue that I might be off on.

2 But as that's going on, I don't know if we  
3 have enough time to correct it. In other words, we've  
4 got to fix this problem, perhaps, before we can find a  
5 global fix for the entire state, and that's what we're  
6 trying to do with this FCC filing.

7 **MR. KRAJACK:** Okay. That would be my  
8 preference, but if it cannot be worked out, I guess I  
9 would lean towards a split on the basis of 10 digits  
10 is kind of tough for senior people. I've got a mother  
11 and a father-in-law in a nursing home here in Fort  
12 Myers, and it would just totally blow their mind. I  
13 understand the concerns of the business people,  
14 however.

15 **CHAIRMAN GARCIA:** Right. So thank you. Do  
16 me a favor. Have you got the green sheet here?

17 **MR. KRAJACK:** Yes.

18 **CHAIRMAN GARCIA:** Which of -- if you favored  
19 a split --

20 **MR. KRAJACK:** 3; Alternative 3.

21 **CHAIRMAN GARCIA:** Okay.

22 **MR. KRAJACK:** Thank you.

23 **CHAIRMAN GARCIA:** Thank you very much.  
24 Appreciate it, Gene.

25 **MS. MCKINNEY:** Charlene Timothy.

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**CHARLENE TIMOTHY**

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**

**MS. TIMOTHY:** Hello. I'm Charlene Timothy with VIP Realty, 1560 Periwinkle Way, Sanibel, Florida.

I speak before you today -- and I didn't realize it was going to be on the Internet -- but I speak to you today as a businesswoman in a very busy world. And we've gone through one area code change, which was sluggish. We reprogrammed phones, pagers, stationery, yard signs, car -- you know, everything, and the computer modems, et cetera.

We made the change with the understanding that the problem had been solved or resolved. We are now facing another change within this four-year period with a possibility of another change two or three years down the pike.

As a business person, I look at this and say, this report is good that I have before me, that I was given this morning. It gives me an understanding of the problem, exhaustion problem, but it doesn't help me, as a business person or as a resident to



1 continually be changing my area code, because there  
2 hasn't been a solution to the problem, exhaustion  
3 issue.

4           So I stand before the engineers and the  
5 attorneys and the Commissioners and say, find the  
6 global fix and then fix it. Because you have a  
7 community in Southwest Florida that is older, and  
8 change is hard.

9           **CHAIRMAN GARCIA:** Right.

10           **MS. TIMOTHY:** We deal on Sanibel and  
11 Captiva, as well as other realtors in this community,  
12 with a global client, and we access them by Internet,  
13 and they come in and they buy or sell or rent. We  
14 need a global fix.

15           To be changing every two to four years is  
16 not fair to the consumer or the resident. Thank you.

17           I do have letters. I will read one letter  
18 from Remax, Art Coris (phonetic).

19           "I'm writing to you to inform that I am  
20 deeply opposed to the forthcoming change in the area  
21 code. As broker/owner of a real estate business, the  
22 change would be extremely costly and very  
23 inconvenient. I would have to tell -- I would have to  
24 change all stationery, reprinted business maps, et  
25 cetera, et cetera, et cetera, et cetera, that I need

1 to run my business.

2 We went through a change from Area Code 813  
3 to 941 approximately two years ago. Is this going to  
4 be a trend?"

5 **CHAIRMAN GARCIA:** Ms. Timothy, before you  
6 leave, can I ask you, of the plans that you've seen  
7 there and we've talked about, is there any one that  
8 strikes -- I mean, obviously you want to keep 941.

9 **MS. TIMOTHY:** No, I don't necessarily want  
10 to keep --

11 **CHAIRMAN GARCIA:** You want the long time --

12 **MS. TIMOTHY:** -- 941. I want the long-term  
13 plan, and for me to stand up here representing the  
14 real estate community, I can't vote for any of these.  
15 Now, that doesn't help your cause.

16 **CHAIRMAN GARCIA:** No, but I understand.

17 **MS. TIMOTHY:** Right.

18 **CHAIRMAN GARCIA:** Let me just say to you  
19 that perhaps maybe I said it even more vehemently.  
20 I'm as outraged as you about this situation. I think  
21 we have a problem and a problem that's been ignored  
22 for far too long.

23 Unfortunately we do not have the  
24 jurisdiction to fix it. We've asked the FCC to help  
25 us in this problem, to give us the necessary authority

1 to see if we can fix it.

2 I give you my word that if we get something  
3 from the FCC that we can implement here to fix this  
4 problem on a longer term, we're going to do that. But  
5 we have to deal with the world as it is right now, and  
6 that's why we're here to try to fix the problem as it  
7 is; but we're trying to find a global solution to this  
8 problem.

9 **MS. TIMOTHY:** That I understand, because  
10 this is a problem.

11 **CHAIRMAN GARCIA:** Yeah. I totally  
12 understand.

13 **MS. TIMOTHY:** Any questions?

14 **COMMISSIONER JACOBS:** So much of how we  
15 solve this problem, if we do -- whatever solution we  
16 come away with has to do with your community of  
17 interest.

18 Yesterday we had just a host of people from  
19 the Englewood area who were very adamant that their  
20 community was coastal, along the coastal area there,  
21 and needed to stay together, even though they were  
22 crossing county boundaries.

23 Kind of what I'm hearing here is that --  
24 that you don't necessarily share that tie with that  
25 community, but you need to stay within the 941 area

1 because that's helpful for your present circumstances  
2 and your present business environment. Doesn't sound  
3 like your ties are so much with Englewood; you're more  
4 tied into Fort Myers and this area.

5 **MS. TIMOTHY:** Lee County.

6 **COMMISSIONER JACOBS:** Right.

7 **MS. TIMOTHY:** Now, in listening to  
8 Ms. Johnson say that they don't like giving out a lot  
9 of numbers to a lot of states, well, that's the FCC;  
10 but they aren't going through all of the changes and  
11 the financial costs that we're incurring.

12 Why not give us more numbers? Why not? I  
13 don't know how many counties there are in the state of  
14 Florida. Does anyone know?

15 **COMMISSIONER JOHNSON:** 67.

16 **MS. TIMOTHY:** 67. So why not give us --

17 **COMMISSIONER JOHNSON:** Raise a good --

18 **MS. TIMOTHY:** -- per county.

19 **COMMISSIONER JOHNSON:** Well, you raise a  
20 good point, and I think that's why at least in this  
21 instance the Commissioners will be deliberating to  
22 determine how we could go about requesting more than  
23 one area code at a time. And we have, I think,  
24 special circumstances here, because the one they just  
25 gave you a couple years ago didn't last that long.

1           But their answer to why not is because if  
2 they gave us 67, California wants however many, and  
3 that it would bring the exhaust, projected exhaust, of  
4 all area codes from 2007 to 2002; and they aren't  
5 prepared to deal with a problem that we -- that they  
6 need a solution to.

7           But I still think on a case-by-case basis --  
8 you all have presented the facts in these counties  
9 that are affected, should be enough to demonstrate  
10 that this may be one of those instances where they do  
11 give more area codes. And it appears from listening  
12 to the other Commissioners and hearing the testimony,  
13 that this may be one of the instances where we ask for  
14 more than one area code, because you all have been  
15 detrimentally impacted by the last change, and it  
16 isn't fair.

17           **MS. TIMOTHY:** No. Thank you.

18           **CHAIRMAN GARCIA:** Thank you, Ms. Timothy.  
19 Appreciate it.

20           **MS. TIMOTHY:** I do have letters that I will  
21 submit for the record.

22           **CHAIRMAN GARCIA:** Fantastic.

23           **COMMISSIONER JACOBS:** Thank you.

24           **MS. MCKINNEY:** Herb Kelmar.

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**HERB KELMAR**

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. KELMAR:** Good afternoon. My name is Herb Kelmar. I work for --

**CHAIRMAN GARCIA:** I'm sorry. Herb?

**MR. KELMAR:** Kelmar, K-E-L-M-A-R. I work for All Service Realty of Southwest Florida at 8695 College Parkway in Fort Myers.

One of my concerns Mr. Krajack did express, that all of these people -- or other servers are getting blocks of numbers, and that they only use a very, very small portion of it. What is the Commission doing and what is our legislators doing to help alleviate this problem which would, I think, induce 941 to remain here?

If I was a printer or a sign painter, I would endorse all of your features here, but I'm not. I'm a small businessman, and it's going to cost me money to get signs changed, to get stationery changed, and to contact all my people.

I've run into this problem, as other realtors, have when they changed from 813 to 941.

1 People said, I couldn't find you. They said, you were  
2 not listed. And this was after a period of time. I  
3 understand that. I think I do exist. And it was very  
4 difficult for them to get in touch with me.

5 This is my business. I'm only a small  
6 businessman. I'm not a large businessman. As other  
7 people in this community who are small business  
8 people, are one or two-man offices, this is a big  
9 expense for us.

10 From what I've heard, it appears that the  
11 only solution is your overlay. Yes, it's going to  
12 cause problems, but anything you do is going to cause  
13 problems, from what I've heard today.

14 One of the things that I would like to know  
15 is, last time --

16 **CHAIRMAN GARCIA:** Do you want me to answer  
17 that first part of the question?

18 **MR. KELMAR:** Sure.

19 **CHAIRMAN GARCIA:** What are our legislators  
20 doing, what is the Commission doing: The Commission  
21 filed, basically on an emergency basis last month with  
22 the FCC to correct this problem, to give the state  
23 Commission the jurisdiction to fix this. And we are  
24 hoping we're going to get a quick turnaround from the  
25 FCC.

1           Commissioner Johnson went personally and  
2 spoke with the Chairman and the FCC staff. Our  
3 legislators can do very little about this, although  
4 they have been contacting myself and other members of  
5 our Staff, because this is a program where  
6 jurisdictionally it falls under the federal government  
7 through the FCC. We're trying to work that out.

8           But what we can do I think we are doing.  
9 Your legislators are keeping in contact with us. We  
10 keep them aware of all of the correspondence, and they  
11 clearly have a great interest in this. But we're sort  
12 of at the mercy of what the federal government is  
13 going to do with this, in particular, the Federal  
14 Communications Commission.

15           **MR. KELMAR:** The FCC. All right. The last  
16 time when you changed numbers from 813 to 941, you  
17 gave 813 to the northern part of the state. Why can't  
18 you let 941 remain here this time as a fair  
19 alternative?

20           **CHAIRMAN GARCIA:** Let me give you the type  
21 of solution that's always implemented in these cases.  
22 Usually the area that's growing fastest, when you do  
23 an area code change they are going to suffer a change  
24 quickest. So by keeping it in that area, that number  
25 then changes first. Although they have the advantage



1 of keeping the number, those who are within that  
2 number are going to experience some change in the  
3 shorter term.

4           Now, some of these plans don't show it that  
5 way. That's one of the reasons that I think  
6 Commissioner Johnson makes a very strong case for  
7 the -- or at least we've heard testimony that makes a  
8 very strong case for a three-way split.

9           But typically what you do is, the area  
10 that's exhausting fastest keeps the number, because  
11 then you take out those that aren't growing as fast  
12 and they keep it for a longer period of time. So in  
13 particular in this area, we find that the  
14 Sarasota-Manatee-Polk area, if we just take one of  
15 them, is growing faster than this area.

16           However, we are not bound by that, and we  
17 look at the circumstances of each. We're looking at  
18 some population information that's been given to us  
19 and some testimony that may sort of favor keeping it  
20 in this area.

21           **MR. KELMAR:** Well, I would urge you to get  
22 these other carriers that have all these unused  
23 numbers --

24           **CHAIRMAN GARCIA:** That's one of the things  
25 we requested from the FCC.

1           **MR. KELMAR:** -- on the ball, so that we  
2 don't subsidize them. And that -- I think that would  
3 help alleviate your problem.

4           **CHAIRMAN GARCIA:** See, it's a horrible  
5 thing, and it's an efficiency -- an inefficiency  
6 that's mandated. If Cellular One went to the federal  
7 government and said, I only need -- I only need a  
8 thousand numbers in this rate group, and they'd say,  
9 no, you're getting 10,000; you know, you can't ask for  
10 less.

11           It doesn't make sense. It was a system that  
12 worked better when you had a system where you had one  
13 phone company. You had Sprint or you had a GTE.

14           **MR. KELMAR:** Right.

15           **CHAIRMAN GARCIA:** They used them efficiently  
16 by the nature of their business. They have no  
17 interests. There's no value to these numbers. The  
18 problem is that under this present system, we have  
19 over 250 competitive local phone companies in Florida,  
20 and that clearly -- and there are some of those  
21 companies -- we had one case -- I'm trying to remember  
22 the area code -- it was the Palm Beach area code. The  
23 company had 300,000 numbers assigned to them, and they  
24 had less than 10 customers. It's absurd.

25           **MR. KELMAR:** It is absurd, and I think that

1 something can be done and should be done to help.

2           **CHAIRMAN GARCIA:** We're trying. And,  
3 hopefully, through what we've done, the FCC will give  
4 us some response. And I wish I could say that it was  
5 the North American Numbering Plan Administrator's  
6 fault. It's not. They have regulations. They have  
7 to be guided by those regulations.

8           What we've tried to do is put a stopgap in  
9 requesting this. We've also asked the companies that  
10 the numbers they do have that they distribute them  
11 consecutively. I'm sure they'll challenge that order  
12 from the Commission, but the hope is so that if we get  
13 the authority from the FCC, we can ask all these  
14 companies to give us back these numbers.

15           And you're right. I think we would  
16 certainly be able to squeeze out a lot more life out  
17 of the 941. You're never going to get 100% usage, for  
18 example, because if you're a businessman and you're --  
19 you have to change numbers because you changed  
20 location for whatever reason, you certainly don't want  
21 someone else to come in and get that number. You want  
22 it to have a --

23           **MR. KELMAR:** Right.

24           **CHAIRMAN GARCIA:** -- change for a while. So  
25 there's always a churn effect, and you always have

1 about 25% -- the companies testified yesterday 70%,  
2 75% can be used. You're never going to get the full  
3 usage. But in this area I think it's at less than  
4 50%, the numbers that are being -- that have been  
5 distributed, less than 50% are being used. So that's  
6 literally 2.5 million numbers that are out there just  
7 not being used.

8           And so we agree with you, and we're trying  
9 our hardest to make sure that we either fix the system  
10 in place or the FCC fixes it themselves. But clearly  
11 they've got more than enough things on their plate  
12 and, hopefully, they'll give us the jurisdiction, and  
13 we can find a global solution to this issue.

14           **MR. KELMAR:** All right. Thank you.

15           **CHAIRMAN GARCIA:** Thank you very much.

16           **MS. MCKINNEY:** Diane Buckley.

17   - - - - -

18   **DIANE BUCKLEY**

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

22   **DIRECT STATEMENT**

23           **MS. BUCKLEY:** My name is Diane Buckley. I'm  
24 owner of the Pampered Traveller, Incorporated, a small  
25 business here in Lee County.

1           **CHAIRMAN GARCIA:** Is that a travel agency?

2           **MS. BUCKLEY:** Yes. 13264 White Marsh Lane,  
3 Suite 18 in Fort Myers.

4           And it's very important for me to be here,  
5 to lose some productive business time and to miss  
6 lunch, because technology is the lifeline of my  
7 business. My investment in telephones and in  
8 computers is what keeps my business alive, and without  
9 that, I would suffer.

10           An important point for me is access for my  
11 customers to my business. It's been mentioned before,  
12 but I think in the 1990s and coming into the new  
13 millennium, the business we do is global business. My  
14 community of interest is the world. I have phone  
15 numbers from around the world. I use phone numbers  
16 from around the world.

17           I receive phone calls from around the world  
18 from my clients, from my suppliers, from my vendors,  
19 and I'm listed in directories, professional  
20 directories and professional journals around the  
21 world.

22           I've worked very hard to get that business  
23 edge, and that's very important for me to keep that.  
24 And what I find for any new client who calls me,  
25 because of that edge I've earned and they get a

1 misconnect to my number, should my number change, they  
2 are going to dial the next name on the list. They're  
3 not going to take that time to go ahead and research  
4 what my phone number is, because they don't as yet  
5 know me, and they don't as yet know that I can provide  
6 them with the best service.

7           The other issue that concerns me is the  
8 expense of this exchange. And just to reiterate what  
9 many people before me have said, is that as a small  
10 business person, I don't have that discretionary  
11 income to continually reinvest in matters that  
12 shouldn't be as high a priority for my expenses.

13           I'd need to print all new brochures, new  
14 stationery, new business cards, new advertising; in  
15 addition to that, all the mailings I would need to do  
16 for the hundreds of vendors I work with and all the  
17 time I would need to correct that repeatedly. Having  
18 gone through the last change, it was one of the most  
19 annoying things, and I do know that I lost business  
20 because of that.

21           It's important for me as a small business  
22 owner to work hard to keep my expenses down, because  
23 it means I can keep my expenses down for my client;  
24 and when I can do that, I not only provide a good  
25 service and good value for them, but my business

1 grows.

2           It's also important for me to keep my  
3 expenses down because my business grows that way. And  
4 as I can increase the revenue with my company, I can  
5 continue to be a good citizen in my community and  
6 contribute more to my community. And it's also good  
7 for my employees. They like for the profit to grow so  
8 that they can share in the economic boom that's  
9 happening in Lee County.

10           So I find it very important for me to keep  
11 my lifeline alive and well through the global  
12 community by keeping 941 as my area code.

13           **CHAIRMAN GARCIA:** Okay. Ms. Buckley, if I  
14 had to ask you to pick one of these, is there any that  
15 you prefer? I understand you want to keep 9 --

16           **MS. BUCKLEY:** If it's a forced choice  
17 question, I would vote for the overlay.

18           **CHAIRMAN GARCIA:** Okay.

19           **MS. BUCKLEY:** If I can keep my number, I  
20 need to establish stability within my business  
21 community and stability for my clients; and as a  
22 business, it's important to demonstrate that to  
23 clients.

24           **CHAIRMAN GARCIA:** Thank you very much.

25           **COMMISSIONER JOHNSON:** Let me ask a question

1 of Staff just in -- not for you, Ms. Buckley. But she  
2 raises some good points in understanding the issue of  
3 stability.

4 But if they don't get the 4 -- or 941 area  
5 code and we do have to change the area code, how long  
6 do we keep the message that if one of Ms. Buckley's  
7 customers from Europe were to call, that they will be  
8 told what the new area code is? Do you know how long  
9 we traditionally keep that message?

10 **CHAIRMAN GARCIA:** Tom, do you know?

11 **UNIDENTIFIED SPEAKER:** (Inaudible comments  
12 away from microphone.)

13 **COMMISSIONER JOHNSON:** If you could come to  
14 the microphone.

15 Because certainly if we can accommodate her  
16 initial request, that's best, but if we can't, how  
17 long --

18 **MS. BUCKLEY:** Could I just say one more  
19 thing --

20 **COMMISSIONER JOHNSON:** Please.

21 **CHAIRMAN GARCIA:** Sure.

22 **MS. BUCKLEY:** -- before he says that?  
23 Because I deal with people throughout the world, I am  
24 using a 10-digit number now. I say 941 all the time,  
25 and I have to joke about it when I'm talking to



1 someone in Lee County. But if someone asks me what my  
2 number is, it's always a 10-digit number I give now.  
3 So it takes a moment of adjustment, but it is  
4 something that's very easy to do.

5 **COMMISSIONER JOHNSON:** Yeah.

6 **CHAIRMAN GARCIA:** Tom?

7 **MR. FOLEY:** Tom Foley with Sprint. What  
8 will happen now is because of the code restrictions we  
9 have right now that will expire, we'll exhaust the  
10 codes in the May and June time frame.

11 The new area code relief, be it an overlay  
12 or a split or some combination thereof, will begin  
13 assigning new codes almost immediately. The recording  
14 will stay on as long as possible for those codes that  
15 are not being reassigned for a minimum of six months.  
16 However, if that code is for some reason reassigned or  
17 has to be reassigned to meet the demands, that will be  
18 a much shorter time.

19 The code administrators will look at the  
20 usage and codes and things like that and try and  
21 assign the lowest usage codes first.

22 **COMMISSIONER JOHNSON:** I didn't understand  
23 what you just said. (Laughter)

24 **THE AUDIENCE:** Yeah. (Applause)

25 **COMMISSIONER JOHNSON:** Let's try that one

1 again.

2 **MR. FOLEY:** All right.

3 **CHAIRMAN GARCIA:** I liked when she was  
4 Chairman much better; getting the crowd going.

5 **MR. FOLEY:** The present codes are expected  
6 to exhaust in June of 2000.

7 **COMMISSIONER JOHNSON:** 941, we won't have  
8 anymore in June of --

9 **MR. FOLEY:** Of 2000.

10 **COMMISSIONER JOHNSON:** Of 2000.

11 **MR. FOLEY:** Correct. When a new plan is  
12 implemented, be it an overlay or split, we will have  
13 to start using the new area code shortly thereafter,  
14 like in the June time frame. As soon as the demand  
15 is -- as soon as a request comes in for a code, it may  
16 come in June or July or may -- they may even file  
17 early requests and then go into place immediately.

18 **COMMISSIONER JOHNSON:** Of 2000.

19 **MR. FOLEY:** Of 2000. We will -- for the  
20 other codes that aren't requested or aren't placed in  
21 service, we will keep --

22 **COMMISSIONER JOHNSON:** See, that's the part  
23 I don't understand, when you say for the other codes  
24 that are not placed in service.

25 **MR. FOLEY:** We can -- what we can do is

1 route a call based upon the area code and the NXX, the  
2 first six digits of your telephone number. If that is  
3 not in service in the other area code, as long as you  
4 dial 941XXX, if that has not been placed in service  
5 yet because of the need, we will continue to give the  
6 recording "you must hang up and dial the new area  
7 code."

8           However, there are certain circumstances  
9 because of the crunch, if you will, that we're in  
10 right now, some codes will have to be reassigned  
11 immediately, and those codes will not have a six-month  
12 period with a recording. And it's --

13           **COMMISSIONER JOHNSON:** See, that is  
14 problematic. Maybe --

15           **MR. FOLEY:** Yes, it is.

16           **COMMISSIONER JOHNSON:** -- that's  
17 something -- we really that talk about that, because  
18 that is very problematic if Ms. Buckley or anyone, if  
19 we -- if they happen to get a new area code and their  
20 customers -- they don't have two or three months, you  
21 know. When someone calls, they just won't know. They  
22 won't get that intercept message.

23           It's at least helpful when they can get an  
24 inter -- a message when you call 941 to --

25           **MR. FOLEY:** Yes.

1           **COMMISSIONER JOHNSON:** -- please hang up,  
2 there's a new area code, this is the new area code.  
3 And we need as much life on that as we can technically  
4 give.

5           **CHAIRMAN GARCIA:** Couldn't that be solved  
6 just by not reissuing NXXs that duplicate other NXXs  
7 for a longer period of time?

8           **MR. FOLEY:** The problem is, is there aren't  
9 any NXXs that are available for unduplication because  
10 we have run out. Okay. The --

11           **CHAIRMAN GARCIA:** No, no. But, I mean, once  
12 we get to the new area code, you in essence have a  
13 series of NXXs in one area code, in the new area code,  
14 and then you have the old area code. In essence, none  
15 of those NXXs should overlap because they were all  
16 functioning under one area code, correct?

17           **MR. FOLEY:** Correct.

18           **CHAIRMAN GARCIA:** So it strikes me that what  
19 you would try to do is use NXXs -- oh, I understand  
20 what you're saying. You immediately -- the fund  
21 you're going from is this one.

22           **MR. FOLEY:** Correct. The ones that are  
23 released, because of the area code relief, some of  
24 them will have to be reused immediately.

25           **CHAIRMAN GARCIA:** Well, maybe, Staff, we

1 could put something in our instruction to NANPA,  
2 because at least when they testified before us the  
3 other day, they said that if we were very specific,  
4 they could at least have some guidance.

5           Maybe the guidance there -- and maybe you  
6 guys could speak to this at some point -- but maybe  
7 the guidance is to use for more rural areas that the  
8 NXX isn't fully used, but it's by rate center, it's  
9 out there that way; it'll take us a little bit longer  
10 before we get there.

11           **MR. FOLEY:** That's what we would look at  
12 using first as the reused codes, are the ones that are  
13 used the least right now.

14           **CHAIRMAN GARCIA:** All right.

15           **COMMISSIONER JOHNSON:** Well, let us,  
16 Mr. Chairman, really focus on that issue, because that  
17 could be a real problem for businesses.

18           **CHAIRMAN GARCIA:** Right. Do you understand  
19 Levent? Okay. And that way maybe we can ask -- we  
20 can give very specific directions to NANPA.

21           I know that the companies when they did it  
22 themselves, that was the pattern, but now we've got  
23 several people in the mix here. And so the point  
24 should be that the longer we give people -- we change  
25 the area code, in particular, business, but everyone,

1 I mean, most -- a lot of people down here are  
2 snowbirds and -- but a lot of people are retired here  
3 so they have friends all over the country, so it takes  
4 a while for people to figure out.

5 Thank you, Tom.

6 **COMMISSIONER JACOBS:** One quick question.  
7 Is there any way to tag that pool, that reuse pool  
8 under local number portability software?

9 **MR. FOLEY:** I think local number portability  
10 and code assignment right now are mutually exclusive.

11 **COMMISSIONER JACOBS:** Is that right?

12 **CHAIRMAN GARCIA:** Although if I'm not  
13 mistaken, when we've done area code changes, for  
14 example, in the Fort Lauderdale/Dade County area code,  
15 there were some businesses who just could not for some  
16 reason live without the 305.

17 I believe that in that case BellSouth made  
18 available at a very small cost transfer for a while --  
19 I'm not saying that they didn't charge, but they made  
20 it available for a while. So it's something that -- I  
21 don't know, we could probably think about for  
22 businesses if they have that need.

23 **COMMISSIONER JACOBS:** I may me -- it may not  
24 be specifically that software. But what I'm thinking  
25 of, is there any way in the transition to designate,

1    though, that reuse?  Because it would appear to me  
2    that that would be a valuable -- there would be some  
3    business out that could -- that would want to do that.  
4    They would want to be able to click on some message  
5    for every business out there that's changing their  
6    NPA.  And they'd want to be able to help that business  
7    give a message to all clientele that says, this  
8    business is no longer located in this NPA; it's now in  
9    this NPA.

10                    So it would occur to me that the switch  
11    manufacturer would have some feature that would allow  
12    that.

13                    **MR. FOLEY:**  We -- right now we do and can  
14    taking vacant NXX codes with recordings that indicate  
15    that the area code has changed or that even that that  
16    is a vacant, nonused code.

17                    The problem is, is that the switch can't  
18    tell what NXX code that customer is dialing, whether  
19    they want it in the old or new area code, if there's a  
20    duplication, so that the recording when it's reused is  
21    941.  When you dial 941 --

22                    **COMMISSIONER JACOBS:**  But, see, my point is  
23    let's take this as total conjecture.  But say this  
24    were a service that some Internet provider were  
25    giving.  They would go to the client, the customer,

1 the real estate company, whoever, who knows what their  
2 former NPA was, and they will say, "I can sell you a  
3 service that we'll designate -- we'll go search out  
4 your NPA, and then anybody who calls that and calls  
5 your old NXX will click on this message."

6           **CHAIRMAN GARCIA:** Right. He's not arguing  
7 that. The problem is simply that when you do the  
8 division -- which didn't come to me until right now --  
9 the only numbers that they have to reassign, because  
10 they've run out of NXXs, are precisely the old NXXs.

11           **COMMISSIONER JACOBS:** I'm not arguing for  
12 reassignment. I'm just arguing can you identify them,  
13 because --

14           **MR. FOLEY:** Yes, they -- those codes are  
15 identified. And what happens is once a relief plan is  
16 put in place, NANPA issues an industry letter that  
17 says what the old -- what codes are moving to the new  
18 area code or what codes aren't moving to the new area  
19 code.

20           And there are -- I can't remember the name  
21 off the top -- Ripkin, I believe, is the name, or  
22 Rifton. There's a service out there on the Internet  
23 that he keeps up -- he does it personally. He keeps  
24 up with all of this stuff and posts all this stuff on  
25 his Internet site.



1           **COMMISSIONER JACOBS:** So some business  
2 person could contract with this Ripkin guy and, say,  
3 okay, all my clients, if you go through this service  
4 to determine what my new NPA is --

5           **MR. FOLEY:** If you tell your customers to  
6 contact the service to find out what my new NPA is,  
7 why don't you just tell him what the new NPA is when  
8 you talk to him?

9           **COMMISSIONER JACOBS:** Because you don't know  
10 yet. You know it's going to change. You give him  
11 some advance notice and you don't know --

12           **CHAIRMAN GARCIA:** It does strike me, Tom,  
13 though, that when you do change the number, it's not  
14 by -- it's not by NXX. I mean, in theory that you  
15 would assume that, for example -- we'll use  
16 Ms. Buckley as an example -- Ms. Buckley should be  
17 able, if she's a customer of yours -- and maybe she's  
18 not -- but if she were a customer of yours and you  
19 were -- and she were going to change numbers, that a  
20 specific message to her old number -- in other words,  
21 there would -- you would hold the message there. It's  
22 not done by NXX; it's done by a specific number.

23           **MR. FOLEY:** It's done by NXX.

24           **CHAIRMAN GARCIA:** Even if she changed her  
25 number?

1           **MR. FOLEY:** If she changes her individual  
2 number, she can -- she can have the service, referral  
3 service, that says, "My new number is" such and such.

4           **CHAIRMAN GARCIA:** Right. But that's done  
5 specifically by number.

6           **MR. FOLEY:** On an individual number. But  
7 the call is completed to that end office switch before  
8 that recording is received.

9           **CHAIRMAN GARCIA:** Right.

10          **MR. FOLEY:** It is stopped before it gets to  
11 the end office switch when the full NXX is not used or  
12 is used somewhere else and the recording is given at  
13 another location.

14          **CHAIRMAN GARCIA:** Right. Right. But what  
15 I'm saying, again it's the problem of how the NXXs are  
16 distributed. But if you -- when you have a customer  
17 of yours that leaves a certain area, because it's a  
18 specific number, you're able to segregate it and say  
19 this number has been changed to this number --

20          **MR. FOLEY:** Correct.

21          **CHAIRMAN GARCIA:** It would almost -- the  
22 problem is that there are others using the NXX, so you  
23 wouldn't know.

24          **MR. FOLEY:** Correct.

25          **CHAIRMAN GARCIA:** All right. Thank you,

1 Tom. Sorry to sort of bring you up there, but you're  
2 our expert, or the company expert, which --

3 **MS. MCKINNEY:** Michael Quaintance.

4

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5

**MIKE QUAINANCE**

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 **MR. QUAINANCE:** Good afternoon. My name is  
11 Mike Quaintance. I am the president of the Cape Coral  
12 Chamber of Commerce. My address is 2051 Cape Coral  
13 Parkway East.

14 **CHAIRMAN GARCIA:** Mike, could you spell your  
15 last name?

16 **MR. QUAINANCE:** Quaintance,  
17 Q-U-A-I-N-T-A-N-C-E.

18 My board of directors has instructed me  
19 to -- they're concerned about the amount of time  
20 that's given for the changeover. Being that we in  
21 this particular area -- I guess all the way up and  
22 down the seaboard we would be very tourist driven,  
23 and -- like the chambers and the tourist and  
24 development commissions and things like that, we print  
25 up thousands and thousands of pieces of literature in

1 advance to utilize the best costs that printers can  
2 offer.

3           So realizing anything that would be less  
4 than a year would be extraordinarily difficult and  
5 expensive for our Chamber members and our tourists and  
6 development commissions and things like that to be  
7 able to absorb.

8           So they asked me to see if we can do  
9 anything about extending that period of time. Not so  
10 much the change of the code -- although they did ask  
11 that --

12           **CHAIRMAN GARCIA:** Let me ask you a specific  
13 question on that, on the change -- when is the best  
14 time of year?

15           **MR. QUAINANCE:** When is the best time of --

16           **CHAIRMAN GARCIA:** Because this is a seasonal  
17 type area, when is the best time of year, if I were  
18 just thinking about the seasonal aspect of it?  
19 Obviously for the year-round people --

20           **MR. QUAINANCE:** After season would be --

21           **CHAIRMAN GARCIA:** After season is when?

22           **MR. QUAINANCE:** Okay. Normally our season  
23 is over in -- now. Okay. Usually it starts that  
24 where we get a lot of our snowbirds go back up north  
25 and we don't have quite as much in the way of tourism.

1           **CHAIRMAN GARCIA:** Now, I'm not saying  
2 everyone here is seasonal. Clearly --

3           **MR. QUAINANCE:** Right.

4           **CHAIRMAN GARCIA:** -- I understand that it is  
5 year-long community --

6           **MR. QUAINANCE:** Sure.

7           **CHAIRMAN GARCIA:** But the -- a lot of the  
8 people that have the most problems are the seasonal.

9           **MR. QUAINANCE:** Our biggest push is that.  
10 Our biggest spike would be that. Our season is  
11 changed where it actually is year long, but it -- the  
12 biggest spike is from January through April.

13           **CHAIRMAN GARCIA:** Okay.

14           **MR. QUAINANCE:** And what we would like to  
15 have everybody consider or have considered would be  
16 something that would last for a much longer period of  
17 time. So if you have to break them up into smaller  
18 segments, we would certainly like to see that versus  
19 changing every four or five years. So a longer term  
20 solution is what we would desire.

21           **CHAIRMAN GARCIA:** Let me ask you another  
22 quick question. Looking at any of these maps, it  
23 struck me -- and that's because I'm not from here.  
24 I'm sure that you'll correct me on it -- that it  
25 struck me that it almost seemed that there was sort of

1 a -- a coastal area and then an inland rural area; not  
2 rural, but, you know, what I'm saying is there's a  
3 coastal tourist area sort of --

4 **MR. QUAINANCE:** Sure.

5 **CHAIRMAN GARCIA:** -- in that concept, and  
6 then there's -- the inland area is more agricultural.

7 **MR. QUAINANCE:** Sure.

8 **CHAIRMAN GARCIA:** It isn't all one coastal  
9 area, though. In other words, the census -- they're  
10 not one community of interest. I got a very big  
11 feeling that Sarasota -- the Sarasota, or Charlotte  
12 and the Lee County are very -- are separated very  
13 much; it's not a community of interest.

14 **MR. QUAINANCE:** Well, we're all in  
15 competition business-wise, whether it be tourists or  
16 real estate or builders whatever, so we would all be  
17 in --

18 **CHAIRMAN GARCIA:** But like the central area  
19 here, I guess, is the Fort Myers area, the area that  
20 pulls in this area as -- I guess, as a business sort  
21 of area, and then --

22 **MR. QUAINANCE:** Well, you have -- in this  
23 particular area you have Naples, which was one of the  
24 fastest growing communities in the United States.  
25 Cape Coral/Fort Myers was rated No. 5.

1           **CHAIRMAN GARCIA:** Right.

2           **MR. QUAINANCE:** So, you know, those add --  
3 things need to be addressed, and that's why the  
4 long-term fix needs to be -- we need to do that now.  
5 If we're going to make a change, that's fine but make  
6 it a long-term change.

7           **CHAIRMAN GARCIA:** I totally agree with you.  
8 Okay. Thank you very much.

9           **COMMISSIONER JOHNSON:** Mike, an interesting  
10 proposition. In our hearings yesterday in Sarasota,  
11 Manatee, Charlotte and Sarasota, they seem -- they  
12 want to be identified together as coastal counties.  
13 And they are advocating that, first, of course, as you  
14 would advocate, that you keep the 941. But they're  
15 also advocating, and quite a few of them said, "But  
16 most importantly we want to keep our identity as three  
17 particular counties together."

18                   Now, are you suggesting that maybe Lee,  
19 Collier -- do you feel the same kinship to the coastal  
20 counties southward?

21           **MR. QUAINANCE:** I would think that would be  
22 applicable, sure.

23           **COMMISSIONER JOHNSON:** But in terms of  
24 communications with the chambers, you all haven't had  
25 any joint focus on the area code issue, though, have

1 you?

2           **MR. QUAINANCE:** Haven't really had a lot of  
3 time. I mean, this issue just come to surface. I  
4 mean, I think it's unfair to ask -- I couldn't answer  
5 this question, which scenario would you want me to go  
6 for. I mean, my board is directing me to ask for more  
7 time, but they haven't seen this and haven't responded  
8 to this.

9           My personal effect, you can trash this puppy  
10 in the long term. I think it's a mis -- it's not a  
11 good plan. I think it doesn't address the long-term  
12 issues, and that's what we have to do. If we're going  
13 to make the change, I don't think you'll get a -- it's  
14 my opinion -- I think you'll get less resistance if  
15 it's a long-term change; and I want to say a more  
16 guaranteed long-term change than the last one was  
17 supposed to be.

18           **COMMISSIONER JOHNSON:** Sure. Well, you  
19 were -- your point is well-taken. I think we went  
20 into the last change, someone testified, knowing that  
21 the 941 would have a pretty short life, a five-year  
22 life. And I hear you asking to the extent that there  
23 must be a change, that we've got to do something about  
24 that; and on the front end doing something about that  
25 may be asking for more than one area code. But on the



1 long run, Chairman Garcia was the first to raise the  
2 issue of, wait, we need to have some control over this  
3 process so we as a state can communicate with these  
4 counties and find ways to -- and with the industry to  
5 extend the life of these area codes.

6 **MR. QUAINANCE:** Sure. I agree.

7 **CHAIRMAN GARCIA:** Well, thank you very much,  
8 Mr. Quaintance.

9 **MS. MCKINNEY:** James Dwyer, III.

10 **MR. DWYER:** Hello. My name is James Dwyer,  
11 and I'm the executive vice-president for Cellular One.

12 I'd like to start by thanking the Commission  
13 for listening to the concerns of the companies and the  
14 public in this area.

15 And, Chairman Garcia, I notice that you got  
16 our ad, and I was pleased to see that.

17 **CHAIRMAN GARCIA:** Yes.

18 **MR. DWYER:** Let me start by saying --  
19 addressing an issue that somebody -- or has been  
20 mentioned a couple of times, and that is the question  
21 of who gets to keep the code, assuming there is a  
22 split.

23 Under the way that codes have been assigned  
24 historically, the area that is growing the quickest in  
25 terms of its number use is the area that keeps the

1 code so that the new area that's not growing, won't  
2 exhaust as quickly, gets the new code.

3 I think that we can make an argument that  
4 the area that is growing the most quickly is the area  
5 that's causing the exhaust and causing this problem,  
6 and they're the ones who should suffer the area code,  
7 because they're also reaping the benefits. The  
8 businesses that have to spend the money to change  
9 their stationery and everything else are the ones who  
10 are reaping the benefits of the growth of their  
11 communities.

12 I was looking at the --

13 **COMMISSIONER JOHNSON:** So then you're saying  
14 you don't like the standard that we use?

15 **MR. DWYER:** That's right. I think it makes  
16 more sense to have the communities that are growing  
17 quickest be the ones that suffer the area code change  
18 because they're the ones who are reaping the economic  
19 benefits.

20 **CHAIRMAN GARCIA:** I will tell you, though,  
21 that one of the things that does bother me about all  
22 of the plans we have before us is that those that get  
23 the benefits and those who do not, those who get  
24 changed, aren't really getting that much more of a  
25 benefit. It's -- you know, it's maybe two or three

1 years more. And, in essence, you're basically putting  
2 a double expense on that group. And that's one of the  
3 things that troubles me greatly about --

4 **MR. QUAINANCE:** Right.

5 **CHAIRMAN GARCIA:** -- especially the early  
6 plans where you're talking 5.2, 5.9, and the 4.6 and  
7 6.7. It really -- they're so close to each other that  
8 it almost strikes that those -- those who keep the  
9 number are getting a great benefit, because they're  
10 going to have to change. But the truth is the other  
11 group is going to have to change almost as soon.

12 **MR. QUAINANCE:** Yeah. The difference is  
13 that the core of that group that gets to keep the area  
14 code, the one that's growing the most rapidly, are not  
15 the ones who are going to get the next area code  
16 change either, because they're still going to be the  
17 ones that are growing the most rapidly and, therefore,  
18 they get to keep the number; and the next area code,  
19 there's still ones that are at the core. It's going  
20 to get smaller. But at its core, it's the same group  
21 that continues to keep the same number.

22 So with the exception of the core, with the  
23 other people who keep the area code, I agree with  
24 that.

25 In the Special Report you handed out today,

1 or that was in the front, you start -- the first  
2 paragraph reads that "Florida's growing population  
3 coupled with the increased use of cell phones, fax  
4 machines, computer modems, and pagers are creating a  
5 record demand for telephone numbers."

6           And while I agree with the factual comment  
7 there, it implies that that is what's causing our  
8 problem when, as we've heard a number of times today,  
9 we really don't have a number exhaust issue; we have a  
10 code exhaust issue. That's something that concerns --  
11 it concerns us greatly.

12           I applaud your efforts to break that  
13 barrier, the 10,000 number blocks, and break it down  
14 into something that's more reasonable. But beyond  
15 that, we have been forced into a situation where we  
16 have to deliver calls to -- we, as Cellular One, have  
17 to deliver calls to the local exchange carrier at the  
18 points where they tell us to deliver those calls.

19           We both have end office connections in  
20 LaBelle, and when a Sprint customer calls a Wireless  
21 One customer, there is no reason we shouldn't be able  
22 to deliver that call from our end office to their end  
23 office with no toll charge. If we were allowed to do  
24 our delivery that way, there would be no toll for the  
25 Sprint customer, which would save them money; there

1 would be no toll for Wireless One, which will help us  
2 keep our costs down and help us to provide a  
3 reasonably priced service to the consumer, and there  
4 won't be as much of a number exhaust issue, because we  
5 wouldn't need codes in LaBelle and Clewiston and all  
6 the little communities of interest that we now have  
7 codes.

8           So while you have to look to the FCC to  
9 resolve the problem of how the codes are assigned, I  
10 will tell you that if Sprint allowed us to deliver  
11 calls the way that we believe the Telecommunications  
12 Act tells them that they should, that we would be able  
13 to hand you back a whole bunch of codes that we're  
14 holding right now. And that's out of the hands of the  
15 FCC. That's simply we need to get Sprint to allow us  
16 to deliver calls that way.

17           The other comment I have is that you also  
18 mentioned in the Special Report that the split plan  
19 proposed by the industry calls for the northwest  
20 portion to be divided from the southwest portion -- or  
21 southeast, excuse me -- using a territorial boundary.  
22 And I kind of object to the word "industry," because  
23 Cellular One is an important part in the  
24 telecommunications industry here in southwest Florida,  
25 and we did not play a part in that plan.

1           We are now involved in this process and  
2 we're very happy to be here, but we think we should  
3 have been brought into that process sooner. And we  
4 appreciate that you guys have taken the time to listen  
5 to us now.

6           **CHAIRMAN GARCIA:** Thank you.

7           **MR. QUAINANCE:** Thank you.

8           **MS. MCKINNEY:** Venice Nolte.

9

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10

**VENICE NOLTE**

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           **MS. NOLTE:** Yes. Most of my questions have  
16 been answered, but --

17

**CHAIRMAN GARCIA:** Ma'am, let me ask you a  
18 quick favor. Restate your name, and if you want --  
19 you don't have to -- but give us your address.

20

**MS. NOLTE:** I'm Venice Nolte from Fort  
21 Myers.

22

          All right. I think the codes given out to  
23 the different cellular phones and so forth have been a  
24 doubt in my mind that should be. But what I want to  
25 know -- I'm in favor of the split plan --

1           **CHAIRMAN GARCIA:** Okay.

2           **MS. NOLTE:** -- that -- the overlay plan, I  
3 should say.

4           **CHAIRMAN GARCIA:** Okay.

5           **MS. NOLTE:** If part of our new people would  
6 get the 241 or whatever it's going to be, would that  
7 be long distance calls?

8           **CHAIRMAN GARCIA:** No. No. What happens is  
9 that under an overlay plan you simply end up using --  
10 your index finger gets incredibly strong. That's the  
11 first thing. But you end up dialing just those three  
12 numbers more. But none of the calling plans, the  
13 local options you have are changed at all.

14                   It would just mean that you've got to  
15 dial -- now what does happen in the long term -- not  
16 in the short term, but in the long term -- say, four,  
17 five years down the road, two, three, maybe, it may be  
18 that you've got a neighbor who's got a different area  
19 code than you do, or a business that has a different  
20 area code, or your cellular provider. You may have  
21 941 at home; in your cell phone, maybe for better lack  
22 of another one, 241. So that's what happens, and  
23 you've got to dial all of those digits all the time.

24           **MS. NOLTE:** Well, most of the phones can be  
25 programmed.

1           **CHAIRMAN GARCIA:** Absolutely. And I'm sure  
2 that Sprint and GTE are thinking of all sorts of ways  
3 that you'll never --

4           **MS. NOLTE:** So it really shouldn't be a  
5 bother to us older folks if we --

6           **CHAIRMAN GARCIA:** Right.

7           **MS. NOLTE:** -- if we program our phones or  
8 have someone do it.

9           **CHAIRMAN GARCIA:** Absolutely. And the only  
10 other inconvenience is the -- is when you have to do  
11 your alarms, and that, we usually have to give a long  
12 lag time for it, but we keep it there for a while  
13 because --

14           **MS. NOLTE:** I didn't hear what the  
15 difference was.

16           **CHAIRMAN GARCIA:** The reprogramming of your  
17 alarms. I'm sorry.

18           **MS. NOLTE:** Oh, yes.

19           **CHAIRMAN GARCIA:** If people have alarms.

20           **MS. NOLTE:** I think it would be a lot less  
21 expensive to do it this way, though.

22           Thank you.

23           **CHAIRMAN GARCIA:** Okay. Thank you very  
24 much.

25           **MS. MCKINNEY:** Chairman Garcia, Charles



1 Rehwinkel on behalf the Sprint would like to respond  
2 to some of the comments that were just made, please.

3 **MR. REHWINKEL:** I can wait until all the  
4 customers are finished.

5 **CHAIRMAN GARCIA:** Thank you, Charles. Okay.

6 **MS. MCKINNEY:** Steven Buckley. Mr. Buckley?

7 (No response.)

8 Richard Neville.

9

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10

**RICHARD NEVILLE**

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 **MR. NEVILLE:** Good afternoon. My name is  
16 Richard Neville, N-E-V-I-L-L-E. I'm a certified  
17 management consultant here in Lee County, and my  
18 office address is 6296 Corporate Court in Fort Myers.

19

20 And as I mentioned, I'm a certified  
21 management consultant. I do my work here in Fort  
22 Myers, but my clients are everywhere. They're all  
23 over the United States and, I have contacts in Asia  
24 and Europe as well. And I have lived through one area  
25 code change, and I would hate to go around the world  
and tell all these people about a second one.

1 I'm actually a veteran of another area code  
2 change, because in 1987 I lived in Massachusetts,  
3 which all of eastern Massachusetts at that time was  
4 area code 617. The phone company up there, which was  
5 then New England Telephone -- it's now Bell  
6 Atlantic -- implemented a new area code, 508. And I  
7 lived right on the border, so it was necessary to dial  
8 10 digits to reach the next town, and I don't think  
9 that's a big inconvenience.

10 As the lady before me pointed out,  
11 programmable phones are available and inexpensive, and  
12 I think for our senior community that's something that  
13 can easily be handled that way. In fact, I helped an  
14 elderly relative at that time reprogram her phone to  
15 handle just such a situation.

16 My principal comments have to do with the  
17 inconvenience and the expense of an area code change.  
18 By inconvenience I'm concerned with people trying to  
19 get me from a distant point, be it New York or  
20 Switzerland or Singapore, or what have you, and  
21 dialing (941) 466-5600 and finding out, as some of the  
22 previous -- the man from Sprint just let us know, that  
23 that number might now ring in Sarasota because  
24 somebody else in Sarasota has been given the number  
25 466-5600 within the 941 area code. I would find that

1 devastating that they tried to get me from somewhere  
2 else and got another company.

3           So I favor the overlay. I think the overlay  
4 does have some inconveniences in the respect that  
5 people would be required to dial 10 digits instead of  
6 seven, but I think that's a small price to pay for  
7 remedying the type of problem that I just outlined and  
8 for a long-term solution to the problem. Because if  
9 five or four or fewer years down the road we need  
10 still another area code, will we have to change again?  
11 I hope not.

12           I would hope that at that -- when that point  
13 arrives -- it's not "if," it's "when" that point  
14 arrives, another overlay would be considered. So  
15 perhaps then we have three area codes in the local  
16 area.

17           So that's the inconvenience part of it. The  
18 expense part has been spoken about by other people.  
19 For my business that's not a big expense. I don't do  
20 much advertising. I don't have brochures. I do have  
21 business cards, but I print, stationery out of the  
22 computer, so a stroke of the keys will change that.  
23 That's not a big problem for me.

24           And I would want to address one of the other  
25 points in which I sense the Commission is somewhat

1 confused, and that is the community of interest  
2 between us here in Fort Myers and the so-called  
3 coastal or rural communities.

4 I think there is some community of interest,  
5 as the previous speaker mentioned, between the Fort  
6 Myers and -- the Fort Myers area, Lee County area, and  
7 the Collier County-Naples area. There isn't much with  
8 Central Florida, with Okeechobee County, with Glades  
9 County and areas like that. And there is none, as far  
10 as I'm concerned, between Fort Myers and Sarasota.  
11 It's 75 miles away. Yes, they're both coastal, but  
12 there the similarity ends.

13 **CHAIRMAN GARCIA:** Okay.

14 **MR. NEVILLE:** And those basically are my  
15 comments.

16 **CHAIRMAN GARCIA:** Well, that's good, because  
17 I think I saw it that way. I just wanted -- the plan  
18 we spoke of -- and I don't know if you were here at  
19 the beginning -- sort of does that concept. In other  
20 words, the three area code one that we looked at, if  
21 you'll look at your map, it sort of took Manatee,  
22 Sarasota, Charlotte as one area; Lee, Collier, Monroe  
23 Hendry, and Glades as another area, and then it took  
24 Polk, Hardee, Highlands, Okeechobee and DeSoto as  
25 another area.

1           So I think -- don't think we're too far  
2 there on communities of interest, although probably  
3 Hendry and Glades could probably go with that other  
4 group and they'd all right, too.

5           All right. Thank you very much. I  
6 appreciate it.

7           **MR. NEVILLE:** I have one other comment since  
8 Mr. Jacobs came back in. I want to commend him for  
9 being a volunteer guardian ad litem. I am, too, in  
10 the 20th Judicial Circuit and have been for 20 years.

11           **COMMISSIONER JACOBS:** Thank you. I'm glad  
12 to here that. Congratulations to you, too. That's a  
13 very important cause.

14           **MR. NEVILLE:** Thank you.

15           **MS. MCKINNEY:** Ed Siewek, III.

16           **MR. SIEWEK:** I'm going to defer.

17           **CHAIRMAN GARCIA:** Okay.

18           **MS. MCKINNEY:** That's the last customer I  
19 have at this time.

20           **CHAIRMAN GARCIA:** Okay. If you have -- if  
21 there is anybody who wants to speak and did not sign  
22 up and hasn't been sworn in, I need you to stand up  
23 and be sworn in. We have one gentlemen here.

24           **UNIDENTIFIED SPEAKER:** I have been sworn in.

25           **CHAIRMAN GARCIA:** You've been sworn in.

1 Okay. All right.

2 **UNIDENTIFIED SPEAKER:** I have been sworn in  
3 as well.

4 **CHAIRMAN GARCIA:** Here's what we'll do.  
5 We'll -- when you step up there, leave your name and  
6 number with our attorney, but go ahead and come on up.  
7 We'll start with you, sir.

8 - - - - -

9 **JOHN FULLER**

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

13 **DIRECT STATEMENT**

14 **MR. FULLER:** My name is John Fuller, and  
15 I'm from South Fort Myers, and I'm a small  
16 businessman. And I wasn't even aware of this until  
17 I -- my wife brought it to my attention in the paper  
18 this morning.

19 But I think if the rest of the people in  
20 this room and myself ran our business the way this has  
21 been run by Sprint with the problem we have here, the  
22 only ones that would be at this meeting today would be  
23 Sprint and the board.

24 And I think the thing that I can see is,  
25 your Commission has got to watch out not for just the

1 941, but everybody in the state. I don't think you  
2 should allow things like this to happen. We're not in  
3 the dark ages. But technology and everything that we  
4 have -- I can't believe a company with its assets and  
5 all of its engineers and that can't come up with  
6 something to make this thing work.

7 I don't believe you can blame Washington.  
8 Other companies, businesses -- not monopolies like the  
9 telephone company -- when we have a problem, we have  
10 to go where we have to to get approvals, to get things  
11 changed. Washington, you can work with it. In my --  
12 in the past I have done that, and I found them  
13 receptive. If you've got a problem, they'll work with  
14 it.

15 With the Commission, if we have a problem, I  
16 know you'll work with us. So when they say that they  
17 can't -- they've got to fight Washington, I don't  
18 believe it, and I don't believe we have to fight you  
19 to watch out for our good.

20 **CHAIRMAN GARCIA:** I don't disagree with that  
21 last statement, but let me tell you that -- and it's  
22 not in defense of the company; it's simply there is a  
23 system in place, a system in place that neither the  
24 company nor this Commission, nor any company can do  
25 anything with.

1           I mean, the cellular provider who is  
2 bothered about other things with Sprint in this issue  
3 would not contend to you that the system we have in  
4 place doesn't work. The problem is that that system  
5 is being fixed piecemeal. In other words, every state  
6 has been asking for a little bit of power here.

7           For example, I'll give you classic example  
8 that people think up, and the public is -- you know,  
9 they always say -- in the cellular companies would  
10 kill if we did this -- but they say, give the cellular  
11 carriers -- it's all their fault; give them a  
12 different area code; leave the land based lines as  
13 they are.

14           Well, that's is a competitive disadvantage.  
15 With the competitive system that we have today, you  
16 would find that some of their business lines are  
17 cheaper than some of Sprint's business lines. Their  
18 cellular equipment probably is based priced on a  
19 competitive level with some of Sprint's business  
20 lines. So we have to be competitively neutral to  
21 allow them each to have equal access into the system.

22           But while I agree with you that the work  
23 with us -- I'm not as optimistic about Washington as  
24 you are, but we're trying.

25           **MR. FULLER:** Well, Sprint owns the switch,



1 and they're the ones that are in control regardless of  
2 who the business is, whether it's cellular or anybody  
3 else. They're in control, and I think it's their  
4 responsibility to see that these things are taken care  
5 of.

6 I don't think you've come before this  
7 Commission and before the people and say we've got 12  
8 months left. This is something they should have done  
9 years ago. They should have done this, started that  
10 program when they switched us from 813 to 941. They  
11 shouldn't come now, and I think the Commission should  
12 reprimand them for it -- I really believe it -- to see  
13 to it this doesn't happen.

14 You've got a problem in this area here, and  
15 there's 67 counties in this state, and there's going  
16 to be all kinds of problems. And I think it's time to  
17 get on their back and say, we don't need these kind of  
18 problems; you know, we've got enough problems without  
19 things like this.

20 I mean, the time that you have to spend and  
21 listen to it -- when we don't even know about it and  
22 you get as many people that show up at a meeting like  
23 this for a hearing, I mean, you know, for a telephone  
24 thing, it's hard for me to believe that you can get  
25 this many people here. I mean, the room is not full,

1 but these are not exciting meetings that people come  
2 to. (Laughter) God, you know --

3 **COMMISSIONER JACOBS:** Don't worry. We agree  
4 with that.

5 (Simultaneous inaudible conversation.)

6 **MR. FULLER:** I'm not going to be here at  
7 6:00; you are.

8 **COMMISSIONER JACOBS:** Except for your  
9 smiling faces.

10 **MR. FULLER:** Well, I -- I think that's the  
11 thing that really gets me. It's -- I had no plans on  
12 coming up here, but -- my wife says don't get up  
13 there, but I think -- (laughter) --

14 (Simultaneous inaudible conversation.)

15 **CHAIRMAN GARCIA:** Yell at her on the way  
16 home.

17 **MR. FULLER:** I think I should be able to  
18 express my feeling, too. And this is what it is: I  
19 think that the small businessman, we have to watch out  
20 for ourselves. We have to do it. We have to work  
21 with the monies we've got. We can't just come to a  
22 commission and say, well, we've got to raise our  
23 rates, you know, and the consumer has no use -- or no  
24 choice on it. We have to learn how to do it.

25 And I'm sure this company here -- Mr. Heaton

1 came up, the first speaker, probably would have been  
2 better if he was the last speaker, you know. So I'm  
3 quite sure they've spent a lot of money, at lot of  
4 time, a lot of effort to look in this thing and to  
5 come up with some kind of a solution.

6 I, myself, my personal feeling is I don't  
7 want to give up the 941. I don't want to dial ten  
8 numbers. I think that my gut feeling as a -- somebody  
9 that's not technically inclined or knowledgeable, why  
10 can't we keep the 941 the way it is, and all the new  
11 numbers, give them the new area code, and have the  
12 overlap and let them do the ten numbers.

13 We've suffered, you know. I mean, my first  
14 phone number as 658, and then I had to get with a zero  
15 in front because we got up to a thousand numbers, and  
16 then we got with seven, and then we came in the area  
17 codes. And I just can't see if we can -- my exchange  
18 is 768, my neighbor is 561. Give my new neighbor a  
19 new area code and let us keep our seven digits and  
20 keep the area -- and all the businesses that are  
21 operating today with the numbers, keep them that way  
22 and give al the new ones, give them the new area code  
23 in here.

24 I don't know if it's possible, but if we can  
25 send a man to a moon and do all of these other, my

1 God, I should think they certainly could do something  
2 like that here with Sprint and every other company  
3 that's here, including the Bell system.

4           **CHAIRMAN GARCIA:** While it seems to make  
5 sense, the only place in the nation that has been  
6 allowed to do it is New York, and this is a long time  
7 ago when it was sort of chic to let people know you  
8 had a cellular or beeper.

9           Today People want ubiquity. They want no  
10 difference between one and the other. And the FCC has  
11 already ruled, and it's been held up that you cannot  
12 give new people a new number. And that addresses some  
13 of your points against Sprint.

14           The hope is that somebody shows up some day  
15 in your house or you're -- and I don't want you to  
16 talk about cable, because then we'll really get off of  
17 the subject --

18           **MR. FULLER:** No.

19           **CHAIRMAN GARCIA:** -- but your cable company  
20 shows up some day and says, we'll sell you phone  
21 service, a competitive, home-based phone service,  
22 which they are doing in certain places of the state.  
23 And you don't want them to have a different number.  
24 You don't want it to affect the number you have; you  
25 want them to offer you services exactly the same. And

1 that's why we try to make it so that everyone --  
2 everybody has to get the bad news at the same time.

3 Thank you.

4 **MR. FULLER:** Okay, thank you.

5 **CHAIRMAN GARCIA:** Appreciate it.

6 **COMMISSIONER JACOBS:** Glad you did come up.

7 - - - - -

8 **JOHN DWYER**

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 **MR. DWYER:** Mr. Chairman, thank you. My  
14 name is John Dwyer. I'd be remiss if I didn't tell  
15 you that I am also with Cellular One, but I really  
16 come to you just as a person.

17 And I say that because I look at it this  
18 way: With making a decision to do a split, it forces  
19 you, the Commission, to decide which group of people,  
20 which person is more worth -- worthy of being harmed.  
21 I mean, it kind of comes down to that.

22 You hear all of us talking, and you hear all  
23 of our reasons. We all say the same darn thing; we  
24 don't want to lose our number, and it forces you to do  
25 that, and I don't think that's a good position for you

1 to be in.

2 All of us are people, and therefore all of  
3 us need to be treated the same way. Doesn't matter  
4 how many of us live here. If you choose an -- if you  
5 don't chose an overlay for, say in this example,  
6 someone has to be harmed unfairly with the, other or  
7 inequitably with the other.

8 The way I see it is the overlay. There's no  
9 other choice. It's fair for everyone. We talked  
10 about earlier the fact that if we went with the split,  
11 since we are at exhaust, people would day one lose  
12 their forwarding message. So there that argument is  
13 out the window, doesn't work.

14 A lot of people here have said, I want to at  
15 least if I'm going to lose -- if we do a split, I want  
16 it to last a long time. Well, that's what an overlay  
17 does. If you do an overlay, you never lose your  
18 number until you give it up. That's what everybody  
19 wants. Sure, it's a little more difficult to dial 10  
20 digits, but that's the way it's going. It's  
21 inevitable. It's going to happen.

22 What we did -- Mr. Fuller came up and he  
23 talked about his first number being three digits, and  
24 I'm sure we fought off going to seven digits, and then  
25 we fought off going to 10 digits. The way it works

1 today, you just assign a new NXX. When one runs out,  
2 you assign another one.

3 We're on our way there with NPAs, area  
4 codes. It's inevitable. Why do we hold it off? Why  
5 force yourself to chose one person over another. I  
6 don't think it's fair. And I would say we need to do  
7 an overlay, and that's my opinion as a person.

8 **CHAIRMAN GARCIA:** Thank you.

9 **MR. DWYER:** Thank you.

10 **CHAIRMAN GARCIA:** Is that it? Is there  
11 anybody else who wants to speak?

12 All right. We are --

13 **MS. MCKINNEY:** Excuse me, Chairman. No more  
14 customers --

15 **CHAIRMAN GARCIA:** I know Charles Rehwinkel,  
16 but I just saw someone in the audience who wants to  
17 speak.

18 **UNIDENTIFIED SPEAKER:** I was going to  
19 mention one thing. That's all I had.

20 **CHAIRMAN GARCIA:** Go right ahead. Just  
21 introduce yourself and give your address so we can  
22 have it for the record.

23

24

25





1 it would last them for ten year at least.

2           **CHAIRMAN GARCIA:** Well, let me -- I don't  
3 disagree agree with any of that. I was going to say  
4 before the end of the hearing that I wanted our Staff  
5 to look at it.

6           So if you've brought it up let me just say  
7 that the only negative that is associated with that is  
8 that then we would probably in a very short term be  
9 looking at again a number change or 10-digit dialing.  
10 If we were to do a geographic split along those lines,  
11 in other words -- and I guess it's where you're  
12 saying, Manatee, Sarasota, Charlotte, Lee, Collier and  
13 Monroe --

14           **MR. BARBOSA:** Right.

15           **CHAIRMAN GARCIA:** -- as one coastal area and  
16 then everyone else was kept as a different -- and,  
17 Levent, I want you to look into that possibility at  
18 some future. Go ahead.

19           **MR. ILERI:** I will look into it.

20           **CHAIRMAN GARCIA:** Okay. And then we keep  
21 the other counties on a different -- the only problem  
22 is that this is the most heavily populated area. So  
23 we'd probably be looking at in three years coming  
24 back, which would mean that we'd probably just do an  
25 overlay over that area. But if -- in other words,

1 you'd end up at 10-digit dialing in that area.

2           You're right. If the FCC made those  
3 changes, nonetheless, this area -- you know, the  
4 Highlands is nice, but that's not where people are  
5 locating. It's on the coast where they all want to  
6 be. So what we would be doing -- and this is exactly  
7 what we did in Orlando. We -- in Orlando people --  
8 the coastal area wasn't the quick growing area; the  
9 area was around Orlando.

10           So what we did is we just instituted an area  
11 code, and an overlay there in the area that's growing  
12 slower, we gave them a new number, and then they  
13 lasted -- I think our decision there gave them ten  
14 years or -- do you remember?

15           (Simultaneous conversation.)

16           **CHAIRMAN GARCIA:** Eight to ten? Eight  
17 years. So it was to give them -- but I'm going to ask  
18 Levent to do that as one of the samples that we can  
19 look at the day that we take this for a vote so that  
20 we can -- he can at least -- Staff can at least  
21 analyze it for us.

22           **MR. ILERI:** Configuration, only way we can  
23 handle the coastal regions are only through an  
24 overlay.

25           **CHAIRMAN GARCIA:** Right.

1           **MR. ILERI:** Because we cannot have a split  
2 on one side and have another area code on the other  
3 side because of the overpopulation on the --

4           **CHAIRMAN GARCIA:** Right. We would end up in  
5 an overlay on the coastal area.

6           **MR. ILERI:** Right.

7           **CHAIRMAN GARCIA:** Correct.

8           **MR. ILERI:** Okay. That's all.

9           **CHAIRMAN GARCIA:** But it's addressing your  
10 point. In other words, that's the area that has the  
11 more international business. That's the area that  
12 it's going to fall in. And the problem is, though,  
13 that you are immediately looking at the immediate the  
14 overlay necessity.

15           In other words, the reason we did the  
16 overlay in the Orlando area is because those people  
17 don't want to be separated. They have a very unique  
18 community of interest. The next area code that comes  
19 in, we're not even going to have a hearing. We'll  
20 just drop it on -- once you do overlay -- as the  
21 Cellular One guys have been talking about, once you do  
22 an overlay, you never hear from us again, because it  
23 just falls right over you and, you know, the next guy  
24 has a new number, but it doesn't really change much.

25           **MR. BARBOSA:** Okay.

1           **CHAIRMAN GARCIA:** Thank you for your  
2 comment.

3           Mr. Rehwinkel, I know I keep holding you,  
4 but there's another gentlemen that wants to speak real  
5 quick, and then that will be --

6           **UNIDENTIFIED SPEAKER:** (Inaudible comments  
7 away from microphone.)

8           **CHAIRMAN GARCIA:** You need to come on up.

9           **UNIDENTIFIED SPEAKER:** My comments will be  
10 short.

11          **CHAIRMAN GARCIA:** They can be long, if --

12                                   - - - - -

13                           **MICHAEL HOYMAN**

14 appeared as a witness and testified as follows:

15                           **DIRECT STATEMENT**

16           **MR. HOYMAN:** I'm Michael Hoyman. That's  
17 H-O-Y-M-A-N, 2203 McGregor Park Circle, Fort Myers.

18           I came here recently -- my wife and I are  
19 from Cleveland -- a couple of years ago. All I ask  
20 you to do is don't do what they did to the city of  
21 Cleveland. Don't do that to us.

22           **CHAIRMAN GARCIA:** What did they do in  
23 Cleveland?

24           **MR. HOYMAN:** What they did in Cleveland,  
25 they had the 216 area code. They had the same problem

1 you have. Now they have three area codes.

2 **CHAIRMAN GARCIA:** Right.

3 **MR. HOYMAN:** And what they did was -- when  
4 you were talking about the rural areas, they left them  
5 alone and split the city of Cleveland in three area  
6 codes; just the opposite.

7 **CHAIRMAN GARCIA:** Right.

8 **MR. HOYMAN:** Let the rural areas keep the  
9 216, gave Cleveland three area codes, even split one  
10 of the biggest suburbs in two.

11 **CHAIRMAN GARCIA:** Yeah. That's the problem  
12 that we've got, and that's why -- if you notice the  
13 plans -- well, you wouldn't notice. We notice because  
14 we see the different plans coming before us.

15 But Atlanta did something similar. And  
16 Atlanta was sort of that they did this donut concept.  
17 They gave the rural areas -- they left them alone.  
18 Then they came into the city core. They did this  
19 donut complex.

20 And the problem is that you're absolutely  
21 right. When you get into the core of a city, we have  
22 found historically you've got to go overlay. When you  
23 get into very tight areas, you've got to go to overlay  
24 because people start thinking it's very close or  
25 nearby or in suburbs. You know, does Bernie live on

1 this side of the bridge or --

2 **MR. HOYMAN:** Right.

3 **CHAIRMAN GARCIA:** -- that side of the  
4 bridge, and you go crazy on it. So that's why we in  
5 Florida did the overlay in the Orlando area, and we're  
6 going to try to avoid that. Thank you.

7 **MR. HOYMAN:** Thank you.

8 **CHAIRMAN GARCIA:** Mr. Rehwinkel, do you want  
9 to --

10 **MR. REHWINKEL:** Do you want to swear me in  
11 or am I here as an officer the court?

12 **CHAIRMAN GARCIA:** Are you going to testify  
13 or --

14 **MR. REHWINKEL:** I just want to respond to a  
15 couple of remarks that were made earlier?

16 **CHAIRMAN GARCIA:** You don't think you can  
17 respond to them on your brief or --

18 **MR. REHWINKEL:** Commissioner Garcia,  
19 Mr. Heaton is a qualified representative. He sits  
20 here as a representative, a party like myself.

21 **CHAIRMAN GARCIA:** Let's swear you in.

22 **COMMISSIONER JACOBS:** We started something.  
23 Now he can't stop it now. (Laughter)

24 **MR. REHWINKEL:** That's twice in the three  
25 days.

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**CHARLES REHWINKEL**

appeared as a witness and, swearing to tell the truth,  
testified as follows:

**DIRECT STATEMENT**

**MR. REHWINKEL:** Commissioners, members of  
the public, my name is Charles Rehwinkel. I represent  
Sprint in this docket.

I want to respond to several points that  
were made earlier by Mr. Heaton, and I want to start  
off by saying that I, myself, and Sprint has no  
animosity or ill will towards Cellular One. They're a  
good corporate citizen of this area. They are a good  
provider of service.

We've had some professional regulatory  
differences that we've litigated before the  
Commission. We prevailed on some of the issues, and  
we prevailed on the one issue that Mr. Dwyer,  
Mr. James Dwyer, mentioned to you about, and that  
issue has been settled. It's been ruled not  
appropriate in this docket.

The Commission is undertaking another docket  
to look at number issues, and I think Mr. Heaton and  
his company should be invited to participate there.

But I want to talk to you about the issue of  
notice and how we got to where we are with respect to

1 the NANPA process. And I'm not trying to cast any  
2 aspersions on the NANPA representative that's here.  
3 She was not involved in this transaction.

4           But just for the record, we were asked by  
5 someone other than Ms. Kenworthy to provide a list of  
6 code-holders in our area, and we faxed this to them a  
7 year ago yesterday. Okay. These guidelines, which  
8 are the bible for area code relief, which is NPA Code  
9 Relief Planning and Notification Guidelines, they put  
10 the onus on notification of code-holders on the  
11 administrator, and we left it with them.

12           For whatever reason, Mr. Heaton's company  
13 was not notified and -- by the people that are  
14 required to notify them, and that's -- I feel bad  
15 about that, and I certainly, the ways things have  
16 gone, wish that they had participated, and we did not  
17 try to exclude them. We did what was asked of us to  
18 do that. That's one issue.

19           The other issue about where the code goes,  
20 again, these guidelines, the planning guidelines, as  
21 we discussed yesterday, they talk about where the code  
22 goes. Again, Sprint doesn't have a dog in that hunt.  
23 We don't have a particular position about where it  
24 goes.

25           You're now considering many different



1 alternatives that could change the lives and could  
2 dictate where the code goes. And we think that  
3 objective guidelines are better than people trying to  
4 put their own particular interest in there.

5 That's all I wanted to say, and I appreciate  
6 your time.

7 **CHAIRMAN GARCIA:** Thank you, Mr. Rehwinkel.  
8 You make a pretty good witness. Anyway -- (Laughter)  
9 Let me just say, if you really like this, we'll be  
10 back at 6:00.

11 Commissioner Johnson has some important  
12 business in another part of the state, so she won't be  
13 here, but Commissioner Jacobs and I will be here. If  
14 you get a brainstorm and figure out a way through this  
15 Gordian's knot that we've got before us, come back.

16 Look us up on the e-mail -- on the Internet.  
17 We've got a web page. Commissioner Jacobs looks  
18 particularly good in that picture. (Laughter) Or you  
19 write us at the Commission or call us, and we're --  
20 it's all part of the record. It's all part of what we  
21 deal with. When you saw Commissioners get up, trust  
22 me, we're going to look at all of that. This decision  
23 is slated to come before us -- counselor,  
24 Ms. McKinney, do you know?

25 **MS. MCKINNEY:** May 18th.

1           **CHAIRMAN GARCIA:** May 18th. So on that day,  
2 if you are particularly good with technology, you can  
3 go to the Internet and you can listen to us debate  
4 this issue. It will probably be towards the end of  
5 the day, because it's a panel item that goes towards  
6 the end of the agenda.

7           Thank you very much for coming. It means a  
8 lot, and I know you come at a busy time of year and a  
9 busy time of day. Thank you. We stand in recess.

10           (Recess at 2:05 p.m.)

11           (Whereupon the hearing recessed at 2:05 p.m.  
12 and reconvened at 6:00 p.m.)

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14           **CHAIRMAN GARCIA:** We're going to resume the  
15 hearing that we began earlier today. Let me just  
16 reintroduce Commissioner Jacobs to my left. My name  
17 is Joe Garcia.

18           And what we're going to do is we're going to  
19 listen to customer testimony. We're going to let you  
20 come up and tell us -- by looking at this thing that  
21 they handed at the door, if you'll notice that on the  
22 fourth page it begins with a series of maps. As you  
23 look at those maps, I'd appreciate if you could think  
24 which one makes sense to you as someone who resides in  
25 this part of the state; even if you don't reside in

1 this part of the state, what makes sense to you, and  
2 what we should do.

3           We're going to let our engineer, Mr. Ileri,  
4 walk you through the plans that the North American  
5 Numbering Planning Administrator has come up with. He  
6 will broadly explain them to us and, hopefully, he  
7 will quickly explain them to us. And we realize it's  
8 6:00 on a Friday; we don't want to keep you longer  
9 than we have to.

10           When that's through, I'm going to swear in  
11 all of those who wish to speak, or those that think,  
12 hey, I might want to speak, I'll go ahead and swear  
13 you in, and then we'll start taking testimony from  
14 you.

15           Levent, you go ahead and start.

16           I might have a little bit of commentary as  
17 Levent walks through this, just to clarify. The North  
18 American Planning Administrator had to leave early  
19 because of a pressing family matter.

20           And, by the way, if you have any questions  
21 about a utility, your electricity, your water, your --  
22 you can ask us. It's part of the record. We will  
23 solve it. If I can't solve it, someone can.

24           Ms. McKinney, who is the PSC's attorney,  
25 will be calling you up to speak in the order that you

1 came.

2 I also want to point out that Representative  
3 Saunders has a staffer here with us, so if you have  
4 any questions of him -- Senator Saunders has a  
5 representative here -- former Representative Saunders,  
6 now Senator Saunders, has a representative here.  
7 Likewise, I've had questions from several other  
8 members in Tallahassee, so your representatives are  
9 watching this issue.

10 Mr. Ileri.

11 **MR. ILERI:** Good afternoon. My name is  
12 Levent Ileri. I'm with the -- I'm an engineer with  
13 the Public Service Commission, and I'd like to go over  
14 some of the alternatives that we have.

15 **CHAIRMAN GARCIA:** Levant, do me a favor.  
16 Leave that map up just for a second so people can  
17 understand what they're looking at.

18 Those are the area codes in Florida. The  
19 administrator walked through this very quickly, but I  
20 want you to realize how area codes have changed, in  
21 particular in the last ten years. I mean, when you  
22 think that 305 covered pretty much almost to under  
23 Orlando very recently, and you'll see what very little  
24 slice 305 has left, which is in the bottom part of the  
25 South.

1           813, which was your area code just a few  
2 years ago, has already been divided since you all lost  
3 it. And you'll notice how the rest of the state is  
4 broken up. It's just to give you an idea of what's  
5 happening with area codes and how they are shrinking  
6 and reducing.

7           I'm sorry, Levent. Go ahead.

8           **MR. ILERI:** Well, basically there are two  
9 types of relief plans which we implement. One of them  
10 is a split and the other one is an overlay. And with  
11 a split, you take a geographic area and you divide it  
12 into two different segments. Just like in this shape  
13 there's an Area 1 and Area 2, and one region keeps the  
14 old area code and the other one gets the new area  
15 code.

16           And this phase with the geographic split  
17 within every area code everybody dials 7 digits and  
18 all interNPAs ECS codes based on a 10-digit dialing  
19 pattern.

20           And with an overlay plan, you take the same  
21 geographic area and you implement two area codes on  
22 top of each other. However, with this case, under FCC  
23 rules everybody has to dial 10-digit dialing. So that  
24 means if you have, like, two phone lines in your  
25 house, you may have one area code for one line and you

1 may have a different area code for the second line.  
2 So all codes are based on a 10-digit dialing. That's  
3 the requirement FCC imposed.

4           And the industry last year reached a  
5 consensus on the type of relief plan that the 941  
6 should be imposed to, and as this is Alternative  
7 No. 1, in which case the northern region will keep the  
8 941 area code, whereas the southern region will keep  
9 the new area code; and exhaust years are shown as 5.2  
10 and 5.9 years.

11           **UNIDENTIFIED SPEAKER:** And what -- its a  
12 little difficult to hear you. What you're saying is  
13 in the yellow, right, if you split it, that would last  
14 for 5.2 years? Is that what you're saying?

15           **MR. ILERI:** That's right. And the southern  
16 region we'll keep 5.9 years, which is not shaded.

17           **UNIDENTIFIED SPEAKER:** Okay.

18           (Inaudible comment from audience.)

19           **MR. ILERI:** Yeah. The NPA means number plan  
20 area. That stands --

21           **UNIDENTIFIED SPEAKER:** Number what?

22           **MR. ILERI:** Number plan area. That stands  
23 for an area code.

24           **CHAIRMAN GARCIA:** That stands for an area  
25 code. NPA is the area code, basically. So what

1 you're looking at there is two NPAs; one, the area  
2 code -- if you look at this, this is one area. On  
3 this map this is one area code, this is the second  
4 area code. And what the maps that -- these are the  
5 exact same maps you've got in your hand. I believe in  
6 yours this area is shaded dark; this is light.

7 This -- under this plan, this would be 941. The new  
8 area code would go to this area where we're in now.

9 (Indicating)

10 Let me ask you a favor. If you've got a  
11 question, let's wait until Levent walks us through it  
12 unless it's a -- because we've got to get you on the  
13 record, and it gets confusing later when she tries to  
14 explain it to us. Okay.

15 **MR. ILERI:** And the other plan that the  
16 industry considered was an overlay, which is  
17 Alternative No. 5, in which case all customers will  
18 retain their own old area code and the new customers  
19 will get a new area code, but everybody will have to  
20 dial 10 digits.

21 **CHAIRMAN GARCIA:** That's the plan that's on  
22 Page 8, the one that he's presenting now. That's  
23 Plan 5.

24 **MR. ILERI:** Right. And in addition to these  
25 alternatives, the PSC Staff has come up with other

1 alternatives, which are Alternative No. 2. It's again  
2 a split, in which case we include the Fort Meade  
3 exchange, Cape Haze exchange and the Port Charlotte  
4 exchange.

5 Of course, with the additional exchanges,  
6 the exhaust for the 941 is reduced from 5.2 years to  
7 4.6 years in comparison to Alternative No. 1.

8 **CHAIRMAN GARCIA:** Correct. The only  
9 difference is the Fort Meade, if you'll notice, when  
10 Polk County -- Fort Meade is part of the area code,  
11 and you'll look down to the western side, the bottom  
12 western part of the -- I guess it's the purple or  
13 gray, we also included those areas in that one.

14 He's now on Page 2. I mean -- I'm sorry --  
15 on Alternative 2, which is Page 5.

16 **MR. ILERI:** And basically there is an  
17 actual -- why we imposed those ones is that we had  
18 some boundary exchange issues, and some people in  
19 Fort Meade wanted to be included within the Polk  
20 County. And if you look at Alternative No. 1, the  
21 line goes through the county line, which is also the  
22 LATA line, and this is the reason why we imposed No. 2  
23 to include the Fort Meade exchange.

24 And Alternative No. 3 is again a split plan.  
25 This time it includes, in addition to Alternative



1 No. 2, which is the Punta Gorda exchange, which is  
2 basically the Charlotte County. And exhaust here is  
3 reduced to 4.1 years, and in the remaining region the  
4 exhaust will go up to 7.3 years.

5 And Alternative No. 4 is a combination of a  
6 split and an overlay. In this case we took two area  
7 codes -- and one of them is being implemented on this  
8 shaded area. That means anybody who lives in Polk,  
9 Manatee, Sarasota, and Charlotte Counties will dial 10  
10 digits, and the remaining unshaded region will get a  
11 new area code. They will go up to 7.2 years.

12 And I'll show you again No. 5, which is the  
13 total overlay. And this one is has an exhaust of  
14 5.5 years. In this case, as I told you before,  
15 everybody will keep their own telephone numbers and  
16 their area codes, but once the numbers exhaust, which  
17 will take place sometime in June of next year, then  
18 people will be getting a new area code.

19 **CHAIRMAN GARCIA:** Levent, I think we can  
20 stop there. Leave that one on the screen, because  
21 it's -- I guess it's the most comprehensive one, so  
22 that people can refer to something that's a map  
23 without any dividers on it.

24 And now when you come up you can ask your  
25 questions and we'll walk you through any questions you

1 might have on this. And listen up as your fellow  
2 citizens come up. You will find that a lot of the  
3 issues that you have concerned with -- concerns with  
4 will be addressed.

5 Ms. McKinney, why don't we call -- why don't  
6 we swear in everybody. If everybody who is going to  
7 speak could stand, I'd appreciate -- and rise -- lift  
8 your right hand; raise your right hand.

9 (Witnesses collectively worn.)

10 **MS. MCKINNEY:** Herb Alexander.

11 **CHAIRMAN GARCIA:** Mr. Alexander, I'm going  
12 to ask you to state your name. I want to give you a  
13 warning, and your fellow citizens.

14 You state your name and your address. What  
15 you're saying today is part of our record, and it will  
16 be used to come up with our decision, but in our  
17 modern technological age, it's also being transmitted  
18 over the Internet, so somebody in China might be  
19 listening to you also.

20 Knowing that, if you have a problem that  
21 anybody could listen to this at any time and don't  
22 want to give your address on the record, that's fine.  
23 We already have it there for our official reasons.  
24 Just tell us the part of the state you live in so that  
25 we can get your perspective.



1 were going to --

2           **CHAIRMAN GARCIA:** Let me explain how this  
3 process works, just so you know.

4           The companies -- historically what's  
5 happened is the companies, the code-holders -- these  
6 are the people who have an interest in the code, in  
7 other words, an interest in terms of their doing  
8 business in that code as a provider of phone  
9 service -- get together and usually, until the last  
10 few years, would come to an agreement.

11           They'd all get together and say, this is all  
12 right, that's all right; and generally no one argued  
13 about it. We needed to change the code. The number  
14 was exhausted. We wanted to make sure that every  
15 Floridian who wanted a phone got a phone, and so we  
16 did it.

17           As a general rule, they all came together  
18 and there were no disputes. In the last four to five  
19 years as area codes have gotten smaller and the  
20 changes have come more often, the companies come to  
21 agreement with each other on many cases, and when they  
22 have come together, we haven't agreed with what they  
23 come together.

24           In this particular case, there was to some  
25 degree an agreement with the companies. That

1 agreement came before the Commission in an order  
2 that's a PAA that -- it's a subject to protest. We  
3 approved that order. Someone protested. We're here.

4 We had a series of workshops, if I'm not  
5 mistaken, in --

6 **UNIDENTIFIED SPEAKER:** Sarasota.

7 **CHAIRMAN GARCIA:** Sarasota.

8 **MS. MCKINNEY:** Englewood, Bartow, Sarasota.

9 We were in Fort Myers before; Fort Meade --

10 **MR. ALEXANDER:** When? Could you tell me  
11 when?

12 **CHAIRMAN GARCIA:** That was --

13 **MS. MCKINNEY:** December -- I don't have the  
14 date. It was in December.

15 **CHAIRMAN GARCIA:** They were a while back.

16 **MR. ALEXANDER:** Of '98 or '97 or --

17 **MS. MCKINNEY:** '98.

18 **CHAIRMAN GARCIA:** '98.

19 **MR. ALEXANDER:** Okay.

20 **CHAIRMAN GARCIA:** And those were done to try  
21 to -- and interestingly enough --

22 **MS. MCKINNEY:** Excuse me, Chairman. I have  
23 the dates now. We were in Fort Meade on January 27th,  
24 1999. We were in Sarasota on February 5th, 1999. We  
25 were in Englewood on March 26th, 1999. We were in

1 Bartow on January 27th. And we were in both Fort  
2 Myers and Naples, it was in December of '98, around  
3 the 16th or 15th, because the Governor passed during  
4 that time and we had to reschedule some workshops to  
5 January. So that's how come I know it was around that  
6 time.

7 **MR. ALEXANDER:** I was out of town for  
8 Christmas, so I didn't see that --

9 **CHAIRMAN GARCIA:** It's understandable. As a  
10 general rule, we had some very specific customer  
11 participation. That's where we learned of some of the  
12 concerns in the Fort Meade area and we learned of some  
13 of the concerns of the Englewood area; that we had  
14 strong customer participation on that issue.

15 **MR. ALEXANDER:** Okay. In the news press it  
16 was reported when they sent out notices for these  
17 meetings that there was some sort of list of people  
18 they sent to, and one -- only one person on that list  
19 was in Lee and Charlotte County -- I mean, Collier  
20 County. Is that true?

21 **MS. MCKINNEY:** That was reported in the  
22 paper, sir. However --

23 **MR. ALEXANDER:** Is it true?

24 **MS. MCKINNEY:** No. In addition to that,  
25 notices were sent to all county administrators; the

1 whole entire list the newspaper did not have.

2 **MR. ALEXANDER:** Okay. I just wanted to know  
3 who was right, you or the paper.

4 **CHAIRMAN GARCIA:** Right.

5 **MS. MCKINNEY:** The Commission is.

6 **CHAIRMAN GARCIA:** Generally when government  
7 and newspapers disagree, you find the government finds  
8 itself correct, but -- (Laughter) -- that's just my  
9 presumption.

10 **MR. ALEXANDER:** Just two other short  
11 questions.

12 **CHAIRMAN GARCIA:** Sure.

13 **MR. ALEXANDER:** I've looked at these  
14 alternatives you have and --

15 **CHAIRMAN GARCIA:** Great.

16 **MR. ALEXANDER:** And --

17 **CHAIRMAN GARCIA:** May I -- since I've got  
18 you and you're my first one I can use a little bit  
19 more -- let me tell you one -- two more plans that are  
20 being strongly considered. I don't think we have  
21 transparencies for those, so I'll walk you by --  
22 through them real quick.

23 Levent, give me the three split that you  
24 showed me earlier. Do you have a copy of that?

25 (Pause)

1           If you look on the map, there's one that we  
2 are considering, also considering. I mean, there's  
3 several that we've considered, but these are the ones  
4 that have gotten a lot of discussion. There's one  
5 which is -- now I'm being told it's Alternative 11.  
6 It doesn't matter what the alternative is; just the  
7 logical sense that it makes.

8           This one breaks it up into three area codes.  
9 In other words, we get two new area codes by area and  
10 what it does is, it has Manatee, Sarasota and  
11 Charlotte as one, so you have this coastal area. Then  
12 you have Polk, Hardee, DeSoto, Highlands and  
13 Okeechobee as another, and then you have the southern  
14 region, Glades, Hendry, Lee, Collier and Monroe as a  
15 third.

16           And then finally there is another one that  
17 I've asked Staff to research for us to see how it fits  
18 into the criteria, which is one that's coastal and  
19 then rural. And what this one does is it goes down  
20 the coast, Manatee, Sarasota, Charlotte, Lee, Collier,  
21 Monroe, and then the others go Hendry, Glades, DeSoto.  
22 Highlands, Okeechobee, Hardee and Polk. So it has --  
23 it's sort of a coastal -- I don't want to say rural --

24           **MR. ALEXANDER:** Coastal was 11, you said?

25           **CHAIRMAN GARCIA:** The -- right. The first



1 one was 11, which is basically the three -- the split  
2 into three area codes, which I think we have some good  
3 reasoning for it, although the North American  
4 Numbering Plan Administrator will probably have some  
5 very serious objections to it because we're running  
6 out of area codes as a nation.

7           This isn't just a Florida problem, it's a  
8 national problem. And when you ask for more than what  
9 they think you should have, they generally deny it,  
10 and there's been cases where there's a precedent set,  
11 cases where years ago counties would ask for their own  
12 area code, and they've denied those. This has that  
13 kind of flavor. This isn't necessarily what we're  
14 doing, but because we're running out of numbers,  
15 they're getting much tighter in how they distribute  
16 them.

17           **MR. ALEXANDER:** Is that part of Monroe  
18 County? Is that -- not -- that doesn't include the  
19 Keys, right, that's --

20           **CHAIRMAN GARCIA:** Correct.

21           **MR. ALEXANDER:** That just includes --

22           **CHAIRMAN GARCIA:** I think they've referred  
23 to it as northern Monroe; right. The Keys right now  
24 have 305 7-digit dialing and, of course, they're in --  
25 they're in -- they're having some problems right now.

1           **MR. ALEXANDER:** Okay. So, anyway, if we  
2 take Lee and Collier together which are definitely  
3 going to expand -- I mean, there's no end in sight --  
4 Glades, Hendry and Monroe, you're not going to have a  
5 much influx of population there. It seems like it --  
6 the way to go.

7           **CHAIRMAN GARCIA:** Okay. I'm sorry.

8           **MR. ALEXANDER:** I like that plan.

9           **CHAIRMAN GARCIA:** You like the --

10          **MR. ALEXANDER:** No. 11, the one where it  
11 puts Lee, Collier, with Glades, Hendry and Monroe.

12          **CHAIRMAN GARCIA:** Okay.

13          **MR. ALEXANDER:** That looks good.

14          **CHAIRMAN GARCIA:** Okay.

15          **MR. ALEXANDER:** Now, the last question I've  
16 got is: Long-term solution; do we need to go for a  
17 4-digit area code or --

18          **CHAIRMAN GARCIA:** No. I --

19          **MR. ALEXANDER:** I looked -- I watched the  
20 show where the guy who came up with the area code to  
21 start with for, I guess it was Bell, or whoever it was  
22 back in the '50s --

23          **CHAIRMAN GARCIA:** Right.

24          **MR. ALEXANDER:** -- he said he should have  
25 went to 4 digits. He said he made a grave mistake.

1           **CHAIRMAN GARCIA:** Well, let me give you  
2 perspective of where we are on that. And you're  
3 speaking to someone who thinks that we have a very  
4 serious problem, and I think that the FCC has not  
5 handled it as I think it should handle it.

6           We in Florida have jurisdiction over these  
7 disputes among companies in the area of the area code.  
8 The problem is that the FCC has jurisdiction over the  
9 administrator of the code. And so what happens -- and  
10 we had a lot of discussion on this this morning and at  
11 the hearing -- what happens is the way -- the numbers  
12 that follow the area code, the NXX it's called --  
13 you've got the first three digits of the area code,  
14 then the next three, which are the NXX, which are any  
15 number of numbers, and then the four numbers which, in  
16 essence, represent your personal number.

17           The four numbers -- the three numbers in the  
18 front, every time you change one of those NXX numbers,  
19 you get 10,000. For every sequence change, every  
20 number change, you get 10,000 numbers. The way the  
21 federal government designed the distribution of the  
22 numbers is they give them in blocks of 10,000.

23           So what happens is Joe Garcia starts a phone  
24 company in this part of the state. And in this area I  
25 believe that there are five rate centers is what we've

1 heard in testimony.

2 Am I right about that, Levent; there's five  
3 rate centers in there, or is it three?

4 **MR. ILERI:** Could you repeat the question?

5 **CHAIRMAN GARCIA:** There's five rate centers  
6 in this area, or is it three? It doesn't -- let's say  
7 there are three. Okay.

8 By rate center it's areas that they bill and  
9 how they bill them out. And what happens is, as the  
10 numbers -- when I start a phone company and I want to  
11 serve this entire area, I get 10,000 blocks for each  
12 of those areas. Before I have phone one in the ground  
13 I have 30,000 numbers.

14 And what happens is if I said to the North  
15 American Numbering Plan Administrator, guys, I only  
16 need 300 numbers, or I only need 500 numbers or I only  
17 need a thousand, they would say -- they would say --  
18 how many is it?

19 **MS. MCKINNEY:** Sprint has 30. We don't know  
20 the number for GTE.

21 **CHAIRMAN GARCIA:** Okay. You have 30 rate  
22 centers, or you have 30 central offices?

23 **MS. MCKINNEY:** Staff just found the number  
24 on the computer, and there are 46.

25 **CHAIRMAN GARCIA:** 46; all right. See,

1 that's how far out of whack I was.

2           What happens is they get one per each. So  
3 in this particular case when companies come into the  
4 area and they want to serve the whole area, they get  
5 this huge assignment of numbers. And many of those  
6 companies are looking for very specific customers.  
7 You know, they'll look for a hotel like this; they'll  
8 look for a government center, an office center, but  
9 they're not interested in serving a lot of people.

10           They're coming in for a specific type  
11 customer, or they look for business centers, and  
12 they're looking for a specific customer. They get  
13 these numbers. They can't give them back. They can't  
14 go to the Fed -- to the North American Numbering Plan  
15 Administrator and say, I've got 28,000 numbers I don't  
16 need, will you take them back. They won't take them  
17 back.

18           So they've got these numbers assigned in a  
19 manner that's difficult to administer because they  
20 give them out in these large numbers. And what's  
21 happened is, as competitors come in they get these  
22 numbers. They have no value. It's not like they're  
23 hoarding numbers. It's just that's the way the  
24 numbers are distributed. And so what it causes is, is  
25 a much more rapid reduction of the available numbers.

1           Of the numbers that have been distributed in  
2 this area, those that are already out there, less than  
3 50% are in use. The problem we have is that I, our  
4 Commission, does not have the jurisdiction to go out  
5 there and say, give them up, guys, hand them back in.  
6 We don't have that jurisdiction. The FCC has that  
7 jurisdiction through the North -- and the North  
8 American Numbering Plan Administrator is the one that  
9 carries that out.

10           And so what we've asked for -- a month back  
11 we got together. The Commission decided we had an  
12 emergency -- because not only is it happening here,  
13 but it's happening in the rest of the country. We  
14 asked them for jurisdiction back in this. We asked  
15 for a waiver so we could figure out a solution for  
16 Florida.

17           Notwithstanding that, that we're going to  
18 try to find a solution, and I'm sure some type of  
19 solution is going to be found, you are so close to  
20 exhaustion that it is essential for us to figure out a  
21 solution under the present system that we have. And  
22 that's where we are.

23           **MR. ALEXANDER:** Okay. It's just -- I read  
24 about that and I understand it.

25           **CHAIRMAN GARCIA:** Okay.

1           **MR. ALEXANDER:** But are we as a whole, as a  
2 country, are we in the process of running out of  
3 numbers 20 years from now?

4           **CHAIRMAN GARCIA:** Yes.

5           **MR. ALEXANDER:** Then what can be done about  
6 that long range? Four digits or divide the country  
7 into nine sections and everybody, you know --

8           **CHAIRMAN GARCIA:** I think that -- there's  
9 got to be a solution from that. That will probably  
10 have to come from the FCC, but that will probably --  
11 the Commission or Florida will have input through the  
12 PSC to the federal officials. But we're a bit from  
13 there, and I -- but you're right; a solution is going  
14 to be have to found. I have no idea what's going to  
15 be done.

16           **MR. ALEXANDER:** Are you in contact with  
17 other public service commissions, like high growth  
18 areas like California, Arizona --

19           **CHAIRMAN GARCIA:** Correct.

20           **MR. ALEXANDER:** -- and Texas and --

21           **CHAIRMAN GARCIA:** No only that, but --

22           **MR. ALEXANDER:** You guys should squeeze the  
23 FCC as a block.

24           **CHAIRMAN GARCIA:** We're all trying to  
25 squeeze the FCC, although the government never gives

1 too much when you squeeze it. But that's that --  
2 across the country many Commissions have this same  
3 problem. They've been working with the FCC, and the  
4 FCC has granted waivers to states.

5 For example, in Illinois they've implemented  
6 a program we're working on here, which is number  
7 pooling; and what they do is give out the numbers in  
8 thousand-number increments. And you find that its  
9 easily workable, that the company -- you know, with a  
10 few modifications to programming, the companies can do  
11 it. The world doesn't come to an end, and the numbers  
12 immediately slow down into their usage. So we're  
13 working on it.

14 **MR. ALEXANDER:** Okay. Are we -- is Lee  
15 County going to get 241?

16 **CHAIRMAN GARCIA:** Let me -- let's talk about  
17 that. The 241, we've had a lot of people -- and I'd  
18 love for you, since you're holding this stationery, to  
19 give me a response on that.

20 People have had a problem saying that 241 is  
21 too close to 941 and it would be confusing. And  
22 people have expressed in the hearing, they said to us,  
23 no, pick another number that has no relation with the  
24 first so that I know it's one or the other and so I  
25 don't get confused. That's a philosophy that's been



1 out there. If you've got another one --

2 **MR. ALEXANDER:** I have no problem with it.  
3 I'm originally from New York and it was 914, so I  
4 confuse those two all the time. I call New York half  
5 the time.

6 **CHAIRMAN GARCIA:** We -- Commissioner Johnson  
7 is -- you know, on a previous case made that same  
8 argument. She said, if you have just one digit, all  
9 you've got to do is listen to the first -- to  
10 whichever one is different, and you automatically know  
11 which one it is. We have, again, both sides, but --  
12 understand it --

13 **MR. ALEXANDER:** Okay.

14 **CHAIRMAN GARCIA:** Thank you very much.

15 - - - - -

16 **CAROL PETTENGILL**

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

20 **DIRECT STATEMENT**

21 **MS. PETTENGILL:** I'm sort of new to this.

22 Am I the only woman speaking today?

23 **CHAIRMAN GARCIA:** No. No.

24 **MS. PETTENGILL:** The Alternative 11 --

25 **CHAIRMAN GARCIA:** Okay.

1           **MS. PETTENGILL:** How many estimated years  
2 projected before we would have to have a new NPA on  
3 that one?

4           **CHAIRMAN GARCIA:** On Alternative 11, if  
5 Manatee, Sarasota and Charlotte got the 941, you --  
6 this area would have 8.3 years; Manatee, Sarasota and  
7 Charlotte would have 7.9 years, and Polk -- the Polk,  
8 Hardee, DeSoto, Highlands, Okeechobee area would have  
9 9.7 years.

10           **MS. PETTENGILL:** I thought I came with my  
11 mind made up tonight, but I didn't have enough  
12 information to really make a good decision.

13           **CHAIRMAN GARCIA:** That's fine. Let me tell  
14 you, what we're looking for you is -- from you is not  
15 necessarily the technical aspects -- although I have  
16 to be honest. Some of the greatest ideas we have had  
17 on area codes have not come from the technicians;  
18 they've come from the citizens who live in the area.

19           What I'm -- what we're trying to get from  
20 you is a feeling that we're messing around in your  
21 lives in the right way, because you're the ones that  
22 commute, you're the ones that have friends, you know,  
23 And what we don't like to do is have you in a  
24 situation where that becomes more difficult.

25           That is why you've seen that in our

1 recommendations we address the Fort Meade issue, which  
2 was very important to the people in Fort Meade, and  
3 we've also tried to address the Charlotte County  
4 concerns about trying to stay within that tri-county  
5 Manatee, Sarasota, Charlotte area. So, it's -- you  
6 know, you don't have to split the atom for us. You've  
7 just got to give us a feeling if we're on the right  
8 track and which one -- you know, warm or cold, that  
9 kind of concept.

10 **MS. PETTENGILL:** Well, the thing is, we'd  
11 prefer to just stay 941.

12 **CHAIRMAN GARCIA:** Absolutely, and obviously  
13 everyone's testified in those areas that that's what  
14 they want.

15 **MS. PETTENGILL:** I come from a senior  
16 citizens over-55 park. I'm one of the younger ones, I  
17 believe, in the park. And a lot of them are just --  
18 the older ones are just saying, I can't handle this,  
19 you know, and I've got my checks and I've got my  
20 address stickers, and all this stuff, and I've just  
21 learned how to do this and I'm turning again.

22 And if they have to turn around again and  
23 have the area code changed, we'd like it to be the  
24 longest change possible before we get back into this  
25 mess.

1           **CHAIRMAN GARCIA:** All right. Let me ask you  
2 this question, because I think your area of the state  
3 might have some feeling, or the people that you live  
4 with might have a feeling.

5           This plan that you have right there, which  
6 is favored by some of the participants in this docket,  
7 is called overlay. What it does is, everybody keeps  
8 their number; nobody gets a new number. What your  
9 number is today stays basically for a very long time.  
10 However, it means you have to dial 10 digits.

11           **MS. PETTENGILL:** I realize that, and as far  
12 as I'm concerned, I think that's fine. I really do.

13           I came with the idea -- I didn't know that  
14 we'd have to dial the 10 digits --

15           **CHAIRMAN GARCIA:** Right.

16           **MS. PETTENGILL:** -- and I came with the idea  
17 that that would be the best one to do. But I question  
18 some of the people, as they get older if it's not  
19 going to confuse them more.

20           **CHAIRMAN GARCIA:** Right.

21           **MS. PETTENGILL:** That's my only concern.

22           **CHAIRMAN GARCIA:** Let me just say, we've  
23 done it in two places in Florida. One is already  
24 functioning, which is Dade County, and I was said to  
25 have a great future in politics until I did that in

1 Dade County.

2           It's not very popular when it first comes  
3 in. It changes your way of using the phone. However,  
4 for businesses, they love it, because nothing changes.  
5 In other words -- and many businesses like in this  
6 area have an international flavor to them. You know,  
7 the tourist industry is not within your area, so you  
8 never want to change your number if you possibly hope  
9 for it. But typical residents are very bothered by  
10 it. And that has been the case across the country  
11 when you go to 10-digit dialing.

12           And we just implemented it in Orlando. It  
13 hasn't actually taken yet. They have permissive. You  
14 can dial 7 or 10. Come December 1st, they go to  
15 mandatory. In that area everybody wanted to be part  
16 of Orlando, or the attractions, the north, the south,  
17 so we decided to give them 10-digit dialing.

18           We have yet to see the fallout from that.  
19 But I'm glad you told me. I know that it's not very  
20 popular where it's been done, and it's -- I mean,  
21 everybody learns how to do it, but it's just --

22           **MS. PETTENGILL:** I'm sure they do. Because  
23 this is a world of computers, and I can't tell you how  
24 many digits sometimes you have to dial to get through  
25 to the airlines and the arrivals and departures, but

1 some of them aren't capable of handling it.

2           So that's about all I have to say. You get  
3 a sticky wicket.

4           **COMMISSIONER JACOBS:** Your concern is that  
5 you get a code that lasts the longest?

6           **MS. PETTENGILL:** Really. If we're going to  
7 have to make another change, businesses, you know, I  
8 mean, they get all sorts of stationery and everything  
9 made up. We get our checks made up two or three years  
10 in advance, and here we are changing again.

11           **COMMISSIONER JACOBS:** I see.

12           **MS. PETTENGILL:** So my concern is if we're  
13 going to do it, let's do it somehow so that we're not  
14 struck again in -- what was it? I thought it was two  
15 years, but I guess it's been four something.

16           **CHAIRMAN GARCIA:** It's been four, but it was  
17 supposed to be five or six. And believe it or not, to  
18 give you a horrible example, in the Keys we reserved  
19 numbers for 12 years. Last year -- and they, the  
20 North American Numbering Plan Administrator, called us  
21 three weeks ago and said, hey, you -- it's up; your  
22 number is up, and that was for 12 years. So clearly  
23 we're going to try to do that.

24           And let me give a little bit of philosophy  
25 of where 941 goes. As a general rule, because that

1 area is going to be affected quicker, in other words,  
2 because someone takes the bad news of an area code  
3 change now, they should in theory have a longer area  
4 code exhaust period when they do that, and the one  
5 that keeps the old area code will see it come up  
6 earlier because it's usually growing faster.

7           So I agree with you. If you're going to  
8 change something, let's solve it for a longer period  
9 of time so we don't just end up changing it here again  
10 and again. And at the same time it's a good warning  
11 shot for those left in the old area code that we're  
12 going to be there relatively soon, say, in three or  
13 four years. Okay.

14           **MS. PETTENGILL:** Now, in one of the overlays  
15 where the -- if we use up all the 941, then the people  
16 locally would go to another area code, so we'd have a  
17 mixed area code within --

18           **CHAIRMAN GARCIA:** Correct.

19           **MS. PETTENGILL:** -- the area?

20           **CHAIRMAN GARCIA:** They would have to dial  
21 more. But would this be -- if I was 941, say, and  
22 somebody newer came in even to my park and the numbers  
23 were gone, they would be on some -- let's say 241 for  
24 now, because --

25           **MS. PETTENGILL:** -- 241.

1           **CHAIRMAN GARCIA:** -- that's the sample we've  
2 got.

3           **MS. PETTENGILL:** Would I be able to just  
4 dial the 241 or would I have to dial 1-241?

5           **CHAIRMAN GARCIA:** No. You'd dial 241 and  
6 then the number, and it wouldn't cost any more  
7 because --

8           **MS. PETTENGILL:** Right. That's the next --

9           **CHAIRMAN GARCIA:** -- a lot of people --

10          **MS. PETTENGILL:** That's the next point I'm  
11 getting to; was it going to cost.

12          **CHAIRMAN GARCIA:** No. Same -- there's no  
13 change in the pricing. It's simply you've got to dial  
14 more.

15          **MS. PETTENGILL:** Okay.

16          **CHAIRMAN GARCIA:** You've got to dial more.  
17 Your memory -- index fingers get incredibly strong.

18          **MS. PETTENGILL:** Okay. Thank you.

19          **CHAIRMAN GARCIA:** All right. Thank you.

20          **MS. MCKINNEY:** Charles Conly.

21          **CHAIRMAN GARCIA:** Could you hold until we --  
22 go ahead. We've already got your name up there. You  
23 need to get up here, though. You need to get up on  
24 the mike.

25                   Hang on, Mr. Conly.



1           **MR. ALEXANDER:** If we do an overlay, doesn't  
2 that -- when 941 is exhausted and you have a business  
3 and you need an extra phone line, does that mean  
4 you're going to have a different area code for the  
5 extra phone line? So that means you'll have a  
6 business with two --

7           **CHAIRMAN GARCIA:** They --

8           **MR. ALEXANDER:** -- area codes?

9           **CHAIRMAN GARCIA:** That's a possibility, yes.  
10 That's a definite possibility. Although, let me tell  
11 you this: Because of the way these numbers are  
12 distributed, it's -- depends on the size of your  
13 business, too. But because of the way the numbers are  
14 distributed, there's usually some churn in the usage  
15 of numbers currently.

16           So if you are a Sprint customer and are  
17 going to remain a Sprint customer for a while, there's  
18 a very good chance that that won't happen for a while  
19 when you do an overlay; because, you know, someone --  
20 you know, an area doesn't grow that much in itself.  
21 You know, numbers can become available that others  
22 use. However, eventually that is very, very possible.

23           Sir, go ahead and come on up. You've  
24 testified before, I think, you've got the smallest  
25 calling scope in the state, if I remember correctly.

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**CHARLES CONLY**

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. CONLY:** Yes. You ought to see some of the answers that I receive from the phone company here. I brought them along tonight so you could get some laughs out of it.

**CHAIRMAN GARCIA:** Okay.

**MR. CONLY:** My wife and I used to live in that northern --

**MS. MCKINNEY:** Excuse me, sir. Excuse me, sir.

**CHAIRMAN GARCIA:** Oh.

**MS. MCKINNEY:** Could you go ahead and put your name on the record?

**CHAIRMAN GARCIA:** Name and address.

**MS. MCKINNEY:** Name and address, please.

**MR. CONLY:** Yes. My name is Charles Conly. Do you need anything else; an address or anything?

**CHAIRMAN GARCIA:** If you could --

**MR. CONLY:** Okay. Mailing address is P. O. Box 231, Felda, Florida. That's in Hendry

1 County. The phone number is 657-1392; that's in  
2 Collier County; and physically I am in Lee County.

3 **CHAIRMAN GARCIA:** There we go.

4 **MR. CONLY:** Therefore, to call Lee County, I  
5 have to pay long distance. I'm not even sure but what  
6 911 isn't long distance. I can't call the tax  
7 collector and argue taxes without long distance.

8 And as we're mentioning dialing 10-digit  
9 numbers here, almost everything I call is a 10-digit  
10 number. So I can't see where that will get any worse  
11 than it is presently.

12 My wife made up a list of questions here.  
13 As far as -- this overlay would prevent the people now  
14 from having to change their numbers that currently  
15 have -- I should say printed material and everything  
16 out. I can --

17 **CHAIRMAN GARCIA:** Correct.

18 **MR. CONLY:** -- understand their problem.

19 **CHAIRMAN GARCIA:** Correct.

20 **MR. CONLY:** And I have a lot of friends up  
21 north that call me, and I'd have to call every one of  
22 them long distance and give them the new number, but  
23 if we go to the overlay, I won't.

24 **CHAIRMAN GARCIA:** Correct.

25 **MR. CONLY:** And since I have to dial so many

1 numbers to get out now already, a 10-digit overlay  
2 wouldn't bother me.

3 **CHAIRMAN GARCIA:** Okay.

4 **MR. CONLY:** And since my own number -- I  
5 wouldn't have to spend long distance money notifying  
6 everybody that it had been changed. It might kind of  
7 beat spread out a little money there by not being able  
8 to do that.

9 But my wife here kind of favors Alternate 5,  
10 and she wanted to know if all future connects would  
11 become part of the overlay. And I think you've  
12 covered that.

13 **CHAIRMAN GARCIA:** Uh-huh.

14 **MR. CONLY:** And she's here, wants to know  
15 why we don't make more splits right now so that  
16 they'll last a longer period of time.

17 **CHAIRMAN GARCIA:** Well, the reasoning -- and  
18 I think I stated it earlier -- the reasoning is  
19 there's a limited number of area codes, so the North  
20 American Numbering Plan Administrator won't give them  
21 to us. In other words, you know, there are probably  
22 some more perfect situations where you could do more  
23 divisions but for the fact we're running out as a  
24 nation of area codes.

25 **MR. CONLY:** Well, it seems to me, due to our

1 newspapers, we're about what? About the fourth  
2 largest -- or fastest growing area in the United  
3 States?

4 **CHAIRMAN GARCIA:** That's what I have been  
5 told.

6 **MR. CONLY:** Yeah. Some of the places I go  
7 to, I don't think there's been any new residents there  
8 in 20 years. In fact, they're probably losing some.  
9 One area code covers the entire state and it still  
10 isn't full.

11 Three-digit area code would theoretically  
12 give us 999 different area codes. How many is in use  
13 now? Like you say, they've reserved some.

14 **CHAIRMAN GARCIA:** Each area code -- I think  
15 you're trying to speak to the NXX, not necessarily the  
16 area code -- but each area code gives you 7.8 -- I  
17 think it's in the sheet here somewhere -- but it's  
18 7.8 million numbers. All right.

19 There's a portion of those that are reserved  
20 for different technical reasons by the way they are  
21 distributed. So you're absolutely right. There's  
22 nowhere near that number of --

23 **MR. CONLY:** That's figured with the 7-digit  
24 secondary number under the area code, right?

25 **CHAIRMAN GARCIA:** Right. Each area code

1 basically is -- only one number shift. So from there  
2 it allows you digits for --

3 **MR. CONLY:** I wonder technically how big a  
4 problem it would be to shift the primary number.  
5 Instead of 1-800 something, 2-800 something.

6 **CHAIRMAN GARCIA:** That's a national thing  
7 that they are looking at, and they're -- we're not  
8 there yet. While I --

9 **MR. CONYERS:** That would double for the  
10 entire United States. It would totally --

11 **CHAIRMAN GARCIA:** You've got to understand  
12 when you do that, there are computers that read "1"  
13 and know what "1" means and route it in a certain way.  
14 But we're going to get there somewhere; either it's in  
15 the front end or on the back end, but somewhere  
16 there's going to be a number within a short number of  
17 years.

18 **MR. CONLY:** Okay. My wife wanted to know  
19 the procedure for either opening up the area to be  
20 called under a \$.25 call or moving your area to the  
21 area -- the local area code where you reside, rather  
22 than the local area code of a place 40 miles away.

23 **CHAIRMAN GARCIA:** We no longer at the PSC  
24 have EAS jurisdiction. That is stopped. However, we  
25 have one or two dockets presently opened about

1 boundaries and how those are worked out.

2           And if you will speak with Mr. Ileri before  
3 you leave, he is going to write you a response on  
4 some -- on these issues that you have a question on  
5 and see if we need to open a docket -- because I  
6 vividly recall your testimony last time you spoke to  
7 us, and it was in Fort Myers at the other place -- and  
8 to see if there's something we can't do because --

9           But let me tell you something. There --  
10 I've found that in other places of the state what  
11 happens is persons like yourself end up using cellular  
12 phones as opposed to local phones because they're  
13 cheaper. In other words, the cellular provider -- and  
14 I don't know in your area what you've got -- but in  
15 Tallahassee we've got certain break-offs in the way  
16 the state relates that people use a cellular provider  
17 to make their calls because the calling scope is much  
18 greater and much less expensive.

19           **MR. CONLY:** Yeah. In some cases it would  
20 be, but --

21           **CHAIRMAN GARCIA:** But I'm going to have  
22 Mr. Ileri get back to you on that, because I know  
23 we're looking at several areas, and I remember yours  
24 as being particularly bad, and maybe we can  
25 investigate that.

1           **MR. CONLY:** Let's see here. (Pause) Well,  
2 we've already discussed that, then.

3           Myself, I guess I would be in favor of going  
4 ahead with the overlay, which should allow us to keep  
5 our numbers more or less indefinitely.

6           **CHAIRMAN GARCIA:** Correct.

7           **MR. CONLY:** And since it's kind of selfish  
8 since I have to dial 10-digit numbers for everything  
9 anyway, I guess I can cope with a few more.

10          **CHAIRMAN GARCIA:** You're already there.

11          **MR. CONLY:** But you will have to watch  
12 Sprint very closely that they don't make that new area  
13 code long distance.

14          **CHAIRMAN GARCIA:** No. They can't. This  
15 does not the affect the long distance patterns.

16          **MR. CONLY:** Either that or they're liable to  
17 put an access charge on there to access that new area  
18 code that'll cost you an extra \$3 a month too. It  
19 really gets interesting reading one of their bills  
20 sometimes. It's almost like a cellular bill. GTE is  
21 famous for those. So --

22          **CHAIRMAN GARCIA:** Sometimes those are  
23 very -- by the way, we have a docket before us in the  
24 Commission about simplifying local phone bills. It's  
25 very tough because of some of the federal regulations,



1 and we have a series of comments before the FCC on  
2 their docket about simplifying the local bill. I,  
3 like you, find that it is exceedingly complex and very  
4 difficult to get a handle on sometimes.

5 **MR. CONLY:** Okay. Could we discuss these  
6 others before we leave? But it's not part of this.

7 **CHAIRMAN GARCIA:** Absolutely. And what we  
8 can do is, you can sit with Mr. Ileri and then I'll  
9 join you after this. But, you know, you may not want  
10 to -- he's going to get an answer for you and he's  
11 going to get an answer from me on those issues that  
12 particularly respect your issue, your concerns.

13 He has a series of problems because of his  
14 area and the limits and the company that -- everywhere  
15 he calls, everywhere he looks is long distance. So  
16 Mr. Ileri will get --

17 **MR. CONLY:** There's all kinds of problems  
18 here. It's a --

19 **CHAIRMAN GARCIA:** Okay.

20 **MR. CONLY:** This lady, Toni McCoy, is that  
21 the lady that was outside, or is she up at -- this  
22 lady still in Tallahassee?

23 **MS. MCKINNEY:** PSC Staff, Commissioner, in  
24 Communications that --

25 **MR. CONLY:** Are you Toni McCoy?

1           **MS. MCKINNEY:** No, I'm not.

2           **MR. CONLY:** Okay. I'm sorry.

3           **CHAIRMAN GARCIA:** No. That's all right.

4           **MR. CONLY:** And it's kind of a shame that  
5 you people don't regulate the co-op, but -- since they  
6 bought off the other manager with a million-dollar  
7 bonus, things have gotten a little better with the  
8 co-op. We're still at least a third higher than  
9 Florida Power & Light that you do regulate.

10           **CHAIRMAN GARCIA:** Okay; on electricity, yes.

11           **MR. CONLY:** Boy, you want to read  
12 propaganda, you read what comes out of them about how  
13 cheap they are. And they did find a co-op somewhere  
14 in the state that's higher than them to compare  
15 themselves with and say they're cheaper.

16           **CHAIRMAN GARCIA:** We do not regulate the  
17 rates. We create the rate sort of pattern that they  
18 use, but -- we regulate the rate structure, in  
19 essence, but we don't regulate their rates.

20           **MR. CONLY:** It's a shame, when at least we'd  
21 have some kind of a handle on them. There isn't  
22 presently any handle whatsoever.

23           **CHAIRMAN GARCIA:** All I can say is that  
24 without going too far, I think that clearly some of  
25 the issues that are happening in the electric industry

1 are probably going to bring more options in the near  
2 future; not in the next few years, but a little bit  
3 beyond that you're probably going to get more choice  
4 on some of these things.

5 **MR. CONLY:** Well, the option I got is two  
6 big diesel generators.

7 Well, thank you very much, sir.

8 **CHAIRMAN GARCIA:** Thank you very much. And  
9 Levent -- if you can go meet with Levent and we can  
10 address some of those other questions.

11 **MS. MCKINNEY:** Harry Roberts.

12 - - - - -

13 **HARRY ROBERTS**

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

17 **DIRECT STATEMENT**

18 **MR. ROBERTS:** Good evening. My name is  
19 Harry Roberts. I work for the City of Cape Coral.  
20 I'm the ITS manager.

21 A lot of my questions have been answered  
22 already, but I still have a couple other questions.

23 **CHAIRMAN GARCIA:** Go right ahead.

24 **MR. ROBERTS:** When was the last time we made  
25 an area code change?

1           **CHAIRMAN GARCIA:** In this area --

2           **MR. ROBERTS:** Yes.

3           **CHAIRMAN GARCIA:** -- it was about four years  
4 back.

5           **MR. ROBERTS:** About four years?

6           **CHAIRMAN GARCIA:** And that's when you lost  
7 813.

8           **MR. ROBERTS:** When --

9           **CHAIRMAN GARCIA:** Since then, by the way,  
10 813 has been divided one more time.

11          **MR. ROBERTS:** One more time --

12          **CHAIRMAN GARCIA:** Yeah; not having to do  
13 with -- but those who kept it, the people in --

14          **MR. ROBERTS:** Split out again.

15          **CHAIRMAN GARCIA:** St. Pete lost.

16          **MR. ROBERTS:** When the vote is made, how  
17 long will it be before we switch over to any of these  
18 plans? I mean, are you going to give us a time frame;  
19 six months --

20          **CHAIRMAN GARCIA:** Yes.

21          **MR. ROBERTS:** -- nine months?

22          **CHAIRMAN GARCIA:** We're going to give you a  
23 time frame. It'll probably run somewhere in the  
24 neighborhood of six months. The problem we're having  
25 here is the numbers are going so quickly that we're --

1 you know, we want to be able to give you enough time  
2 not only to change, but those of you who change, in  
3 particular, businesses, we want them to have as long  
4 as possible the ability to have the signal that  
5 says --

6 **MR. ROBERTS:** Like the supplies and et  
7 cetera, in case you --

8 **CHAIRMAN GARCIA:** Well, no, no; beyond that.  
9 Beyond that -- it's the ability to transfer out the  
10 call. In other words, when you get a -- when you get  
11 a -- if you have a business and you get a call, you  
12 know, Harry's Seafood, you want them -- this is no  
13 longer this area code, you now must call that area  
14 code. The longer we wait, the less time they have.  
15 So that's why we want to do it as soon as possible.

16 **MR. CONYERS:** In your opinion, would that be  
17 six months after May?

18 **CHAIRMAN GARCIA:** Going to be a while until  
19 we get this order out. And I think we were  
20 contemplating sometime in --

21 **MS. MCKINNEY:** Early June the order would  
22 come out.

23 **CHAIRMAN GARCIA:** Right.

24 **MS. MCKINNEY:** And that's the decision that  
25 the Commission actually makes.

1           **CHAIRMAN GARCIA:** Right.

2           **MR. ROBERTS:** The order will come out in  
3 June, so --

4           **MS. MCKINNEY:** Yes.

5           **MR. ROBERTS:** -- we're looking maybe towards  
6 the end of the year before you activate --

7           **CHAIRMAN GARCIA:** Correct; although we're  
8 seeing if -- part of what Staff is looking at is  
9 seeing if there's any way we can shrink the  
10 distribution of numbers just a little bit to give us a  
11 few more months of outlier; in other words, the new  
12 numbers being given out. I don't know if we can, but  
13 we're trying.

14           **MR. CONLY:** With plan No. 5, or alternate,  
15 whatever you -- you have 5.5 years there. In other  
16 words --

17           **CHAIRMAN GARCIA:** Right.

18           **MR. ROBERTS:** -- where if this is the plan  
19 that is voted on, 5 -- we can --

20           **CHAIRMAN GARCIA:** The 5.5 years there, so  
21 you can understand it, only speaks to the new area  
22 code. But in truth, in actual fact, when the next  
23 area code comes, it just gets laid right over. You  
24 really don't -- I mean, we can ask you if you maybe --  
25 but what are you going to say to us? I mean, it --

1 you're already dialing 10 digits.

2           It's just a question of welcome to a new  
3 area code. It'll just drop in. It'll last 5.5 years,  
4 but it's just dropped in over you.

5           **MR. ROBERTS:** All right. When is your  
6 comments due? In other words --

7           **CHAIRMAN GARCIA:** When are our comments due  
8 or when is the Staff recommendation out?

9           **MR. ROBERTS:** In other words, you have a  
10 comment page here that --

11           **CHAIRMAN GARCIA:** Yes.

12           **MR. ROBERTS:** -- you say you can fill out  
13 and --

14           **CHAIRMAN GARCIA:** Yes.

15           **MR. ROBERTS:** -- send it in.

16           **MS. MCKINNEY:** We'd like those as soon as  
17 possible. Those are -- it goes to vote before the  
18 Commission on May 18th.

19           **MR. ROBERTS:** And when you do mail these in  
20 they are reviewed by Staff?

21           **MS. MCKINNEY:** Staff who makes --

22           **CHAIRMAN GARCIA:** Technical Staff and some  
23 of the Commissioners actually ask for them and look at  
24 them, but they're used as part of making the decision.

25           Likewise, if you don't like writing, you can

1 call us up -- and they take pretty much shorthand, but  
2 they'll -- on our 1-800 number they'll take whatever  
3 suggestion you have.

4 **MR. ROBERTS:** Okay.

5 **COMMISSIONER JACOBS:** Let me ask a question  
6 of Staff.

7 Permissive dialing, how long after the order  
8 does this start?

9 **MS. MCKINNEY:** Commissioner, I'm not sure of  
10 the answer to that question.

11 **COMMISSIONER JACOBS:** But it wouldn't be six  
12 months, though? It would be sooner than six months,  
13 wouldn't it?

14 **MS. MCKINNEY:** It's going to depend on the  
15 company and when they can implement the technology  
16 they need to do.

17 **COMMISSIONER JACOBS:** Okay. That was going  
18 to your question.

19 **CHAIRMAN GARCIA:** They need at least 90  
20 days, as I'm getting a response from the company.

21 **MR. ROBERTS:** Thank you. That's all I have.

22 **CHAIRMAN GARCIA:** Okay. Thank you, sir.

23 Ms. McKinney.

24 **MS. MCKINNEY:** Clint Schultz.

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**CLINT SHULTZ**

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. SCHULTZ:** Good afternoon, Chairman, Commissioner Jacobs, and Staff.

I want to start out by, first of all, expressing my appreciation to you for coming today, giving us this opportunity to address you.

Before I go any further, I need to give you my name, which I just did. I live in North Fort Myers. I'm a resident of Lee County and have been for the last 34-1/2 years.

I want to address a few things, somewhat repetitively today, simply to reiterate for the record my concern, not necessarily belabor the point.

One of the things I have in -- as a concern with regard to split area codes within a county is the toll free dialing.

Mr. Chairman, you've already addressed that. I think it would be extremely incumbent upon you, as Chairman, and the other Commissioners to be able to assure us that if we dial across the street to speak with our neighbor who is in another area code, that it

1 doesn't somehow or another wind up being a long  
2 distance charge.

3           That doesn't sound too stupid when you hear  
4 comments like the gentlemen who was just here earlier  
5 who probably called someone across the street or  
6 across the fence and he has to pay a long distance  
7 call while he charged -- called someone else on the  
8 other side of the fence and it's a local call to him.

9           In the many years I have been involved in  
10 telephony indirectly or directly I've heard horror  
11 stories after horror stories, as I'm sure you have,  
12 gentlemen, ladies, Staff, about that sort of thing;  
13 and it poses an undue hardship on people, which I  
14 think can and should of necessity be circumvented at  
15 any and all cost.

16           I was concerned about the calling patterns  
17 of the people who live in this area. Obviously -- and  
18 this is not meant to be disparaging or demeaning in  
19 any way of our neighboring counties and our friends  
20 that live there -- but there is a lot more traffic  
21 telephony-wise between Charlotte, Lee and Collier  
22 County than there is obviously between Okeechobee,  
23 Glades and Hendry County.

24           So one of the things I'm concerned about is  
25 convenience of access between those areas where

1 there's a high density calling pattern.

2 I know probably locally in state fully 75  
3 to 80% of my calling is within Charlotte, Lee and  
4 Collier County. That's where I do my business.  
5 That's where I am concerned about being able to get  
6 through, get through quickly and at a reasonable rate.

7 So I would like to simply reiterate,  
8 gentlemen, ladies, what has already been said earlier,  
9 and that is, we've gone through this recently, as late  
10 as four years ago. Please let's do everything within  
11 our power to minimize the constant change impact that  
12 this poses for our people.

13 I, for one, am not against change. I think  
14 change often is progressive. And in order to  
15 progress, we have to change. I'm not a "status  
16 quoer," but I do believe that when we make a change of  
17 the magnitude that we're talking about here today,  
18 that it should be representative of not only the will  
19 and wants of the people -- which, of course, you're in  
20 charge of seeing to that it's done -- but that it  
21 should be economically feasible and to the advantage  
22 of those who are also involved.

23 With regard to the likeness of 241 to 941,  
24 to me an area code, unless it were involved in an  
25 overlay, is not that big of a problem, because it's

1 not dialed that often until it's preceded by a "1" to  
2 call long distance.

3           Something that does bother me, as I'm sure  
4 it does many other people, is the similarity of  
5 exchange numbers. I'll give you a good example. I  
6 have two friend that live in Cape Coral. They have  
7 identical numbers, except one is in the 542 exchange  
8 and one is in the 549, and I cannot ever remember  
9 which one is which without looking it up.

10           So I deplore the idea of having 542, 549,  
11 332, 333 exchanges all within the same county. I  
12 think that's not necessary. I think there are ways to  
13 circumvent that and make life easier for people who  
14 have to be on the phone a great deal of the time  
15 trying to dial numbers and keep up with where people  
16 are and so forth.

17           Before the 813 was split and Lee County was  
18 put into 941, my cellular company used to provide me  
19 toll free service into Tampa-St. Petersburg area,  
20 because it was all an 813 area code. The same for  
21 Polk County. Polk County, of course, is still in this  
22 area code.

23           However, when Tampa, St. Pete and Clearwater  
24 and all was put into the 813 and Polk County and all  
25 of the other continues were in 941, suddenly I didn't

1 have access to it as freely and easily. And it  
2 buffaloes me, because when I'm travelling in that area  
3 today I can never remember whether I dial a "1" to  
4 call 813 or whether I don't call "1" and 813. And it  
5 seems to me -- it may not be necessarily true -- that  
6 it varies whether I'm in Polk County or in  
7 Hillsborough County.

8 I can tell you that the same consternation  
9 occurs if I'll in Hillsborough County trying to find  
10 out and figure out and remember whether I dial a "1"  
11 to call 941 and into Lee County or whether I don't,  
12 because there seems to be no consistency of whether  
13 you dial "1" outside of your area code or whether you  
14 don't dial "1" when you're outside of your area code.  
15 It has to do with another phase of telephony, Mr.  
16 Chairman, Commissioner Jacobs; but it's something, I  
17 think, merits your consideration and evaluation.

18 Again, with regard to the overlay -- and  
19 this is somewhat repetitive, and I apologize -- but  
20 for the record, I would certainly urge you to pursue  
21 the factors involved not only in dialing 10 digits,  
22 but the -- what's a good word to use for it -- the  
23 homogeneity of toll free service.

24 Let me give you a point of reference. As I  
25 said earlier in this testimony, I do a lot of calling

1 between Charlotte, Lee and Collier County. There are  
2 certain areas that are toll free, especially from  
3 downtown, but I'm in North Fort Myers and I'm trying  
4 to -- I work in a office downtown, and sometimes I  
5 dial the number -- you know, north Naples is toll free  
6 from the office downtown. But when I go home I start  
7 dialing the north Naples number and I get, "I'm sorry,  
8 you must dial a 1 before dialing this number."

9           It's confusing, gentlemen. You know, I  
10 don't understand why the telephone companies can't  
11 work so that they can make life simple.

12           This lady who spoke from the park a while  
13 ago, I agree with her. You know, I'm 62, and I'm  
14 having trouble with some of this stuff; not because I  
15 feel like I'm mentally demented, but because I'm going  
16 from a office where north Naples is toll free to my  
17 home office where I work a good bit of the time, and  
18 north Naples has to be dialed with a 1; it's not toll  
19 free.

20           I have been involved in a number of your  
21 Commission hearings here, gentlemen, and this has been  
22 a constant, constant source of concern -- vocal  
23 animosity, I guess, perhaps, is a good word -- amongst  
24 the citizens and the phone company for this type of  
25 thing.

1           Maybe they can't give everything toll free.  
2 There is a cost to provide service. I acknowledge and  
3 admit that. We can't have something for nothing. It  
4 doesn't exist. But at least let's have, you know, a  
5 \$.25 charge from anywhere in Lee County to call  
6 Naples, \$.25 charge anywhere in Charlotte County that  
7 you call from Lee County, so that there is some  
8 consistency to the rate structure that's applied to  
9 the consumer.

10           I share with the gentlemen who spoke earlier  
11 the concern for toll free service. Obviously the toll  
12 free service has grown like crazy. It started out  
13 with 1-800 and then it went to 888 and then 877.

14           This is just input, but it seems to me like  
15 there's going to have to be a massive overhaul of the  
16 dialing patterns, not only in the United States, but  
17 in our neighboring country of Canada, because Canada  
18 shares some of the area codes that we use and dial.

19           It seems to me like it would be relatively  
20 simple from a simple logic standpoint to add another  
21 digit to the "1" so that you dial 1-2-941-997-2552, or  
22 whatever number you're trying to reach, and the "2"  
23 would designate that's it's toll free to the dialing  
24 subscriber. And that would free up not only three  
25 existing exchanges right now, but heavens know how

1 many in the future.

2           And something, gentlemen, ladies, is going  
3 to have to be done, because we are running out of  
4 numbers, as you've said. So I would implore you,  
5 strongly recommend, and suggest that you look at that  
6 possibility of doing something with that extra digit  
7 in addition to the "1" to eliminate toll free  
8 exchanges.

9           I think it could be done, and done very  
10 easily, and maybe not without some programming changes  
11 obviously, but since it's got to be overhauled  
12 somewhere along the way anyhow, certainly well worth  
13 considering.

14           I think most of my other things that I had  
15 noted here are relatively minor and inconsequential  
16 with regard to the other things I've addressed.

17           I thank you for being here today, for  
18 allowing us this input. I apologize to you that we  
19 did not get the word earlier when you had your meeting  
20 and were here to hear input. This was the first I had  
21 heard about it when it came out in the paper that you  
22 had been here and you had no response and no feedback.  
23 I think that's despicable that we didn't get the word.

24           But I thank you for your time, your  
25 attention, and your hearing today. You had a



1 question, Mr. --

2           **CHAIRMAN GARCIA:** Yeah. I wanted to ask  
3 you, your first -- you're favorite one is the overlay;  
4 you were fine with it as long as you keep the calling  
5 scopes the same?

6           **MR. SCHULTZ:** Only as it relates to the  
7 impact it's going to have, assumingly favorably, for  
8 the dialing cost of making the call.

9           **CHAIRMAN GARCIA:** Right. Right. And that  
10 will not change.

11           **MR. SCHULTZ:** I take that as a guarantee.

12           **CHAIRMAN GARCIA:** It's a guarantee.

13           **MR. SCHULTZ:** Thank you, sir.

14           **CHAIRMAN GARCIA:** Okay.

15           **COMMISSIONER JACOBS:** Thank you.

16           **MS. MCKINNEY:** John Lonargan (phonetic).

17 (No response.)

18           **CHAIRMAN GARCIA:** You might want to say it  
19 louder. He might have fallen asleep.

20           **MS. MCKINNEY:** John Lonargan.

21           **UNIDENTIFIED SPEAKER:** He left.

22           **MS. MCKINNEY:** Okay. Larry Davis.

23           **CHAIRMAN GARCIA:** There we go.

24           **MR. DAVIS:** Good evening.

25           **CHAIRMAN GARCIA:** Good evening. I need you

1 to give me your name and your address for the record.

2

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**LARRY DAVIS**

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

7

**DIRECT STATEMENT**

8 **MR. DAVIS:** My name is Larry Davis. I'm  
9 here on behalf of my business at 4070 Mayflower Road  
10 in Fort Myers.

11 I got here a little bit late so I gather --  
12 is Alternative 5 the one that is being most --

13 **CHAIRMAN GARCIA:** No, no; it was just the  
14 least confusing to keep up there.

15 **MR. DAVIS:** Oh. Okay.

16 **CHAIRMAN GARCIA:** We have -- you saw this?  
17 (Indicating)

18 **MR. DAVIS:** Yes, that I did --

19 **CHAIRMAN GARCIA:** And we have -- we're  
20 considering all of those, and then in addition to that  
21 we're considering another one -- just real quick run  
22 through for you -- which breaks it up into three area  
23 codes; puts Manatee, Sarasota and Charlotte in one --

24 **MR. DAVIS:** Yeah.

25 **CHAIRMAN GARCIA:** -- which is a coastal

1 area --

2 **MR. DAVIS:** Uh-huh.

3 **CHAIRMAN GARCIA:** Polk, Hardee, DeSoto,  
4 Highlands, Okeechobee in another, and Lee, Collier,  
5 Monroe, Hendry, Glades in a third.

6 **MR. DAVIS:** Okay. Well, my primary concern  
7 with this -- and quite frankly I'm quite surprised  
8 that there aren't more companies here about it --  
9 we're an international company. We do a tremendous  
10 amount of business overseas. Probably 30% of our  
11 business does come from overseas, and we never talk to  
12 our customers. Our communication is primarily through  
13 faxes.

14 And we got killed during the last area code  
15 change, because what would happen is people would go  
16 to fax us and place an order, and fax machines don't  
17 hear on the other end of the line that the area code  
18 has been changed; it just says "no response." And  
19 people try for a couple of weeks, maybe a month or so,  
20 and then they just assume that something has happened  
21 to you and they take their business elsewhere.

22 And we have 20 employees who count on, you  
23 know, drawing a living from us and some future and  
24 some growth; and I really don't know if we could  
25 absorb another impact like that in such a short period

1 of time.

2 **CHAIRMAN GARCIA:** Okay.

3 **MR. DAVIS:** We also just spent \$25,000  
4 printing a new catalog with an area code on it.

5 **CHAIRMAN GARCIA:** So I would take it in that  
6 particular case you would favor Option 5, which is --

7 **MR. DAVIS:** Oh, absolutely --

8 **CHAIRMAN GARCIA:** -- an overlay --

9 **MR. DAVIS:** -- and it's the only one --

10 **CHAIRMAN GARCIA:** Okay.

11 **MR. DAVIS:** -- that I could find tolerable  
12 at all.

13 **CHAIRMAN GARCIA:** Okay.

14 **MR. DAVIS:** It would just be devastating to  
15 absorb this kind of an impact and a loss, especially  
16 such a short period of time.

17 That's really about all I have to say.

18 Anybody have any questions for me?

19 **CHAIRMAN GARCIA:** Let me ask you -- since  
20 your -- I take it your business is related to -- you  
21 don't have to give me the name, but what is it?

22 Tourism or --

23 **MR. DAVIS:** No, no, no. We're in the  
24 electric guitar business, believe it or not, and we  
25 moved down here from New York just about six years

1 ago.

2           **CHAIRMAN GARCIA:** Congratulations.

3           **MR. DAVIS:** Thank you. And we love it here,  
4 and we just thought it would be a great place to live;  
5 and nothing has changed my feelings about that. But  
6 the stability of an area code is really important for  
7 the growth of our business.

8           **CHAIRMAN GARCIA:** Well, I'll just have you  
9 know, though, New York -- what did you say; six years  
10 ago? In those six years just the New York area, the  
11 Burroughs have changed numbers I think it's like six  
12 or seven times.

13           **MR. DAVIS:** Oh, I know. Well, we were in  
14 the 516 area code --

15           **CHAIRMAN GARCIA:** Oh. Okay.

16           **MR. DAVIS:** -- and we had never had a  
17 change, and still hasn't changed --

18           **CHAIRMAN GARCIA:** Yeah.

19           **MR. DAVIS:** -- and I guess it's just one of  
20 those lucky area codes.

21           **CHAIRMAN GARCIA:** Yeah.

22           **MR. DAVIS:** Now, I also understand, if I'm  
23 not mistaken, from reading in the local papers that a  
24 lot of the phone companies have been assigned very  
25 large lots of numbers which have not been assigned

1 yet.

2           **CHAIRMAN GARCIA:** Correct. And we've asked  
3 the FCC for jurisdiction or a waiver to control that  
4 issue and, hopefully, we'll be able to take some of  
5 those numbers back. However, I don't think we'll get  
6 that authority and be able to complete a docket under  
7 that waiver provision in enough time to be able to  
8 forestall an area code change here.

9           **MR. DAVIS:** See, one of the other problems I  
10 had, I -- you know, we went to pretty much every  
11 length to deal with this situation. When the area  
12 code changed from 813 to 914, I attempted to find out  
13 who owned our former telephone number in the 813 area  
14 code, because I was willing to literally buy that  
15 number and put call forwarding on it.

16           I called everyone everywhere, and I could  
17 never even find out who owned the number except that  
18 it was unowned and unassigned, and still to this day  
19 it's still unassigned. And, you know, this --

20           **CHAIRMAN GARCIA:** Tom, why can't that be  
21 done? Can that be done? You need to come up here.

22           This gentlemen works for Sprint, and so I'm  
23 just asking.

24           Tom, identify yourself for the record.

25           **MR. FOLEY:** Tom Foley with Sprint. If the

1 NXX code has been reassigned in the 813 area, it's up  
2 to the local provider at that point to be able to  
3 offer remote call forwarding or some other feature  
4 equivalent to that. If it has not been activated in  
5 the 813 area, there's nothing that even the local  
6 provider can do.

7 **CHAIRMAN GARCIA:** If it hasn't been  
8 activated; you mean if the NXX hasn't been --

9 **MR. FOLEY:** Hasn't been placed in service.

10 **COMMISSIONER JACOBS:** Got you.

11 **CHAIRMAN GARCIA:** So he can't buy that  
12 number that --

13 **UNIDENTIFIED SPEAKER:** Where would that  
14 number go then? (Comment away from microphone.)

15 **CHAIRMAN GARCIA:** It goes back to the  
16 numbering administrator who then gives it out -- doles  
17 it out in 10,000 blocks. And the funny thing is that  
18 when you have a business, what you want is that that  
19 number not be given out for a long time so that you  
20 have a long recording saying --

21 **UNIDENTIFIED SPEAKER:** Exactly. (Comments  
22 away from microphone.)

23 **CHAIRMAN GARCIA:** -- the new area code is  
24 this.

25 **MR. FOLEY:** Given the situation in 813, it

1 very well may probably have been reassigned and may  
2 have been assigned to a paging company which is  
3 incapable of call forwarding the number; or a cellular  
4 company, you have to ask them if they have that  
5 capability. I believe they probably do, from what I  
6 know. Or possibly to GTE.

7 **CHAIRMAN GARCIA:** Great. Thank you, Tom.  
8 Appreciate it. There we are.

9 **MR. DAVIS:** All right. What would happen if  
10 you decide to choose the option where you actually  
11 assign additional area codes rather than overlay a new  
12 area code? Would it be possible to obtain the old  
13 number and put remote call forwarding on it?

14 **CHAIRMAN GARCIA:** Not really, although  
15 there's a very -- there's good chance that these  
16 numbers are going to have be recycled in relatively  
17 quick order, so it may come up quickly, but you would  
18 have at that time --

19 **MR. DAVIS:** So would I have to --

20 **CHAIRMAN GARCIA:** -- because --

21 **MR. DAVIS:** -- start my own phone company  
22 and acquire 10,000 digits to --

23 **CHAIRMAN GARCIA:** You know what? That might  
24 be your solution, and filing for a phone company  
25 certificate isn't that complex right now. So you may



1 want to talk to our attorney. She may want to  
2 represent you.

3 **MR. DAVIS:** This is an opportunity.

4 **CHAIRMAN GARCIA:** Yes. (Laughter)

5 **MR. DAVIS:** You know, it's just -- it's very  
6 frustrating, especially in light of the fact that we  
7 do a tremendous amount of promotion and advertising,  
8 and we've just flooded the country and all of our  
9 overseas customers with new catalogs and information  
10 with an area code, and they like to see some stability  
11 too.

12 **CHAIRMAN GARCIA:** I understand. I  
13 understand.

14 **MR. DAVIS:** Okay. Well --

15 **CHAIRMAN GARCIA:** Thank you very much.  
16 Appreciate it.

17 **MR. DAVIS:** Thank you.

18 **CHAIRMAN GARCIA:** Thank you for relocating  
19 in Florida.

20 **MS. MCKINNEY:** Russ Whited.

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**RUSS WHITED**

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. WHITED:** My name is Russ Whited, and I live in Fort Myers; have a business at 11000 South Cleveland Avenue.

I have several pet peeves about the telephone business having spent 20 years in it, then got out of it. Was a contractor for some 11 years, and now semi-retired handling Christmas trees.

We do a lot of calling. Most of our calling is 10-digit calling because we call throughout the country. We have three 800 numbers, so I have no problem with dialing 10 digits. I think it's just a matter of getting accustomed to it. I would like whatever you do to arrange it so we don't have to change it again.

**CHAIRMAN GARCIA:** Okay. That would be this one. (Indicating)

**MR. WHITED:** We presently each year in printing have to print up approximately six to 7,000 bill of ladings with the correct number on it. And like a dummy several years ago, in fact about five

1 years ago, I decided, well, by buying volume, like  
2 25,000 bills of lading -- then the guy says, well, if  
3 you get 50, we can really give you a price.

4           So a lot of them we had to handwrite, cross  
5 out the 813 and put the 941, and then we said the heck  
6 with it. We got a stamp, we could do it, and then we  
7 said that's too messy. So we threw them away and  
8 started over again. So for people in business it's  
9 very important to have advance knowledge when the  
10 numbers are going to change.

11           One thing that you might want to look at --  
12 I think the gentleman from North Fort Myers had an  
13 excellent idea on the two digits. But in Europe they  
14 have city codes, and I realize that would be maybe a  
15 little difficult here. But I don't know why something  
16 couldn't be done about XYZ telephone company starting  
17 like the other telephone company, which is now Access  
18 One, and several of the others and getting all of  
19 these numbers and not utilize them.

20           I think that's a very important way for the  
21 government to react. And you say you try to  
22 communicate with them. I'll just take ten seconds and  
23 say the fastest way to get anything done with the  
24 government is call your congressman and let him look  
25 at it.

1           One of my pet peeves with the telephone  
2 industry -- I know that it costs more money for them  
3 to have equipment to handle dial phones than it does  
4 tone phones. What I call a tone phone is a touch-tone  
5 phone. But if you have a touch-tone phone, which is  
6 push button phone instead of dial, you pay an extra  
7 dollar a month.

8           I would like to have you make a study to see  
9 what the percentage is. I would imagine dial versus  
10 touch-tone would be very small on the dial, possibly  
11 less than 10%. And I think that the telephone  
12 companies, or the Commission, should enact a bill --  
13 or an order, rather -- excuse me -- whereby everybody  
14 would have to convert to the push button phones or  
15 touch-tone phones because they operate more easily.  
16 You're not making and breaking --

17           **CHAIRMAN GARCIA:** Just so you know, they  
18 have.

19           **MR. WHITED:** Pardon me?

20           **CHAIRMAN GARCIA:** Sprint's system is  
21 touch-tone. In fact, most of the cost now is to  
22 reprogram it to go to the ones who don't. But the way  
23 the rate was structured when we had our telecom law  
24 pass, our ability to control that on the bill exists  
25 no longer. So it's considered part of Sprint's basic.

1 I think Sprint is one of the companies that still  
2 charges for --

3 **MR. WHITED:** No. They separate it on --

4 **CHAIRMAN GARCIA:** No, I --

5 **MR. WHITED:** -- businesses they separate it  
6 at a dollar each.

7 **CHAIRMAN GARCIA:** Now they do, though,  
8 residential too. I think they also do a residential.  
9 Sprint separates it, but it's seen -- and I'm sure  
10 Mr. Rehwinkel will tell me if I'm right or wrong --  
11 it's seen as part of the basic rate now. It's part of  
12 what the Legislature froze. And, in fact, there is a  
13 bill, which is before the House which passed out -- or  
14 passed out of committee in the House, which  
15 incorporates that as part of the full bill. In other  
16 words, there's going to be rebalancing, and that  
17 becomes part of your bill.

18 But it's not -- I want you to understand  
19 that their system is already touch-tone even though  
20 they are charging --

21 **MR. WHITED:** I know that.

22 **CHAIRMAN GARCIA:** Okay.

23 **MR. WHITED:** But what I'm trying to say is  
24 for the customer who has a dial phone, make him  
25 convert to the push button phone or the touch-tone, or

1 whatever you wish to call it; therefore, it would cut  
2 down expense for them in their central offices with  
3 equipment because you'd only have one kind to make it  
4 operate and, therefore, maybe it would reduce that  
5 dollar they charge for persons that have push button  
6 phones in order to access the network.

7           The other pet peeve I have -- if you go back  
8 and check -- in World War II we were charged --  
9 anybody who had a telephone had excise tax put on it,  
10 4% by the government, because it was supposed to be a  
11 luxury tax to have a telephone back in World War II.

12           I think if you look back, a certain percent  
13 of that is still charged by the government, only they  
14 don't call it luxury tax now, they call it something  
15 else. And I think that we really need to look into  
16 that, because that's been on there ever since World  
17 War II and they said, well, it's only temporarily.  
18 Well, whatever is temporarily becomes permanent when  
19 you're dealing with the government. And that's the  
20 only thing.

21           But for the record, I'd like to say that  
22 10-digit does not bother me. Just whatever you do,  
23 make it as long as possible before we change it again.

24           **CHAIRMAN GARCIA:** Great. Thank you very  
25 much, Mr. Whited.

1           **MR. WHITED:** Thank you.

2           **MS. MCKINNEY:** Commissioner, that's all of  
3 the customers I have that checked the box to speak.

4           **CHAIRMAN GARCIA:** Is there anyone else who  
5 wishes to speak?

6           Okay. Sir, if you'll hold one moment,  
7 because we had you speak to us this morning, if I'm  
8 not mistaken.

9           No, you didn't? Come on up then. I'm  
10 sorry. Please identify yourself so we've got you on  
11 the record.

12           **MR. BIGGAR:** T.M. Biggar (phonetic),  
13 Fort Myers.

14           **CHAIRMAN GARCIA:** T.M. Biggar?

15           **MR. BIGGAR:** Yeah. I do.

16           **CHAIRMAN GARCIA:** You haven't been --

17           **MR. BIGGAR:** No.

18           **CHAIRMAN GARCIA:** Then we've got to swear  
19 you in and --

20           **MR. BIGGAR:** Ma'am, if you could do --

21           **CHAIRMAN GARCIA:** Yeah, we've got to --

22           (Mr. Biggar Sworn.)

23           **CHAIRMAN GARCIA:** Mr. Whited, did you swear  
24 in, or --

25           **MR. WHITED:** Yes. Yes --

1           **CHAIRMAN GARCIA:** You had sworn in earlier?

2           **MR. WHITED:** Yes, I stood up. I forgot to  
3 check the box.

4           **CHAIRMAN GARCIA:** Okay. Great.

5   - - - - -

6   **T. M. BIGGAR**

7 appeared as a witness and, swearing to tell the truth,  
8 testified as follows:

9   **DIRECT STATEMENT**

10           **MR. BIGGAR:** I've been in Fort Myers since  
11 we had 2-digit phone numbers. And I would like to put  
12 a vote in for the overlay.

13           **CHAIRMAN GARCIA:** Overlay. Very good.

14           **COMMISSIONER JACOBS:** That's quite a  
15 declaration, from 10 -- 2 to 10.

16           **CHAIRMAN GARCIA:** You must have been one of  
17 the first in this area, sir.

18   Okay. Ma'am?

19   - - - - -

20   **BARBARA FISHER**

21 appeared as a witness and testified as follows:

22   **DIRECT STATEMENT**

23           **MS. FISHER:** My name is Barbara Fisher. I  
24 live here in Lee County. I have a business here in  
25 Lee County.



1           And one of the main things that I was  
2 concerned about is when this came out in our  
3 newspaper -- and I understand I guess our newspaper  
4 was preliminary in disclosing this, because I'm like  
5 the gentlemen here, that I had an order ready to go  
6 for new stationery, labels, business cards,  
7 everything. I mean, that day it was going to the mail  
8 when I read the paper.

9           And it's like, whoa, don't do it. And then  
10 I -- the next day I was going to do it just like he  
11 did it with the 241, and something just told me just  
12 wait a few days. And then all of this started coming  
13 in the paper with the controversy.

14           So I sympathize where he's coming from. And  
15 I think what was so upsetting to me when this came out  
16 in the paper is the shortness of time. I mean, it was  
17 like we had two months' notice. And I distinctly  
18 remember four years ago when we switched we had almost  
19 a year's notice to prepare for it, which we were in  
20 business then. And you can, you know, if you know  
21 you're going to use this up, you can use up supplies  
22 in a year.

23           **CHAIRMAN GARCIA:** Right.

24           **MS. FISHER:** And even not only we had a  
25 year's notice, we also had almost a six-month overlay

1 where both area codes would work. You could use your  
2 old area code plus your new --

3 **CHAIRMAN GARCIA:** Correct.

4 **MS. FISHER:** -- area code. And my  
5 suggestion is if we have to go to a new area code, we  
6 do it exactly the same way we did it back then,  
7 because it was easier to move into. You had more time  
8 to adjust, to get used to it. You had more time to  
9 use up your supplies. You had more time to preplan  
10 for this.

11 I, for one, do not like the overlay. I  
12 would not vote for that. I don't think -- I think --  
13 you know, you're estimating 5.5 years, but then you've  
14 said that you did this down in the Keys and it was  
15 supposed to last 12 years and it lasted one year.

16 **CHAIRMAN GARCIA:** Correct.

17 **MS. FISHER:** I say if we have to go for a  
18 new area code, let's do it, but do it -- the most  
19 important thing is give us as long of a notice as you  
20 can possibly give us --

21 **CHAIRMAN GARCIA:** Okay.

22 **MS. FISHER:** -- you know, and possibly the  
23 same way we did it before when we went from 813 to 941  
24 where we had that dual -- where you could get used to  
25 using it and start putting it on and it would work, so

1 if your supplies did come out before then, you could  
2 go ahead and put the new one and both would work for  
3 that period of time.

4           And, to me, that's -- I don't know. That's  
5 what I would go for. Like I said, I don't like the  
6 overlay. I think there's going to be a lot of  
7 problems with the overlay if we have to get a new area  
8 code. Let us do it, but just let us have a longer  
9 period of time to adjust to it.

10           **CHAIRMAN GARCIA:** Okay.

11           **MS. FISHER:** Thank you.

12           **CHAIRMAN GARCIA:** Great. Is there anyone  
13 else that wishes to speak?

14           Go right ahead, sir. You need to stand in  
15 front of the mike.

16           **MR. DAVIS:** You know, I've been sitting here  
17 listening to this. I just wanted to get up and make  
18 one final comment in favor of the full overlay.

19           You know, it seems to me that if you'd have  
20 split the counties up, you're in effect  
21 inconveniencing an awful lot of people, with the  
22 exception of the people who get to retain their area  
23 code. If you do a full overlay, you inconvenience no  
24 one who lives here or maintains a business here.

25           **CHAIRMAN GARCIA:** Right.

1           **MR. DAVIS:** (Inaudible overlap.)

2           **CHAIRMAN GARCIA:** Let me just tell you --  
3 yeah -- because I haven't had a chance to say it --

4           **MR. DAVIS:** Okay.

5           **CHAIRMAN GARCIA:** -- the biggest drawback  
6 in -- when you do the 10-digit, besides the  
7 overdeveloped index finger, is the issue of  
8 reprogramming computers, modems, anything that has  
9 modems, faxes, and alarm systems, because your home  
10 alarm systems, if you have them, are automatically set  
11 to dial 7 digits. And someone has to come to your  
12 home -- if you have an older alarm system, they have  
13 to sort of take out something and put something in to  
14 do it; but generally most of the alarm systems have to  
15 be reprogrammed in one form or another. And that  
16 takes a while, but that's a big inconvenience to alarm  
17 companies.

18           **MR. DAVIS:** Okay. That, I can understand.  
19 But I know like my company, we're highly  
20 computerized --

21           **CHAIRMAN GARCIA:** Right.

22           **MR. DAVIS:** -- and I know what it takes to  
23 reprogram a modem.

24           **CHAIRMAN GARCIA:** Right.

25           **MR. DAVIS:** You could reprogram a whole

1 company in, you know, a morning.

2 **CHAIRMAN GARCIA:** Yeah.

3 **MR. DAVIS:** The only thing that I think  
4 about the more I like about this plan is because  
5 basically what you're saying is that to assign a new  
6 area code, the only people who would be affected is  
7 new residences and businesses.

8 Now, all of those people in businesses are  
9 going to get a new phone number anyway because they're  
10 coming into the area, so it's not putting anybody out.  
11 When we moved down here we had new phone numbers and  
12 area codes, and --

13 **CHAIRMAN GARCIA:** I understand --

14 **MR. DAVIS:** -- it doesn't -- you don't wind  
15 up having a situation where you have -- you're pitting  
16 people against each other fighting for phone numbers.

17 **CHAIRMAN GARCIA:** Right.

18 **MR. DAVIS:** Okay. That's all.

19 **CHAIRMAN GARCIA:** Thank you.

20 **MR. DAVIS:** Thank you.

21 **COMMISSIONER JACOBS:** Thank you.

22 **CHAIRMAN GARCIA:** Ms. McKinney, why don't  
23 you give us the relevant dates in this docket just so  
24 that everyone has them.

25 Let me -- while she looks for those, let me

1 just tell you -- and these dates will -- do you have  
2 them, Ms. McKinney?

3 **MS. MCKINNEY:** Yes. May 18th is the Agenda,  
4 and, the order come up -- out on June 7th.

5 **CHAIRMAN GARCIA:** All right. By that, on  
6 May 18th, on that day, we -- this Commission will have  
7 a recommendation which will be prepared by  
8 Ms. McKinney and the appropriate Staff, and we will  
9 vote on it on that day. If you are computer literate,  
10 you can get on the Internet and listen to our  
11 hearings. They are broadcast live, and I think at  
12 that time the Florida Channel also broadcasts the PSC  
13 Commissions live if we're not in conflict with the  
14 Supreme Court, and I don't think in May we are.

15 So you -- and if you want to hear yourself  
16 or your fellow southwestern Floridians, you can hear  
17 the testimony this morning and the two customer  
18 hearings we had yesterday, and you play them -- you  
19 can download them on your computer and listen to them.

20 Did you want to add anything?

21 **MS. MCKINNEY:** I have something I need to  
22 put on the record before we adjourn.

23 **CHAIRMAN GARCIA:** Sure.

24 **MS. MCKINNEY:** Chairman Garcia, we were  
25 contacted today by the city manager of Fort Meade,

1 Janice Thompson. At our 6:00 hearing yesterday,  
2 Commissioner James Watts, and Arwyn, A-R-W-Y-N, Maker  
3 (phonetic) both spoke to the Commission.

4 They sent a notarized statement as to a  
5 correction that they wanted me to put on the record of  
6 their testimony, and I'd just like to read it into the  
7 record.

8 **CHAIRMAN GARCIA:** Sure.

9 **MS. MCKINNEY:** "On April 8th, 1999,  
10 Commissioner James Watts and Mrs. Arwyn Maker attended  
11 the Florida Public Service Commission at the Sarasota  
12 County Administration Building."

13 Both Mr. Watts and Mrs. Maker testified in  
14 the 941 area code issue. During questioning by the  
15 Commission, each were directed to a colored exhibit --  
16 referencing the exhibit that was put into the record  
17 yesterday -- a geographical map that was referred to  
18 by the Chairman as Exhibit 7."

19 "While Mr. Watts and Mrs. Maker responded to  
20 the questions during their testimony, they also  
21 referred to the Exhibit 7 while responding to  
22 questions from the Florida Public Service Commission.  
23 Following the hearing, it was discovered Exhibit 7 was  
24 actually Exhibit 6."

25 "The two maps are different enough to cause

1 Mr. Watts and Mrs. Maker to consider altering the  
2 content of their responses to the questions of the  
3 Chairman and the members of the Florida Public Service  
4 Commission."

5 And that's for the record.

6 **CHAIRMAN GARCIA:** Okay. Good. That was  
7 probably my fault that they did that. So good; we got  
8 it right.

9 So, anyway, you can listen to that decision.  
10 It'll -- your local papers have done a fantastic job,  
11 and TV, in covering it, and we'll make sure we give  
12 them the information when we decide.

13 Likewise, if you want to speak to us, you  
14 can write us at the Commission; you can call our toll  
15 free number. We take all of this testimony into  
16 account. The sooner the better, so we can put it into  
17 our thinking.

18 Thank you very much for coming out on a  
19 Friday night to give us your input. Appreciate it.

20 This hearing is adjourned.

21 (Thereupon, the hearing concluded  
22 at 7:30 p.m.)

23 - - - - -

24

25



1 STATE OF FLORIDA)

2 COUNTY OF LEON )

CERTIFICATE OF REPORTER

3 I, H. RUTHE POTAMI, CSR, RPR, FPSC  
4 Commission Reporter,

5 DO HEREBY CERTIFY that the Service Hearing  
6 in Docket No. 990223-TL was heard by the Florida  
7 Public Service Commission at the time and place herein  
8 stated; it is further

9 CERTIFIED that I transcribed said proceeding  
10 from the stenographic notes and audio tapes of JOY  
11 KELLY, CSR, RPR, Chief, Bureau of Reporting, who  
12 reported same, and that this transcript, consisting of  
13 587 pages, constitutes a transcription of said notes  
14 and audio tapes.

15 DATED this 16th day of April, 1999.

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H. RUTHE POTAMI, CSR, RPR  
Official Commission Reporter























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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for rate  
increase in Pinellas County by  
Mid-County Services, Inc.

DOCKET NO. 971065-SU  
ORDER NO. PSC-99-0965-PCO-SU  
ISSUED: May 12, 1999

ORDER GRANTING STIPULATED MOTION  
AND REVISING CONTROLLING DATES

This matter is set for a June 21-22, 1999 hearing in Pinellas County, pursuant to Order No. PSC-98-0967-PCO-SU, issued July 16, 1998. Pursuant to Order No. PSC-98-1215-PCO-SU, issued September 14, 1998, the Prehearing Officer granted a stipulated request by Mid-County Services, Inc. (Mid-County or utility) and the Office of Public Counsel (OPC) to extend the dates for filing testimony and other prehearing activities. On October 14, 1998, the Prehearing Officer issued Order No. PSC-98-1383-PCO-SU, which granted a Second Stipulated Motion for Extension of Prehearing Activities. On February 2, 1999, the Prehearing Officer issued Order No. PSC-99-0185-PCO-SU, which granted the Third Stipulated Motion for Extension of Prehearing Activities.

On May 4, 1999, Mid-County filed a fourth Stipulated Motion, wherein it requests that the dates for filing rebuttal testimony and prehearing statements be extended for 14 and 7 days, respectively, to May 24, 1999. The motion states that the extension is being requested to permit further settlement negotiations between Mid-County and OPC. The motion further states that Mid-County has consulted counsel for OPC, and is authorized to represent that OPC consents to the requested extension.

After review of the motion, it appears that the utility's request is reasonable. Therefore, Mid-County's fourth stipulated motion is approved. Parties should note that the date of the Prehearing Conference is also revised in order to accommodate other scheduling requirements in the Commission's calendar. Accordingly, new controlling dates governing this proceeding are set forth below:

- |                                       |              |
|---------------------------------------|--------------|
| 1) Rebuttal testimony<br>and exhibits | May 24, 1999 |
| 2) Prehearing Statements              | May 24, 1999 |

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- |                                  |                  |
|----------------------------------|------------------|
| 3) Prehearing Conference         | June 3, 1999     |
| 4) Discovery actions<br>complete | June 14, 1999    |
| 5) Hearing                       | June 21-22, 1999 |
| 6) Briefs                        | July 20, 1999    |

This Order is issued pursuant to the authority granted by Rule 28-106.211, Florida Administrative Code, which provides that the presiding officer before whom a case is pending may issue any orders necessary to effectuate discovery, prevent delay, and promote the just, speedy, and inexpensive determination of all aspects of the case.

Based upon the foregoing, it is

ORDERED by Commissioner Julia L. Johnson, as Prehearing Officer, that Mid-County Services, Inc.'s Stipulated Motion for Extension of Rebuttal Testimony and Prehearing Statement Deadlines is hereby granted. It is further

ORDERED that the rebuttal testimony and prehearing statement dates are hereby changed as set forth in the body of this Order.

By ORDER of Commissioner Julia L. Johnson, as Prehearing Officer, this 12th Day of May, 1999.



JULIA L. JOHNSON  
Commissioner and Prehearing Officer

( S E A L )

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code, if issued by a Prehearing Officer; (2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or (3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request by BellSouth Telecommunications, Inc. for approval of interconnection, unbundling, and resale agreement with The Other Phone Company, Inc. d/b/a Access One Communications.

DOCKET NO. 990210-TP  
ORDER NO. PSC-99-0964-PCO-TP  
ISSUED: May 12, 1999

ORDER DENYING INTERVENTION

On March 24, 1999, MCI Telecommunications Corporation, MCIMetro Access Transmission Services, LLC, and WorldCom Technologies, Inc. (collectively, MCI WorldCom), filed a petition to intervene in Docket No. 990210-TP. On April 13, 1999, BellSouth Telecommunications, Inc. (BellSouth) filed an Opposition to Petition to Intervene filed by MCI WorldCom in Docket No. 990210-TP.

MCI WorldCom asserts that its interests are affected by this docket because the interconnection agreement filed by BellSouth Telecommunications, Inc. fails to disclose all terms and conditions as required by federal law. Further, MCI WorldCom contends that pursuant to Section 252(e) of the Telecommunications Act of 1996 (the Act) a state commission may reject an interconnection agreement if the agreement discriminates against a carrier not a party to the agreement, or if the agreement is inconsistent with the public interest, convenience and necessity. MCI WorldCom further maintains it would be harmed because under Section 252(I) of the Act, the "pick and choose" provision, ALECs have the right to select provisions from another carrier's agreement and incorporate them into their own contracts. If BellSouth can shield portions of interconnection agreements from disclosure, MCI WorldCom believes its right to effectively pick and choose would be eliminated.

BellSouth opposes intervention by MCI WorldCom on the grounds that intervention is restricted because BellSouth and Access One submitted their negotiated agreement for approval pursuant to Section 252 of the Act. Additionally, BellSouth maintains that MCI WorldCom does not have a substantial interest affected by this

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docket. BellSouth asserts that its intervention is therefore inappropriate.

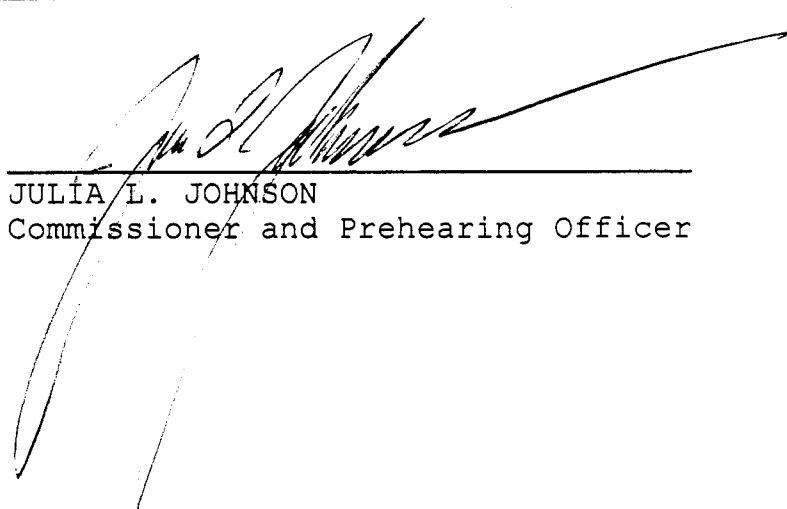
The Commission has previously determined that an interconnection agreement is an agreement between two parties that is binding only on those parties. The Act does not contemplate participation by other entities who are not parties to the negotiations and who will not be parties to the ultimate interconnection agreement that results. Entities, which are not signatories to the agreement, are not proper parties to the agreement approval proceedings. Although they may, in some indirect way, be affected by a particular decision, their substantial interests are not affected by an agreement between other parties.

This proceeding is an approval request for an interconnection agreement between BellSouth and Access One. The decisions to be made here will become part of the ultimate interconnection agreement between the parties to the negotiations and will be binding upon them. Therefore, the only proper parties are BellSouth and Access One. Accordingly, the petition for intervention in Docket No. 990210-TP of MCI WorldCom is denied.

Based on the foregoing, it is, therefore,

ORDERED by Commissioner Julia L. Johnson, that the Petition to Intervene filed by MCI Telecommunications Corporation, MCI Metro Access Transmission Services, LLC, and WorldCom Technologies, Inc. is denied.

By ORDER of Commissioner Julia L. Johnson, as Prehearing Officer, this 12th day of May, 1999.



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JULIA L. JOHNSON  
Commissioner and Prehearing Officer

( S E A L )

CBW

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code, if issued by a Prehearing Officer; (2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or (3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by GTE Florida  
Incorporated for declaratory  
statement that its intraLATA  
customer contact protocol  
complies with Order PSC-95-0203-  
FOF-TP

DOCKET NO. 990157-TL  
ORDER NO. PSC-99-0955-FOF-TL  
ISSUED: May 11, 1999

The following Commissioners participated in the disposition of this matter:

JOE GARCIA, Chairman  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.

DECLARATORY STATEMENT

BY THE COMMISSION:

By Petition filed February 10, 1999, GTE Florida Incorporated (GTE) requested a declaratory statement to determine whether its proposed intraLATA customer contact protocol for new customers complied with Order PSC-95-0203-FOF-TP, In re: Investigation into IntraLATA Presubscription (IntraLATA Presubscription Order).

We determine that we have jurisdiction over this proceeding pursuant to sections 364.01 and 120.565, Florida Statutes.

A declaratory statement is a means for answering a question concerning the applicability of a statutory provision, rule, or order of the Commission as it applies or may apply to a petitioner in his particular set of circumstances. Our resolution of the question presented in this proceeding will apply only to GTE's particular circumstance. We have relied entirely upon the facts presented in the petition for declaratory statement, and we have made no independent investigation or verification of those facts. Any material changes in the facts presented by petitioner could substantially alter or void this declaratory statement.

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### Preliminary Matters

We find that GTE's Petition for Declaratory Statement meets the threshold requirements of section 120.565, Florida Statutes, and Uniform Rule 28-105.002, Florida Administrative Code. GTE has demonstrated a genuine question or doubt regarding the legitimacy of its proposed contact protocol for new customers, and it has shown a need for a declaratory statement. Therefore, we grant the Petition for Declaratory statement.

### Question Presented

GTE asked whether its modification to the prescribed protocol is consistent with Commission Order PSC-95-0203-FOF-TP. GTE intends to read a list of competitive carriers while recommending GTE's intraLATA service. As an example, GTE provides the following script:

You have many companies to choose from to provide your local toll service. I can read from a list of the companies available for selection; however, I'd like to recommend GTE's local toll service.

### Discussion

#### Commission Orders

In order to fully answer GTE's question, it is necessary to set out a history of presubscription at the Commission. The issue of customer contact protocol resulted from the Commission's decision to allow presubscription of intraLATA toll service. In the IntraLATA Presubscription Order, we found intraLATA presubscription was in the public interest and ordered the four large local exchange companies to implement intraLATA presubscription by the end of 1997. 95 FPSC 2:206.

During the implementation of presubscription, complaints were filed against BellSouth and a docket was opened. We determined that to ensure the proper development of competition in the intraLATA market, BellSouth must maintain competitively neutral customer contact protocols. (Order No. PSC-96-1569-FOF-TP (BellSouth Restriction Order)) Restrictions were imposed on BellSouth with regard to its marketing of intraLATA toll services to new customers.

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After we imposed restrictions on BellSouth, we turned our attention to the other LECs. In Proposed Agency Action Order No. PSC-97-0709-FOF-TP (PAA Order), we found the other LECs should also use the competitively neutral prompts when they communicate information about intraLATA carrier choices to new customers. In Re: Generic Consideration of Incumbent Local Exchange (ILEC) Business Office Practices and Tariff Provisions in the Implementation of IntraLATA Presubscription, 97 FPSC 6:271, 274 (1997).

In Order No. PSC-98-0710-FOF-TP (Generic Order), a final order resulting from a challenge of the PAA Order by Sprint-Florida, Inc. (Sprint) and GTE, we approved a modification of the protocol by adding the phrase "in addition to us" when reading the list of available carriers. We found that Sprint's contact script met the underlying principle of the restriction "to insure that customers have an opportunity to make informed decisions regarding the choice of intraLATA toll providers." In Re: Generic Consideration of Incumbent Local Exchange (ILEC) Business Office Practices and Tariff Provisions in the Implementation of IntraLATA Presubscription, 98 FPSC 5:560, 563-564 (1998).

Finally, in Order No. PSC-98-1469-FOF-TP (BellSouth Restriction Modification Order), we considered lifting the marketing restrictions for BellSouth. We noted that customer intraLATA activity was the only circumstance that had changed over the last 18 months since our order prohibiting the market activity BellSouth again sought to conduct. We found that because of interexchange company marketing efforts customers had become sufficiently informed to make educated choices despite any inherent advantage BellSouth had due to its gatekeeper position. We granted BellSouth relief from the BellSouth Restriction Order by revising the first step in the protocol. BellSouth is now required to advise customers that "due to the newly competitive environment, customers have the option of selecting a carrier for their local toll calls in addition to us." (Emphasis supplied) In Re: Petition of BellSouth Telecommunications, Inc., to Lift Marketing Restrictions Imposed by Order No. PSC-96-1569-FOF-TP, 98 FPSC 10:514, 520 (1998).

#### The Declaration Sought by GTE

In its Petition, GTE explained its new customer contact protocol. It would offer to read a list of competitive carriers while recommending GTE's intraLATA services. GTE argued that its

circumstances are similar, if not more pronounced, to those that led the Commission to modify its protocol requirements for Sprint and BellSouth. Specifically, GTE alleged that no complaints have been filed against it, nor has it been a target for investigation for former or current practices as they relate to new customers. GTE stated that it has never marketed its own IntraLATA services to new customers. GTE maintained that the key consideration in the BellSouth Restriction Order was to take remedial measures. It argued that this was not the case with respect to the Generic Order; therefore, analogies should be drawn from the Order that was not based upon a complaint.

With respect to factors we considered when modifying the contact protocol, GTE argued that increased competition in the intraLATA market was a key factor in relaxing BellSouth's restriction and in refusing to prohibit Sprint's marketing to new customers. Other relevant factors in our decisions allowing LEC marketing to new customers cited by GTE included customer's awareness of increased competitive options and BellSouth's market share loss.

GTE, while stating it should be immaterial to the declaratory statement it seeks, argued its intraLATA market share erosion has been even more drastic than BellSouth's. GTE argued that the statistics of market share erosion underscore the Commission's conclusion that "[c]ompetitive changes have occurred in the intraLATA market and customer awareness and sophistication have increased" which indicated there have not been any negative effects on the IXCs.

GTE argued its new customer contact protocol met the objective to insure that customers had an opportunity to make informed decisions regarding the choice of intraLATA toll providers. GTE argued its contact protocol is amply justified in terms of competitive conditions and the Commission's interpretation of its IntraLATA Presubscription Order.

GTE requested that the declaratory statement not approve a specific script wording, but rather confirm that the IntraLATA Presubscription Order permits GTE to offer to read a list of competitive carriers while recommending GTE's intraLATA services. In support of its request, GTE stated that its proposed new customer contact protocol is consistent with prior orders and the Commission's actions with regard to BellSouth and Sprint. GTE argued the IntraLATA Presubscription Order does not require



carriers to obtain approval of scripts and that the Commission did not dictate any language for Sprint, only determining Sprint was not prohibited from using language it already employed. GTE argued the BellSouth Restriction Modification Order does not seem to require BellSouth to use the same script language as Sprint.

### Conclusion

In the Generic Order, we agreed that Sprint's contact protocol script which used the phrase "in addition to us" met the underlying principle of the competitively neutral restriction. We found Sprint's customers have an opportunity to make informed decisions regarding the choice of intraLATA toll providers. (98 FPSC 5:360, 363-364)

The marketing restrictions were intended to ensure competitively neutral customer contact protocols, increase customer awareness, and allow the IXCs to establish a presence in the intraLATA marketplace. When we modified BellSouth's marketing restrictions, not only did we consider the reported market activity, but also how many entities, besides the LEC, were available for a new customer to call upon to initiate service. In our consideration to lift marketing restrictions, we agreed with the joint complainants that the limited competition in local markets placed BellSouth in the unique and advantageous position of being the first point of contact for most new connections. We also agreed there was justifiable concern that BellSouth might use its gatekeeper position to unduly influence the customer's choice of intraLATA carriers. (98 FPSC 10:514, 519)

We believed that the first "buying experience" was crucial, but also recognized that the marketing restrictions precluded BellSouth from explaining fully its products and services. We stated, however, that BellSouth had other means of educating and informing the customers besides inbound customer contacts. (Id.) Finally, we offered a test that to be competitively neutral, the prompts must be consistent with the following:

If the customer declines to have the list read to him or her and the customer leaves with knowledge of only one provider, the negotiation is not competitively neutral.

(Id. at 520)

BellSouth was granted relief from the marketing requirements of Section III, Item 1 which states:

1. BellSouth shall advise customers that due to the newly competitive environment they have an option of selecting a long distance carrier for their local toll calls.

The Order revised the new customer contact protocol to state:

BellSouth shall advise customers that due to the newly competitive environment they have an option of selecting a carrier for their local toll calls in addition to us.

(Emphasis supplied.) (Id.) BellSouth is still required to offer to read to the customers the list of available carriers and if the customer responds affirmatively, then read the list. Finally, if the customer declines to have the list read, the customer service representative must ask the customer to identify the carrier of choice. If the customer's response is ambiguous or non-committal, the service representative must offer to read the list of available carriers and encourage the customer to make a selection. If the customer does not want to make a selection, the customer will be advised that he must dial an access code to reach an intraLATA carrier each time he makes an intraLATA call until a presubscribed carrier is chosen. Other than the phrase "in addition to us", the above described new customer contact protocol must be followed by all LECs.

We agree with GTE that we do not want to approve specific script language. However, we adopted the competitively neutral protocol as well as approved a particular part of a script to be used by Sprint in the Generic Order because Sprint asked the specific question.

GTE stated that its language would be read only if the customer expressed no carrier preference when asked. We deny the reading of the specific phrase "I'd like to recommend" as it goes beyond our competitively neutral standard by marketing GTE's service in a manner other intraLATA toll competitors do not have available. The approved phrase "in addition to us" simply informs the customer of all the available carriers but does not emphasize one carrier over another. Our denial of GTE's request is directed to language that markets service rather than language that informs the customer of choices and is only limited to calls by new

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DOCKET NO. 990157-TL  
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customers to GTE. GTE is still allowed to market its services in the same manner as all its other competitors.

The denial of this particular contact phrase is consistent with the Orders that address the circumstances where competition in the local exchange telecommunications market between LECs and ALECs is in its infancy. While there is competition in the intraLATA market as evidenced in GTE's petition, there is still little competition in the local exchange market where customers would be calling more than one company for local exchange service and then be offered a choice for presubscribed intraLATA service. This is the gatekeeper position that we have repeatedly expressed concern about in our previous orders.

Now, therefore, it is

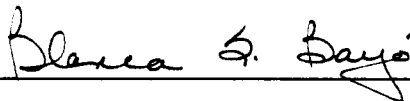
ORDERED by the Florida Public Service Commission that the Petition for a Declaratory statement filed by GTE Florida Incorporated is granted. It is further

ORDERED that the substance of the Declaratory Statement is as set forth in the body of this order. It is further

ORDERED that this docket should be closed.

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By ORDER of the Florida Public Service Commission this 11th  
day of May, 1999.



BLANCA S. BAYÓ, Director  
Division of Records and Reporting

Commissioner Johnson dissented in this decision.

( S E A L )

DWC

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of Records and reporting and filing a copy of the notice

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of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for authority to  
implement proposed  
commercial/industrial service  
rider on pilot/experimental  
basis by Gulf Power Company.

DOCKET NO. 960789-EI  
ORDER NO. PSC-99-0966-CFO-EI  
ISSUED: May 12, 1999

ORDER GRANTING CONFIDENTIAL CLASSIFICATION  
FOR PORTIONS OF GULF POWER COMPANY'S  
EARNINGS SURVEILLANCE REPORT, SUPPLEMENTAL 2, FOR JANUARY 1999  
(DOCUMENT NO. 03291-99)

Pursuant to Rule 25-22.006, Florida Administrative Code, and Section 366.093, Florida Statutes, Gulf Power Company (Gulf) requests that its Earnings Surveillance Report, Supplemental 2 for January, 1999, (Supplemental 2), be granted confidential classification. Order No. PSC-96-1219-FOF-EI, issued September 24, 1996, in Docket No. 960789-EI requires Gulf to file Supplemental 2. Gulf asserts that the information in Supplemental 2 is confidential information and is treated as such by Gulf and the entity with which it has negotiated a Commercial Service Agreement (CSA) contract under the Commercial Industrial Service Rider (CISR) approved in Order No. PSC-96-1219-FOF-EI, issued September 24, 1996, in Docket No. 960789-EI. Gulf affirms that this information has not been publicly disclosed and is not otherwise available.

Gulf requests that lines 21-22 and 33-34 of the Supplemental 2 be granted confidential classification. Gulf maintains that this information is proprietary, confidential business information regarding contractual terms and pricing. According to Gulf, the public disclosure of this information would impair the ability of Gulf to negotiate terms and conditions in future CSAs that are the most favorable to Gulf and its general body of customers. Gulf asserts that the result of disclosure would be price convergence in future CSAs. Moreover, Gulf contends, the public disclosure of this information may prevent Gulf from successfully negotiating CSAs with customers. Gulf maintains that this information is regarded as sensitive and confidential by the CIS rider customer because public disclosure of this information would impact the customer's ability to compete in its "native market." In the event such information is made public, Gulf maintains that future potential CIS rider customers could avoid the risk of public

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disclosure of their confidential information by refusing to negotiate with Gulf. Gulf concludes that this may lead to uneconomic bypass of Gulf's facilities. Thus, Gulf requests that this information be granted confidential classification pursuant to Section 366.093(3)(e), Florida Statutes.

Upon review, it appears that the information for which Gulf seeks confidential classification is proprietary, confidential business information which, if disclosed, would tend to harm the competitive interests of Gulf and the entity with which it has negotiated a CSA contract. It appears as if the public disclosure of this information may prevent Gulf from successfully negotiating CSAs with customers. This information is regarded as sensitive and confidential by the CISR customer because public disclosure of this information would impact the customer's ability to compete in its "native market." In the event such information is made public, it appears as if future potential CIS rider customers could avoid the risk of public disclosure of their confidential information by refusing to negotiate with Gulf. This may lead to uneconomic bypass of Gulf's facilities. Therefore, this information is entitled to confidential classification under Section 366.093(3), Florida Statutes. In accord with Section 366.093(4), Florida Statutes, this information shall be granted confidential classification for a period of 18 months from the date of the issuance of this Order.

It is therefore


ORDERED by Commissioner J. Terry Deason, as Prehearing Officer, that the information contained in Document No. 03291-99 is granted confidential classification. It is further

ORDERED that the information contained in Document No. 03291-99 shall be granted confidential classification for a period of 18 months from the date of the issuance of this Order. It is further

ORDERED that this Order shall be the only notice by the Commission to the parties of the declassification date of the material contained in Document No. 03291-99.

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By ORDER of Commissioner J. Terry Deason as Prehearing Officer, this 12th Day of May, 1999.

  
\_\_\_\_\_  
J. TERRY DEASON  
Commissioner and Prehearing Officer

( S E A L )

GAJ

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: 1) reconsideration within 10 days pursuant to Rule 25-22.038(2), Florida Administrative Code, if issued by a Prehearing Officer; 2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or 3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Consideration of  
BellSouth Telecommunications,  
Inc.'s entry into interLATA  
services pursuant to Section 271  
of the Federal  
Telecommunications Act of 1996.

DOCKET NO. 960786-TL  
ORDER NO. PSC-99-0960-PCO-TL  
ISSUED: May 12, 1999

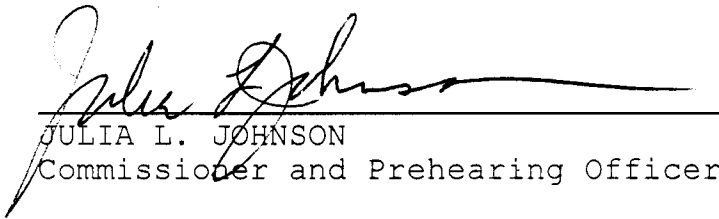
ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS

On April 6, 1999, J. Phillip Carver, General Attorney for BellSouth Telecommunications, Inc. (BellSouth), filed a written request pursuant to Rule 28-106.106, Florida Administrative Code, for William J. Ellenberg, II, General Attorney, 675 Peachtree Street, Suite 4300, Atlanta, Georgia, 30375, to appear as Qualified Representative for BellSouth in Docket No. 960786-TL. Having reviewed the request, it appears that William J. Ellenberg, II, has the necessary qualifications to responsibly represent BellSouth's interest in a manner which will not impair the fairness of the proceeding or the correctness of the action to be taken. Having met the requirements of Rule 28-106.106(4), Florida Administrative Code, William J. Ellenberg, II, is authorized to appear as Qualified Representative on behalf of BellSouth in this docket.

Based on the foregoing, it is

ORDERED by Commissioner Julia L. Johnson, as Prehearing Officer, that William J. Ellenberg, II, General Attorney, 675 Peachtree Street, Suite 4300, Atlanta, Georgia, 30375, is authorized to appear as Qualified Representative on behalf of BellSouth Telecommunications, Inc., 150 South Monroe Street, Room 400, Tallahassee, Florida, 32301, in this docket.

By ORDER of Commissioner Julia L. Johnson, as Prehearing Officer, this 12th day of May, 1999.

  
\_\_\_\_\_  
JULIA L. JOHNSON  
Commissioner and Prehearing Officer

( S E A L )  
BK/ALC

DOCUMENT NUMBER-DATE  
06040 MAY 12 99  
PSC-RECORDS/REPORTING

ORDER NO. PSC-99-0960-PCO-TL  
DOCKET NO. 960786-TL  
PAGE 2

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code, if issued by a Prehearing Officer; (2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or (3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, to Rule 9.100, Florida Rules of Appellate Procedure.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into  
telephone exchange boundary  
issues in South Brevard County.

DOCKET NO. 981345-TL  
ORDER NO. PSC-99-0961-PCO-TL  
ISSUED: May 12, 1999


ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS

On April 23, 1999, George B. Hanna, General Attorney for BellSouth Telecommunications, Inc. (BellSouth), filed a written request pursuant to Rule 28-106.106, Florida Administrative Code, for Michael P. Goggin, General Attorney, 150 West Flagler Street, Suite 1910, Miami, Florida, 33130, to appear as Qualified Representative for BellSouth in Docket No. 981345-TL. Having reviewed the request, it appears that Michael P. Goggin has the necessary qualifications to responsibly represent BellSouth's interest in a manner which will not impair the fairness of the proceeding or the correctness of the action to be taken. Having met the requirements of Rule 28-106.106(4), Florida Administrative Code, Michael P. Goggin is authorized to appear as Qualified Representative on behalf of BellSouth in this docket.

Based upon the foregoing, it is

ORDERED by Commissioner J. Terry Deason, as Prehearing Officer, that Michael P. Goggin, General Attorney, 150 West Flagler Street, Suite 1910, Miami, Florida, 33130, is authorized to appear as Qualified Representative on behalf of BellSouth Telecommunications, Inc., 150 South Monroe Street, Room 400, Tallahassee, Florida, 32301, in this docket.

By ORDER of Commissioner J. Terry Deason, as Prehearing Officer, this 12th day of May, 1999.

  
\_\_\_\_\_  
J. TERRY DEASON  
Commissioner and Prehearing Officer

( S E A L )

WC/ALC

DOCUMENT NUMBER-DATE

06041 MAY 12 99

PSC-RECORDS/REPORTING

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code, if issued by a Prehearing Officer; (2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or (3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, to Rule 9.100, Florida Rules of Appellate Procedure.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint by ATNEX  
Computer Corp. against BellSouth  
Telecommunications, Inc.  
regarding billing dispute.

DOCKET NO. 990193-TP  
ORDER NO. PSC-99-0962-PCO-TP  
ISSUED: May 12, 1999


ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS

On March 30, 1999, Lisa B. Hogan, Attorney for BellSouth Telecommunications, Inc. (BellSouth), filed a written request pursuant to Rule 28-106.106, Florida Administrative Code, for Michael P. Goggin, General Attorney, 150 West Flagler Street, Suite 1910, Miami, Florida, 33130, to appear as Qualified Representative for BellSouth in Docket No. 990193-TP. Having reviewed the request, it appears that Michael P. Goggin has the necessary qualifications to responsibly represent BellSouth's interest in a manner which will not impair the fairness of the proceeding or the correctness of the action to be taken. Having met the requirements of Rule 28-106.106(4), Florida Administrative Code, Michael P. Goggin is authorized to appear as Qualified Representative on behalf of BellSouth in this docket.

Based on the foregoing, it is

ORDERED by Commissioner J. Terry Deason, as Prehearing Officer, that Michael P. Goggin, General Attorney, 150 West Flagler Street, Suite 1910, Miami, Florida, 33130, is authorized to appear as Qualified Representative on behalf of BellSouth Telecommunications, Inc. 150 South Monroe Street, Room 400, Tallahassee, Florida, 32301, in this docket.

By ORDER of Commissioner J. Terry Deason as Prehearing Officer, this 12th day of May, 1999.

  
J. TERRY DEASON  
Commissioner and Prehearing Officer

( S E A L )

BK/ALC

DOCUMENT NUMBER-DATE

06042 MAY 12 99

FPSC-REGISTRATION/REPORTING

ORDER NO. PSC-99-0962-PCO-TP  
DOCKET NO. 990193-TP  
PAGE 2

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code, if issued by a Prehearing Officer; (2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or (3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request by BellSouth  
Telecommunications, Inc. for  
approval of amendment to resale  
agreement with Paul Vairo d/b/a  
Rehook1.

DOCKET NO. 990454-TP  
ORDER NO. PSC-99-0963-FOF-TP  
ISSUED: May 12, 1999

The following Commissioners participated in the disposition of  
this matter:

JOE GARCIA, Chairman  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.

ORDER APPROVING AMENDMENT TO EXISTING  
RESALE AGREEMENT

BY THE COMMISSION:

On April 6, 1999, BellSouth Telecommunications, Inc. (BellSouth) and Paul Vairo d/b/a Rehook1 (Rehook1) filed a request for approval of an amendment to their existing resale agreement pursuant to 47 U.S.C. §252(e) of the Telecommunications Act of 1996. The amendment to the existing agreement is incorporated by reference herein. A copy of the amendment to the existing agreement may be obtained from the official docket file by contacting our Division of Records and Reporting.

Both the Act and Chapter 364, Florida Statutes, encourage parties to enter into negotiated agreements to bring about local exchange competition as quickly as possible. Under the requirements of 47 U.S.C. § 252(e), negotiated agreements must be submitted to the state commission for approval. Section 252(e)(4) requires the state to reject or approve the agreement within 90 days after submission or it shall be deemed approved.

DOCUMENT NUMBER-DATE

06043 MAY 12 99

FPCO-RECORDS-REPORTING

ORDER NO. PSC-99-0963-FOF-TP  
DOCKET NO. 990454-TP  
PAGE 2

The existing agreement governs the relationship between the companies regarding the resale of tariffed telecommunication services pursuant to 47 U.S.C. § 251. Upon review of the proposed amendment to the existing agreement, we believe that it complies with the Telecommunications Act of 1996; thus, we hereby approve it. BellSouth and Rehook1 are also required to file any subsequent supplements or modifications to their agreement with the Commission for review under the provisions of 47 U.S.C. § 252(e).

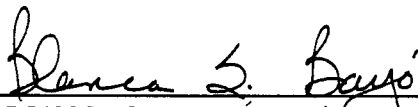
Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the amendment to the existing resale agreement between BellSouth Telecommunications, Inc. and Paul Vairo d/b/a Rehook1, is incorporated by reference in this Order, and is hereby approved. A copy of the amendment to the existing agreement may be obtained as specified in the body of this Order. It is further

ORDERED that any supplements or modifications to this agreement must be filed with the Commission for review under the provisions of 47 U.S.C. § 252(e). It is further

ORDERED that this Docket shall be closed.

By ORDER of the Florida Public Service Commission, this 12th day of May, 1999.

  
\_\_\_\_\_  
BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

JAM



ORDER NO. PSC-99-0963-FOF-TP  
DOCKET NO. 990454-TP  
PAGE 3

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review in Federal district court pursuant to the Federal Telecommunications Act of 1996, 47 U.S.C. § 252(e)(6).

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for authority to  
implement proposed  
commercial/industrial service  
rider on pilot/experimental  
basis by Gulf Power Company.

DOCKET NO. 960789-EI  
ORDER NO. PSC-99-0967-CFO-EI  
ISSUED: May 12, 1999

ORDER GRANTING CONFIDENTIAL CLASSIFICATION  
FOR PORTIONS OF GULF POWER COMPANY'S  
EARNINGS SURVEILLANCE REPORT, SUPPLEMENTAL 2, FOR DECEMBER 1998  
(DOCUMENT NO. 01906-99)

Pursuant to Rule 25-22.006, Florida Administrative Code, and Section 366.093, Florida Statutes, Gulf Power Company (Gulf) requests that its Earnings Surveillance Report, Supplemental 2 for December, 1998, (Supplemental 2), be granted confidential classification. Order No. PSC-96-1219-FOF-EI, issued September 24, 1996, in Docket No. 960789-EI requires Gulf to file Supplemental 2. Gulf asserts that the information in Supplemental 2 is confidential information and is treated as such by Gulf and the entity with which it has negotiated a Commercial Service Agreement (CSA) contract under the Commercial Industrial Service Rider (CISR) approved in Order No. PSC-96-1219-FOF-EI, issued September 24, 1996, in Docket No. 960789-EI. Gulf affirms that this information has not been publicly disclosed and is not otherwise available.

Gulf requests that lines 21-22 and 33-34 of the Supplemental 2 be granted confidential classification. Gulf maintains that this information is proprietary, confidential business information regarding contractual terms and pricing. According to Gulf, the public disclosure of this information would impair the ability of Gulf to negotiate terms and conditions in future CSAs that are the most favorable to Gulf and its general body of customers. Gulf asserts that the result of disclosure would be price convergence in future CSAs. Moreover, Gulf contends, the public disclosure of this information may prevent Gulf from successfully negotiating CSAs with customers. Gulf maintains that this information is regarded as sensitive and confidential by the CIS rider customer because public disclosure of this information would impact the customer's ability to compete in its "native market." In the event such information is made public, Gulf maintains that future potential CIS rider customers could avoid the risk of public

DOCUMENT NUMBER-DATE

06047 MAY 12 99

PSC-RECORDS/REPORTING

ORDER NO. PSC-99-0967-CFO-EI  
DOCKET NO. 960789-EI  
PAGE 2

disclosure of their confidential information by refusing to negotiate with Gulf. Gulf concludes that this may lead to uneconomic bypass of Gulf's facilities. Thus, Gulf requests that this information be granted confidential classification pursuant to Section 366.093(3)(e), Florida Statutes.

Upon review, it appears that the information for which Gulf seeks confidential classification is proprietary, confidential business information which, if disclosed, would tend to harm the competitive interests of Gulf and the entity with which it has negotiated a CSA contract. It appears as if the public disclosure of this information may prevent Gulf from successfully negotiating CSAs with customers. This information is regarded as sensitive and confidential by the CISR customer because public disclosure of this information would impact the customer's ability to compete in its "native market." In the event such information is made public, it appears as if future potential CIS rider customers could avoid the risk of public disclosure of their confidential information by refusing to negotiate with Gulf. This may lead to uneconomic bypass of Gulf's facilities. Therefore, this information is entitled to confidential classification under Section 366.093(3), Florida Statutes. In accord with Section 366.093(4), Florida Statutes, this information shall be granted confidential classification for a period of 18 months from the date of the issuance of this Order.

It is therefore


ORDERED by Commissioner J. Terry Deason, as Prehearing Officer, that the information contained in Document No. 01906-99 is granted confidential classification. It is further

ORDERED that the information contained in Document No. 01906-99 shall be granted confidential classification for a period of 18 months from the date of the issuance of this Order. It is further

ORDERED that this Order shall be the only notice by the Commission to the parties of the declassification date of the material contained in Document No. 01906-99.

ORDER NO. PSC-99-0967-CFO-EI  
DOCKET NO. 960789-EI  
PAGE 3

By ORDER of Commissioner J. Terry Deason as Prehearing Officer, this 12th Day of May, 1999.

  
\_\_\_\_\_  
J. TERRY DEASON  
Commissioner and Prehearing Officer

( S E A L )

GAJ

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: 1) reconsideration within 10 days pursuant to Rule 25-22.038(2), Florida Administrative Code, if issued by a Prehearing Officer; 2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or 3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.

Ex. 1

**OFFICIAL RECOGNITION LIST**

**DOCKET NO. 990223-TL**

**FPSC ORDERS**

1. Order No. PSC-95-1048-FOF-TL - Docket No. 941272-TL - Issued August 23, 1995 - Petition for approval of numbering plan area relief for 305 Area Code by BellSouth Telecommunications, Inc.
2. Order No. PSC-97-0138-FOF-TL - Docket No. 961153-TL - Issued February 10, 1997 - Petition for Numbering Plan Area Relief for 904 Area Code, by BellSouth Telecommunications, Inc.
3. Order No. PSC-97-0637-FOF-TL - Docket No. 961153-TL - Issued June 3, 1997 - Petition for Numbering Plan Area Relief for 904 Area Code, by BellSouth Telecommunications, Inc.
4. Order No. PSC-98-0040-FOF-TL - Docket No. 971058-TL - Issued January 6, 1998 - Request for Review of Proposed Numbering Plan Relief for 305 Area Code
5. Order No. PSC-98-0597-FOF-TL - Docket No. 980048-TL - Issued April 27, 1998 - Request for Review of Proposed Numbering Plan Relief for 813 Area Code
6. Order No. PSC-96-0558-FOF-TL - Docket No. 960090-TP - Issued April 25, 1996 - Generic Investigation into Dialing plans Implemented throughout Florida

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 990223-TL EXHIBIT NO. 1  
WITNESS: Staff  
DATE: 4-8-99

## **OFFICIAL RECOGNITION LIST**

### **DOCKET NO. 990223-TL**

#### **FPSC ORDERS cont.**

7. Order No. PSC-97-0846-FOF-TP - Docket No. 960100-TP - Issued July 14, 1997 - Generic Investigation into Permanent Number Portability
8. Order No. PSC-98-1761-FOF-TL - Issued December 29, 1998 - Request for review of proposed numbering plan relief for the 407 area code
9. Order No. PSC-99-0056-FOF-TL - Issued January 6, 1999 - Request for review of proposed numbering plan relief for the 407 area code
10. Order No. PSC-99-0384-FOF-TL - Issued February 23, 1999 - Request for review of proposed numbering plan relief for the 407 area code

#### **FCC ORDERS**

1. FCC ORDER NO. 95-19 (IAD File No. 94-102) - Issued January 23, 1995 - Declaratory Ruling and Order (708 Relief Plan - Ameritech)
2. FCC ORDER NO. 95-283 (CC Docket No. 92-237) - Issued July 13, 1995 - Report and Order (Administration of the NANP)
3. FCC ORDER NO. 96-286 (CC Docket No. 95-116) - Issued July 2, 1996 - First Report and Order and Further Notice of Proposed Rulemaking (Number Portability)
4. FCC ORDER NO. 96-333 (CC Docket 96-98) - Issued August 8, 1996 - Second Report and Order and Memorandum Opinion and Order (NANP Administration and 708 Relief)

**OFFICIAL RECOGNITION LIST**

**DOCKET NO. 990223-TL**

**FCC ORDERS cont.**

5. FCC ORDER NO. 97-74 (CC Docket No. 95-116) - Issued March 11, 1997 -  
First Memorandum Opinion and Order on Reconsideration (Number Portability)
6. FCC ORDER NO. 97-289 (CC Docket No. 95-116) - Issued August 18, 1997 -  
Second Report and Order (Number Portability)
7. FCC ORDER NO. 97-372 (CC Docket No. 92-237) - Issued October 9, 1997 -  
Third Report and Order (NANP Administration)

Area A

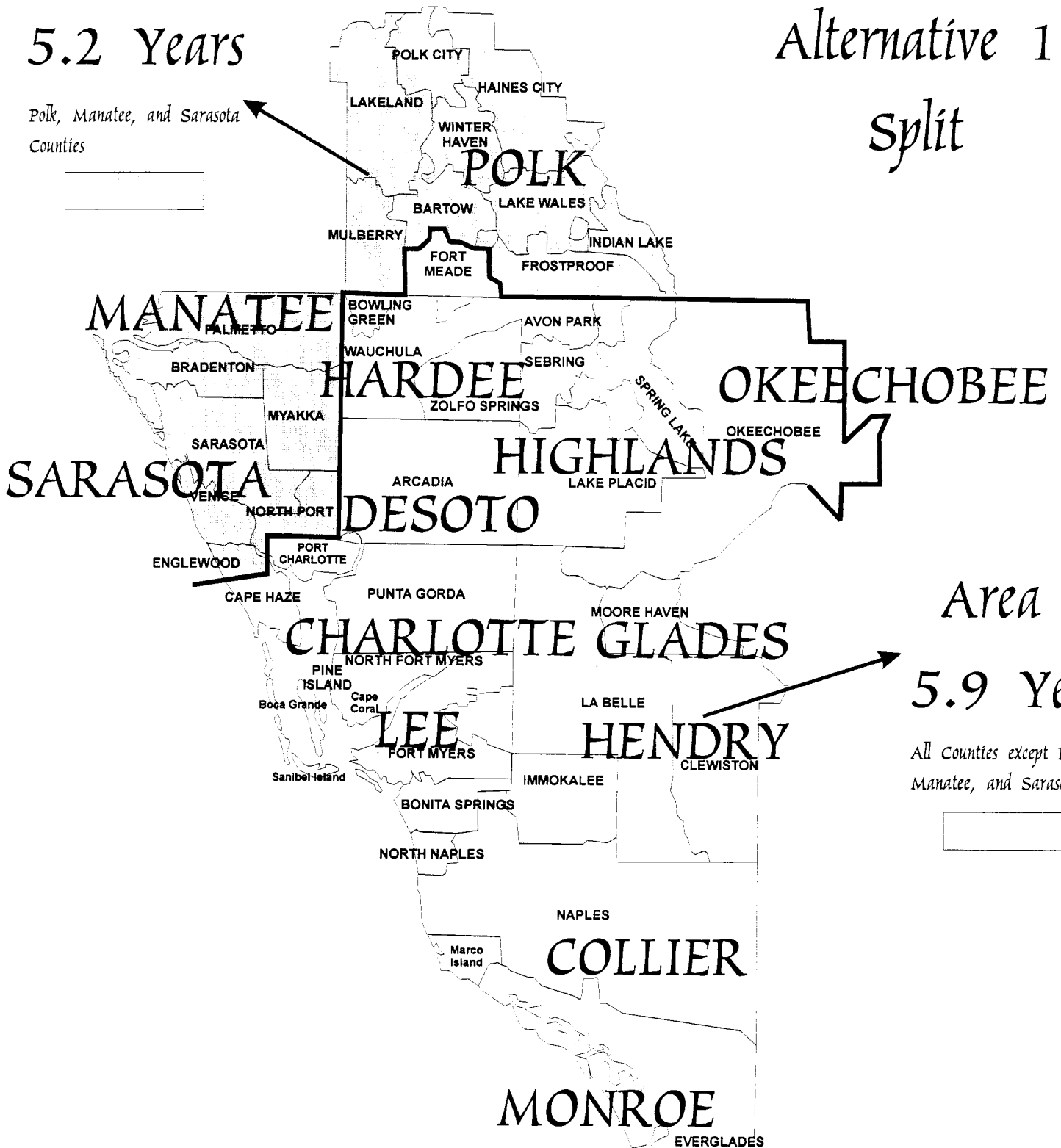
941 Area Code

5.2 Years

Alternative 1

Polk, Manatee, and Sarasota  
Counties

Split



Area B

5.9 Years

All Counties except Polk,  
Manatee, and Sarasota Counties

FLORIDA PUBLIC SERVICE COMMISSION

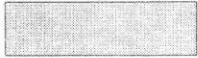
DOCKET NO. 990223-7L EXHIBIT NO. 2  
 COMPANY: Stall  
 WITNESS: \_\_\_\_\_  
 DATE: 4-18-99



# Area A

## 4.6 Years

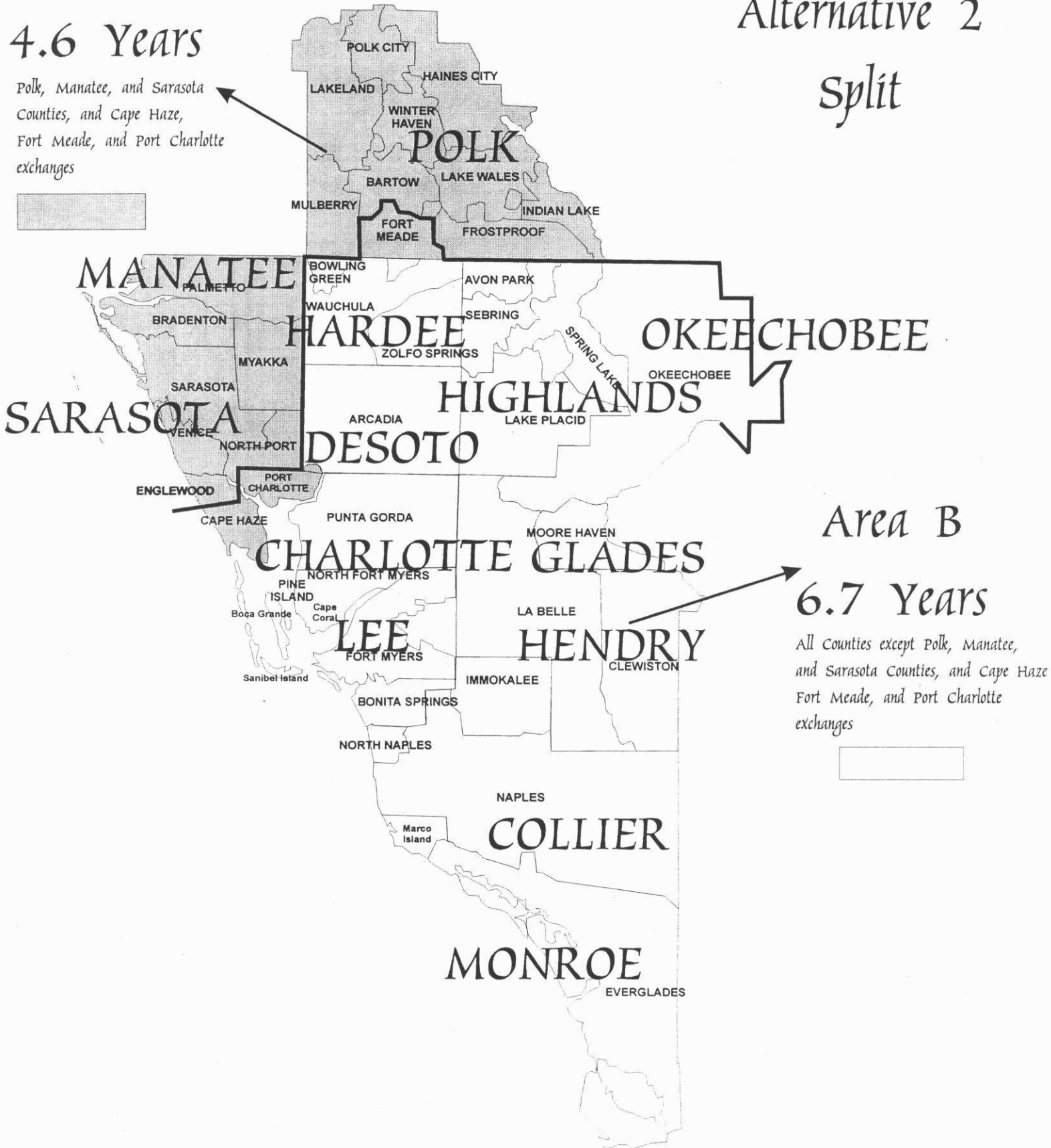
Polk, Manatee, and Sarasota Counties, and Cape Haze, Fort Meade, and Port Charlotte exchanges



# 941 Area Code

## Alternative 2

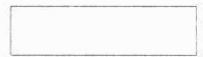
# Split



# Area B

## 6.7 Years

All Counties except Polk, Manatee, and Sarasota Counties, and Cape Haze Fort Meade, and Port Charlotte exchanges



941 Area Code

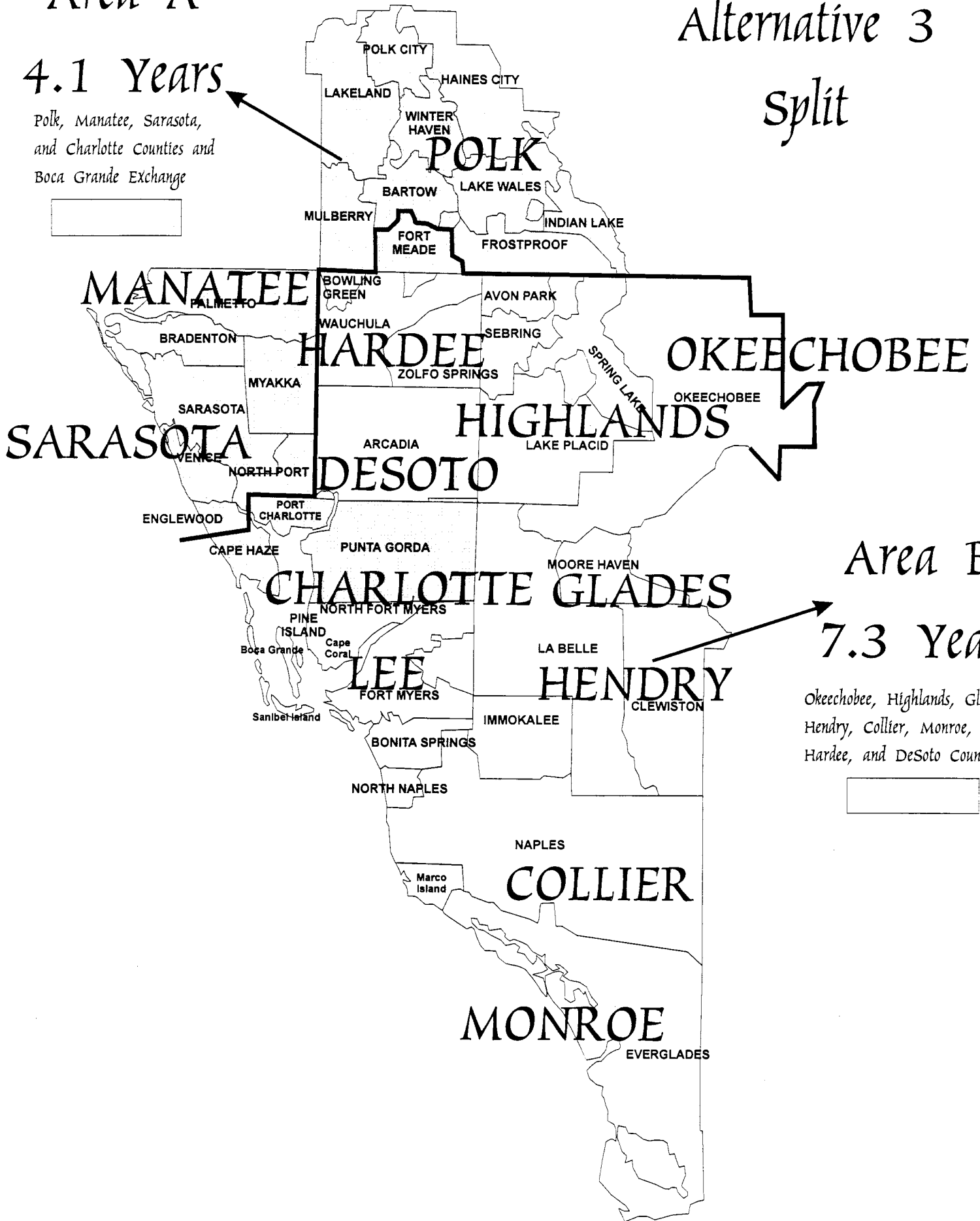
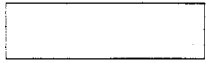
Alternative 3

Split

Area A

4.1 Years

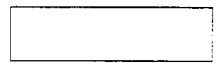
Polk, Manatee, Sarasota,  
and Charlotte Counties and  
Boca Grande Exchange



Area B

7.3 Years

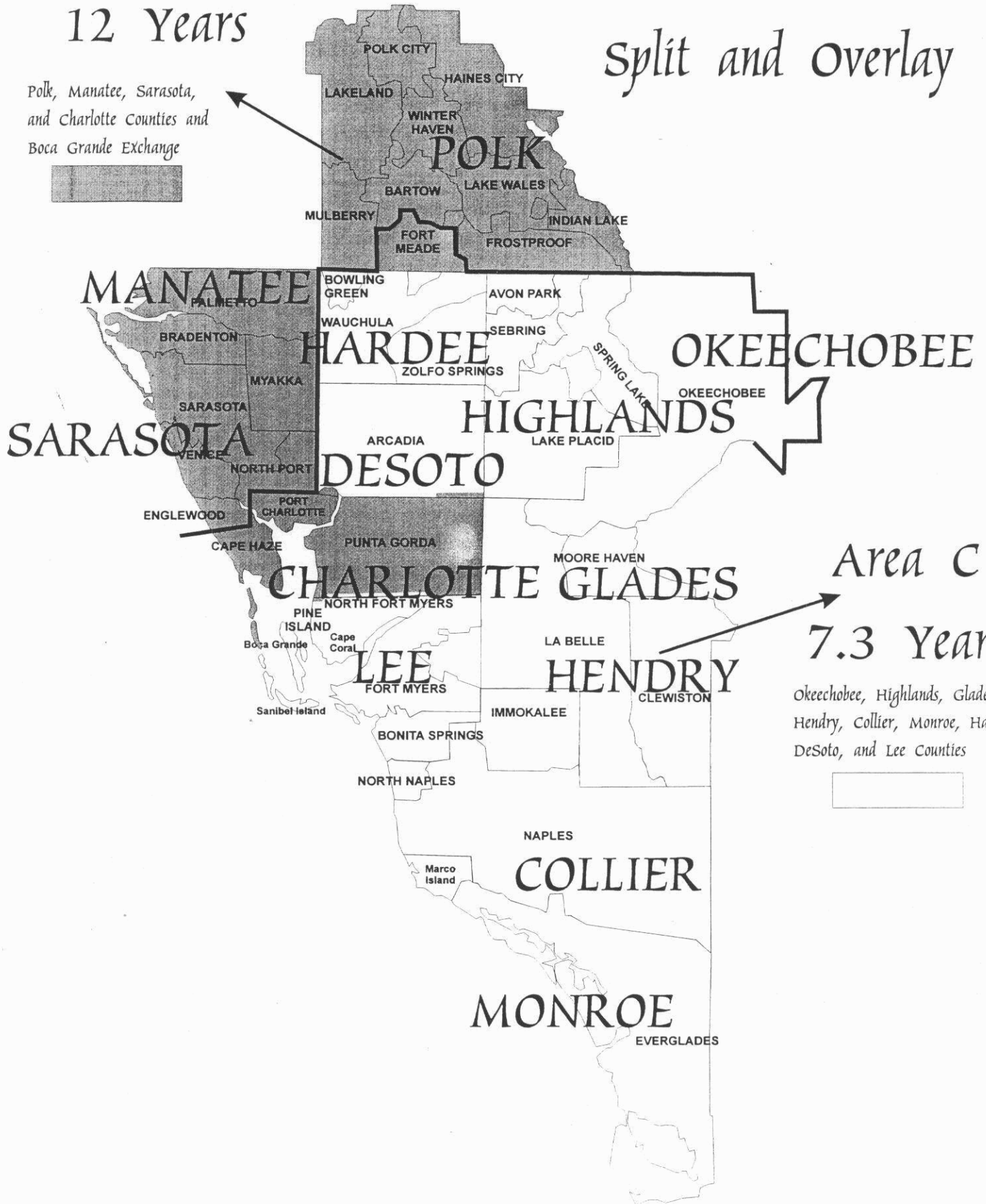
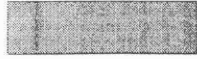
Okeechobee, Highlands, Glades,  
Hendry, Collier, Monroe, Lee,  
Hardee, and DeSoto Counties



Overlay  
Area A & B  
12 Years

941 Area Code  
Alternative 4  
Split and Overlay

Polk, Manatee, Sarasota,  
and Charlotte Counties and  
Boca Grande Exchange



Area C  
7.3 Years

Okeechobee, Highlands, Glades,  
Hendry, Collier, Monroe, Hardee,  
DeSoto, and Lee Counties

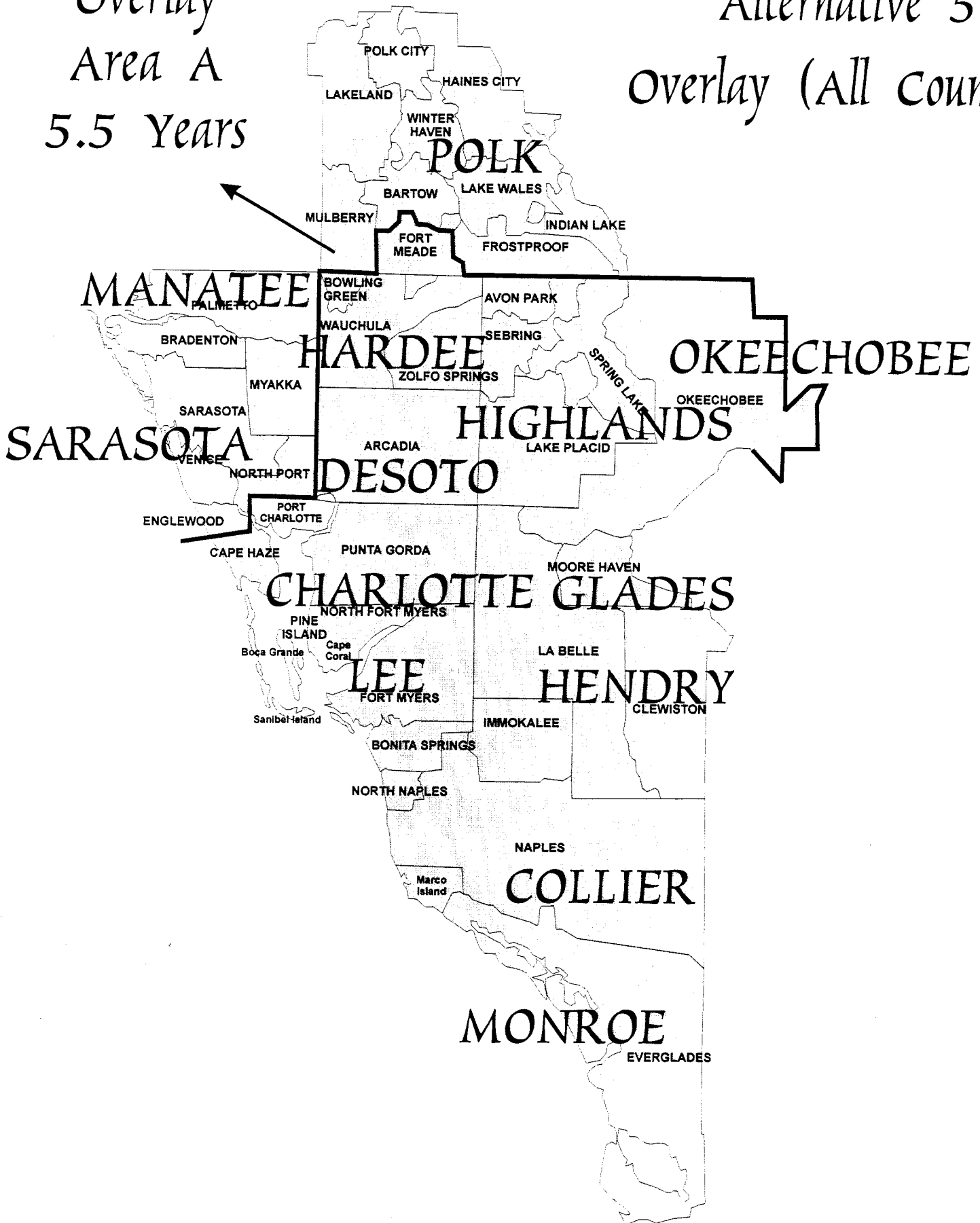
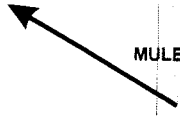


941 Area Code

Alternative 5

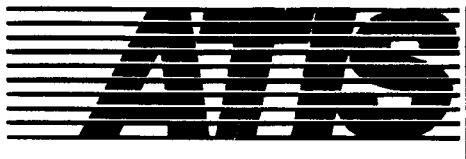
Overlay (All Counties)

Overlay  
Area A  
5.5 Years



NPA Code Relief Planning & Notification Guidelines

INC 97-0404-016  
January 27, 1999



Alliance for Telecommunications  
Industry Solutions

*Sponsor of*



Industry Numbering  
Committee

A forum of the Carrier Liaison Committee

1200 G Street NW  
Suite 500  
Washington DC 20005  
www.atis.org

# NPA CODE RELIEF PLANNING & NOTIFICATION GUIDELINES

These guidelines are reissued in connection with the resolution of  
INC Issue 105

FEDERAL PUBLIC SERVICE COMMISSION

EXHIBIT NO. 990523-70 EXHIBIT NO. 3  
COMPANY/ WITNESS: Patricia Kenworthy  
DATE: 4-3-99

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  - 2.0 ASSUMPTIONS AND CONSTRAINTS
  - 3.0 NPA RELIEF PLANNING PRINCIPLES
  - 4.0 CO CODE ADMINISTRATORS RESPONSIBILITIES FOR CODE RELIEF PLANNING
  - 5.0 NPA RELIEF PLANNING PROCESS
  - 6.0 ALTERNATIVE RELIEF METHODS
  - 7.0 OTHER RELIEF PLANNING CONSIDERATIONS
  - 8.0 UPDATING THE RDBS, LASS AND BRIDS
  - 9.0 ROUTING OF NEW NPA CODE
  - 10.0 THE PERMISSIVE DIALING PERIOD
  - 11.0 ANI AND RECORDS CONVERSION
  - 12.0 MANDATORY DIALING
  - 13.0 MAINTENANCE OF THIS DOCUMENT
  - 14.0 GLOSSARY
- 
- Appendix A - Check List for NPA Code Relief Coordinator
  - Appendix B - Issues to be Considered during NPA Relief Planning
  - Appendix C - Industry Notification of NPA Relief Activity Time Line

**1.0 Purpose** - The purpose of this document is to provide guidelines for NPA code relief planning activities. This includes the relief planning process, industry notification process and the CO Code Administrators' responsibilities to the NPA Relief Coordinators, affected parties and applicable regulatory authorities within the North American Numbering Plan area. It also provides relief planning principles, administrative responsibilities and industry notification requirements. The steps of the NPA code relief planning process are listed and the alternative methods of providing relief and their various attributes are described.

**2.0 Assumptions and Constraints** - The development of these guidelines include the following assumptions and constraints:

2.1 These guidelines were intended to apply to geographic NPA relief planning only.

2.2 These guidelines were developed to facilitate and help standardize the geographic NPA relief planning process.

2.3 Relief activities will be undertaken to provide relief to an exhausting NPA. For the purpose of NPA relief planning, it is assumed that the capacity of an NPA is 792 CO codes (NXXs). However, in overlay NPA situations, the CO code exhaust capacity will be the number of NPA codes assigned to that geographic area times 792.

2.4 The relief plan chosen will seek to minimize end users' confusion while balancing the cost of implementation by all affected parties.

2.5 For each relief activity proposed in the plan, it is recommended that customers who undergo number changes shall not be required to change again for a period of 8-10 years.

2.6 All efforts should be made to choose a plan that does not favor a particular interest group, i.e., no carrier should receive a distinct competitive advantage over other carriers as a result of reaching a consensus on a particular plan.

2.7 It is assumed that the CO Code Administrator organization will provide the moderator for all relief planning meetings and that moderator will run meetings in a fair and impartial manner ensuring that all participants have any opportunity to express their opinions.

2.8 These relief planning guidelines were developed without making any assumption as to who will fill the role of CO Code Administrator or NANP Administrator.

2.9 CO codes and NPA codes are public resources and administrative assignment of these codes does not imply ownership of the resource by the entity performing the administrative function, nor does it imply ownership by the entity to which the resource is assigned.

2.10 The appropriate regulatory commission (e.g., state, province, country) has the ultimate authority to approve or reject a relief plan.

2.11 In the United States, geographic NPA code boundaries do not currently extend across state lines.

2.12 Once there is a consensus/approved relief plan, all code holders and the PA, where thousand block number pooling has been implemented, in the exhausting NPA will take the appropriate steps to facilitate the implementation of the plan.

2.13 These guidelines and all related documents/guidelines\* referenced herein will be made available to all affected parties by the Relief Coordinator upon request.

**3.0 NPA Relief Planning Principles** - The following principles should be followed during NPA Code Relief Planning:

3.1 The NPA Code Relief Coordinator should facilitate the selection of a consensus NPA code relief alternative based upon input as outlined in Section 5 below.

3.2 Communications should be established with all affected industry members, appropriate regulatory bodies and the North American Numbering Plan Administration (NANPA). This should be initiated immediately after the need for NPA Code relief has been determined.

**4. CO Code Administrator's and Pool Administrator's Responsibilities for Code Relief Planning** - This section identifies required code relief planning functions that are related to the CO code (NXX) and thousand block pooling assignment functions as specified in these guidelines. These functions are identified because they are currently performed in conjunction with code assignment. An objective of this function is to promote effective and efficient code utilization and thereby help ensure the adequate supply of CO codes (NXXs).

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\* INC95-0407-008, Central Office Code Assignment Guidelines, ICCF 94-0726-004, Recommended Notification Procedures to Industry for Changes in Access Network Architecture.



The Code Administrator(s) and the Pool Administrator where thousand block number pooling has been implemented shall be required to provide assistance in the code relief planning process when and if necessary. The output of the planning process shall be made available to code holders, applicants and the industry by whatever means is appropriate.

Relief planning functions included in this section are as follows:

4.1 Tracks CO code (NXX) assignments within NPAs to ensure effective and efficient utilization of numbering resources.

4.2 Works with the Code Administrator(s), with input from the Pool Administrator, to prepare the semi-annual CO Code Utilization Survey (COCUS) input as described in the CO Assignment Guidelines (INC 95-0407-008) and the Thousand Block (NXX-X) Pooling Administration Guidelines [*Add Document Number when assigned*] and forwards the information to NANPA. This function includes the following activities:

4.2.1 Issues requests for, collects and compiles available information related to CO code (NXX) utilization and relief planning forecasts. The Pool Administrator may issue requests for thousand block data.

4.2.2 Investigates and resolves, wherever possible, any discrepancies in the information provided.

4.2.3 Any information released to NANPA or to the industry would be released only on an aggregated or summary basis. (See Section 8.1 of the CO Assignment Guidelines)

4.3 Projects CO code (NXX) exhaust within NPAs in order to prepare for NPA relief activity.

4.4 Develops plans for NPA relief and initiates implementation efforts, in both normal and jeopardy situations (Refer to Section 8.3 of the CO Assignment Guidelines). When the need for code relief is identified and relief activity is initiated, advises all parties affected by NPA relief activities and includes them in the planning effort.

4.5 Collects, compiles and forwards the necessary information to NANPA for the purpose of obtaining an NPA assignment when it is determined that a new NPA code is required to accommodate relief.

4.6 Obtain endorsement of NPA relief plan from appropriate regulatory authority(ies), where necessary.

4.7 Develops dialing plan alternatives within local jurisdictions.

4.8 Provides assistance to users of numbering resources and suggests alternatives, when possible, that will optimize numbering resource utilization.

4.9 Prepares and issues information related to reports for special information requests and scheduled periodic reports that relate to utilization of numbering resources.

**5.0 NPA Relief Planning Process** - NPA relief coordinators shall take the lead to prepare relief options for each NPA projected to exhaust within the next 5 to 10 years, in accordance with Section 3.0 above. These NPAs are identified in the Central Office Code Utilization Survey (COCUS) which is conducted annually by NANPA.

a) The relief options shall cover a period of at least five years beyond the predicted date of exhaust, and shall cover more than one relief activity, if necessary, during the time frame.

b) The relief options shall be a living document and reflect changes that take place over time such as demand for NXX codes or other factors (e.g., local competition, PCS, implementation of number pooling, etc.). The annual COCUS analysis shall be used as one of the tools in updating the options.

c) The relief plan, which will evolve from these relief options, shall be prepared in accordance with appropriate industry guidelines, i.e., NPA Allocation Plan and Assignment Guidelines, NPA Code Relief Planning Guidelines, etc.

d) Interested industry parties are encouraged to become involved in the development of the plan. Local regulators shall be made aware of the plan and approve, if necessary.

e) The choice of relief methods (e.g., split, overlay, boundary realignment) is a local decision and shall be specified in the plan, along with boundaries if a split is chosen. The estimated relief period shall be included in the plan along with assumptions, projected code assignment rates, etc.

f) For each relief activity proposed in the plan, it is recommended that customers who undergo number changes shall not be required to change again for a period of 8-10 years.

g) The use of protected codes (NXXs), which permit 7-digit dialing across NPA boundaries, should be eliminated or reduced to an absolute minimum as part of the NPA code relief planning process. Reduction or elimination of protected codes should be accomplished prior to a request for a relief NPA code.<sup>3</sup>

h) In the long term, the plan shall result in the most effective use possible of all codes serving a given area. Ideally, all of the codes in a given area shall exhaust about the same time in the case of splits. In practice, this may not be possible, but severe imbalances, for example, a difference in NPA lifetimes of more than 15 years, shall be avoided.

Requests for relief NPA codes shall be submitted to NANPA at least 18 months prior to the NPA relief date subject to local regulatory constraints. Normally, only one code will be assigned per request unless the codes are to be introduced simultaneously or unless implementation concerns dictate a phased-in implementation of subsequent NPA(s) within two years of the relief date of the preceding relief code. The latest version of the plan, along with relevant COCUS data, shall be submitted to NANPA with the NPA request.

**5.1 Determine the Expected NPA Exhaust Period** - Through the use of historical growth data as well as expected changes to NXX growth demands in the future, the Relief Coordinator should project to the best of his/her ability the expected exhaust of the NPA. The Central Office Code Utilization Survey (COCUS) should be used as an aid in this projection. Consideration may be given to unforeseen but reasonable increases and/or decreases to expected growth rates which would result in an exhaust "window" rather than a specific exhaust date. Once the earliest likely exhaust date is determined, the Coordinator should establish a mandatory dialing date six to twelve months prior to that date, giving consideration to items such as busy seasons, customer service order activity, customer equipment and number changes, and any other concerns which would increase the probability for service problems during the transition period.

**5.2 Identify the Alternative Relief Methods Available** - Within the affected NPA, the Relief Coordinator should next identify possible NPA relief alternatives and methods from among those identified in Section 6. This may include one or more NPA Split alternatives, at least one Overlay alternative, and, where applicable, one or more NPA Boundary Realignment alternatives. Combinations of these alternatives may also be considered.

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<sup>3</sup> Per letter dated 10/29/97 from NANC Chairman to INC Moderator.

**5.3 Define the Attributes of Each Alternative or Method** - For each of the alternative relief methods identified in 5.2, the Coordinator should next list and quantify the impacts, using Appendix A of this document, in order to determine the advantages and disadvantages of the alternatives. Specific calculations such as the relative lengths of the relief periods, identify the impacts of dialing local calls using 7-digits or 10-digits on an industry segment basis, and the number of subscribers requiring number changes should be made at this point. Technical and operational impacts should also be identified including items such as required switch replacements and support system modifications.

**5.4 Notify Industry of Pending NPA Exhaust and Results of Initial Relief Planning** - The next step in the recommended Relief Planning Process is to incorporate the results of the steps outlined in 5.1 through 5.3 into an initial Planning Document for distribution to the Industry in the affected NPA. Attached to this Document should be a letter notifying Industry members of future meeting schedules to be held for the purpose of discussing the alternative relief methods, with the objective of reaching consensus on the method to be adopted. The Relief Coordinators should also make available copies of this document, as well as other relevant documents\* . Sufficient time should be provided prior to the meetings to allow individual industry members to fully analyze the alternatives from the perspectives of affects on their customers, economics and technological and operational impacts.

**5.5 Conduct Industry Meetings with the Goal of Reaching Industry Consensus on a Relief Plan** - Meetings and/or conference calls should be held with all interested members of the Industry within the affected NPA after each has had sufficient time to analyze the proposed alternative relief methods. The Relief Coordinator should provide a Moderator at these meetings or conference calls and be fully prepared to answer questions regarding the alternatives. During the meetings/conference calls, new alternatives may be proposed and should be included in these discussions. Initially, separate meetings for the various industry segments may be held to increase efficiency and manageability. Inasmuch as the objective of these meetings is to reach industry consensus, subsequent joint meetings will be required.

In addition to discussing the alternatives, more detailed issues such as new NPA boundaries, local calling areas, regulatory issues, customer education, and the length of any necessary permissive dialing periods should be discussed.

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\* INC95-0407-008, Central Office Code Assignment Guidelines, ICCF 94-0726-004, Recommended Notification Procedures to Industry for Changes in Access Network Architecture.

All meetings and/or conference calls should be fully documented in meeting minutes which are to be made available to the participants prior to the subsequent meeting or call. Copies of meeting minutes may also be forwarded to the appropriate regulatory body as well as to the North American Numbering Plan Administrator.

**5.6 Notify Appropriate Regulatory Body** - When consensus is reached within the industry or when it appears that additional meetings would not achieve consensus, the NPA Relief Coordinator should submit to the appropriate regulatory body (or bodies) the results of the industry effort. If consensus was not obtained, the NPA Relief Coordinator may ask the regulatory body for assistance in reaching a solution. If regulatory assistance is required to adopt a "final plan", the NPA Relief Coordinator should prepare a "final recommendation" for circulation and then submit the "final plan" plus comments, if any, provided by industry participants to the appropriate regulatory body. Regulatory activities will vary by state. The Relief Coordinator should be prepared to furnish to the regulators any background information deemed necessary including the original studies, meeting minutes, mailing lists, etc. The NPA Relief Coordinator should prepare a "final recommendation" for circulation and comment by industry participants. The NPA Relief Coordinator should then submit the "final plan" plus comments, if any, provided by industry participants, to the appropriate regulatory body.

**5.7 Notify the North American Numbering Plan Administration (NANPA)** - When the final NPA Relief Plan has been determined, and at least 18 months prior to the NPA Relief date, the Relief Coordinator should formally notify NANPA of the pending NPA exhaust, request formal assignment of a new NPA, and submit sufficient background information to justify the assignment of a code. Normally this would include the exhaust and relief projects discussed in 5.1 and 5.3, a description of the relief method to be utilized and the relief schedule. In those situations where a final plan has not yet been developed prior to the 18-month requirement, the Planner should forward whatever information is available at that time, together with a statement that the final relief method has not yet been determined.

**5.8 Public Statements/Press Releases** - Public statements released prior to the first industry NPA relief planning meeting should, to the extent available, contain:

- factual information about the impending exhaust of the NPA
- that the telecommunications industry in the exhausting NPA will meet (time/place) to begin planning for the relief
- and that questions concerning the relief effort may be directed to the NPA Relief Coordinator (name/tel. no.)

The relief alternatives described in Section 6 may be identified as the range of possible alternatives, however, preference regarding specific relief alternatives should not be discussed.

During the relief planning process, public statements are not encouraged. However, some states may require input from the public to the planning process. If questions are directed to the Relief Coordinator, or if reaction to a press article is warranted, responses should, to the extent possible, be limited to factual information (as opposed to opinion or preference) concerning relief options being considered and to agreements reached by the industry planning committee. Upon reaching consensus on a relief plan, a press release developed with industry input may be issued to inform the public of the industry approved plan for relief of the exhausting NPA.

If there is no industry consensus for a relief plan, the NPA Relief Coordinator may advise the public of that fact and that a final recommendation, along with written comments from industry participants have been submitted to the appropriate regulatory authority for its final disposition. Upon regulatory approval of a relief plan, the NPA Relief Coordinator will advise the public of the details of the plan. This does not preclude NANPA from issuing its standard ILs in accordance with industry guidelines for such notice (see ICCF 92-1127-006).

**5.9 Public Announcement of the Relief** - A minimum of 12 months advance notice of an NPA split/overlay should be provided by the NPA Relief Coordinator. This notice should include a full disclosure of the associated testing period, permissive dialing time, ANI and records conversion dates and the beginning date for mandatory dialing of the new NPA (See time line Appendix C). Also included should be a test number for routing verification and the date it will become available. Other information that may be incorporated with this notification includes a map indicating new NPA boundaries, new dialing procedures (if any) and a contact name and telephone number.

In addition to any other public announcements, the North American Numbering Plan Administration (NANPA) will provide 12 months advance notice to the industry via a Bellcore Information Letter. In order to do so, they must receive the required information from the NPA Relief Coordinator at least one month before the 12 month notice is to be published. The NXXs associated with the NPA relief will not be published with the NANP letter, but will continue to be published in the Local Exchange Routing Guide (LERG) at least six months in advance (to be coordinated with the quarterly issue).

Prior to the 12 month notification period, NPA Relief Coordinators, with assistance from the Pool Administrator(s), when necessary, are encouraged to begin informal discussions with the impacted access purchasers and other entities to provide whatever

information may be available at the time regarding an NPA split/overlay. It is recognized that planning for an NPA split involving other carriers (e.g., cellular, independents and others as appropriate) may begin earlier than this information notification.

The NPA Relief Coordinator may choose to provide a formal public notification of the planned NPA relief prior to the 12 month notice with full disclosure. To the extent that such notification is made, the NPA Relief Coordinator should inform the NANP of the announcement. Upon receipt of the information, the NANPA will issue a Bellcore Information Letter describing the proposed relief. It is recognized that this letter will typically not contain all the information to be provided with the 12 month (full disclosure) letter, but will simply alert the industry (areas served by the NANP) of the upcoming event.

**6.0 Alternative Relief Methods** - All of the currently identified code relief alternatives are described below. Possible impacts of these alternatives are found in Appendix B.

**6.1 NPA Split Method** - By this method, the exhausting NPA is split into two geographic areas leaving the existing NPA code to serve, for example, an area with the highest customer density (in order to minimize number changes) and assigning a new NPA code to the remaining area. This method divides areas by jurisdictional, natural or physical boundaries (counties, boroughs, cities, river, etc.) between the old and new NPAs.

This method has been the alternative chosen for practically all NPA relief situations prior to 1995. NPA splits have occurred with enough frequency so that technical aspects have been addressed and established implementation procedures are generally understood. Public education and acceptance of the process has been made easier because of the numerous NPA splits that have occurred. This method generally provides long term relief for an area.

**6.2 Boundary Realignment Method** - In an NPA boundary realignment, the NPA requiring relief is adjacent to an NPA, within the same state or province, which has spare NXX code capacity. A boundary shift occurs so that spare codes in the adjacent NPA can be used in the NPA requiring relief. As a result, the geographic area of the exhausting NPA shrinks and the geographic area of the NPA with spare capacity expands. Only the customers in the geographic area between the old and new boundaries are directly affected the this change. This method applies to multi-NPA states or provinces only. It could provide for a better balance of central office (NXX) code utilization in the affected NPAs. This method is viewed as an interim measure because it tends to provide a shorter term relief than when providing a new NPA code.

**6.3 Overlay Method** - An NPA overlay occurs when more than one NPA code serves the same geographic area. In an NPA overlay, code relief is provided by opening up a new NPA code within the same geographic area as the NPA(s) requiring relief. Numbers from this new NPA are assigned to new growth on a carrier neutral basis, i.e., first come, first served. Mandatory customer number changes within the affected overlay relief area are eliminated. In most cases, with the overlay relief method, 10 digit dialing is required for some of the affected customers' calling patterns. Since the overlay relief method could result in unequal dialing for those customers served out of the overlay NPA, mandatory 10 digit dialing is recommended for all NPAs covered by the NPA coincident with the implementation of an overlay.

The overlay method reduces or eliminates the need for customer number changes like those required under the split and realignment methods. It also allows the option to eliminate the permissive dialing period as part of implementation. This method will necessitate ten digit dialing of local calls between the old and new NPAs as central office (NXX) codes are implemented in the new NPA. NPAs have been previously implemented within an area and will vary with the individual characteristics of the area involved. Four potential implementation strategies have been identified for an NPA overlay. They are listed below:

**6.3.1 Distributed Overlay** - The distributed overlay strategy may be considered in situations when growth in telephone numbers is expected to be more or less evenly distributed throughout the existing NPA requiring relief. The new NPA is added to the NPA requiring relief and shares exactly the same geographic boundaries. When growth telephone numbers are required, they are assigned from the new NPA.

**6.3.2 Concentrated Growth Overlay** - A concentrated growth overlay may be considered in situations when the majority of the new telephone numbers are expected to be concentrated in one section of the existing NPA. For example, a fast growing metropolitan area and a sparsely populated rural area could exist within the same NPA. The overlay NPA would be assigned initially to the section of the NPA experiencing the fastest growth, and new phone numbers in that section would be assigned from the new NPA. As more relief is required, the geographic area served by multiple NPAs could expand.

**6.3.3 Boundary Extension Overlay** - With a boundary extension overlay, the NPA requiring relief is adjacent to an NPA with spare capacity. The boundary between these two NPAs is eliminated, and spare NXX codes from the adjacent NPA are assigned within the original NPA boundary where relief is required. An appropriate use of boundary extension might be in a state or province consisting of two NPAs, where one NPA has spare capacity. This solution has the advantage of not requiring a new NPA



code, but it also shares some of the limitation of boundary realignment in that it provides less long term relief.

**6.3.4 Multiple Overlay** - The multiple overlay strategy may be considered where relief is required in two or more NPAs. For example, this solution may be appropriate in a metropolitan area where two or more NPAs cover a small geographic area and where it would be difficult to implement another kind of relief, i.e., a split or a distributed overlay. The new NPA would be assigned to overlay the multiple existing NPAs serving the entire metropolitan area. As another example, a new NPA could be assigned for new growth within an entire state or province where more than one NPA exists.

**6.4 Other** - A combination of the methods described above may be used. For example, a concentrated growth overlay could be assigned initially to a section of an NPA experiencing fast growth, and as more relief is required, the section served by two NPAs could expand into a distributed or multiple overlay as demand requires. Other combination of relief methods may be appropriate. Each NPA requiring relief must be analyzed on the basis of its own unique characteristics with regard to demographics, geography, regulatory climate, technological considerations and community needs and requirements.

**7.0 Other Relief Planning Considerations** - This section describes miscellaneous considerations which should be included during the NPA relief planning process. It is not possible to identify every potential issue which may arise when planning relief for specific NPAs; each state or province, each metropolitan area and each industry segment will have unique characteristics which could introduce concerns not included here. The following items are examples of issues which, based on past industry experiences, could create impediments to a successful and efficient implementation effort.

**7.1 Organization Considerations** - To the maximum extent possible, NPA relief planning should include considerations of organizational continuity. This includes not only the Administrator's own organization or entity, but continuity within the industry as well. The chances for successful implementation of relief efforts are greatly enhanced if there is smooth transition from the planning phase and continued involvement with the industry team as implementation progresses. Thorough documentation and dissemination of information throughout the planning process will assist in ensuring the desired continuity in the event personnel and/or organizational changes disrupt the transition.

**7.2 Regulatory Issues** - Involvement of the State Regulatory Staff during NPA code relief planning may expedite the process of addressing public policy concerns throughout the process.

**7.3 Timing and Schedules** - Issues related to timing and scheduling will vary with the type of relief method to be implemented as well as the level of difficulty of the required changes. In any case, the relief effort should be planned to be completed at least three months before the existing NPA would exhaust under the highest growth projections.

NPA splits require the establishment of a permissive dialing period during which calls placed to the area to be served by the new NPA can be completed whether the new or the existing NPA code is dialed by the caller. During this time, changes are made to business telephone systems, wireless devices, alarm system networks and individual subscribers' custom calling feature lists. In addition, ANI information and billing/ordering systems may be modified to handle the new NPA code. Central office codes may not be duplicated in the old and new NPAs during this time.

The length of the permissive dialing period may vary depending on the amount of time required to accomplish the above activities. Permissive dialing periods are as short as four months or as long as two years have historically been used. A decision regarding the length of the permissive dialing period, if required, must be a part of the overall Plan. The overall plan should also include a decision that determines the length of time (preferably 90 days to ensure accurate billing and prevent misdirected messages) before a central office code that has moved to the new NPA will be re-assigned in the old NPA once permissive dialing has ended. When establishing transition schedules, consideration should also be given to avoiding the need to make network changes during the busiest times of the year, from the perspectives of call volumes, customer movement and holidays. Other scheduling concerns include the length and type of customer education efforts, the length of time required for network changes and overall budget considerations

**7.4 Customer Calling Patterns** - Existing and planned local calling areas should be considered during the planning process and retained, wherever practical, along with their existing or planned dialing arrangements. This may prevent regulatory policy delays during implementation and/or unexpected changes to the final plan.

**7.5 Interest Group Considerations** - It is difficult if not impossible during NPA relief efforts to avoid negative impacts on some customers within the NPA. Whichever alternative relief method is chosen, it is highly possible that one or more customer groups may attempt to influence the decision in a manner which is most favorable to them. Extreme care must be taken by the NPA Relief Coordinator to ensure that fair and equitable treatment is given to all subscribers within an area.

**8.0 Updating the RDBS, LASS and BRIDS** - At least six months prior to the NPA relief date, the NPA Relief Coordinator should make arrangements for Bellcore's Traffic Routing Administration (TRA) to update the Routing Database System (RDBS), LIDB Access Support System (LASS) and Bellcore Rating Input Database System (BRIDS)\*\* . Notification to the industry should appear six months prior to the NPA relief date in the Local Exchange Routing Guide (LERG), which is used for message and call setup routing. Ninety days prior to the NPA relief date, the updates should appear in BRADS output products such as the NPA/NXX V&H coordinates diskette and tape. Prior to the NPA relief date, the updates should be reflected in the LIDB Access Routing Guide (LARG), which is used for Alternate Billing Service (ABS) query routing.

**9.0 Routing to the New NPA Code** - A test number providing an announcement that calls have reached a termination in the new NPA should be made available 4 to 6 weeks prior to the official NPA relief date and remain available throughout the entire permissive dialing period. The test number will enable all carriers and other entities to do the necessary testing to insure that the proper routing changes have been made to direct calls to the new NPA beginning on the relief date. Such changes should be made prior to the relief date, rather than after the relief date during the permissive dialing period. If customers cannot dial the new NPA code during the permissive period because some carriers were unable to complete the necessary effort on the relief date, the usefulness of the permissive dialing period is negated.

**10.0 The Permissive Dialing Period** - The relief date signals the start of the permissive dialing period. The permissive dialing period should precede mandatory dialing of the new NPA code. To reach a telephone in the new NPA during this time, the customer may dial either the existing NPA code and the 7 digit number or the new NPA code and the same 7 digit number.

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\*\* A recommended checklist of additional activities concerning the exchange of data/information that should be undertaken by NPA Relief Coordinators to assist in the smooth implementation of any NPA relief are found in Appendix A.

The length of the permissive dialing period is determined by the NPA Relief Coordinator. This period should allow sufficient time for customers to:

- revise printed materials (e.g., stationery, business cards, labels, bills, etc.)
- reprogram equipment that stores and analyses telephone numbers (e.g., PBXs, cellular phones, modems, speed call lists, automatic dialers)
- update directory listings
- notify customers and business associates
- change advertising (e.g., print ads, classified ads, promotional materials, etc.)

**11.0 ANI and Records Conversion** - ANI and records conversion should begin on or after the start of permissive dialing. ANI conversions are performed on a central office-by-central office basis and usually takes place over two or three months. It is recognized that the tasks of ANI and records conversion are complex and interdependent and that these efforts must be coordinated. Moreover, it is further recognized that records conversion can occur either before or after ANI conversion. Accordingly, for each NPA split/overlay, the time of the records conversion, whether it occurs before or after ANI conversion, will be coordinated by the NPA Relief Coordinator.

ANI conversions should not take place prior to permissive dialing in order to avoid potential problems with CLASS services.

**12.0 Mandatory Dialing** - The end of the permissive dialing period is the date that mandatory dialing of the new NPA code begins. All calls to both the old and new NPA codes must be dialed with the correct NPA. All misdialed calls will be intercepted by a recording and an instructional announcement will be provided.

Once the date for mandatory dialing has been established, any change which would advance that date should be made known to all parties no later than 30 days prior to the new date.

**13.0 Maintenance of These Guidelines** - These guidelines were developed by the NPA Code Relief Workshop of the Industry Numbering Committee (INC). Any recommended changes or modifications to these guidelines should be directed to the Industry Numbering Committee.

#### **14.0 Glossary**

**ANI CONVERSION** – The process by which the NPA portion of the calling party's automatic number identification (ANI) from end offices located in the new NPA changes from the old NPA to the new NPA.

**COCUS** – Central Office Code Utilization Survey (COCUS) is conducted annually by NANPA from direct input received from Central Office Code Administrator(s) in order to monitor central office code utilization, projected exhaust of NPAs and demand for new NPAs to provide code relief. The purpose of COCUS is to provide an annual overall view of both present and projected CO code (NNX/NXX) utilization for each NPA in the NANP.

**Code Administrator** – Entity(ies) responsible for the administration of the NXXs within an NPA.

**Code Holder** – The entity to whom a CO code (NNX/NXX) has been assigned for use at a Switching Entity or Point of Interconnection it owns or controls.

**Conservation** – Consideration given to the efficient and effective use of a finite numbering resource in order to minimize the cost and need to expand its availability, while at the same time allowing the maximum flexibility in the introduction of new services, capabilities and features.

**Consensus** – Consensus is established when substantial agreement has been reached among interest groups participating in the consideration of the subject at hand. Interest groups are those materially affected by the outcome of the result. Substantial agreement means more than a simple majority, but not necessarily unanimity.

**Jeopardy NPA** – A jeopardy condition exists when the forecasted and/or actual demand for NXX resources will exceed the known supply during the planning/implementation interval for relief. Accordingly, pending exhaust of NXX resources within an NPA does not represent a jeopardy condition if NPA relief has been or can be planned and the additional NXXs associated with the NPA will satisfy the need for new NXX codes.

**Mandatory Dialing Date** – The date where permissive dialing ends and the new NPA must be dialed to complete the call.

**Moderator** – An employee of the CO Code Administrator's organization which presides over NPA Code Relief coordination meetings. Responsibilities usually include issuing the meeting announcement, coordinating meeting arrangements, leading the meeting, issuing meeting minutes and other duties as necessary to conduct the meeting.

**NANP** – The North American Numbering Plan is a numbering architecture in which every station in the areas served by the NANP is identified by a unique ten-digit address consisting of a three digit NPA code, a three digit central office code of the form

NNX/NXX, and a four digit line number of the form XXXX, where N represents the digits 2-9 and X represents any digit 0-9.

**NANPA** – North American Numbering Plan Administration. With divestiture, key responsibilities for coordination and administration of the North American Numbering/Dialing Plans were assigned to NANPA. These central administration functions are exercised in an impartial manner toward all industry segments while balancing the utilization of a limited resource.

**NPA** – Numbering Plan Area, also called an area code. An NPA is the three digit code that occupies the A, B and C positions in the ten digit NANP format that applies throughout the areas served by the NANP. NPAs are of the form N0/1X, where N represents the digits 2-9 and X represents any digit 0-9. After 1/1/95, NPAs will be of the form NXX. In the NANP, NPAs are classified as either geographic or non-geographic.

A. Geographic NPAs are NPAs which correspond to discrete geographic areas served by the NANP.

B. Non-geographic NPAs are NPAs that do not correspond to discrete geographic areas, but which are instead assigned for services with attributes, functionalities or requirements that transcend specific geographic boundaries. The common examples are NPAs in the N00 format, e.g. 800.

**NPA Code Relief** – NPA code relief refers to an activity that must be performed when an NPA nears exhaust of its 640 NNX or the 792 NXX capacity. Relief is typically provided to an NPA about a year before its capacity is reached. NPA code relief for an NPA that is nearing the 640 NNX limit is usually provided in the form of implementing interchangeable central office code (ICOC) which provides an additional 152 assignable central office codes. An NPA that has been implemented as ICOC has a capacity of 792 assignable NXX central office codes. Providing code relief to such an NPA normally takes the form of assigning a new NPA for an NPA split or overlay. Another option is changing the boundary of the existing NPA.

**NPA Relief Coordinator** – The organization responsible for the overall coordination of the NPA relief activity.

**NPA Relief Date** – The date by which the NPA is introduced and routing of normal commercial traffic begins.

**Permissive Dialing Period** - The time frame beginning with the introduction of the new NPA whereby both the old and new NPA can be dialed. The beginning of permissive dialing is coincident with the relief date and ends with the mandatory dialing date.

**Pool Administrator** - Entity responsible for the administration of the NXX-X blocks within an NPA.

**Premature Exhaust** – (When referring to NANP): Premature exhaust means the exhaust of NANP resources (i.e., requires expansion beyond the 10 digit format) much sooner than the best industry projections. The NANP is expected to meet the numbering needs of the telecommunications industry well into the 21st century (i.e., a minimum of 25 years). (When referring to NPA): Premature exhaust is when a specific date for NPA relief has been established and the NPA is projected to exhaust prior to that date.

**Records Conversion** – The process by which all appropriate records are converted to the new NPA. All documents that require an area code must indicate the new NPA when appropriate (e.g., access service request).

**Relief Options** – The relief options shall cover a period of at least five years beyond the predicted date of exhaust and shall cover more than one relief activity, if necessary, during the time frame. The relief options shall be a living, evolving document and shall reflect changes that take place over time such as demand for NXX codes or other factors (e.g., local competition, PCS, etc.) The annual COCUS analysis shall be used as one of the tools in updating the options.

**Relief Plan** – The relief plan will evolve from the relief options shall be prepared in accordance with appropriate industry guidelines, i.e., NPA Allocation Plan and Assignment Guidelines, NPA Code Relief Planning Guidelines, etc.

**Service Providers** – Any entity that is authorized, as appropriate, by local governmental, state, federal or governmental authorities covering areas served by the NANP to provide communications services to the public.

**Testing Period** – Time frame prior to permissive dialing that the new NPA will be open so that carrier and other entities can begin testing their networks.

**Thousand Block (NXX-X) Number Pooling** - A number administration assignment process which allocates thousand blocks within the same NXX to a shared reservoir associated with a designated geographic area.

**Working Telephone** – The quantity of telephone numbers within existing CO codes.

**Numbers (TNs)** – (NNX/NXX) which are assigned to working subscriber access lines or their equivalents, e.g., direct inward dialing trunks, paging numbers, special services, temporary local directory numbers (TLDNs), etc., within a switching entity/POI.



## Appendix A

**Checklist for NPA Code Relief Coordinator**

The following are specific activities concerning the exchange of data/information that can be undertaken by NPA Relief Coordinators to assist in the smooth implementation of any NPA relief.

1. Avoid last minute changes to data e.g., information contained in the RDBS (the source of the LERG) and BRIDS (the source of Vertical & Horizontal Master Data) that is directly related to NPA relief activity.
2. Provide a list of LEC companies in a given NPA that are impacted by the NPA relief activity and, if known, a contact within each company.
3. Specifically identify and convey any changes in trunking arrangements associated with NPA relief activities.
4. Avoid NXX activation and/or changes occurring simultaneously with an NPA split or other relief activity.
  - If new NXXs must be activated, separately identify these codes to access purchasers as well as providing this information via the LERG.
5. Avoid Carrier ownership changes simultaneously with an NPA split or other relief activity.
6. Avoid duplicating NXX codes in the old and new NPAs during the permissive dialing period as well as on the mandatory dialing date.
7. NPA Relief Coordinators should include the Bellcore Traffic Routing Administration (TRA) on their distribution of NXX information associated with an NPA split or other relief activity.
8. The NPA Relief Coordinator will be the point of contact for matters concerning the NPA split or other relief activity. In addition, Bellcore TRA will also be a point of contact to resolve discrepancies between NPA relief information shown in the RDBS and BRIDS products versus that provided by a given NPA Relief Coordinator.

## Appendix B

**Issues To Be Considered During NPA Relief Planning**

Following are a list of issues to be considered by the NPA Relief Coordinator to determine the advantages of the proposed relief alternatives.

**Subscribers**

- quantity of subscribers who will need number changes
- impact on CPE, e.g., reprogramming of wireless devices, automatic dialers, alarm systems, PBXs, etc.
- public reaction to and political involvement in boundary decisions
- impact on market identity/recognition, geographic identity, public familiarity
- public costs (stationary, business cards, customer premise equipment (CPE) and database reprogramming.

**Network and Service Providers**

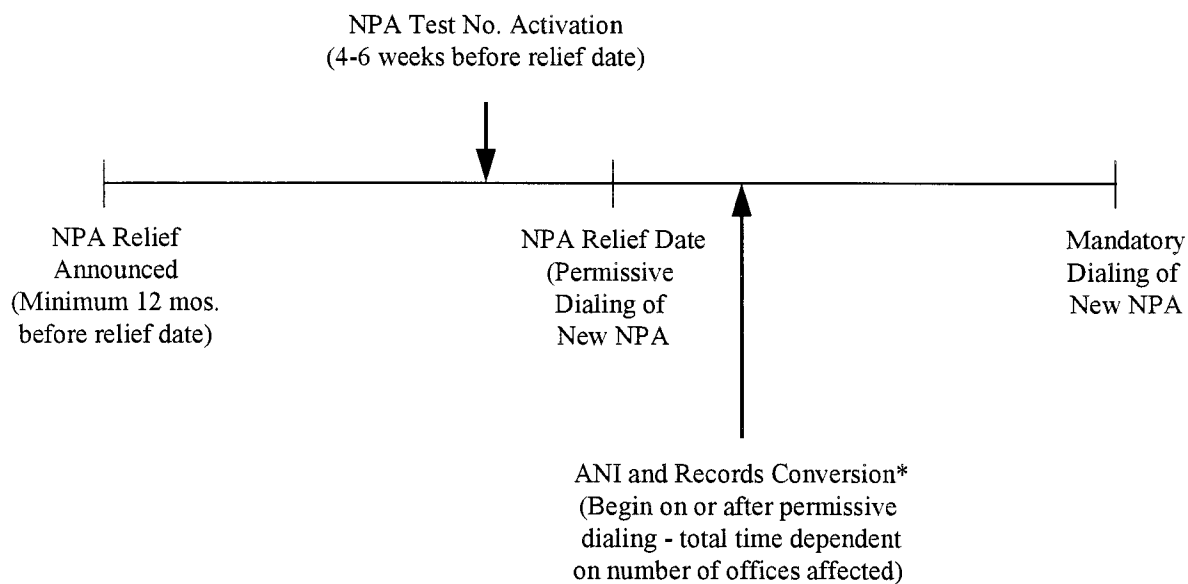
- hardware and software upgrades to switching systems
- modification to or replacement of some operating supporting systems
- modification to operator services switches and/or systems
- directory assistance impacts
- 911 system impacts
- directory changes
- public notification/education requirements
- changes to existing network routing and translations
- impact of permissive dialing period
- length of planning period
- impact on dialing plan
- experience with relief method/implementation procedure
- interaction with appropriate regulatory bodies
- tariff impacts
- internal networks

**Industry Concerns**

- length of relief period
- NPA code utilization
- Number Pooling impact on length of relief period (where applicable)

Appendix C

# Industry Notification of NPA Relief Activity Timeline



\* Records conversion may occur before or after ANI conversion

Lockheed Martin IMS  
Communications Industry Services  
1133 15th Street, N.W. Washington, D.C. 20005  
Telephone 202-756-5600 Facsimile 202-887-0331

**LOCKHEED MARTIN**



August 14, 1998

Walter D'Haeseleer, Director  
Division of Communications  
State of Florida  
Public Service Commission  
Tallahassee, Florida

Dear Mr. D'Haeseleer:

On behalf of the telecommunications industry in Southwest Florida, Lockheed Martin submits the following recommendation for relief of Florida's 941 area code. As the neutral, third party administrator, Lockheed Martin IMS has no independent view regarding the selected relief option.

Based on current demand projections for Central Office (CO) codes, it is estimated that without any means of relief, Southwest Florida will exhaust the supply of CO codes in the 941 area by approximately the fourth quarter of 1999. Pursuant to the NPA Code Relief Planning and Notification Guidelines (INC 97-0404-016), an industry meeting was held on July 8, 1998 to discuss various relief alternatives. The industry reached consensus to recommend Alternative Relief Plan #2, a geographic split, as the method of relief for the 941 area code.

The attached documents provide background information, a status of industry's efforts, industry meeting notes and a description of the geographic split relief alternative recommended by the industry. The attached minutes of the July 8, 1998, industry meeting, also include a description of all of the relief alternatives considered by the industry.

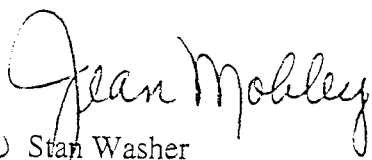
Furthermore, the industry reached consensus on the following implementation dates for the geographic split:

- Florida Public Service Commission approval announcement-11/1/98(±)/a.s.a.p.
- Permissive Dialing Begins – March 1999
- Permissive Dialing Ends/Mandatory Begins –September 1999
- Effective Date for New CO Code Assignments- October 1999

This schedule will ensure sufficient time for service providers to modify their networks and to educate all telecommunications customers who live in, work in, and call into the 941 area code prior to the introduction of the geographic split and the new area code.

We have been asked by the industry to submit the results of its efforts and to request approval of its recommendation no later than November 1, 1998, in order to effect a smooth transition and guarantee an uninterrupted supply of numbers.

Sincerely,

*for*   
Stan Washer  
Senior NPA Relief Planner – Central Region

Copy: 941 NPA Code Holders & Other Industry Members  
MaryRose Sirianni

Attachments

# **FLORIDA 941 NPA RELIEF PLAN**

Prepared by:

Stan Washer

Senior NPA Relief Planner

North American Numbering Plan Administration

Ronald R. Conners, Director  
James N. Deak, Regional Director – NPA Relief Planning

August 14, 1998

# 941 NPA Exhaust Recommended Relief Plan

## Deployment Plan

### A. BACKGROUND

Florida, like the rest of the nation, continues to experience tremendous demand for telephone numbers. Continued business growth and an increase in competition and new telecommunication technologies have offset the increase in available codes due to conservation measures and the previous code relief on the Gulf Coast. As a result, the exhaust of the 941 area code is now expected to be in the fourth quarter of 1999. This impending exhaust has advanced the need for a new area code.

NANPA and the industry utilize the NPA Code Relief Planning and Notification Guidelines (INC 97-0404-016) to plan the introduction of new area codes. This document may be accessed from the ATIS web site, [www.atis.org/atis/clc/inc/incdocs/htm](http://www.atis.org/atis/clc/inc/incdocs/htm). These guidelines assist NANPA, the industry and regulatory authorities with assumptions, constraints and planning principles to be used in area code relief planning efforts. In addition, the guidelines list the steps in the area code relief process and describe the alternative relief methods and their associated attributes. The guidelines also require NANPA to invite members of the industry to meet and evaluate relief alternatives and attempt to achieve consensus on a relief plan.

### B. STATUS OF INDUSTRY EFFORTS

On June 16, 1998, in accordance with the guidelines, the NPA Relief Planner sent a letter to code holders and other industry members advising them of the impending exhaust of the 941 area code and the schedule for the upcoming Relief Planning Meeting in Tampa, Florida.

NANPA hosted the industry meeting in Tampa on July 8, 1998. Various industry segments were represented at the meeting. At the beginning of the meeting Stan Washer gave an overview of the NANPA transition schedule, the definition of consensus, and pertinent sections of industry relief planning guidelines. An Initial Planning Document (IPD) was distributed for consideration by the industry that included maps of two illustrative relief alternatives, including an all services overlay and one geographic split.

Mr. Washer led a review of the Initial Planning Document and industry input was solicited for additional alternatives. The industry proposed no additional alternatives. The relief alternatives are described below in Section C.

It was the consensus of the industry to eliminate Alternative #1, the all services overlay, due to the following issues; sufficient geography available to support a split alternative, the public perception of mandatory 10-digit local dialing, and keeping the public's interest in mind.

The industry also reached consensus, because of the perceived rates of growth and relative sizes of the areas, that the area north of the proposed split boundary, which includes Bradenton, Lakeland, Sarasota and Winter Haven, should keep the 941 area code.

### **C. DESCRIPTION OF ALTERNATIVES FOR CONSIDERATION**

Alternative #1 calls for a new area code to be added to (overlay) the geographic area served by the current 941 area code. All existing customers would retain the 941 area code and no numbers would have to change. As telephone numbers in the existing 941 area are used up, new customers would be given the new area code.

Under current federal rules, this method requires mandatory 10-digit dialing of local calls upon activation of the overlay code; i.e. all calls between and within the overlay area codes must be dialed with the area code and 7 digits.

Alternative #2 proposes that the existing 941 area code be split into North – South sectors bounded by Northwest/Southeast LATA lines and company boundaries.

All split plans would require ten-digit local dialing between NPAs in the same extended local calling area. Within an NPA, seven-digit local dialing would be acceptable.

### **D. RECOMMENDED PLAN**

All of the Alternatives were discussed in an open forum by the represented industry attendees. Consensus was reached by the industry participants on the best plan for providing relief for the 941 NPA exhaust. This plan will be to split the existing 941 area code into two sectors, with the South sector acquiring a new area code. Assuming no significant change in the industry in the near term, subsequent exhaust of the new area code is thought to be in about 5.9 years. The new 941 would exhaust in about 5.2 years.



**941 Industry Relief Meeting  
Tampa, Florida  
July 8, 1998**

**WELCOME AND INTRODUCTIONS**

Stan Washer, Lockheed Martin Senior NPA Relief Planner, opened the meeting with introductions and objectives of the meeting. See Attachment #1 for the list of invitees to the meeting and those who attended. See Attachment #2 for the agenda of the meeting.

**NANPA TRANSITION UPDATE**

Mr. Washer gave a brief overview of the events that led to Lockheed Martin IMS being selected as the new NANPA, and highlights of the CO Code and NPA Relief Planning transition followed. Effective February 20, 1998, Lockheed Martin became responsible for all new NPA relief planning activities with support and assistance of the incumbent administrator until the end of the transition period, March 31, 1999. In June, 1998 the CO Code Administration function transferred from GTE to Lockheed Martin NANPA.

**REVIEW INDUSTRY GUIDELINES**

Mr. Washer reviewed various sections of the NPA Code Relief Planning and Notification Guidelines (INC97-0404-016 Issued 4/4/97). You may download this document from the ATIS web site ([www.atis.org/atis/clc/inc/incdocs.htm](http://www.atis.org/atis/clc/inc/incdocs.htm)).

**INITIAL PLANNING DOCUMENT**

The Initial Planning Document (IPD) was reviewed and discussed by the industry. The IPD, see attachment #3, included two alternatives: one geographic split and one all services overlay. The industry proposed no additional relief alternatives.

**ELIMINATION OF ALTERNATIVES**

It was the consensus of the industry to eliminate Alternative #1 the all services overlay due to the following issues; sufficient geography to support a split alternative, the public perception of mandatory 10-digit local dialing, and keeping the public's interest in mind.

**RECOMMENDED RELIEF ALTERNATIVE**

All of the alternatives were discussed extensively along with their attributes. The industry came to a consensus on Alternative #2. This geographic split alternative follows Northwest/Southeast LATA lines and company boundaries. Industry also reached consensus to keep the 941 NPA in the northern area of the geographic split due to the higher perceived rate of growth and relative size of the areas. Attachment #4 contains a list of codes and rate centers in the two area codes.

**SUBMISSION TO THE FLORIDA PUBLIC SERVICE COMMISSION**

It was the consensus of the industry that Lockheed Martin should forward the results of the 941 NPA relief meeting to the Florida Public Service Commission. Lockheed Martin will advise the Commission that the industry reached consensus to recommend Alternative #2, a geographic split, to provide relief for the 941 NPA.

## **IMPLEMENTATION INTERVALS**

The industry reached consensus on the following implementation dates:

- Florida Public Service Commission approval announcement-11/1/98(±)/a.s.a.p.
- Permissive Dialing Begins – March 1999
- Permissive Dialing Ends/Mandatory Begins –September 1999
- Effective Date for New CO Code Assignments - October 1999

## **APPROVAL OF MINUTES**

A conference call is scheduled to review the minutes of the 941 NPA Relief Meeting and a draft of the PSC filing on Monday, August 10, 1998 at 2:00 PM EDT. The bridge number is, (805) 240-9653, access code, 827619.

Init	Last Name	First Name	Company	Phone	Fax
	Hopson	Pat	360° Communications	773-399-2419	773-399-7201
	Rogers	Ken	360° Communications	773-399-5381	773-399-2536
	Go	Richard	360° Communications	773-399-2333	773-399-7201
	Reichenberger	Tom	Aerial Communications	813-243-3205	813-243-1906
X	Martin	Michael	Aerial Communications, Inc.	813-453-8840	813-243-1906
	Holt	Lew	Aerial Communications, Inc.	813-243-3224	813-243-1906
	McCartney	Joe	AGR/Pronet Paging Inc.	813-572-6646	813-573-7844
	Jordan	Paula	AirTouch Communications	510-279-6033	510-279-6621
	Bolich	Mark	AirTouch Paging	813-572-742	813-573-0329
	Logering	Dennis	American Paging	813-288-9497	813-289-3966
	Fredlund	Andy	Arch Communications	561-912-7410	561-912-7450
	Gadbois	Steve	Arch Communications	704-341-5131	704-544-0103
	Reinhart	Roger A.	AT & T Wireless Services	201-986-7306	201-291-8108
	McGee	Thomas	AT&T	770-785-5872	770-602-2455
	McGee	Debbie	AT&T Local	908-771-4237	908-771-8268
	Gianella	John	AT&T Wireless	561-775-4444	561-775-4253
	Meins	Charlene	AT&T Wireless	425-803-1232	425-828-8609
	Cahall	Richard	AT&T Wireless Services	561-432-6468	561-432-6555
	Sullivan	Joseph	AT&T Wireless Services	713-871-3812	713-871-3846
	Mangelo	Rich	ATT Local	908-771-2690	908-771-8268
	Haferl	Robert	Bell Atlantic Mobile	908-256-7165	908-256-7010
	Hoskins	Anne	Bell Atlantic Mobile	973-622-4444	973-624-7070
X	Merriman	Rebecca	BellSouth	813-417-1092	813-930-6319
	Burleson	Ron	BellSouth Cellular	404-249-0455	404-249-0453
	Jardon	Mario	BellSouth Mobility	561-995-3583	561-995-3567
	McCullough	Doug	BellSouth Telecommunications	205-977-5069	205-977-7877
	Merrill	J.B.	BTI	919-510-7270	919-510-7239
X	Welbaum	Deana	City of Lakeland	941-499-6803	941-499-8821
	Cummings	Harry	City of Lakeland	941-499-8760	941-499-8761
	Edwards	Donald	Comcast Cablevision	610-538-3003	610-538-3016
	Robertson	Marzie	Conxus	864-241-5453	864-241-5483
	Plott	David	CONXUS Network, Inc.	864-239-5311	864-241-8197
	Taylor	Greg	Digiph	770-446-5020	770-446-5035
	Jobe	Jack	Dynatel Paging	904-730-6000	904-730-2012
	Jordan	Barbara	Espire Communications	301-361-7623	301-361-7667
X	Sirianni	Maryrose	Florida PSC	850-413-6564	850-413-6565
	Wickham	Jennifer	Goetek Communications, Inc.	201-930-5187	201-930-0287
X	Gancarz	Skip	GTE	813-483-2033	813-228-8733
X	Harshbarger	A. L.	GTE	813-483-2541	813-204-8862
X	Adair	Grady	GTE - Florida	813-483-2529	813-223-4888
X	Tapia	Larry	GTE Florida	813-483-2188	813-221-8103
X	Sadler	Harry	GTE Florida	813-483-2005	813-228-8733
X	Hancock	Hershel	GTE Mobilnet of Tampa, Inc.	813-282-6417	813-620-4124
X	Watkins	Daryl	GTE Wireless	813-282-6431	813-620-4124
	Vandyke	Robert	Intermedia Communications of Florid	813-829-2498	813-829-2281
	Roberts	Sherita	LDDS WorldCom	918-590-8529	918-590-5598
	Faul	Kelly	MCI	703-918-0457	703-918-6814
	Williams	Frederick	MCI Long Distance	972-918-1816	972-918-1821
	Harvey	Karen	MCI Metro	703-918-6648	703-918-6652
	Reaves	Terri	MCI Metro Access Services.	703-918-6152	703-918-6617
	Gonzalez	Izzy	MediaOne	904-619-3323	904-619-3355
	Day	Steven	Metrocall	703-660-6677	703-765-4385
	Wooten	Kristy	Mobil Comm	601-977-1575	601-977-1748
	Mansour	Mark A.	National Telecommunications	954-491-9300	954-491-1832
	Williams	Terry	Nextel	407-948-2145	407-667-1240
	Salpietra	Carl	Nextel	407-948-2142	407-667-1240

Init	Last Name	First Name	Company	Phone	Fax
	Tirador	Judy	Omnipoint Communications	973-290-2411	973-290-2445
	Charity	Arlene	PageMart	214-706-8209	214-750-9201
	Wiginton	Bill	Pagenet	972-985-5162	972-985-4081
	Stedie	Mazen	Pager One of Florida, Inc.	561-687-8400	561-687-1235
	Rosario	Reggie	Paging Network of Tampa	813-873-8400	813-876-3710
	Van Allen	Eric	Palmer Cellular		912-650-7321
	Sanders	John F.	Preferred Networks	770-416-5931	770-734-0936
	Pierre	Janet	Primeco PC	407-786-2017	407-916-0084
	Azif	Jeremy	PrimeCo Personal Communications	817-258-1241	817-258-1202
	Webster	Angela	Sprint	913-624-6016	913-624-5504
X	Craven	Brian	Sprint	407-889-6807	407-884-0206
X	Taulbee	Kathy	Sprint		407-884-1919
X	Foley	Tom	Sprint	407-889-6168	407-884-1919
X	Green	Barbara	Sprint	407-830-3245	407-332-9365
	Kimmell	Beth	Sprint	816-559-5023	816-559-5093
	Key	Tony	Sprint Communications	404-649-5144	404-649-5174
	Figlioli	Vito	Sprint PCS	813-639-2023	813-639-2050
	Krug	John F.	Teleport Comm.	718-355-2762	718-355-4804
	Rutledge	Tene	Teligent Inc.	703-762-5532	703-288-5643
	Newkirk	Teresa	Time Warner Telecom	303-705-4663	303-705-1874
	Hunter	Dena	Time Warner Telecom	303-705-1818	303-705-1874
	Twombly	Dana	Utilities, Inc.	207-642-7208	207-642-3095
	Lukowski	Ray	Winstar Telecommunications, Inc.	703-645-5466	703-645-5395

**941 AREA CODE RELIEF  
INDUSTRY MEETING  
JULY 8, 1998**

**GTE (Tampa City Center)  
201 North Franklin Street  
3<sup>rd</sup> Floor, Polk Room  
Tampa, Florida**

**AGENDA**

8:30 AM	Coffee and Registration
9:00 AM	Welcome and Introductions
9:10 AM	NANPA Transition Update
9:15 AM	ATIS/Industry Consensus Definition
9:20 AM	Industry Relief Planing Guidelines
9:30 AM	Review of Initial Planning Document
10:15 PM	Additional Alternatives from Industry
10:45 AM	Discuss Alternatives
12:00 Noon	Lunch (on your own)
1:00 PM	Discuss Alternatives (cont.)
1:50 PM	Develop Consensus on Relief Alternative
2:50 PM	Develop Consensus on Dialing Plan
3:45 PM	Establish Implementation Schedule
4:00 PM	Discuss Media Interface
4:10 PM	Review Action Items
4:20 PM	Schedule Call to Review Minutes
4:25 PM	Complete NANPA Survey
4:30 PM	Adjourn

**Initial Planning Document**  
**For Relief of Florida's 941 NPA**

Prepared by:

Stan Washer

Senior NPA Relief Planner

North American Numbering Plan Administration

Ronald R. Conners, Director

James N. Deak, Regional Director – NPA Relief Planning

July 7, 1998

## 941 NPA Relief Alternatives

### Overlay Alternative

A new NPA code would be assigned to the same area covered by the current 941 NPA. Customers would keep their current telephone numbers; however, ten-digit local dialing would be required. Codes in the overlay NPA will be assigned upon request after the effective date of the new area code. At exhaust of the 941 NPA all code assignments will be in the overlay area code.

### Split Alternatives

All split plans would require ten-digit local dialing between NPAs in the same extended local calling area. Within an NPA, seven-digit local dialing would be acceptable.

#### (1) Northwest - Southeast Split

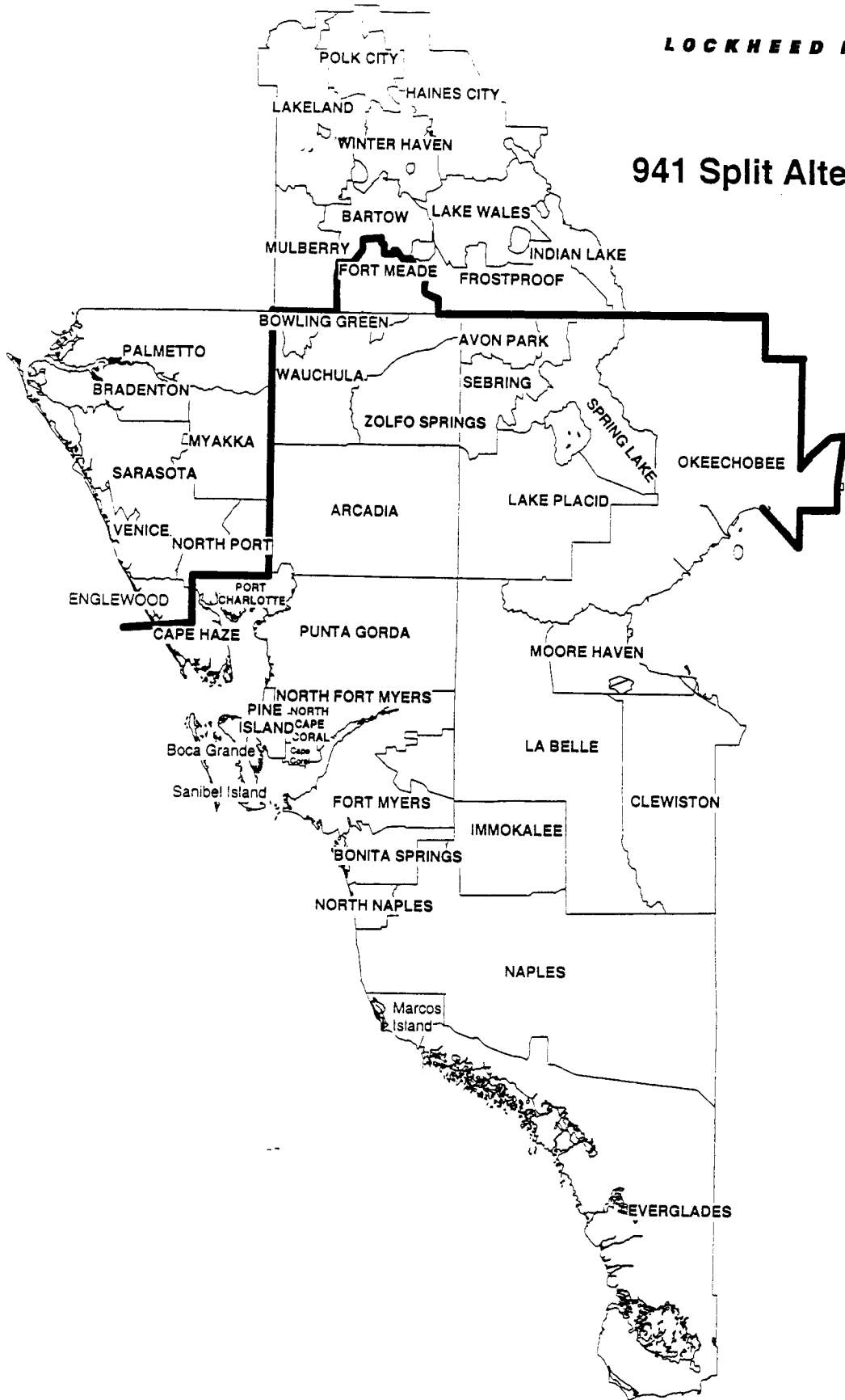
Split the existing 941 NPA into Northwest – Southeast Sectors so that Polk, Manatee and Sarasota Counties are in the Northwest area code. The Southeast area code would include the following counties: Charlotte, Collier, DeSoto, Glades, Hardee, Henry, Lee, and Okeechobee. Also included in the Southeast area code would be the Fort Meade exchange in Polk County. Some of the larger exchanges follow:

<i>Northwest NPA</i> (298 NXXs) (5.2 yrs.)	Bartow Bradenton Haines City	Lake Wales Lakeland Palmetto	Sarasota Venice Winter Haven
<i>Southeast NPA</i> (273 NXXs) (5.9 yrs.)	Arcadia Avon Park Bonita Springs Cape Coral	Fort Myers Naples North Naples No. Ft. Myers	Okeechobee Port Charlotte Sebring

LOCKHEED MARTIN



# 941 Split Alternative # 2





## 941 NPA List of Communities / NXX Codes

LATAs (952 and 45806)

<u>Locality</u>	<u>Code</u>
Bartow	344, 512, 519, 533, 534, 537, 602
Bradenton	301, 345, 545, 704, 705, 708, 713, 714, 715, 718, 720, 725, 727, 730, 736, 737, 739, 741, 742, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 755, 756, 758, 761, 778, 779, 792, 794, 795, 798, 856, 920
Englewood	265, 460, 473, 474, 475
Frost Proof	621, 635
Haines City	419, 420, 421, 422, 424, 427, 438, 439, 557, 622
Indian Lake	663, 692
Lake Wales	528, 605, 632, 638, 653, 664, 676, 678, 679, 696, 987
Lakeland	284, 327, 406, 413, 499, 559, 562, 563, 568, 570, 603, 606, 607, 608, 609, 614, 616, 617, 619, 640, 644, 646, 647, 648, 660, 665, 666, 667, 668, 669, 670, 680, 682, 683, 686, 687, 688, 701, 709, 712, 738, 802, 815, 816, 819, 834, 838, 853, 858, 859, 868, 944
Mulberry	425, 428, 863, 869
Myakka	322, 836
North Port	347, 423, 426, 429, 857
Palmetto	721, 722, 723, 729, 776, 817, 861
Polk City	862, 984
Sarasota	215, 228, 252, 296, 302, 306, 312, 313, 315, 316, 317, 319, 320, 321, 323, 328, 329, 330, 331, 333, 341, 342, 343, 346, 349, 350, 351, 355, 356, 358, 359, 360, 361, 362, 363, 364, 365, 366, 371, 372, 373, 374, 376, 377, 378, 379, 383, 387, 388, 487, 504, 506, 507, 544, 569, 650, 706, 724, 726, 762, 780, 905, 906, 907, 9112, 914, 915, 917, 921, 922, 923, 924, 925, 926, 927, 928, 929, 951, 952, 953, 954, 955, 957, 960, 961, 971, 972, 973, 974, 975, 977, 988
Venice	203, 408, 412, 416, 468, 480, 483, 484, 485, 486, 488, 492, 493, 496, 497, 820, 918, 966
Winter Haven	206, 207, 217, 224, 258, 259, 280, 287, 288, 289, 291, 292, 293, 294, 295, 297, 298, 299, 307, 318, 324, 325, 326, 367, 401, 501, 502, 521, 551, 604, 651, 956, 965, 967, 968

**(New) SW Florida NPA  
List of Communities / NXX Codes**

LATAs (93901 and 93902)

<u>Locality</u>	<u>Code</u>
Arcadia	444, 491, 494, 523, 990, 993
Avon Park	254, 443, 449, 452, 453, 527
Boca Grande	245, 759, 964
Bonita Springs	221, 273, 495, 498, 947, 948, 949, 992
Bowling Green	375
Cape Coral	223, 540, 541, 542, 549, 945
Cape Haze	225, 662, 697, 698
Clewiston	222, 599, 902, 983
Everglades	233, 695, 719
Fort Meade	285
Fort Myers	209, 218, 227, 246, 247, 251, 267, 274, 275, 277, 278, 279, 281, 332, 334, 335, 336, 337, 338, 339, 415, 418, 432, 433, 437, 442, 454, 459, 461, 466, 469, 470, 476, 477, 478, 479, 481, 482, 489, 490, 561, 565, 590, 633, 636, 671, 672, 690, 691, 603, 694, 707, 728, 754, 768, 770, 771, 841, 848, 849, 850, 851, 890, 910, 930, 931, 936, 939, 940, 980, 982, 989, 991, 994, 996, 998, 999
Fort Myers Beach	226, 463, 765
Immokalee	234, 657, 658, 842
La Belle	235, 673, 674, 675, 843
Lake Placid	441, 464, 465, 525, 699
Lehigh Acres	236, 303, 368, 369
Marco Island	237, 389, 393, 394, 642
Moore Haven	238, 946
Naples	231, 248, 249, 253, 261, 262, 263, 264, 269, 272, 348, 352, 353, 354, 403, 417, 430, 434, 435, 436, 455, 643, 649, 659, 732, 733, 774, 775, 793
No. Cape Coral	239, 458, 573, 574, 772
No. Naples	216, 232, 250, 290, 370, 431, 450, 451, 513, 514, 564, 566, 571, 572, 591, 592, 593, 594, 596, 597, 598, 641, 645, 717, 777, 860
No. Ft. Myers	240, 543, 567, 652, 656, 731, 995, 997
Okeechobee	357, 447, 462, 467, 610, 634, 763
Pine Island	241, 282, 283
Port Charlotte	204, 242, 255, 276, 286, 380, 456, 457, 522, 613, 620, 623, 624, 625, 626, 627, 628, 629, 661, 740, 743, 764, 766, 769
Punta Gorda	243, 505, 575, 637, 639
Sebring	202, 314, 381, 382, 384, 385, 386, 402, 414, 446, 471, 526
Sanibel-Captiva Is.	244, 395, 472
Spring Lake	655
Wauchula	445, 448, 524, 767, 773, 781
Zolfo Springs	735

**941 NPA  
NXX Codes  
In Numerical Sequence**

203	321	376	488	616	705	761	921
206	322	377	492	617	706	762	922
207	323	378	493	619	708	776	923
215	324	379	496	621	709	778	924
217	325	383	497	622	712	779	925
224	326	387	499	632	713	780	926
228	327	388	501	635	714	792	927
252	328	401	502	638	715	794	928
258	329	406	504	640	718	795	929
259	330	408	506	644	720	798	944
265	331	412	507	646	721	802	951
270	333	413	512	647	722	815	952
280	341	416	519	648	723	816	953
284	342	419	521	650	724	817	954
287	343	420	528	651	725	819	955
288	344	421	533	653	726	820	956
289	345	422	534	660	727	834	957
291	346	423	537	663	729	836	960
292	347	424	544	664	730	838	961
293	349	425	545	665	736	853	965
294	350	426	551	666	737	856	966
295	351	427	555	667	738	857	967
296	355	428	557	668	739	858	968
297	356	429	559	669	741	859	971
298	358	438	562	670	742	861	972
299	359	439	563	676	744	862	973
301	360	440	568	678	745	863	974
302	361	460	569	679	746	868	975
306	362	468	570	680	747	869	977
307	363	473	602	682	748	905	984
312	364	474	603	683	749	906	987
313	365	475	604	686	750	907	988
315	366	480	605	687	751	912	
316	367	483	606	688	752	914	
317	371	484	607	692	753	915	
318	372	485	608	696	755	917	
319	373	486	609	701	756	918	
320	374	487	614	704	758	920	

**(New) SW Florida NPA  
NXX Codes  
In Numerical Sequence**

202	263	381	455	540	637	743	947
204	264	382	456	541	639	754	948
209	267	384	457	542	641	759	949
216	269	385	458	543	642	763	964
218	272	386	459	549	643	764	980
221	273	389	461	561	645	765	982
222	274	393	462	564	649	766	983
223	275	394	463	565	652	767	989
225	276	395	464	566	655	768	990
226	277	402	465	567	656	769	991
227	278	403	466	571	657	770	992
231	279	414	467	572	658	771	993
232	281	415	469	573	659	772	994
233	282	417	470	574	661	773	995
234	283	418	471	575	662	774	996
235	285	430	472	590	671	775	997
236	286	431	476	591	672	777	998
237	290	432	477	592	673	781	999
238	303	433	478	593	674	793	
239	314	434	479	594	675	841	
240	332	435	481	596	690	842	
241	334	436	482	597	691	843	
242	335	437	489	598	693	848	
243	336	441	490	599	694	849	
244	337	442	491	610	695	850	
245	338	443	494	613	697	851	
246	339	444	495	620	698	860	
247	348	445	498	623	699	890	
248	352	446	505	624	707	902	
249	353	447	513	625	717	910	
250	354	448	514	626	719	930	
251	357	449	522	627	728	931	
253	368	450	523	628	731	936	
254	369	451	524	629	732	939	
255	370	452	525	633	733	940	
261	375	453	526	634	735	945	
262	380	454	527	636	740	946	



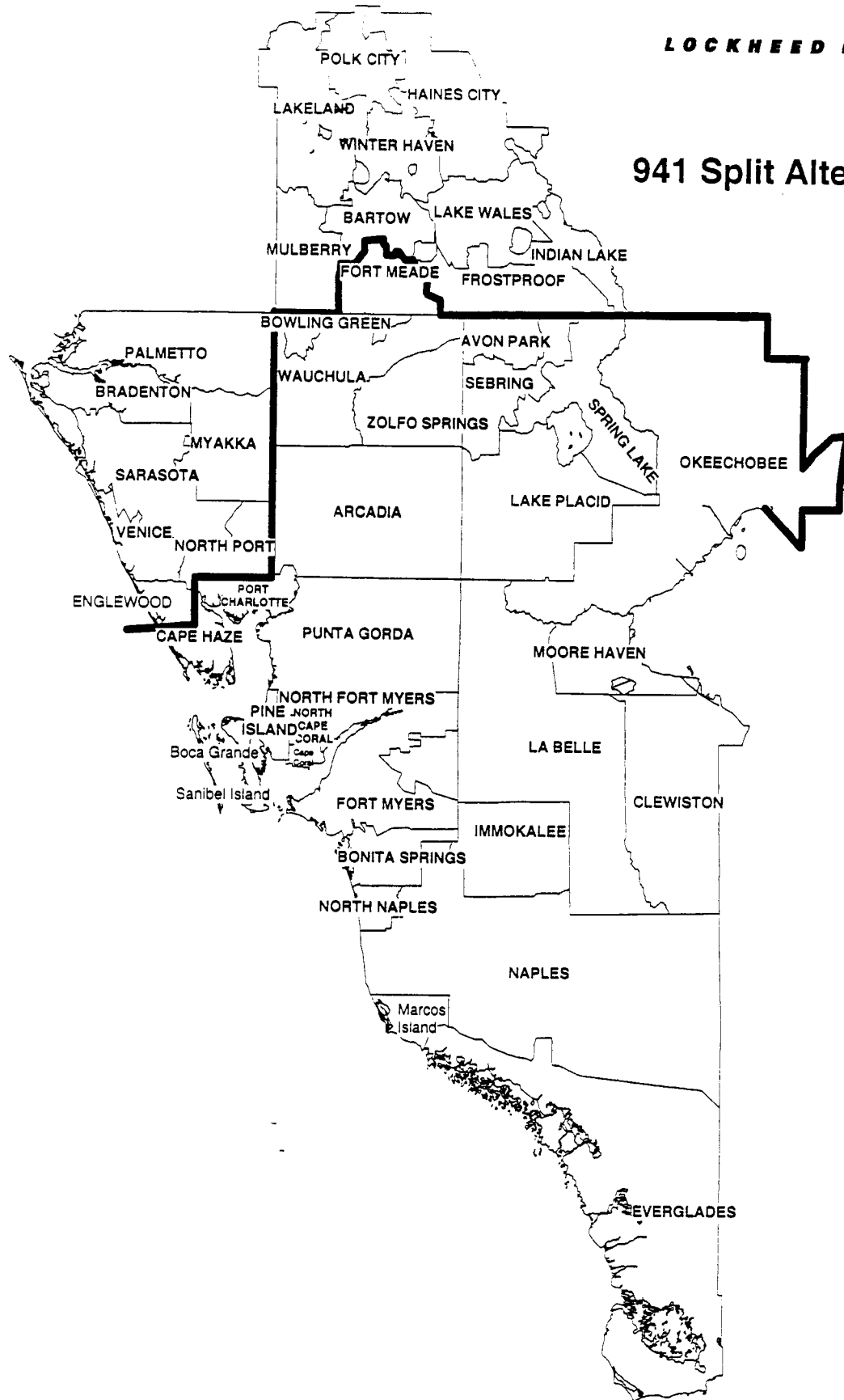
# 941 Overlay Alternative # 1



LOCKHEED MARTIN



### 941 Split Alternative # 2



**Late-filed Exhibit 4**

**Request:** Please provide the predicted life of the 813 NPA at the time that the 941 NPA was implemented.

**Response:** The assignment of the 941 NPA to the geographic area split from the 813 NPA was made in 1994 by Bell Communications Research, Inc. ("Bellcore"). At the time of the assignment, GTE was the NPA relief planner. The transition of NPA assignment duties from Bellcore to Lockheed Martin IMS ("LMIMS") did not begin until November 1997, three years after the request for the 941 NPA was made. In addition, the transition of central office code administration duties from GTE to LMIMS did not begin until February 1998. Documentation as to the predicted life of the 813 NPA at the time that the 941 NPA was implemented was not transferred to LMIMS from Bellcore or GTE. Therefore, LMIMS does not have access to information to enable it to provide a response to the requested late filed exhibit.

Response provided by:  
Pamela Kenworthy, NPA Relief Planner  
Lockheed Martin IMS  
1133 15<sup>th</sup> Street, N.W.  
Washington, D.C. 20036

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 990923-78 EXHIBIT NO. 4  
COMPLAINT  
FILED Lockheed  
DATE 4-8-99

**Late Filed Exhibit 5**

**Request:** Provide a list of three-way geographic splits that have been assigned.

**Response:** To the best of my knowledge, information and believe, there have been at least seven three-way geographic splits assigned. They are as follows: (1) the 619 NPA in California; (2) the 602 NPA in Arizona; (3) the 909 NPA in California; (4) the 210 NPA in Texas; (5) the 817 NPA in Texas; (6) the 206 NPA in Washington; and (7) the 708 NPA in Illinois.

Section 9.2.2.3 of the NPA Allocation Plan And Assignment Guidelines (INC 96-0308-011, Jan. 27, 1999) (Exh. 6), states that normally one code will be assigned per request unless the codes are to be introduced simultaneously or unless implementation concerns dictate a phased-in implementation of a subsequent NPA(s) within two years of the relief date of the preceding relief code. Pursuant to Section 5.0 (h) of the NPA Code Relief Planning & Notification Guidelines (INC 97-0404-016, Jan. 27, 1999) (Exhibit PK-1 of Composite Exhibit 3), the most effective use possible of all codes serving a given area would dictate that the codes ideally exhaust at approximately the same time. In the case of area code splits, severe imbalances in exhaustion times may occur. For example, a difference of an NPA lifetime of more than 15 years is to be avoided.

Response provided by:  
Pamela Kenworthy, NPA Relief Planner  
Lockheed Martin IMS  
1133 15<sup>th</sup> Street, N.W.  
Washington, D.C. 20036

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 990223-76 EXHIBIT NO. 5  
COMPANY: Lockheed  
WITNESS: \_\_\_\_\_  
DATE: 4-8-99



### NPA Code Assignment Form Part 1 - Assignment Request

Please complete the following form. Mail or fax the completed form to the NANP Administrator.

Director - NANP Administration  
1133 15th Street, N.W.  
12th Floor  
Washington, D.C. 20005  
Phone: 202-756-5796  
Facsimile: 202-887-0331  
Web Site: www.nanpa.com

I hereby certify that the following information requesting an NPA Code is true and accurate to the best of my knowledge, that any required regulatory authorization has been obtained, and that this application has been prepared in accordance with the NPA Allocation Plan and Assignment Guidelines in effect on this day.

Signature of Authorized Representative of Code Applicant

Title	Date
1. Contact information:	
<u>Code Applicant</u>	
Entity Name: _____	
Contact Name: _____	
Address: _____	
City, State, Zip: _____	
Phone No: _____	FAX No: _____

2. NPA Code Request<sup>1</sup>

\_\_\_\_\_ Specific Geographic NPA Relief Code (See Section 9.3, & Item 5 below)

\_\_\_\_\_ Unique Country NPA Code (See Section 10.3)

\_\_\_\_\_ Easily Recognizable NPA Code (See Section 12.3)

\_\_\_\_\_ General Purpose NPA Code (See Section 13.3)

<sup>1</sup> Code Applicants are responsible for attaching detailed information for each of the respective NPA partitions as described in Section 9.3, 10.3, 12.3, & 13.3.

- 3. Planned/Proposed Activation Date: \_\_\_\_\_
- 4. NPA being requested (Optional): \_\_\_\_\_
- 5. If the assignment request is for a Specific Geographic NPA Relief Code please complete the following:

- a. Specific details about the NPA for which relief is being sought:

NPA: \_\_\_\_\_

Location (state, province or country): \_\_\_\_\_

Projected exhaust date before relief (e.g., 2Q99): \_\_\_\_\_

- b. A brief description of the NPA relief plan, e.g., split, overlay, etc.:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Note:** The detailed NPA relief plan should be attached (see Section 9.3, 10.3, 12.3 or 13.3 of the NPA Allocation Plan and Assignment Guidelines).

- c. Has the NPA relief plan received regulatory and/or industry approval?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If no, explain: \_\_\_\_\_

\_\_\_\_\_

- d. Please provide the projected exhaust of all NPAs involved in the relief plan after the plan has been implemented:

NPA	Exhaust after Relief
_____	_____
_____	_____
_____	_____

NPA Allocation Plan and Assignment Guidelines

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**NPA Code Assignment Form      Part 2 - Administrator Response**

Date of Application: \_\_\_\_\_

Date of Receipt: \_\_\_\_\_

Date of Response: \_\_\_\_\_

Effective Date: \_\_\_\_\_

**NANP Administrator Contact Information:**

\_\_\_\_\_  
Signature of NANP Administrator

Phone: \_\_\_\_\_

\_\_\_\_\_  
Name (Print)

Fax: \_\_\_\_\_

\_\_\_\_ Code assigned: NPA: \_\_\_\_\_

\_\_\_\_ Form incomplete:

Additional information required in the following section(s):

\_\_\_\_\_

\_\_\_\_ Form complete, code request denied:

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_ Assignment activity suspended by the Administrator:

\_\_\_\_\_

\_\_\_\_\_

Further action: \_\_\_\_\_

\_\_\_\_\_

**Remarks:**

\_\_\_\_\_

\_\_\_\_\_

NPA Allocation Plan and Assignment Guidelines

INC 96-0308-011  
Reissued January 27, 1999



Alliance for Telecommunications  
Industry Solutions

*Sponsor of*



Industry Numbering  
Committee

A forum of the Carrier Liaison Committee

1200 G Street NW  
Suite 500  
Washington DC 20005  
[www.atis.org](http://www.atis.org)

## NPA ALLOCATION PLAN AND ASSIGNMENT GUIDELINES

These guidelines are reissued in connection with the  
resolution of INC Issue 105

NPA Allocation Plan and Assignment Guidelines

INC 96-0308-011  
Reissued January 27, 1999  
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NPA Code Assignment Forms  
NPA Code Assignment Forms

Part 1 - Assignment Request  
Part 2 - Administrator Response

## 1.0 PURPOSE AND SCOPE

This document specifies guidelines for the assignment of Numbering Plan Area (NPA) codes. NPA codes are the first three digits of the 10-digit North American Numbering Plan (NANP) format (the format is made up of 10 digits in the form of NXX-NXX-XXXX<sup>1</sup>, Section 14.0 provides details of the format). NPA codes have traditionally been used to identify distinct exclusive geographic areas, commonly referred to as area codes. NPAs have also been assigned to services provided on a non-geographic basis (e.g., 800 NPA is assigned to a service for which the called party, rather than the calling party, is charged for the call).

- 1.1 These guidelines apply only to the assignment of NPA codes.
- 1.2 These guidelines were developed by the Industry Numbering Committee (INC) using the industry consensus process.
- 1.3 These guidelines are expected to apply throughout the area served by the NANP unless the affected regulatory administrations direct otherwise.
- 1.4 These guidelines do not supersede applicable governmental or regulatory principles, procedures and requirements.
- 1.5 The assignment of an entire NPA code to an entity for its exclusive use will not be permitted (excluding those situations referenced in Section 10).

## 2.0 ASSUMPTIONS AND CONSTRAINTS

The development of these guidelines includes the following assumptions and constraints:

- 2.1 NANP resources, including those covered in these guidelines, are collectively managed by the North American Telecommunications industry with oversight of the North American federal regulatory authorities.

The NANP resources are considered a public resource and are not owned by the assignees. Consequently, the resources cannot be sold, brokered, bartered or leased by the assignee for a fee or other consideration.

If a resource is sold, brokered, bartered, or leased for a fee, the resource is subject to reclamation by the Administrator.

---

<sup>1</sup> N = digits 2-9 and X = digits 0-9

- 
- 2.2 These guidelines are intended to apply to NPA codes which are assigned from the time of completion of these guidelines.
  - 2.3 The allocation and assignment of NPA codes, as set forth in these guidelines, remains in effect until there is industry consensus and/or policy direction to change these assignment guidelines.
  - 2.4 NPA numbering resources shall be assigned to permit the most efficient and effective use of a finite numbering resource in order to maximize the existing resource pool and delay the need to develop and implement an expanded numbering/ dialing plan. To promote the efficient and effective use of NPA resources, audits should be performed to ensure the consistent application of, and compliance with, these guidelines.
  - 2.5 The 3-digit numbers 000 through 199 are unavailable for assignment as NPAs. The use of 0/1 for dialing prefixes currently prohibits assigning the above numbers as NPAs. In addition, these 3-digit numbers are used in some cases for operational functions (e.g., 1XX test and routing codes). Other specific 3-digit numbers considered unavailable for assignment are indicated in Section 4.2.
  - 2.6 These guidelines were developed by the industry without any assumption regarding who should be the NPA Code Administrator. This role is currently being fulfilled by the North American Numbering Plan Administration within Lockheed Martin IMS.
  - 2.7 The applicant/user of the NPA code must have authorization, if required, from the appropriate regulatory authority(s) to operate in the area in which it intends to provide the service for which the NPA code has been obtained.
  - 2.8 The guidelines should provide the greatest latitude in the provision of public telecommunications services while effectively managing a finite resource.
  - 2.9 NPA codes are a public resource and administrative assignment of the NPA code does not imply ownership of the resource by the administrator(s) performing the assignment function, nor does it imply ownership by the service providers utilizing the resource. The assignment of an NPA code by the NPA Code Administrator implies that NPA code will be used for the expressed and exclusive purpose for which it was assigned.
  - 2.10 Implementation of these code assignments is beyond the scope of these guidelines. These guidelines treat only the allocation and assignment of NPA codes.

- 2.11 The INC will provide formal notification to the NANPA through its meeting notes of any recommendation by the INC to assign, change or withdraw an NPA(s).

### **3.0 ASSIGNMENT PRINCIPLES**

To allow the greatest possible latitude in providing services, the following assignment principles apply to all aspects of these guidelines:

- 3.1 NPA codes shall be assigned in a fair and impartial manner.
- 3.2 NPA codes will be used in accordance with the application(s) for which they are assigned.
- 3.3 NPA codes are a finite resource. For this reason, these guidelines were developed to promote the efficient and effective use of a finite numbering resource, minimizing the cost and need to expand its availability while at the same time allowing for maximum flexibility in the introduction of new services, capabilities, and features. Therefore, the concern for the need to conserve this resource will not be permitted to inhibit or impede the ability to offer new telecommunications capabilities or services.
- 3.4 NPA resources will continue to be administered for the overall good and utilization by the user public and the telecommunications sector and, as such, are not to be considered "owned" by the service providers or users utilizing the resource.
- 3.5 NPA resources are available for assignment subject to the requirements of these guidelines. The final determination of the use of the NPA resource rests with the appropriate public policy body.
- 3.6 The assignment of NPA code numbers will be in accordance with federal, provincial, state, and local regulations, and industry-approved assignment guidelines, as appropriate.
- 3.7 NPA resources are centrally administered within the area served by the NANP. Therefore, all requests for NPA assignment shall routinely be submitted to the administrator (whether the request is for a reserved code or a new code) accompanied by the appropriate information specified in the guidelines. The administrator will be responsible to process the NPA application in accordance with these guidelines (see Section 5.0). However, any potential telecommunications service provider may bring requests for NPA resources directly to the INC, providing the application contains all appropriate information outlined in these guidelines.



- 3.8 Any potential telecommunications service provider can request NPA resources.
- 3.9 The assignment of NPA resources must consider and encourage efficient operation of the public switched telecommunications network.
- 3.10 NPA resources should be assigned in a manner that minimizes user confusion.

#### 4.0 NPA ALLOCATION PLAN

- 4.1 NPA codes are divided into four categories or partitions: Specific Geographic NPA Relief Codes, NANP Expansion NPA Codes, Easily Recognizable NPA Codes and General Purpose NPA Codes<sup>2</sup>. Sections 9 - 13 provide additional detail about each of these partitions.

4.1.1 Specific Geographic NPA Relief Codes are NPA codes reserved in anticipation of assignment to relieve specific geographic NPA codes that are exhausting within the next 20 years as identified in the most recent Central Office Code Utilization Survey (COCUS). A list of these NPA codes is maintained by the NPA Administrator.

4.1.2 NANP Expansion NPA codes are codes that will be used to facilitate expansion of the current NANP 10-digit format (i.e., codes of the format N9X are reserved for this purpose).

4.1.3 Easily Recognizable NPA Codes (ERCs) are codes that, due to their unique digit pattern (e.g., N22, N33...N88), are used to convey to customers certain unique knowledge regarding a call to the telephone number being dialed. N00 NPA codes (formerly known as Service Access Codes, or SACs) are included in this partition. As was the case for SACs, ERCs are typically reserved for use as non-geographic codes, and have been used to identify services rather than geographic areas.

4.1.4 General Purpose NPA Codes (GPCs) are codes available for assignment for growth in the existing partitions or for new services or uses. Any NPA code not included in the other three above partitions is a General Purpose NPA code.

- 4.2 The following NPA codes are not available for assignment:

4.2.1 N11 format codes because these codes will remain reserved for special service functions. (e.g., emergency - 911, hearing or speech impaired access - 711, non-emergency public access - 311).

<sup>2</sup> Unique NPA codes for countries (see Section 10.0) will be assigned from the GPC partition

4.2.2 950 because of potential conflict with Feature Group B service (i.e., 950-XXXX where XXXX is the Carrier Identification Code).

4.2.3 555 because of potential conflict with Directory Assistance Services or other information services.

4.3 At the time these guidelines were developed, the industry believed it might prove beneficial to set aside, where possible, blocks of NPA codes to meet some unanticipated need sometime in the future. The industry also agreed that if an NPA assignment was required from one of these blocks of NPA codes, then that assignment should be made. Codes presently set aside are the 37X and 96X series.

## 5.0 RESPONSIBILITIES OF NPA CODE ADMINISTRATOR

The code administrator shall:

5.1 Upon receipt of a written request for an NPA assignment, the administrator will review the nature of the request and determine the next steps:

5.1.1 If the request is for a specific geographic relief code, or a reserved code for geographic relief, or a reserved code to supplement an existing assigned ERC or GPC, the administrator shall have discretionary authority to assign the code(s) consistent with the appropriate guidelines. The INC will be notified of the request and subsequent assignment.

5.1.2 If the request is for a code for a country the administrator will refer to Section 10 for instructions on how to assign the code. The administrator may reserve an NPA code(s) for a country for a period of 12 months under the following circumstances: a) an existing NANP country (or on behalf of a Territory, Commonwealth or Possession) has requested or intends to request the assignment of an NPA code, or b) a country outside the NANP has requested to be included in the NANP and assigned an NPA. The reservation is subject to review upon a request for assignment of the reserved code. The INC will be notified of the reservation and a request for assignment.

5.1.3 If the request is for a code other than specified in Section 5.1.1 or 5.1.2, (i.e., new ERC or GPC) the administrator shall prepare a new issue to be introduced at the next scheduled INC. The administrator, in preparing the issue statement, shall ensure that all criteria for assignment has been met (see Sections 12 and 13).

- 
- 5.2 Respond in writing of the disposition within 30 working days from receipt of the assignment request form (see Part 2 of the "NPA Code Assignment" forms). There are *four* possible dispositions: assigned, denied, requires further information, or referred to INC.

The response will include one of the following:

- a) When assigned: the NPA code assigned.
  - b) When denied: the reason(s) for denial and instructions on how and where to make an appeal of the decision.
  - c) Requires additional information: the specific additional information required.
  - d) Referred to INC: the reason the request was referred to INC for further action.
- 5.3 If the code request is approved in accordance with Section 5.1.1 for geographic relief or supplementary reserved codes, the administrator will issue a Planning Letter (PL) for industry notification of the assignment. The PL will serve to notify the Traffic Routing Administration (TRA) of the assigned NPA code for publication in the Local Exchange Routing Guide (LERG).
- 5.4 In addition, if the INC has made an assignment of either an ERC or a General Purpose Code (other than as assigned per Section 10.0) the Administrator will publish notification (PL) to the industry of such assignment no later than 60 days following the assignment of the code.
- 5.5 Notify INC if the ERC or General Purpose Code is not activated by the INC established activation date. INC will review and determine the disposition.
- 5.6 Maintain records on NPA code assignments and update NPA resource availability.
- 5.7 Maintain a list of the reserved Specific Geographic NPA Relief Codes and, in coordination with the individual geographic NPA code Central Office Code Administrators, update this list per the results of the annual COCUS, and provide periodic reports to INC (see Section 5.9).
- 5.8 Monitor the rate and level of NPA code assignments, predict the potential for exhaust, and report findings on an annual basis or as required to the industry (see Section 5.0).

- 
- 5.9 Provide a report on the current status of NPA assignments to the INC on a quarterly basis.
- 5.10 Provide copies of the "NPA Allocation Plan and Assignment Guidelines" when requested by applicants, including timely notification of changes. Provide an Internet web site address where the latest approved version of the NPA Allocation Plan and Assignment Guidelines may be obtained.

## 6.0 NPA CODE CONSERVATION AND PLANNING

Assignment of NPA codes is undertaken with the following objectives:

- To efficiently and effectively administer/manage a limited NANP resource through code conservation while providing the numbering resource necessary to support the provision of telecommunications services and,
- To delay the exhaust of NPA codes which will require the development and implementation of an expanded numbering/dialing plan.

6.1 Ongoing practices which foster conservation shall include the following:

6.1.1 The NPA Code Administrator, with input from the Pool Administrator(s) as appropriate, may conduct an audit (e.g., when an additional NPA code is requested for an existing service/application). The purpose of this audit is to verify compliance with the provisions set forth in these guidelines.

6.1.2 The NPA Code Administrator, together with the industry, may also conduct surveys to determine and/or substantiate the demand for the proposed new service/application for which an NPA code is being requested.

6.1.3 The NPA Code Administrator, together with the industry, may investigate alternative NPA resources currently available that may be used for the purpose for which an NPA code is being requested.

6.2 NANP Expansion planning shall include the following:

6.2.1 The NPA Code Administrator will comply with appropriate regulatory requirements to track and monitor NPA code assignments, and use this information to project NANP exhaust.

6.2.2 The current supply of NPA codes is expected to last for a significant period of time. However, the industry has recognized the need to develop a NANP Expansion plan which will document an industry agreed to NANP

NPA Allocation Plan and Assignment Guidelines

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Expansion strategy, a detailed transition plan and the timing and triggers for its implementation.

This plan is currently under development in the INC NANP Expansion Workshop.

## 7.0 MAINTENANCE OF GUIDELINES

It may be necessary to modify these assignment guidelines periodically to meet changing circumstances. Questions regarding the maintenance of the guidelines may be directed to:

Director - NANP Administration  
1133 15th Street, NW  
12th Floor  
Washington, DC 20005  
Telephone: 202-756-5796  
Facsimile: 202-887-0331  
Website: [www.nanpa.com](http://www.nanpa.com)

Requests for changes to these guidelines should be directed to the appropriate industry forum, currently the Alliance for Telecommunications Industry Solutions (ATIS)-sponsored Industry Numbering Committee (INC).

## 8.0 APPEAL PROCESS

8.1 Disagreements may arise between the NPA Code Administrator and code applicant(s) in the context of the administration of these guidelines. In all cases, the NPA Code Administrator and the code applicant(s) will make reasonable, good faith efforts to resolve such disagreements among themselves consistent with the guidelines prior to pursuing any appeal. Appeals may include but are not limited to one or more of the following options:

- The code applicant(s) will have the opportunity to resubmit the matter to the administrator for reconsideration with or without additional input.
- Guidelines interpretation/clarification questions may be referred to the body responsible (INC) for maintenance of the guidelines. Unless otherwise mutually agreed to by the parties, these questions will be submitted in a generic manner protecting the identify of the appellant.
- The NPA Code Administrator and/or the code applicant(s) may pursue the disagreement with the appropriate governmental/regulatory body.

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- 8.2 Reports on any resolution resulting from the above options, the content which will be mutually agreed upon by the involved parties, will be kept on file by the NPA Code Administrator. At a minimum, the report will contain the final disposition of the appeal, e.g., whether or not an NPA code was assigned.
- 8.3 Subsequent to the Code Administrators notification to the industry (see Section 5.4), members of the industry may appeal to the Industry Numbering Committee (INC) the assignment of an ERC or General Purpose Code. The appellant and the applicant (or service provider supporting the assignment) shall be given the opportunity to explain their rationale to the INC. If INC consensus reaffirms the assignment, the assignment will stand, or in the event INC concurs with the appeal, the NANPA will be notified to withdraw the assignment. (Note: Any industry member may refer their objection of the assignment to the appropriate government/regulatory body.)

## 9.0 SPECIFIC GEOGRAPHIC NPA RELIEF CODES

### 9.1 Definition

9.1.1 Specific Geographic NPA Relief Codes are NPA codes reserved in anticipation of assignment to relieve specific geographic NPA codes that are identified in the most recent COCUS as exhausting in the next 20 years. Geographic NPA codes are defined as NPAs which correspond to discrete geographic areas within the area served by the NANP.

9.1.2 Specific Geographic NPA Relief Codes are to be assigned to geographic areas on a non-service specific basis. In a geographic area served by more than one NPA code, all service providers within the geography covered by that NPA shall have access to CO code assignments from any NPA with available NXX resources which serves the specific geographic area.

9.1.3 In those instances when the most recent COCUS identifies a new geographic NPA that will exhaust and no NPA has been reserved for its relief, a specific geographic NPA relief code will be selected by the NANPA and reserved from the "General Purpose" partition. Conversely, when the existing geographic NPA with a reserved relief code is projected to exhaust outside of 20 years, the reserved relief code will be released and included in the "General Purpose NPA Codes" partition.

9.1.4 There are certain NPA codes which are projected to exhaust multiple times within the 20 year period. As such, multiple NPA codes should be reserved in anticipation of assignment for those codes.

## 9.2 NPA Relief Planning and Assignment Process

9.2.1 The first step is for the regional relief coordinator to notify the NANP NPA Administrator four years in advance of exhaust of the NPA. This initiates the formal reservation process.

9.2.2 The relief coordinator then submits to the administrator a plan for providing relief to the NPA in accordance with the following:

9.2.2.1 NPA Code Relief Planning and Notification Guidelines (INC 97-0404-016) This document specifies the following NPA relief planning activities:

- Determine expected NPA exhaust date
- Identify alternate relief methods and their attributes
- Notify industry of pending exhaust and results of initial relief planning
- Conduct industry meetings to reach consensus on relief plan
- Notify appropriate regulatory body
- Notify the NANP NPA administrator of relief plan

9.2.2.2 NPA relief coordinators shall take the lead to prepare relief options for each NPA projected to exhaust within the next 5 to 10 years, in accordance with the NPA Code Relief Planning & Notification Guidelines. These NPAs are identified in the Central Office Code Utilization Survey (COCUS) which is conducted annually by NANPA.

- (a) The relief options shall cover a period of at least five years beyond the predicted date of exhaust, and shall cover more than one relief activity, if necessary, during that time frame.
- (b) The relief options shall be documented and reflect changes that take place over time such as demand for NXX codes or other factors (e.g., local competition, PCS, introduction of new services, number pooling etc.). The annual COCUS analysis shall be used as one of the tools in updating the options.
- (c) The relief plan, which will evolve from these relief options, shall be prepared in accordance with appropriate industry guidelines, i.e.,

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NPA Allocation Plan and Assignment Guidelines, NPA Code Relief Planning Guidelines, etc.

- (d) Interested industry parties are encouraged to become involved in the development of the plan. Local regulators shall be made aware of the plan, and approve if necessary.
- (e) The choice of relief methods (e.g., split, overlay, boundary realignment) is a local decision and shall be specified in the plan, along with boundaries. The estimated relief period shall be included in the plan along with assumptions, projected code assignment rates, etc.
- (f) For each relief activity proposed in the plan, it is recommended that customers who undergo numbering changes shall not be required to change again for a period of 8-10 years.
- (g) The use of protected codes (NXXs), which permits 7-digit dialing across NPA boundaries, should be eliminated as part of the NPA code relief planning process unless the State Commission directs otherwise at the time of the proposed relief. Elimination of protected codes should be accomplished prior to a request for a relief NPA code.<sup>3</sup>
- (h) In the long term, the plan shall result in the most effective use possible of all codes serving a given area. Ideally, all of the codes in a given area shall exhaust about the same time in the case of splits. In practice, this may not be possible, but severe imbalances, for example, a difference in NPA lifetimes of more than 15 years, shall be avoided.

9.2.2.3 Requests for relief NPA codes shall be submitted to the NANPA at least 18 months prior to the NPA relief date, subject to local regulatory constraints. Normally, only one code will be assigned per request unless the codes are to be introduced simultaneously or unless implementation concerns dictate a phased in implementation of a subsequent NPA(s) within two years of the relief date of the preceding relief code. The latest version of the plan, along with relevant COCUS data, shall be submitted to the NANPA with the NPA request.

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<sup>3</sup> Policy established per letter dated 10/29/97 from the NANC Chairman to the INC Moderator.



### 9.3 Responsibilities of Central Office Code Administrators

The CO Code Administrator as the assignor of CO Codes (NXXs) within an NPA will be responsible for making a request to the NPA Code Administrator for Specific Geographic NPA Relief Code(s).

9.3.1 Apply in writing by completing all required entries on Part 1 of the NPA Code Request Form to the best of the requester's ability, sign the form and submit it to the NPA Code Administrator.

9.3.2 Provide a plan and the associated information as specified in Section 9.2.2.

9.3.3 Be available to meet with the NPA Code Administrator to address the issues and details of the plan.

9.3.4 Agree to abide by sound code conservation practices.

9.3.5 Provide the necessary routing information for entry into the RDBS and rating information for entry into BRIDS in order to activate the NPA code. These two systems provide information to the LERG which contains local routing information, and reflects the current network configuration and scheduled changes within the PSTN.

9.3.6 Update the information associated with an NPA code assignment and inform the NPA Code Administrator to ensure that an accurate record of the data associated with the NPA code is maintained.

9.3.7 Participate in the audit process necessary to effectively assess code utilization, to include providing direct input to COCUS. This includes soliciting forecast and utilization data from the Pool Administrator(s).

## 10.0 UNIQUE NANP GEOGRAPHIC NPA CODES TO COUNTRIES<sup>4</sup>

### 10.1 Definitions

10.1.1 The following criteria and NPA Code Assignment procedures are to be used when considering NPA code assignment applications from: 1) a country currently served by the NANP on behalf of a Territory, Commonwealth or

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<sup>4</sup> The term country(ies) is used herein to mean a country or a geopolitical subdivision of a country (e.g., Territory, Commonwealth or Possession).

NPA Allocation Plan and Assignment Guidelines

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Possession, 2) a country (or geopolitical entity) not currently served by the NANP or 3) by a country that is currently served by an NPA code shared with other NANP served countries).

10.1.2 The assignment of NPA resources in accordance with these guidelines to a country not currently served by the NANP constitutes acceptance of the applicant country as a participant country in the integrated NANP.

10.1.3 As a participating country, all types of numbering and addressing resources available for use within the NANP serving area (e.g., 800, 900, CICs) will be available for use in the newly participating country in accordance with the needs and regulations of that country.

## 10.2 NPA Code Assignment Criteria

The following criteria must be met for an NPA assignment:

10.2.1 The applicant country must be a United Nations or International Telecommunications Union (ITU) recognized country.

10.2.2 The applicant country must be politically recognized by all countries served by the NANP.

10.2.3 The applicant country must be either:

10.2.3.1 A legal geopolitical area of a country or a country currently within the NANP serving area (e.g., Territory, Commonwealth or Possession) or,

10.2.3.2A country within close proximity to the NANP serving area or,

10.2.3.3 A country with a strong community of interest, including telecommunications traffic, with a country or countries currently within the NANP serving area or,

10.2.4 The applicant country must agree to use the NANP to serve the entire geographic area of its country.

10.2.5 The applicant country must agree to having its country addressed only by the Country Code "1" for PSTN calls from outside the NANP serving area.

10.2.6 The applicant country must agree to conform to all NANP numbering, addressing and dialing plan standards.

10.2.7 The applicant country must agree to conform to all NANP assignment guidelines applicable to the NANP resources assigned to it to the extent allowable by the telecommunications-related regulations of the country.

10.2.8 The applicant country must provide detailed documentation that either:

10.2.8.1 *The assignment of a unique code will result in more efficient routing of traffic inbound to and outbound from their country (the routing of traffic both between the applicant country and the countries within the NANP serving area and to/from the applicant country and countries outside of the NANP serving area must be considered) or,*

10.2.8.2 *The assignment of a unique code will result in significant economic advantage to the telecommunication services users and providers within the applicant's country.*

10.2.9 The assignment will not significantly disadvantage any telecommunication services users and/or providers within the existing countries of the NANP serving area. Conversely, the assignment may provide positive economic results for the NANP telecommunications community.

10.2.10 The applicant country must return, to the ITU, any country code currently assigned to it not later than one year from NPA implementation.

### 10.3 NPA Code Assignment Procedures

10.3.1 The applicant country, or its representative with appropriate written authority, transmits a request to the NANPA for an NPA resource (and accordingly participation in the NANP if not already a participant).

#### Applicant Is a NANP Participant

10.3.2 If the request is from the federal government of a country, or its authorized agencies<sup>5</sup>, that is already a NANP participant, the NANPA will:

10.3.2.1 Review the request for conformance with the criteria in Section 10.2.

10.3.2.2 Notify the federal regulatory body of other participating NANP countries, copying the INC, of the request and pending assignment and

<sup>5</sup> An agency recognized by the applicant country as having jurisdiction over telecommunications regulation or an agency specifically designated by the federal government.

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solicit comment if any (reply comments should be provided within 60 days).

10.3.2.3 Seek a negotiated agreement in the event of regulatory intervention. Absent an agreement refer the matter to the appropriate governmental body(ies) for resolution.

10.3.2.4 Assign the requested NPA(s), barring intervention from another NANP participating country. Notify the INC of such assignment as an informational item.

10.3.2.5 Issue a Planning Letter (PL) for notification of the assignment. The PL will serve to notify the Traffic Routing Administration (TRA) of the assigned NPA code for publication in the Local Exchange Routing Guide (LERG).

#### Applicant Is Not Currently a NANP Participant

10.3.3 If the request for an NPA is received from a country not currently a participant in the NANP or from a local governmental telecommunications authority (e.g., from a Territory, Commonwealth or Possession of a country currently a NANP participant) the NANPA will:

10.3.3.1 Review the request for conformance with the criteria in Section 10.2.

10.3.3.2 Notify the federal regulatory body of other participating NANP countries of the pending assignment and solicit comment if any.

10.3.3.3 Solicit input from applicable industry forums (e.g., OBF, NIIF, CSCN, INC) on the application relative to their areas of expertise.

10.3.3.4 Present all pertinent related data (including any comments received from regulatory bodies or others) and its recommendation to the INC as a new issue.

10.3.3.5 The INC (assuming acceptance of the issue and after due consideration) will approve an assignment (or approve a specific code if requested) or deny the request, informing NANPA of its recommendation or reasons for the denial.

10.3.3.6 The NANPA informs the applicant of the conclusion and, if an NPA code is to be assigned, makes the assignment, informs the NANP-

wide industry of the assignment and publishes the assigned code(s) in the normal manner.

10.3.4 If an NPA code is assigned, the applicant (or its authorized representative) is responsible to:

10.3.4.1 Inform those relevant network operators in their country of the code change and code assignment, and other pertinent dialing/routing changes. (Those relevant network operators are responsible to inform their appropriate counterparts.)

10.3.4.2 Inform the ITU of its changed status.

## 11.0 NANP EXPANSION NPA CODES

11.1 NANP Expansion NPA Codes are the 80 NPA codes in the N9X format which have been reserved as a potential mechanism to facilitate the expansion of the NANP beyond its existing 10-digit format.

11.2 NANP Administrators projections carried out at the request of the INC in 1995 indicate that the NANP in its existing (NXX NXX XXXX) format may meet the needs of the industry into the 2Q of the 21st century. The INC is currently developing a detailed NANP expansion plan. When such a plan is finalized, this section of the guidelines will need to be re-addressed.

## 12.0 EASILY RECOGNIZABLE NPA CODES (ERCs)

### 12.1 Definition

12.1.1 Easily Recognizable NPA Codes (ERCs) are codes that, due to their unique digit pattern (i.e., N22, N33...N88), are used to convey to customers certain unique knowledge regarding a call to the telephone number being dialed.

12.1.2 N00 NPA codes (formerly SACs) are included in this partition.

### 12.2 ERC Assignment Criteria

All the following criteria must be met for an Easily Recognizable Code (ERC) assignment when used for proposed new applications.

12.2.1 An ERC is required to enable customer recognition that the call to be made has characteristics unique from those made via traditional geographic NPA codes.

12.2.2 Substantial interest must exist in the service/application that will be offered, i.e., there is a market throughout the area served by the NANP.

12.2.3 Industry agreement must be obtained on a common service/application description.

12.2.4 The ERC must be a resource shared by providers of the agreed-to common service/application description.

12.2.5 An ERC request must contain a proposed activation date. When the industry approves the code allocation for a specific application, it will also establish the activation date or period.

12.2.6 The allocation/assignment of an ERC will be made only after considering all other alternatives, including the use of existing resources.

12.2.7 If the industry does not approve the allocation (or INC issue) or does not accept the proposed activation date, the reason(s) the ERC assignment was not approved or the date was modified will be provided to the applicant.

### 12.3 Application Procedures

Step 1 - An applicant will make application to the NPA Administrator for a new code. The application will include information describing how/why the code request meets the criteria in Section 12.2. Applicant further agrees to abide by sound conservation practices in the use of the resource (see also Section 6.0).

Step 2 - The NPA Administrator will formally present the request for a new code as an issue to the INC General Session. The request shall include the information presented in the application related to satisfying the criteria in Section 12.2. (This does not preclude an applicant from bringing an issue directly to INC, provided the requirement of Step 1 related to criteria is met. The issue will not be rejected solely on the basis the application was not processed through the NPA Administrator.)

Step 3 - INC General Session will initially evaluate the request relative to INC new issue acceptance criteria. If the issue is accepted, it will be assigned to the appropriate Workshop and evaluated based on the criteria in Section 12.2.

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Step 4 - If the allocation is approved, the workshop will determine the need for new guidelines for resources within the NPA. A new workshop will be established, if necessary, to prepare the appropriate guidelines.

Step 5 - INC will notify the NPA Administrator of the allocation in accordance with Section 2.10.

(NOTE: The final assignment of an ERC and preparation of guidelines is dependent on the NANPA's notification to the industry under Section 5.4 and on any further industry action under Section 8.3).

#### 12.4 Additional Code Requests

Requests for an additional code(s) for relief of

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY

OF

THOMAS C. FOLEY

Exhibit 1

Page 1 of 5

Letter and

Attendance List for the

July 8, 1998

Industry Meeting

Held in Tampa, Florida

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 990203-TU EXHIBIT NO. 7  
COMPANY: Foley  
WITNESS: \_\_\_\_\_  
DATE: 4-8-99




AUG. 17. 1998 7:44PM NANPA

Lockheed Martin IMS  
Communications Industry Services  
1133 15th Street, N.W. Washington, D.C. 20005  
Telephone 202-756-5600 Facsimile 202-887-0331

NO. 2370 P. 3/19

Exhibit 1 - Page 2 of 5  
Sprint-FL, Inc. - TCF

LOCKHEED MARTIN 

August 14, 1998

Walter D'Haeseleer, Director  
Division of Communications  
State of Florida  
Public Service Commission  
Tallahassee, Florida

Dear Mr. D'Haeseleer:

On behalf of the telecommunications industry in Southwest Florida, Lockheed Martin submits the following recommendation for relief of Florida's 941 area code. As the neutral, third party administrator, Lockheed Martin IMS has no independent view regarding the selected relief option.

Based on current demand projections for Central Office (CO) codes, it is estimated that without any means of relief, Southwest Florida will exhaust the supply of CO codes in the 941 area by approximately the fourth quarter of 1999. Pursuant to the NPA Code Relief Planning and Notification Guidelines (INC 97-0404-016), an industry meeting was held on July 8, 1998 to discuss various relief alternatives. The industry reached consensus to recommend Alternative Relief Plan #2, a geographic split, as the method of relief for the 941 area code.

The attached documents provide background information, a status of industry's efforts, industry meeting notes and a description of the geographic split relief alternative recommended by the industry. The attached minutes of the July 8, 1998, industry meeting, also include a description of all of the relief alternatives considered by the industry.


Furthermore, the industry reached consensus on the following implementation dates for the geographic split:

- Florida Public Service Commission approval announcement-11/1/98(±)/a.s.a.p.
- Permissive Dialing Begins – March 1999
- Permissive Dialing Ends/Mandatory Begins –September 1999
- Effective Date for New CO Code Assignments- October 1999

This schedule will ensure sufficient time for service providers to modify their networks and to educate all telecommunications customers who live in, work in, and call into the 941 area code prior to the introduction of the geographic split and the new area code.

We have been asked by the industry to submit the results of its efforts and to request approval of its recommendation no later than November 1, 1998, in order to effect a smooth transition and guarantee an uninterrupted supply of numbers.

Sincerely,

*for*   
Jean Mabley  
Stan Washer  
Senior NPA Relief Planner – Central Region

Copy: 941 NPA Code Holders & Other Industry Members  
MaryRose Sirianni

Attachments

Exhibit 1 - Page 4 of 5  
Sprint-FL, Inc. - TCF

Init	Last Name	First Name	Company	Phone 1	Phone 2
	Hopson	Pat	360° Communications	773-399-2419	773-399-7201
	Rogers	Ken	360° Communications	773-399-5381	773-399-2536
	Go	Richard	360° Communications	773-399-2333	773-399-7201
	Reichenberger	Tom	Aerial Communications	813-243-3205	813-243-1908
X	Martin	Michael	Aerial Communications, Inc.	813-453-8840	813-243-1906
	Holt	Lew	Aerial Communications, Inc.	813-243-3224	813-243-1908
	McCartney	Joe	AGR/Pronet Paging Inc.	813-572-6646	813-573-7844
	Jordan	Paula	AirTouch Communications	510-279-6033	510-279-6621
	Bolich	Mark	AirTouch Paging	813-572-742	813-573-0329
	Logering	Dennis	American Paging	813-288-9497	813-289-3966
	Fredlund	Andy	Arch Communications	581-912-7410	561-912-7450
	Gadbois	Steve	Arch Communications	704-341-5131	704-544-0103
	Reinhart	Roger A.	AT & T Wireless Services	201-986-7306	201-291-8108
	McGee	Thomas	AT&T	770-785-5872	770-602-2455
	McGee	Debbie	AT&T Local	908-771-4237	908-771-8268
	Gianella	John	AT&T Wireless	561-775-4444	561-775-4253
	Meins	Charlene	AT&T Wireless	425-803-1232	425-828-8609
	Cahall	Richard	AT&T Wireless Services	581-432-8468	561-432-6555
	Sullivan	Joseph	AT&T Wireless Services	713-871-3812	713-871-3846
	Mangelo	Rich	ATT Local	908-771-2690	908-771-8268
	Haferl	Robert	Bell Atlantic Mobile	908-256-7165	908-256-7010
	Hoskins	Anne	Bell Atlantic Mobile	973-622-4444	973-624-7070
X	Merriman	Rebecca	BellSouth	813-417-1092	813-930-6319
	Burleson	Ron	BellSouth Cellular	404-249-0455	404-249-0453
	Jardon	Mario	BellSouth Mobility	561-995-3583	561-995-3567
	McCullough	Doug	BellSouth Telecommunications	205-977-5069	205-977-7877
	Merrill	J.B.	BTI	819-510-7270	919-510-7239
X	Welbaum	Deana	City of Lakeland	941-499-6803	941-499-8821
	Cummings	Harry	City of Lakeland	941-499-8760	941-499-8761
	Edwards	Donald	Comcast Cablevision	610-538-3003	610-538-3016
	Robertson	Marzie	Conxus	864-241-5453	864-241-5483
	Plott	David	CONXUS Network, Inc.	864-239-5311	864-241-8187
	Taylor	Greg	Digiph	770-446-5020	770-446-5035
	Jobe	Jack	Dynatel Paging	904-730-6000	904-730-2012
	Jordan	Barbara	Espire Communications	301-361-7823	301-361-7667
X	Sirianni	Maryrose	Florida PSC	850-413-6564	850-413-6565
	Wickham	Jennifer	Goetek Communications, Inc.	201-930-5187	201-930-0287
X	Gancarz	Skip	GTE	813-483-2033	813-228-8733
X	Harshbarger	A. L.	GTE	813-483-2541	813-204-8862
X	Adair	Grady	GTE - Florida	813-483-2529	813-223-4888
X	Tapia	Larry	GTE Florida	813-483-2188	813-221-8103
X	Sadler	Harry	GTE Florida	813-483-2005	813-228-8733
X	Hancock	Hershel	GTE Moblnet of Tampa, Inc.	813-282-8417	813-620-4124
X	Watkins	Daryl	GTE Wireless	813-282-6431	813-620-4124
	Vandyke	Robert	Intermedia Communications of Florid	813-829-2498	813-829-2281
	Roberts	Sherita	LDDS WorldCom	918-590-8529	918-590-5598
	Faul	Kelly	MCI	703-918-0457	703-918-6814
	Williams	Frederick	MCI Long Distance	972-918-1816	972-918-1821
	Harvey	Karen	MCI Metro	703-918-8848	703-918-8652
	Reaves	Terrl	MCI Metro Access Services.	703-918-6152	703-918-6617
	Gonzalez	Izzy	MediaOne	904-619-3323	904-619-3355
	Day	Steven	Metrocall	703-660-8877	703-765-4385
	Wooten	Kristy	Mobil Comm	601-977-1575	601-977-1748
	Mansour	Mark A.	National Telecommunications	954-491-9300	954-491-1832
	Williams	Terry	Nextel	407-948-2145	407-667-1240
	Salpietra	Carl	Nextel	407-948-2142	407-667-1240

Exhibit 1 - Page 5 of 5  
Sprint-FL, Inc. - TCF

State	Name	Address	Company	Phone	Phone
	Tirador	Judy	Omnipoint Communications	973-290-2411	973-290-2445
	Charity	Arlene	PageMart	214-706-8209	214-750-9201
	Wiginton	Bill	Pagenet	972-985-5162	972-985-4081
	Stedic	Mazen	Pager One of Florida, Inc.	561-687-8400	561-687-1235
	Rosario	Reggie	Paging Network of Tampa	813-873-8400	813-876-3710
	Van Allen	Eric	Palmer Cellular		912-650-7321
	Sanders	John F.	Preferred Networks	770-416-5931	770-734-0936
	Pierre	Janet	Primeco PC	407-786-2017	407-916-0084
	Azif	Jeremy	PrimeCo Personal Communications	817-258-1241	817-258-1202
	Webster	Angela	Sprint	913-624-6016	913-624-5504
X	Craven	Brian	Sprint	407-889-6807	407-884-0208
X	Taulbee	Kathy	Sprint		407-884-1919
X	Foley	Tom	Sprint	407-889-6168	407-884-1919
X	Green	Barbara	Sprint	407-830-3245	407-332-9365
	Kimmell	Beth	Sprint	816-559-5023	816-559-5093
	Key	Tony	Sprint Communications	404-649-5144	404-649-5174
	Figlioli	Vito	Sprint PCS	813-639-2023	813-639-2050
	Krug	John F.	Teleport Comm.	718-355-2782	718-355-4804
	Rutledge	Tene	Teligent Inc.	703-762-5532	703-288-5643
	Newkirk	Teresa	Time Warner Telecom	303-705-4663	303-705-1874
	Hunter	Dena	Time Warner Telecom	303-705-1818	303-705-1874
	Twombly	Dana	Utilities, Inc.	207-642-7208	207-642-3095
	Lukowski	Ray	Winstar Telecommunications, Inc.	703-645-5466	703-645-5395

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY

OF

THOMAS C. FOLEY

Exhibit 2

Page 1 of 2

Recommended Dialing Plan

For the Proposed

Southwest Florida

NPA Split

Call Type	Home NPA	Foreign NPA
Local Call (incl. EAS)	7 or 10-Digits	10-Digits
Toll Call (incl. competitive ECS)	1+10-Digits	1+10-Digits

Note: Existing cross NPA boundary 7-digit dialing should be converted to 10-digit dialing

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY

OF

THOMAS C. FOLEY

Exhibit 2

Page 2 of 2

Recommended Dialing Plan

For Southwest Florida

NPA Overlay Proposal

Call Type	Home NPA	Foreign NPA
Local Call (incl. EAS)	10-Digits	10-Digits
Toll Call (incl. competitive ECS)	1+10-Digits	1+10-Digits

Note: Existing cross NPA boundary 7-digit dialing should be converted to 10-digit dialing

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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

-----  
Investigation into boundary : DOCKET NO. 990184-TL  
issues in South Sarasota and :  
North Charlotte Counties :  
(Englewood area). :

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

PROCEEDINGS: BARTOW STAFF WORKSHOP  
DATE: Wednesday, January 27, 1999  
TIME: Commenced at 10:00 a.m.  
PLACE: Board of County Commission  
Administration Building  
330 West Church Street  
Bartow, Florida



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5 ILERI, FPSC Division of Communications

6 CHARLES REHWINKEL, Sprint

7 CHARLIE BECK, Office of Public Counsel

8 THOMAS FOLEY, Sprint

9 MIKE SCOBIE, KIM CASWELL, GTE

10 SANDY TOKAREC, NANPA

11 STAN WASHER, NANPA LOCKHEED MARTIN

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FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 90223-76 EXHIBIT NO. 8  
COMPANY: Stof  
WITNESS: 4-8-99  
DATE



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1 (The following has been transcribed from  
2 tapes provided by the Florida Public Service  
3 Commission Staff:)

4 **MS. MCKINNEY:** Good morning, everybody. My  
5 name is June McKinney, and I'm with the legal division  
6 of the Public Service Commission. We'd like to  
7 welcome you here today for the 941 area code workshop.  
8 We're going to begin by taking appearances.

9 **MR. ILERI:** Good morning. My name is Levent  
10 Ileri. I'm an engineer with the Florida Public  
11 Service Commission and I'm responsible for the  
12 technical aspect of this case, and if you have any  
13 questions, you can call me at the number which is  
14 listed in our agenda.

15 **MR. BARRETT:** good morning. My name is  
16 Michael Barrett, Florida Public Service Commission.  
17 I'll be assisting technical Staff.

18 **MS. SHELFER:** My name is Ann Shelfer. I'm  
19 also with the Public Service Commission, and I  
20 would -- we'll finish taking appearances, and then  
21 I'll introduce Mr. Washer.

22 **MR. BECK:** Good morning. My name is Charlie  
23 Beck. I'm with the Office of Public Counsel, which is  
24 separate from the Commission, but our office  
25 represents customers before the Commission.

1           **MS. MCKINNEY:** Will any industry  
2 representatives please stand up and introduce  
3 themselves at this time?

4           **MR. FOLEY:** Thomas Foley, Sprint.

5           **MR. SCOBIE:** Mike Scobie with GTE.

6           **UNIDENTIFIED SPEAKER:** (Inaudible overlap.)

7 Sorry.

8           **MS. CASWELL:** Kim Caswell with GTE.

9           **MS. MCKINNEY:** Thank you. And we're going  
10 to follow the agenda as printed that you received with  
11 your special report.

12                   At this time Ann Shelfer will introduce our  
13 guest, Stan Washer.

14           **MS. SHELFER:** Mr. Washer is going to do a  
15 presentation to discuss the various relief plans. He  
16 is the senior NPA relief planner with NANPA and he has  
17 a presentation.

18           **MR. WASHER:** Good morning, ladies and  
19 gentlemen. My name is Stan Washer with Lockheed  
20 Martin NANPA, which is North American Numbering Plan  
21 Administration, and as part of our responsibilities in  
22 the United States, we initiate the planning efforts  
23 and conduct industry meetings to calculate the relief  
24 planning for area codes throughout the country that  
25 are planning to exhaust in a near term; near term

1 being sometime within three years.

2           Back in the summer of '98, in July, the  
3 industry met to discuss relief alternatives for relief  
4 of the 941 area code. And I'll come back to that in a  
5 few minutes. But some of the alternatives that are  
6 considered when the industry gets together to discuss  
7 these matters would be the area code splits. A lot of  
8 you have heard about area code splits. You've seen  
9 them in action here in the state of Florida, even in  
10 the Tampa/St. Pete area where 941 was split away from  
11 the 813 area code just a few years ago.

12           So it's something that the general public  
13 and the industry understands fairly well, and you do  
14 understand in the case of an area code split, a given  
15 geographic area is split according to some boundary.  
16 Hopefully it could be a natural boundary. Sometimes  
17 it's not, but, you know, some boundary is determined  
18 such that the end users or calling parties on one side  
19 of the boundary retain the exhausting area code and  
20 customers on the other side of the boundary have to  
21 change the area code portion of their 10-digit  
22 telephone number.

23           Another alternative besides the area code  
24 splits would be an area code overlay. In this  
25 scenario, an exhausting area -- area code, rather, the

1 customers in an exhausting area code can keep all of  
2 their numbers. A brand new area code is put down or  
3 overlaid on top of the geographic area served by the  
4 exhausting -- in this case 941 -- area code, such that  
5 you have two area codes serving the same geographic  
6 area. Customers don't have to change their telephone  
7 numbers.

8           On the other hand, that does introduce the  
9 concept or the requirement that you have to dial 10  
10 digits for all local calls, even to your neighbor  
11 across the street.

12           Back on the case of dialing issues, calls  
13 within the area code -- I mentioned that generally  
14 there would be a boundary drawn, and half the  
15 customers change the area code number and half would  
16 retain that -- local calls within these area codes,  
17 whether it's the old exhausting one, 941, or the new  
18 one, can still be dialed as a seven-digit dialed call.  
19 Local calls that may be dialed across an area code  
20 boundary will be dialed as 10-digit; that is, you have  
21 to dial the area code.

22           Other types of generic relief alternatives  
23 might include a boundary realignment where you have an  
24 established area code boundary such as the one between  
25 941 and 813. And for whatever reason, back when that

1 split occurred, perhaps one side didn't grow quite as  
2 fast as has been anticipated, and there were just, you  
3 know, relatively speaking a larger amount of  
4 assignable codes left there than on the other side so  
5 that the boundary might be realigned or moved to take  
6 in some of the other area and some of those codes  
7 could go to the area that need the codes.

8           In thinking about that and looking at the  
9 way that it might be established, that is considered  
10 to be a short-term solution, and it causes a lot of  
11 customer disruption, because in some cases and  
12 probably a lot of cases, depending on where the  
13 boundary is drawn, customers would have to change the  
14 entire 10-digit telephone number, not just the area  
15 code.

16           So anyway, those are some sort of the  
17 generic types of relief. There are variations of each  
18 of these, especially with the overlays.

19           The industry met back in July -- let me  
20 throw up a map. The overlay, in looking at the  
21 existing 941 area code, an overlay would put a brand  
22 new area code right on top of this entire area.  
23 Existing customers would keep their 941 numbers, the  
24 full ten-digit numbers, but they would have to dial 10  
25 digit local calls to somebody in the other area code.

1 Well, not only in the other area code, but anybody,  
2 because the FCC has mandated that in an overlay  
3 situation all local calls would be dialed as 10  
4 digits.

5           The split alternative that the industry  
6 looked at back in July shows the area code split  
7 boundary up toward the north there just along the Polk  
8 County boundary with one exception. And generally  
9 this boundary line does follow the serving area  
10 between GTE and Sprint. It follows the existing local  
11 access and transport area boundary as determined back  
12 in 1984 when the Bell system split away from AT&T and  
13 local calling areas and expanded local calling areas  
14 were established. And back at that time the Fort  
15 Meade exchange was included in that south LATA even  
16 though it is in Polk County.

17           So this was -- you know, because of  
18 perceived community interest as well as local calling  
19 patterns, the industry agreed to go ahead and  
20 recommend a split at the LATA county -- LATA boundary,  
21 rather. And I don't have to tell you folks about the  
22 county and the community of interest, because that's  
23 why you're here this morning. So we'll come back to  
24 that in a minute.

25           The basic recommendation, then, would be



1 that a new area code would be assigned to the area to  
2 the south. The area to the north and west would  
3 retain the 941. Some of the considerations there  
4 would be the number of customers, the number of  
5 business customers, the number of wireless sets that  
6 might have to be changed, such as cellular folks. And  
7 it was thought that that area might be growing a  
8 little bit faster than the south, though, you know,  
9 different things and business change from time to  
10 time, and the situation possibly has changed since  
11 July.

12 But at any rate, that ended up being the  
13 industry recommendation to the Florida Public Service  
14 Commission, and that's what -- on behalf of the  
15 industry what we at Lockheed Martin put together in a  
16 filing and sent to the industry.

17 And at this time, that's the short and sweet  
18 presentation, and we'll be available to answer  
19 questions again in a few minutes.

20 **MS. MCKINNEY:** Some of you signed up to ask  
21 questions. If you didn't sign up, if you could go to  
22 Thelma in the back and do so. Charlie Beck will call  
23 you up individually if you signed up to speak or ask  
24 questions, and if you'll just come to the podium over  
25 here to my right, and that's where we'll address your

1 issues.

2 Please make sure that you say your name,  
3 spell your last name and give us your correct address.  
4 Thank you.

5 MR. BECK: I'm going to call everybody in  
6 the order that you signed up, and I'm only going to  
7 call people at first who checked the box saying they  
8 wished to speak. After we've called everybody who's  
9 indicated they wish to speak, we'll give an  
10 opportunity for anybody else who may have changed  
11 their mind and wish to come up also.

12 Our first speaker is Bill McDermott.

13 - - - - -

14 BILL MCDERMOTT

15 appeared as a witness and testified as follows:

16 DIRECT STATEMENT

17 MR. MCDERMOTT: Thank you very much. And  
18 good morning everyone. My name is Bill McDermott.  
19 I'm with the Central Florida Development Council. We  
20 are a county-wide development agency. One of the  
21 interesting things about our agency is we are both a  
22 county agency as well as a representative of 13  
23 chambers of commerce throughout the county, so we have  
24 a broad based business support, and that is really the  
25 angle or the issue that I'm sort of addressing this

1 morning is how this will impact businesses.

2 I've got some materials that I would like to  
3 provide to you, and briefly I just want to read this  
4 very short letter into the -- because it really states  
5 that position that we're taking on this whole issue.

6 "Please accept the enclosed materials in  
7 support of Polk County maintaining the current 941  
8 area code. It is the belief that a change in the area  
9 code would be costly and disruptive to many businesses  
10 who operate in the Polk County area."

11 "Additionally we request that the Fort Meade  
12 LATA situation maintain the 941 area code as well. It  
13 makes no sense to isolate a community within a county  
14 by placing it in a different area code."

15 Thank you for listening to this material --  
16 or the comments. What I've got for you is a series of  
17 media alerts that we put out in other offices. We've  
18 collected most of the media coverage that was --  
19 resulted in the interest in this particular topic. I  
20 also have several letters from some of the chambers.  
21 I have a resolution from Eagle Lake and the City of  
22 Mulberry also stating their opposition to any changes  
23 in the current area code situation.

24 I understand that the City of Bartow has  
25 also passed a resolution as well as Polk County, and I

1 believe the county attorney is here this morning to  
2 present that to you.

3 In addition, and lastly, is there is  
4 approximately 100 or so faxed back responses that we  
5 got from businesses around the county which is also  
6 contained in this material. So I would like to, at  
7 this point in time, give you the material, and if  
8 anyone has any questions for me --

9 MS. MCKINNEY: Thank you, Mr. McDermott.

10 MR. BECK: Ralph Moore.

11 MR. MOORE: I believe this man answered my  
12 questions.

13 MR. BECK: All right. Merrell Mickey --  
14 sorry -- Mr. Petty.

15 - - - - -

16 MERRELL PETTY

17 appeared as a witness and testified as follows:

18 DIRECT STATEMENT

19 MR. PETTY: Yes. My name is Merrell Petty,  
20 better known as Mickey. I live in Eagle Lake at 1170  
21 11th Street. I currently serve as executive director  
22 of the Eagle Lake Area Chamber of Commerce.

23 I might say that at one point for about six  
24 years, I lived outside of Fort Meade at the time when  
25 the only place that you could call without a charge

1 was in Fort Meade. I understand that's been changed a  
2 little bit now and I'm glad for those -- for that.

3 At the time that I lived there, I would say  
4 this; That I related more to the northern part of the  
5 area rather than going south, considerably more so;  
6 Bartow, Lakeland, Winter Haven area. And now, of  
7 course, I live in Eagle Lake.

8 Our chamber took the position in opposition  
9 to any change on the area code, including Fort Meade.  
10 Our city council -- I don't know whether the gentleman  
11 has received -- a resolution was passed by our city  
12 council also opposing any change in the 941 area code,  
13 including Fort Meade.

14 **MS. MCKINNEY:** Thank you, sir.

15 **MR. PETTY:** thank you.

16 **MR. BECK:** Michael Stedem.

17 - - - - -

18 **MICHAEL STEDEM**

19 appeared as a witness and testified as follows:

20 **DIRECT STATEMENT**

21 **MR. STEDEM:** Good morning. I'm Mike Stedem,  
22 and I'm the Ford dealer in Fort Meade. I'd like to  
23 especially thank Ms. McKinney and Charlie Beck who  
24 have been very helpful in this process.

25 I'd just like to offer an historical

1 perspective. When I moved to Fort Meade in 1983, the  
2 office for United Telephone at that time was in Avon  
3 Park. And as someone already said, at that time the  
4 only place you could call in 1983 without it being a  
5 toll call were the 2,000 phones in Fort Meade.

6           When I called for service, the person who  
7 handled it said, well, that's great, your phone bill  
8 is only going to be \$3.80 a month. I said, it ought  
9 to be free; anyplace you've got to call is a toll  
10 call.

11           I became involved in 1984. We got extended  
12 area service with the help of Charlie's partner, Jack  
13 Shreve, to Bartow, and then in 1995 again an ad hoc  
14 committee with the City of Fort Meade. We were  
15 allowed to get extended area service to Lakeland, and  
16 that was done by the Public Service Commission by  
17 substantiating how many calls were made to Lakeland.  
18 That's why -- we couldn't get it to Winter Haven  
19 because there weren't enough calls there.

20           So from an historical perspective, obviously  
21 Fort Meade doesn't want to be disenfranchised from the  
22 rest of the county. And I realize it is still  
23 possible for us to have another area code and still  
24 have the service that we have here presently where it  
25 won't be long distance to Bartow. That doesn't solve

1 the concern. It's still a concern. We are part of  
2 the county. It is only 2,000 phones after all. The  
3 area on the map looks a lot bigger, but it's only  
4 2,000 phones.

5 So we would certainly appreciate your  
6 consideration. And June was very helpful with that,  
7 and we know there will be a workshop this afternoon in  
8 Fort Meade, and we'd like to thank you for that and  
9 stress how important it is that we remain part of Polk  
10 County.

11 Thank you.

12 **MR. BECK:** Thank you. Mark Carpanini.

13 - - - - -

14 **MARK CARPANINI**

15 appeared as a witness and testified as follows:

16 **DIRECT STATEMENT**

17 **MR. CARPANINI:** Good morning. My name is  
18 Mark Carpanini, C-A-R-P-A-N-I-N-I, Post Office Box 60,  
19 Bartow.

20 On the 15th of December of last year, the  
21 Board of County Commissioners adopted a resolution  
22 that I'd like to read into the record.

23 "Whereas all of Polk County is currently  
24 included in a single telephone area code, 941, and  
25 whereas it has been proposed that Polk County be

1 divided into two area codes; and whereas the division  
2 of Polk County into more than one area code would be  
3 extremely detrimental to commercial, personal and  
4 governmental communications throughout Polk counties;  
5 and whereas the division of Polk County into more than  
6 one area code tends to defeat any sense of community  
7 within Polk County; and whereas the division of Polk  
8 County into more than one area code tends to confuse  
9 consumers and complicate telephone bills; and whereas  
10 the citizens of Fort Meade only recently won the hard  
11 fought battle to be included with the rest of Polk  
12 County telephone service area; and whereas the  
13 division of Polk County into more than one area would  
14 be disruptive to business and would have an attendant  
15 adverse economic impact, now therefore be it resolved  
16 by the Board of County Commissioners of Polk County  
17 Florida in regular session duly assembled that it  
18 strongly opposes the division of Polk County into more  
19 than one telephone area code and urges the Florida  
20 Public Service Commission to refrain from dividing  
21 Polk County into more than one area code."

22 I'd like to add to that, just building on  
23 what Bill McDermott said, Polk County as you know,  
24 consists of 17 different municipalities and the Board  
25 of County Commissioners is hard at work trying to



1 establish a sense of community for Polk County over a  
2 wide and diverse geographic area.

3           The division of Polk County into more than  
4 one area code certainly can't help to foster that  
5 effort. I would point out that Polk County enjoys  
6 currently the privilege of being divided into three  
7 different water management districts from a  
8 governmental perspective and is served by two separate  
9 Department of Environmental Protection service areas,  
10 and I'm sure there are other instances of  
11 fragmentation of governmental services, at least on a  
12 state level, that I'm missing.

13           My point is, the fragmentation is  
14 counterproductive to what the Board of County  
15 Commissioners is trying to accomplish, and I think  
16 it's certainly counterproductive to the efforts of the  
17 citizens in Fort Meade. And we would support their  
18 efforts and we would urge you to take whatever steps  
19 you can to cut Polk County out of the plan.

20           I heard that it was only 2,000 phones. I've  
21 got to believe that's doable. I hope it's doable, and  
22 would urge you to do so.

23           With your permission, I'd like to tender the  
24 resolution.

25           **MS. MCKINNEY:** Thank you.

1           **MR. CARPANINI:** Thank you.

2           **MR. BECK:** James Schaille.

3                           - - - - -

4                           **JAMES SCHAILL**

5 appeared as a witness and testified as follows:

6                           **DIRECT STATEMENT**

7           **MR. SCHAILL:** Good morning. My name is  
8 James Schaille, S-C-H-A-I-L-L. I reside at 219 North  
9 Pine Avenue in Fort Meade. I'm a fourth generation  
10 Fort Meadean, as you might say. My father was the  
11 mayor in Fort Meade in the early '50s and he told me  
12 something that seems to be coming true here today if  
13 this passes.

14                           Fort Meade is the stepchild of Polk County.  
15 I've worked for the Polk County Sheriff's Office and  
16 five sheriffs. I've been employed there over 27  
17 years. I don't want to believe that. Fort Meade has  
18 a lot of retirees in their community. Some of them  
19 are forgetful. Some of them are senile. I think this  
20 would hamper them. We have several businesses in Fort  
21 Meade. They would have to -- just the added expense  
22 of changing the area code, to me, would be very wrong,  
23 and I think it's very wrong if they change the area  
24 code in this town.

25                           I talked to several people. They all seemed

1 to agree with me, and I would appreciate it if you  
2 would reconsider this, because it would cause a severe  
3 hardship for several people that, to me, is very  
4 unnecessary.

5 Thank you.

6 **MR. BECK:** Thank you very much.

7 Commissioner Melony Bell.

8

- - - - -

9

**MELONY BELL**

10 appeared as a witness and testified as follows:

11

**DIRECT STATEMENT**

12

**MS. BELL:** Good morning. My name is Melony  
13 Bell. I am a Fort Meade city commissioner, past  
14 mayor. I reside at 412 North Lanil Avenue, Fort  
15 Meade, Florida.

16

I am here on behalf of the citizens of Fort  
17 Meade to ask that you reconsider this area code  
18 change. It's just a sad situation that we are in  
19 Sprint, that we are cut off from the rest of the  
20 county.

21

There has been numerous complaints of the  
22 Commission in the past years that we are with Sprint  
23 and that we're not with a -- main telephone is GTE  
24 with the rest of the county. It's sad that we can't  
25 call any other cities except Lakeland and Bartow.

1 It's long distance to call Mulberry, Lake Wells,  
2 Frostproof, and we deal with those cities every day.

3 I would like to thank Charles Beck for his  
4 response time on this. He has been very nice to us.  
5 And I also would like to thank the other cities for  
6 coming here and bringing the resolutions and standing  
7 for us.

8 I guess that's it. I would like -- I know  
9 this isn't the proper place, but I would like the  
10 Public Service Commission to come back and revisit us  
11 and see if we can get something started that we can  
12 maybe try to get GTE to buy Sprint out and -- so that  
13 we can have other calls in the -- Polk County.

14 Thank you.

15 **MR. BECK:** Thank you. Robert Snead.

16 **MR. SNEAD:** She just answered my question.

17 **MR. BECK:** James Drumm.

18 - - - - -

19 **JAMES DRUMM**

20 appeared as a witness and testified as follows:

21 **DIRECT STATEMENT**

22 **MR. DRUMM:** Good morning. My name is James  
23 Drumm, last name D-R-U-M-M. I am the city manager of  
24 Lake Alfred, and my address is 155 East Pomelo Street,  
25 Lake Alfred, Florida.

1 I'm here today representing a couple of  
2 organizations; first off, the City of Lake Alfred.  
3 The City Commission passed Resolution 16-98 on  
4 December 21st, 1998, which I believe was forwarded to  
5 you, and that would be a resolution of the city of  
6 Lake Alfred, Florida requesting that the Florida  
7 Public Service Commission -- that the political  
8 boundary of Polk County be the separation between the  
9 94 area -- 941 area code and the new area code.

10 If you do have a copy, I will not go into  
11 the details. However, it does address the business  
12 concerns of Polk County and the isolation of the  
13 community of Fort Meade.

14 But also as another hat that I wear, I am  
15 also chairman of the Polk County Library Cooperative,  
16 and that is an organization that's made up of 13  
17 municipalities including 16 libraries, including the  
18 county library system. It's made up of city managers  
19 and library directors and the county manager.

20 And that board unanimously voted to  
21 communicate to the Public Service Commission that the  
22 City of Fort Meade not be separated and isolated in a  
23 different area code and that the board voted to  
24 support that the Polk County be served by one area  
25 code. So we'd also like to communicate that.

1           We've had -- as a library system in the new  
2 age of the 21st century, we're looking to  
3 communicate -- libraries aren't books any more. We're  
4 looking to communicate through computer systems and  
5 through modern communications, and have found quite a  
6 lot of difficulty in Fort Meade in the fact that it  
7 has been served by a separate telephone company, and  
8 have had much, much better luck with the GTE system,  
9 which is, I guess, some of the concerns that Mayor  
10 Bell had covered.

11           But the concern there is that the difficulty  
12 of the area code would only add into linking these  
13 communities of Polk County together for communication  
14 efforts. And we'd just like to make that be known for  
15 the record.

16           And I guess another hat that I wear is the  
17 president-elect of the Lake Alfred Chamber of  
18 Commerce, so I will just join along that the Chamber  
19 of Commerce of Lake Alfred would also support that the  
20 county be united in one area code.

21           Thank you.

22           **MR. BECK:** Thank you. Sheri Grimes.

23

24

25

**SHERI GRIMES**

1  
2 appeared as a witness and testified as follows:

**DIRECT STATEMENT**

3  
4 **MS. GRIMES:** Hi there. My name is Sheri  
5 Grimes. I am the interim director of the Bartow  
6 Chamber of Commerce, and I'm here today representing  
7 the Bartow Chamber.

8 I just would like to go on the record that  
9 the Bartow Chamber is also opposed to this proposed  
10 change and would certainly encourage the -- keeping  
11 Polk County together due to business and the many  
12 other concerns that were already expressed. I won't  
13 go into those, but just would like to echo  
14 Mr. McDermott's feelings.

15 I know a number of our businesses and  
16 members have -- were some of the ones that sent those  
17 faxes to the Central Florida Development Council.

18 So, anyway, just would like to go on record  
19 and would appreciate your consideration in this. And  
20 many of our members are also members who live in Fort  
21 Meade, the businesses are in Fort Meade, and our  
22 Bartow businesses will be very much affected by this.

23 Thank you.

24 **MR. BECK:** Thank you. Ronald Morrow.

25 **RONALD MORROW**

1 appeared as a witness and testified as follows:

2 **DIRECT STATEMENT**

3 **MR. MORROW:** Good morning. My name is Ron  
4 Morrow. I'm the executive director of the East Polk  
5 Committee of 100. We're kind of a subset of what you  
6 heard from Bill McDermott earlier on.

7 Members of my group are the 11 cities and  
8 towns on the east side plus their chambers of commerce  
9 on the east side of this county.

10 My only request is keep the county whole.  
11 You know, geographic limits are such that people can  
12 remember that that's a 941 code, but if you have to  
13 constantly recycle that, well, wait a minute, there's  
14 a jog down there that's not 941, that doesn't make any  
15 sense. You look at that territory on that map up  
16 there, we are one big county. We ought to be that.

17 Just to add to that, recently I journeyed to  
18 Pittsburgh, Pennsylvania. They've got two and a half  
19 million people in Allegheny County, and they have just  
20 within the last year and a half reached this critical  
21 mass apparently and started to overlay area codes  
22 within the county without any geographical definition.  
23 And when you ask somebody what somebody's phone number  
24 is, they don't know. They can be across the street  
25 from one another and have a different area code.





1 can work together to find -- other than that really  
2 not even just splitting the county, by taking a lesson  
3 from the Legislature's reapportionment committee and  
4 snaking in and taking in one community of one portion  
5 of one county. And I think that there has to be a  
6 better way of drawing those lines.

7           And certainly Fort Meade doesn't need any  
8 more obstacles to economic development than they  
9 already have. And this clearly is a major barrier to  
10 job creation and economic development and attracting  
11 the types of industry and residents that you would  
12 want, simply because it sends a very clear signal to  
13 the rest of the county that they are a part of  
14 northern Hardee, or that they are somehow different or  
15 unique or less than the rest of the county and are  
16 unable to keep the PSC or who -- or state government  
17 from imposing this burden upon them.

18           And for that I appreciate y'all's  
19 recognition of this and coming to have this hearing,  
20 and I just stand here to say that we stand out here  
21 prepared to help you develop a plan that's acceptable  
22 to all parties. I'm pleased that representatives from  
23 GTE and Sprint are also both here. And we understand  
24 the situation that you're in, but this is not the best  
25 remedy, and I would strongly encourage you to make

1 that line a nice, neat line across the Hardee-Polk  
2 line and leave Fort Meade a part of the rest of  
3 imperial Polk County.

4 Thank you.

5 **MR. BECK:** Thank you very much.

6 I think I tried to call everybody who  
7 indicated they wanted to speak. Is there anybody else  
8 who would like to? Yes, sir; if you could come up and  
9 state your name.

10

- - - - -

11

**SCOTT CLANTON**

12 appeared as a witness and testified as follows:

13

**DIRECT STATEMENT**

14

**MR. CLANTON:** Thank you for the opportunity.

15

My name is Scott Clanton, purchasing and warehousing

16

director for the Polk County School Board, and I'm

17

here today representing our superintendent,

18

Mr. Reynolds, and I would like to echo some of the

19

same sentiments that we've heard this morning

20

concerning the Fort Meade area.

21

We would very much be in favor of

22

maintaining our existing dialing plan, including Fort

23

Meade, which would allow us, among other things, to

24

retain our existing dialing plan among all of our

25

schools, again including the Fort Meade schools.

1 Thank you.

2 MR. BECK: Thank you. Is there anybody else  
3 who would like to speak? (No response.)

4 MS. SHELFER: Does anybody have any  
5 questions that we could address?

6 UNIDENTIFIED SPEAKER: I have one. Anybody  
7 in here for this thing? (Laughter) I've heard  
8 everybody against it.

9 MS. SHELFER: Sir, can you come to the mike?

10 - - - - -

11 RALPH LORE

12 appeared as a witness and testified as follows:

13 DIRECT STATEMENT

14 MR. LORE: Hi. I'm Ralph Lore (phonetic).  
15 I live in Fort Meade.

16 I just have the question. I've heard all  
17 this against. I'd like to know if there's anybody for  
18 this thing. What are we doing here?

19 Thank you.

20 MR. BECK: Maybe I shouldn't speak out, but  
21 I think the lines were drawn originally just to match  
22 the county boundaries, and now that so many people  
23 have come forward and spoken, people are working to  
24 try to correct that.

25 MS. SHELFER: They were drawn to match the

1 LATA boundaries, yes, and the LATA boundaries just  
2 happened to run along -- so -- but that's why we're  
3 here. We're here to listen to the comments and to  
4 make -- to try to decide what is best, and we are  
5 holding a workshop in Fort Meade this afternoon. So  
6 we'll be reviewing it again, but we appreciate you  
7 coming out, appreciate your comments.

8           Mr. Rehwinkel, do you have something you  
9 wish to say?

10           Mr. Rehwinkel is with Sprint.

11           **MR. REHWINKEL:** Thank you. My name is  
12 Charles Rehwinkel. I'm regulatory counsel for Sprint.  
13 I apologize for not having a tie on. I thought I  
14 could make it down here from Tallahassee in five hours  
15 this morning, and I was about 10 minutes late, so --.

16           I just wanted to say we've been aware of the  
17 concerns of the Fort Meade community for, I guess, a  
18 couple of months now, maybe since the issue was first  
19 brought to our attention, and we've met and talked  
20 among ourselves about it; and we believe that we would  
21 be amenable to a solution that would keep the Fort  
22 Meade customers in the Fort Meade exchange within the  
23 area code that the rest of the Polk County has. And  
24 that's just our preliminary look at it. I think  
25 that's the approach we want to take.

1           We do have some concerns about very small  
2 pockets within Polk County that are the product of  
3 very old engineering configurations of the system, and  
4 that would be in the Bowling Green and around the Avon  
5 Park bombing range area where we serve a very small  
6 number of customers.

7           Changes in this area would cause changes in  
8 calling scopes and would cause maybe significant price  
9 increases for customers. So that's probably a part of  
10 keeping Polk County whole that we would like to avoid.

11           But for the bulk of the customers, the 2,000  
12 that we're here about in Fort Meade, we're willing to  
13 work on a solution there. And so I -- you know, we're  
14 also not necessarily in favor of the exact split. It  
15 was initially proposed for the Commission's  
16 consideration on the LATA boundary basis, and, you  
17 know, getting a LATA boundary changed may be difficult  
18 enough, but we're willing to work with the Commission  
19 and the other parties on that.

20           Thank you. Any questions?

21           **MS. SHELFER:** Just for clarification. So  
22 based on the information you've heard today, you are  
23 not opposed to moving Fort Meade into the 941 if  
24 that's where the -- the area code that retains it --

25           **MR. REHWINKEL:** That's right.

1           **MS. SHELFER:** So it would be with Polk  
2 County? The only concern you have are the small  
3 pockets that may be in Avon Park and Bowling Green --

4           **MR. REHWINKEL:** Yes.

5           **MS. SHELFER:** -- but Fort Meade is not a  
6 problem as far as you can tell?

7           **MR. REHWINKEL:** That's right.

8           **MS. SHELFER:** Okay. Does that help?  
9 Commissioner Bell?

10           **UNIDENTIFIED SPEAKER:** (Inaudible remarks  
11 away from microphone.) I don't know if you're aware  
12 of it, but Avon Park is not in Polk County --

13           **MR. REHWINKEL:** Right. I understand --

14           **UNIDENTIFIED SPEAKER:** (Inaudible  
15 simultaneous remarks.) If you can explain that, okay.

16           **MR. REHWINKEL:** I don't have my change map  
17 with me. Mr. Foley has one. But there's a piece of  
18 the exchange that comes up -- and I believe what it  
19 does is take up the administrative -- of the airport  
20 that's just across the Polk County line where the  
21 bombing range is. So it's just because we serve that  
22 customer. We do serve up into Polk County right  
23 there. I don't know the number of customers, but  
24 there's a very small number of customers.

25           **UNIDENTIFIED SPEAKER:** (Inaudible remark

1 away from microphone.)

2           **MS. SHELFER:** The information I have,  
3 Mr. Rehwinkel, which probably is the early '90s out of  
4 Bowling Green, there were 176, but that was years and  
5 years and years ago.

6           **MR. REHWINKEL:** That's in Bowling Green. I  
7 was addressing Avon Park.

8           **MS. SHELFER:** That was what I had -- the  
9 information on Avon Park. And Bowling Green, I see I  
10 have 114. Like I said, this information is very old.

11           **MR. REHWINKEL:** I can address the service  
12 issues here or down in Fort Meade. I'd rather address  
13 the issues that are raised by the former mayor. We  
14 can talk about it here or I can talk about it down in  
15 Fort Meade where the customers were likely to be.

16           **MS. SHELFER:** I believe there may be more  
17 customers here than are at Fort Meade if you want to  
18 go ahead and address it.

19           **MR. REHWINKEL:** Okay. Sprint recognizes  
20 that as in all parts of our territory, we will have  
21 complaints from customers at times, and these  
22 customers' complaints are taken very seriously. We  
23 recognize that some of them are valid and we work to  
24 correct the problems.

25           We don't think any local exchange company in



1 Florida has a perfect service record, and with the  
2 changes in the industry, work force issues that we're  
3 dealing with today, we have had problems that we  
4 believe we're on the way to correcting.

5           As far as having the Commission address the  
6 issue of putting another provider into Fort Meade,  
7 there's several things I could say to that. First of  
8 all, we welcome the Commission to take a look at this  
9 issue if the customers would so desire. We don't  
10 believe that an area code docket is the appropriate  
11 place for that.

12           As far as whether the Commission has the  
13 authority to require another carrier to come in and  
14 serve, we don't think that's within the jurisdiction  
15 the Commission has been given. We don't think it's  
16 necessary, because competition is authorized within  
17 the state of Florida and another provider can serve.

18           And certainly it would be up to GTE to  
19 decide whether they wanted to serve the area and to  
20 pay the compensation, and I don't think GTE is asking  
21 for that, and we're certainly not -- Fort Meade is not  
22 for sale or we're not in any way wanting to get out of  
23 the business of serving Fort Meade.

24           We've served Fort Meade since 1924, so our  
25 successor, predecessor companies, we're proud of our

1 service record. We're sorry that we've perhaps caused  
2 customers inconvenience at times, and we would be  
3 willing to talk to the folks in Fort Meade about  
4 service issues that they have.

5 But certainly we don't think the solution is  
6 to bring another local exchange company in to serve,  
7 but certainly competition is always welcome in any of  
8 our service territories. That's all I have to say on  
9 that issue on any of your questions.

10 MS. SHELFER: I will say that I do believe  
11 that the transfer territory is within the Commission's  
12 jurisdiction, but that would be argued, like you said,  
13 in a different case. And I don't know that that's the  
14 real issue here. I believe that the issue is that  
15 they want to keep the county whole.

16 MR. REHWINKEL: Yeah. My point about the  
17 transfer territory is I'm not sure it's within the  
18 Commission's authority to order another company to  
19 come and serve an existing company's territory. They  
20 could certainly decide that any company, whether it's  
21 electric or water or telephone company, was not  
22 adequately serving their territory, and I certainly  
23 recognize that.

24 MS. SHELFER: Okay. Thank you for your  
25 comments.

1           **MR. REHWINKEL:** Thank you.

2           **MS. SHELFER:** Is there any other comments?

3 Questions? (No response.)

4           Thank you for coming, and we'll be up here  
5 if you have any other questions you want to ask.

6 Thanks again.

7           (Thereupon the workshop concluded.)

8                                 - - - - -

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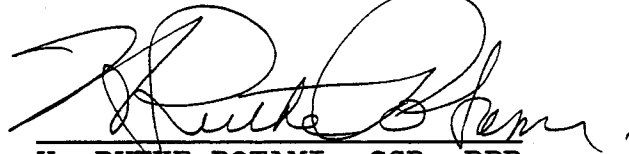
1 STATE OF FLORIDA)  
2 COUNTY OF LEON )

CERTIFICATE OF REPORTER

3 I, H. RUTHE POTAMI, CSR, RPR, Official  
4 Commission Reporter,

5 Do hereby certify that I stenographically  
6 transcribed the said proceedings from tape recordings  
7 delivered to me by Commission Staff.

8 DATED this 6th day of April, 1999.

9 

10 H. RUTHE POTAMI, CSR, RPR  
11 Chief, Bureau of Reporting  
12 Official Commission Reporter  
13 (850) 413-6734  
14  
15  
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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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

Investigation into boundary : DOCKET NO. 990184-TL  
 issues in South Sarasota and :  
 North Charlotte Counties :  
 (Englewood area). :  
 -----

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

PROCEEDINGS: FT. MEADE STAFF WORKSHOP

DATE: Wednesday, January 27, 1999

TIME: Commenced at 2:30 p.m.

PLACE: Fort Meade Community Center  
 10 SW 3rd Street.  
 Fort Meade, Florida 33841

TAPE RECORDING TRANSCRIBED BY: JOY KELLY, RPR  
 Bureau Chief of Reporting  
 FPSC Division of Records  
 and Reporting



1 **PARTICIPATING:**

2                   **JUNE MCKINNEY, FPSC Division of Legal**  
3 **Services.**

4                   **ANN SHELFER, MICHAEL BARRET and**  
5 **LEVENT ILERI, FPSC Division of Communications.**

6                   **CHARLES REHWINKEL, Sprint**

7                   **CHARLIE BECK, Office of Public Counsel.**

8                   **STAN WASHER, NANPA**

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## I N D E X

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1 (The following has been transcribed from  
2 tapes provided by the Florida Public Service  
3 Commission Staff.)

4 **MS. SHELFER:** Hello. Can you hear me? Can  
5 you hear me? (Pause)

6 Thank you for coming. It's quite a turnout.  
7 Appreciate it.

8 **UNIDENTIFIED SPEAKER:** Can't hear you back  
9 here. Turn it up.

10 **MS. SHELFER:** Is this better?

11 **UNIDENTIFIED SPEAKER:** That's better.

12 **MS. SHELFER:** Okay. I'll just try to talk  
13 loud.

14 Can you hear me?

15 **THE AUDIENCE:** Yes.

16 **MS. SHELFER:** I want to thank you all for  
17 coming out. We're going to do some introductions.

18 I'm Ann Shelfer with the Public Service  
19 Commission. Normally we have mikes that everybody can  
20 introduce themselves. But we have Charlie Beck with  
21 the Office of Public Counsel, June McKinney, she's  
22 Staff counsel, Levent Ileri and Michael Barrett.

23 We really didn't have an agenda prepared  
24 today because --

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

(Simultaneous conversation.)



1           **MS. SHELFER:** We're just going to start it  
2 out with --

3           **THE AUDIENCE:** That's better.

4           **MS. SHELFER:** And I'm a public speaker  
5 either so you'll have to bear with me.

6           We're going to start it out with letting one  
7 of Mr. Stan Washer come up and do a presentation. On  
8 what actually the area code proposal is, and then  
9 we'll move on and let Frank do a presentation, I  
10 think, and that will take care of some of your  
11 concerns so we'll let Mr. Washer come up.

12           **MR. WASHER:** I may end putting this down and  
13 just walking up and down the aisles. I like to walk  
14 up and down aisles so we'll just see what's  
15 appropriate.

16           If somebody cannot hear me, just raise your  
17 hand and I'll know we need to do something.

18           All right. Tell you what, let me just walk  
19 over that way.

20           While he's doing that, let me go ahead and  
21 tell you a little bit about who I am and why I'm here.

22           Lockheed Martin IMS is the administrator of  
23 the North American Numbering Plan. We were given this  
24 responsibility by the FCC in late 1997. In early 1998  
25 we assumed the responsibility for area code planning

1 in the North American Numbering Plan. It takes care  
2 of Canada, the under United States and the Carribbean  
3 countries.

4 As part of our responsibility we determine  
5 when an area code such as 941 is about to exhaust and  
6 without being some time in the next two or three  
7 years. And once that has been brought to our  
8 attention, in reviewing data, we make that  
9 determination. We go out to (unintelligible) all  
10 charges. We convene a meeting of the  
11 telecommunications industry to come and discuss these  
12 various relief alternatives and then by process of  
13 consensus we eliminate relief alternatives, and then  
14 make a recommendation to the state commission.

15 Lockheed Martin is a neutral third-party  
16 administrator, and as such we have no vote on any of  
17 the relief alternatives there that are presented,  
18 discussed or ultimately recommended to the Commission.  
19 But we do operate in accordance with the industry  
20 guidelines to facilitate these meetings to ensure all  
21 members get an opportunity to express their opinions  
22 in the resulting recommendation.

23 I'd like to also welcome you here today. We  
24 hope that a couple folks do talk about the situation.  
25 There are a lot of concerns to be eliminated. It

1 doesn't mean that you will still have a opportunity to  
2 stop and ask questions.

3           Some of the relief alternatives that we'll  
4 consider will be an area code split.

5           You may recall just a year and a half or so  
6 ago the 813 area covered all of this; then 941 split  
7 away from the rest of the 813 so that was a split.  
8 You had a boundary, and the people on one side  
9 retained the old area code, and the people on the  
10 other side get a new area code. An area code split.

11           An area code overlay is another relief  
12 alternative. You look at the serving area -- (person  
13 coughs in microphone) -- area code 941 that we're  
14 looking at today. With an overlay, you put a new area  
15 code on top of that same serving area so that the  
16 geographic area -- in this case Southwest Florida --  
17 you have two area codes assigned to the same area.  
18 But there are a couple of things about that. The best  
19 thing is that people do not have to change their  
20 existing 10-digit telephone number, but there's a  
21 downside to it in that, according to FCC guidelines  
22 for implementing the overlay, all local calling, both  
23 within and between the two area codes that serve the  
24 geographic area, have to be dialed with ten digits. A  
25 10-digit local call is associated with the overlay.

1           With an area code split, on the other hand,  
2 approximately 50% of the people in an ideal situation  
3 would get to keep their full 10-digit telephone  
4 number, 941, seven digits. Approximately 50% would  
5 have the new area code assigned to their 7-digit  
6 number. New area code plus your 7-digit number in the  
7 case of a split.

8           Other relief alternatives may be some  
9 variations of overlays, some variations of split. In  
10 a boundary we allow them to take an existing area code  
11 down and just shift it a few miles away to pull in  
12 another population to revive relief to an area that is  
13 about to exhaust. That's considered to be a  
14 short-term solution and I'm not aware, frankly, it's  
15 being implemented anywhere within the North American  
16 Numbering calls.

17           So basically, that leaves us two types of  
18 alternatives: The area code split that most of you  
19 all are familiar with, and the area code overlay where  
20 the new area code comes down on top of the same  
21 geographic area served by the existing 941 area.

22           These alternatives were discussed by the  
23 industry. Recommendations were made to split the  
24 current 941 area code according to -- or along a  
25 boundary of the LATA, local access and transport area

1 boundary, which happens to be the boundary separating  
2 the services of GTE and Sprint. There's some  
3 discussion about the fact that it was not a straight  
4 line there. Some information indicated that there was  
5 (unintelligible) going south to Fort Meade.  
6 Obviously, that assumption may not have been correct.  
7 And the boundary, however, in the recommendation was  
8 that the Manatee, Sarasota and most of Polk County  
9 would state 941; the area to the south, Hardee,  
10 Okeechobee, Highlands, DeSoto and all the other  
11 counties to the south would be new areas.

12           The only thing I think -- the only point of  
13 contention that I'm aware of at this point is what is  
14 (unintelligible) to you today. That's why we're here  
15 today, and at this point, at least, we haven't heard  
16 anybody argue (unintelligible) out here going -- I'm  
17 sorry, north or south. Rather people arguing that it  
18 stay with Polk County.

19           So we'll have that for you, to answer any  
20 questions that you have. I think there's another  
21 speaker after me. But basically, the industry did  
22 meet this past summer; came up with a recommendation  
23 for (unintelligible) which can now maintain 7-digit  
24 number dialing within your area code, and the  
25 Commission is holding these meetings today to get

1 input from folks like you about the industry  
2 recommendation.

3           So I'll be here to answer questions in a few  
4 minutes.

5           **MS. SHELFER:** For those of you who are  
6 unable to attend the Bartow hearing this morning,  
7 Sprint had a proposal that I think may help most of  
8 your concerns. And Mr. Rehwinkel here, he's counsel  
9 for Sprint, is going to tell you the proposal that  
10 they offered at this morning's hearing. Following  
11 that, Commissioner Bell wants to address the public  
12 too.

13           **MR. REHWINKEL:** Thank you, and. Again, my  
14 name is Charles Rehwinkel. I'm regulatory Public  
15 Counsel for Sprint in Tallahassee and I came down to  
16 talk to you today, as well as the folks in Bartow.  
17 And we did hear from some of your neighbors in Bartow.

18           As you've heard, what you've got in the  
19 green sheet shows a line that is all in green. I just  
20 wanted to show you -- it doesn't show up too well --  
21 but the peak area is Sprint; used to be known as  
22 United down here. And the green area is GTE. And as  
23 you were just told, the line that the industry  
24 representative proposed did follow the company lines.

25           We thought that would be okay. It turned

1 out we were wrong about that. (Laughter) And we're  
2 willing to admit that.

3           When we had the earlier scheduled hearing in  
4 Fort Myers, on the way down I stopped in Tampa to  
5 change planes and saw an article in the paper there  
6 expressing concern that some of your representatives  
7 expressed about this issue. And about the same time,  
8 Public Counsel, represented by Mr. Beck, who works for  
9 Jack Shreve, the Public Counsel, and Ann Shelfer, of  
10 the Public Service Commission Staff, approached us and  
11 said, you know, is this something you can work with  
12 with the customers on? Also today Commissioner Bell  
13 and Representative Putnam also spoke about the issue.  
14 Well, in this instance the company has heard what  
15 you've said. We've listened and we agree that the  
16 proposal that we initially put forward was insensitive  
17 to your concerns about 10-digit calling up to our  
18 county seat, as well as the identity that the area  
19 code gives you with the rest of Polk County.

20           We met with the engineers and the folks that  
21 do the numbers for the company, and we agreed that it  
22 would be reasonable to make the area code split along  
23 the bottom of the Fort Meade exchange boundary across,  
24 so that will keep Fort Meade inside Polk County with  
25 respect to your area code and your dialing. And

1 that's what we're here to agree to today.

2           We're sorry that it's taken until now for  
3 the word to get out. We were talking as early as, I  
4 guess last month, and the initial meetings were put  
5 off by the death of Governor Chiles. We hate we put  
6 you through another month of worrying about this  
7 particular issue.

8           By the way, I'm aware from what was said up  
9 in Bartow that you have other concerns. And we're  
10 prepared to listen on that as well. We understand  
11 that you have some serious problems that you can to  
12 talk to us about, and we hope that you will talk to us  
13 about them and we hope that you will find that we are  
14 willing to listen to you about that.

15           But to return to the area code issue, one  
16 thing that we have to do, we would have to do it in  
17 conjunction with General Telephone, I believe, and the  
18 Public Service Commission, and that is go to somewhere  
19 in the federal government -- we think it's the FCC, it  
20 may be the Department of Justice, but somebody up  
21 there, we need to tell them that we need to move that  
22 LATA line that you heard reference to. We need to  
23 move that down to put the Fort Meade exchange up into  
24 the -- put it on the north side of the line. That's  
25 what we need to do. We think that will help the



1 situation and make it possible.

2           Sprint -- I did a little research before I  
3 came down here and I may be wrong with this, but I  
4 believe in whatever name we have been operating under  
5 has served Fort Meade since the mid '20s, when Baron  
6 Cody (phonetic) bought the exchange from the original  
7 owner.

8           We've had our ups and downs over the years.  
9 We understand that some folks feel like we're in the  
10 down cycle now. We know we have had some problems.  
11 We've taken those problems to the very highest levels  
12 of management -- I'm talking about the president of  
13 the company. He's aware of some of the problems we  
14 have had and he's given his commitment that they'll  
15 remedy those issues now.

16           I don't know if everything that we sit down  
17 and talk to you about will make you happy. We want to  
18 do that. We want to let you know we're happy to serve  
19 Fort Meade. Fort Meade's been an important city in  
20 the aggregate and phosphate industry for many years in  
21 Florida, and we don't want to ignore that. We don't  
22 want to ignore our customers.

23           But with that, that's all I have to say.  
24 I'd be happy to answer any questions that's  
25 appropriate, to Ann, or if you want to hear

1 presentations, we can come back, that's fine.

2 Whatever she wants. Okay. Thank you.

3

- - - - -

4

**COMMISSIONER MELONY BELL**

5 appeared as a witness and testified as follows:

6

**DIRECT STATEMENT**

7

**COMMISSIONER BELL:** Hi. I'm Melony Bell,

8

Fort Meade Commissioner. For the record I'll state my

9

address is 412 North Nanier here in Fort Meade.

10

I was there this morning and spoke on behalf

11

of the city and I would just like to thank several

12

people that are here today, most of all I'd like to

13

thank the Public Service Commission for their prompt

14

attention on this. As soon as we started calling,

15

they started sending out meetings for us. With Mike

16

Stubbs'(ph) help we were allowed to set up the

17

meetings. I'd like to thank Sprint for listening to

18

us this morning. It was a good decision on your part.

19

Also, all of the League of Cities here in

20

Polk County, they all signed resolutions for us to

21

take a stand on behalf of Fort Meade. Also, Polk

22

County Commission also did that. And we have one

23

Commissioner here in the audience, which is Bruce

24

Parker, if you'd stand. He's here representing the

25

Polk County Commission on our behalf. (Applause)

1 I also have a petition here that I would  
2 like to give the Public Service Commission, and also  
3 Sprint. I'd like for you to look at it. We have had  
4 over 500 signatures, and this is great for a  
5 grassroots; how we got it started within two months.  
6 I'd like to present this to you and just thanking  
7 everybody for coming out again.

8 **MS. SHELFER:** What we'd like to do now is  
9 Mr. Beck will call the names. Come forward, state  
10 your name, spell your last name and give your address  
11 for the record. Also, if you do not wish to speak,  
12 there is a sheet within this form that you should have  
13 gotten that you can write what you have to say and  
14 mail it to the Commission and it will also be read and  
15 considered before we make our decision.

16 Mr. Beck.

17 **MR. BECK:** Mr. Parker, do you wish to make  
18 any comments?

19 **MR. PARKER:** Thank you very much for letting  
20 me be a part of your meeting, and I'm thankful and  
21 appreciate the Public Service Commission's fast  
22 response.

23 The Polk County Board of Commissioners  
24 passed a resolution and basically said this:  
25 Fort Meade is an integral part of this county and we

1 don't want to disconnect it in any way so we want to  
2 keep the area code the way it is.

3           Now, understanding, sometimes industry makes  
4 recommendations looking at maps, and they have  
5 guidelines, of course, they have to go by and I  
6 understand that. But Fort Meade sits ten miles from  
7 the county seat of this county. Now, we're a county  
8 the size of Delaware; that's the size of Polk County.  
9 So sometimes it's a little misleading. The state of  
10 Rhode Island has 1,400 square miles; Polk County has  
11 2,045 square miles. So we're a little bit different  
12 than some of the other regions in the country.

13           I would suggest to industry, and I do this  
14 as respectfully as I possibly can, that it might be a  
15 good idea sometime to have a public meeting before we  
16 draw the line. And that might help us to get a little  
17 input so that we wouldn't have to wring these folks  
18 out.

19           Now, the reason I say that is because as a  
20 County Commissioner I get the complaints a lot of the  
21 times, and I'm still getting them: Why does  
22 Fort Meade still have to go through these kinds of  
23 problems all the time? Why do they have to do that?

24           Basically what I'm saying, if we can make  
25 the process a little bit better from an industry

1 standpoint for these folks, I think we definitely  
2 should try to do that.

3 My presence here today is to let you know  
4 that the Board of County Commissioners have considered  
5 this to be an important problem. This is not a subplot  
6 (ph); this is not technology is travelling so fast we  
7 can't keep up with it. This is not "this is the  
8 information age and everything changes." What we're  
9 saying is please keep Fort Meade in the 941 area code.  
10 Thank you very much. (Applause)

11 **MR. BECK:** Thank you, everyone, for coming  
12 out this afternoon. It's a very forceful showing of  
13 everybody coming out.

14 I'm going to call everybody who checked the  
15 mark -- the box on the form, if you want to come up.  
16 If you've changed your mind just tell me. After I've  
17 called everybody who checked the box to speak, we'll  
18 let anybody else speak who may wish to.

19 First witness is Delno Orr.

20 - - - - -

21 **DELNO D. ORR**

22 appeared as a witness and testified as follows:

23 **DIRECT STATEMENT**

24 **MR. ORE:** My name is Delno Orr, and I live  
25 down to the city of Avon Park. I'm president of the

1 homeowners association down there. And I would like  
2 to thank the Commission for having their meeting here  
3 in our city, giving us a chance to participate. And I  
4 think this is a happy time, as far as I'm concerned,  
5 to see the communication industry operating like they  
6 are. So many places say things are operating the  
7 other way. We're really happy to see the  
8 communication industry stepping forward and doing  
9 their part here. And as Commissioner Bell said, we  
10 forwarded our petitions to your office in Tallahassee  
11 with 138 signatures asking you not to separate  
12 Fort Meade. And this has, I guess, reached a  
13 consensus the way it is now.

14 But we're just happy that you've come down  
15 and giving us a chance to participate in the meeting.  
16 And we hope that you will consider a layered system  
17 rather than continually dissecting for new area codes.  
18 Thank you. (Applause)

19 MR. BECK: Arwyn Maker.

20

- - - - -

21

ARWYN MAKER

22 appeared as a witness and testified as follows:

23

DIRECT STATEMENT

24

25 MR. MAKER: I am here today representing the  
Oakview Lakes Homeowners Association. We're a

1 retirement community of over 250 residents.

2           We have previously mailed in a petition with  
3 many of our residents' names, and also we made  
4 numerous telephone calls to your Commission as we are  
5 quite concerned about this proposal to isolate  
6 Fort Meade from the rest of the county by placing us  
7 in a different area code.

8           While we are aware of the continuous needs  
9 of new area codes, we feel that being separated from  
10 our county will impose new hardships on our people.

11           The confusion within the callers even within  
12 our county would be great as they would assume that we  
13 are part of the same area code. Each of us do  
14 business in Bartow and Lakeland and other cities that  
15 are within our present calling area. This is  
16 necessary as some services, as you know, are not  
17 available locally.

18           We, as seniors, especially need the services  
19 of doctors, specialists, pharmacists, labs and so  
20 forth, which are located primarily in the other cities  
21 in Polk County. Therefore, it is vital that we have  
22 telephone service and it be accessible to those  
23 services and without confusion and toll charges. They  
24 also need to be able to reach us in a like manner.

25           For many years the citizens of Fort Meade

1 have only been able to call within their own city  
2 without paying long distance charges. With the  
3 additional charge which was added to our telephone  
4 bill, we are now able to call Bartow and Lakeland. We  
5 believe that placing us in a different area code will  
6 result in more charges. We ask that you please move  
7 the local access and transport area line south to  
8 include Fort Meade and keep us in the Polk County area  
9 code.

10 We also thank you for coming to Fort Meade  
11 and giving us the opportunity to voice our opinion.

12 (Applause)

13 **MR. BECK:** Jimmy Barfield.

14 **UNIDENTIFIED SPEAKER:** I resigned. She just  
15 too your nose and twitched it. (Laughter and  
16 applause)

17 **MR. BECK:** Mike Steden.

18 - - - - -

19 **MIKE STEDEN**

20 appeared as a witness and testified as follows:

21 **DIRECT STATEMENT**

22 **MR. STEDEN:** As I said this morning, when I  
23 moved to Fort Meade in '83, the only place you could  
24 call was Fort Meade. And when I called Avon Park,  
25 they said your phone bill will be only \$3.65. I said



1 heck, it should be free. Every place I call is long  
2 distance.

3           And let me say that the Public Service  
4 Commission was very understanding back then. There  
5 was -- all of you remember there was a ballot. And we  
6 lost on the ballot because enough people didn't send  
7 them in. So we repealed it. And then we got extended  
8 area service to Bartow. And then in '95 we formed an  
9 Ad Hoc Committee with members of the community and  
10 again we prevailed with Charlie's boss, Jack Shreve,  
11 who was very, very helpful and got extended area  
12 service to Lakeland.

13           I'd like to thank Charlie. I'd like to  
14 thank June. I'd like to thank all of you. The simple  
15 fact was they weren't aware we existed, unfortunately,  
16 but this great showing, and all of the letters that  
17 you wrote, there's 20 times as many people as they  
18 were in Lakeland. And, of course, the other thing is  
19 remember: They go to public hearing in Fort Myers and  
20 nobody came.

21           So, it's not an issue a lot of places. But  
22 thanks to all of you -- and let me tell you that the  
23 Public Service Commission is very responsive. As soon  
24 as June knew there was a problem, as soon as  
25 Charlie -- there were multiple letters. And I

1 appreciate everybody cooperating in this. Thank you  
2 very much. (Applause)

3 **MR. BECK:** Alvin Mitchell.

4 **UNIDENTIFIED SPEAKER:** I decline to speak.

5 **MR. BECK:** Altman.

6 **UNIDENTIFIED SPEAKER:** I believe my question  
7 has been answered.

8 **MR. BECK:** Linda Michaels.

9 - - - - -

10 **LINDA MICHAELS**

11 appeared as a witness and testified as follows:

12 **DIRECT STATEMENT**

13 **MS. MICHAELS:** I just wanted to let you know  
14 that from this end, this is from the kids of the  
15 households, On-Line America and Internet and stuff,  
16 and they are -- what they would have to pay a long  
17 distance fee for the different -- if they got  
18 different lines -- (Simultaneous conversation.)

19 **MR. BECK:** Come up here so everybody can  
20 hear you.

21 **MS. MICHAELS:** I apologize.

22 My name is Linda Michaels, and I live at 115  
23 North Orange in Fort Meade, Florida.

24 I'm just letting you know -- I just brought  
25 some signed vouchers in for my daughter's school and

1 everything. They are on On-Line America which they  
2 have to pay a long distance fee if it's changed  
3 because it goes through Lakeland. And that's what  
4 this is all about for her. And I think they are very  
5 upset with having to pay a long distance fee to go on  
6 line. When you're On-Line America, you don't have to  
7 pay but a certain amount, like \$25 a month. And you  
8 can stay on it all day long. But if we had to go to  
9 long distance for Lakeland or anything like that, she  
10 couldn't stay on the line. There was no way.

11 So the question has been answered. I'm very  
12 pleased with the opportunity to speak and give you my  
13 vouchers. I think there's about 75 there, from  
14 schools; kids. They were very upset with this  
15 situation too, so --. (Applause)

16 **MR. BECK:** Floyd Anderson. (No audible  
17 response.) Is there anybody else who would like to  
18 speak?

19 Come up and give your name.

20

- - - - -

21 **COMMISSIONER BETTY BOWERS JOHNSON**

22 appeared as a witness and testified as follows:

23 **DIRECT STATEMENT**

24 **COMMISSIONER JOHNSON:** My name is -- first  
25 of all I'd like to say I am standing up. (Laughter)

1 I used to get that when I first approached an  
2 audience.

3           Anyway, my name is Betty Bowers Johnson. I  
4 am a city commissioner. And I do represent all of  
5 these people out here and others.

6           We do want to say once again to all of you  
7 thank you so very much. When I came here Jed didn't  
8 want me to say anything too much because he thinks I  
9 might do some shopping. But I do want to say to you  
10 thank you for considering us. We're tired of being  
11 referred to as "down there," and now you see they want  
12 to push us out, so we want you to let us stay within  
13 the rest of the county and keep our community intact  
14 and in contact with all the rest of the communities in  
15 Polk County. We don't want to go to Hardee. And  
16 thank you for sure for not putting us in Highlands.

17 (Laughter)

18           I do that because I know him. We have had  
19 some long talks and run-ins before about our telephone  
20 system here in the Fort Meade. Now, if you people  
21 just want some -- from all of those taxes you have a  
22 bill with the (unintelligible) -- (Applause and  
23 laughter)

24           **MR. BECK:** Is there anybody else that would  
25 like to speak? We'll move on.

1           **MS. SHELFER:** I did want to clarify one  
2 thing. Even if you have not been moved in, nothing  
3 would have changed on your calling scape. You still  
4 would have been able to call Lakeland toll free. The  
5 amount of numbers that you may have dialed may have  
6 changed but the rate that you pay would not have.

7           Based on what, the information that Sprint  
8 has provided where they are willing to include  
9 Fort Meade in the 941 area code, does that appear to  
10 resolve most of the concerns?

11           **THE AUDIENCE:** Yes. (Applause)

12           **MS. SHELFER:** I know there are some more  
13 Sprint representatives here. If you want to identify  
14 yourself, if you wish to speak with them. Also we  
15 have technical Staff, Mr. Levent Ileri is our area  
16 code expert. Michael Barret beside him is technical  
17 support. Ms. McKinney is our legal staff. So if  
18 there's anything, any questions we can answer, please  
19 let us know. And thank you very much for coming.

20 (Applause)

21 (Tape ends here.)

22

23

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24

25

1 STATE OF FLORIDA)  
2 COUNTY OF LEON )

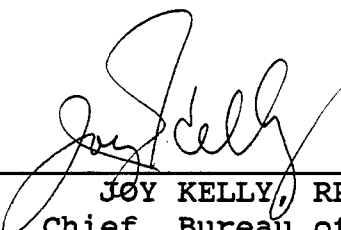
CERTIFICATE OF REPORTER

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

5 Do hereby certify that I stenographically  
6 transcribed the said proceedings from tape recordings  
7 delivered to me by Commission Staff.

8 DATED this 6th day of April, 1999.

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JOY KELLY, RPR  
Chief, Bureau of Reporting  
Official Commission Reporter  
(850) 413-6732

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

-----

3 In the Matter of : DOCKET NO. 981941-TL  
4 :  
5 Investigation into telephone :  
6 exchange boundary issues in :  
Sough Polk County (Ft. Meade :  
area). :

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7 Investigation into boundary : DOCKET NO. 990184-TL  
8 issues in South Sarasota and :  
North Charlotte Counties :  
(Englewood area). :

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9 Request for review of proposed: DOCKET NO. 990223-TL  
10 numbering plan relief for the :  
11 941 area code. :

-----

12 PROCEEDINGS: SARASOTA STAFF WORKSHOP

13  
14 DATE: Friday, February 5, 1999

15 TIME: Commenced at 1:00 p.m.

16  
17 PLACE: City of Sarasota - City Hall  
18 City Commission Chambers  
19 1565 1st Street  
20 Sarasota, Florida

21 TAPE RECORDING TRANSCRIBED BY: JOY KELLY, RPR  
22 Bureau Chief of Reporting  
23 FPSC Division of Records  
24 and Reporting



1 **PARTICIPATING:**

2                   **JUNE MCKINNEY, FPSC Division of Legal**  
3 **Services.**

4                   **ANN SHELFER, MICHAEL BARRET and**  
5 **LEVENT ILERI, FPSC Division of Communications.**

6                   **CHARLES REHWINKEL, Sprint**

7                   **CHARLIE BECK, Office of Public Counsel.**

8                   **KIM CASWELL and MIKE SCOBIE, GTE**

9                   **SANDY TOKAREK, NPA Relief Planner with NANPA**

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## I N D E X

## WITNESSES

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## 1 P R O C E E D I N G S

2 (The following has been transcribed from  
3 tape recordings provided by the Florida Public Service  
4 Commission Staff.)

5 (Tape begins in the middle of a sentence)

6 **MS. MCKINNEY:** -- to our 941 area code  
7 workshop scheduled for today in Sarasota.

8 We'd like to apologize for being late. Some  
9 of us were coming from Tallahassee, Ann was coming  
10 from Miami -- by the way, you have a lovely airport.  
11 We were comparing it to Tallahassee. We had to pick  
12 Ann up and her plane was late, that type of thing. So  
13 we apologize for that. However, we are going to  
14 proceed as follows the agenda that was handed out.

15 I have Michael Barrett here with me from  
16 Staff, and Ann Shelfer.

17 **MS. SHELFER:** Before we get started, I  
18 believe there are some telephone representatives that  
19 are here and they will introduce themselves and they  
20 will be willing to help answer any questions after  
21 this is completed.

22 **MR. SCOBIE:** My name is Mike Scobie with  
23 GTE.

24 **MS. CASWELL:** Kim Caswell, GTE.

25 **MR. MIRSCHBERGER:** Al Mirschberger with GTE.

1           **MS. SHELFER:** Thank you. And we also have  
2 with us Sandy Tokarek. She is with the NPA relief  
3 planner with NANPA and she's going to do a  
4 presentation for the proposal for the 941 area code  
5 split.

6           **MS. TOKAREK:** I think I can go without a  
7 mike now.

8           **MS. SHELFER:** You just need to pick it up.

9           **MS. TOKAREK:** How about that? Is that good  
10 enough for everyone?

11                   Again my name is Sandy Tokarek, and I'm with  
12 Lockheed Martin and we're the North American Numbering  
13 Plan Administrator for the United States. How that  
14 came about was in 1997 the FCC awarded Lockheed Martin  
15 the contract for number planning throughout the United  
16 States.

17                   Lockheed Martin follows industry-approved  
18 guidelines when they are facilitating area code  
19 relief. These guidelines specify when and how  
20 planning should be conducted.

21                   The key trigger for initiating NPA relief  
22 planning is when an area code will exhaust its supply  
23 of exchanges. And I'll refer to exchanges as NXXs.  
24 That's another term. Also an NPA is also referred to  
25 as an area code. So when you hear NPA NXX, it's the

1 area code and the first three digits of the telephone  
2 number.

3           And how we determine the actual trigger is  
4 by summarizing a summary form that is supplied by  
5 industry. And when I refer to "industry" we're  
6 talking about telephone companies, wireless companies,  
7 paging companies, et cetera; anyone that is actually  
8 in the communications business and utilizes telephone  
9 numbers.

10           This utilization survey, as we called it, is  
11 COCUS, and that's done on an annual basis. It is  
12 Lockheed Martin's procedure to try and begin industry  
13 relief 30 months in advance of an area code exhaust.

14           So in the actual 941 NPA, that area code was  
15 projected to exhaust. And there was an industry  
16 meeting held in July of 1998. At that meeting --  
17 again industry follows -- I should probably -- I don't  
18 want to turn my back to anyone -- but the Area Code  
19 Relief Plan Guidelines, and there are actually several  
20 methods of relief that were discussed.

21           An NPA split was an area code split. A  
22 boundary realignment where there's an instance you  
23 would take the current boundary of the area code and  
24 maybe bring it in or expand it out, or several other  
25 methods. You can cut chunks out of it but I didn't

1 want to get into the details and an overlay, which is  
2 actually where you take the current area code and  
3 overlay a new area code on top of it.

4 I should go back to the NPA split which is  
5 the geographic split where you determine a split line,  
6 and then you come up with two area codes for that  
7 area. So one area would retain the old area code, and  
8 a different area would get the new area code.

9 Again, at the industry meeting held in July  
10 of 1998 the industry discussed an overlay plan, and  
11 then a geographic split which was the northwest and  
12 southeast area along the LATA boundary.

13 This is an actual map of the geographic  
14 split. And, again, as you can see these two areas  
15 would retain 941, and this area would get the new area  
16 code.

17 I'd just like to talk about several  
18 attributes that were discussed regarding the two  
19 methods. An overlay is a new code assigned to the  
20 same area as an existing code. There are not any  
21 mandatory number changes. 10-digit local dialing for  
22 all calls within and between the two area codes. No  
23 change in the cost of calls. It minimizes the need to  
24 change number and advertising, fine letterheads,  
25 et cetera, and it minimizes the permissive dialing

1 period.

2           And we have some attributes of a geographic  
3 split, and, again, the area code changes for about 50%  
4 of the subscribers. And that has to deal with that  
5 split line, because people in the new area would  
6 actually have to change their area code.

7           Generally, the exhausting NPA remains in the  
8 same area with a higher customer density, the most  
9 populated area. Sometimes that has a lot to do with  
10 the business lines and maybe hospitals, universities,  
11 things like that. 7-digit local dialing retained for  
12 most calls and it is a concept that is familiar to  
13 most customers.

14           At that meeting that was held in July, the  
15 industry that were gathered actually recommended a  
16 geographic split as the means of relief for the 941  
17 area code. Again, as I mentioned, there was an equal  
18 distribution of the codes, so in that northwest  
19 area -- I'll put the map back up -- and I'll refer to  
20 this as the northwest area, which is where Sarasota  
21 is, that would actually have 298 NXXs or exchanges.  
22 And what that would mean would be a subsequent exhaust  
23 of 5.2 years. The southeast area would have 273 NXXs,  
24 and that would be 5.9 years of subsequent exhaust.

25           I think that's really all that I have as far

1 as a presentation is concerned, unless the Commission  
2 would like me to -- I shouldn't say the Commission --  
3 representatives of the Commission would like me to  
4 explain anything else?

5 **MS. MCKINNEY:** Not at this time. However,  
6 the audience might have questions for you.

7 **MS. TOKAREK:** I'll go ahead and leave the  
8 map on. It seems like people are still interested in  
9 that. It's a very small map and may not be a good  
10 view for most people but at this time I'll take any  
11 questions.

12 **UNIDENTIFIED SPEAKER:** Could we get a photo  
13 copy of that map?

14 **MS. MCKINNEY:** The Special Report that we  
15 handed out --

16 **UNIDENTIFIED SPEAKER:** I'm late.

17 **MS. MCKINNEY:** That's all right.

18 (Simultaneous conversation)

19 **MS. BARRETT:** Is there anyone else that came  
20 in late? Okay. Not so quick. You need to sign in.

21 **MS. MCKINNEY:** You're welcome to speak.

22 **MS. SHELFER:** The schedule now for  
23 permissive dialing is to begin on March of 1999, with  
24 mandatory beginning September of 1999. What that  
25 means is that the permissive is where you would be



1 able to dial either/or, and then mandatory begins and  
2 you would have to dial your new area code.

3 **UNIDENTIFIED SPEAKER:** I can't hear you.

4 **MS. SHELFER:** I think I have such a loud  
5 voice but --. Permissive dialing should begin in  
6 March of 1999, with mandatory beginning on September  
7 of 1999. Permissive is where you're allowed to dial  
8 either/or; your existing area code or the new one,  
9 whatever it ends up being. Under mandatory then you'd  
10 have to dial the required area code -- whichever  
11 geographic split you are in.

12 **MS. McKINNEY:** At this time we're going to  
13 allow you -- and I'm going to call out the names. If  
14 you checked the box to speak, when you come up you can  
15 speak at this last microphone to my left. Make sure  
16 that you state your name before you start speaking,  
17 spell your last name and state your name for the  
18 record because we are tape recording this. You could  
19 also ask questions.

20 The first person I have is Tom Newman.  
21 Mr. Newman.

22

23

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1                                   **TOM NEWMAN**

2   appeared as a witness and testified as follows:

3                                   **DIRECT STATEMENT**

4                   **MR. NEWMAN:**   Yes.   Tom Newman, N-E-W-M-A-N.  
5   Address, business address is 2717 Browning Street,  
6   Sarasota 34237.  I'm the pastor of the Shrine of the  
7   Master Church here in Sarasota.

8                   Certainly we know the hardships that are  
9   going to be inflicted upon whatever group ends up  
10  getting the new area code, but just thought that we  
11  might as well start to present ours.

12                   We are an a -- in addition to being a  
13  church, we have a publishing branch of our  
14  organization in which we send out literature  
15  throughout the country.

16                   We are using, of course, our phone number on  
17  all of the literature, and that is the way people can  
18  contact us for help.  It's for additional  
19  publications, and also for help of a spiritual nature.  
20  It would be a tremendous hardship on us as our income  
21  is basically contributions, to be able to go through  
22  and change -- not only change all of the literature  
23  and the books, but to also not be able to get that  
24  contact from our folks.  We have a lot of elderly  
25  people, also, that are tied into our organization.

1           We represent about 150 people that attend on  
2 a regular basis in any particular week, and they also,  
3 you know, will experience a hardship as many of them  
4 are elderly, with family members up north. And it's  
5 not as easy -- it's difficult for us as a business,  
6 but also there's a lot of difficulty with elderly  
7 people, having to make those changes and send out  
8 information to all of their friends, et cetera.

9           So it looks like it's going on -- unless  
10 there's some other scientific method going to be used  
11 that's going to be hearing individual situations and  
12 cases, and, hopefully, that will try to influence the  
13 Commission.

14           So representing our organization, and also  
15 the many people who attend and are in contact with us  
16 throughout the country, would ask for you to leave the  
17 941 code here in the Sarasota and Lakeland area.

18           **MS. MCKINNEY:** Thank you very much,  
19 Mr. Newman.

20           **MR. NEWMAN:** Thank you.

21           **MS. MCKINNEY:** Stephanie Mead.

22                                   - - - - -

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25

**STEPHANIE MEAD**

1  
2 appeared as a witness and testified as follows:

**DIRECT STATEMENT**

3  
4 **MS. MEAD:** Good afternoon. My name is  
5 Stephanie Mead, "M", as in Mary, E-A-D. My company is  
6 Shark Tees Screen Printers and Graphic Design on  
7 Dearborn Street, Englewood, Florida.

8 I am representing the Englewood Area Chamber  
9 of Commerce as chairperson of Economic Development.  
10 And my first question to you folks -- thank you for  
11 being here and holding this meeting. But my question  
12 to you is has anybody here been to Englewood?

13 **MS. MCKINNEY:** No, ma'am, I haven't.

14 **MS. MEAD:** Okay. If I could present to you  
15 this map. This was prepared by John Fallon, who is on  
16 the board of the Englewood Advisory and Planning Board  
17 and he is also involved, for many years, in  
18 transportation. And what this map shows as compared  
19 to your map, where you have a boundary of Sarasota  
20 County as being in the GTE area, you'll notice that  
21 Englewood, which is a -- it is not incorporated --  
22 lies between two counties: It lies between Sarasota  
23 and Charlotte County. Because of this we have for  
24 many, many years suffered as being at opposite ends of  
25 both counties with regards to economic growth, with

1 regards to decisions that are being made from both  
2 Commissioners. And over the years we have worked  
3 diligently to get the Commissioners to work together  
4 from both counties. We sit as far away from the  
5 county seats as possible. We are, as I said,  
6 unincorporated.

7           When you take that area code, 941, and you  
8 split it up the way you have it on that map, you have  
9 again divided our community. People on one side of  
10 the street will have one area code; people on the  
11 other side will have another. You're going to  
12 compound and further put back the economic benefit we  
13 have.

14           Currently, within our community, we have  
15 approximately 44,000 annual residents. This number  
16 swells to about 60% during season. Our community  
17 relies on tourism.

18           The perception of a different area code  
19 within a community that lies between two counties is  
20 going to be one of distance. As a business owner, and  
21 I represent -- I am speaking for many businesses --  
22 the perception is going to be one of distance when you  
23 further divide our community.

24           I implore you to please take a visit down to  
25 Englewood. We have a lot of very knowledgeable people

1 down there that will share with you what our community  
2 looks like and how you will affect dividing our  
3 community in half; how it's going to put it back about  
4 15 years in economic growth.

5 I thank you for your time.

6 **MS. SHELFER:** I have a question for you,  
7 Ms. Mead.

8 **MS. MEAD:** Okay.

9 **MS. SHELFER:** Even though the Englewood  
10 exchange is split almost in half, half is served out  
11 of the Sarasota County the other is located in  
12 Charlotte, you're served solely by GTE in that  
13 community.

14 **MS. MEAD:** No. That's incorrect.

15 **MS. SHELFER:** For the exchange.

16 **MS. MEAD:** 941 covers GTE and Sprint. And  
17 what happens, on the northern side of Englewood, when  
18 I call east Englewood and I dial, say, information,  
19 I'm switched over to the Sprint information, which  
20 is -- the map that I gave you.

21 **MS. SHELFER:** Uh-huh.

22 **MS. MEAD:** -- you'll see that that line,  
23 the county line runs right between the town, where the  
24 Chamber of Commerce is. The county line is  
25 approximately, what, two, three blocks away, Linda?

1 Nevertheless, on the other side of that county, when I  
2 call information to get to east Englewood -- which  
3 east Englewood, say, from Dearborn Street which is on  
4 that map -- is about two miles away, three miles away,  
5 I have to call Sprint information when I'm transferred  
6 over.

7 **MS. SHELFER:** Those east Englewood customers  
8 then are served by Sprint rather than by GTE.

9 **MS. MEAD:** That's correct. But it's all  
10 Englewood. It's the same community. We are all  
11 Englewood.

12 We have dealt with this problem for years  
13 and years and years. I mean, we all wish we can form  
14 our own little county but we can't. And nobody is  
15 going to relinquish Charlotte or Sarasota because we  
16 have the beach networks both of them have beachfront  
17 and tax base.

18 Please consider -- take a visit down there.  
19 We'll be glad to show you around and take you out to  
20 lunch and whatever, but you need to see what's going  
21 on there.

22 **MS. SHELFER:** I guess I was trying to think  
23 if this was any way as far as a resolution -- because  
24 if you moved Englewood down, then the people who are  
25 in Sarasota would be dissatisfied. And if you move

1 the others up, then you're going to have a situation  
2 where Charlotte customers are --

3 **MS. MEAD:** That's a natural boundary at the  
4 Myakka River. And when you cross over the Myakka  
5 River, that really is Port Charlotte. With the postal  
6 system we have, east Englewood, which is Englewood  
7 34224 on the zip code, but it's considered, some of  
8 those homes even in east Englewood, there's like  
9 another demarcation where they are called Port  
10 Charlotte. It's really crazy.

11 Please do some research on us, if you could.  
12 And thank you for your time.

13 **MS. SHELFER:** Thank you.

14 **MS. MCKINNEY:** Thank you, Ms. Mead.

15 Yes. Industry has something to say.

16 Mr. Scobie.

17 **MR. SCOBIE:** Do you know me down there?

18 **MS. MCKINNEY:** Please.

19 **MR. SCOBIE:** My name is Mike Scobie with  
20 GTE, One Tampa City Center, Tampa, Florida.

21 One thing that I thought, having looked at  
22 the maps and the boundaries, depending on -- you know,  
23 kind of tossing it over the wall to Sprint -- as you  
24 said, Englewood is split between Sarasota County and  
25 Charlotte County. Sprint serves, I think, three



1 exchanges in Charlotte County.

2           Now, there may be a way -- and this is for  
3 Sprint to analyze, I guess, with the Commission Staff,  
4 to serve either one or all three of those exchanges to  
5 keep Charlotte County in 941. I have looked and I  
6 don't have the data on code utilization and this sort  
7 of thing, but that may be one thing to explore there  
8 to try and solve this problem, you know. It would  
9 require, I would think, all three of the exchanges or  
10 at least the Port Charlotte and Cape Haze exchange  
11 staying in 941. But, again, that would depend on code  
12 utilization and other things that Lockheed and the  
13 Staff would have to look at.

14           **MS. MCKINNEY:** Thank you very much,  
15 Mr. Scobie.

16           Ms. Mead, we will be getting in contact with  
17 you. That's one of the reasons why we have these  
18 workshops. And issues like this have come up before,  
19 and Staff has looked into it and talked to the  
20 industry. And if we think there's something we can  
21 do, we'll open a separate docket. You'll be hearing  
22 from us one way or the other.

23           **MS. SHELFER:** But we can't resolve it in the  
24 area code more than likely. In the other ones we have  
25 held separate cases, for them.

1           **MS. MCKINNEY:** With a different issue  
2 besides the area code. So we'll be getting in contact  
3 with you.

4           Dr. Coy.

5                           - - - - -

6                           **WILLARD COY**

7 appeared as a witness and testified as follows:

8                           **DIRECT STATEMENT**

9           **MR. COY:** Good afternoon. I'm Willard Coy,  
10 vice chair of the Englewood Planning and Advisory  
11 Board. The board's primary purpose is to advise the  
12 governing bodies of Sarasota County, Charlotte County,  
13 and the city of North Port concerning the coordinated  
14 provision of county services to the entire Englewood  
15 community.

16                   We have been very successful in bringing  
17 together both counties, and including the city of  
18 North Port, in a face-to-face and eye-to-eye basis in  
19 many years.

20                   We feel at this time that if you continue to  
21 separate us, it's going to be a wedge within what  
22 we've attempted to do in the last four years.

23                   At it's regularly scheduled meeting December  
24 10th, 1998, the advisory board adopted a position in  
25 opposition to the proposed temporary changes in our

1 telephone area codes. We acknowledge that there is a  
2 growing need for new telephone numbers. We understand  
3 that a program is in the planning stages now that  
4 might ultimately mean a different approach to  
5 telephone numbering. This we can accept so long as it  
6 is in a final stage or a final result. We believe,  
7 however, that interim changes would be thoroughly  
8 confusing for most people and costly for many  
9 businesses.

10 In addition, the Englewood community is  
11 already divided with jurisdictions in Sarasota,  
12 Charlotte County and some to the North Port. And with  
13 a relatively small area, already has three telephone  
14 exchanges to contend with: 473, 475, and 474.

15 While Englewood is unique in its separation  
16 by county boundaries, the community is unanimous in  
17 choosing to be considered as a single united  
18 community.

19 We feel our proposed plan that would change  
20 telephone area codes at the county line as an interim  
21 measure is unacceptable. It would merely forestall  
22 implementation of a solution that is final and  
23 acceptable to all.

24 Thank you for the opportunity to present our  
25 position in opposition to any temporary change in the

1 area codes affecting the Englewood community. If  
2 there are any questions, I'll be glad to answer them.

3 **MS. MCKINNEY:** Thank you. Lynn Flatt.

4 - - - - -

5 **LYNN FLATT**

6 appeared as a witness and testified as follows:

7 **DIRECT STATEMENT**

8 **MS. FLATT:** I am Lynn Flatt, "F" as in  
9 Frank, L-A-T-T. I am a Charlotte County resident in  
10 the unincorporated town of Englewood, and a business  
11 owner. I assume that the overlay plan is really not  
12 under discussion because that plan I object to totally  
13 in its entirety.

14 The current GTE-Sprint split is already very  
15 divisive. The county line split in our area is  
16 already very divisive. As a resident of Englewood and  
17 as a business owner, I advocate a split along a  
18 geographic area but not that GTE-Sprint line as it is,  
19 though Mr. Scobie's suggestion was very exciting.

20 I do advocate along the Myakka River, which  
21 is a natural split -- as a business person I can tell  
22 you that that makes a natural split for any of us  
23 doing business. And considering as many of our winter  
24 visitors as we have, having to dial another area code  
25 when they are two blocks away from me would mean I

1 would not get the business. It just will not work.  
2 It will be very difficult on the businesses because we  
3 are such a small community to be divided in any other  
4 manner would be very difficult on individuals.  
5 Certainly, of course, someone is going to go to the  
6 expense and I understand that, but that would be very  
7 divisive for our small community.

8 I can envision that it would make a extreme  
9 effect on not only my business, but on any of the  
10 other businesses that were south of the Charlotte  
11 County line. Thank you.

12 MS. MCKINNEY: Thank you, Ms. Flatt.  
13 Kerry Kirschner.

14 - - - - -

15 KERRY KIRSCHNER

16 appeared as a witness and testified as follows:

17 DIRECT STATEMENT

18 MR. KIRSCHNER: Thank you very much. For  
19 the record, my name is Kerry Kirschner and I am the  
20 executive director of the Argus Foundation.

21 Just as a way of background, the Argus  
22 Foundation is a 15-year old nonprofit corporation that  
23 deals in public policy issues. Its membership is made  
24 up of presidents and CEOs of companies in southwest  
25 Florida, predominantly located in Sarasota and Manatee

1 Counties. As opposed to a Chamber of Commerce, our  
2 business is not business; it's public business. And,  
3 certainly, we don't envy your task that you're faced  
4 with here today and what you've got to do.

5           As we look at the dividing line, we  
6 certainly are in support of the 941 exchange remaining  
7 in Manatee and Sarasota County. We feel that probably  
8 the fairest criteria to use in a otherwise difficult  
9 situation is what is the economic impact of changing  
10 that area code? And if you look at business as  
11 economics in southwest Florida, those who are  
12 dependent upon area codes in promotion of their  
13 business, all of the ancillary uses of advertising,  
14 brochures, whatever it might be. The preponderance of  
15 businesses is within this northwest zone. Obviously,  
16 it's extremely rural areas outside of the Fort Myers  
17 and Naples concentrations. So we applaud you for  
18 having done that.

19           I would also like to voice concern for  
20 Englewood. We have a funny situation that's taken  
21 place in the state of Florida where somehow  
22 communities have been split between counties. We have  
23 one here in Sarasota in Long Boat Key. Half of it's  
24 in Manatee County and half of it's in Sarasota County.  
25 Obviously the area code is just one element that

1 divides the community. Obviously there should be  
2 political interference set in here in order to do  
3 that.

4           It would seem to me that if you all showed  
5 the leadership in somehow putting the entire community  
6 in one area code, it would be beneficial, and  
7 hopefully, would encourage the local elected officials  
8 between the two counties to come together and see a  
9 transfer, so, in fact, they could go about their  
10 business in a uniform fashion and not deal with all of  
11 the different agencies of the local government.

12           So thank you very much.

13           **MS. MCKINNEY:** Thank you. Rick Brown.

14           - - - - -

15           **RICH BROWN**

16 appeared as a witness and testified as follows:

17           **DIRECT STATEMENT**

18           **MR. BROWN:** My name is Rick Brown. I wear  
19 several hats today. I am president of an aggregate  
20 companies called SMR Aggregates, a shell and sand  
21 producer that has happened to be bisected by the  
22 Sarasota and Manatee County county line.

23           I am here as an official representative,  
24 however, of the Local Issues Committee of the Manatee  
25 Chamber of Commerce. We wrote you a letter on January

1 22nd -- I believe that's in your file -- in which we  
2 reiterated basically what Mr. Kirschner just said so  
3 well; that is, that we applaud your effort to maintain  
4 the 941 area code in Sarasota and Manatee Counties.

5 That said, I don't need to say anymore.  
6 Thank you.

7 **MS. MCKINNEY:** Thank you very much,  
8 Mr. Brown. Linda Pierce.

9 - - - - -

10 **LINDA PIERCE**

11 appeared as a witness and testified as follows:

12 **DIRECT STATEMENT**

13 **MS. PIERCE:** Good afternoon. My name is  
14 Linda Pierce. P-I-E-R-C-E. I'm the executive  
15 director of the Englewood Area Chamber of Commerce.  
16 It's a position I've held for over ten years. The  
17 chamber is located at 601 Indiana Avenue in Englewood  
18 in Sarasota County.

19 The Public Service Commission received a  
20 communication from the board of directors of the  
21 Englewood Chamber dated December 10th, stating that a  
22 strong position had been adopted in opposition to the  
23 division of the 941 area code.

24 The Chamber represents approximately 600  
25 businesses in our service area, which is commonly



1 called the Cape Haze Peninsular. On the map it is a  
2 peninsula surrounded by water. We represent thousands  
3 of employees in the Englewood area and I can only echo  
4 what others have said before me: That we implore you  
5 to revisit this issue and look at the natural  
6 geographic boundaries, such as the Myakka River or  
7 possibly the Peace River, and not to divide the 941  
8 area code. Thank you.

9 **MS. MCKINNEY:** Thank you, Ms. Pierce.  
10 Pam Domres.

11

- - - - -

12

**PAM DOMRES**

13 appeared as a witness and testified as follows:

14

**DIRECT STATEMENT**

15 **MS. DOMRES:** I'm Pam Domres, D-O-M-R-E-S.  
16 Business address is 285 Dearborn Street, Englewood  
17 34223. I, too, wear many hats. I represent a  
18 business called Bootleggers in the Dearborn Street  
19 area. I'm also president of the Old Englewood Village  
20 Association, which is an organization that's been in  
21 existence for over ten years that represents a lot of  
22 the businesses; Englewood business community at large  
23 and primarily the Dearborn Street area. In addition  
24 to that, I'm chairperson of the Architectural Review  
25 Committee. And I'm the a member of the Chamber of

1 Commerce Economic Development Committee. And I'm  
2 going to speak to you with many hats. First as --  
3 just the community in general.

4           This would be an extremely divisive measure.  
5 Englewood, as you've heard, has long had a history of  
6 division at many levels. And a lot of community  
7 leaders have worked very, very hard over the years to  
8 get more of the unification and a sense of the  
9 community going within the Englewood area. We are  
10 starting to see the results of that, and, you know, in  
11 the past, in trying to get representation with the  
12 different counties, you would see a very  
13 antigovernment type of attitude. What's happened in  
14 recent years is the community has begun to be  
15 represented in more than of a professional format;  
16 they are getting along with county officials and  
17 trying to work together. And this would just be  
18 devastating to them; again have another reason to  
19 divide the community.

20           As a parent, our business is three miles  
21 from our house, which is in Sarasota County. We live  
22 in Charlotte County. My son goes to school in  
23 Charlotte County. And for him to have to either make  
24 a toll or dial a bunch of numbers to call home if he  
25 needed something, or to be at baseball practice, which

1 would be in yet another county, you know, just seems  
2 like an impossible situation.

3           So I would encourage you, as others have, to  
4 actually visit the Englewood community, see what it is  
5 that we're facing, and just discourage you from  
6 dividing the area.

7           **MS. MCKINNEY:** Thank you very much.  
8 Thomas -- and I can't see your last name, Serdon?  
9 Carter?

10                           - - - - -

11

12

13

**TOM CARDEN**

14 appeared as a witness and testified as follows:

15

**DIRECT STATEMENT**

16           **MR. CARDEN:** My name is Thomas Carden. 659  
17 South Indiana Avenue is my business address. Carden  
18 Financial Services is my company.

19           I'm a stockbroker and financial advisor with  
20 a large employee base of exactly three employees, two  
21 of which are there for only three months a year during  
22 tax season. Having been in this business, I believe  
23 in graphical representation, so I brought a large map  
24 which I tacked off my wall.

25           To show you Englewood exactly here, what you

1 can see -- although this is a very poor map, the  
2 Myakka River travels down -- sorry, I haven't done  
3 public speaking in a long time -- travels down  
4 geographically and dissects the Charlotte County side  
5 of Englewood with Port Charlotte. You'll notice in  
6 certain areas it will say Rotonda, Cape Haze. That is  
7 kind of a fallacy of geography because the community  
8 itself takes you the entire map.

9           To divide the north section of Englewood  
10 would be virtually impossible. You'll have many  
11 discussions in Englewood whether or not it ends at  
12 Beach Road or begins north of Beach Road or --  
13 however, we do have a very clear geographic boundary  
14 that goes all the way down, and actually includes Boca  
15 Grande. Boca Grande extends out. And although many  
16 people have not spoke about it, is also in Lee County.  
17 So it's actually three counties in our community. The  
18 Boca Grande residents are very wealthy and none of  
19 them are here because they are snowbirds most of the  
20 time. However, that is a part of the Englewood  
21 community. By and large they shop in our businesses,  
22 you know, they eat in our restaurants. We are a  
23 community with a clear geographic line.

24           If I flip over you can see a little more a  
25 little better. This entire peninsula, which would be

1 dissected right about through here, would be split  
2 into the Charlotte County area code. As you can see  
3 geographically, we are not part of Port Charlotte.  
4 You know, several of the zip codes here are part of  
5 Port Charlotte. This is Sarasota. We are clearly  
6 split off. Part of the problem, if you look at your  
7 map, it says Cape Haze Peninsular and splits Englewood  
8 into the Cape Haze Peninsular and then Englewood.  
9 This entire area, all the way down Boca Grande is part  
10 of Englewood. You know, we're -- my clientele is  
11 largely elderly and my job is to get them as little  
12 confusion as possible into their financial situation.  
13 This is the type of people who, if you had to dial an  
14 extra area code, you know, across here -- this is  
15 Englewood -- would not be -- you know, they would  
16 consider that to someone who would go over here, you  
17 know, or someone who would go over here. You know, as  
18 a business community it would dissect us because we  
19 largely deal with elderly clients. We're not a young  
20 community and it would tremendously, tremendously hurt  
21 us.

22 **MS. MCKINNEY:** Thank you very much.

23 **MR. CARDEN:** Thank you.

24 **MS. MCKINNEY:** Mr. Carden, as we mentioned  
25 to Ms. Mead earlier and the rest of you that spoke on

1 behalf of Englewood, we will be taking that back to  
2 the Commission and looking into it and getting in  
3 contact with you, and seeing what we could do to help  
4 you if there's anything we can do.

5           The rest of the signup sheets that I have do  
6 not indicate that anybody else wants to speak. But if  
7 somebody does, please feel free to come up, or if you  
8 have any questions.

9           Come on up, sir. If you could just give us  
10 your name and address before you speak or ask your  
11 question.

12                                 - - - - -

13                                 **ROGER HILL**

14 appeared as a witness and testified as follows:

15                                 **DIRECT STATEMENT**

16           **MR. HILL:** I'm Roger Hill. I'm sorry, I  
17 did not check the box.

18           **MS. MCKINNEY:** It's not a problem, sir.

19           **MR. HILL:** 6215 Lorraine Road, Bradenton.  
20 That is our office.

21           We are a large property that encompasses  
22 areas of both counties, Manatee and Sarasota County.  
23 And, again, as many have said, we applaud you for  
24 trying to keep the 941 area in Manatee and Sarasota.

25           The businesses I represent are six

1 subsidiaries that do cross-county, multicounty  
2 business, and the hardships it would put on our  
3 bookkeeping and everything else would be quite large.

4 So just again, applaud what everybody said  
5 and we hope you do keep 941 in the Manatee-Sarasota  
6 area.

7 **MS. MCKINNEY:** Thank you, Mr. Hill.

8 Ms. Mead. Come forward. We need to make  
9 sure you're tape recorded. Could you come forward,  
10 please?

11 **MS. MEAD:** Okay. Just real quick. On  
12 your -- Stephanie Mead. On your white sheet that you  
13 handed out for the agenda, you have for information  
14 facts, 0890 is last four numbers. On your green sheet  
15 you have 0809.

16 **MS. MCKINNEY:** Thank you for clarifying  
17 that. The green sheet should be --

18 **MS. MEAD:** The green sheet.

19 **MS. MCKINNEY:** Green sheet is correct. Hold  
20 on. I know how to check it, though.

21 The 0809 is correct. So the green sheet,  
22 the Special Report.

23 Anybody else have any additional comments  
24 they'd like to make at this time? Or questions for  
25 either PSC Staff or the lady that came down from NANPA

1 from DC to help us out, or the industry? This is your  
2 chance.

3           Come forward. I'll get you in a minute,  
4 Mr. Coy. Yes, Mr. Carden.

5           **MR. CARDEN:** Actually, this is a question  
6 about the whole Washington situation.

7           Is there any movement to move out an extra  
8 digit to phone numbers so this problem ceases to  
9 exist?

10           **MS. TOKAREK:** What is going on at the  
11 national level is they are looking at different  
12 conservation measures, which you may have heard  
13 something about: pooling and portability. Also, I  
14 think that there's a foreign country who has added an  
15 extra digit to land codes, as they call them, but  
16 right now there isn't anything set in stone.

17           There are some tests going on as far as  
18 pooling is concerned, and I don't know if you're  
19 familiar with -- numbers are handed out in 10,000  
20 blocks. There are some tests going on that they are  
21 doing in thousand blocks, thousand number blocks,  
22 which would lead to more efficiency that way. At the  
23 national level there has not been an order to do that  
24 nationwide.

25           **MR. CARDEN:** From what I understand, the



1 biggest problem with this, you know, the numbers you  
2 all had spoke about was 5.2 years and 5.9 years. This  
3 is an interim patch at the best. It seems like if we  
4 would add a zero on the end of all phone numbers you'd  
5 multiply your phone system by ten. Now, I understand  
6 there's a Year 2000 similar problem in the numerical  
7 coding of this. But if you gave out a five-year time  
8 frame for the phone companies to institute this, yes,  
9 you'd have hardship on the part of the phone  
10 companies, but instead of continuously doing this over  
11 and over again, you know, you'd probably solve the  
12 problem, you know.

13           **MS. TOKAREK:** I'd just like to say those  
14 years I gave for subsequent exhaust, that is an  
15 assumption. Forecasts change; growth areas change.  
16 So that's just something the numbers that we have now  
17 we have put together, but, you know, there could be an  
18 explosion of growth, you know, maybe in one of the  
19 rural areas.

20           **MR. CARDEN:** I believe the assumption when  
21 we did this the first time several years ago were that  
22 it would last five to six years more than it has  
23 currently, you know. So it does concern me deeply  
24 that we're going to be sitting here going through the  
25 same process very, very shortly, five years, and a

1 business life that's next to nothing. Thank you.

2 **MS. MCKINNEY:** Mr. Coy, you had something to  
3 say.

4 **MR. COY:** I think I just want to reemphasize  
5 the Cape Haze Peninsular aspect.

6 I'm Chairman of the West County Charlotte  
7 County Civic Association which is a consortium of 36  
8 homeowners and civic associations west of the Myakka  
9 encompassing all of Cape Haze Peninsular in Charlotte  
10 County. And their consensus is that they are in  
11 opposition to this.

12 So we're taking all of the Cape Haze  
13 Peninsular in Charlotte County as in opposition, not  
14 just the Englewood area. That would be the Rotonda,  
15 Gulf Cove, South Gulf Cove, Boca Grande, Placida,  
16 et cetera. Grove City. Thank you.

17 **MS. MCKINNEY:** Thank you, Mr. Coy.

18 Does anybody else have any questions or  
19 comments before we adjourn?

20 We'd like to thank everybody for coming out  
21 today. And we will be here for a few minutes if you'd  
22 like to speak to each of us individually or have  
23 questions for us. Additionally, there's contact  
24 information. If you think of something next week or,  
25 perhaps, you know somebody that wasn't able to come

1 that would like to call us and ask a question or send  
2 a letter. Thanks again.

3 (Tape ends.)

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2 COUNTY OF LEON )

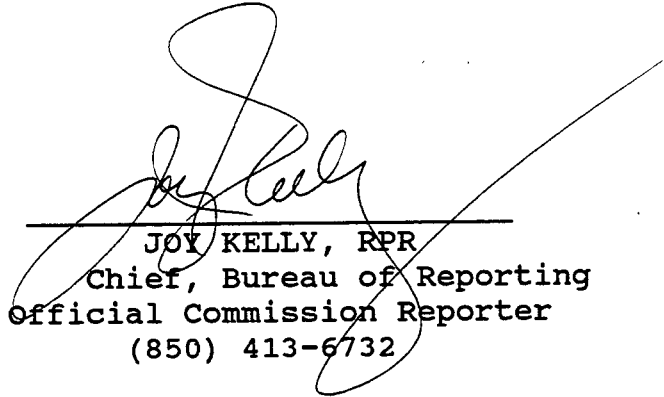
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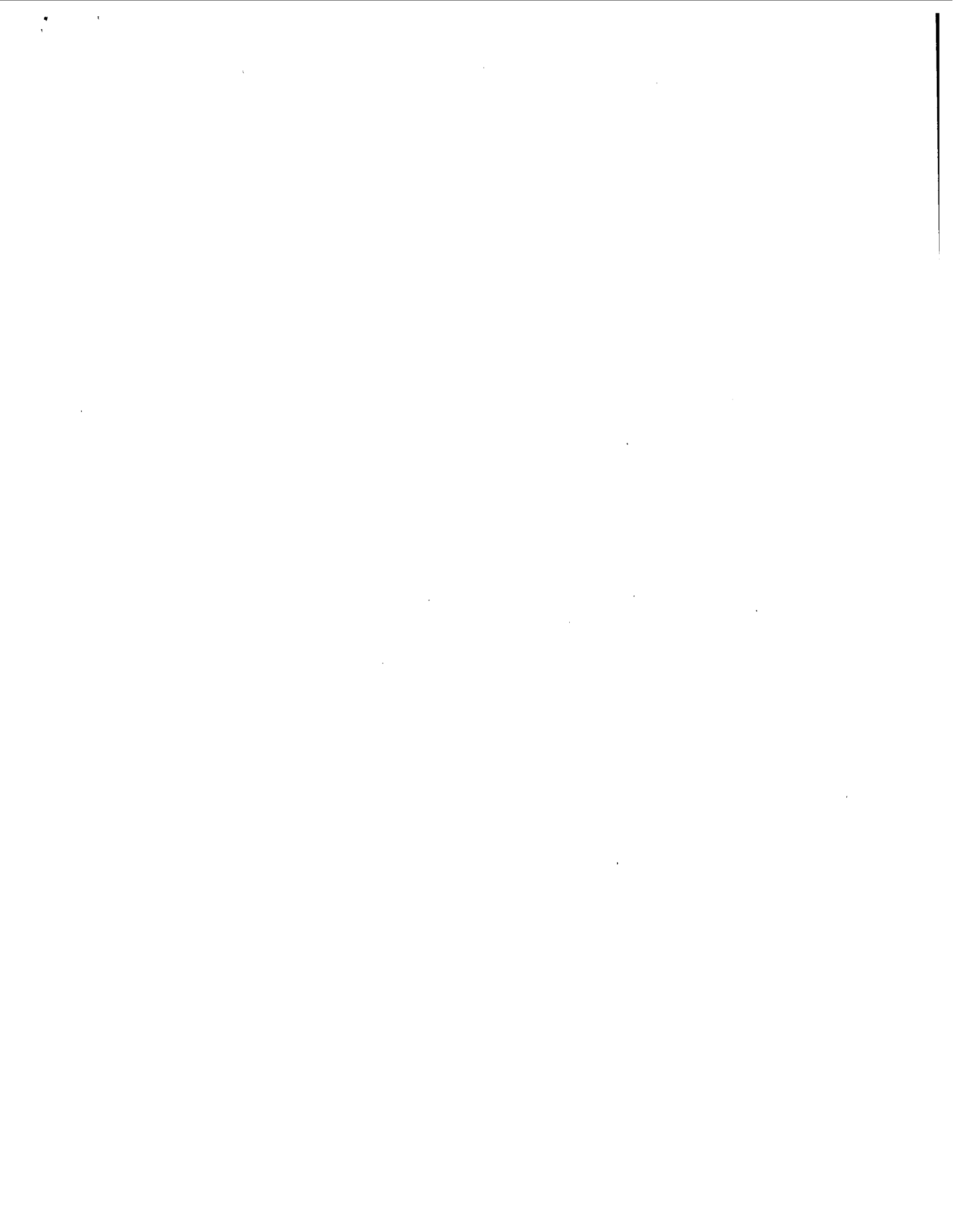
3 I, JOY KELLY, CSR, RPR, Chief, Bureau of  
4 Reporting, Official Commission Reporter,

5 Do hereby certify that I stenographically  
6 transcribed the said proceedings from tape recordings  
7 delivered to me by Commission Staff.

8 DATED this 6th day of April, 1999.

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JOY KELLY, RPR  
Chief, Bureau of Reporting  
Official Commission Reporter  
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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of : DOCKET NO. 981941-TL

Investigation into telephone :  
exchange boundary issues in :  
South Polk County (Ft. Meade :  
area). :

-----

Investigation into boundary : DOCKET NO. 990184-TL  
issues in South Sarasota and :  
North Charlotte Counties :  
(Englewood area). :

-----

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

-----

PROCEEDINGS: ENGLEWOOD STAFF WORKSHOP

DATE: Friday, March 26, 1999

TIME: Commenced at 8:30 a.m.

PLACE: SunCoast Auditorium  
Englewood Community Hospital  
700 Medical Boulevard  
Englewood, Florida 34223



TAPE RECORDING TRANSCRIBED BY: JOY KELLY, RPR  
Bureau Chief of Reporting  
FPSC Division of Records  
and Reporting

DOCUMENT NUMBER - DATE  
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FPSC-RECORDS/REPORTING

1 **PARTICIPATING:**

2                   **JUNE MCKINNEY, FPSC Division of Legal**  
3 **Services.**

4                   **ANN SHELFER, MICHAEL BARRET and**  
5 **LEVENT ILERI, FPSC Division of Communications.**

6                   **CHARLES REHWINKEL, Sprint**

7                   **MIKE SCOBIE, GTE**

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1 (The following has been transcribed from tapes  
2 provided by the Florida Public Service Commission  
Staff.)

3 **MS. MCKINNEY:** Good morning. By notice  
4 issued on February 22nd, 1999, this time and place was  
5 set for this workshop in Docket No. 990184 to  
6 investigate the boundary exchange issues in south  
7 Sarasota County and north Charlotte County, the  
8 Englewood area. The purpose is set out in the notice.

9 My name is June McKinney and I'm the  
10 attorney assigned to this case. We're going to be  
11 following the agenda I hoped everybody picked up this  
12 morning, the yellow sheet, as it states and whatever  
13 is in it. The first thing is we'd like to make Staff  
14 introductions on the Florida Public Service  
15 Commission.

16 This is Levent Ileri. He's technical Staff,  
17 an engineer with the Public Service Commission. Back  
18 there waving is Ann Shelfer. She's also technical  
19 Staff. And Michael Barrett who's technical Staff.  
20 Wave Michael.

21 At this time we'd also like any members of  
22 the industry to please stand up and introduce yourself  
23 and tell what company you are from and also any public  
24 officials so we'll know who is here.

25 **MR. SCOBIE:** My name is Mike Scobie. I'm

1 with GTE. (Unintelligible)

2 **MR. REHWINKEL:** My name is Charles Rehwinkel  
3 and I'm from Sprint-Florida. (Unintelligible)

4 **MR. PHILLIPS:** Paul Phillips, Englewood  
5 Water District.

6 **MS. MCKINNEY:** Mr. Phillips, you can go  
7 ahead and join the parties of record. That's what the  
8 table is for. Please join us.

9 Any other public officials? We don't want  
10 to miss anybody. (Unintelligible)

11 **MS. MCKINNEY:** Anyone else?

12 We'd like to welcome you all here.

13 The workshop that's set today is a method in  
14 which the Commission goes and develops issues and  
15 finds out what's going on with Floridians pertaining  
16 to a particular area. We're here today to discuss  
17 telecommunications, and, of course, the boundary line.  
18 I'm going to give you a little history of what's  
19 happened to bring you up-to-date.

20 I want you to know that the Englewood  
21 community has been very involved in what's going on.  
22 I, personally, have received about 300 letters, faxes  
23 and e-mails from the community, and that's very  
24 helpful to the Commission. We thank you, because we  
25 wouldn't know what's going on if you didn't contact

1 us. So I wanted to let you know. Thank you. People  
2 come up apologizing for jamming up my fax machine and  
3 jamming up my e-mails, I don't mind. My computer  
4 crashed I was getting so many from Englewood.  
5 (Laughter) But if, in fact, you hadn't let us know,  
6 we wouldn't know what was going on. So thank you. If  
7 you have have concerns, please let the Commission  
8 know.

9           What happened was, a while back the  
10 Commission set workshops in various places. They were  
11 set in December '98 and January and February of '99 to  
12 hear issues pertaining to the proposed area code  
13 change.

14           There was some confusion from the letters  
15 that I received and so I'm trying to clarify the  
16 process so you understand before we go on. I want to  
17 make sure that everybody here understands.

18           When an area code takes place, a change, the  
19 Florida Public Service Commission does not become  
20 involved unless there's a complaint, okay. So we  
21 don't have jurisdiction to do anything about an area  
22 code change unless somebody formally complains.

23           When we first find out that there's going to  
24 be an area code change, the industry, those being the  
25 parties, the telephone companies that are involved in

1 the areas of the area code, get together and they meet  
2 with an agency called NANPA, that's a federal agency;  
3 they control all of the area codes for the whole  
4 United States, and they keep up with what's going on  
5 in all of the area codes for the whole United States.  
6 And they look and they say, "If Florida's going to  
7 exhaust or run out of numbers in a certain area. We  
8 need to meet and decide to do something about it."

9           Well, last summer they meet with the  
10 industry, GTE and Sprint, and they made a plan for how  
11 they were going to resolve this. They come to an  
12 agreement and that's how an area code change take  
13 place. The Florida Public Service Commission doesn't  
14 have anything to do with it unless there's a  
15 complaint.

16           So what we did was we set the workshops that  
17 I nexted earlier in December in late '98 and early  
18 January to travel across Florida. Because we were  
19 interested in knowing what the Citizens of Florida had  
20 to say about the area code change.

21           I'm sure you heard about the workshop that  
22 was set in Bartow. And when we went to that workshop  
23 that's when we learned about the Englewood problem,  
24 okay. That's why we set these workshops. We want to  
25 do that.

1           The workshop in Bartow was held on February  
2 5th. That's when we first learned about the problem  
3 in Englewood. Well, the Commission is very consumer  
4 oriented, so Staff, the individuals here, we went back  
5 to the Commission and we said, "Well, what can we do  
6 about Englewood?" If, in fact, there's anything we  
7 can do to help you.

8           We met for about a week. We talked with the  
9 industry, because we have to talk to them. It's their  
10 area. They are the people with the actual lines. And  
11 we said there might be something we could do for them,  
12 so let's set them for a hearing. That's how this  
13 workshop was set today.

14           We opened the docket in your case on  
15 February 17th, 1999, and that's docket now 990184.  
16 There are other areas that the companies have been  
17 getting together and helping, for example, Fort Meade.  
18 And they had a similar meeting to the one we're having  
19 today. And there was a resolution that was made  
20 between the community and industry to help that area  
21 out.

22           After we set your hearing dates and the date  
23 for this workshop, a formal complaint was filed on the  
24 area code. It was filed on February 28th. So that's  
25 after everything was already set pertaining to

1 Englewood.

2 Under the law we're required to set a  
3 hearing when there's a formal complaint. And so a  
4 hearing was set for the 941 area code, and we opened  
5 the docket on March 1st.

6 The Commissioners understood the urgency of  
7 the area code change, and the reason why it's so  
8 urgent is because permissive dialing -- that's when  
9 you could use the old area code and new area code when  
10 there's a change -- that's supposed to start in March  
11 of 1998. The permanent area code change was supposed  
12 to take place in September -- so sorry, not '98; '99.  
13 The permanent area code change was supposed to take  
14 place in September of '99. That's right around the  
15 corner, ladies and gentlemen. So the Commissioners  
16 put everything on a fast track because they understood  
17 the urgency. So therefore the hearing for the area  
18 code, 941 area code, was set for April 8th and 9th.  
19 It's coming up.

20 Well, at that point Staff and I met and  
21 we're trying to decide how to handle your situation,  
22 Englewood, since we had set that beforehand. And we  
23 decided it was best that we come on down here, hear  
24 your concerns and see what we could do to still help  
25 you. There are some other things going on also.

1           There's been a motion filed by Sprint and  
2 GTE, now Sarasota County and Charlotte County, to  
3 combine all of the cases together. Because whatever  
4 happens in the 941 area code, expects what happens in  
5 Englewood. That motion is still pending at this time.  
6 The Prehearing Officer has not made a ruling.

7           But I just wanted to bring you up-to-date so  
8 you could understand. Again the Public Service  
9 Commission does not get involved in area code changes  
10 unless there's a complaint. We did not receive the  
11 complaint until February 28th. So now the issue is  
12 before the Florida Public Service Commission and they  
13 get to decide what changes will be made pertaining to  
14 the 941 area code.

15           And as this process goes along, what we want  
16 to hear from you today, those individuals that signed  
17 up to speak, is what your concerns are pertaining to  
18 Englewood and how you feel about what's going on.

19           Also, if you look in the green Special  
20 Report that we handed you it has the specific dates of  
21 the 941 area code, April 8th and 9th, and it has the  
22 locations. All of you are welcome to come out there,  
23 too, because the area code change does affect you.

24           So that's a little background about what's  
25 happened. At this time we'll take any customer or



1 industry comments. When you come up to the microphone  
2 make sure that you state your name. I'll call you  
3 individually; state your name and your address for the  
4 record, because this is being tape recorded.

5 Does anybody need of the additional forms, a  
6 Special Report or anything? The young lady over  
7 there.

8 At this time I'll start calling out  
9 individuals just come to this microphone.

10 It appears that we have about 20 individuals  
11 signed up to speak. Unfortunately we have a time  
12 limitation because the auditorium is booked. So if,  
13 in fact, somebody says what you want to say, we'd  
14 appreciate if you'd limit your comments and perhaps  
15 not repeat what they said. I'll call you out  
16 individually.

17 One more thing. I just want to mention that  
18 if the dockets are combined, then the Englewood  
19 hearing that's set in the summertime will not take  
20 place then. You're hearing will be on the fast track  
21 to be with the 941 area code hearing. So you'll know  
22 about what's going to happen quicker, okay. I'll also  
23 be taking questions at the end or if you have  
24 questions when you come up you can ask them at that  
25 time.

1           The first person, will Mac Horton, please,  
2 come up to speak. (Pause)

3           I made a mistake. I want you guys to see  
4 what's going to happen before you speak, and Levent  
5 Ileri is going to do a slide presentation and explain  
6 everything to you technically. (Laughter)  
7 (Unintelligible)

8           **MR. ILERI:** Good morning. My name is  
9 Levent Ileri, and I'm Staff with the PSC. I just want  
10 to give you some overview of the significance of the  
11 information which is out of the two different opinions  
12 on area code. (Unintelligible) One is an overlay.

13           The normal method of demonstration which is  
14 (Unintelligible)

15           **THE AUDIENCE:** We can't hear back here. We  
16 can't hear. Talk into the mike.

17           **MR. ILERI:** North American Numbering Plan  
18 Administration, which does the numbering. They assign  
19 the NPAs, numbering in the area, or the area codes,  
20 (Unintelligible)

21           And in the survey, which is known as COCUS,  
22 and based on this information they imported industry  
23 and our Commission with regard to the area code rate  
24 plan. And that's (Unintelligible) took it from one of  
25 those, overlay, and reached a process of this plan.

1           And this is just a the regular geographic  
2 area (Unintelligible). One usually takes the old area  
3 code, and the other takes the new area code.  
4 (Unintelligible) With the overlay we take two area  
5 codes and you put them under each other, and under  
6 those it is said -- (Unintelligible) -- changing your  
7 brochures, your advertisements and those kind of  
8 changes.

9           And, again, this is not exact. This is not  
10 overlay problem. This is administrative  
11 (Unintelligible) Any questions?

12           And the first alternative is the split which  
13 is the industry COCUS and the -- (Unintelligible) --  
14 941 area code (Unintelligible) The first one is  
15 quote -- says -- (Unintelligible) Those periods are  
16 indicated as 512 and NXX. And basically this began  
17 during our workshops. Staff has chosen two  
18 alternatives that includes the Fort Meade exchange and  
19 Port Charlotte and Cape Haze exchanges. And, of  
20 course, investigation 4.6 at 6.7 years.

21           The next alternative is (Unintelligible)  
22 Charlotte County. Over here for 941 to 452, of  
23 course, this increases the exhaust area and new area  
24 code (Unintelligible).

25           We also discovered we can do overlay by

1 taking new area codes and assigning one area code to  
2 the new division, which is -- (Unintelligible) --  
3 Exhaust rates for overlay as it indicates is 12 years.  
4 (Unintelligible) Other areas we're not sure --  
5 (Unintelligible) -- under the existing area codes I'm  
6 sure they will be expecting -- (Unintelligible) -- to  
7 address all area codes. The last time was the  
8 (Unintelligible) 941 area code, in which exhaust  
9 dates -- (Unintelligible) -- I guess there's --  
10 (Unintelligible)

11 I'd like to point out in any of those plans  
12 in Alternative 1 or Alternative 5, the reason is for  
13 the change is ten digit or seven digits due to --  
14 (Unintelligible) -- overlay doesn't change.

15 **UNIDENTIFIED SPEAKER:** I'm sorry. But I  
16 don't think any of us understand any of this. I  
17 don't. I'm sorry.

18 **MS. SHELFER:** I just want to state. The  
19 area code does not change your calling plan on the  
20 days that you -- (Unintelligible) -- and you have \$.25  
21 calls, it stays -- (Unintelligible) -- a person makes  
22 a call. The overlay section goes to --  
23 (Unintelligible) -- into that county. The number of  
24 digits you dial may change but not how much you pay.  
25 None of that changes. (Unintelligible)

1           **UNIDENTIFIED SPEAKER:** Ma'am, on Alternative  
2 4, the assigned two area code and have a split also,  
3 the area code that will be assigned to the old 941,  
4 the existing 941 north area, would that be put in  
5 place immediately? Would it be activated immediately  
6 over not?

7           **MS. SHELFER:** The overlay portion?

8           **UNIDENTIFIED SPEAKER:** Yeah. I assume the  
9 second area code would be used for an overlay in that  
10 alternative.

11          **MS. SHELFER:** Yes.

12          **UNIDENTIFIED SPEAKER:** Would that second  
13 area code be activated immediately? Do you know?

14          **MS. SHELFER:** I'm trying to think what's  
15 happening -- (Unintelligible)

16          **MR. ILERI:** Regarding overlay or split, and  
17 when you split generally split (Unintelligible).

18          **UNIDENTIFIED SPEAKER:** Basically you don't  
19 know when that --

20          **MR. ILERI:** We don't know, no.

21          **UNIDENTIFIED SPEAKER:** If I read your maps  
22 correctly, my understanding only Alternative 1 is the  
23 one that divides Englewood.

24          **MR. ILERI:** That's right.

25          **UNIDENTIFIED SPEAKER:** Has any consideration

1 ever been given to a service function overlay as  
2 opposed to a geographical overlay? By that I mean you  
3 can take all cellular phones. For example, all  
4 cellular, paging, and special function phone lines,  
5 data access lines, whatever are assigned a different  
6 area code. That way your phone lines remain as we  
7 are, if you will, so it would solve the problem for  
8 the request of new lines.

9           **MS. MCKINNEY:** That's a suggestion that's  
10 been made throughout the nation. It's consistent  
11 consensus among Americans that that solves the  
12 problem. However, it was ruled in court that you  
13 couldn't do that because of anticompetitive --  
14 (Unintelligible) -- customers and companies because  
15 some cities they are getting more interest in  
16 (Unintelligible) -- arguments about -- they are  
17 getting more business out of the area code they had.  
18 They they should be treated differently from  
19 (Unintelligible) -- than your cell phone company. So  
20 the court has ruled that you can't do that and that's  
21 why (Unintelligible).

22           **UNIDENTIFIED SPEAKER:** Okay.

23 (Unintelligible) (Laughter)

24           **MS. MCKINNEY:** Any additional questions.

25           **UNIDENTIFIED SPEAKER:** I have another

1 question on Alternative 4. It seems that the --  
2 there's a split takes place first and then there's  
3 equipment, overlays -- .

4 **MR. ILERI:** This kind of information is from  
5 (Unintelligible) be based on -- and (Unintelligible)  
6 regarding how to do (Unintelligible).

7 And based on that information, I can't tell  
8 you (someone coughs). It will be made when  
9 (Unintelligible).

10 **UNIDENTIFIED SPEAKER:** I guess I don't  
11 understand that, the difference between Alternative 1.  
12 Alternative 1 is the split. The split that you show  
13 in Alternative 4.

14 **MR. ILERI:** Right.

15 **UNIDENTIFIED SPEAKER:** But with an overlay.

16 **MR. ILERI:** Overlay. It goes -- Alternative  
17 4 includes the Charlotte County, Port Charlotte and  
18 (Unintelligible)

19 **UNIDENTIFIED SPEAKER:** Oh. Okay. So the  
20 area is more like Alternative 2. Alternative 3 is  
21 split.

22 **UNIDENTIFIED SPEAKER:** Alternative 1 with  
23 the whole -- (Unintelligible) Area code for the  
24 actual site that has area coded (Unintelligible)  
25 Looking at an alternative is adding more from the

1 county end so Englewood stay together. So look at the  
2 areas in each map, see which of the different  
3 proposals to help Englewood out. Look at the shaded  
4 area. The shade is different.

5 Yes, Commissioner?

6 UNIDENTIFIED SPEAKER: I thought that  
7 Alternative 3. Alternative 3 I think is just --

8 UNIDENTIFIED SPEAKER: Louder, Mac, please.

9 UNIDENTIFIED SPEAKER: Okay. How about  
10 that? (Laughter) Alternative 3 probably addresses  
11 the concerns of this particular area better than  
12 anything else. But a short period of time we'll have  
13 4.2 years we're out of luck and have to do something  
14 again. What would happen if you proposed different  
15 alternatives all together? How about an Alternative  
16 6, which was made of Manatee, Sarasota and Charlotte  
17 Counties. 941. Would they be able to extend our line  
18 out from the standpoint before we run out of numbers?  
19 You don't like that? (Laughter)

20 MS. MCKINNEY: Well, it's not that we don't  
21 like it. We have all of these guidelines.  
22 Unfortunately, we have the jurisdiction to make the  
23 distinction on the specific area code change that  
24 there's not guidelines with the federal that we have  
25 to follow, and the law provides that area that's the



1 most density gets to keep the area code, and that kind  
2 of makes things difficult sometimes.

3 (Unintelligible)

4 **UNIDENTIFIED SPEAKER:** On your advantages  
5 and disadvantages sheet, and on the map that you've  
6 got on the screen up there, I want to ask in the  
7 disadvantages under geographic split, Item 3, yours  
8 looks a little bit -- shouldn't we put inter-NPA  
9 EAS/ECS route will require 10-digit dialing?

10 **UNIDENTIFIED SPEAKER:** Would you interpret  
11 all of that for us?

12 **MS. SHELFER:** EAS is toll free. That's  
13 where it's part of your basic local rate. ECS is  
14 extended calling service; that is for residential  
15 customers, they take 25 cents per call and that's what  
16 that is. Local is EAS.

17 **UNIDENTIFIED SPEAKER:** I just want to make  
18 sure that everyone understands it's all 7-digit  
19 dialing today. That you draw a line across the route,  
20 would have to go to 10-digit dialing.

21 **MS. SHELFER:** He's looking at the NPA.  
22 Anything that's between area codes will require  
23 10-digit dialing.

24 **UNIDENTIFIED SPEAKER:** And then on the map,  
25 I know I've discussed this with -- this is what I

1 showed to Ann a few minutes ago. Charlotte County  
2 line -- put the map back up there.

3 **UNIDENTIFIED SPEAKER:** This map?

4 **UNIDENTIFIED SPEAKER:** Yes. The Charlotte  
5 County line actually goes through or bisects five  
6 exchanges. So you only show the four Charlotte -- you  
7 show the four Charlotte exchanges into DeSoto County.  
8 And that's true. But so does the Punta Gorda  
9 exchange, the North Fort Myers exchange and the Boca  
10 Grande exchange. And Punta Gorda comes down into Lee  
11 County as well.

12 **MR. ILERI:** Basically mistake over here  
13 recording the -- showing these changes. What he's  
14 saying is that North Fort Myers exchange goes into  
15 Charlotte County, which is -- about this wide here.

16 **UNIDENTIFIED SPEAKER:** Right. That's right.

17 **MR. ILERI:** And it comes from the north --  
18 (Unintelligible)

19 **UNIDENTIFIED SPEAKER:** That's right.

20 **MR. ILERI:** Then something (Unintelligible)  
21 Excluding it or including it.

22 **UNIDENTIFIED SPEAKER:** What I wanted to say,  
23 there were customers there that would have to call  
24 10-digit to say the county seat if you cut -- if you  
25 drew the line strictly along the county boundary.

1           **MR. ILERI:** I understand. Thank you.

2           **UNIDENTIFIED SPEAKER:** Boca Grande is also  
3 part of Charlotte County.

4           **UNIDENTIFIED SPEAKER:** Part of.

5           **UNIDENTIFIED SPEAKER:** Part of.

6           **UNIDENTIFIED SPEAKER:** Yeah. I mentioned  
7 that.

8           **UNIDENTIFIED SPEAKER:** Yeah. Isn't Palm  
9 Island too? (Simultaneous conversation)

10          **MS. SHELFER:** It's hard for us who do not  
11 live here to quickly realize which exchange is the  
12 first one.

13          **UNIDENTIFIED SPEAKER:** I have a question.

14          **MS. MCKINNEY:** Excuse me, I'm sorry. Go  
15 ahead. There is difference between Alternative 1 and  
16 Alternative 2. Do you know how much of that's  
17 attributable to -- how much is attributable to  
18 Fort Meade?

19          **MR. ILERI:** Alternative 1 is listed as being  
20 in the area of -- (Unintelligible) That's the reason  
21 why we're here today to discuss options.

22          **UNIDENTIFIED SPEAKER:** The question is the  
23 difference between Alternative 1 and 2 effects not  
24 only Englewood but also Fort Meade. And the two of  
25 those combined count for .6 year difference in exhaust

1 I'm wondering how much is for each one. It's all  
2 Englewood?

3 **MR. ILERI:** I do not have that information.

4 **MS. MCKINNEY:** Population in Englewood? We  
5 don't have the specific information with us to answer  
6 the question. We'll get back to you on that.

7 **UNIDENTIFIED SPEAKER:** There's a rule of  
8 thumb. There's only one code in Fort Meade, I  
9 believe, so all of the difference is really  
10 attributable to the Englewood exchange. Virtually all  
11 of it.

12 **MS. MCKINNEY:** Hold on a minute. We think  
13 we have that information. Let me check. (Pause)

14 **MS. SHELFER:** Just to give you an idea,  
15 Fort Meade has about 33,200 access lines. Where  
16 Englewood has about 22 000, 23,000. So Englewood  
17 definitely puts the larger bid on it.

18 Because we're limited with time we're going  
19 to go ahead and start taking customer testimony. So  
20 I'm going to put the mike over, and Ms. McKinney will  
21 be calling out, and I guess -- you can come back up  
22 now.

23 **MS. MCKINNEY:** I apologize.

24 **UNIDENTIFIED SPEAKER:** Turn the lights on  
25 now.

1               **MS. SHELFER:** Yes. Uh-huh. And please be  
2 careful when you come up because there are a lot of  
3 cords.

4               **UNIDENTIFIED SPEAKER:** I have a question.  
5 Is this being recorded?

6               **MS. SHELFER:** Yes.

7                                       - - - - -

8                       **COMMISSIONER MAC HORTON**  
9 appeared as a witness and testified as follows:

10                               **DIRECT STATEMENT**

11                       **COMMISSIONER HORTON:** For the record, my  
12 name is Mac Horton, Charlotte County Commission  
13 Chairman and District 3 representative. District 3 is  
14 Englewood, if all of you didn't know that. Okay.

15                               I thought I saw that thing there. It's  
16 running. I'm going to try to keep my comments short  
17 and precise and tell you what I'd like to see happen.  
18 And let's go from there.

19                               And I understand a lot of the concerns from  
20 the industry from the standpoint of splitting  
21 different areas, and I accept all of the technical  
22 jargon that you've given me. And I would like to  
23 start and make a couple editorial comments on the  
24 Special Report. About halfway down the first page  
25 there, it says "The proposed split into northwest and

1 southwest region parallels the territorial lines  
2 dividing GTE Florida and Sprint." In Englewood that's  
3 always been our problem because that's where we have  
4 always been divided.

5 We would like to see that changed. And if  
6 we can't change something along that line, then we  
7 have accomplished nothing. So we need to see that  
8 change and look at it a little bit differently.

9 The plan would take Manatee and Sarasota  
10 Counties and separate Charlotte County from that. I  
11 don't think that's in the best interest of Charlotte  
12 County. I know that's not in the best interest of  
13 Englewood. Whatever we do with this, Charlotte County  
14 needs to be very closely related to their sister  
15 county of Sarasota. Whatever happens to Sarasota with  
16 this needs to happen with Charlotte County, and vice  
17 versa, so that we are not split again in Englewood.

18 I'm having difficulty. I've got to wear two  
19 hats. I've got to wear Charlotte County's hat and  
20 I've got to wear Englewood's hat. But I think when  
21 you get to the bottom line of everything you're  
22 talking about we need to do something along the plan  
23 of Alternate 3. That's the only one there that I see  
24 that addresses and has Sarasota County and Manatee  
25 County and Charlotte County together. I would really

1 like to exclude Polk but I understand what you're  
2 telling me. There's a lot of people up there and  
3 there's a lot of consideration there so I understand  
4 that.

5 But we really need to keep -- and I'm going  
6 to say it again and probably say it again before I'm  
7 through -- we need to keep Sarasota and Charlotte  
8 County together. If you take Charlotte County and  
9 break out the Englewood section, you've compounded the  
10 problem without really resolving it.

11 So whatever we do we need to keep Sarasota  
12 and Charlotte County together and then we can -- have  
13 I said that enough? Okay, I've said that enough.  
14 I've gotten that point across.

15 As far as the overlay is concerned, I'm not  
16 real excited about the overlay. I understand that may  
17 be something that we have to have because it's  
18 inevitable, but I've got to keep Sarasota and  
19 Charlotte County together. Thank you.

20 **MS. SHELFER:** Let me ask you a question. If  
21 the choice was to change between a geographic split  
22 and an overlay, you believe that the overlay would be  
23 more effective in your area keeping it together.

24 **COMMISSIONER HORTON:** Unofficially, speaking  
25 for myself alone, I would see the overlay as being an

1 accepted alternate if that's the best I can get. But  
2 I don't like that.

3 **MS. SHELFER:** Thank you. I understand.

4 **MR. BARRETT:** Did that conclude your  
5 remarks?

6 **COMMISSIONER HORTON:** That's it. I've done  
7 it.

8 **MR. BARRETT:** Okay. The next --

9 **COMMISSIONER HORTON:** I want Sarasota County  
10 together.

11 **MR. BARRETT:** We got it.

12 I want to point out, our speakers shall the  
13 order that people are going to be called was the order  
14 that they signed in, so those of you that came in  
15 later, you'll be speaking a little bit later. But the  
16 next person we have is Marty Burton. Marty.

17 - - - - -

18 **MARTY BURTON**

19 appeared as a witness and testified as follows:

20 **DIRECT STATEMENT**

21 **MS. BURTON:** Good morning. My name is Marty  
22 Burton. I'm an Assistant County Attorney with the  
23 Charlotte County Attorneys Office.

24 The main concern of Charlotte County has  
25 been very well addressed by Chairman Mac Horton as far



1 as our county not desiring to be split. And he has  
2 also explained the quandary that he is in. He wishes  
3 to keep the Englewood community together but as  
4 Chairman of the Board of County Commissioners he also  
5 needs to look at what is best for the county as a  
6 whole. And even though we realize we may not be able  
7 to have the splits exactly along county lines because  
8 of the way the exchanges are delineated, we think it  
9 would be best to look at the growth and population  
10 locations within each county and feel that at the  
11 northern edge of our county we have a lot more growth  
12 and development that crosses the county line than we  
13 do at the southern edge of our county.

14 We also believe that in trying to look at  
15 how to resolve the Englewood question, we can't really  
16 come up with the best solution unless we also look at  
17 the 941 docket, which is why we have joined in with  
18 Sprint and GTE in the motion to consolidate the two  
19 dockets.

20 We would hope that in the future there would  
21 be some way to be able to have some community and  
22 governmental input into the plans for the various  
23 changes for telephone area codes and for growth of the  
24 communication system. We know this is a federal  
25 matter and there may not be an opportunity to do this,

1 but if there's any way that we can, and we're  
2 certainly open to suggestions from the PSC, Staff, we  
3 would be interested. Thank you.

4 We would also favor the same alternative  
5 that was chosen by Commissioner Horton, which is  
6 Alternative 3, if we had to choose between these five.

7 **MR. BARRETT:** Shannon Staub.

8 - - - - -

9 **SHANNON STAUB**

10 appeared as a witness and testified as follows:

11 **DIRECT STATEMENT**

12 **MS. STAUB:** For the record my name is  
13 Shannon Staub. I'm Chair of the Sarasota Commission  
14 and District 3 representative, which includes the  
15 Englewood community.

16 I think we need to explain to those folks  
17 who don't live in this area why we feel factually that  
18 the Charlotte County and Sarasota County, particularly  
19 the Englewood community, has to stay together.

20 Back in 1995 both counties created what we  
21 call a bi-county advisory board. This board is made  
22 up of appointed citizens who HAVE worked very  
23 diligently and hard since 1995 to come up with  
24 recommendations on how the two counties can serve the  
25 Englewood community as one entity.

1           In looking at that, they have given us  
2 suggestions for land planning, for transportation  
3 planning, for utility planning and for emergency  
4 management.

5           Englewood is not only unique because of  
6 Charlotte and Sarasota splitting it, but it also has  
7 two special districts that were created by the state  
8 legislature. You have the Englewood Water District  
9 and you have the Englewood Fire District. So we are a  
10 hodge-podge in Englewood of a lot of government  
11 entities.

12           For the last few years we have strived very  
13 hard to bring Englewood as one community. Because  
14 when people travel they don't know they are going  
15 across the county line; they don't want any attention  
16 to that. When they get their water they're not real  
17 sure it's from the special district, Charlotte or  
18 Sarasota, they just know they get their water. Same  
19 thing with emergency management.

20           So I think that when you look at the  
21 community we have to look at all of the efforts that  
22 governments and special districts have put into making  
23 this a singular community.

24           We are in the plans right now for major  
25 expenditures on transportation routes. Together

1 Charlotte County and Sarasota County have put together  
2 a package where actually Charlotte County tax dollars  
3 are going to pay for a road in Sarasota County, and  
4 evacuation road that will help the Sarasota County  
5 residents during hurricanes. So we're talking about  
6 we're not having a problem taking tax money across the  
7 line. People don't have a problem using services  
8 across the line. So I think the area code needs to  
9 stay intact for the Englewood community.

10 We also -- we're planning an evacuation  
11 route that's going to be \$60 million if we get in the  
12 next five years; probably going to be more than that.  
13 We have put infrastructure in to service the whole  
14 Charlotte and Sarasota County area. We have a sports  
15 complex that's called a regional complex that serves  
16 both counties. We have started a downtown  
17 revitalization that's multi millions of dollars. It  
18 will take the Charlotte County businesses and the  
19 Sarasota County businesses and revitalize both. So  
20 there's no county line in our minds right there.

21 We have a library that takes care of people  
22 who live in Charlotte County and Sarasota County. Our  
23 students in Sarasota County in high school don't go to  
24 Sarasota County High School; they go to Lemon Bay,  
25 which is in Charlotte County.

1           So as you can see, it is a total  
2 interrelationship between the counties. To try to  
3 break up that relationship will destroy many tax  
4 dollars that are forthcoming in planning and an awful  
5 lot of government consideration and citizen  
6 participation in making the sense of community remain  
7 there. We have the Englewood Community Hospital,  
8 which is used by both residents of both counties.

9           The area code, I think, number one, must  
10 keep Charlotte and Sarasota County county together.  
11 The druthers, I think the very one I've talked to --  
12 and I understand it's not possible but we're going to  
13 put it on the floor anyway, is involve Sarasota,  
14 Manatee and Charlotte Counties have an area code, even  
15 if it was a new area code, it could last longer.

16           Manatee County and Charlotte County also  
17 have a lot of interaction which I hope, as we proceed  
18 on the April 8th hearing, to be able to tell you more  
19 about that interrelationship.

20           But I think that the issue of Englewood is  
21 one that you can't just disregard. Because the people  
22 here, primarily the elderly people and the number of  
23 school children that we have, would not be conducive  
24 to having a split where you've got to do 7-digits here  
25 and 10-digits there.

1 I'm not going to say that we support any of  
2 the alternatives at this point. Because I think that  
3 it's too easy for people just to say you got up there,  
4 you had 20 people voting for Alternative 3, so they'll  
5 accept that.

6 I think what the Commission and the industry  
7 needs to really look at is what's best for the  
8 geographical area of Sarasota and Charlotte, in my  
9 hopes bringing in Manatee and taking that into  
10 account.

11 I think the overlay would not be  
12 satisfactory. As I say, our residents are very hard  
13 to adapt to change. And I think that the confusion  
14 there -- Sarasota County has, I believe, the second  
15 highest elderly population in the state and we may be  
16 first by now. So I think that we have to give  
17 consideration to the demographics of the area.

18 I'd also like to make just one final  
19 statement on the process.

20 I would hope that when this process happens  
21 again, that local governments are really consulted and  
22 used as consultants. We can provide extremely good  
23 demographic area projects for population growth. We  
24 know that our land planning is going to develop areas.  
25 We definitely are going to have higher densities. You

1 all aren't even able to take that into account, I  
2 don't believe, at this point. Because we're looking  
3 at a major 50,000 acres in northern part of Sarasota  
4 County that in our land use planning may incur higher  
5 densities. Probably by next year. Meaning that the  
6 land there change. It won't happen overnight, but we  
7 will be planning.

8           So I think that if we can work more in  
9 concert with the Commission, the Commission Staff and  
10 the industry to help get factual information as well  
11 as those anecdotes of the folks that live here and put  
12 a face on this community, I think, is very important.

13           So I appreciate the opportunity to speak. I  
14 think that if you all can look at keeping Charlotte  
15 County and Sarasota Counties together -- and I  
16 advocate putting the dockets together so we can  
17 discuss the inclusion of Manatee also. Thank you.

18           **MR. BARRETT:** Thank you.

19           I wanted to point out a couple other things.

20           I told you that the speakers are going to be  
21 called in the order that they signed in. If you chose  
22 to decline to speak, you can just -- when your name is  
23 called, if you just say, "I don't wish to speak,"  
24 that's perfectly fine. And if you signed in and you  
25 did not indicate that you wanted to speak, we will

1 still ask you if you want to speak once we clear all  
2 of the folks that have signed in.

3 (End of Side A, Tape 1.)

4 **MR. BARRETT:** Helen Becker and Paul  
5 Phillips.

6 - - - - -

7 **HELEN BECKER**

8 appeared as a witness and testified as follows:

9 **DIRECT STATEMENT**

10 **MS. BECKER:** I'm Helen L Becker. And I live  
11 at 5226 Neville Terrace in Gulf Coast, which is on the  
12 Myakka River in the Cape Haze peninsula, and my formal  
13 address is Port Charlotte. And I live 15 miles away  
14 from Port Charlotte, but thanks to General  
15 Development, that's my address.

16 I've lived here 20 years. We've already --  
17 when we first came we had a 813 exchange; then it  
18 became 941. And I, myself, think that the Cape Haze  
19 peninsula is being excluded from a lot of things. I  
20 think you need to realize that Charlotte County is  
21 really divided by the Myakka River. And it costs me a  
22 quarter; before it was long distance now it's a  
23 quarter to call Elga Bean (ph), which is across the  
24 town. And it costs me -- whatever -- it's a long  
25 distance call for me to call Japanese Gardens, up in



1 the other side of Englewood.

2           We're just -- nobody wants us. And I think  
3 this is all wrong. I belong to an organization that  
4 includes Manatee, Sarasota and Charlotte County.  
5 That's a nice group. I don't understand why you have  
6 Polk County in here in the first place. If you're  
7 going to put us with anybody, why don't you put us  
8 with Hardee and DeSoto? I mean, I just don't  
9 understand it. Thank you.

10

- - - - -

11

**PAUL PHILLIPS**

12 appeared as a witness and testified as follows:

13

**DIRECT STATEMENT**

14

**MR. PHILLIPS:** For the record my name is

15

Paul Phillips. I'm one of the elected members of the

16

Englewood Water District. And the Water District is

17

located at 201 Selma Avenue. The headquarters happens

18

to be in Sarasota County.

19

I'd like to describe further -- you heard

20

from the Commissioners of both Charlotte and Sarasota

21

County. Well, the Water District is a small political

22

body formed in 1959 by the state legislature for the

23

purposes of providing water and sewer service for this

24

area.

25

Now, I have passed out maps for the

1 legislative -- or the PSC people. But for the rest of  
2 you, I'm sure you all know this is the Englewood Water  
3 District area. And if you look very carefully you  
4 find this is the county line. Right there. And so  
5 the people who get water and sewer live down here.  
6 People who get water and sewer live up here and they  
7 totally disregard -- pay no attention to the county  
8 line.

9           So if there was any division -- thank you,  
10 you can just put it down -- if there was any division  
11 or -- of difficulty of dialing or things for the staff  
12 or for the citizens because of overlay, the difference  
13 between seven digits and ten digits, this would make  
14 life extremely difficult, if not impossible for these  
15 people. It's imperative that the Water District, as a  
16 small political body within both Sarasota and  
17 Charlotte County, remain as a single entity.

18           We have people that are calling -- in other  
19 words, if you can imagine an irate customer calling  
20 because a pump station is overflowing in their front  
21 yard, they are about as mad as they can get at that  
22 point. And then they have to remember, "Oops, I have  
23 to dial ten digits to report this versus seven if I'm  
24 calling somewhere else." Forget it. It's a terrible  
25 situation; most unsatisfactory for everyone.

1           The Water District, as I said, is a  
2 political entity, a special district, and that it is  
3 imperative that it continue to operate in the way it  
4 has.

5           Right now, for example, the sewer plant  
6 servicing the entire Englewood area is located in  
7 Charlotte County. The water facility servicing the  
8 entire water district is located in Sarasota County.  
9 So you can see that it crosses this county imaginary  
10 line with absolutely no impact whatsoever on our  
11 operation. And we would hope and respectfully request  
12 that whatever happens that it will continuously be no  
13 impact on the operation.

14           Thank you.

15           **MR. BARRETT:** Greg Wanner.

16           - - - - -

17           **GREG WANNER**

18           appeared as a witness and testified as follows:

19           **DIRECT STATEMENT**

20           **MR. WANNER:** My name is Greg Wanner. And  
21 I'm owner of an Internet service provider called  
22 Englewood On-line, some of you may be aware of.  
23 Currently we operate out of Charlotte County. We are  
24 moving into Sarasota County.

25           I guess my main purpose for coming here

1 today is just to express -- I can tell you there is a  
2 lot of confusion if the area code changed. I receive  
3 at least one or two e-mails myself per day, not to  
4 mention every public event I attend or every public  
5 meeting that we go to I always hear the question, in  
6 this area code change, does that mean I have to get a  
7 new service provider because you're going to be long  
8 distance? Of course, I try to educate the the public  
9 and tell them no, that's not the case. It's simply  
10 that you're going to have to dial ten digits.

11           Once again, as the Commissioners have  
12 explained, there's an older population. Technology  
13 sometimes just does not -- they just don't grasp the  
14 concept of what that means. And I think generally  
15 speaking, when everyone sees that you have to include  
16 an area code, you've just become programmed that you  
17 have to dial "1" and then the area code.

18           We have seen cases, too, where we do have  
19 instances in certain areas -- because we cover a large  
20 area, we actually go from Sarasota to Punta Gorda is  
21 where we provide local service -- and we have had  
22 cases where customers have dialed a local number using  
23 the area code when it should have been blocked and  
24 being charged long distance charges. Of course, I get  
25 the irate customer with the \$200 phone bill.

1           So I guess all I'm trying to say is I think  
2 it's going to create a lot of confusion and I'd have  
3 agree with Commissioner Staub's proposal, that we  
4 include Manatee, Sarasota and Charlotte County as one  
5 area code. If that needs to be a new area code, that  
6 would be fine, but at least make us that one section  
7 or one community so that we can all remain and we  
8 don't have that problem of trying to reeducate. I  
9 don't like the idea of an area code change but I'd  
10 rather see that than an overlay or a split. Thank  
11 you.

12           **MR. BARRETT:** Dr. Willard Coy.

13   - - - - -

14   **WILLARD COY**

15 appeared as a witness and testified as follows:

16   **DIRECT STATEMENT**

17           **MR. COY:** Good morning, ladies and  
18 gentlemen. For the record, I'm Willard Coy. I'm the  
19 vice-chair of the Englewood Area Planning and Advisory  
20 Board. And our purpose, to reiterate what Chairman  
21 Staub had said, the board's purpose is to advise the  
22 governing bodies of Sarasota County, Charlotte County,  
23 and the city of North Port on the coordinated  
24 provision of county services to the entire Englewood  
25 community.

1           If you'll look at the maps that I've passed  
2 out to these people, if you'll look right on the upper  
3 left, the area shown on the map area is approximately  
4 what we consider the northern boarder of Englewood,  
5 and then the Gulf will be the western boarder. And  
6 the Myakka River would be the eastern boarder. And  
7 you can see that the Englewood area encompasses all of  
8 Cape Haze peninsula and that's what we consider the  
9 Englewood area. There's no dividing line as the  
10 Sarasota county line.

11           Emphasizing the fact that we are  
12 coordinating the efforts between the Sarasota and  
13 Charlotte County, it's very important -- it's  
14 important to keep this intact. Agree that Manasota --  
15 I beg your pardon -- Manatee, Sarasota and Charlotte  
16 Counties should be one, but your Plan 3 would be the  
17 next acceptable one.

18           I think at this time, rather than continue  
19 on with anything else that everybody has said, that I  
20 would just add my recommendations to keep no division  
21 in the Englewood area; to have minimal effect on  
22 businesses and residents; a minimum effect on existing  
23 emergency services. And since there is another  
24 inframeasure in the near future, we must consider  
25 that. I'm concerned about the ability of the

1 forces-to-be on the projected time limits. The track  
2 record isn't very good. I wonder what's going to  
3 happen if we set something we're going to be here for  
4 six years and suddenly, "oops", it's only two years.  
5 We must consider that.

6           The other main concern that I think people  
7 have in this area is that Englewood, in the past, has  
8 been forgotten. We want you to recognize that 60%  
9 approximately of all of the tourist tax dollars are  
10 spent in the Englewood area. So the businesses are  
11 seriously affected by you.

12           Thank you.

13           **MR. BARRETT:** John Fellin.

14                           - - - - -

15                           **JOHN FELLIN**

16 appeared as a witness and testified as follows:

17                           **DIRECT STATEMENT**

18           **MR. FELLIN:** Good morning. For the record,  
19 John Fellin. And as usual, I'm not sure what hat  
20 to wear this morning. I do serve as the Chairman of  
21 the Chamber of Commerce's Position and Politics  
22 Committee that brought the Chamber into this at the  
23 outset. I also am the Chairman of the Englewood Area  
24 Planning Advisory Board that's been referred to  
25 before. Also the president of Digital Electronic

1 Systems who manufacture communications and  
2 telecommunications equipment.

3           Nobody likes change. And change is  
4 inevitable. When you make change, you have to draw a  
5 line where that change occurs. And no matter where  
6 you draw that line someone is not going to like where  
7 that line is at.

8           I hope that from what you've heard today  
9 that you understand that this is not your typical  
10 situation. We don't have a situation where Charlotte  
11 County is saying, "No, don't change our area code,"  
12 and Sarasota County is saying, "No, that's fine.  
13 We're going to stay the same." Both government  
14 agencies, the ones that originally proposed to stay in  
15 941 and those that weren't, are both saying this is a  
16 bad idea.

17           We all, I think, are under the mechanics of  
18 the geographical division. We've gone through that  
19 just about three years ago when we went from 813 to  
20 941. I think, at least I -- I'm not -- technical  
21 aspect of this, I'm a little foggy at just how the  
22 overlay works on a mechanical situation. I've heard  
23 differing opinions, even from the people at this  
24 table, as to we have to dial 10-digit numbers or just  
25 if you're going to a different area code. I'd like



1 someone to state that clearly. Someone who  
2 understands, with authority can state that for the  
3 record, so we really know what we're talking about  
4 here today.

5 A question was raised about the sequencing  
6 of the overlay; whether that had to take effect  
7 immediately, concurrent with the geographical split or  
8 could that be furthered to some later point in time.

9 I would think, just again a simple practical  
10 sense aspect, if that could be sequenced at some  
11 future date.

12 We've also heard the suggestion of creating  
13 a new area code for Manatee, Sarasota and Charlotte  
14 Counties. Obviously the time frame we're looking at  
15 to implement this change that we're looking at does  
16 not permit that. At least, not from my perspective.  
17 I don't think you could go through the mechanics of  
18 the hearing process and implement that in a timely  
19 fashion.

20 Certainly from the alternatives that have  
21 been presented so far, Alternative 4 has the best  
22 exhaust of all of the alternatives that have been  
23 presented, and on that basis, certainly that could be  
24 supported.

25 I'd like to point out that Alternative 3

1 would be an intermediate step. It includes the same  
2 geographical boundaries as the best exhaust,  
3 Alternative 4. It would be consistent with a new area  
4 code for Manatee and Sarasota Counties, all of which  
5 would stay within the 941 area code. Seems to me,  
6 since we're up against the wall here, we're under the  
7 gun; we've got to do something and do something fast.  
8 Let's do 3. That gives us at least a couple of years  
9 to try to figure out whether we want to see eventually  
10 implement the overlay, create a new area code for the  
11 three-county area or some other alternative that may  
12 come out of Washington. Let's face it folks, the day  
13 is not that far off. We're going to run out of area  
14 codes.

15           And I guess that's all I have to say today.  
16 Thank you.

17           **MS. SHELFER:** Just to answer the question he  
18 asked on overlay, whether you dialed seven or ten  
19 digits, federal guidelines states on an overlay it's  
20 mandatory 10-digit dialing for everyone. So 7-digit  
21 dialing is completely gone in a overlay situation.

22           **MR. BARRETT:** Kathleen Schneider. Oh.  
23 Okay. Pardon me.

24           Who's on deck is Mr. Ewing, I think. It's a  
25 little difficult to read. Erwin. You're on deck after

1 Kathleen.

2

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3

**KATHLEEN SCHNEIDER**

4

appeared as a witness and testified as follows:

5

**DIRECT STATEMENT**

6

**MS. SCHNEIDER:** For the record my name is

7

Kathleen Schneider. I'm an attorney with the Sarasota

8

County Attorneys Office. And I have a few comments to

9

make about various points here in the process.

10

I guess one of the questions I have is where

11

we've heard about the NPA guidelines and that the

12

guidelines are intended to be followed and they are

13

sort of restrictive at this point, and the Commission

14

can't work around these and has to stay within them,

15

which makes sense. However, the guidelines state that

16

relief plans are to enable exhaust periods to be from

17

eight to ten years. So I guess our question in the

18

count is: Except for the overlay, none of these

19

alternatives meet the guideline of the eight-to-ten

20

year exhaust period. And one of the points that we

21

want to make, and it's actually better made in the 941

22

docket, but you can see this issue overlaps into this

23

docket, which, again, is why we want them

24

consolidated, is the county doesn't have any ownership

25

of 941 at this point. What we would really like to

1 see is something -- the area code service areas to be  
2 reconfigured so that we have a longer exhaust period.

3 Now, this may mean that the split is into  
4 more than one other area code, as is suggested now.  
5 And it may mean that there are two new area codes.  
6 And, of course, we advocate Manatee, Charlotte and  
7 Sarasota into one area code because of the political  
8 interconnection as well the community interconnection  
9 in those areas.

10 I know I've spoken to Ms. McKinney at the  
11 PSC and I understand that the NANPA does not like to  
12 do that. But I also see in the guidelines that they  
13 say generally only one area code is used in a split.  
14 It's not something that is categorically prohibited,  
15 at least I haven't been shown anything that does that.

16 I think that the guidelines also indicate  
17 there are issues to be considered during NPA relief  
18 planning. And they specifically state that the public  
19 reaction to, and political involvement in boundary  
20 decisions, the impact on market identity, recognition,  
21 geographic identity, public familiarity, public costs,  
22 911 system impacts -- these are all issues that the  
23 NANPA specifically says should be considered in relief  
24 planning. And it's our position that these have not  
25 been considered, at least to the point that we would

1 like to have them considered at this point.

2           And so we really would strongly advocate --  
3 I disagree with the previous speaker that there isn't  
4 time to reconfigure this into a new area code. I  
5 think that we should get on the -- we should just work  
6 toward that goal so that we have an eight-to-ten year  
7 period within which we can all function.

8           The multiple area code, the overlay issue,  
9 Sarasota County is very much against this. As  
10 Commissioner Staub has indicated, it's very confusing  
11 for residents of the county to have their neighbor  
12 have a different area code number; the business across  
13 the street to have a different area code number. It's  
14 hard enough to remember numbers themselves without  
15 having to worry about what the area codes are for your  
16 neighbors and businesses that you normally frequent.

17           Also, as the prefiled testimony indicates in  
18 the 941 docket, which, of course, is not in this  
19 docket but I'll bring it into play right now, is our  
20 emergency services director has stated that multiple  
21 area codes in one county can end up to be problematic  
22 during an emergency episode. And I think that he is  
23 one that can better address them. I'm not going to  
24 attempt to go into the particulars on them, which is  
25 another reason why this docket should be combined.

1 But it has to do with when computer systems break down  
2 and you have to end up with manual operations and  
3 sites; just a situation that all of us, in this area  
4 where we are very hurricane vulnerable, that we  
5 certainly don't want this kind of a situation, which  
6 overlays will definitely bring that problem to the  
7 front.

8           And also those people advocating overlays, I  
9 think that you should remember that if right now we're  
10 talking about one overlay, but there's nothing to  
11 prevent that overlay from exhausting and another  
12 overlay from being in place. So we could have three,  
13 four, you know, different area codes in our own  
14 community, and eventually we may end up with one area  
15 code per county. We may end up with one area code per  
16 city. I mean, who knows? The point that we want to  
17 make is let's take care of that now. Let's give us  
18 the exhaust period now.

19           Okay, we're in this -- I'll speed it up --  
20 but we're in this jeopardy period, which I'm not sure  
21 what the name is, where they say, "Hurry up. We're  
22 running out of numbers."

23           And the other point I want to ask the  
24 Commission to consider is this -- and I probably have  
25 the number wrong -- local portability, whatever that

1 is right now as I understand it -- and I'm a novice at  
2 this, so forgive me if I'm mixing things up. But I  
3 understand that there are something like 10,000  
4 numbers that are given to each carrier at a point, and  
5 they use these numbers. And the local portability is  
6 to reduce that amount to 1,000 numbers. And so I  
7 guess my question is, if we're in this jeopardy  
8 situation, has the Commission or will the Commission,  
9 look to see, as a result, different carriers used up  
10 their numbers? Are there numbers that haven't yet  
11 been used that they can put into the pot and get to a  
12 jeopardy position, give it some extra time. That may  
13 be so fundamental and so ridiculous that you're  
14 laughing. But I don't know. So I'm just asking, you  
15 know, maybe, think about this. I realize it's being  
16 test marketed. It was test marketed in Illinois and  
17 some other areas, and may be more acceptable.

18 But we would ask, don't make this easy and  
19 just come up with an easy solution. Give it some  
20 thought because we are, as a community, very concerned  
21 about the impact this has on emergency services, the  
22 community businesses and the residents themselves.

23 Thank you.

24 **MS. SHELFER:** I'll answer one of the  
25 questions.

1           We spoke with NANPA just the other day, and  
2 the tentative exhaust date for area codes for the  
3 United States is the year 2007. One of the things  
4 that was suggested that we look at is what we call  
5 number pooling, number portability, where you'll be  
6 able to take your phone number if you move.

7           The Commission is very much into number  
8 utilization. There are problems at the federal level  
9 that limit this state's jurisdiction and their ability  
10 to work with this, but I believe that in the near  
11 future you'll see much activity in this arena. Maybe  
12 like doing a 1,000 block number assignment instead of  
13 the current 10,000. And that will keep the exhaust  
14 date on the area code down as well.

15           So we are working toward that. Mr. Ewing.

16                               - - - - -

17                               **JAMES EWING**

18 appeared as a witness and testified as follows:

19                               **DIRECT STATEMENT**

20           **MR. EWING:** Good morning. My name is James  
21 Ewing. I'm the spokesman for the Southwest County  
22 Alliance of Homeowners Associations. Now, that's  
23 southwest Sarasota County; all of our members in  
24 Sarasota County. There are about 4,000 homes in our  
25 alliance.



1           Our steering committee suggests, and this is  
2 the first time that I've heard this today, that we try  
3 to eliminate an immediate second division. There's no  
4 question that this area code is going to be divided  
5 now, but why not divide it into three area codes now,  
6 so that in a couple of years we don't -- we're not  
7 faced with doing it again. It's a real pain in the  
8 neck for businesses and even individual homeowners to  
9 go through an area code change.

10           Our committee suggests -- and by the way, we  
11 did not have these alternates before us -- the  
12 alternates that have been proposed here today. But we  
13 suggested that as part of the division of 941, that  
14 three areas be established. One would be Manatee,  
15 Hardee, and Polk Counties. One would be Sarasota,  
16 Charlotte and DeSoto counties. And one would be Lee,  
17 Collier and the main part of Monroe Counties. Glades,  
18 Hendry, Highlands and Okeechobee Counties unassigned.  
19 They could be left with Area 3 as they now are, Lee  
20 Collier and Monroe, or they could be divided as  
21 eastern extensions of each of the three areas we  
22 propose. This would keep an almost immediate second  
23 division of the area codes from happening.

24           I don't know whether the federal government  
25 will consider moving one area code into three, but the

1 figures that have been presented here this morning on  
2 probable need in the future are talking about 4.2  
3 years before they need to break up the new division of  
4 941.

5 Past history tells us that that probably is  
6 not long enough. Like right now, we're in the midst  
7 of having to break up 941 about two years earlier than  
8 the projected date was supposed to set.

9 We are definitely opposed to dividing  
10 Charlotte and Sarasota Counties into different area  
11 codes. There is too much connection between them. If  
12 you take the part of Charlotte County from the Myakka  
13 River to the Lemon Bay to the Gulf, and assign it with  
14 Sarasota County, then you've divided Charlotte County  
15 into two different area codes, and this is not good.  
16 Let's keep Charlotte and Sarasota County in one area  
17 code.

18 **MS. SHELFER:** All right. Two more points.

19 The time that we estimate the exhaustion of  
20 these area codes is based on information that's  
21 provided us by NANPA, and that's the National  
22 Association Numbering Plan Administration. So it's  
23 not something that we determine. So that information,  
24 like I said, is provided.

25 The second thing I'd like to address, while

1 we do have the alternative for the two area codes, the  
2 likelihood that we will actually be able to get to is  
3 probably slim to none, especially in light that we  
4 were informed that area code exhaustion was scheduled  
5 for 2007. I believe the direction that you will see  
6 the state commissions heading in is more number  
7 conservation of the numbers that we already have.  
8 Some information we've been doing recently is there  
9 are a lot of unused numbers available. It's just a  
10 matter of how we can get them back.

11 **MR. BARRETT:** Grace Amodeo -- and please  
12 forgive me if I do butcher your name -- you're  
13 speaking after Stefanie Mead.

14

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15

**STEFANIE MEAD**

16 appeared as a witness and testified as follows:

17

**DIRECT STATEMENT**

18

**MS. MEAD:** Good morning. I'm Stefanie Mean.

19

I'm Chairman of Economic Development for the Englewood

20

Area Chamber of Commerce. I have a business in the

21

Sarasota County area, and my retail sales covers 70%

22

of the Charlotte County area within the Englewood

23

community.

24

Basically I'm just going to ask you a few

25

questions to kind of clear some things up in my mind.

1 Alternative plan No. 3 looks real good to us. And  
2 that's in keeping with the Chamber of Commerce's  
3 resolution.

4 It's also in keeping with a proposal, a  
5 letter from Frank Tambarino (ph). He's the director  
6 of the Committee for Economic Development in Sarasota  
7 County. And I believe you have a copy of this letter  
8 but I'm just going to go ahead and give it to you for  
9 your records.

10 Basically that says please don't split the  
11 Englewood community. Okay.

12 My question, first off, was for alternative  
13 Plan 3, okay, after alternative Plan 3 has been  
14 exhausted in 4.2 years, would an overlay automatically  
15 come into effect?

16 **MS. SHELFER:** We'd go through the exact same  
17 procedures that we're going through now.

18 **MS. MEAD:** You would have to do that. Okay.

19 **MS. SHELFER:** Alternative 3 will be  
20 presented with an on-site plan, and then --

21 **MS. MEAD:** Okay. In the event that the  
22 alternative plan No. 4, the overlay comes into effect,  
23 are you going to change the terminology of "area code"  
24 to "prefix"?

25 **MS. SHELFER:** No. The prefix is the first

1 three digits --

2 MS. MEAD: What are you going to address  
3 that area code as? Because that's going to cause a  
4 considerable amount of confusion. Because area code,  
5 in the minds of the citizens, normal people, we think  
6 of area codes as designating an area. So would you  
7 change your marketing?

8 MS. SHELFER: It will be the same.

9 (Simultaneous conversation.)

10 MS. MEAD: It will still say "area code."

11 MS. SHELFER: -- same area.

12 MS. MEAD: Okay. So my neighbor across the  
13 street could have a different area code.

14 MS. SHELFER: Yes.

15 MS. MEAD: Okay. And if there's an  
16 emergency, if somebody is trying to call, they haven't  
17 gotten the right area code, there will be that delay  
18 like on the 911. 911 goes through fast. But for  
19 hospitals or anything like that, right? (Simultaneous  
20 conversation)

21 MS. MEAD: Pardon?

22 MS. SHELFER: You'll have to know the area  
23 code.

24 MS. MEAD: You'll have to know the area  
25 code. Okay.

1           The other thing I just wanted to know is  
2 historically have overlays worked pretty well in other  
3 areas to your -- ah ha, June is laughing.

4           **MS. SHELFER:** The only one that we felt was  
5 implemented is Dade County.

6           **MS. MEAD:** Dade County.

7           **MS. SHELFER:** Florida. (Simultaneous  
8 conversation)

9           **MS. MEAD:** Okay. As far as I'm aware of,  
10 Charlotte County is the fastest growing county in the  
11 state of Florida.

12           In the event that after you all decide with  
13 your recommendations, I hope you're going to recommend  
14 alternative Plan 3 -- but in the event, after 4.2  
15 years is exhausted, and the population density of  
16 Charlotte County supersedes that of Polk County, could  
17 we then like go that -- keep that 941 area code for  
18 Charlotte, Sarasota and Manatee?

19           **MS. MCKINNEY:** Definitely. Whenever your  
20 area code stops, the whole process starts over again.

21           **MS. MEAD:** Yeah. We have -- it's going to  
22 stop the 2007 or something.

23           **MS. MCKINNEY:** Whole exhaustion --  
24 (Simultaneous conversation)

25           **MS. MEAD:** But this is going to exhaust in

1 4.2 years so we still have some opportunity. That's  
2 what I'm saying. Okay.

3 And the last thing I just want to ask is the  
4 CASR time schedule for the docket -- I know it's  
5 tentative -- it says that on 9-9-99 the Staff is going  
6 to give its recommendations.

7 **MS. MCKINNEY:** Stefanie, that has changed,  
8 the dates of the CASR.

9 **MS. SHELFER:** The docket has consolidated.  
10 Those are nearer the dates of 941 area code.

11 **MS. MEAD:** Okay. Which --

12 **MS. MCKINNEY:** But the hearing date is  
13 changed to use the docket number -- (Unintelligible)

14 **MS. MEAD:** Okay.

15 **MS. MCKINNEY:** Because information is taken  
16 of a few that -- fast track.

17 **MS. MEAD:** Okay. Very good. I'd like to  
18 thank you for the opportunity you've given us in  
19 Englewood to state our case and make our comments  
20 known. And on behalf of the Chamber, we are -- we  
21 recommended that you seriously consider alternative  
22 Plan 3. Thank you.

23 **MS. MEAD:** Charles McAllister, you're on  
24 deck. The next speaker is Grace Amodeo.

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**GRACE AMODEO**

appeared as a witness and testified as follows:

**DIRECT STATEMENT**

**MS. AMODEO:** My name is Grace Amodeo and I live the 17079 O'Hara Drive in Port Charlotte, Florida. And I am the person who headed the petition to eliminate long distance charges in all of Charlotte County.

We're divided by two rivers but that we can't do anything about. We do not want to be divided by a telephone company.

We heard from two Commissioners. There are no county lines. Sarasota County and Charlotte County are one.

All of the people in Charlotte County are helping to pay for this road that we're talking about. The evacuation road. Every one of them. Even the people who are in Boca Grande and in Palm Island. I don't think we should leave these people out when we're talking about area code and being together.

We're doing a tourism campaign. What happens when we have our ads in the new magazines, newspapers and we have two or three area codes; what are people going to think about this? I don't know. I just think this is all crazy.



1           Most of us don't know anything about LATA  
2 lines, ECS, NPA. These are all foreign things to us.  
3 And all we know is that we don't want to be divided.  
4 And we've heard that from two commissioners, and we  
5 are standing up and saying it all over again.

6           Older population. We have the oldest  
7 population in the United States, I hear. We're going  
8 to go to ten digits. We all have problems with seven  
9 digits. What are we going to do with ten of them?  
10 We're going to have a lot of mistakes, that's for  
11 sure. I don't know what the answer to it is but I  
12 just think it's crazy.

13           If we have to have an area code, let us stay  
14 together with one area code, not with two or three.  
15 One. And I do not like Alternative 3, 4 or any of  
16 them, so go back to the drawing boards.

17           Thank you.

18                           - - - - -

19                           **CHARLES MCALLISTER**  
20 appeared as a witness and testified as follows:

21                           **DIRECT STATEMENT**

22           **MR. MCALLISTER:** My name is Charles  
23 McAllister. I live on Cape Haze. I operate a  
24 business in this area. My business services clients  
25 in Charlotte as well as Sarasota Counties. I'm a

1 member of the Englewood area community. Because the  
2 Englewood area community encompasses Cape Haze,  
3 whether that is recognized by Sprint, GTE or any other  
4 large business monopoly entity is irrelevant. A  
5 community is defined from the grassroots up; not  
6 imposed by what an outside agency puts down.

7 I'm echoing the sentiments of public  
8 officials as well as private citizens here. I'm going  
9 to reenforce and repeat some of them and maybe  
10 elaborate on a couple of. Number one -- and I'll just  
11 point out the results of a few things.

12 If you think about it, and think about it in  
13 terms of community and then look at this absurd  
14 diagram, you'll see the areas of connection between  
15 the peak area and the Manatee-Charlotte area. It's a  
16 little crisscross; it's a little point. It's a point  
17 on the map, as defined by Euclid, as an area having no  
18 dimensions.

19 There's absolutely no area of connection;  
20 logically, rationally or any other way. It's an  
21 artificial construct.

22 Polk was part of the 813 area code. It was  
23 shut off simply because it doesn't have quite as high  
24 a population density as Hillsborough County does.  
25 However, it's the northern half of the Polk area is

1 rapidly growing. More importantly, the Polk area has  
2 absolutely nothing to do in terms of its focus with  
3 the Charlotte, Manatee and Sarasota areas. Charlotte,  
4 Manatee and Sarasota are coastal communities. As  
5 Mac Horton, said we have a lot in common and that's  
6 because we're coastal communities. Tourism is a very,  
7 very large area. Retirement living. Businesses that  
8 are service businesses who service the retirement and  
9 the tourism industries. All of these things are  
10 related to the essence of your community, which was  
11 that we are a coastal community. So trying to take an  
12 area from way inland in the state and arbitrarily  
13 include it, it just doesn't make any sense.

14 I just might point out that I'm a member of  
15 the Englewood Executive Business Network. Most of our  
16 members are members also of the Rotary, the Chamber,  
17 and a number of other business organizations. Trying,  
18 with proposition No. 1, to divide the Englewood  
19 community area, would have a tremendous negative  
20 impact on most of our local businesses. As person  
21 after person has stated here, we service people in  
22 Sarasota as well as Charlotte County. The Englewood  
23 community is a unified community, and our  
24 representatives and our utilities need to recognize  
25 that.

1           The proposition No. 1 is not really a  
2 geographic split; it's a legal boundary split and it  
3 needs to be dropped forever.

4           One final point. And again I'm echoing  
5 something that was introduced by Commissioner Horton.  
6 We need to resolve this Sprint-GTE difference in  
7 service in this community area.

8           I live and do a lot of business on  
9 Cape Haze. I tried to get voice mail service. When  
10 Sprint took over United Telephone Company, which as  
11 many of you know, is known colloquially as "the  
12 Flintstone Telephone Company," they promised that they  
13 would bring their high technology to our area. As far  
14 as I'm concerned, they have not lived up to that  
15 promise.

16           I recently attempted to get voice mail  
17 service and I was told that the wonderful Sprint voice  
18 mail service is available to everybody in our area  
19 except Cape Haze residents. There we have an  
20 alternative service, which requires us to call in on a  
21 long distance charge -- and I'm sorry, if it's 25  
22 cents, that's a long distance charge, whether or not  
23 you have to dial the area code. If I have to pay  
24 extra for it you're treating me as if it's long  
25 distance.

1           And I said, okay, fine. I presume I'm going  
2 to get a special dial tone so I know when I have  
3 messages and when I have to call in. And they said,  
4 "No. We don't provide a special dial tone to people  
5 on Cape Haze. Only to people in the rest of Charlotte  
6 County." So now I have to dial in seven, eight, ten  
7 times a day to see whether or not I have messages.  
8 The toll charges just keep piling up.

9           So Sprint is treating us in this area in a  
10 completely different way. They are dividing Charlotte  
11 County. They are treating part of the county one way;  
12 part of the county another way. Cape Haze folks woke  
13 up a few years ago. The old land disputes were  
14 resolved. As a result of that drive down in the area.  
15 It's one of the most rapidly growing areas for  
16 development in one of the most rapidly growing  
17 counties in the country and you need to recognize  
18 that.

19           We absolutely, as Mac Horton said, need to,  
20 as part of this issue, resolve the problems and the  
21 differences, and if necessary, Sprint needs to sell  
22 out to GTE that portion of the area so that we all  
23 have the same telephone service. (Applause)

24           So in that sense, take proposition No. 1,  
25 throw it away. I endorse proposition No. 3. However,

1 what we need to do -- and I think I'd really like to  
2 see an alternative one where we had Manatee, Sarasota  
3 and Charlotte Counties all together. We are a unified  
4 community. Let's stay that way.

5 **MR. BARRETT:** Mr. Pomeroy.

6

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7

**BRUCE POMEROY**

8 appeared as a witness and testified as follows:

9

**DIRECT STATEMENT**

10

**MR. POMEROY:** Good morning. My name is

11

Bruce Pomeroy. I'm the past chairman of the Taxpayer  
12 League of Charlotte County.

13

Back in 1995 there was an organized drive to  
14 circulate a petition to petition the Public Service  
15 Commission, after they closed off the regulatory  
16 powers back in July of '95, that we in Charlotte  
17 County were trapped between two telephone  
18 Corporations: GTE and United-Sprint.

19

In October I had received correspondence  
20 from Mr. Allen from United-Sprint, and from  
21 Mr. Dobbins from the GTE. They were very concerned  
22 about the rates that we pay in Charlotte County long  
23 distance within our county to our governments, to our  
24 stores, the whole nine, ten yards.

25

We see the dilemma that we're faced with

1 with the expansion of the telephone corporations, the  
2 new customers they are taking on board, and certainly  
3 it's about time that the telephone companies address  
4 rate changes as well.

5           It is very true. I live in Englewood east.  
6 Grove City, Englewood east are 474, 473, 475 and  
7 probably 460. I live in Charlotte County. I can call  
8 anyplace in Sarasota County with a flat rate of 25  
9 cents. But let me tell you, if I call my stores in  
10 Port Charlotte or Punta Gorda, it will be long  
11 distance rates.

12           However, GTE gave us five or six different  
13 options in which we can consider different optional  
14 plans. They did not give us a flat rate fee. And as  
15 I stand here I'll tell you right now United-Sprint  
16 said we're willing to work with GTE back in '95 to do  
17 something effectively for these long distance rates  
18 within our county.

19           Believe me when I tell you this: Not much  
20 was done. So here we are today talking about area  
21 code changes, but the root of the problem is that the  
22 telephone corporations in which they extend over here  
23 to Charlotte County line, GTE should sell out their  
24 interest to United-Sprint, if that's the way to go or  
25 vice versa, but it's high time that the residents,

1 Citizens of Florida, start talking to these telephone  
2 corporations, saying, "Look, you're expanding your  
3 company's services. You're cutting back on the  
4 services of repairs," and I think we all have seen  
5 that happen. "It's about time that you started doing  
6 something creative with your actual rates."

7           Now we have three nice people here today.  
8 I'd like them to take it back and say, "Look, in  
9 Charlotte County we'd like to extend the boundaries to  
10 the entire part of Charlotte County in this area  
11 code." Whatever the new area code will be.

12           We, in Englewood, do share many, many things  
13 between our communities because we are Englewood.  
14 Grove City is part of Englewood. The entire Cape Haze  
15 is part of Englewood. So it's high time that we  
16 become more realistic. And when the Public Service  
17 Commission said to us, in '95, "We are very  
18 sympathetic with your problems in the area," when they  
19 consented 25 cents Sarasota County flat rate. I think  
20 it's about time they say, "Well, look, you people in  
21 the telephone company, start doing something  
22 constructively for your people you service in the  
23 area."

24           So it's about time. We can take this whole  
25 packet here and I can show you a whole docket of



1 different information that came back from the Public  
2 Service Commission, from the telephone corporation.  
3 Here we are today and I believe the gentlemen who  
4 spoke from the homeowners group did make a point. If  
5 we're going to have more area codes we should consider  
6 it now rather than later down the road. But it's  
7 important that we maintain the integrity of Charlotte  
8 County, Sarasota County, and I hate to say it, Manatee  
9 County is included as well.

10 Any questions? From the Public Service  
11 Commission? Thank you.

12 **MR. BARRETT:** Harold Heil, you'll be on  
13 deck. You decline.

14 Giovanna Deveny, or something like that.  
15 You'll be following Jill Leah.

16 - - - - -

17 **JILL LEAH**

18 appeared as a witness and testified as follows:

19 **DIRECT STATEMENT**

20 **MS. LEAH:** Good morning. I'm Jill Leah. I'm  
21 president of Highwave, Incorporated. We are a local  
22 Internet service provided located in Englewood in  
23 Sarasota County. Our customer base includes residents  
24 and businesses who can reach our service by dialing a  
25 local phone number. Currently this includes the

1 geographic area from Nokomis south to Placida,  
2 including the whole Cape Haze peninsula, and west to  
3 the Myakka River.

4           If the area code changes at the Sarasota  
5 Charlotte County line, this will have a negative  
6 impact on the perception of our service area. I  
7 realize that you said that the change will not be  
8 monetary for customers. However, the perception will  
9 be there that there is a division.

10           Regardless of whether or not the local  
11 calling area changes, the long distance perception  
12 will be there, and it will, in effect, our livelihood  
13 depends on that perception and it depends on the  
14 decision that's made by the Public Service Commission  
15 and GTE and Sprint.

16           I understand there's a need to make a change  
17 and I feel that it's not in the best interest of the  
18 community of Englewood to divide the area code at the  
19 county line. The local calling area, which is  
20 currently in effect in Englewood, should remain under  
21 a single area code. Of the alternatives that were  
22 suggested today, the two that best represent my  
23 preference would be Alternative No. 3. However, if at  
24 all possible, an additional alternative that would  
25 include Manatee, Sarasota and Charlotte, even if they

1 are all under a new area code, would be my preference.

2 Thank you.

3 **MR. BARRETT:** Nancy Harper, you're on deck.

4 - - - - -

5 **GIOVANNA DEVENY**

6 appeared as a witness and testified as follows:

7 **DIRECT STATEMENT**

8 **MS. DEVENY:** I'm Giovanna Deveny. I chair a  
9 coalition of neighborhood associations that's called  
10 South Venice 2010. You might wonder Venice, what are  
11 they doing here? Many of our almost 10,000 members  
12 have family, they have businesses in the Englewood  
13 area and are very sensitive to what happens down here.

14 I would humbly, respectfully request that  
15 the Public Service Commission do what so many people  
16 tell us all the time: Think outside the box. You  
17 have various plans here. I think given the tremendous  
18 growth going on in this area you have to think of  
19 other considerations, and I'll get into that shortly.

20 I just finished serving for three years on a  
21 multistakeholders group in Sarasota County. We looked  
22 at the next 50 years of growth in Sarasota County as  
23 well as growth in the adjoining counties, Manatee and  
24 Port Charlotte. Understanding what I do now, and if  
25 you all saw our local morning paper in Manatee County,

1 they are immediately planning for 10,000 more homes.  
2 In Sarasota County I know that the growth in south  
3 Sarasota County is tremendous. Charlotte County.  
4 You've heard from folks who live in Charlotte County  
5 tremendous growth there.

6 So when we say please ask them to think  
7 outside the box, instead of thinking in terms of three  
8 counties, think in terms of two, sarasota, Charlotte  
9 and I suggest that you give them the same area.

10 Sarasota County and Charlotte County are  
11 joined at the hip in the city of Englewood. The  
12 county line runs through the middle of that city. In  
13 our opinion, government should do everything possible  
14 to preserve the sense of community that Englewood  
15 enjoys, recognizing and appreciating the need to  
16 encourage a sense of community in the area, as you  
17 have heard this morning. Local governmental bodies  
18 have joined together and have been working together  
19 for years in interlocal agreement.

20 County Commissions have collaborate  
21 positively on funds for the building of roads. School  
22 boards have worked successfully on a reciprocal  
23 agreement for school attendance. Students attend  
24 Englewood Elementary School and Sarasota County  
25 school. They then attend Anjer (ph) Junior High and

1 Lemon Bay High School. Those are Charlotte County  
2 schools. This has been running smoothly for years.

3           The sense of community is further  
4 strengthened through afterschool and weekend school  
5 activities. These events include students from  
6 Sarasota County and Charlotte County. Patients from  
7 both Sarasota County and Charlotte County feel  
8 fortunate to have medical facilities so close by.  
9 Government has a responsibility to remove as many  
10 obstacles for residents in a time of need for health  
11 care. Overlays would place obstacles in the path of  
12 residents.

13           What I would suggest to you, and I'll have a  
14 copy of my remarks, but this part is off my sheet --  
15 our coalition of neighborhood associations now  
16 representing about 10,000 people, joined because we  
17 felt government wasn't sensitive to our needs.

18           In the Englewood area, the alliance has  
19 formed and you heard their speaker. Well, I'm  
20 suggesting to you folks to take back to the Public  
21 Service Commission is that we are -- the human beings  
22 are not people that you can geographically draw lines  
23 and say this is going to happen here, here and here.  
24 We are human beings. You've got to look at the human  
25 face and listen to what's happening to people in the

1 area and then rethink what it is you're doing and try  
2 to do what is in the best interest of those people.  
3 Because when you get down to what government is all  
4 about, government is supposed to protect the health,  
5 safety and welfare of the people of the country.  
6 That's all. All the rest of it is gingerbread or  
7 whatever the politicians want to put with it. Your  
8 basic goal is to protect the health, safety and  
9 welfare. So I'm suggesting our welfare, and perhaps  
10 our safety, is also involved in this. Picture  
11 yourself the partner of someone who has need of a  
12 doctor. Or think of yourself as a school secretary  
13 who must call home because an elementary school child  
14 has become ill at school. In a time of stress,  
15 confusion of numbers could complicate reaching people.  
16 Consider these the dialing of seven numbers. Now  
17 contemplate dialing ten.

18           Sarasota County and Charlotte Counties are  
19 fortunate that we have not been afflicted by the  
20 problems of the very large counties that have few  
21 choices for dealing with monumental problems brought  
22 on by very large populations. We can preserve our  
23 sense of community for a while yet.

24           Please help us to do that. We respectfully  
25 request that you do all in your power to permit

1 Sarasota County and Charlotte County to operate under  
2 the same area code.

3 Thank you.

4 **MR. BARRETT:** I'm down to our last speaker  
5 that has indicated they'd like to come forward and  
6 make comments. Is there anyone in the audience that  
7 did not indicate so when they signed in but would like  
8 to add something to the discussion? Okay. If you'll  
9 come on up, be on deck. Our next signed in speaker is  
10 Nancy Harper.

11 - - - - -

12 **NANCY HARPER**

13 appeared as a witness and testified as follows:

14 **DIRECT STATEMENT**

15 **MS. HARPER:** My name is Nancy Harper. I'm  
16 the person at the elementary school that does do the  
17 calling for children that are not in attendance. My  
18 school's boundaries include both Sarasota County and  
19 Charlotte County. There is a pocket of Charlotte  
20 County children that are districted to my school in  
21 Sarasota County. As of February 26th, 78 children  
22 lived in Charlotte County. They are less than two  
23 miles in some points to our school. They could  
24 probably walk to school quicker than they can remember  
25 10 digits.

1           You are requiring -- one of the most  
2 difficult things in the world is a child learning  
3 their phone number. Now you're asking those four year  
4 olds in preschool, the five year olds in kindergarten  
5 to remember ten digits. That is even a little bit  
6 more mind boggling than the senior citizens  
7 remembering 10 digits.

8           If we have emergencies -- in the classroom a  
9 child is injured or very, very sick, whoever is on  
10 call -- if it is a substitute in the office, they may  
11 not realize that, "Oh, excuse me. I have to call that  
12 person at work in Charlotte County, and isn't there  
13 three extra numbers?" In the meantime, a child could  
14 go into a diabetic coma. And we need to keep  
15 Englewood together.

16           I have been a registrar for 15 years. I was  
17 the only elementary school in this town. So I dealt  
18 with the Sarasota County students, Charlotte County  
19 students, and Boca Grande's Lee County students. I  
20 know what the paperwork and the involvement is being  
21 combined.

22           L.A. Anjer (ph) Middle School represents  
23 students in our community residents of both county --  
24 all three counties, excuse me. The same with Lemon  
25 Bay High School. And if not for just the businesses



1 and the convenience, Englewood has been so unique,  
2 let's still keep us together for the sake of the  
3 children.

4 Thank you.

5 **MR. BARRETT:** Taylor Meals.

6

- - - - -

7

**TAYLOR MEALS**

8 appeared as a witness and testified as follows:

9

**DIRECT STATEMENT**

10 **MR. MEALS:** My name is Taylor Meals. I'm a  
11 new resident to Englewood within the past year. And  
12 when I came to Englewood I came to Englewood; I didn't  
13 come to Charlotte County and I didn't come to Sarasota  
14 County.

15

And I'm glad that the Public Service  
16 Commission had an opportunity to come here, as well as  
17 the phone companies. And I think you've found on your  
18 way into Englewood, it doesn't matter if you came from  
19 the north, if you came from the east, or you came from  
20 the south, but to get here you came on a two-lane  
21 road, and then somewhere when you got to the end of  
22 that two-lane road, it said "Welcome to Englewood."  
23 So it doesn't matter when you leave here today, if you  
24 go by a different route, you're going to leave by a  
25 two-lane road until you get to Port Charlotte, you get

1 out to the freeway, or you get up to freeway. At the  
2 end of this two-lane road you've got Englewood.  
3 Englewood is a community. It's not a community that  
4 says "Welcome to Englewood, Charlotte County" or  
5 "Welcome to Englewood, Sarasota County." It says  
6 "Welcome to Englewood." Englewood is a total  
7 community.

8 I have three children. I have a nine year  
9 old that goes to school at the elementary school.  
10 Ms. Harper -- or my daughter goes to their school, at  
11 the elementary school in Sarasota County. I have a 13  
12 year old that goes to the middle school in Charlotte  
13 County. My son goes to school at the high school in  
14 Charlotte County. To me, as a resident of Englewood,  
15 the county lines don't mean anything. I think it  
16 would be a disaster for this community if we were to  
17 have two separate phone -- two different area codes in  
18 this small community. I think that you should give it  
19 consideration to look at where Englewood is, what  
20 Englewood is and keep it together under one area code.  
21 Thank you.

22 **MS. SHELFER:** You all will be tired of me  
23 before the day is over.

24 There's two comments that I want to make.  
25 One was -- and I'm horrible with names, but the

1 gentlemen was referring to \$.25 plans, ECS as being  
2 toll. Because there's a charge associated with it, in  
3 the eyes of some it may appear to be toll. But if you  
4 are actually paying toll, you will realize there's a  
5 substantial difference from paying by the minute than  
6 paying the flat rate charge. There are people all  
7 over the state I can tell you, who would do most  
8 anything they could to be able to have the \$.25 plan.

9           The second thing I wanted to state, just as  
10 a comment, as a telephone holder, too, I have  
11 BellSouth and I can't get on voice mail, too, so I  
12 sympathize.

13           **MR. BARRETT:** Charles Rehwinkel, Sprint.  
14 Before we move on, one more call. Is there anyone  
15 else that would like to say anything? Okay. Go  
16 ahead, Charles.

17           - - - - -

18           **CHARLES REHWINKEL**  
19 appeared as a witness and testified as follows:

20           **DIRECT STATEMENT**

21           **MR. REHWINKEL:** Thank you. My name is  
22 Charles Rehwinkel. I'm an attorney for Sprint,  
23 representing the company in the three dockets that  
24 you've heard about today.

25           I really do appreciate the effort that the

1 community has extended to the parties and to the  
2 Commission to come down and see Englewood. I've never  
3 been here. I grew up in North Florida but I was born  
4 in Fort Myers, but this is one part of the state I've  
5 never been to and I'm glad to be here.

6 I think what you've heard today demonstrates  
7 that what happens with regard to this area will be  
8 most influential in how the area code relief plan is  
9 ultimately designed by the Public Service Commission.  
10 And in that regard, we think this strongly supports  
11 consolidating all of the dockets and making all of the  
12 decisions at one time. We do say, as the telephone  
13 company that serves 2 million customers throughout  
14 Florida and a large portion of the customers in the  
15 existing 941 area, that between Sprint and GTE we  
16 serve an a million and a half access lines. Over  
17 a million customers in this area. And the interests  
18 of all of these customers are what we must take into  
19 consideration, and what the Public Service Commission  
20 must take into consideration.

21 And certainly the issues you have raised  
22 are -- they are different than the average customers'  
23 concerns that live, say, in the middle of an area and  
24 they won't be affected about where you draw a line.  
25 So you raise significant concerns.

1           But I would just like to say we're going to  
2 go down to Fort Myers on the 9th to continue the  
3 hearing process. And we haven't heard from Lee County  
4 for whatever reason. No one showed up at the Lee  
5 County hearing. And sometimes it's based on the way  
6 they think the plan is going to go. Sometimes it's  
7 base on what notice or advertisement they got of the  
8 meeting, but I don't believe we're going to go and  
9 hear from no one again, especially after the complaint  
10 that we got that started this whole docket.

11           So what I'm saying is that when all is said  
12 and done, the Commission will have to hear from other  
13 interests, other geographic concerns that people have.  
14 People may come up with other plans based on the way  
15 they'd like it to look relative to Lee County.

16           So we are neutral on what plan comes up  
17 except for when there are technical or cost  
18 considerations that are insurmountable. And we will  
19 bring those up to the Commission in the hearing  
20 process that take place. We have AL witness that is  
21 testifying. He's an expert in the engineering and the  
22 area code issues, and I know GTE has an expert as well  
23 testifying.

24           We would like to say that the three area  
25 code solutions which I think is Alternative 4 that

1 we've heard about, it does have some appeal with  
2 respect to the relief time. But we believe that it  
3 would be relatively imprudent to go forward with a  
4 docket and a decision that would come out in July,  
5 that we would submit to the North American Numbering  
6 Plan Administrator, and they would say we can't do  
7 this.

8           You've heard about the scarcity of codes  
9 through all 50 states. The chance that they would  
10 give us a third code to accomplish an optimal result  
11 is pretty low. And if we get down the road in the  
12 hearing process and find out that we have been  
13 rebuffed and have to start all over again, we will  
14 have a severe problem. Because the code administrator  
15 has said there's an extraordinary jeopardy in this  
16 area, which means that their existing projections are  
17 not going to last.

18           I think you heard that from the Commission  
19 Staff. That's a practical concern that we have. We  
20 are not close to that solution but we do not want that  
21 solution to be sought and others foregone, and then we  
22 find ourselves in a impossible situation. Because,  
23 like I said, two companies that are here today have to  
24 serve the interests of a million and a half access  
25 lines and over a million customers.

1           So that's all I have. Thank you.

2           **MS. MCKINNEY:** Yes, Commissioner.

3           **UNIDENTIFIED SPEAKER:** I understand that  
4 Pinellas -- that they submit an area code just for  
5 Pinellas County, and if we're suggesting Sarasota and  
6 Charlotte, why would it be so hard to get a new code  
7 when that was done, what, within the last two years?

8           **MS. MCKINNEY:** The area code and what's  
9 actually going to take place is going to be based on  
10 the hearing and the evidence that's presented. At  
11 this time we can't tell you exactly what's going to  
12 happen and what's not. It's going to be based on the  
13 evidence, the witnesses and what comes out and then  
14 the Commissioners there make a decision.

15           **UNIDENTIFIED SPEAKER:** I guess my concern is  
16 I have been hearing that new area codes are really  
17 hard to get; one in a million chance. But if I -- and  
18 is it correct that another county got one just for the  
19 county?

20           **MS. MCKINNEY:** That's Brevard County, I  
21 think that's what you're talking --

22           **UNIDENTIFIED SPEAKER:** No, Pinellas.

23           **MS. MCKINNEY:** I wasn't aware of Pinellas.

24           **UNIDENTIFIED SPEAKER:** I think we want to  
25 make sure that we get the same fair treatment and

1 we'll be pursuing on April 8th putting a lot more on  
2 the record. But I think that to say that you can't  
3 get new area codes, then one county got one recently,  
4 isn't quite kosher.

5 **MS. MCKINNEY:** Okay.

6 **UNIDENTIFIED SPEAKER:** I'd like to say that  
7 I've got -- (Unintelligible)

8 **UNIDENTIFIED SPEAKER:** I didn't participate  
9 in it either, but I'm aware of, I think, what  
10 happened. Really, that was an area code split of 813,  
11 okay. And based on the -- well really, the companies,  
12 all these code-holders, cellular code providers, local  
13 phone company in this case -- just reviewed, permitted  
14 an overlay was the most efficient use of the codes in  
15 the longest exhaust period.

16 The Commission determined, after a hearing  
17 process, that there would be a split. And a split  
18 would be along a geographic boundary. There was only  
19 one code utilized, and it was for not just Pinellas,  
20 but Pinellas and western Pasco County. And I've heard  
21 a number of the customers here are concerned about not  
22 having a Charlotte County split, and I truly  
23 understand that. You need to think about, or,  
24 hopefully, be thankful that's what comes out of this;  
25 just one area code.



1           Poor Pasco County has three area codes, and  
2 for better or worse -- and I don't know of any severe  
3 or major problems. I haven't heard the feedback from  
4 them. But it's not just one area code for Pinellas,  
5 it was a geographic split that was determined and  
6 based on the code utilization and the customer -- the  
7 line split between western Pasco and Pinellas. That's  
8 how the code is assigned.

9           **MS. SHELFER:** It was a new code.

10           **UNIDENTIFIED SPEAKER:** It was one new code.  
11 A geographic split.

12           **MS. SHELFER:** It ended up that it was a  
13 geographic split. There was going to be a new code  
14 assigned anyway, the initial request was that it be  
15 (Unintelligible) -- a code is common one way or the  
16 other. Just like here. There's going to be a new  
17 area code. It's just a matter of how it's going to be  
18 (Unintelligible). So that's what happened with  
19 Pinellas. Instead of being on the overlay they ended  
20 up going the geographic split; Hillsborough, 813 kept,  
21 Pinellas got the new.

22           **UNIDENTIFIED SPEAKER:** And western Pasco.

23           **MS. SHELFER:** Pasco -- I'll tell you that I  
24 spoke to someone about Volusia County. There's a city  
25 in Volusia County that is split by two telephone

1 companies, two area codes -- I mean -- a LATA, two  
2 companies, and they have three area codes to call into  
3 the city. So there are places that are worse off. So  
4 unfortunately, you know, that's only --

5 **UNIDENTIFIED SPEAKER:** I appreciate that. I  
6 guess it doesn't make it right because we have an  
7 opportunity --

8 **MS. SHELFER:** No. No. (Simultaneous  
9 conversation)

10 **MS. SHELFER:** I hope that anything that we  
11 have been able to explain is that we will do whatever  
12 we can do. But there are limitations. But you guys  
13 have given us lots and lots of information and through  
14 the hearing process, are going to do issue ID on this.  
15 You're idea of the area code and your proposal to want  
16 to do Manatee, Charlotte and Sarasota can be something  
17 that addresses the issue identification, which is the  
18 next step.

19 **UNIDENTIFIED SPEAKER:** One follow-up to the  
20 Commissioners' questions. The area codes -- is give  
21 alternatives to -- Alternative 3  
22 (Unintelligible-shuffling of papers in mike) You  
23 would be planning that about now.

24 **MS. SHELFER:** Start planning one year after  
25 we're notified of it. (Unintelligible)

1           **UNIDENTIFIED SPEAKER:** Then you have to come  
2 back for another split, unfortunately, two years --

3           **MS. SHELFER:** Projections were correct --

4           **UNIDENTIFIED SPEAKER:** It may be sooner  
5 because -- (Simultaneous conversation)

6           **UNIDENTIFIED SPEAKER:** I guess my point is  
7 they are very scarce area codes; area codes that are  
8 going to exhaust in 2007, we're going to be back  
9 taking the area codes from that pot in three or four  
10 years anyway if Alternative 3 is selected. (Shuffling  
11 of papers) Why not do it now. Give us two -- break  
12 up this area --

13           **MS. SHELFER:** I don't think they'll do it.  
14 There's nothing to say that's not the way the question  
15 will -- (Background noise interference) It's not  
16 our --

17           **UNIDENTIFIED SPEAKER:** Right.

18           **MS. SHELFER:** That's a federal decision. I  
19 can just tell you historically that they have --  
20 especially now that they won't. (Unintelligible)

21           As far as possible, but through processes  
22 like this, it's often difficult because -- it's like  
23 the committee; once you see the people and you hear  
24 the stories, you can link the communities together.  
25 And that's what happened in 407. Once you hear the

1 stories, once the Commissioners get a geographic foot  
2 with an overlay we've never done that anywhere in the  
3 state that I -- and what Mr. --

4 **UNIDENTIFIED SPEAKER:** We didn't hear any of  
5 that.

6 **MS. SHELFER:** Okay. Sorry.

7 I forgot what I was saying.

8 **MS. MCKINNEY:** Talking about 407.

9 **MS. SHELFER:** I was addressing whatever we  
10 looked at 407, we ended up doing an overlay with a  
11 geographic split. And the result of that was from  
12 customer testimony.

13 Brevard County put on an excellent case  
14 where they were unique and not linked to Orlando as  
15 all of the surrounding communities and counties are.  
16 I mean, they were ready to go at it on who got linked  
17 to Orlando. The final decision was they all were. It  
18 was based on the overlay and Brevard County ended up  
19 with their own area code.

20 The exhaust for Brevard, I believe, sits at  
21 about eight years, Levent? But because we did it that  
22 way, it reduced the life of Orlando down to about 4.2,  
23 I believe, it sits at now. So what the Commission  
24 looks at where maybe one area has a longer exhaust, we  
25 wished we could do them all at that five, six, seven

1 and eight years. Sometimes that's not possible. But  
2 NANPA does request that we do it for at least five.

3 **UNIDENTIFIED SPEAKER:** Brevard didn't get  
4 their own area code. They share it with the rest.

5 **MS. SHELFER:** Yeah. Yeah. I'm sorry. Let  
6 me clarify that. They did.

7 The 321 is not just Brevard. The overlay --  
8 what happens with Brevard is they don't have to do  
9 the overlay. They are giving up all their 407 codes.  
10 407 is going to go into the Orlando area. The  
11 overlay, which is also 321, will go over the remaining  
12 portion of Orlando and Brevard, will just have 7-digit  
13 dialing and only have 321 so they didn't get their own  
14 area code. It was an overlay with a geographic split.  
15 When we get in issue ID we can discuss all of the  
16 alternatives that can be done through this proceeding.

17 **MS. MCKINNEY:** Yes, Commissioner.

18 **UNIDENTIFIED SPEAKER:** I want to talk about  
19 Alternative 4 for just a second. Whoever answer this  
20 question, please do.

21 Alternative 4 is a continuation, I'm  
22 assuming, of Alternate 3, so that we have the same  
23 split with an overlay. Okay. You're going to have a  
24 split; you've got two numbers. If I understand the  
25 overlay at all, it means you have a third number. If

1 I'm correct what we're all saying is instead of using  
2 those three numbers that way, folks, let's split this  
3 up into three things and use those same three numbers.  
4 I think that's what we're all saying. So we don't  
5 have a problem with a mysterious number out there that  
6 doesn't exist. You're telling us in Alternate 4 it  
7 does.

8 **MS. MCKINNEY:** Thank you.

9 **UNIDENTIFIED SPEAKER:** I guess I made a  
10 comment. That's what we're seeing. Got the  
11 possibility of three numbers. Split this thing up  
12 three ways and get the most bang for our bucks.

13 **MS. MCKINNEY:** Yes, ma'am.

14 **UNIDENTIFIED SPEAKER:** About that hearing  
15 you're talking about, are the attendees at the hearing  
16 invited people? Are those only --

17 **MS. MCKINNEY:** Ma'am, you're welcome to  
18 come. Everybody is welcome to come.

19 The hearing is scheduled for 10:00 and 6:00  
20 on April the 8th. They are called service hearings.  
21 Those are hearings where the Commissioners will be  
22 there and listen to Floridians tell them specifically  
23 what their opinion is on the issues that and that's in  
24 Sarasota. And I'm telling you about the Sarasota one  
25 because it's closest. But if you look at the Special

1 Report everybody, in the far page in the corner on the  
2 side it has the hearing dates and times, and everybody  
3 is welcome to come. A service hearing is where the  
4 Commissioners listen to Floridians about what you  
5 think about pertaining to the issues.

6 Yes, sir.

7 **UNIDENTIFIED SPEAKER:** At today's  
8 presentation, what is your feeling, gut feeling, as to  
9 the things you have heard at this meeting? How do you  
10 think it's going to turn out for our community?

11 **MS. MCKINNEY:** Sir, I can't give you an  
12 answer as to that. (Laughter)

13 No, there's a reason why. Because a  
14 decision will be made by all of the Commissioners  
15 here. All of the evidence that's presented. We  
16 haven't had April 9th and April 8th yet so we haven't  
17 heard what everybody said. But what each of you have  
18 said today will be part of what takes place in that  
19 hearing. If the dockets are consolidated it will  
20 become one. Yes, ma'am.

21 **UNIDENTIFIED SPEAKER:** You can write and  
22 send in --

23 **MS. MCKINNEY:** Yes. We have information on  
24 here how you can contact us in other ways. Tell your  
25 friends. Please feel free.

1 I have about 300 letters, like I told you,  
2 from the Englewood community. I don't have a problem.  
3 I tried to respond to everybody, but everybody didn't  
4 send me their address because some of them were  
5 e-mails and it was kept out. We don't have a problem  
6 with that. That's why we're here. We want to know  
7 what you think. And it's very important to the  
8 Commissioners how consumers feel about these issues.

9 I'd like to thank everybody for their  
10 comments and for coming out. I hope that we were  
11 helpful as much as you were toward us with your  
12 comments. We really appreciate it because it helps us  
13 informing the Commissioners as to what's going on.

14 Again, spread the word about the hearings.  
15 We want everybody to come out. We're going to take a  
16 ten-minute break -- excuse me we're going to take a  
17 five-minute break. They are going to kick us out of  
18 the auditorium because somebody else is scheduled.

19 However, we're having an issue  
20 identification and I'm going to go over the petitions  
21 for this record, 990184, which is the Englewood case.  
22 We need Sprint, a representative from Sprint. GTE and  
23 the Chamber to stay, as well as the Water District.  
24 Did he leave? He's gone, unfortunately. Anybody else  
25 is welcome to stay and watch. And Charlotte County



1 and Sarasota County, we know that you've intervened.  
2 Commissioners, we'd also like you to stay, with your  
3 attorneys.

4           An issue identification is when Staff meets  
5 with the actual parties of record -- and your  
6 Commissioners have intervened -- that's a legal  
7 term -- to be a party of record where they could  
8 actually talk and put evidence in and represent you,  
9 Englewood. So issue identification is when we're  
10 going to sit around this table right here, decide what  
11 the issues are pertaining to your case that will go  
12 all the way to hearing and that's what we'll be  
13 dealing with the hearing. Please stay and watch.  
14 Won't take that long. But we're going to take a  
15 five-minute break before we get started.

16           **MS. SHELFER:** I'm going to do a follow up  
17 just because I'm a nonlawyer here. Even though you  
18 haven't testified, this is a workshop and everything  
19 that you've said we will consider. I encourage you to  
20 come and state it again at the hearing. You will be  
21 sworn in. It's your opportunity as the public to talk  
22 directly to the Commissioners. So please come to the  
23 Sarasota ones.

24           (Tape ends here.)

25                                   - - - -

1 STATE OF FLORIDA)  
2 COUNTY OF LEON )

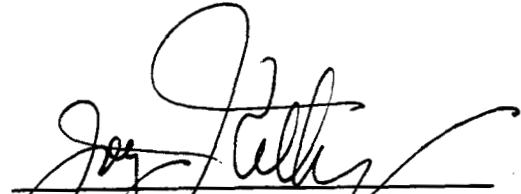
CERTIFICATE OF REPORTER

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

5 Do hereby certify that I stenographically  
6 transcribed the said proceedings from tape recordings  
7 delivered to me by Commission Staff.

8 DATED this 6th day of April, 1999.

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JOY KELLY, RPR  
Chief, Bureau of Reporting  
Official Commission Reporter  
(850) 413-6732



**Alternative 1 Split**  
**GTE LATA (941), FT. MYERS LATA (New NPA)**

7-digit Local Calls

Bartow	Mulberry
Bradenton	Myakka
Englewood	North Port
Frostproof	Palmetto
Haines City	Polk City
Indian Lake	Sarasota
Lakeland	Venice
Lake Wales	Winter Haven

7-digit EAS Calls

Bartow - Lakeland, Lake Wales, Mulberry, Winter Haven  
Bradenton - Myakka, Palmetto, Sarasota  
Englewood - North Port, Venice  
Frostproof - Lake Wales  
Haines City - Lake Wales, Winter Haven  
Indian Lake - Lake Wales  
Lakeland - Mulberry, Polk City, Winter Haven  
Lake Wales - Winter Haven  
Myakka - Palmetto, Sarasota  
North Port - Venice  
Polk City - Winter Haven  
Sarasota - Venice

10-digit EAS Calls

Bartow - Ft. Meade  
Englewood - Cape Haze  
Lakeland - Ft. Meade  
North Port - Port Charlotte

7-digit ECS Calls

Bartow - Haines City  
Englewood - Sarasota  
Haines City - Bartow, Lakeland, Polk City  
North Port - Sarasota  
Palmetto - Sarasota

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 990223-TL EXHIBIT NO. 9  
COMPANY:  
WITNESS: Scobie  
DATE: 4-8-99

10-digit ECS Calls

Englewood - Boca Grande

7-digit LCP Calls

Englewood - North Port, Venice, Myakka, Bradenton

Frostproof - Indian Lake, Lake Wales, Bartow, Haines City, Mulberry,  
Poinciana, Winter Haven, Lakeland, Polk City

Indian Lake - Frostproof, Lake Wales, Haines City, Poinciana,  
Winter Haven, Bartow, Lakeland, Mulberry, Polk City

Lake Wales - Bartow, Frostproof, Haines City, Poinciana, Winter Haven,  
Indian Lake, Lakeland, Mulberry, Polk City

North Port - Englewood, Venice, Myakka, Bradenton, Palmetto

Polk City - Haines City, Lakeland, Poinciana, Winter Haven, Bartow,  
Mulberry, Lake Wales, Frostproof, Indian Lake

10 - digit LCP Calls

Englewood - Cape Haze, Port Charlotte, Punta Gorda

Frostproof - Avon Park, Ft. Meade, Sebring

Indian Lake - Avon Park, Ft. Meade, Sebring

Lake Wales - Avon Park, Ft. Meade, Sebring

North Port - Port Charlotte, Cape Haze, Punta Gorda

Polk City - Ft. Meade

Note: All EAS and ECS routes shown are two-way routes.

**Alternative 2 Split**  
**GTE LATA (941), FT. MYERS LATA (New NPA)**

7-digit Local Calls

Bartow	Mulberry
Bradenton	Myakka
Englewood	North Port
Frostproof	Palmetto
Haines City	Polk City
Indian Lake	Sarasota
Lakeland	Venice
Lake Wales	Winter Haven

7-digit EAS Calls

Bartow - Lakeland, Lake Wales, Mulberry, Winter Haven, Ft. Meade  
Bradenton - Myakka, Palmetto, Sarasota  
Englewood - North Port, Venice, Cape Haze  
Frostproof - Lake Wales  
Haines City - Lake Wales, Winter Haven  
Indian Lake - Lake Wales  
Lakeland - Mulberry, Polk City, Winter Haven, Ft. Meade  
Lake Wales - Winter Haven  
Myakka - Palmetto, Sarasota  
North Port - Venice, Port Charlotte  
Polk City - Winter Haven  
Sarasota - Venice

7-digit ECS Calls

Bartow - Haines City  
Englewood - Sarasota  
Haines City - Bartow, Lakeland, Polk City  
North Port - Sarasota  
Palmetto - Sarasota

10-digit ECS Calls

Englewood - Boca Grande

7-digit LCP Calls

Englewood - North Port, Venice, Myakka, Bradenton, Cape Haze,  
Port Charlotte

Frostproof - Indian Lake, Lake Wales, Bartow, Haines City, Mulberry,  
Poinciana, Winter Haven, Lakeland, Polk City, Ft. Meade

Indian Lake - Frostproof, Lake Wales, Haines City, Poinciana,  
Winter Haven, Bartow, Lakeland, Mulberry, Polk City, Ft. Meade

Lake Wales - Bartow, Frostproof, Haines City, Poinciana, Winter Haven,  
Indian Lake, Lakeland, Mulberry, Polk City, Ft. Meade

North Port - Englewood, Venice, Myakka, Bradenton, Palmetto, Port  
Charlotte, Cape Haze

Polk City - Haines City, Lakeland, Poinciana, Winter Haven, Bartow,  
Mulberry, Lake Wales, Frostproof, Indian Lake, Ft. Meade

10 - digit LCP Calls

Englewood - Punta Gorda

Frostproof - Avon Park, Sebring

Indian Lake - Avon Park, Sebring

Lake Wales - Avon Park, Sebring

North Port - Punta Gorda

Note: All EAS and ECS routes shown are two-way routes.

**Alternative 3 Split**  
**GTE LATA (941), FT. MYERS LATA (New NPA)**

7-digit Local Calls

Bartow	Mulberry
Bradenton	Myakka
Englewood	North Port
Frostproof	Palmetto
Haines City	Polk City
Indian Lake	Sarasota
Lakeland	Venice
Lake Wales	Winter Haven

7-digit EAS Calls

Bartow - Lakeland, Lake Wales, Mulberry, Winter Haven, Ft. Meade  
Bradenton - Myakka, Palmetto, Sarasota  
Englewood - North Port, Venice, Cape Haze  
Frostproof - Lake Wales  
Haines City - Lake Wales, Winter Haven  
Indian Lake - Lake Wales  
Lakeland - Mulberry, Polk City, Winter Haven, Ft. Meade  
Lake Wales - Winter Haven  
Myakka - Palmetto, Sarasota  
North Port - Venice, Port Charlotte  
Polk City - Winter Haven  
Sarasota - Venice

7-digit ECS Calls

Bartow - Haines City  
Englewood - Sarasota  
Haines City - Bartow, Lakeland, Polk City  
North Port - Sarasota  
Palmetto - Sarasota



10-digit ECS Calls

Englewood - Boca Grande

7-digit LCP Calls

Englewood - North Port, Venice, Myakka, Bradenton, Cape Haze,  
Port Charlotte, Punta Gorda

Frostproof - Indian Lake, Lake Wales, Bartow, Haines City, Mulberry,  
Poinciana, Winter Haven, Lakeland, Polk City, Ft. Meade

Indian Lake - Frostproof, Lake Wales, Haines City, Poinciana,  
Winter Haven, Bartow, Lakeland, Mulberry, Polk City, Ft. Meade

Lake Wales - Bartow, Frostproof, Haines City, Poinciana, Winter Haven,  
Indian Lake, Lakeland, Mulberry, Polk City, Ft. Meade

North Port - Englewood, Venice, Myakka, Bradenton, Palmetto, Port  
Charlotte, Cape Haze, Punta Gorda

Polk City - Haines City, Lakeland, Poinciana, Winter Haven, Bartow,  
Mulberry, Lake Wales, Frostproof, Indian Lake, Ft. Meade

10 - digit LCP Calls

Frostproof - Avon Park, Sebring

Indian Lake - Avon Park, Sebring

Lake Wales - Avon Park, Sebring

Note: All EAS and ECS routes shown are two-way routes.

**Alternative 4 Split and Overlay**  
**GTE LATA (941 and New NPA), FT. MYERS LATA (New NPA)**

**Alternative 5 Overlay (New NPA)**  
**GTE LATA (941), FT. MYERS LATA (941)**

10-digit Local Calls

Bartow	Mulberry
Bradenton	Myakka
Englewood	North Port
Frostproof	Palmetto
Haines City	Polk City
Indian Lake	Sarasota
Lakeland	Venice
Lake Wales	Winter Haven

10-digit EAS Calls

Bartow - Lakeland, Lake Wales, Mulberry, Winter Haven, Ft. Meade  
Bradenton - Myakka, Palmetto, Sarasota  
Englewood - North Port, Venice, Cape Haze  
Frostproof - Lake Wales  
Haines City - Lake Wales, Winter Haven  
Indian Lake - Lake Wales  
Lakeland - Mulberry, Polk City, Winter Haven, Ft. Meade  
Lake Wales - Winter Haven  
Myakka - Palmetto, Sarasota  
North Port - Venice, Port Charlotte  
Polk City - Winter Haven  
Sarasota - Venice

10-digit ECS Calls

Bartow - Haines City  
Englewood - Sarasota, Boca Grande  
Haines City - Bartow, Lakeland, Polk City  
North Port - Sarasota  
Palmetto - Sarasota

10-digit LCP Calls

Englewood - North Port, Venice, Myakka, Bradenton, Cape Haze,  
Port Charlotte, Punta Gorda

Frostproof - Indian Lake, Lake Wales, Bartow, Haines City, Mulberry,  
Poinciana, Winter Haven, Lakeland, Polk City, Ft. Meade, Avon Park,  
Sebring

Indian Lake - Frostproof, Lake Wales, Haines City, Poinciana,  
Winter Haven, Bartow, Lakeland, Mulberry, Polk City, Ft. Meade,  
Avon Park, Sebring

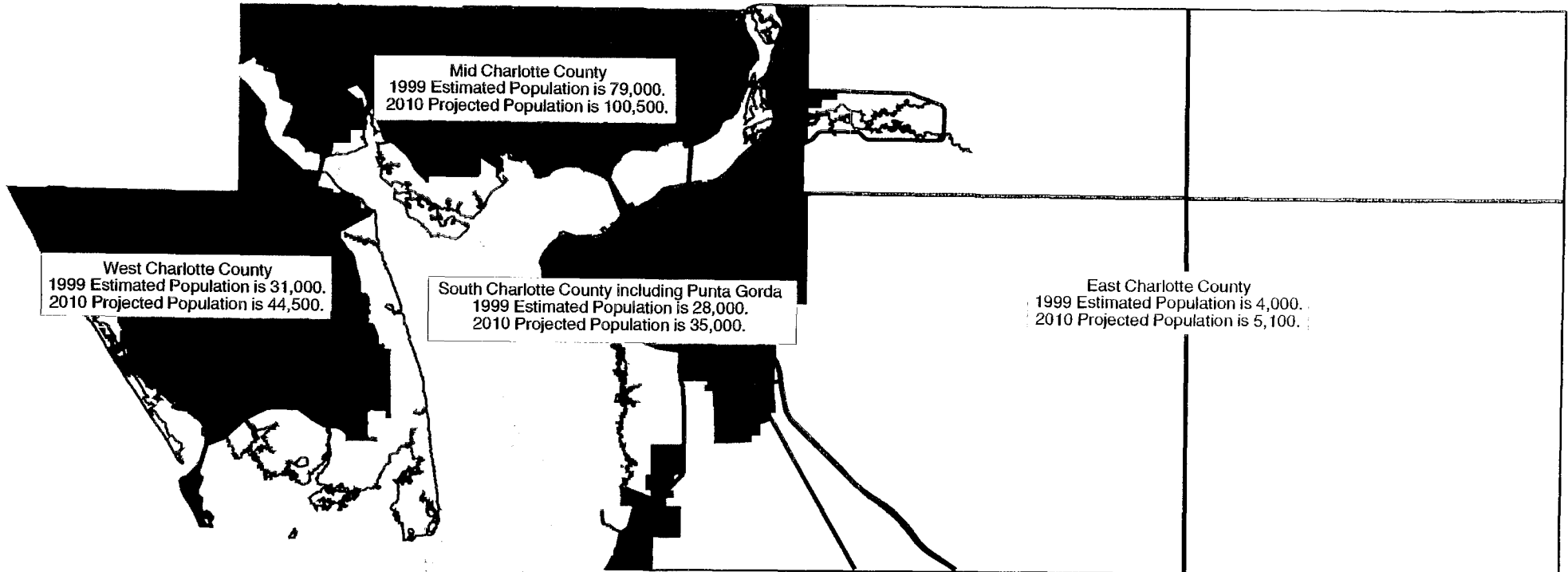
Lake Wales - Bartow, Frostproof, Haines City, Poinciana, Winter Haven,  
Indian Lake, Lakeland, Mulberry, Polk City, Ft. Meade, Avon Park,  
Sebring

North Port - Englewood, Venice, Myakka, Bradenton, Palmetto, Port  
Charlotte, Cape Haze, Punta Gorda

Polk City - Haines City, Lakeland, Poinciana, Winter Haven, Bartow,  
Mulberry, Lake Wales, Frostproof, Indian Lake, Ft. Meade

Note: All EAS and ECS routes shown are two-way routes.

# Charlotte County Urban Service Area and Population Centers



 **County boundary**  
 **Major Roads**  
 **Urban Service Area**

**FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET**  
 NO. 990223-76 EXHIBIT NO. 10  
 COMPANY/ Porter  
 WITNESS: \_\_\_\_\_  
 DATE 4-8-99

See

941 Area Code

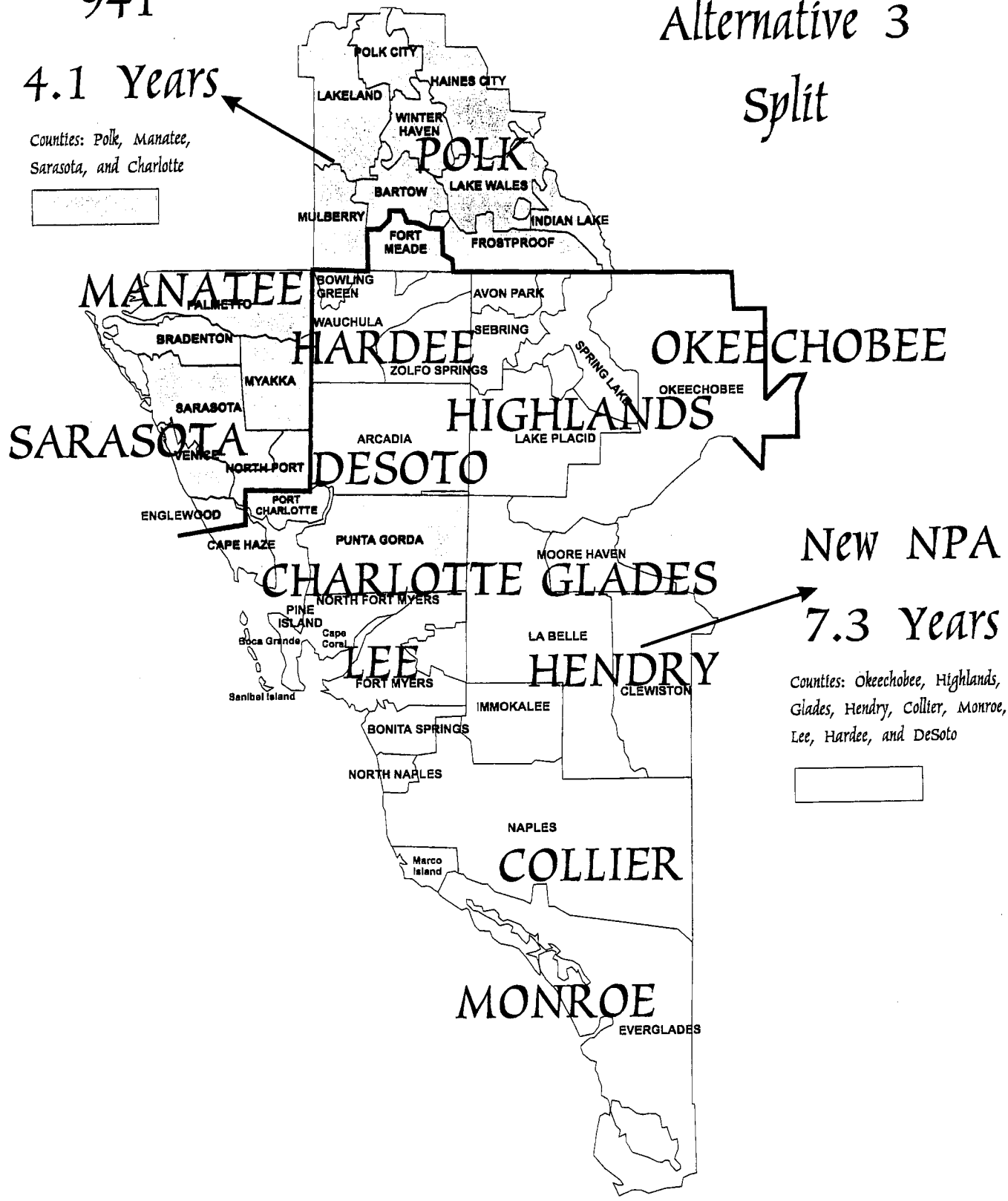
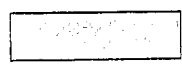
Alternative 3

Split

941

4.1 Years

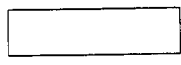
Counties: Polk, Manatee, Sarasota, and Charlotte

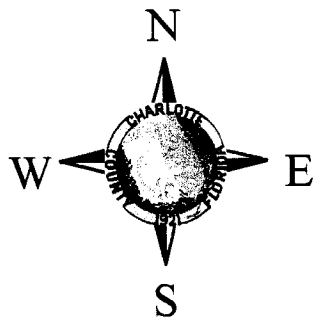


New NPA

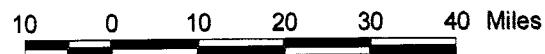
7.3 Years

Counties: Okeechobee, Highlands, Glades, Hendry, Collier, Monroe, Lee, Hardee, and DeSoto

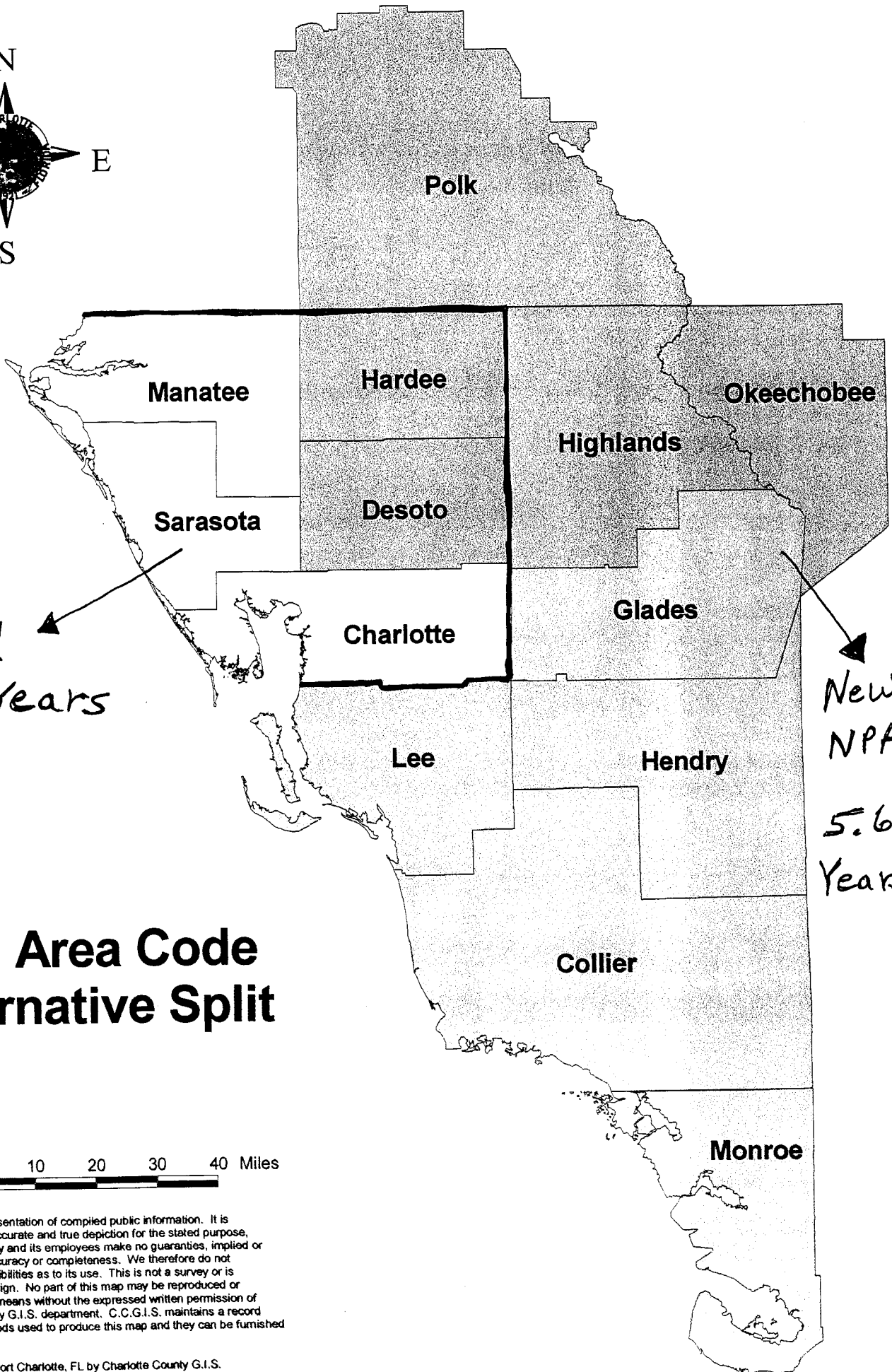
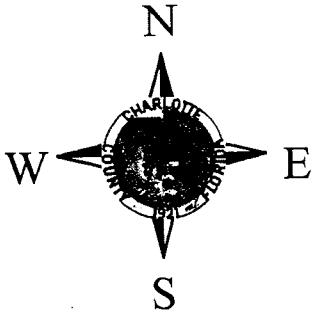




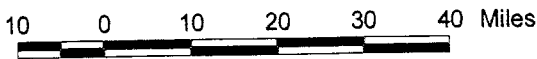
# 941 Area Code Alternative Split



This map is a representation of compiled public information. It is believed to be an accurate and true depiction for the stated purpose, but Charlotte County and its employees make no guaranties, implied or otherwise to the accuracy or completeness. We therefore do not accept any responsibilities as to its use. This is not a survey or is it to be used for design. No part of this map may be reproduced or transmitted by any means without the expressed written permission of the Charlotte County G.I.S. department. C.C.G.I.S. maintains a record regarding the methods used to produce this map and they can be furnished upon request.



# 941 Area Code Alternative Split



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Apr 7 1999, 08:26 AM

Pages including cover page: 3

STATE OF FLORIDA



PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

TO:

Marty Burton

Tel: 941 743 1330  
Fax: 941 743 1550

FROM:

Levent Ileri  
Engineer, Division of Communications

Tel: (850) 413-6562  
Fax: (850) 413-6563

RE:

New alternatives

Per your request, attached please find the new alternatives and the exhaust years (Alternatives 6 and 7).

If you've any questions, please call me at 850 413 6562.

Sincerely,

Levent Ileri



Alternatives	Exhaust Years	
	941	New NPA
1	5.2	5.9
	2004	2005
2	4.6	6.7
	2004	2006
3	4.1	7.3
	2003	2006
4	12	7.3
	2011	2006
5	5.5	
	2005	
6	4.7	6.1
	2004	2005
7	6	5.6
	2005	2005

Alternative 6 (New NPA) Polk, Hardee, Desoto, Highlands, Okeechobee vs the rest (941)

Alternative 7 (941) Manatee, Sarasota, Hardee, Desoto, Charlotte and the rest (new NPA)

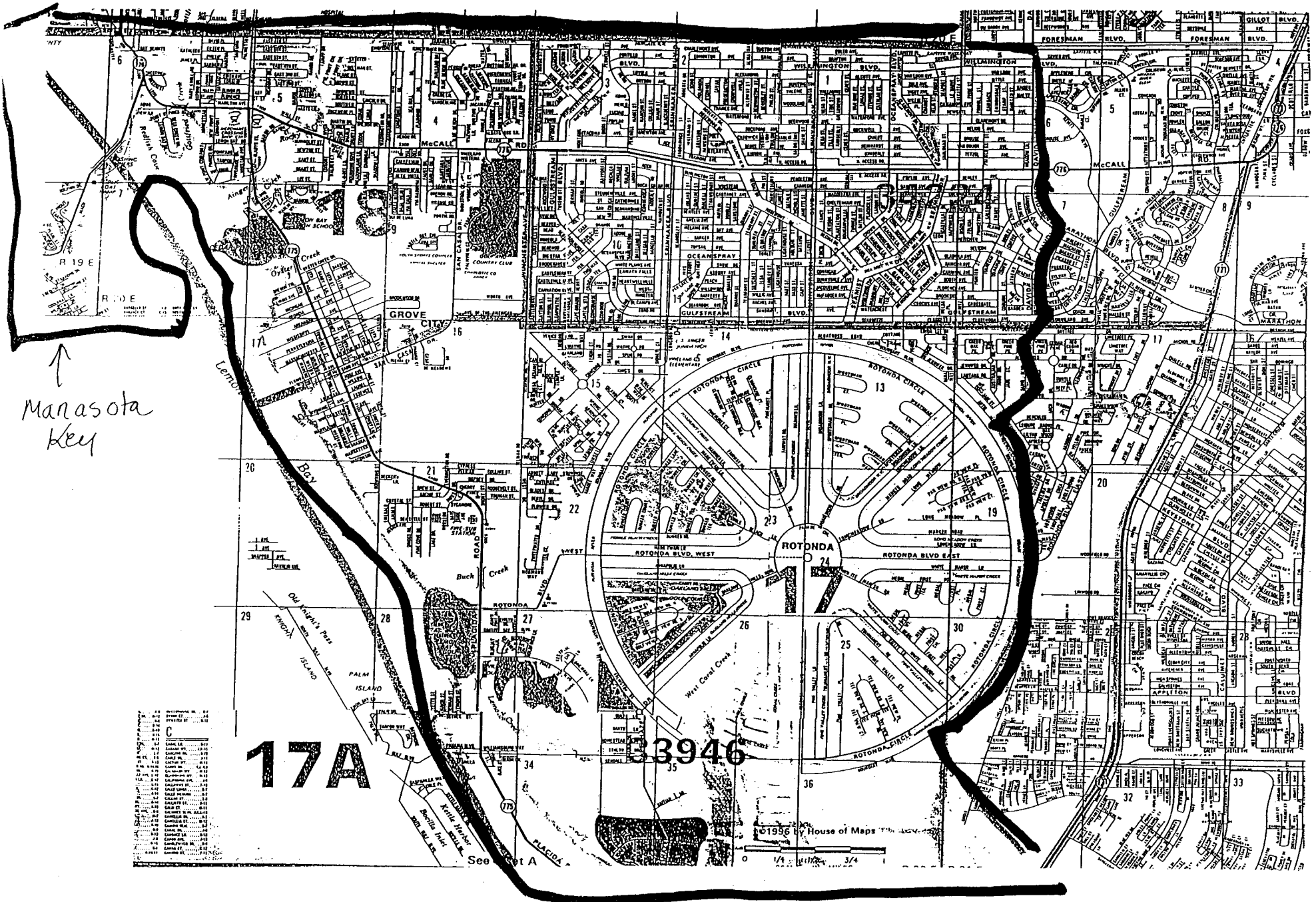
**Late-filed Exhibit 11**

**Request:** Please provide a map of the Sarasota County Emergency Services Area, indicating how it extends into Charlotte and Manatee counties.

**Response:** A map is attached (Ex. 11-1) showing that portion of Charlotte County, outlined by a heavy black line, which is serviced by The Englewood Fire District, located in Sarasota County . A second map (Ex. 11-2) is attached showing via diagonal lines the areas of Manatee County and Charlotte which receive 911 service from Sarasota County.

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 990 23 EXHIBIT NO 11-LF  
COMPANY/ Sarasota County  
WITNESS: \_\_\_\_\_  
DATE 4-8-99

DOCUMENT NUMBER-DATE  
05268 APR 23 99  
FPSC-RECORDS/REPORTING



↑  
Manasota  
Key

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33946

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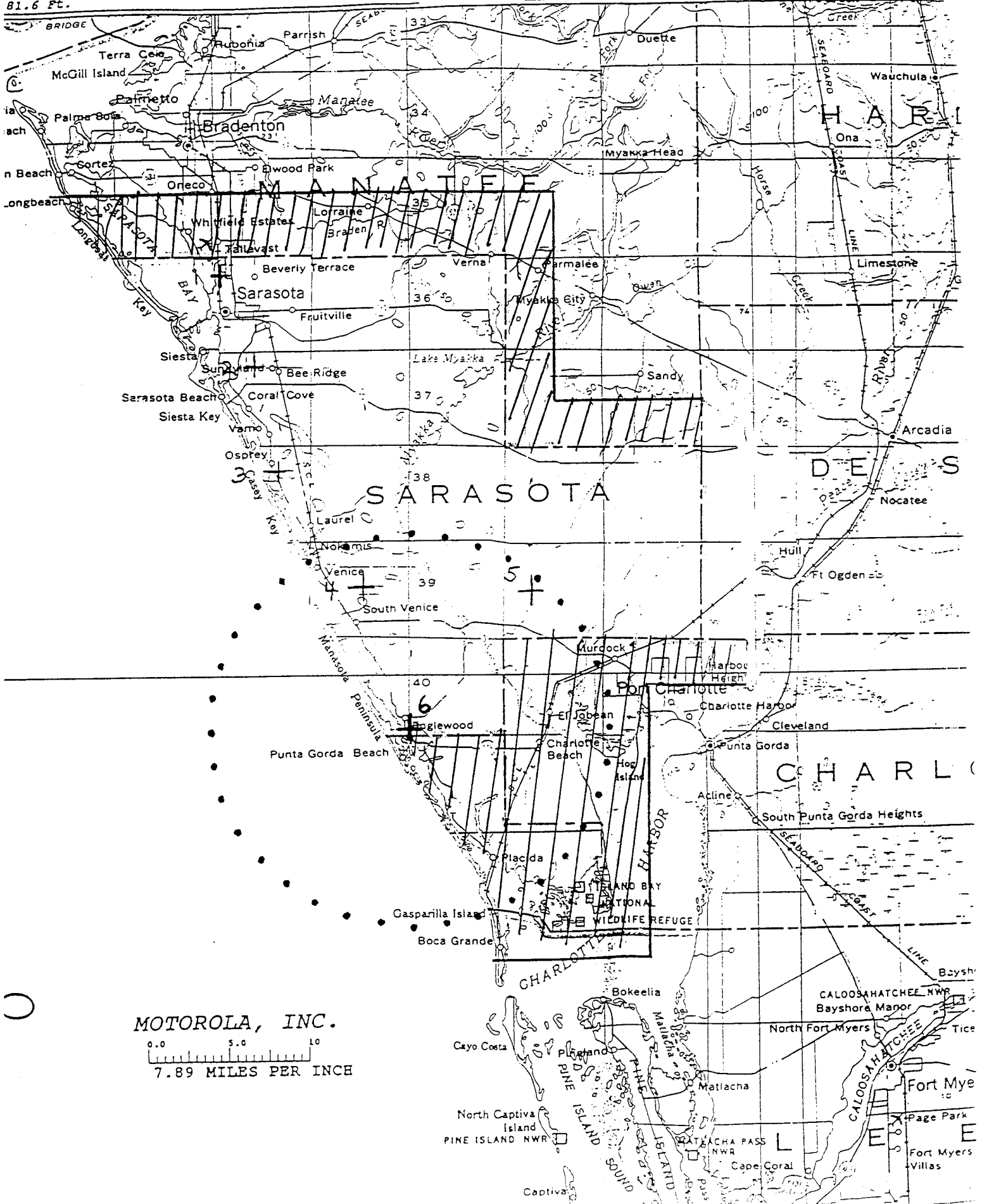
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211-2

Sarasota County

Lat : 26 57 9.0  
Long : 82 21 12.0  
Elev : 9.8 Ft.

50.0 Mhz  
75.0 Ft.  
81.6 Ft.



MOTOROLA, INC.  
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 7.89 MILES PER INCH