



FLORIDA
PUBLIC
SERVICE
COMMISSION

REPORT ON THE

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

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

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VOLUME TWO

VOLUME II

APPENDICES TO THE

REPORT OF THE FLORIDA PUBLIC SERVICE COMMISSION ON THE
RELATIONSHIP AMONG THE COSTS AND CHARGES ASSOCIATED WITH
PROVIDING BASIC LOCAL SERVICE, INTRASTATE ACCESS, AND OTHER
SERVICES PROVIDED BY LOCAL EXCHANGE COMPANIES, IN COMPLIANCE WITH
CHAPTER 98-277, SECTION 2(1), LAWS OF FLORIDA

AND

THE CONCLUSIONS OF THE FLORIDA PUBLIC SERVICE COMMISSION AS TO THE
FAIR AND REASONABLE FLORIDA RESIDENTIAL BASIC LOCAL
TELECOMMUNICATIONS SERVICE RATE, IN COMPLIANCE WITH CHAPTER 98-277,
SECTION 2(2)(A), LAWS OF FLORIDA

FLORIDA PUBLIC SERVICE COMMISSION
TALLAHASSEE, FLORIDA
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BST	BellSouth Telecommunications, Inc.
EAS	Extended Area Service
ECS	Extended Calling Service
FCC	Federal Communications Commission
GTEFL	GTE Florida, Inc.
ILEC	Incumbent Local Exchange Carrier
IXC	Interexchange Carrier
LATA	Local Access and Transport Area
LEC	Local Exchange Carrier
PIC	Presubscribed Interexchange Carrier
PICC	Presubscribed Interexchange Carrier Charge
POTS	Plain Old Telephone Service
PSC	Public Service Commission
PUC	Public Utilities Commission
SLC	Subscriber Line Charge
TASA	Telecommunications Access System Assessment
UAF	Universal Access Fund
USF	Universal Service Fund

APPENDIX IV-1

REPORT ON THE AFFORDABILITY OF
RESIDENTIAL LOCAL TELEPHONE SERVICE IN FLORIDA



FLORIDA
PUBLIC
SERVICE
COMMISSION

REPORT ON

**The Affordability of
Residential Local
Telephone Service
in Florida**

Based on the
Residential Local Telephone Service
Affordability Survey

of the
Florida Public Service Commission

Division of Research and Regulatory Review
February 1999

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INTRODUCTION

LEGISLATIVE REQUIREMENT AND AGENCY RESPONSE

Chapter 98-277, Laws of Florida

The 1998 Florida Legislature amended several parts of Section 364, Florida Statutes, with the passage of HB 4785 (Chapter 98-277, Laws of Florida), which went into effect on May 27, 1998. The requirements of the new legislation provided for three studies to be reported to the Florida Legislature prior to the 1999 legislative session. One of the required studies, now referenced as "Fair and Reasonable Residential Basic Local Telecommunications Rates - Special Project 980000A-SP," calls for the Florida Public Service Commission (Commission) to consider affordability and value of service, among other things, in recommending fair and reasonable rates for basic local residential telephone service. Section 2 of 98-277, Laws of Florida, includes language which requires the Commission to study and report back to the Florida Legislature certain findings:

The Commission shall, by February 15, 1999, report to the President of the Senate and Speaker of the House of Representatives its conclusions as to the fair and reasonable Florida Residential basic local telecommunications service rate **considering affordability, the value of service,** comparable residential basic local telecommunications rates in other states, and the cost of providing residential basic local telecommunication services in this state, including the proportionate share of joint and common costs. [emphasis added]

Work Plan and Report

On June 2, 1998, the Commission adopted a work plan for implementation of HB 4785 which established the procedure for the study of affordability of residential basic local telecommunications service (hereafter referenced as "local telephone service"). In accordance with the plan, the Commission determined that its Division of Research and Regulatory Review (RRR) would design a draft telephone survey questionnaire. The initial design would be followed by a workshop for interested persons to review and comment on the survey questions. The final questionnaire was then to be forwarded to the survey program of the University of Florida's Bureau of Economic and Business Research (BEBR), the entity which would administer the survey. After the survey was administered, the complete set of data responses would be provided to the Commission. The Commission's RRR would then tabulate and analyze the response data provided by BEBR and report on all aspects of the

survey's design, methodology and results to the Division of Communications (CMU). The report to CMU would then be the basis for consideration of affordability and value of service in the Commission's report to the legislature on Fair and Reasonable Rates.

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

SURVEY DESIGN

DEFINITION OF "AFFORDABLE"

In conversation, the term "affordable" is subject to vague and often incongruous definitions. For this reason, Commission staff attempted to seek the greatest clarity of the definition of the term prior to survey design. Definitions of affordability, from the *Random House Dictionary of the English Language*, are: "1. '... to be able to do, manage, or bear without serious consequences or adverse effect,' and, 2. '... to be able to meet the expense of, have or be able to spare the price of.'"¹

As it applies to telecommunications, this same emphasis has been assumed. The Federal Communications Commission (FCC) adopted a decision recommended by its Federal-State Joint Board on Universal Service on November 7, 1996, that addressed, in part, the notion of affordability. In its recommended decision, the Joint Board used the Webster Dictionary definition of affordability, which included both an absolute and a relative component of the term. The absolute component would imply that one would "have enough or the means for" a desired service, and the relative component would imply that one would be able to "bear the cost without serious detriment."² The FCC agreed with the Joint Board's determination of affordability and adopted the Joint Board's finding on May 7, 1997.³ It is the combination of both of these concepts that provided the basis for the development of the Commission's Affordability Survey. However, it is recognized that the relative component is difficult to measure, in that whatever may constitute "serious detriment" has been defined by neither the FCC, the Florida Legislature, nor the Florida Public Service Commission.

AFFORDABILITY RESEARCH AND SURVEYS

Commission Staff performed a literature search and review on the topic of affordability and local telephone service. Several sources were found that addressed the issue of affordability and local

¹*The Random House Dictionary of the English Language*, Second Edition, Unabridged.

²Federal Communications Commission, Docket No. 96-45, Recommended Decision of the Federal-State Joint Board on Universal Service, adopted November 7, 1996, paragraph 125.

³Report and Order, Federal-State Joint Board on Universal Service, CC Docket No. 96-45, adopted May 7, 1997, paragraph 110.

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

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

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

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

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

assessing its affordability. According to the article, affordability is attained only when the service can be secured at a price that does not impose an unreasonable burden on household incomes.⁵

Another article, "Perceptions of Affordability: Their Role in Predicting Purchase Intent and Purchase," by Arti S. Notani, argues that affordability perceptions may have the power to influence purchase decisions.⁶ According to this article, if a consumer's perceptions can be successfully manipulated to make a product appear affordable to them, it may be possible to convert a non-purchase to a purchase. The article considers the importance of individuals' perceptions of affordability as a factor in the eventual purchase decision. This helped lend perspective to the importance of customer perceptions when developing the Florida Survey. For instance, the series of "willingness to pay" questions, which are based upon individuals' perception of the affordability of local telephone services at different price levels, are not unrelated to the actual purchase decisions of the survey respondents.

The OPASTCO survey, the Wyoming survey, the Hancock and Notani articles, as well as a variety of other related literature, were relied upon by staff in developing the Florida Survey.

STAFF WORKSHOPS

Two staff workshops were held to consider input from interested persons on the design and implementation of the Florida Survey.⁷ A number of representatives of groups impacted by the legislation offered their input during the workshops. In addition, Dr. McCarty, Director of the BEBR Survey Program, offered advice regarding survey implementation and questionnaire design during the workshops.

After developing a preliminary survey instrument, purposefully exclusive of any demographic questions, Commission Staff considered and incorporated into the design of the survey specific suggestions offered by interested persons pertaining to both demographic and non-demographic

⁵K. E. Hancock, "'Can Pay? Won't Pay?' or Economic Principles of 'Affordability,'" *Urban Studies*, Vol. 30, No. 1, 1993, pp. 127-145.

⁶Arti Sahni Notani, "Perceptions of Affordability: Their Role in Predicting Purchase Intent and Purchase," *Journal of Economic Psychology*, 18, 1997, pp. 525-546.

⁷The first workshop was held on June 17, 1998 and the second was held on June 23, 1998. Interested persons included representatives from Incumbent Local Exchange Companies (ILECs), Interexchange Companies (IXCs), cable associations, the State of Florida Attorney General, the Office of the Public Counsel, and the American Association of Retired Persons (AARP).

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

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

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

OVERVIEW OF SURVEY QUESTIONS

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

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

services, another layer of concerns must also be investigated. Those concerns include the relative importance of local telephone service versus other household services; and, more specifically, the relative importance of local telephone service in consideration of its price. The supposition here is that, if some other household service(s) is being purchased that is not as valuable to the household as local telephone service but for which households pay more, then the household *may* be able to “bear the cost without serious detriment” if the price of local telephone service increases. Conversely, if other services of equal or greater importance are provided at a lower price than local telephone service, then increases in telephone prices *may* cause “serious detriment,” and therefore be unaffordable.

Since the definition of local telephone service affordability includes the ability of customers to “bear the cost without serious detriment” and “serious detriment” is not defined, any determination regarding the affordability of telephone service is, to some extent, subjective. Nonetheless, the collection of information pertaining to the economic value which households receive from local telephone service relative to other services is relevant to understanding the impacts of local telephone service price changes.

In order to address those concerns, the survey was designed to elicit responses regarding household consumption behavior and “value of service” perceptions. Several questions were designed to determine whether respondents subscribed to any optional calling features, such as Call Waiting and Caller ID. Respondents were also asked to report their monthly expenditures (bills) for local and long distance telephone service in the aggregate, as well as for long distance service alone, cable TV service, pager/beeper service, Internet service, alarm service, and electric service. Several questions were designed to measure the importance value that one would assign to local telephone service as well as other household services. Also, several questions were designed to allow respondents to indicate how they would react in the event of an increase in the price of local telephone service. Finally, respondents were asked to indicate which alternative to local telephone service they would choose in the event that their price for local telephone service increased enough to motivate them to consider discontinuance of service.

Demographic Stratification

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

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

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

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

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

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

¹⁰Refer to survey question ps50.

¹¹Refer to survey question ps45.

The survey respondents were classified into three population density levels (Attachment B). Density Level I is the least dense category (54 counties with 423 respondents), Density Level II is the mid-density category (9 counties with 518 respondents), and Density Level III is the most dense category (4 counties with 618 respondents).

A third demographic question pertained to whether persons over the age of 65 lived in the household. Survey respondents were asked to indicate the number of adults living in the household who were over the age of 65, if any.¹²

Other demographic questions included race, household size, number of household members under age 18, and zip code.¹³

Residential Telephone Service Bills

Service affordability can be viewed as both perceptual and comparative. Individuals have a perceptual understanding of service bill amounts, not only for local telephone service but for other household services as well. How much importance is placed on each service is weighed against how much is paid for each service. With these ideas in mind, individuals may draw conclusions about the level of value they receive for the amount they pay. To start this process, they may first consider the amount they remember paying for various household services.

The survey respondents reported their recollection of the most recent bill for local telephone service, as well as a host of other household services. For the purposes of this study, respondents are assumed to be more aware of and more likely to consider total bill information rather than individual rate detail contained within each bill.

Each respondent was asked to estimate the amount paid for local and long distance telephone services last month combined (excluding wireless and cellular telephone service).¹⁴ This was an open-ended question, and the respondent was encouraged to give an unaided response. If the respondent was unsure of the amount, the interviewer described ranges, in ten-dollar increments, until the respondent identified his range. The same type of unaided question was asked for the amount paid last month for

¹²Refer to survey question ps2.

¹³Refer to survey questions ps1, ps3 and ps46-49.

¹⁴Refer to survey question ps24.

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

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

Optional Calling Features

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

Other Household Services

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

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

¹⁵Refer to survey question ps25.

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

¹⁷Refer to survey question ps23.

¹⁸Refer to survey questions ps16-ps22.

¹⁹Refer to survey questions ps26-32.

expenditure amounts, beginning with “under \$10” and increasing by ten dollar increments. The highest response option was “more than \$40” for all services except for electricity. The options for the amount paid for last month's electric utility service were “under \$20.00,” “\$20.00 to 49.99,” “\$50.00 to 99.99,” and “more than \$100.00.”

Value of Residential Local Telephone Service

The value of local telephone service was revealed using a variety of measures. Survey respondents were asked questions pertaining to the number of telephone numbers in the household, the types of usage for telephone service, the calling scope, the volume of telephone usage, and the importance they placed on local telephone service, as well as other services.²⁰

The question pertaining to the respondents' number of telephone numbers was an open-ended question. In other words, the respondents were not prompted with options, but were allowed to answer unaided. Respondents were asked to exclude business, cellular, or pager numbers in their response.

The Florida Survey included six questions pertaining to the uses of local phone service, including whether their service was used for social calls, shopping by phone, accessing the Internet, business calls, or for faxing. In addition, one question asked the respondent to identify which use occurred most often.

The survey included three questions that pertained to calling scope. Respondents were asked whether they were able to call their local doctor or clinic and local schools without paying additional charges.²¹ They were also asked to identify the number of households they would like to call but cannot because the household did not have telephone service. Respondents were also asked to recall how many local calls were placed and received from their household on the previous day, without having to pay additional charges.

Another factor considered to be a measure of the value of local telephone service was the level of importance it has to households compared to other services. The Survey included seven questions asking the respondent to place an importance rating on the household services about which they had

²⁰Refer to survey questions ps4-15 and ps33-37.

²¹For the purposes of this survey, these were considered to be essential services.

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

Reaction to Changes in the Price of Local Telephone Service

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

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

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

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

²²Refer to survey questions ps38-41.

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

not after a \$2 or \$5 increase and for respondents who indicated they would continue service after a \$5 increase, but not after a \$2 increase.

Not only were respondents randomized as to whether they were asked the “price increase” questions in ascending or descending order of prices, the possible response options to the series of questions were also randomized. This was done in order not to prejudice the outcomes for any single response which may be presented before the others.

Alternatives to Residential Local Telephone Service

The Survey included a question asking respondents to suppose they were considering discontinuing their local telephone service due to a rate increase, and on this basis, to identify their preferred alternative to local telephone service. The options presented included switching to a cellular phone, using a neighbor's phone, and using a payphone.²⁴ Respondents were given the opportunity to offer other responses, including the option to “never disconnect.”

IMPLEMENTATION

The Florida Public Service Commission contracted with the University of Florida's Bureau of Economic and Business Research (BEBR) survey program to conduct a fifty-question telephone survey of Florida residents in July and August, 1998. The BEBR Survey Program was then responsible for transmitting the entire set of survey responses to the Commission.

Survey Agent

The BEBR Survey Program operates a computerized telephone survey lab at the University of Florida in Gainesville, Florida.²⁵ The survey staff consists of a director, a network and database administrator, a field director, two daytime supervisors and payroll administrators, four shift supervisors, and between 40 and 80 interviewers, depending on the survey load.

The BEBR Survey program recruits university students to work as interviewers and as night shift supervisors. Interviewers participate in regular monthly training sessions, and new hires are

²⁴Refer to survey question ps44.

²⁵Refer to Attachment C.

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

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

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

Sample Size and Statistical Analysis

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

Survey Coverage

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

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

percent, so approximately 7.2 percent of Florida households do not have telephone service.²⁷ It would be fair to assume that many, if not most, of those unconnected households are not connected either because they cannot afford residential basic local telephone exchange service or they are unaware of the availability of Link-up and Lifeline Assistance programs. Their exclusion presents a degree of coverage bias in this survey.

Coverage bias such as this can be reduced in some measure by insuring that the income distribution of the sampled households closely resembles the income distribution of the state. Thus, a special effort can be made to oversample those income groups (primarily, low-income groups) which would not otherwise be fully represented via telephone sampling. The trade-off for achieving representative sampling by income is that the survey sampling cannot be considered completely randomized. Therefore, this survey is a representative sample, not one based on a completely randomized respondent selection process.

Representative Sampling

In addition to calculating descriptive statistics of all respondents, cross-tabulations were also performed wherein the survey responses were stratified according to income, population density, and age. In order to establish that the survey was representative of the households in Florida, a distribution analysis was performed by specified demographics, including income (ten levels), population density (three levels), and age (senior and non-senior citizen categories). Oversampling was necessary in order to achieve representation of specified income levels. The following section describes the distribution analyses and the methods used for achieving representative sampling.

Representation by Income Levels

Early during the survey implementation process, it became evident that a lower percentage of survey questionnaires was being completed for low-income households than would be necessary for these households to be adequately represented, according to the proportion of such households existing in the State of Florida. Thus, an effort to "oversample" households from the two lowest income levels

²⁷Telephone Subscribership in the United States, Data through 1998, Released July 1998. Industry Analysis Division, Common Carrier Bureau, Federal Communications Commission. Penetration is estimated on a unit basis rather than available basis.

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

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

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

Representation by Population Density Level

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

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

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

counties with densities from 416 up to 941 persons per square mile. Density Level III included four counties with densities from 1,051 up to 3,146 persons per square mile. Attachment B shows the comparison of population density stratification between survey respondents and of Florida households. The proportion of respondents in each of the three population density levels closely approximate the proportion of total households in each of the three population density levels in the state. For instance, the percentage of respondents in Density Level I is 27.2 percent, and the percentage of total Florida households in Density Level I is 31.8 percent

Representation of Senior Citizens (Over Age 65)

In order to gauge whether local telephone service is either more or less affordable for households with senior citizens compared to households without senior citizens, responses were cross-tabulated based on whether one or more senior citizen lived in the household. Approximately 21.5 percent of all households surveyed had at least one person in the household over the age of 65. Since 18.5 percent of Florida residents are aged 65 or over, according to population estimates for July 1997, the sample appears to include adequate representation of the state's elderly population.²⁹

Survey Call Disposition

A review of the survey call disposition report provided by BEBR (Attachment E) reveals that an attempt was made to contact a total of 14,108 telephone numbers. Of those attempts made, 3,884 were deemed ineligible, 3,804 were non-working numbers, 2,602 had no answer, and 435 were incomplete.

Of the remaining 3,383 calls made, 1,585³⁰ were completed and 1,798 were refused. Thus, the overall success rate of the telephone survey was approximately 47 percent. The disposition report provides further detail as to the breakdown of the call disposition by the over sample and non-over sample groups.

²⁹Source: Estimates of the Population of the U.S., Regions, Divisions, and States by 5-year Age Groups and Sex: Annual Time Series, July 1, 1990 to July 1, 1997. Population Estimates Program, Population Division, U.S. Bureau of the Census, Washington, D.C. 20233.

³⁰Staff identified 1,582 completed surveys, not 1,585 as indicated in the Call Disposition Report. In addition, some respondents did not answer all questions; therefore, the number (n) of responses per question is typically less than 1,582.

Tabulation Procedures Performed by Staff

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

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

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

SURVEY RESULTS

FACTORS IMPACTING AFFORDABILITY

Expenditures for Local Telephone Service

According to the survey responses, 70 percent of respondents receive local and long distance charges on combined bills and 28.9 percent indicated that they receive separate billing for these services. Approximately 1.1 percent either did not respond or reported that they did not know how they were billed (Table 1-1).

Based on survey responses, the average total bill for local and long distance telephone service, whether billed separately or combined, was \$84.87 (for all telephone numbers within the household). The average bill for long distance telephone service, whether billed separately or combined, was \$45.47. The difference in these two amounts, \$39.40, represents the average bill for local telephone service (Table 1-2). Included in these amounts are the taxes, surcharges, fees, local toll charges, and optional calling features, as applicable. According to the Florida Revenue Estimating Conference, the average annual household income projected for third quarter of 1998 for Florida is \$66,330 (the equivalent of \$5,527 per month).³¹ Thus, based on this income projection and the survey responses, the average Florida household spends 0.7 percent of its household income on local telephone service.

Median statistics may offer a better picture of telephone service prices for the non-stratified sample. Based on the survey responses, the median bill for local and long distance telephone service, whether billed separately or combined, was \$64.51 for all telephone numbers within the household (Table 1-2). The median bill for long distance telephone service, whether billed separately or combined, was \$28.80. The median bill for local telephone service was \$34.26. Included in these amounts are taxes, surcharges, fees, local toll, and optional calling features, as applicable. The estimated median annual Florida household income for the third quarter of 1998 is \$33,250.00 (the

³¹Florida Economic Forecast, February 1998, Florida Economic and Demographic Research Division, (visited November 6, 1998) <<http://www.state.fl.us/edr/>>

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

Expenditures for Local Telephone Service and Income

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

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

Expenditures for Local Telephone Service and Population Density

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

Expenditures for Local Telephone Service and Senior Citizens

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

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

Optional Calling Features

Survey results indicate that the average number of optional calling features to which households reportedly subscribe was 2.3 (Table 1-4). The feature most subscribed was Call Waiting (60.3 percent), followed by Caller ID (39.3 percent), 3-way Calling (33.7 percent), Call Forwarding (30.4 percent), an Unlisted Telephone Number (29.7 percent), Voice Messaging (26.8 percent), and “other features” (13.0 percent).³³ Table 1-3 illustrates the percentage of respondents who reportedly subscribed to specified optional calling features.

Optional Features and Income

Table 2-4 shows that the lowest income level subscribed to fewer optional calling features (1.8 per household) than other income groups (2.3 to 2.7).

Table 2-3 shows the rate of subscription to the various optional features by income group. The table indicates that the relative popularity of the various features remains somewhat constant among income groups. For instance, Call Waiting was the most subscribed feature for all income groups. Likewise, Caller ID was the second most subscribed feature in 9 out of 10 income groups (the “over \$150K” group’s second most subscribed feature was Voice Messaging).

Optional Features and Population Density

Density Level III respondents subscribed to more optional features on average (2.7 features) than do Density Level II respondents (2.4 features) and Density Level I respondents (1.7 features). The pattern of subscribership by density group is presented in Table 3-4.

Table 3-3 shows that the subscription rate to optional calling features by population density is consistent with the pattern reflected for all respondents.

Optional Features and Senior Citizens

On average, households with senior citizens had significantly fewer optional calling features than did households without senior citizens, as shown in Table 4-4. Households with two or more senior citizens had 0.9 features on average, and households with one senior citizen had 1.4 features on

³³All numbers reported are at the 95 percent Confidence Interval.

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

Other Household Services

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

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

Other Household Services and Income

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

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

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

Table 2-6 shows expenditure relationships for electric service by income levels. The percentage of households that paid \$100 or more for electric service during the prior month generally increases proportionally by income groups.

Other Household Services and Population Density

Table 3-5 shows that no significant difference in subscription rates exists between the three density levels for Internet service, security/alarm service, and cellular telephone service. As might be expected, the subscription rate for satellite/Direct TV was somewhat higher (18.5 percent) by Density Level I households than for the other households (7 percent and 6 percent in Density Level II and III, respectively). The subscription rate for pager/beeper service by Density Level III households was higher than for other households.

Table 3-6 shows a modest decrease in the percentage of respondents who paid \$100 or more during the prior month for electric service based on the ascending population density levels.

Other Household Services and Senior Citizens

As Table 4-5 shows, households with senior citizens were less likely to subscribe to cellular telephone service, Internet service, and pager/beeper service. For instance, the percentage of households with one senior citizen which subscribed to cellular telephone service was reportedly 25.0 percent, but the percentage of households with no senior citizens which subscribed to cellular telephone service was 40.0 percent.

Table 4-6 shows that 46.1 percent of households with one senior citizen paid more than \$100 for electric service in the most recent month, whereas 59.7 percent of households with no senior citizens paid more than \$100. According to the survey responses, 65.7 percent of households with two or more senior citizens paid more than \$100 for electric service.

Value of Local Telephone Service

A series of questions were asked for the purpose of identifying how and to what extent Florida households utilize their local telephone service compared with other household services. In particular, survey responses have been aggregated and yield the following information:

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

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

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

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

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

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

The average number of homes which respondents wish to call but cannot because those homes did not have telephone service was 0.4 (Table 1-11). In this survey, 10.8 percent of the respondents reported that there was at least one home that they were unable to call.

On an average basis, respondents rated the importance of local telephone service higher than all the other household services; of all the other services, only security alarm service was rated equally important on a median basis. While both local telephone and security alarm services had a median importance level of 5 (very important), the average importance level of local telephone service was 4.61, compared to security alarm service's importance level of 4.19. In decreasing order of importance, the remaining services' median/average ratings were: pager/beeper service (4, 3.94) cellular telephone service (4, 3.68), Internet service (4, 3.62), cable TV service (4, 3.59), and satellite/Direct TV service (3, 3.52). These median and average importance levels are based on the responses of only those respondents who actually subscribed to the service in question. These relative ratings appear in Table 1-12.

Based on the survey results, the median bill for monthly local telephone service per line, as reported by respondents, was \$28.50. The rank order (from high to low) of other services' median monthly bills is satellite/Direct TV service (\$39.99), cellular telephone service (\$39.94), cable TV service (\$35.71), security alarm service (\$25.65), Internet service (\$21.88), and pager/beeper service (\$9.64). Thus, local telephone service was reportedly lower in price than satellite/Direct TV, cellular, and cable TV services, but higher in price than all three remaining services (Table 1-12A).

The economic value of telephone service compared to other services can be assessed by comparing how much more (or less) was paid for local telephone service versus how much more (or less) importance was placed on telephone service. Based on survey responses, this analysis involves subtracting the median importance level of local telephone service from the median importance level of each of the other services. The resulting number is each service's importance level above or below the importance level of local telephone service. Likewise, the second part of the analysis involves subtracting the reported median expenditure of telephone service from the reported median expenditure for each of the other services. The resulting number is each service's reported price above or below the price of local telephone service.

If, from this two-part analysis of respondents' perceptions, local telephone service can be shown to be priced lower than other services of equal or greater importance, then local telephone service

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

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

It is less clear whether local telephone service is perceived to be a better value than security alarm, pager/beeper, and Internet services. For instance, local telephone service bills are reportedly \$18.86 higher than pager service bills and the importance of local telephone is greater than pager by one importance level on a median basis (0.67 levels on an average basis). Another interesting comparison is security alarm service. Respondents who subscribe to security alarm service paid slightly less than they paid for local telephone service (the difference is \$2.85 per month), and they rated the importance of security alarm service only slightly less than local telephone service (0 levels on a median basis, 0.42 levels on an average basis).

Value of Service and Income

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

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

Whether or not a household was able to call their doctor/clinic and schools without incurring additional charges appears to vary directly with the reported level of household annual income. For example, those households in the two lowest income groups reported that 18.9 to 11.8 percent could not call a doctor/clinic without incurring additional charges, as compared to only 7.1 percent of those households earning over \$150K. In addition, the two lowest income groups reported that 6.8 to 7.1 percent could not call their local schools as compared to 2.4 percent of those earning over \$150K. Table 2.9 illustrates this finding.

As measured by the average number of calls placed and received, telephone usage is much greater for high income households than for low income households. For those households with less than \$10,000, the average number of calls placed and received is 4.8 and 5.9, respectively, or a total of 10.7 calls. For the highest income households (over \$150K), the average number of calls placed and received was 7.6 and 11.2, respectively, or a total of 18.8 calls. Table 2-10 shows the calling levels by income.

Respondents in the lowest income group reported that the average number of homes they wished to call but could not because those homes did not have telephone service was 1.0. Higher income groups (\$80K and above) reported that there were essentially no homes they wished to contact that they could not because the homes did not have telephone service (Table 2-11).

The importance of local telephone service did not vary significantly between income groups. The range of importance placed on the service was uniformly high, ranging from 4.53 (\$20K to \$30K) to 4.74 (over \$150K and \$40K to \$50K), with no discernible relationship based on income. Table 2-12 shows the mixed pattern of reported importance of local telephone service and income.

Overall, based on survey responses, higher income groups reported that they receive significantly higher value for their local telephone service than lower income groups in a variety of ways. They use their local telephone service more frequently, they have more varied uses of local telephone service, they purchase more telephone numbers, they are more likely to be able to call their doctor or local schools with no additional charge, and they can call all households they wish to call because those households have telephone service. Moreover, since these reported relationships between value of service and household income are linear, it appears that greater income is consistent with greater value of service, meaning that, in general, higher income groups perceive that they have a higher value of service than middle income groups, who in turn perceive a higher value of service

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

Value of Service and Population Density

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

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

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

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

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

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

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

this survey data, it does not appear that a notable difference exists between the value of service received by households in the different population densities.

Value of Service and Senior Citizens

Households with senior citizens reportedly are more likely to have just one telephone number per household. Of the households with two or more senior citizens, 88.9 percent reportedly had just one telephone number, 80.6 percent of households with one senior citizen had just one telephone number, and 74.0 percent of households with no senior citizens had just one telephone number (Table 4-7).

Households with senior citizens were less likely to use their telephones for purposes of accessing the Internet or faxing. Only 13.9 percent of households with 2 or more senior citizens reportedly used their telephone to access the Internet, compared to 35.1 percent of households without senior citizens. Only 14.7 percent of households with one senior citizen reportedly used their telephone to send or receive faxes, compared to 21.1 percent of households without senior citizens. However, almost all households, with or without senior citizens, used their telephones for social calling (Table 4-8).

Households with senior citizens were reportedly no more or less likely to be able to contact their local schools, doctors or clinics than other households, as shown in Table 4-9.

Households with senior citizens (over age 65) reportedly placed and received fewer telephone calls per day than households without senior citizens. Those households with two or more senior citizens reportedly placed and received 9.0 calls, those with one senior citizen placed and received 10.0 calls, and those without any senior citizens typically placed 14.6 calls (Table 4-10).

Compared to households without senior citizens, households with senior citizens reported slightly fewer homes they wished to call but could not because the homes did not have telephone service (Table 4-11).

The importance level of telephone service did not differ between households with senior citizens and households without senior citizens (Table 4-12).

Based on survey responses regarding the value of telephone service, it is not apparent that households with senior citizens value their telephone service any more or less than other households. In some ways, they appear to have fewer uses for their telephone service. On average, they make fewer

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

Reactions to Price Increases

In response to the question regarding the action they would take in the event local telephone service prices were to increase, 7.1 percent of the survey respondents said that they would "discontinue" service if the price increased by \$2, and another 25.9 percent of the respondents said they would "pay the increase, but reduce other spending." However, 33.8 percent said that they would "discontinue" service if the price increased by \$20, and another 36.0 percent of the respondents said they would "pay the increase, but reduce other spending." Table 1-13 illustrates the relationships between the various price increases and respondents' anticipated reactions.

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

Reaction to Price Increase by Income Group

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

hypothetical price increases. For instance, 17.2 percent of respondents in the \$100K to \$150K income level said they would discontinue service if the price of local telephone service increased by \$10, but only 10.3 percent of respondents in the \$80K to \$100K said they would discontinue at that price increase amount. The percentage of respondents with incomes over \$150K who said they would discontinue service at this price increase was even greater (21.4 percent). One explanation for this may be that the higher income groups may be more familiar with, and more inclined to consider, close substitutes to local telephone service, such as cellular telephone service, than are middle income groups. Further study to reveal the motivations of respondents would be necessary to fully understand the dynamics between household income, local telephone service price, and reported propensity to discontinue.

Interestingly, this anomaly applies to the “discontinue service” option, but not to the “reduce spending” option. A lower percentage of respondents from higher income levels reported that they would adjust other spending compared to the other income levels based on the hypothetical price increases presented to them.

Lower income groups reported that even a \$5 increase in the monthly price of local telephone service would impact either their ability to remain connected or their ability to pay for other goods and services. Of the respondents in the lower three income levels (\$0 to \$30K), 14.6 to 20.5 percent reported they would discontinue service due to a \$5 rate increase. Another 33.6 to 41.7 percent of respondents in these income levels indicated that they would reduce spending on other services if prices increased by \$5.

Reactions to Price Increases by Density Level

Compared to respondents in Density Levels II and III, a lower percentage of respondents in Density Level I (least dense counties) said they would discontinue local telephone service for three out of the four price increase amounts (\$2, 5, and \$20). However, sampling tolerances are too large at the 95 percent confidence level to be able to generalize this result to all Florida households (Table 3-13).

Reactions to Price Increases by Senior Citizens

According to the reported reactions of the respondents, the percentage of households which would discontinue service or reduce spending based on the hypothetical price increases did not vary

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

Alternatives to Local Telephone Service

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

Alternatives to Local Telephone Service and Income

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

Alternatives to Local Telephone Service and Population Density

Compared to the other two density levels, a lower percentage of Density Level III respondents (those respondents from the densest counties) indicated that they would switch to cellular telephone service as an alternative to local telephone service (Table 3-14). While 48.1 percent of Density Level III indicated that they would switch to cellular, over half (55.8 percent and 56.2 percent, respectively) of Density Levels I and II respondents said they would choose that option. Consistent with this, a higher percentage of Density Level III respondents (14.4 percent) indicated that they would never discontinue local telephone service compared to the percentage of those in the Density Levels I and II who said they would never discontinue service (6.9 percent and 9.3 percent, respectively). Similar percentages of respondents in each of the three density levels chose payphones (from 22.2 to 24.3 percent) and neighbors' telephones (from 8.3 to 8.9 percent) as local telephone service alternatives.

Alternatives to Local Telephone Service and Senior Citizens

Respondents with senior citizens living in their households were less likely to indicate that they would switch to cellular telephone service compared to households without senior citizens (Table 4-14). Only 32.8 percent of households with one senior citizen indicated they would switch to cellular, whereas 57.3 percent of households without a senior citizen said they would switch to cellular telephone service. Households with senior citizens indicated with greater relative frequency that they would either use a neighbor's telephone (14.7 percent) or never discontinue service (17.2 percent) than households without a senior citizen (7.5 percent and 9.3 percent, respectively).

SUMMARY OF FINDINGS

One way to summarize the varied descriptive statistics presented in this report is to provide a profile of the typical Florida household on measures which either directly or indirectly impact the affordability of local telephone service. The same approach can be made for selected demographic groups that may be more impacted than other groups by changes in local telephone rates. The following discussion is an attempt to provide such profiles, including profiles of the typical "Florida household," the "very low income Florida household (less than \$10K)," the "moderate low-income Florida household (\$20-30K)," the "population Density Level I Florida household," and the "senior citizen Florida household."

The Typical Florida Household and Local Telephone Service Affordability

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

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

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

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

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

13.4 percent said they would discontinue local telephone service. At the \$10 level, 36.3 percent indicated that they would reduce spending on other items, while 25.1 percent answered that they would discontinue service. When asked what they would do if prices increased to a level that was unacceptable, slightly over half of the respondents (52.4 percent) indicated that they would switch to cellular telephone service, but slightly under one-fourth of the respondents (23.0 percent) indicated that they would simply use payphones for their household communication needs.

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

For this profile, a household is considered very low-income if it reported income of less than \$10,000 per year. On average, these households have 1.1 telephone lines and probably use telephone service for social calling (95.3 percent likelihood) and possibly for business calling (37.8 percent likelihood). They are unlikely to use it for purposes of Internet access (2.4 percent chance), shopping (10.2 percent chance), or faxing (4.1 percent chance). They may have to pay a special charge to reach essential services, such as local schools (7.1 percent chance) or family physician (18.9 percent chance). Very low-income households use their telephone frequently, approximately 10.7 times a day. On average, the households in this profile find that there is one home they would like to call but cannot call because that targeted home does not have telephone service.

In addition to local telephone service, the homes in the lowest profile subscribe to optional calling features and other household services, albeit at a lower rate than other income groups. They subscribe to an average of 1.8 features. Almost half of these households subscribe to Call Waiting (49.6 percent), and about a third of them subscribe to Caller ID (31.5 percent). They sometimes have cable TV service (39.4 percent), but they are unlikely to have cellular telephone service (11.0 percent), pager/beeper service (11.0 percent), security alarm service (4.7 percent), or Internet service (3.2 percent).

There is a 77.2 percent chance that the household receives a consolidated bill for local and long-distance telephone service. On average, they receive a monthly bill of \$37.06 for local service and \$28.38 for long distance service, for a total of \$65.44 per month. Over half (56.7 percent) of the respondents pay less than \$100 per month for electric service.

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

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

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

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

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

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

monthly service that usually costs more than these two services combined, however. They pay very close to \$100 per month for electric service during the summer months.

When asked to rate the importance of local telephone service on a scale of 1 to 5, with 5 being the most important, moderate low-income households rated local telephone service 4.5 on average.

When asked what reaction they might have to a \$2 increase in local telephone rates, 31.4 percent said they would reduce their spending on other goods or services, and another 8.0 percent said they would discontinue local telephone service. When asked what their reaction would be to a \$5 increase in local telephone rates, slightly over one-third (35.8 percent) answered that they would reduce spending on other items, while 14.6 percent indicated that they would discontinue local telephone service. At the \$10 level, 38.5 percent indicated that they would reduce spending on other items, while 28.3 percent answered that they would discontinue service. When asked what they would do if prices increased to a level that was unacceptable, over half of the respondents (55.3 percent) indicated that they would switch to cellular telephone service, but slightly over one-quarter (28.3 percent) said that there was a chance that they would simply use payphones for their household communications needs.

The Population Density Level I Florida Household and Local Telephone Service Affordability

The average number of telephone lines for Density Level I households is 1.2. The household uses its telephone(s) almost certainly for social calling (98.1 percent likelihood), and probably business calling (57.9 percent likelihood), but may or may not use it for purposes of shopping (36.6 percent chance), Internet access (30.7 percent chance), or faxing (16.0 percent chance). It is unlikely that the household would have to pay a special charge to reach essential services, such as local schools (2.6 percent chance) or family physician (10.2 percent chance). They use their telephone 12.1 times a day, on average. In this profile, the average number of homes that cannot be called because the targeted home does not have local telephone service is 0.3.

In addition to local telephone service, they subscribe to optional calling features and other household services, albeit at a lower rate than the other density levels. They subscribe to an average of 1.7 features, the most popular being Call Waiting (50.1 percent) and Caller ID (28.8 percent). They typically have cable TV service (66.0 percent), and may have other services such as cellular telephone service (34.8 percent), Internet service (28.4 percent), or satellite/Direct TV service (18.5 percent).

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

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

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

The Senior Citizen Household and Local Telephone Service Affordability

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

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

average of 1.4 features, the most popular being Call Waiting (40.3 percent) and Caller ID (27.3 percent). They typically subscribe to cable TV service (55.2 percent), and may subscribe to other services such as cellular telephone service (25.0 percent), Internet service (17.7 percent), or satellite/Direct TV service (7.3 percent).

There is a 72.7 percent chance that they receive a consolidated bill for local and long-distance telephone service. On average, households with one senior citizen report that they pay \$32.78 for local service, and \$25.76 for long distance service, so that their average total telephone bill is \$58.53 for both telephone services combined, on average. There is one other monthly service that usually costs more than these two services combined, however. Close to one half of all households (46.1 percent) with one senior citizen report that they pay over \$100 for electric service during the summer months.

When asked to rate the importance of local telephone service on a scale of 1 to 5, with 5 being the most important, senior citizen households rated local telephone service 4.7 on average.

When asked what reaction they might have to a \$2 increase in local telephone rates, 31.2 percent of households with one or more senior citizens said that they would reduce their spending on other goods or services, and another 6.8 percent of these households said they would discontinue local telephone service. When asked what their reaction would be to a \$5 increase in local telephone rates, 32.9 percent of households answered that they would reduce spending on other items, while only 11.8 percent answered that they would discontinue local telephone service. At the \$10 level, 36.5 percent indicated that they would reduce spending on other items, while 24.1 percent answered that they would discontinue service. When asked what they would do if local telephone service prices increased to a point that would cause them to consider an alternative, households with only one senior citizen indicated that they may switch to cellular telephone service (32.8 percent), or they may simply use payphones for their household communication needs (25.4 percent). However, a number of households with only one senior citizen (17.2 percent) said they would never disconnect, despite the price increase.

TELEPHONE SURVEY QUESTIONNAIRE
FLORIDA PUBLIC SERVICE COMMISSION
AFFORDABILITY SURVEY

Preamble to Survey

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

(USE AS NECESSARY)

* This is not a sales call, we are only interested in your opinion.

*You can tell them you work for the Bureau of Economic and Business Research.

Have I reached you on your HOME phone?

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

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

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

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

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

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

May I have your first name?

>ps1< Including yourself, how many people live with you at your Florida residence for at least nine months of the year?

[loc 17/1]

<1-20>

<-8> Don't know

<-9> Not available

==>

>ps2< How many of these are over the age of 65?

<0-20>

<-8> Don't know

<-9> Not available

==>

>ps3< How many people are living with you at your Florida residence who are age 18 and under?

<0-20>

<-8> Don't know

<-9> Not available

==>

>ps4< How many phone numbers do you have in your household? Please do not include business, cellular, or pager numbers if you have them.

<1-20>

<-8> Don't know

<-9> Not available

==>

>ps5< Several of the following questions address local telephone service. For our purposes, local telephone service refers to all calls which are included in the fixed monthly amount you pay for local calling. Now, I would like you to tell me a little bit about your local calling.

Do you use your local phone service for social calls?

<1> Yes

<2> No

<-8> Don't know

<-9> Not available

==>

>ps6< Do you do use your local phone service for shopping by phone?

<1> Yes

<2> No

<-8> Don't know

<-9> Not available

==>

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

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

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

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

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

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

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

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

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

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

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

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

>ps13< Approximately how many local telephone calls were placed from your household yesterday without you paying additional charges?

INTERVIEWER: FIRST WAIT TO SEE IF THEY KNOW THE EXACT NUMBER OF CALLS. IF THEY DON'T KNOW THE EXACT NUMBER, HIT -8.

<0-100>

<-8> Don't know [go to p13a]

<-9> Not available

==> [goto ps14]

>p13a< Can you tell me approximately how many? Was it...

<1> 0

<2> 1-5

<3> 6-10

<4> 11-15

<5> 16-20

<6> More than 21

<-8> Don't know

<-9> Not available

==>

>ps14< Approximately how many telephone calls were received at your household yesterday?

<0-100>

<-8> Don't know [goto p14a]

<-9> Not available

==> [goto ps15]

>p14a< Can you tell me approximately how many? Was it...

<1> 0

<2> 1-5

<3> 6-10

<4> 11-15

<5> 16-20

<6> More than 21

<-8> Don't know

<-9> Not available

==>

>ps15< How many homes in Florida would you like to call, but cannot, because they do not have a telephone?

<0-15>

<-8> Don't know

<-9> Not available

==>

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

>ps16< Do you have Call Forwarding?

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

>ps19< Do you have an Unlisted Number?

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

>ps17< Call Waiting?

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

>ps20< Voice Messaging?

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

>ps18< Three-Way Calling?

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

>ps21< Caller ID?

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

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

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

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

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

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

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

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

>p24a< Please stop me when I get to the range that best describes what you paid for telephone service.

- <1> 0-9.99
- <2> 10-19.99
- <3> 20-29.99
- <4> 30-39.99
- <5> 40-49.99
- <6> 50-59.99
- <7> 60 and above
- <-8> Don't know
- <-9> Not available
- ==>

>ps25< Now I would like you to estimate how much you paid last month for long distance telephone service.

- <0-1000>
- <-8> Don't know [goto p25a]
- <-9> Not available
- ==> [goto ps26]

>p25a< Please stop me when I get to the range that best describes what you paid for long distance telephone service.

- <1> 0-4.99
- <2> 5-9.99
- <3> 10-19.99
- <4> 20-29.99
- <5> 30-39.99
- <6> 40-49.99
- <7> 50 and above
- <-8> Don't know
- <-9> Not available
- ==>

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

>ps26< Cable TV service?

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

==>

>ps27< Satellite or Direct TV service?

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

==>

>ps28< Internet service?

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

==>

>ps29< Security alarm service?

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

>ps30< Cellular telephone service?

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

==>

>ps31< Pager or beeper service?

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

==>

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

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

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

==>

>ps33< Now I'm going to ask you about the importance of a number of services for your household. Using a 5 point scale, with 1 measuring 'not very important to your household' and with 5 measuring 'very important to your household', please rate the following services:

>ps33< Local telephone service?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

>p35b< Security Alarm Service?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

>ps34< Cable TV service?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

>ps36< Cellular telephone service?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

>ps35< Satellite or Direct TV?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

>ps37< Pager or beeper service?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

>p35a< Internet service?

<1-5>

<6> I do not have this service

<-8> Don't know

<-9> Not available

==>

```
>j1<  [if RAND le <8>][goto p38a][endif]
      [if RAND le <16>][goto p38b][endif]
      [if RAND le <24>][goto p38c][endif]
      [if RAND le <32>][goto p38d][endif]
      [if RAND le <40>][goto p38e][endif]
      [if RAND le <48>][goto p38f][endif]
      [if RAND le <56>][goto p38g][endif]
      [if RAND le <64>][goto p38h][endif]
      [if RAND le <72>][goto p38i][endif]
      [if RAND le <80>][goto p38j][endif]
      [if RAND le <88>][goto p38k][endif]
      [if RAND le <99>][goto p38l][endif]
```

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

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

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

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

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

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

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

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

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

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

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

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

>p39b< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p40b< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p41b< How about if the local portion of your phone bill increased by \$20. Would you:

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

>p38c< Now let's assume that the local portion of your monthly phone bill increased by \$2 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

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

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

>p39c< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p40c< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p41c< How about if the local portion of your phone bill increased by \$20. Would you:

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

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

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

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

>p39d< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p40d< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p41d< How about if the local portion of your phone bill increased by \$20. Would you:

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

>p38e< Now let's assume that the local portion of your monthly phone bill increased by \$2 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

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

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

>p39e< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p40e< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p41e< How about if the local portion of your phone bill increased by \$20. Would you:

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

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

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

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

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

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

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

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

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

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

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

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

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

>p39g< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p40g< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p41g< How about if the local portion of your phone bill increased by \$2. Would you:

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

>p38h< Now let's assume that the local portion of your monthly phone bill increased by \$20 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

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

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

>p39h< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p40h< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p41h< How about if the local portion of your phone bill increased by \$2. Would you:

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

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

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

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

>p39i< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p40i< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p41i< How about if the local portion of your phone bill increased by \$2. Would you:

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

>p38j< Now let's assume that the local portion of your monthly phone bill increased by \$20 and you were limited to reacting in three different ways. Of the following three ways which would you choose?

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

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

>p39j< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p40j< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p41j< How about if the local portion of your phone bill increased by \$2. Would you:

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

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

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

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

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

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

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

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

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

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

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

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

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

>p39|< How about if the local portion of your phone bill increased by \$10. Would you:

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

>p40|< How about if the local portion of your phone bill increased by \$5. Would you:

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

>p41|< How about if the local portion of your phone bill increased by \$2. Would you:

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

>ps44|< Suppose for a moment that you were considering discontinuing local telephone service because the local rate had increased. If you had to choose between switching to a cellular phone, using a neighbor's phone, or using a payphone, which would you be most likely to consider using to meet your telecommunications needs:

INTERVIEWER, THE QUESTION MAY BE REPHRASED TO ALLOW RESPONDENT TO CHOOSE ALTERNATIVE WITHOUT A PROMPT.

- <1> Switch to a cellular phone
 - <2> Use a neighbor's phone
 - <3> Use a payphone
 - <4> Never disconnect
 - <5> Other [specify]
 - <-8> Don't know
 - <-9> Not available
- ==>

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

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

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

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

>ps47< What race do you consider yourself ?

INTERVIEWER, IF NECESSARY READ CHOICES.

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

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

==>

>ps49< Are you of Spanish or Hispanic origin ?

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

>ps50< And Finally, consider your family's household income from all sources.
As I read a list, please stop me when I get to the income level that
best describes your household income in 1997.

- <1> less than \$10,000
 - <2> \$10,000 to \$19,999
 - <3> \$20,000 to \$29,999
 - <4> \$30,000 to \$39,999
 - <5> \$40,000 to \$49,999
 - <6> \$50,000 to \$59,999
 - <7> \$60,000 to \$79,999
 - <8> \$80,000 to \$99,999
 - <9> \$100,000 to 150,000
 - <10> Over 150,000
 - <-8> Don't Know
 - <-9> Not Available
- ⇒

>999< [goto MOD7]

REPRESENTATIVE SAMPLING BY POPULATION DENSITY LEVEL

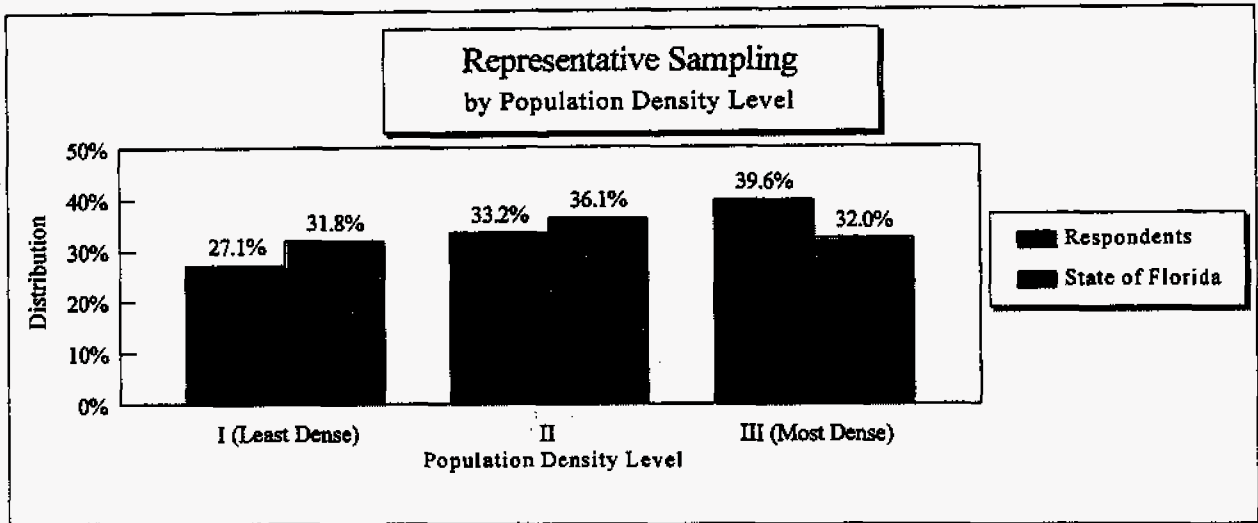
POPULATION DENSITY LEVEL I				POPULATION DENSITY LEVEL II			
County	No. of Respondents	Density Rank*	Households*	County	No. Of Respondents	Density Rank*	Households
Volusia	35	14	168,476	Duval	164	5	278,674
Leon	20	15	86,338	Hillsborough	73	6	354,902
Manatee	18	16	101,734	Orange	67	7	295,691
St Lucie	13	17	67,951	Sarasota	26	8	137,891
Hernando	12	18	49,988	Palm Beach	72	9	413,778
Polk	25	19	174,478	Lee	33	10	160,629
Alachua	22	20	79,664	Brevard	26	11	182,091
Clay	15	21	43,507	Escambia	26	12	106,699
Martin	8	22	48,945	Pasco	31	13	134,060
Indian River	6	23	43,174	TOTAL	518		2,064,415
Lake	17	24	76,059				
Charlotte	8	25	56,757				
Bay	14	26	54,653				
Citrus	12	27	46,820				
Okaloosa	13	28	61,213				
St. Johns	12	29	40,516				
Marion	31	30	92,303				
Osceola	12	31	50,801				
Putnam	6	32	27,048				
Santa Rosa	14	33	36,147				
Collier	17	34	78,557				
Gadsden	1	35	14,912				
Bradford	3	36	7,884				
Monroe	5	37	36,055				
Flagler	6	38	16,103				
Nassau	8	39	18,871				
Highlands	7	40	33,683				
Sumter	1	41	14,824				
Columbia	6	42	18,818				
Union	1	43	3,135				
Jackson	5	44	16,901				
Suwannee	1	45	11,795				
Okeechobee	1	46	11,458				
DeSoto	3	47	9,269				
Holmes	2	48	6,253				
Baker	2	49	6,259				
Hardee	2	50	6,953				
Gilchrist	3	51	4,087				
Washington	1	52	7,180				
Walton	4	53	13,481				
Wakulla	3	54	6,600				
Levy	6	55	11,978				
Madison	3	56	6,169				
Hendry	1	57	9,656				
Hamilton	5	58	4,146				
Gulf	1	59	4,685				
Jefferson	1	60	4,537				
Calhoun	3	61	4,190				
Franklin	2	62	4,098				
Taylor	2	63	6,690				
Dixie	2	64	4,534				
Lafayette	1	65	2,086				
Glades	1	66	3,316				
Liberty	0	67	2,221				
TOTAL	423		1,817,956				

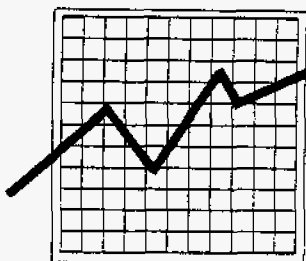
POPULATION DENSITY LEVEL III			
County	No. Of Respondents	Density Rank*	Households
Pinellas	67	1	394,256
Broward	103	2	588,336
Seminole	28	3	122,926
Dade	420	4	724,487
TOTAL	618		1,830,005

SURVEY		
	Respondents	Percentage
Density I	423	27.13%
Density II	518	33.23%
Density III	618	39.64%
TOTAL	1559	100.00%

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

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





BUREAU OF ECONOMIC AND BUSINESS RESEARCH

BEBR...making a difference

The Bureau of Economic and Business Research (BEBR) is an applied research center in the Warrington College of Business Administration at the University of Florida. BEBR's primary mission is to collect, analyze and generate economic and demographic data on Florida and its local areas; conduct economic, demographic and public policy research on topics of importance to Florida and to distribute data and research findings throughout the state and nation.

BEBR's four program areas seek to conduct research that is both academically sound and directly relevant to public and private decisionmakers. BEBR publications include statistics and analyses for a variety of geographies: the U.S., Florida, its regions, metropolitan areas, counties, cities and unincorporated areas. Many of BEBR's publications and press releases are available in electronic format and you can find us on the world wide web. <http://www.cba.ufl.edu/bebr/>

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PUBLICATIONS & SERVICES

POPULATION

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

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

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

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

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

FORECASTING

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

GENERAL

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

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

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

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

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

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

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

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

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

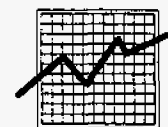
BEBR Data Base: A computerized data management system which contains extensive economic data for the U.S. and Florida. Provides PC access to current and historical data for Florida and any of its counties and Metropolitan Statistical Areas. Continuously updated.

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

SURVEY

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

Bureau of Economic and Business Research
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UNIVERSITY OF
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Customized Surveys

The Bureau of Economic and Business Research at the University of Florida now offers customized survey services to outside firms, organizations, marketers, researchers and government agencies.

The Survey Program offers customized telephone and mail surveys as well as additions to the Bureau's monthly survey of 1,000 Florida consumers.

Bureau researchers will assist clients in deciding what information they need, in defining the survey population, choosing between telephone and mail, selecting the sampling frame and designing the

survey. Clients can request mail or telephone surveys. The latter can be conducted with lists of numbers provided by the client or with the random digit dialing process, where numbers are generated by a computer. Pricing is individualized to each client's specific needs.

To receive a package of information about survey design, or to discuss your survey needs, call Chris McCarty, survey director, (352)392-0171 ext 332; FAX (352)392-4739.

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FLORIDA

We have experience . . .

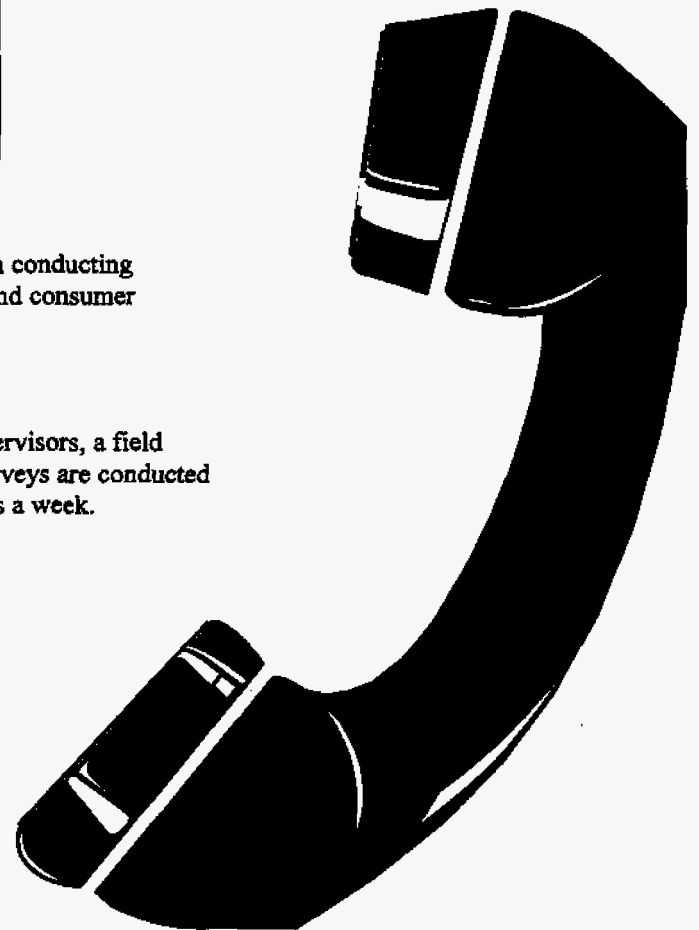
The Bureau of Economic and Business Research (BEBR) has been conducting statewide surveys to collect data on demographic characteristics and consumer attitudes since 1979.

. . . a skilled staff . . .

The BEBR survey staff includes more than 50 interviewers, 4 supervisors, a field director, a network specialist and two data analysts. Telephone surveys are conducted in a computerized survey lab with 20 stations operating seven days a week.

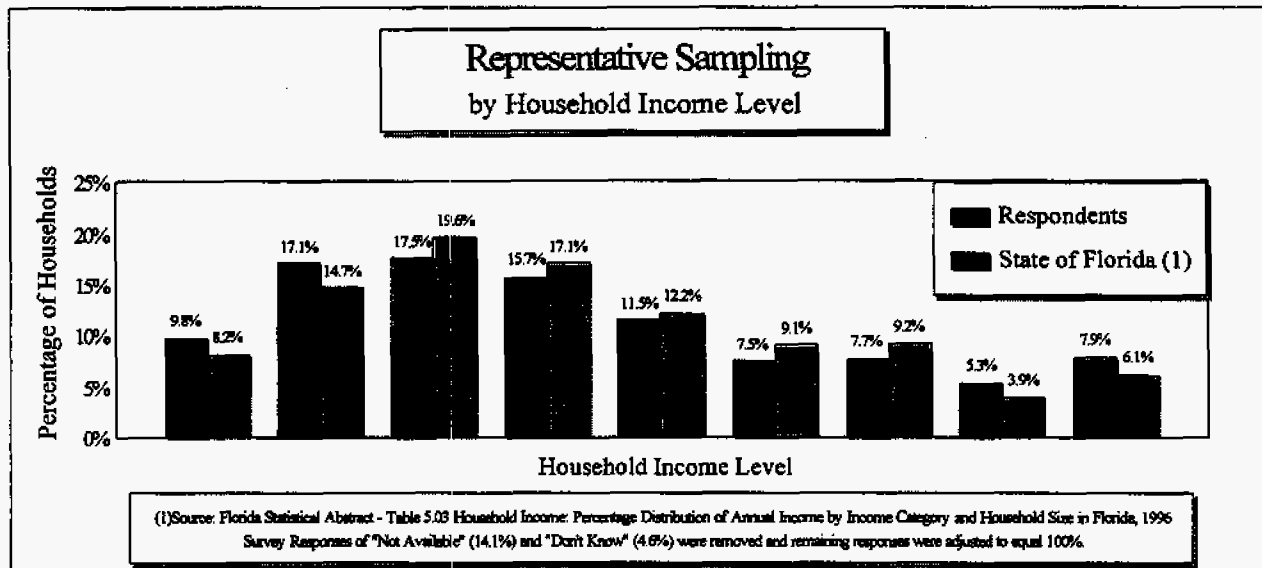
. . . a variety of services . . .

Clients can request mail or telephone surveys. The latter can be conducted with lists of numbers provided by the client or with the random digit dialing process, where numbers are generated by a computer.



REPRESENTATIVE SAMPLING BY HOUSEHOLD INCOME LEVEL

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



SURVEY CALL DISPOSITION REPORT

DISPOSITION	FREQUENCY	PERCENT (%)	CUMULATIVE FREQUENCY	CUMULATIVE PERCENT (%)
01: Completes	1,585	11.2	1,585	11.2
20s: Refusals	1,789	12.7	3,383	24.0
30-40s: Ineligible	3,884	27.5	7,267	51.5
50s: Non-working	3,804	27.0	11,071	78.5
60-70s: No answer	2,602	18.4	13,673	96.9
80s: Incompletes	435	3.1	14,108	100.0

Frequency Missing = 125

TABLE OF DISPOSITION

	<i>Disposition</i>	<i>Sample</i>	<i>Oversample</i>	<i>Total Sample</i>
<i>Frequency</i>	01: Completes	1,236	349	1,585
		8.76	2.47	11.23
		77.98	22.02	
		13.93	6.67	
<i>Percent</i>	20s: Refusals	1,328	470	1,798
		9.41	3.33	12.74
		73.86	26.14	
		14.96	8.98	
<i>Row Pct</i>	30-40s: Ineligible	2,103	1,781	3,884
		14.91	12.62	27.53
		54.15	45.85	
		23.69	34.04	
<i>Column Pct</i>	50s: Non-working	2,111	1,693	3,804
		14.96	12.00	26.96
		55.49	44.51	
		23.78	32.36	
	60-70s: No Answer	1,738	864	2,602
		12.32	6.12	18.44
		66.79	33.21	
		19.58	16.51	
	80s: Incompletes	360	75	435
		2.55	0.53	3.08
		82.76	17.24	
		4.06	1.43	
	TOTAL	8,876	5,232	14,108
		62.91	37.09	100.00

Frequency Missing = 125

TABULAR AND CHART PRESENTATIONS OF SURVEY RESULTS

ALL RESPONSES

TABLE 1-1

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

CHART 1-1

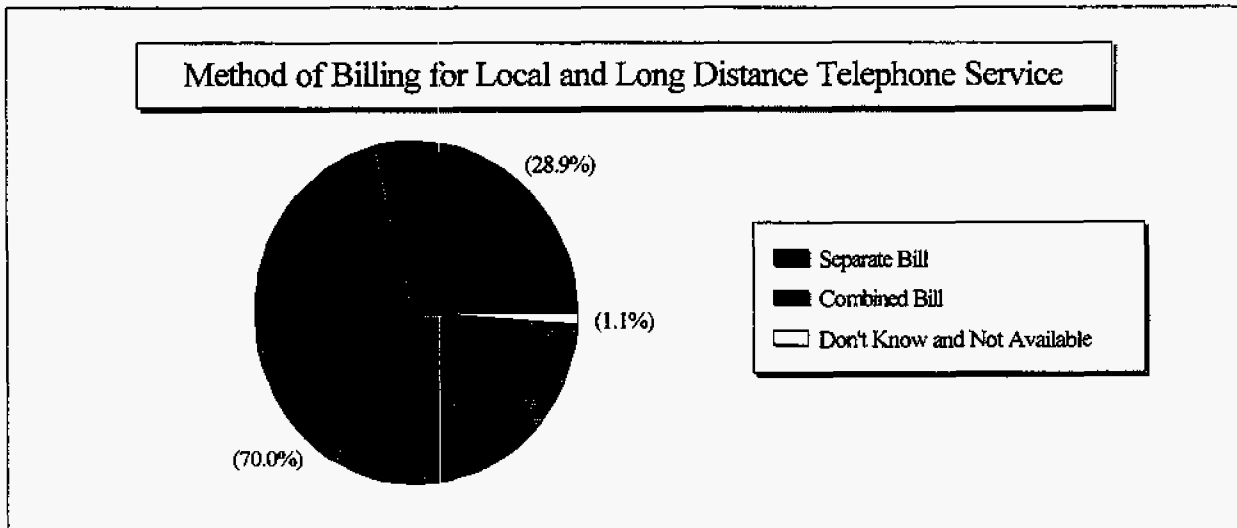


TABLE 1-2

Local and Long Distance Bills Per Household and Per Line				
Type of Bill	n	Total Long Distance and Local Telephone Bill (\$)	Long Distance Telephone Bill (\$)	Local Telephone Bill (\$)
Average Bill Per Household	1302	84.87 ± 4.03	45.47 ± 3.26	39.40 ± 1.76
Average Bill Per Line	1302	68.79 ± 3.17	36.58 ± 2.61	32.21 ± 1.33
Median Bill Per Household	1302	64.51	28.80	34.26

Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know", "Not Available", and prompted responses (p24a and p25a)

CHART 1-2

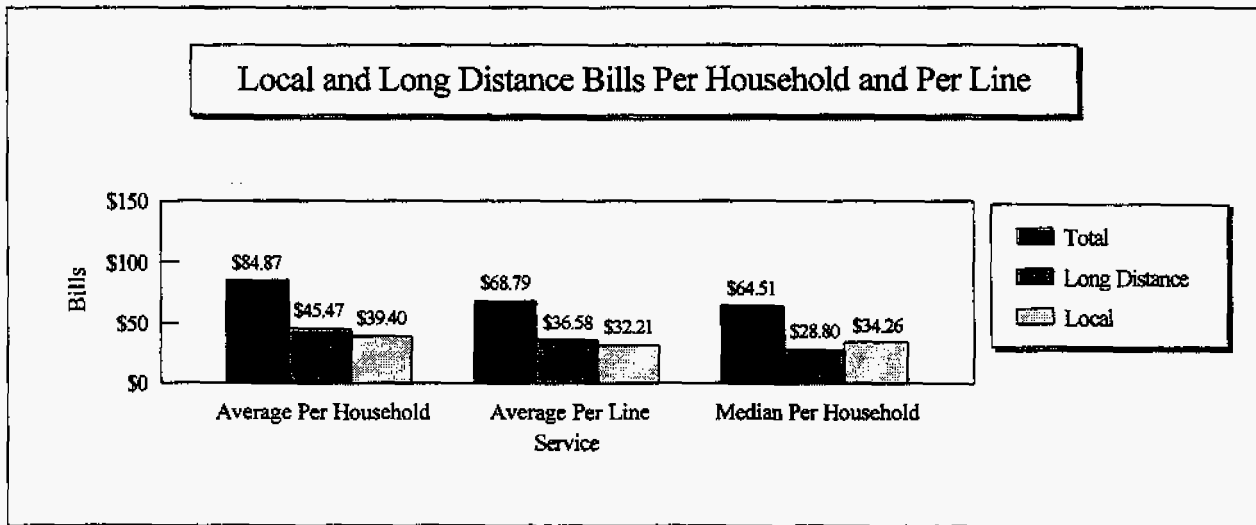


TABLE 1-3

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

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

CHART 1-3

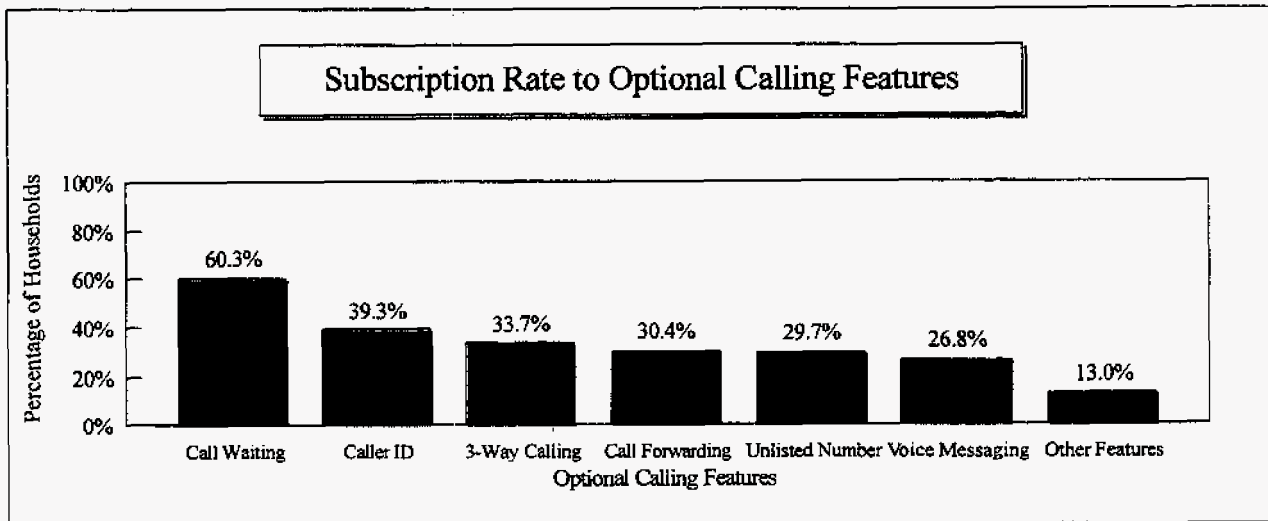


TABLE 1-4

Average Number of Optional Calling Features*	
n	Average Number of Features
1528	2.3 ± 0.1

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

CHART 1-4

Not Applicable

TABLE 1-5

Subscription Rate to Other Household Services						
n	Percentage of Households					
	Cable TV	Cellular Telephone	Internet	Pager/Beeper	Security/Alarm	Satellite/Direct TV
1582	62.6 ± 2.4	36.7 ± 2.4	28.7 ± 2.3	21.9 ± 2.1	15.2 ± 1.8	9.5 ± 1.5

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

CHART 1-5

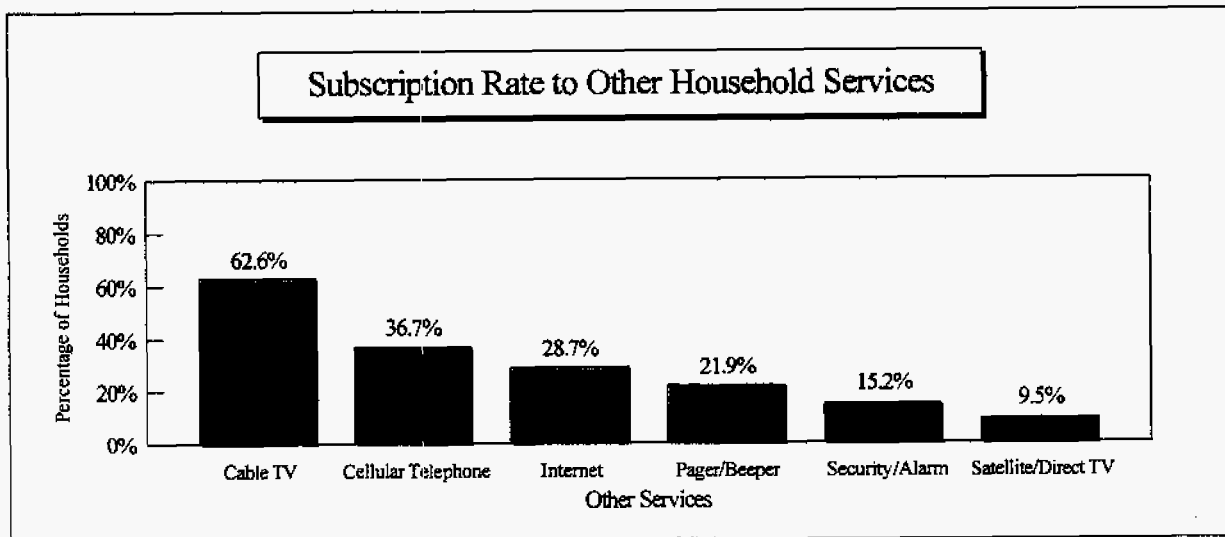


TABLE 1-6

Household Expenditures for Last Month's Electric Service			
n	Percentage Who Paid Less Than \$50.00	Percentage Who Paid \$50.00 - \$99.99	Percentage Who Paid \$100.00 or More
1582	7.1 ± 1.3	28.0 ± 2.3	58.0 ± 2.5

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

CHART 1-6

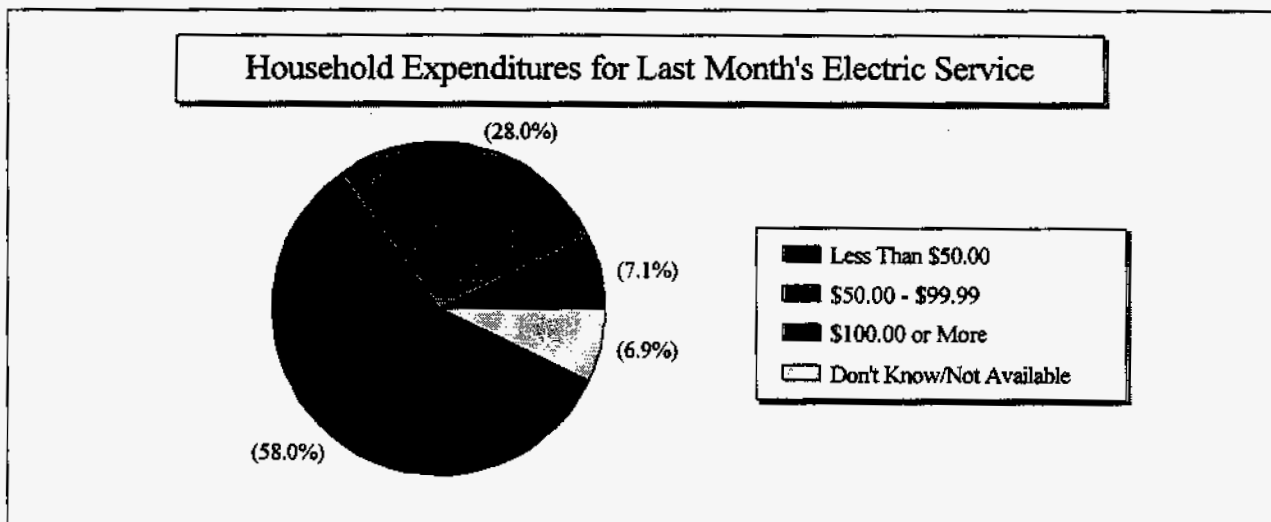


TABLE 1-7

Telephone Numbers Per Household			
n	Percentage Reporting Only One Telephone Number	n	Average Telephone Numbers Per Household
1582	76.0 ± 2.1	1581	1.3 ± 0.0
Sampling tolerances calculated at the 95% confidence interval Note: "n" does not include "Don't Know" and "Not Available" responses for average			

CHART 1-7

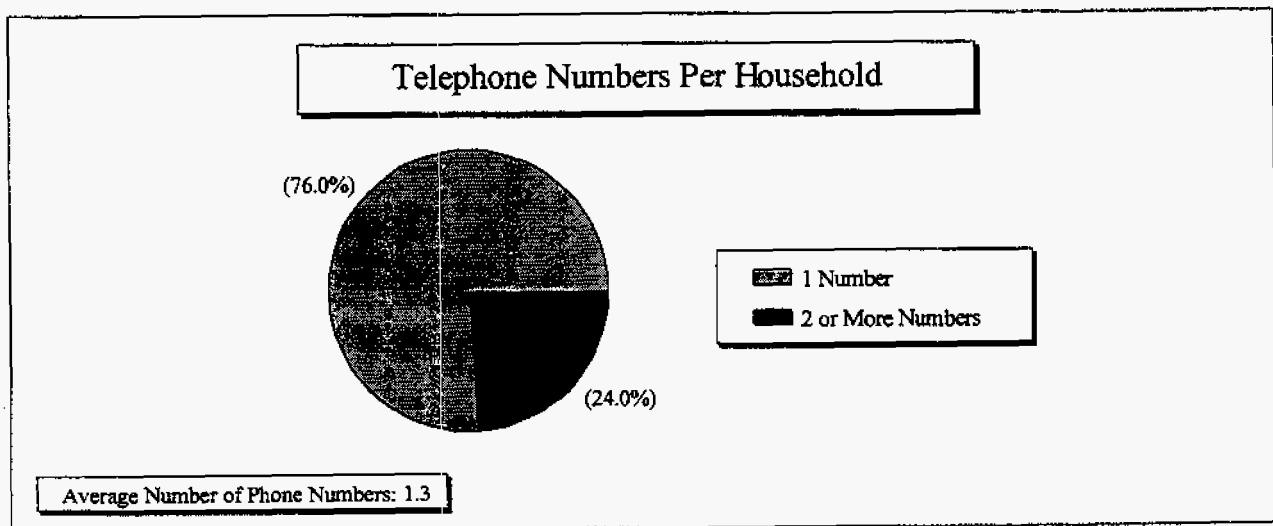


TABLE 1-8

Type of Telephone Service Usage						
n		Percentage of Households				
Fax	All Other	Social Calls	Business Calls	Internet Access	Shopping Calls	Faxing
1483	1582	97.0 ± 0.9	57.2 ± 2.5	31.0 ± 2.3	29.8 ± 2.3	19.7 ± 2.1
Sampling tolerances calculated at the 95% confidence interval Note: "n" includes "Don't Know" and "Not Available" responses						

CHART 1-8

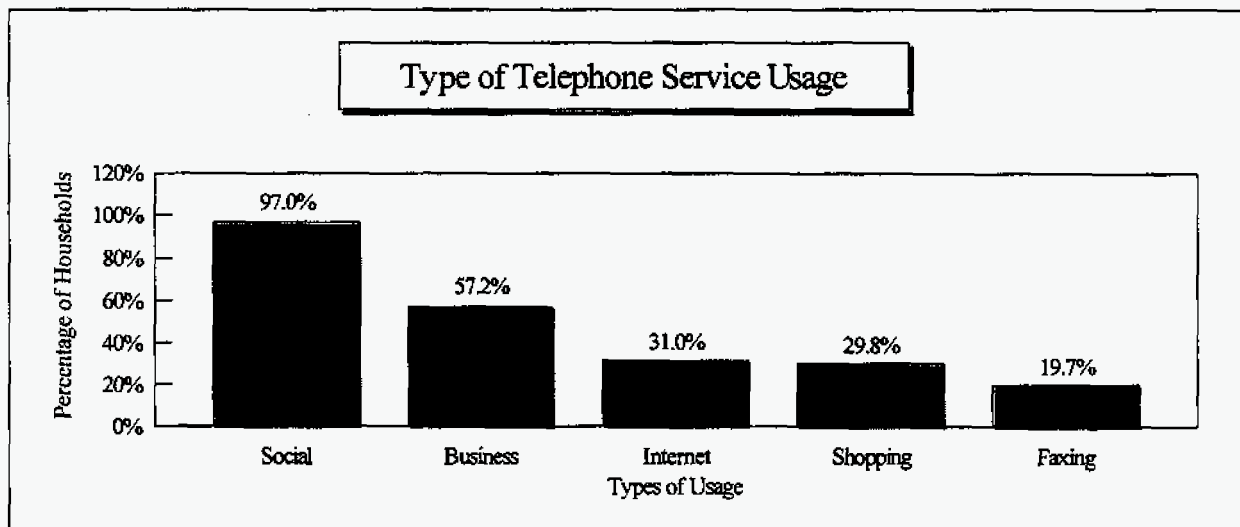


TABLE 1-9

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

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

CHART 1-9

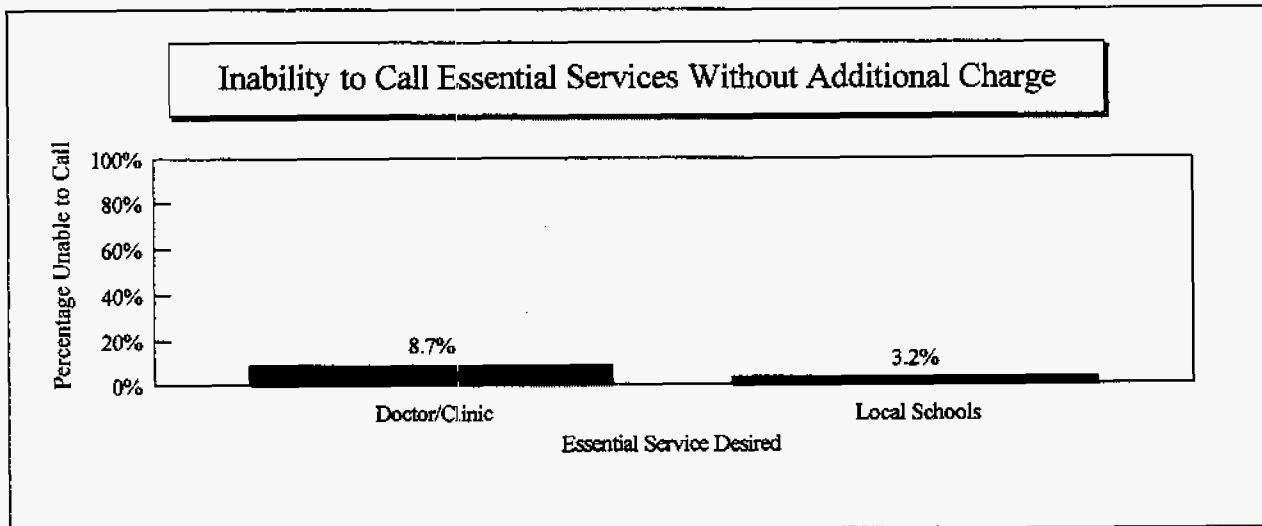


TABLE 1-10

Household Calling Levels				
n	Average Calls Placed Per Day	n	Average Calls Received Per Day	Average Total Calls Per Day
1279	6.3 ± 0.4	1354	7.2 ± 0.5	13.5
Sampling tolerances calculated at the 95% confidence interval Note: "n" does not include "Don't Know" and "Not Available" responses				

CHART 1-10

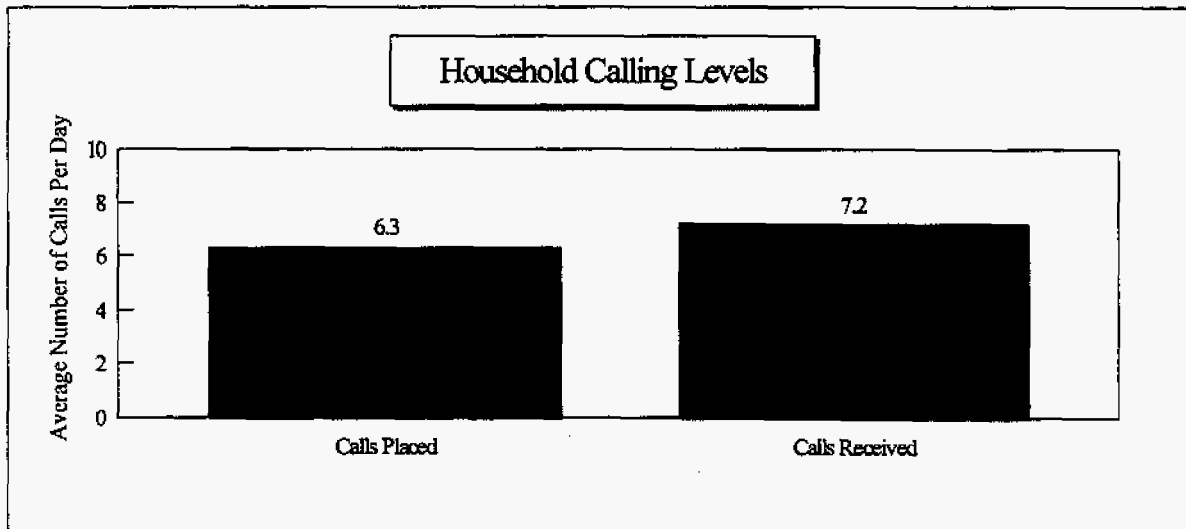


TABLE 1-11

Average Number of Homes that Cannot be Called	
n	Average Number of Homes
1524	0.4 ± 0.1
Sampling tolerances calculated at the 95% confidence interval Note: "n" does not include "Don't Know" and "Not Available" responses	

CHART 1-11

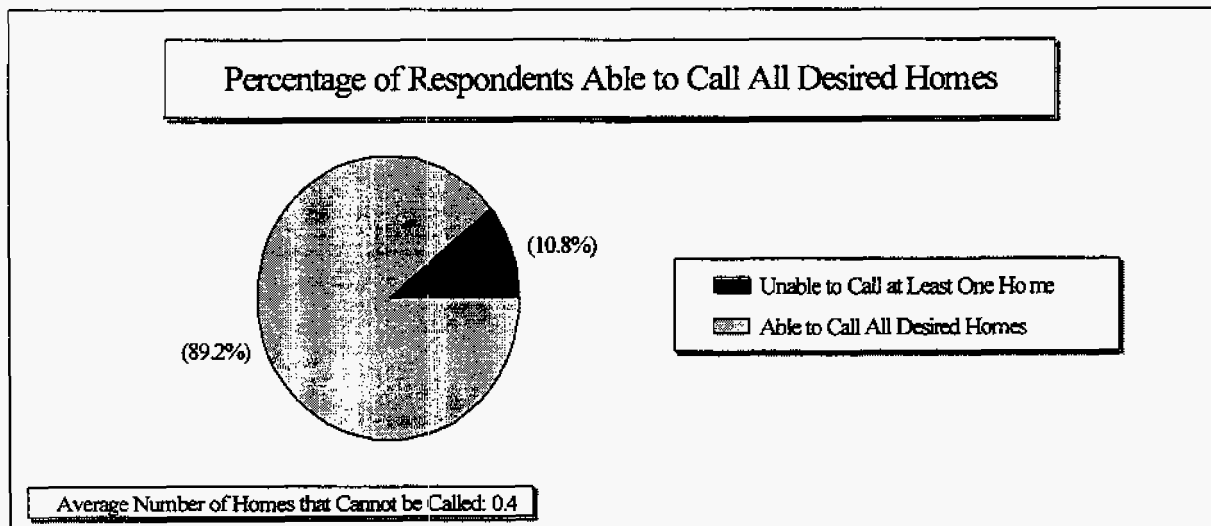


TABLE 1-12A

Differential in Importance Levels Between Local Telephone Service and Other Household Services					
Service	n	Importance Level (1)		Importance Differentials (2)	
		Median	Average	Median	Average
Local Telephone	1566	5	4.61	0	0.00
Security/Alarm	207	5	4.19	0	-0.42
Pager/Beeper	301	4	3.94	-1	-0.67
Cellular Telephone	522	4	3.68	-1	-0.93
Internet	409	4	3.62	-1	-0.99
Cable TV	894	4	3.59	-1	-1.02
Satellite/Direct TV	124	3	3.52	-2	-1.09

(1) Importance Levels: 1=Not Very Important, 5=Very Important to Household
 (2) Importance Level *Less* Local Telephone Service Importance Level
 Sampling tolerances calculated at the 95% confidence interval
 Note: "n" does not include "Don't Know" and "Not Available" responses

CHART 1-12A

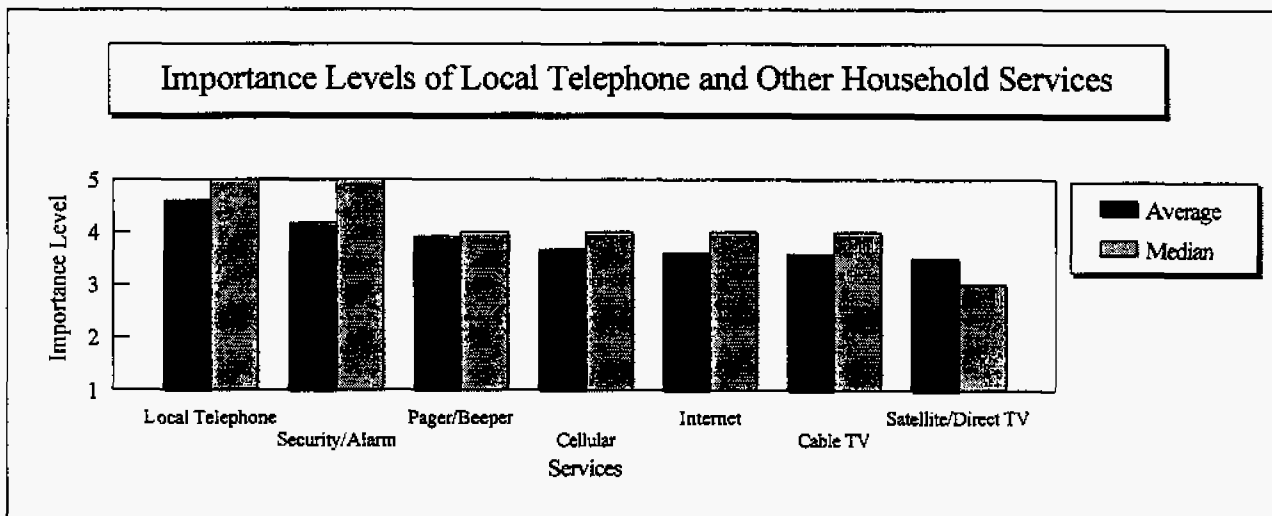


TABLE 1-12B

Differentials in Bill Amounts and Importance Levels Between Local Telephone Service and Other Household Services				
Service	n	Median Bill Amount (1)	Bill Differentials (2)	Importance Differentials (3)
Satellite/Direct TV	124	\$39.99	\$11.49	-2
Cellular Telephone	522	\$39.40	\$10.90	-1
Cable TV	894	\$35.71	\$7.21	-1
Local Telephone (4)	1302	\$28.50	\$0.00	0
Security/Alarm	207	\$25.65	-\$2.85	0
Internet	409	\$21.88	-\$6.62	-1
Pager/Beeper	301	\$9.65	-\$18.85	-1

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

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

CHART 1-12B

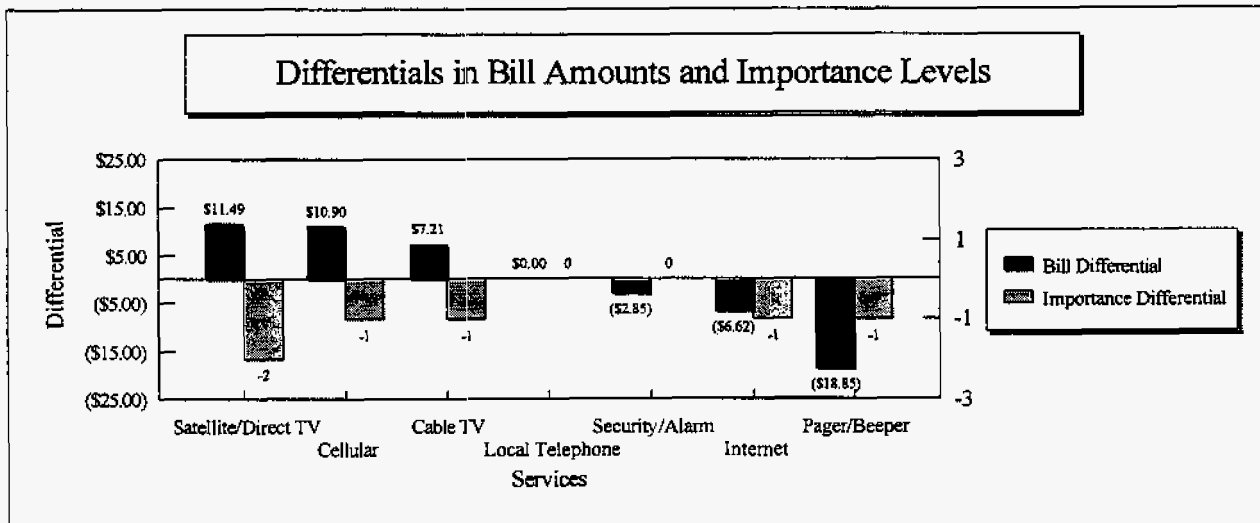


TABLE 1-13

Reactions to Price Increase of Local Telephone Service				
n	Increase	Percentage of Households		
		Reduce Spending	Not Reduce Spending	Discontinue Service
1582	\$2	25.9 ± 2.2	62.4 ± 2.4	7.1 ± 1.3
	\$5	31.0 ± 2.3	50.9 ± 2.5	13.4 ± 1.7
	\$10	36.3 ± 2.4	33.1 ± 2.4	25.1 ± 2.2
	\$20	36.0 ± 2.4	23.4 ± 2.1	33.8 ± 2.4

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

CHART 1-13

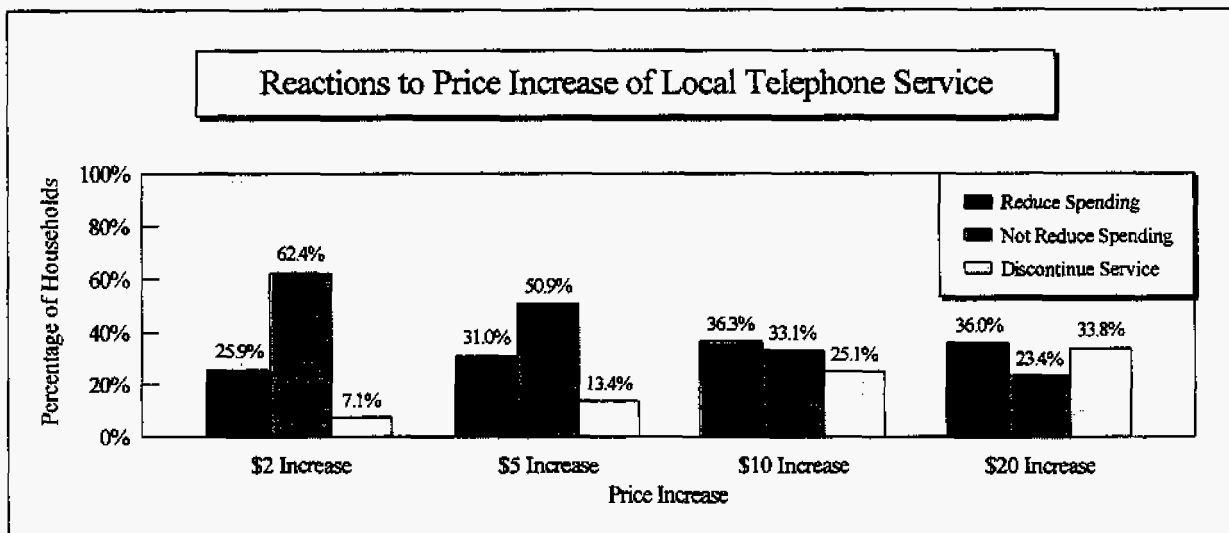
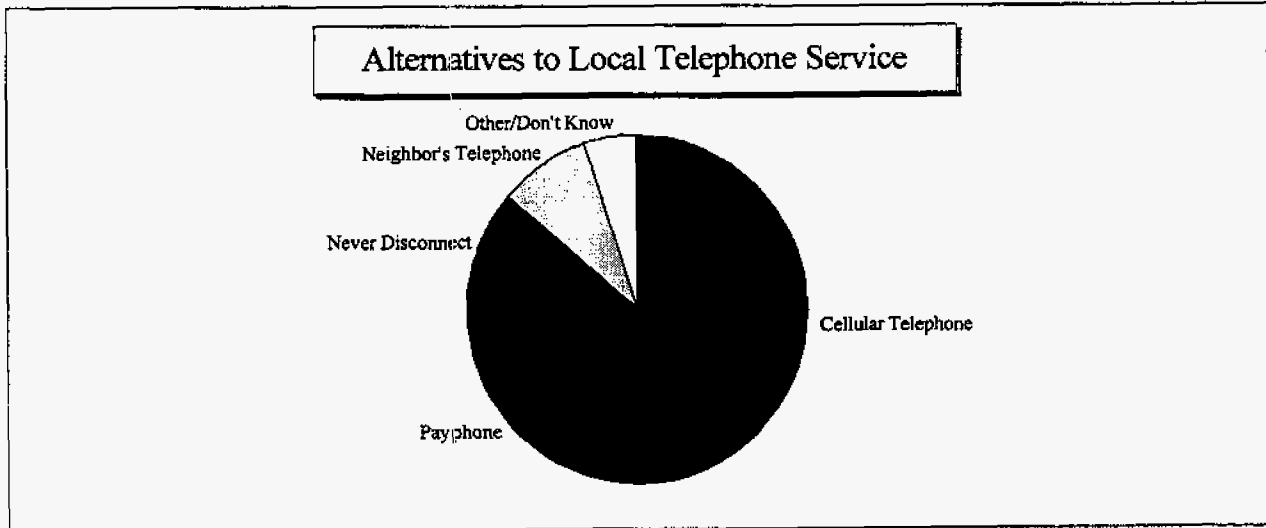


TABLE 1-14

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

CHART 1-14



RESPONSES BY INCOME LEVELS

TABLE 2-1

Method of Billing for Local and Long Distance Telephone Service by Household Income Level			
Income	n	Percentage Receiving Separate Bill	Percentage Receiving Combined Bill
Less than \$ 10,000	127	21.3 ± 7.3	77.2 ± 7.4
\$ 10,000 to \$ 19,999	220	24.1 ± 5.8	74.1 ± 5.9
\$ 20,000 to \$ 29,999	226	25.2 ± 5.8	73.9 ± 5.8
\$ 30,000 to \$ 39,999	201	24.9 ± 6.1	74.1 ± 6.2
\$ 40,000 to \$ 49,999	148	27.7 ± 7.4	71.6 ± 7.4
\$ 50,000 to \$ 59,999	96	38.5 ± 9.9	61.5 ± 9.9
\$ 60,000 to \$ 79,999	100	43.0 ± 9.9	57.0 ± 9.9
\$ 80,000 to \$ 99,999	68	41.2 ± 11.9	58.8 ± 11.9
\$100,000 to \$150,000	58	39.7 ± 12.8	60.3 ± 12.8
Over \$150,000	42	42.9 ± 15.3	57.1 ± 15.3

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

CHART 2-1

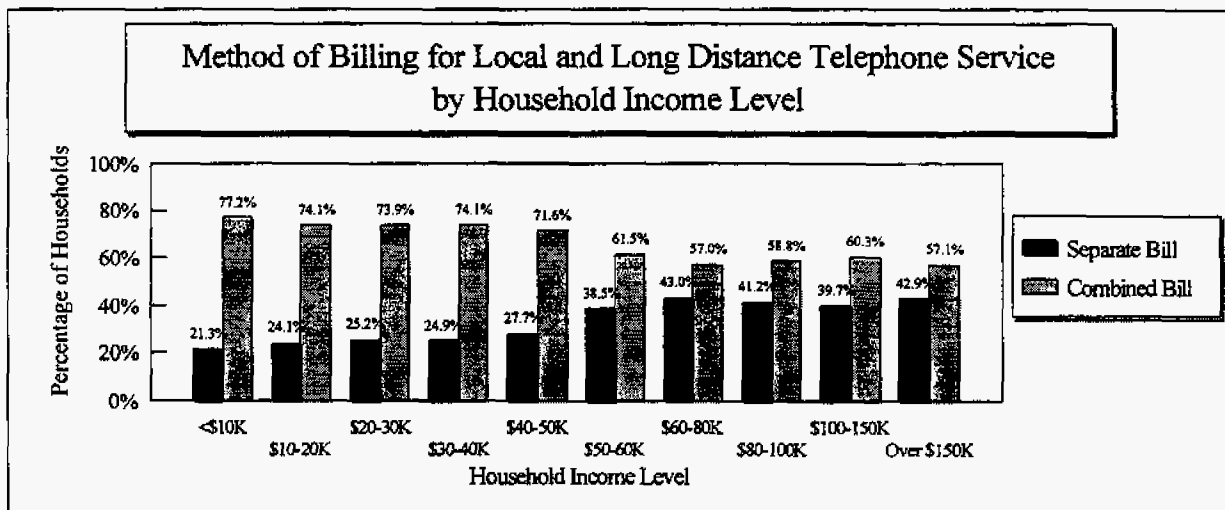


TABLE 2-2

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

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

CHART 2-2

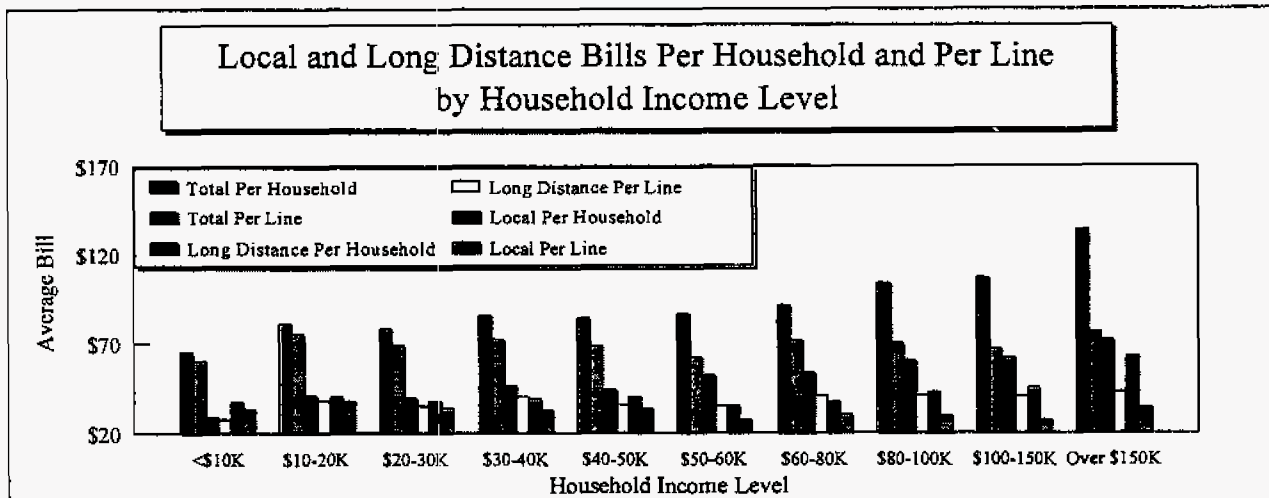


TABLE 2-3

Subscription Rate to Optional Calling Features by Household Income Level								
Income	n	Percentage of Households						
		Call Forwarding	Call Waiting	3-Way Calling	Unlisted Number	Voice Messaging	Caller ID	Other Features
Less than \$ 10,000	127	20.5 ± 7.2	49.6 ± 8.9	26.0 ± 7.8	25.2 ± 7.7	18.1 ± 6.8	31.5 ± 8.2	7.9 ± 4.8
\$ 10,000 to \$ 19,999	220	31.4 ± 6.3	59.1 ± 6.6	39.1 ± 6.6	30.9 ± 6.2	25.5 ± 5.9	41.4 ± 6.6	14.6 ± 4.8
\$ 20,000 to \$ 29,999	226	31.4 ± 6.2	57.1 ± 6.6	37.2 ± 6.4	29.2 ± 6.0	26.1 ± 5.8	38.5 ± 6.5	12.8 ± 4.4
\$ 30,000 to \$ 39,999	201	42.8 ± 7.0	70.2 ± 6.5	37.8 ± 6.8	35.8 ± 6.8	34.3 ± 6.7	44.8 ± 7.0	16.9 ± 5.3
\$ 40,000 to \$ 49,999	148	27.0 ± 7.3	62.8 ± 7.9	31.8 ± 7.6	28.4 ± 7.4	27.0 ± 7.3	39.9 ± 8.0	12.8 ± 5.5
\$ 50,000 to \$ 59,999	96	33.3 ± 9.6	61.5 ± 9.9	32.3 ± 9.5	32.3 ± 9.5	36.5 ± 9.8	38.5 ± 9.9	9.4 ± 6.0
\$ 60,000 to \$ 79,999	100	39.0 ± 9.7	67.0 ± 9.4	34.0 ± 9.5	26.0 ± 8.8	28.0 ± 9.0	44.0 ± 9.9	20.0 ± 8.0
\$ 80,000 to \$ 99,999	68	27.9 ± 10.9	67.7 ± 11.3	38.2 ± 11.8	30.9 ± 11.2	29.4 ± 11.0	39.7 ± 11.9	20.6 ± 9.8
\$100,000 to \$150,000	58	32.8 ± 12.3	69.0 ± 12.1	37.9 ± 12.7	29.3 ± 11.9	32.8 ± 12.3	53.5 ± 13.1	13.8 ± 9.1
Over \$150,000	42	26.2 ± 13.6	57.1 ± 15.3	33.3 ± 14.5	33.3 ± 14.5	40.5 ± 15.1	38.1 ± 15.0	11.9 ± 10.0

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

CHART 2-3

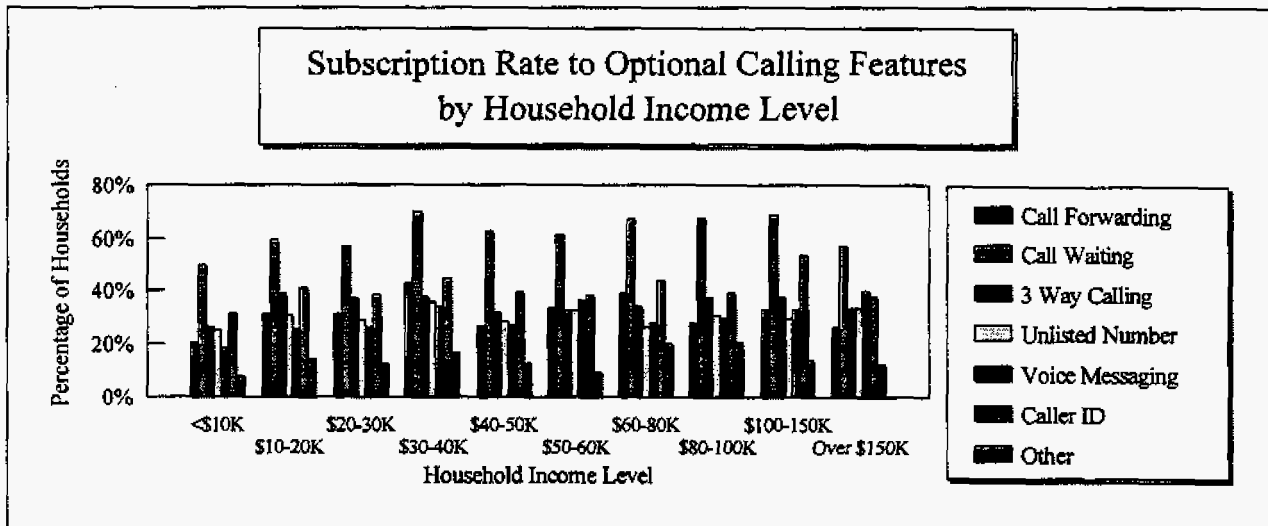


TABLE 2-4

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

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

CHART 2-4

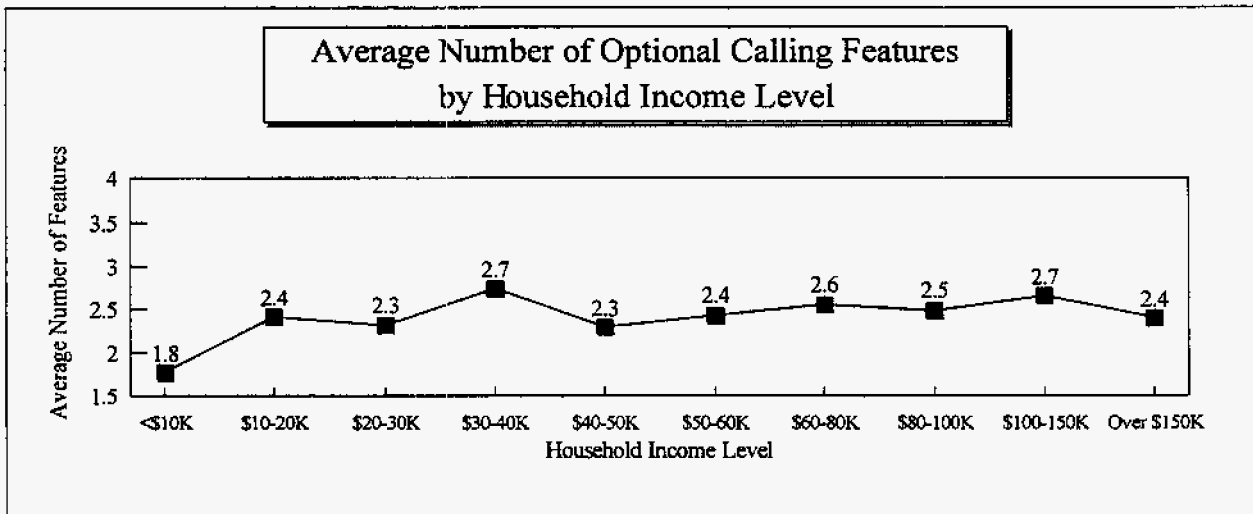


TABLE 2-5

Subscription Rate to Other Household Services by Household Income Level							
Income	n	Percentage of Households					
		Cable TV	Satellite/ Direct TV	Internet	Security/Alarm	Cellular Telephone	Pager/ Beeper
Less than \$ 10,000	127	39.4 ± 8.7	3.9 ± 3.4	3.2 ± 3.1	4.7 ± 3.8	11.0 ± 5.6	11.0 ± 5.6
\$ 10,000 to \$ 19,999	220	52.7 ± 6.7	7.7 ± 3.6	11.4 ± 4.3	6.8 ± 3.4	16.8 ± 5.0	20.0 ± 5.4
\$ 20,000 to \$ 29,999	226	60.6 ± 6.5	11.1 ± 4.2	17.3 ± 5.0	13.3 ± 4.5	27.4 ± 5.9	23.0 ± 5.6
\$ 30,000 to \$ 39,999	202	70.3 ± 6.4	9.4 ± 4.1	33.7 ± 6.6	12.4 ± 4.6	38.1 ± 6.8	27.7 ± 6.3
\$ 40,000 to \$ 49,999	148	67.6 ± 7.7	12.8 ± 5.5	37.2 ± 7.9	22.3 ± 6.8	50.7 ± 8.2	31.8 ± 7.6
\$ 50,000 to \$ 59,999	96	68.8 ± 9.5	17.7 ± 7.8	53.1 ± 10.2	20.8 ± 8.3	60.4 ± 10.0	28.1 ± 9.2
\$ 60,000 to \$ 79,999	100	78.0 ± 8.3	11.0 ± 6.3	45.0 ± 9.9	19.0 ± 7.8	59.0 ± 9.8	27.0 ± 8.9
\$ 80,000 to \$ 99,999	68	80.9 ± 9.5	17.6 ± 9.2	52.9 ± 12.1	33.8 ± 11.5	72.1 ± 10.9	32.4 ± 11.3
\$100,000 to \$150,000	58	89.7 ± 8.0	5.2 ± 5.8	67.3 ± 12.3	29.3 ± 11.9	77.6 ± 10.9	27.6 ± 11.7
Over \$150,000	42	71.4 ± 13.9	14.3 ± 10.8	57.1 ± 15.3	38.1 ± 15.0	64.3 ± 14.8	28.6 ± 13.9

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

CHART 2-5

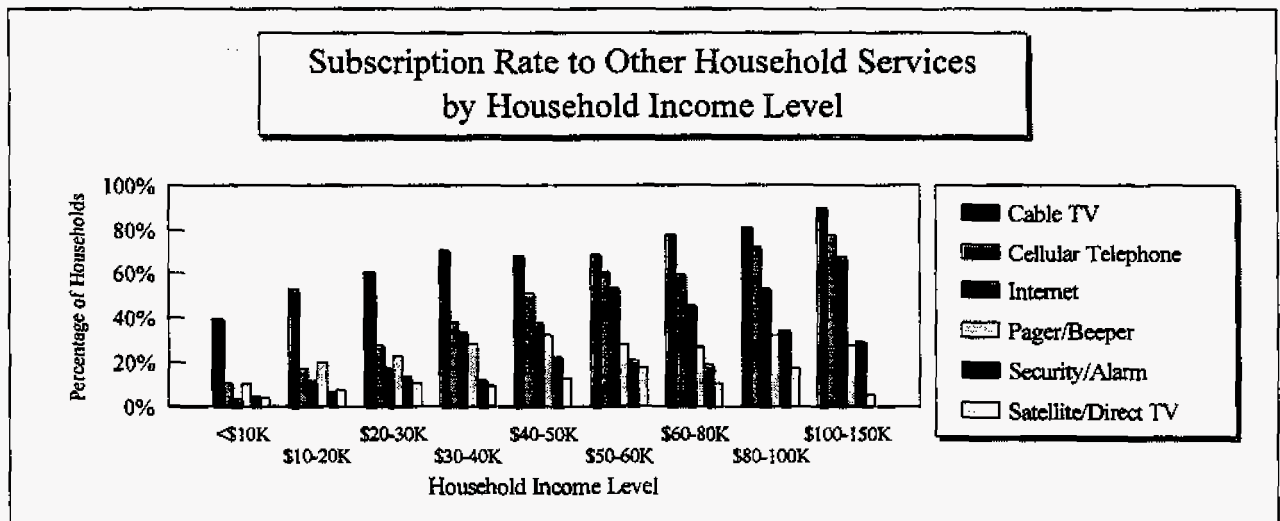


TABLE 2-6

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

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

CHART 2-6

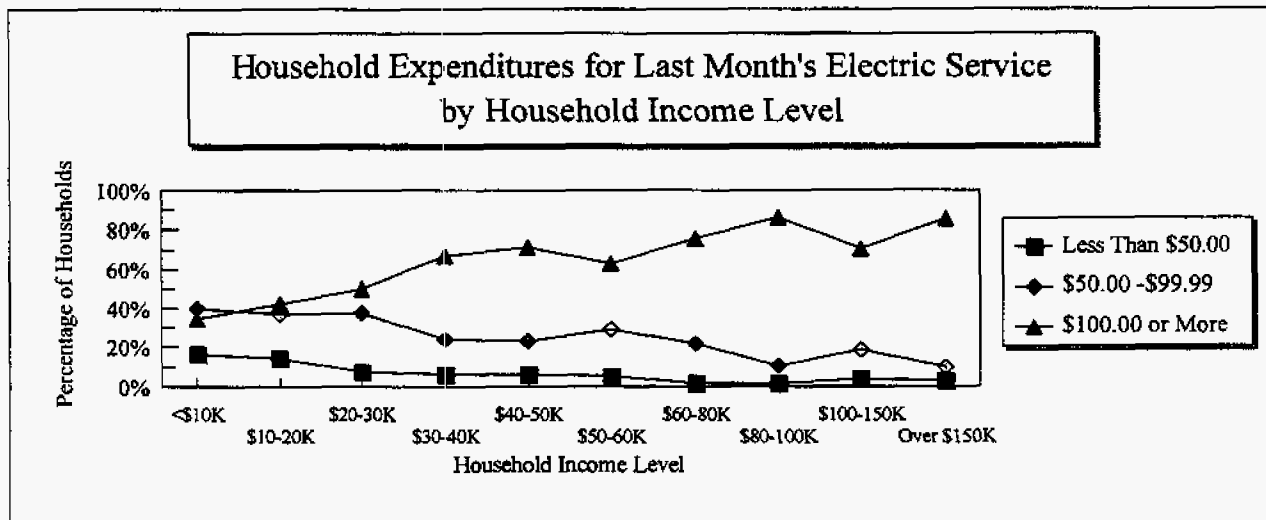


TABLE 2-7

Telephone Numbers Per Household by Household Income Level			
Income	n	Percentage Reporting Only One Telephone Number	Average Telephone Numbers Per Household
Less than \$ 10,000	127	92.9 ± 4.6	1.1 ± 0.1
\$ 10,000 to \$ 19,999	220	89.1 ± 4.2	1.1 ± 0.0
\$ 20,000 to \$ 29,999	226	85.4 ± 4.7	1.2 ± 0.1
\$ 30,000 to \$ 39,999	202	77.2 ± 5.9	1.3 ± 0.1
\$ 40,000 to \$ 49,999	148	71.0 ± 7.5	1.4 ± 0.1
\$ 50,000 to \$ 59,999	96	66.7 ± 9.6	1.4 ± 0.1
\$ 60,000 to \$ 79,999	100	71.0 ± 9.1	1.4 ± 0.1
\$ 80,000 to \$ 99,999	68	48.5 ± 12.1	1.7 ± 0.2
\$100,000 to \$150,000	58	43.1 ± 13.0	1.8 ± 0.3
Over \$150,000	42	45.2 ± 15.4	1.8 ± 0.3

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

CHART 2-7

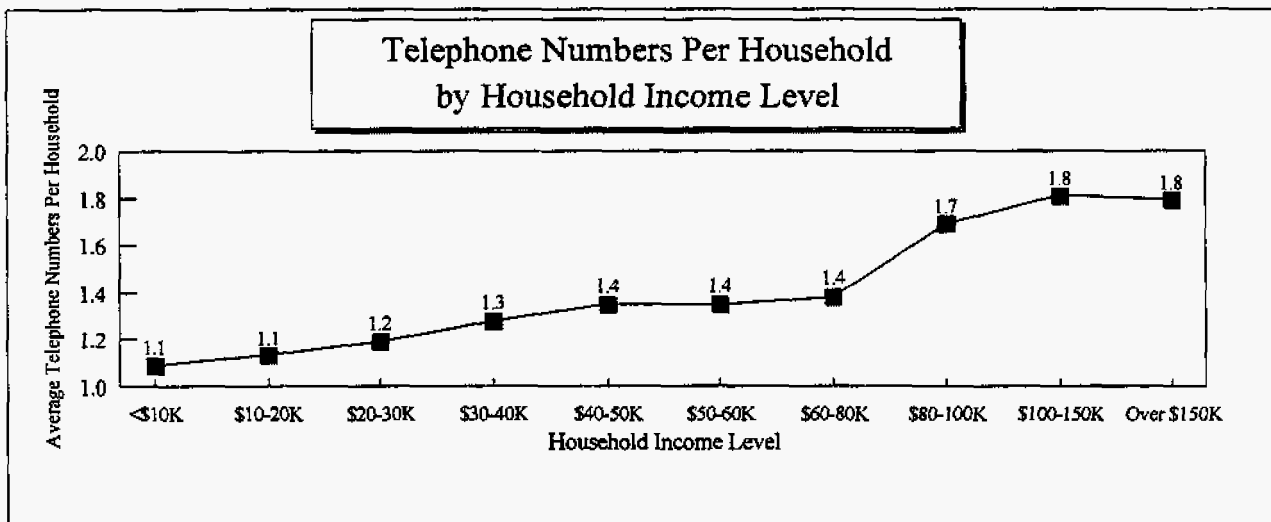


TABLE 2-8

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

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

CHART 2-8

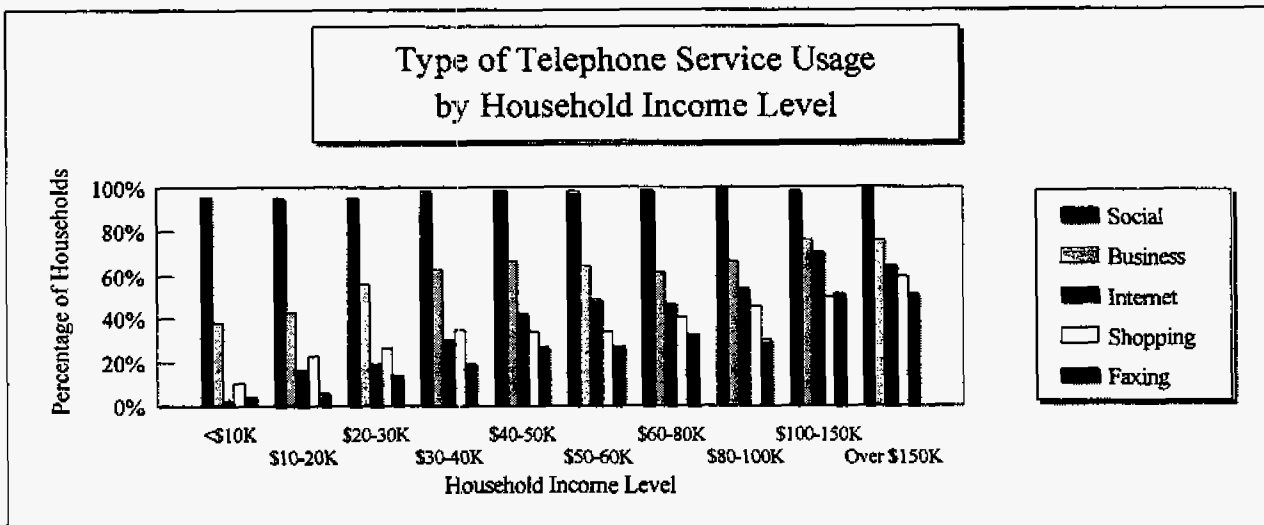


TABLE 2-9

Inability to Call Essential Services Without Additional Charge by Household Income Level			
Income	n	Percentage Unable to Call	
		Doctor/Clinic	Local Schools
Less than \$ 10,000	127	18.9 ± 6.9	7.1 ± 4.6
\$ 10,000 to \$ 19,999	220	11.8 ± 4.4	6.8 ± 3.4
\$ 20,000 to \$ 29,999	226	5.3 ± 3.0	1.8 ± 1.8
\$ 30,000 to \$ 39,999	202	8.4 ± 3.9	4.0 ± 2.7
\$ 40,000 to \$ 49,999	148	7.4 ± 4.3	2.0 ± 2.3
\$ 50,000 to \$ 59,999	96	4.2 ± 4.1	1.0 ± 2.1
\$ 60,000 to \$ 79,999	100	9.0 ± 5.7	3.0 ± 3.4
\$ 80,000 to \$ 99,999	68	1.5 ± 2.9	0.0 ± 0.0
\$100,000 to \$150,000	58	6.9 ± 6.7	0.0 ± 0.0
Over \$150,000	42	7.1 ± 7.9	2.4 ± 4.7

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

CHART 2-9

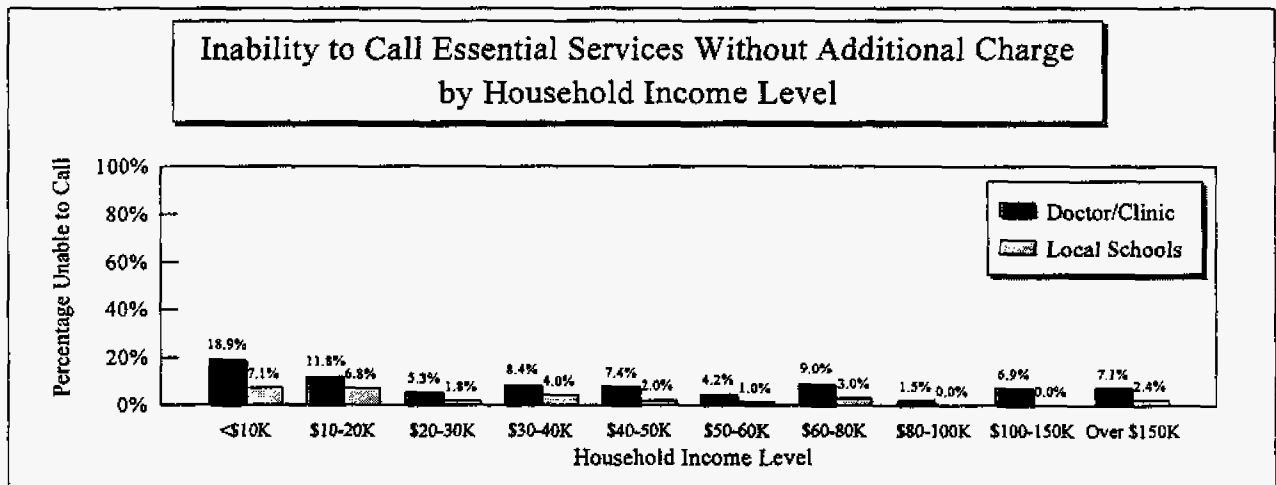


TABLE 2-10

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

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

CHART 2-10

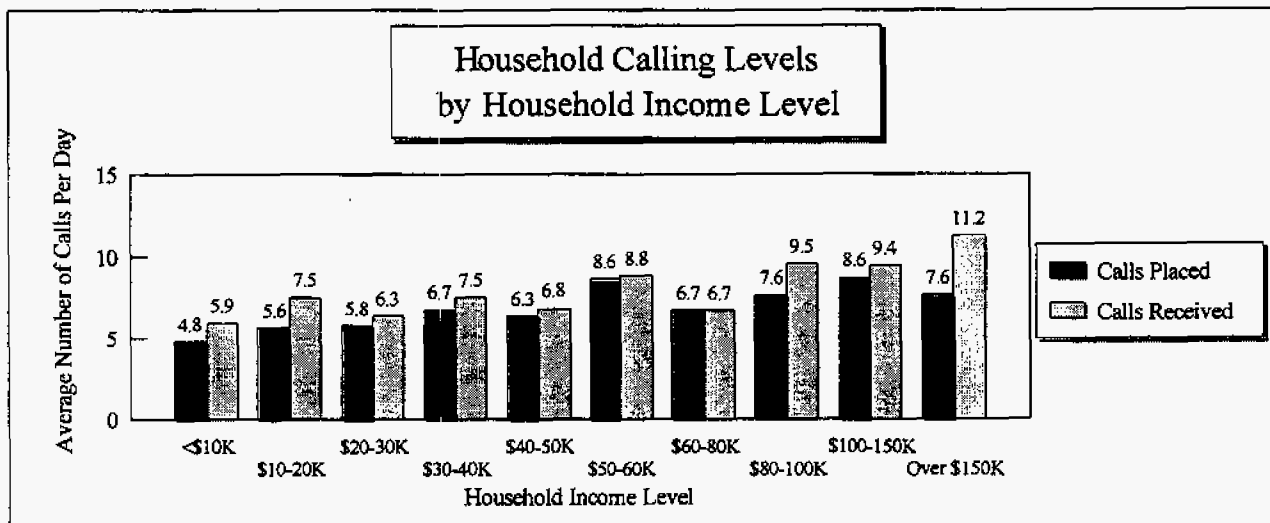


TABLE 2-11

Average Number of Homes That Cannot be Called by Household Income Level		
Income	n	Average Number of Homes
Less than \$ 10,000	123	1.0 ± 0.5
\$ 10,000 to \$ 19,999	208	0.6 ± 0.2
\$ 20,000 to \$ 29,999	221	0.4 ± 0.2
\$ 30,000 to \$ 39,999	197	0.3 ± 0.2
\$ 40,000 to \$ 49,999	144	0.2 ± 0.1
\$ 50,000 to \$ 59,999	94	0.1 ± 0.1
\$ 60,000 to \$ 79,999	97	0.1 ± 0.2
\$ 80,000 to \$ 99,999	66	0.0 ± 0.0
\$100,000 to \$150,000	55	0.0 ± 0.0
Over \$150,000	41	0.2 ± 0.2

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

CHART 2-11

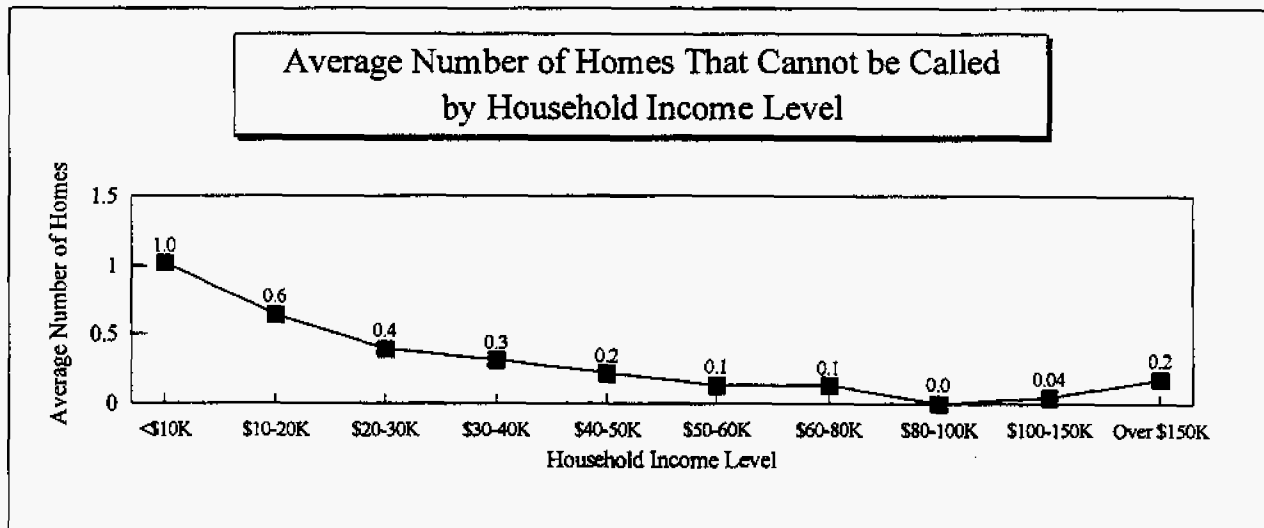


TABLE 2-12

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

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

CHART 2-12

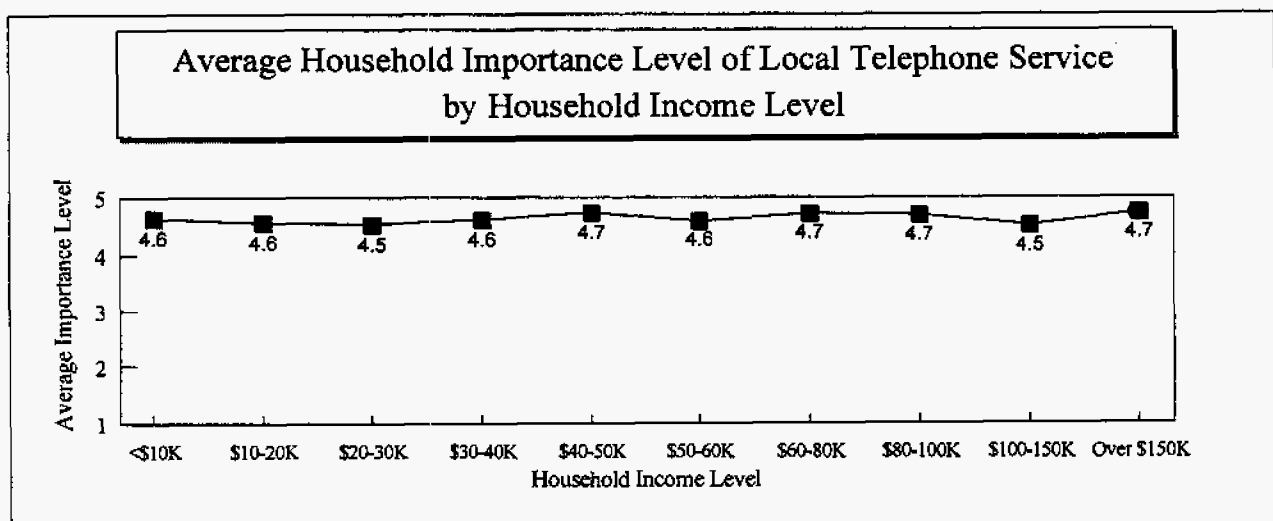


TABLE 2-13

Reactions to Price Increase of Local Telephone Service by Household Income Level							
Income	n	\$2 Increase			\$5 Increase		
		Reduce Spending	Not Reduce Spending	Discontinue Service	Reduce Spending	Not Reduce Spending	Discontinue Service
Less than \$ 10,000	127	37.0 ± 8.6	44.1 ± 8.8	9.5 ± 5.2	41.7 ± 8.8	27.6 ± 7.9	20.5 ± 7.2
\$ 10,000 to \$ 19,999	220	26.8 ± 6.0	60.0 ± 6.6	7.7 ± 3.6	33.6 ± 6.4	44.1 ± 6.7	16.8 ± 5.0
\$ 20,000 to \$ 29,999	226	31.4 ± 6.2	56.6 ± 6.6	8.0 ± 3.6	35.8 ± 6.4	46.0 ± 6.6	14.6 ± 4.7
\$ 30,000 to \$ 39,999	202	31.7 ± 6.6	63.9 ± 6.8	4.0 ± 2.7	32.7 ± 6.6	55.9 ± 7.0	10.9 ± 4.4
\$ 40,000 to \$ 49,999	148	23.7 ± 7.0	68.2 ± 7.7	6.8 ± 4.1	33.1 ± 7.7	56.1 ± 8.2	9.5 ± 4.8
\$ 50,000 to \$ 59,999	96	21.9 ± 8.4	74.0 ± 9.0	3.1 ± 3.6	30.2 ± 9.4	60.4 ± 10.0	9.4 ± 6.0
\$ 60,000 to \$ 79,999	100	19.0 ± 7.9	76.0 ± 8.5	4.0 ± 3.9	25.0 ± 8.7	67.0 ± 9.4	7.0 ± 5.1
\$ 80,000 to \$ 99,999	68	13.2 ± 8.2	80.9 ± 9.5	4.4 ± 5.0	19.1 ± 9.5	70.6 ± 11.2	7.4 ± 6.3
\$100,000 to \$150,000	58	12.1 ± 8.6	77.6 ± 11.0	10.3 ± 8.0	13.8 ± 9.1	70.7 ± 12.0	15.5 ± 9.5
Over \$150,000	42	9.5 ± 9.1	83.3 ± 11.5	7.1 ± 8.0	14.3 ± 10.8	76.2 ± 13.1	9.5 ± 9.1

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

TABLE 2-13 (Continued)

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

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

CHART 2-13A

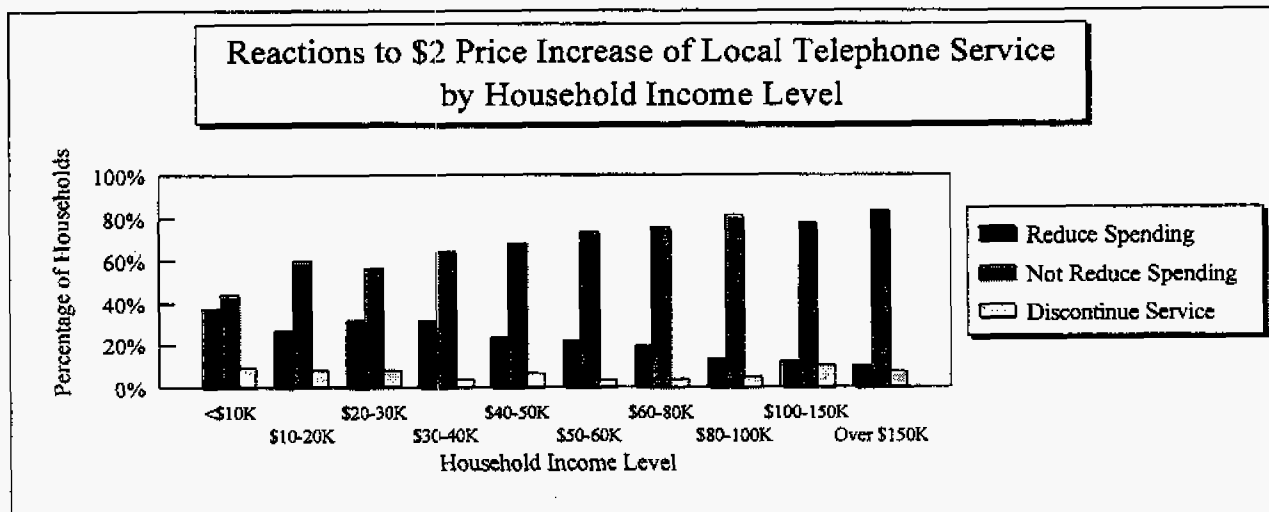


CHART 2-13B

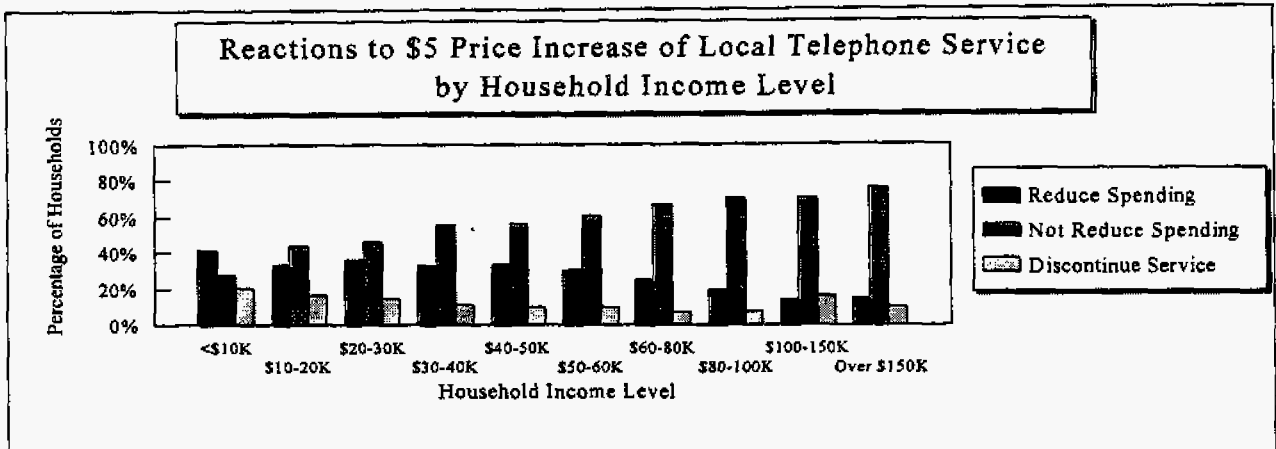


CHART 2-13C

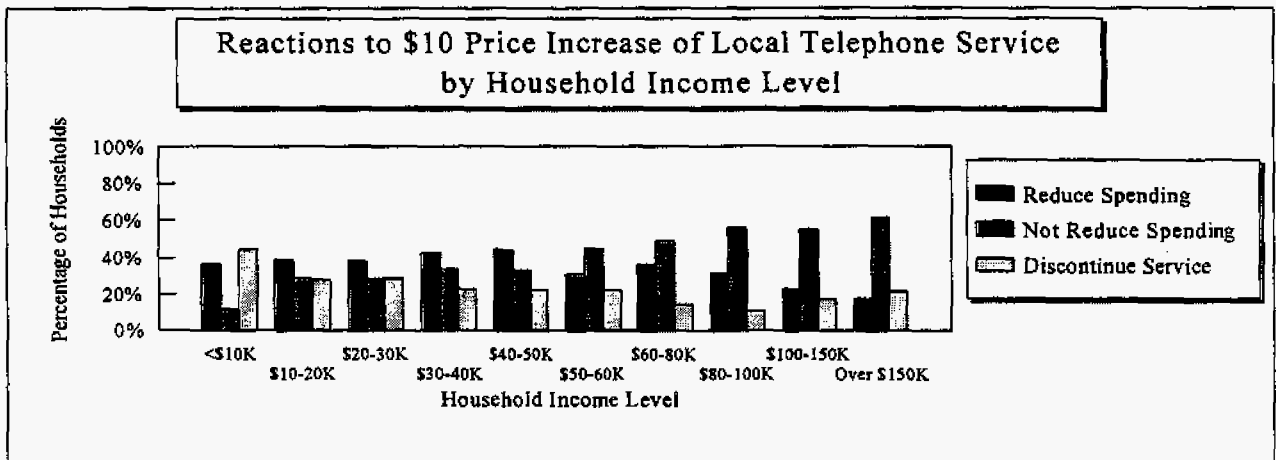


CHART 2-13D

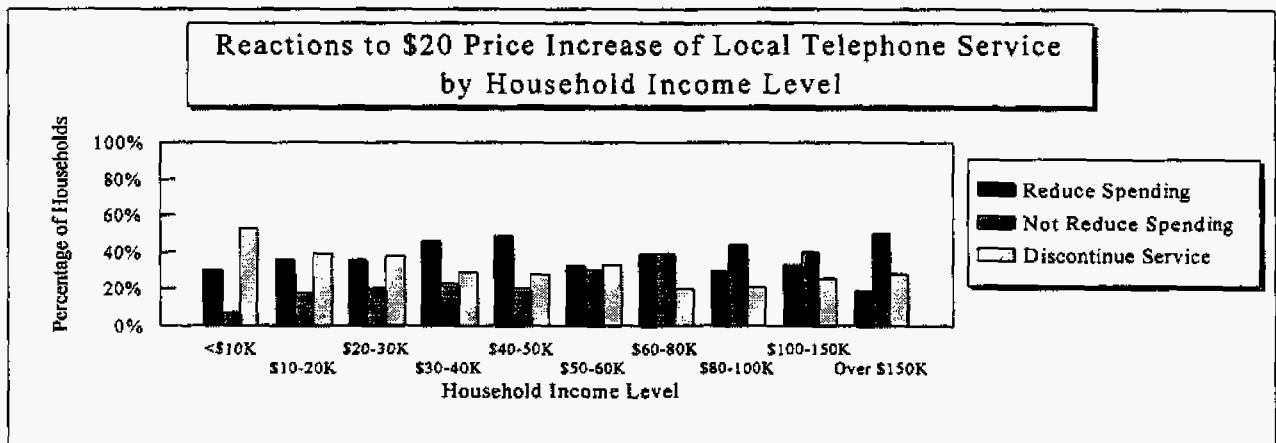
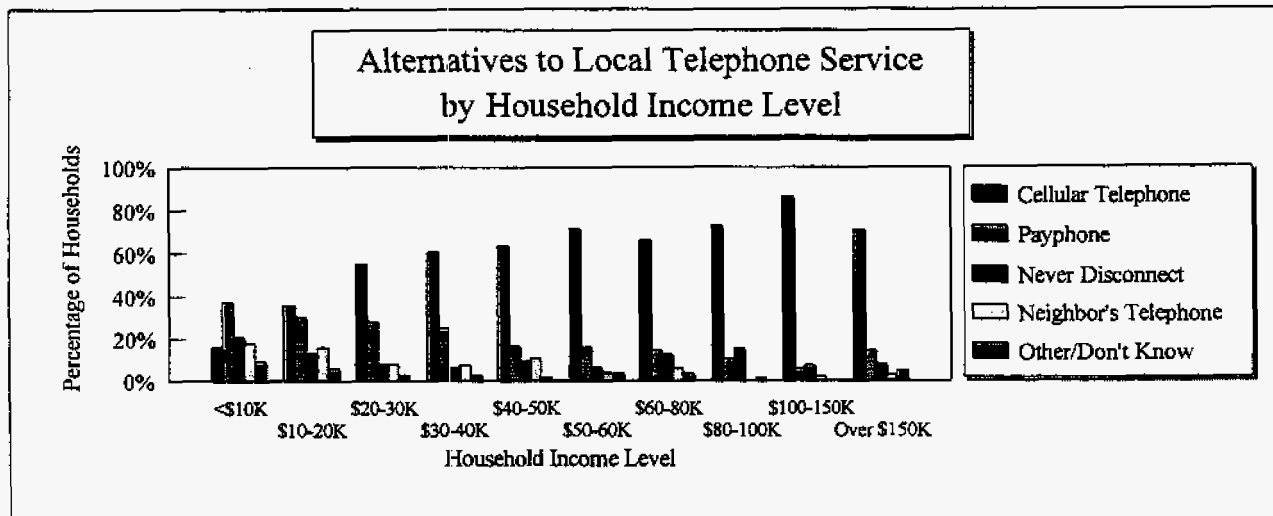


TABLE 2-14

Alternatives to Local Telephone Service by Household Income Level						
Income	n	Percentage of Households				
		Cellular Telephone	Payphone	Never Disconnect	Neighbor's Telephone	Other/Don't Know
Less than \$ 10,000	127	15.8 ± 6.5	37.0 ± 8.6	20.5 ± 7.2	18.1 ± 6.8	8.7 ± 5.0
\$ 10,000 to \$ 19,999	220	35.9 ± 6.5	30.5 ± 6.2	12.7 ± 4.5	15.5 ± 4.9	5.5 ± 3.1
\$ 20,000 to \$ 29,999	226	55.3 ± 6.6	28.3 ± 6.0	7.1 ± 3.4	7.1 ± 3.4	2.2 ± 2.0
\$ 30,000 to \$ 39,999	202	60.4 ± 6.9	24.8 ± 6.1	5.9 ± 3.3	6.4 ± 3.5	2.5 ± 2.2
\$ 40,000 to \$ 49,999	148	63.5 ± 7.9	16.2 ± 6.1	8.8 ± 4.7	10.1 ± 5.0	1.4 ± 1.9
\$ 50,000 to \$ 59,999	96	71.9 ± 9.2	15.6 ± 7.4	6.3 ± 4.9	3.1 ± 3.6	3.1 ± 3.5
\$ 60,000 to \$ 79,999	100	66.0 ± 9.5	14.0 ± 6.9	12.0 ± 6.5	5.0 ± 4.4	3.0 ± 3.4
\$ 80,000 to \$ 99,999	68	73.5 ± 10.7	10.3 ± 7.4	14.7 ± 8.6	0.0 ± 0.0	1.5 ± 2.9
\$100,000 to \$150,000	58	86.2 ± 9.1	5.2 ± 5.8	6.9 ± 6.7	1.7 ± 3.4	0.0 ± 0.0
Over \$150,000	42	71.4 ± 13.9	14.3 ± 10.8	7.1 ± 7.9	2.4 ± 4.7	4.8 ± 6.6

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

CHART 2-14



RESPONSES BY POPULATION DENSITY LEVEL

TABLE 3-1

Method of Billing for Local and Long Distance Telephone Service by Population Density Level*			
Density Level	n	Percentage Receiving Separate Bill	Percentage Receiving Combined Bill
I	423	29.8 ± 4.4	68.8 ± 4.5
II	518	27.4 ± 3.9	71.4 ± 4.0
III	617	30.0 ± 3.7	69.2 ± 3.7

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

CHART 3-1

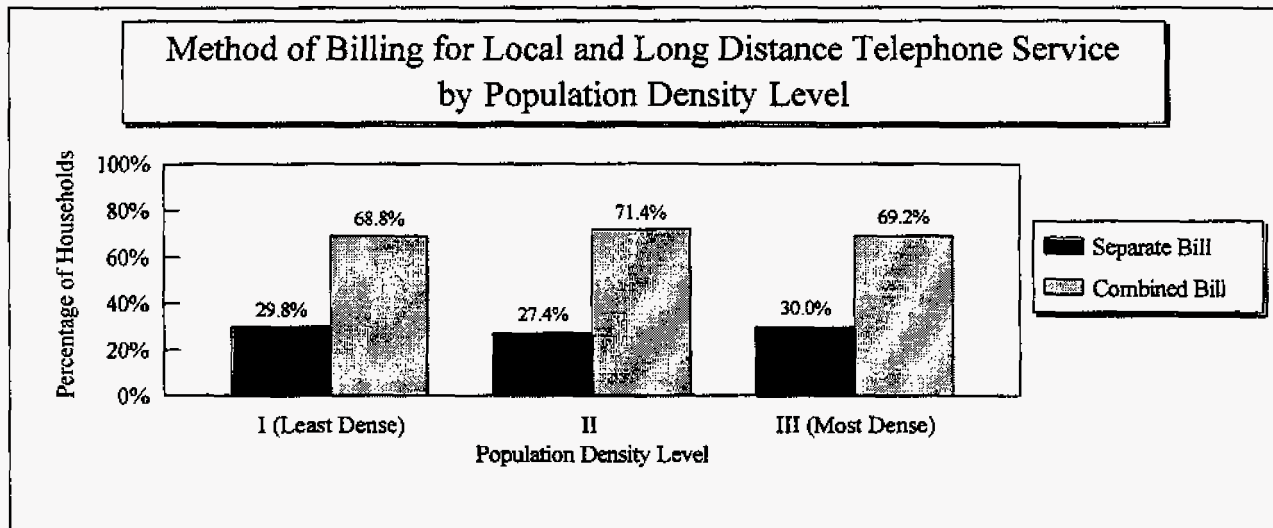


TABLE 3-2

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

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

CHART 3-2

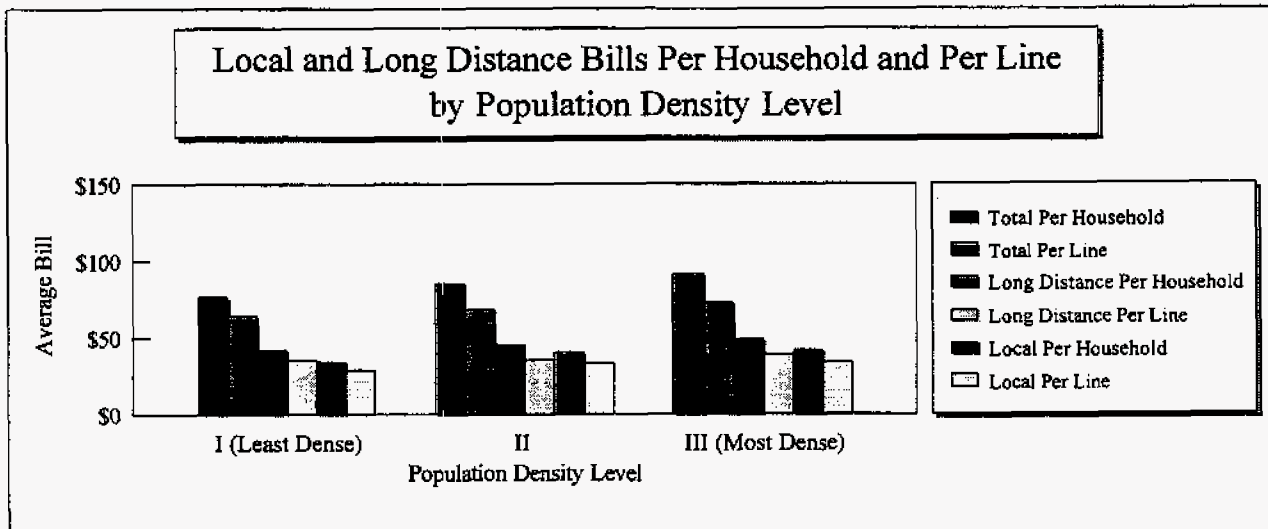


TABLE 3-3

Subscription Rate to Optional Calling Features by Population Density Level*								
Density Level	n	Percentage of Households						
		Call Waiting	Caller ID	3-Way Calling	Call Forwarding	Unlisted Number	Voice Messaging	Other Features
I	423	50.1 ± 4.9	28.8 ± 4.4	23.4 ± 4.1	22.7 ± 4.1	20.6 ± 3.9	18.0 ± 3.7	10.2 ± 2.9
II	518	60.4 ± 4.3	42.7 ± 4.3	33.8 ± 4.2	29.9 ± 4.0	31.3 ± 4.1	29.5 ± 4.0	15.1 ± 3.2
III	617	68.1 ± 3.7	44.2 ± 4.0	41.3 ± 4.0	37.0 ± 3.9	35.2 ± 3.8	31.3 ± 3.7	13.6 ± 2.8

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

CHART 3-3

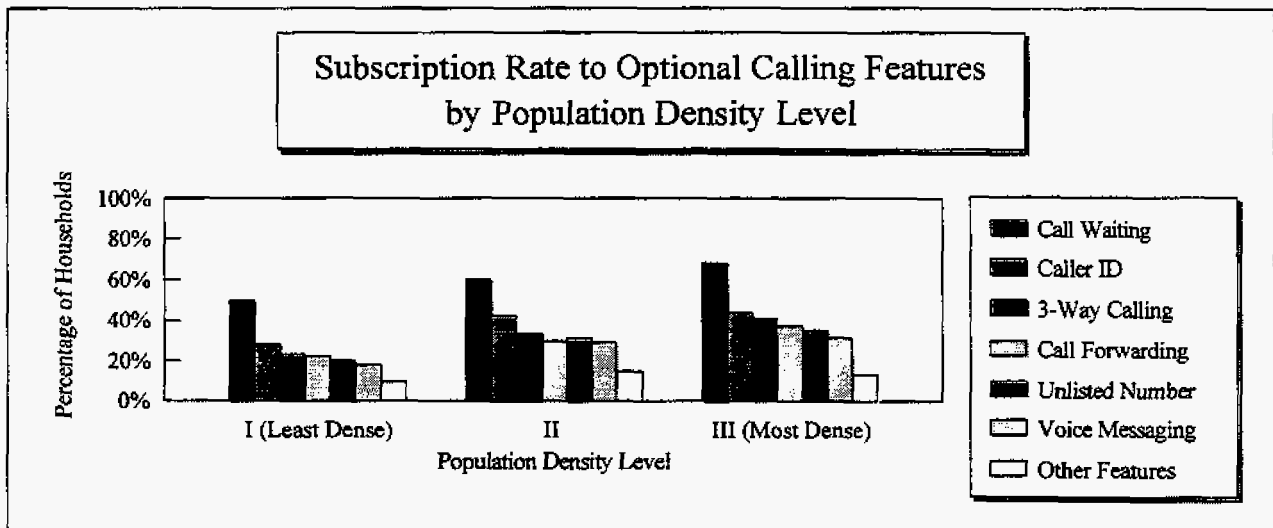


TABLE 3-4

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

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

CHART 3-4

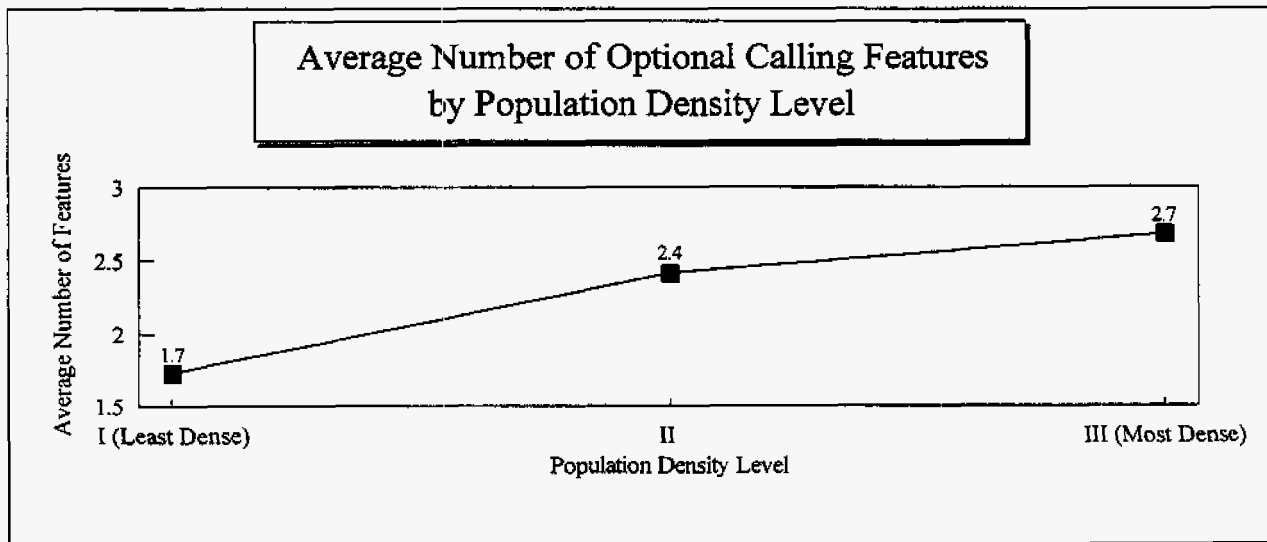


TABLE 3-5

Subscription Rate to Other Household Services by Population Density Level*							
Density Level	n	Percentage of Households					
		Cable TV	Cellular Telephone	Internet	Pager/ Beeper	Security/ Alarm	Satellite/ Direct TV
I	423	66.0 ± 4.6	34.8 ± 4.6	28.4 ± 4.4	15.7 ± 3.5	11.1 ± 3.0	18.5 ± 3.8
II	518	59.1 ± 4.3	39.0 ± 4.3	26.8 ± 3.9	20.6 ± 3.6	18.0 ± 3.4	7.0 ± 2.2
III	618	64.4 ± 3.8	37.0 ± 3.9	31.0 ± 3.7	27.8 ± 3.6	16.0 ± 2.9	5.5 ± 1.8

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

CHART 3-5

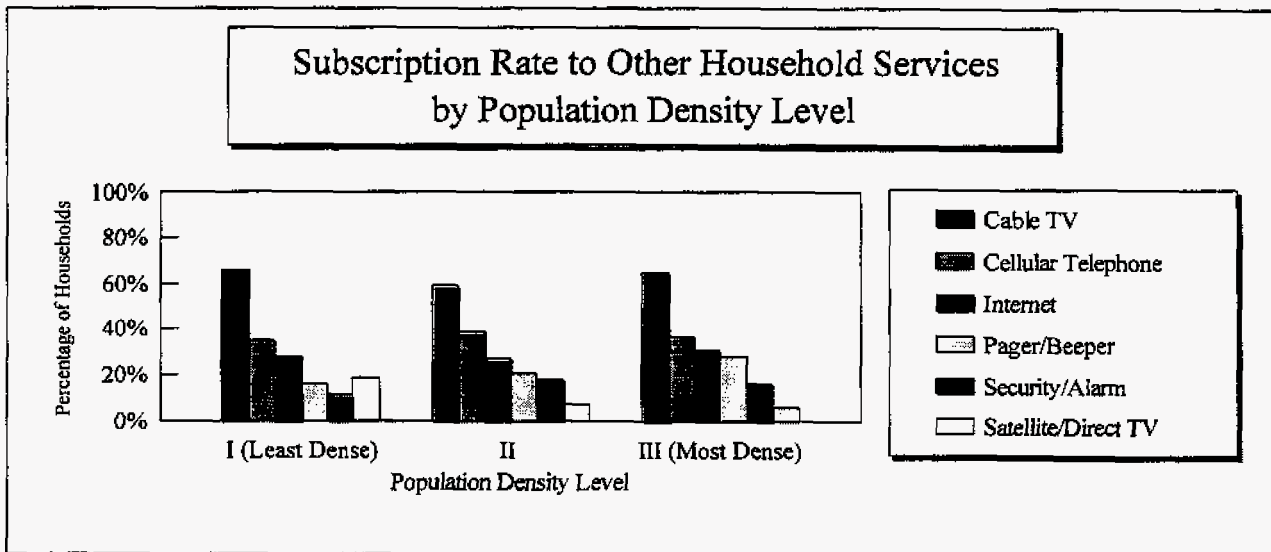


TABLE 3-6

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

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

CHART 3-6

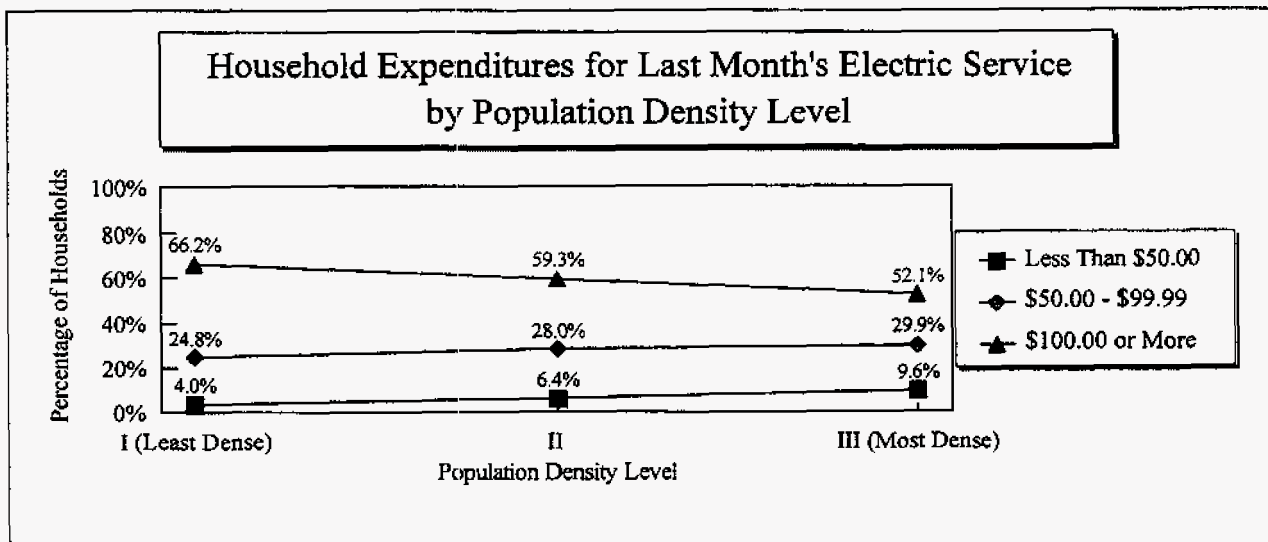


TABLE 3-7

Telephone Numbers Per Household by Population Density Level*			
Density Level	n	Percentage Reporting Only One Phone Number	Average Telephone Numbers Per Household
I	423	81.6 ± 3.8	1.2 ± 0.1
II	518	74.9 ± 3.8	1.3 ± 0.1
III	618	72.5 ± 3.6	1.4 ± 0.1

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

CHART 3-7

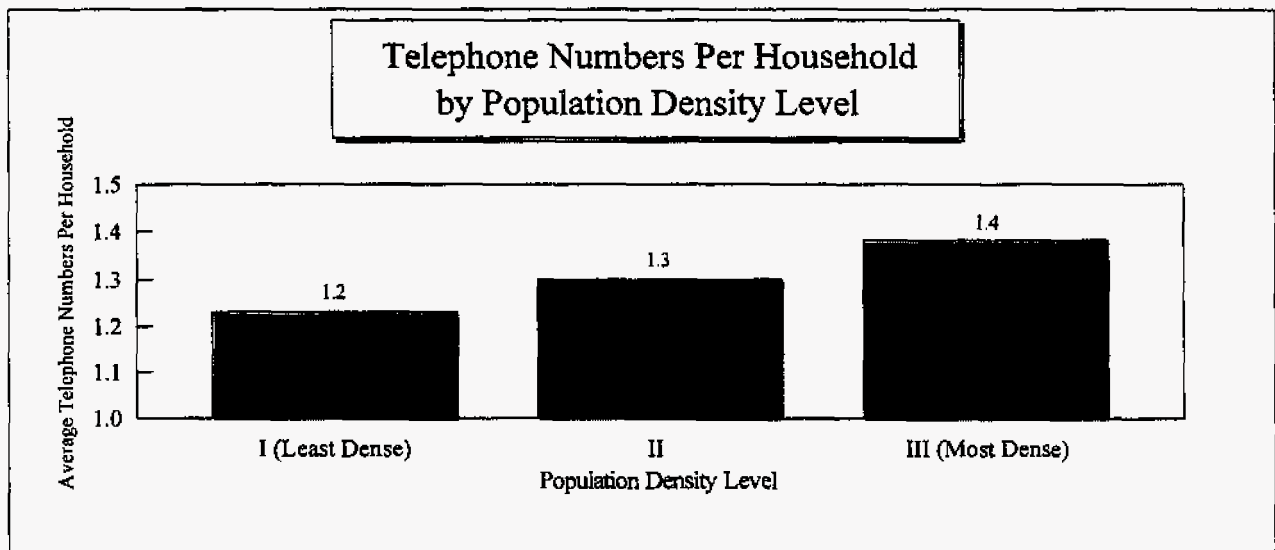


TABLE 3-8

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

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

CHART 3-8

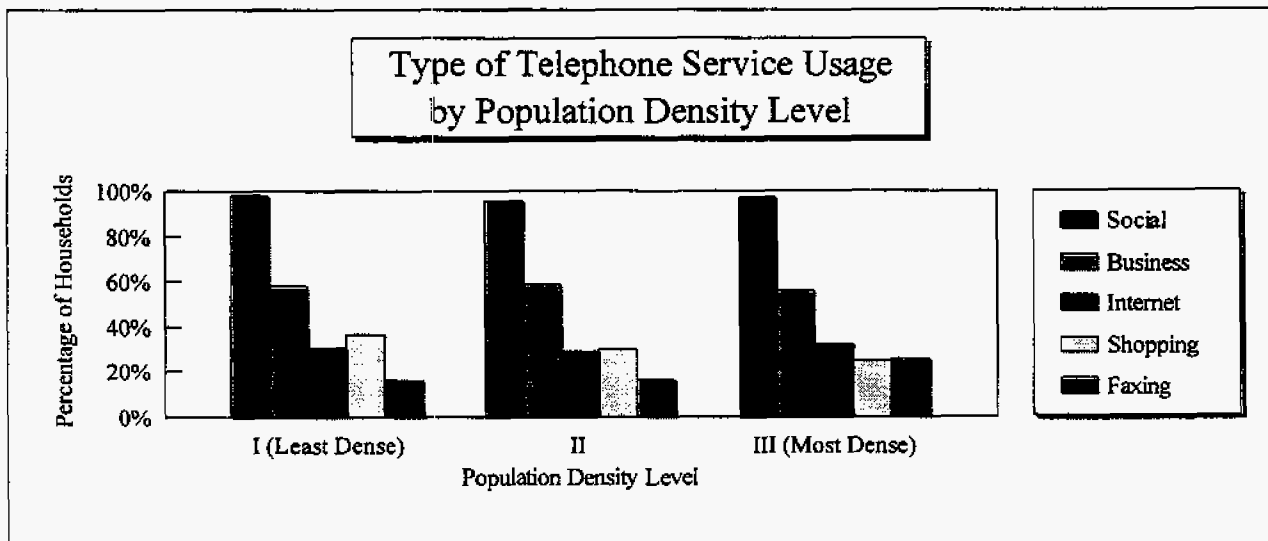


TABLE 3-9

Inability to Call Essential Services Without Additional Charge by Population Density Level*			
Density Level	n	Percentage Unable to Call	
		Doctor/Clinic	Local Schools
I	423	10.2 ± 2.9	2.6 ± 1.5
II	518	6.0 ± 2.1	1.4 ± 1.0
III	618	9.7 ± 2.4	4.9 ± 1.7

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

CHART 3-9

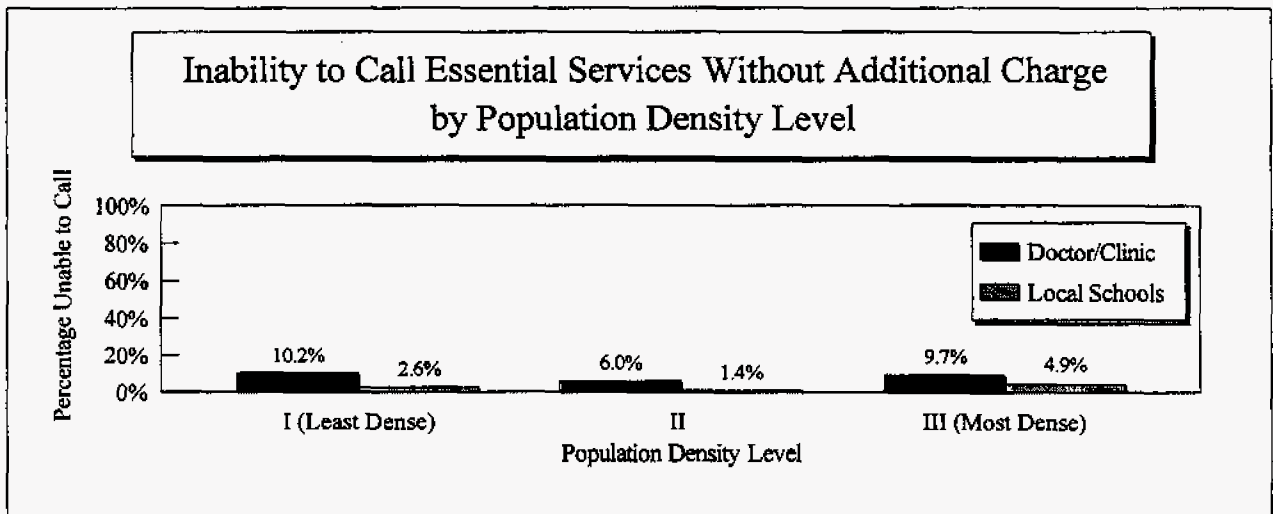


TABLE 3-10

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

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

CHART 3-10

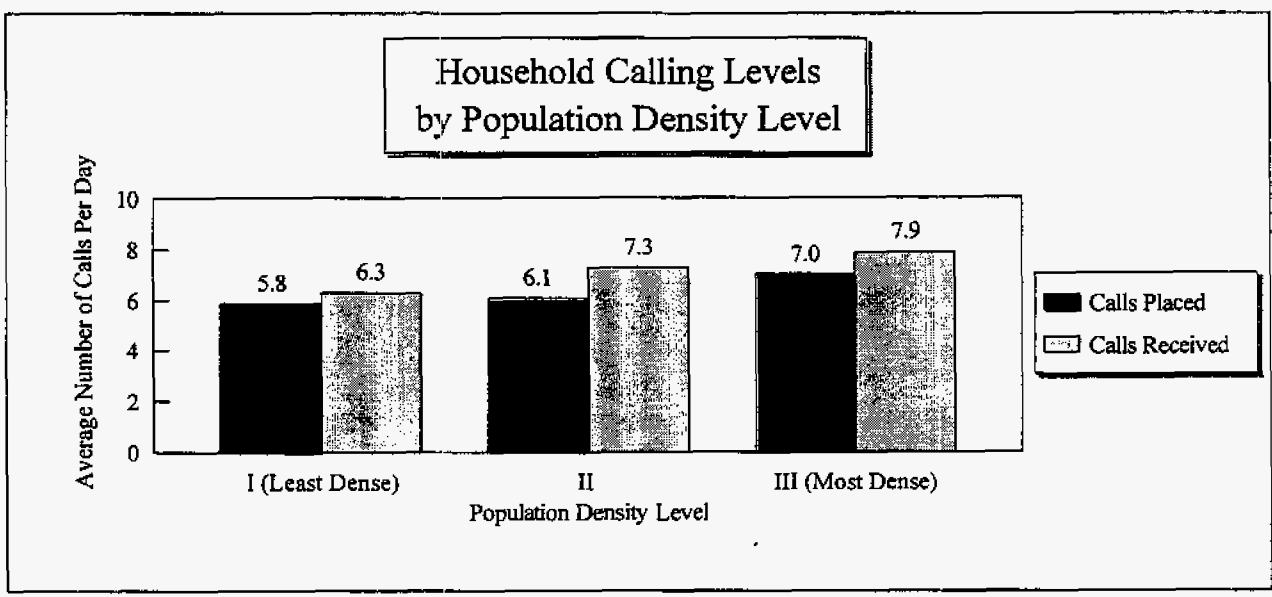


TABLE 3-11

Average Number of Homes that Cannot Be Called by Population Density Level*		
Density Level	n	Average Number of Homes
I	408	0.3 ± 0.1
II	496	0.5 ± 0.1
III	599	0.3 ± 0.1

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

CHART 3-11

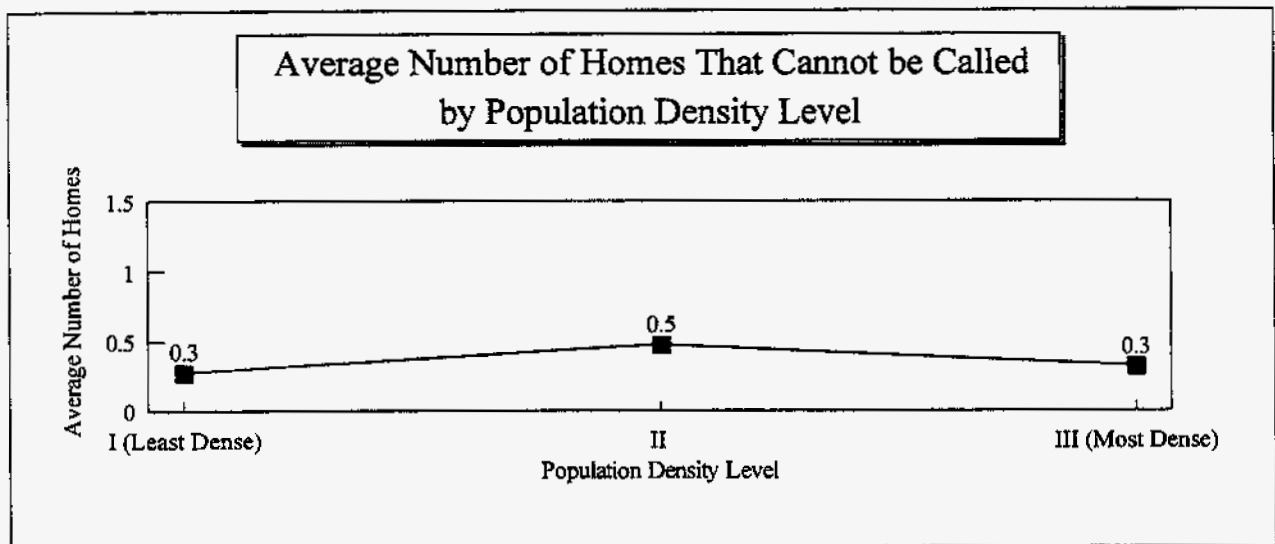


TABLE 3-12

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

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

CHART 3-12

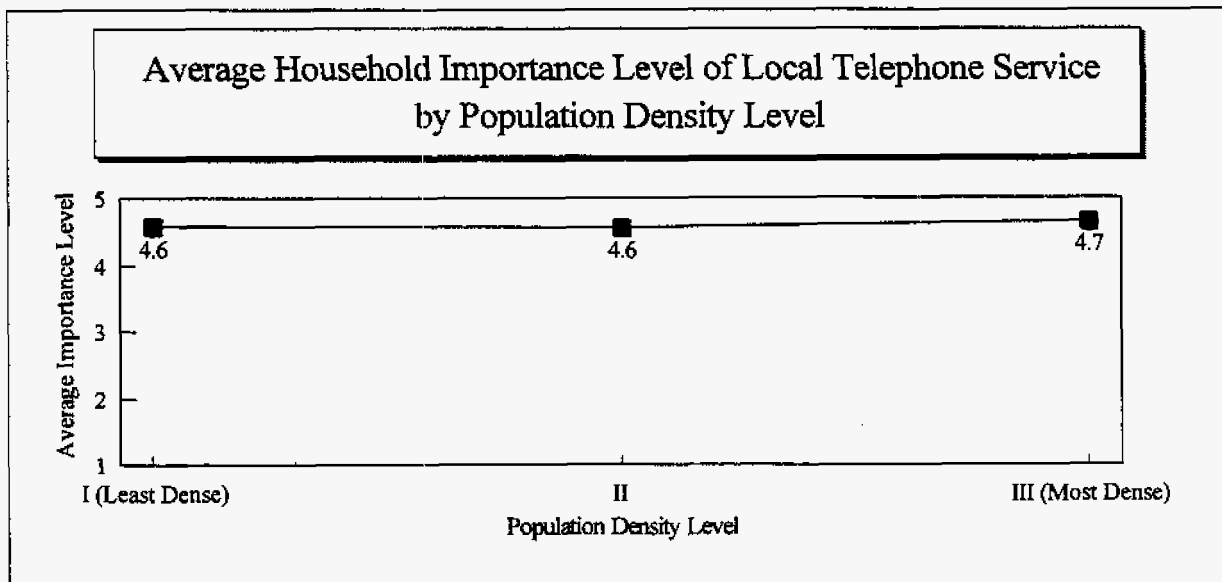


TABLE 3-13

Reactions to Price Increase of Local Telephone Service by Population Density Level*							
Density Level	n	\$2 Increase			\$5 Increase		
		Reduce Spending	Not Reduce Spending	Discontinue Service	Reduce Spending	Not Reduce Spending	Discontinue Service
I	423	23.2 ± 4.1	66.9 ± 4.6	5.9 ± 2.3	28.1 ± 4.4	54.6 ± 4.8	12.8 ± 3.2
II	518	27.4 ± 3.9	60.2 ± 4.3	7.7 ± 2.3	31.1 ± 4.1	50.4 ± 4.4	14.1 ± 3.1
III	618	26.7 ± 3.6	62.0 ± 3.9	7.6 ± 2.1	33.2 ± 3.8	49.5 ± 4.0	13.3 ± 2.7

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

TABLE 3-13 (Continued)

Reactions to Price Increase of Local Telephone Service by Population Density Level*							
Density Level	n	\$10 Increase			\$20 Increase		
		Reduce Spending	Not Reduce Spending	Discontinue Service	Reduce Spending	Not Reduce Spending	Discontinue Service
I	423	31.2 ± 4.5	38.3 ± 4.7	25.5 ± 4.2	35.0 ± 4.6	25.8 ± 4.2	32.6 ± 4.6
II	518	37.1 ± 4.2	32.4 ± 4.1	24.7 ± 3.8	35.1 ± 4.2	24.3 ± 3.8	34.2 ± 4.2
III	618	39.6 ± 3.9	30.3 ± 3.7	25.2 ± 3.5	37.5 ± 3.9	21.4 ± 3.3	34.5 ± 3.8

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

CHART 3-13A

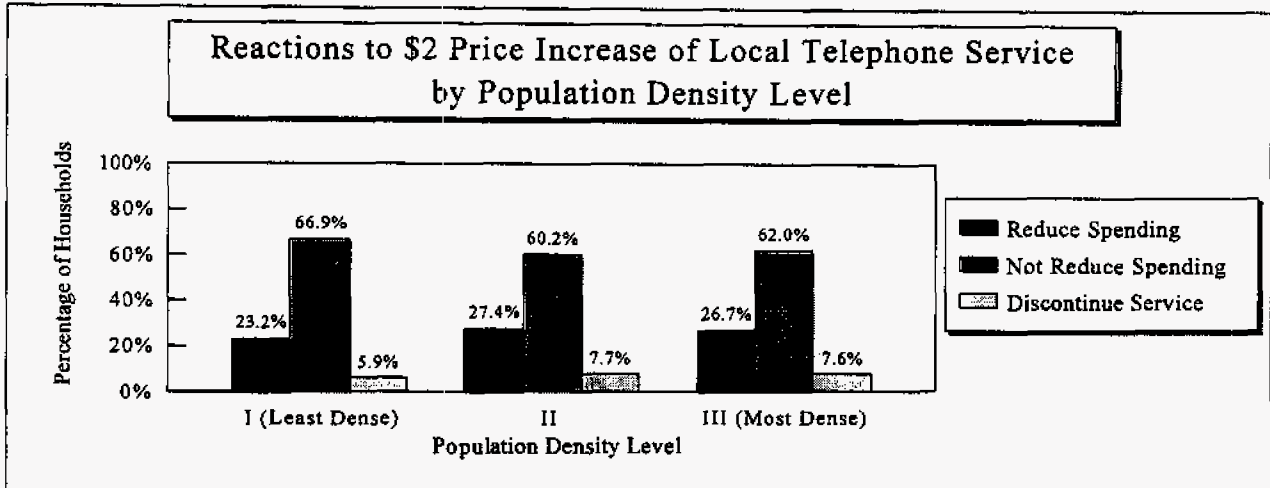


CHART 3-13B

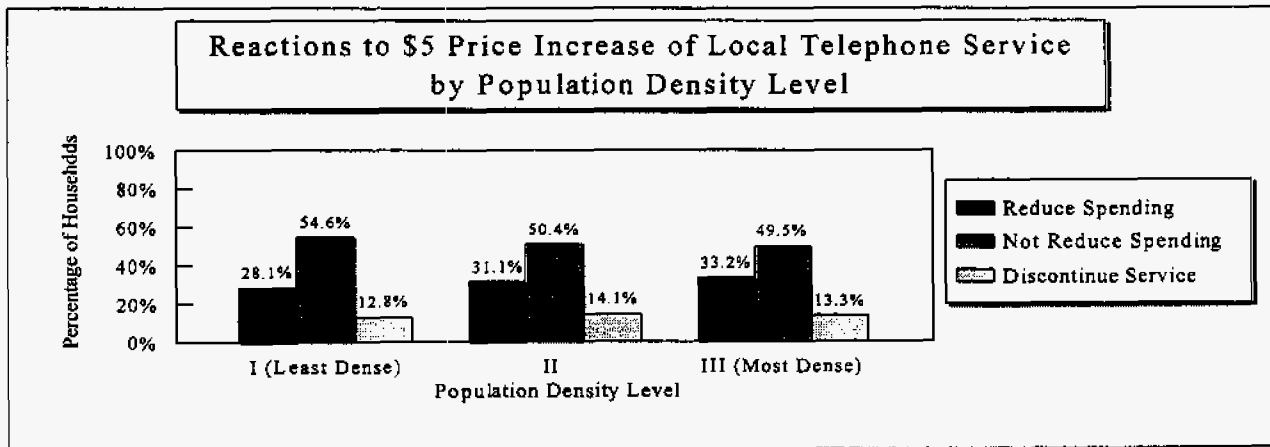


CHART 3-13C

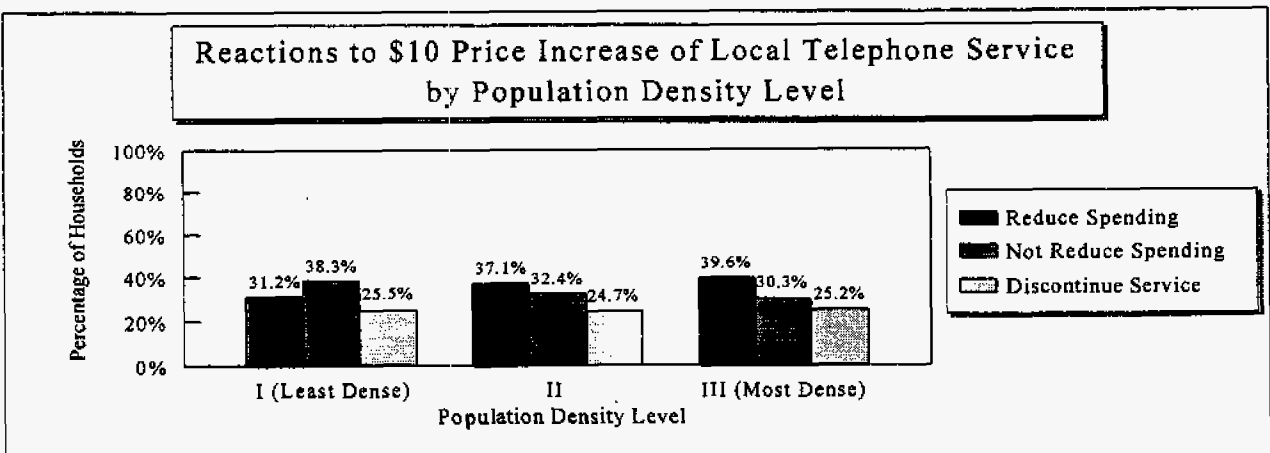


CHART 3-13D

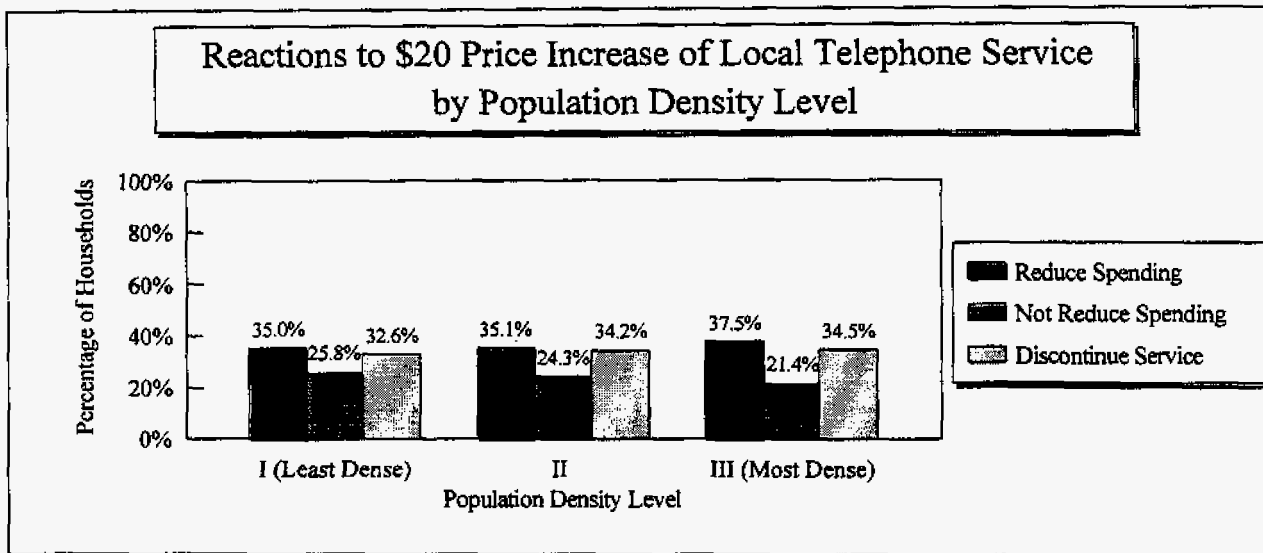
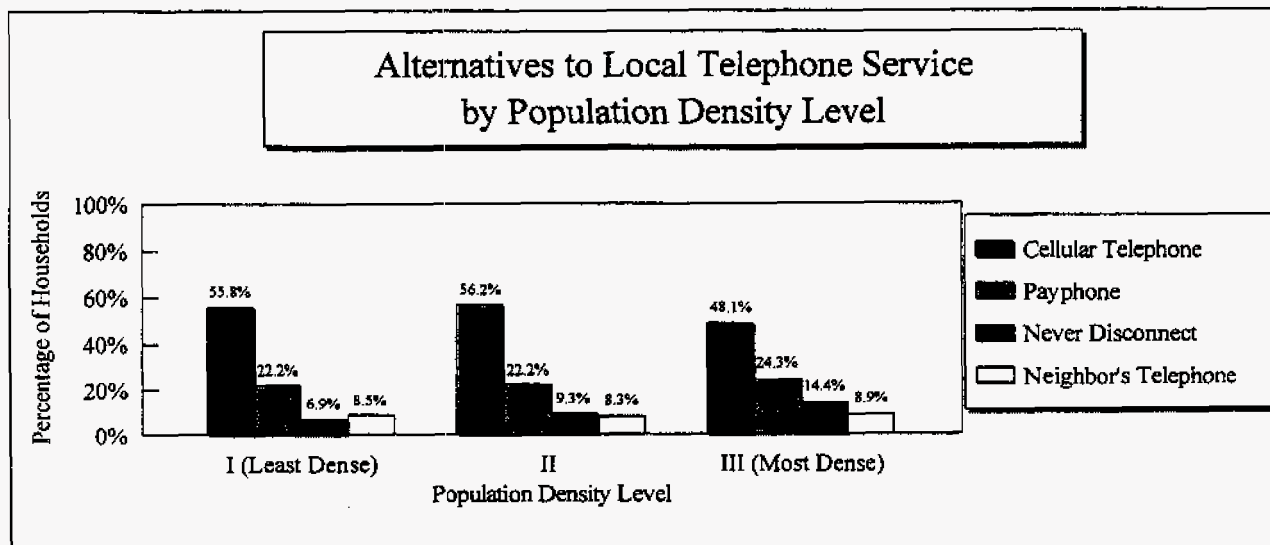


TABLE 3-14

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

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

CHART 3-14



RESPONSES BY HOUSEHOLDS WITH MEMBERS OVER AGE 65

TABLE 4-1

Method of Billing for Local and Long Distance Telephone Service by Households with Members Over Age 65			
Household Members Over Age 65	n	Percentage Receiving Separate Bill	Percentage Receiving Combined Bill
0	1233	29.7 ± 2.6	69.1 ± 2.6
1	231	26.8 ± 5.8	72.7 ± 5.9
2 or More	108	25.0 ± 8.3	74.1 ± 8.4

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

CHART 4-1

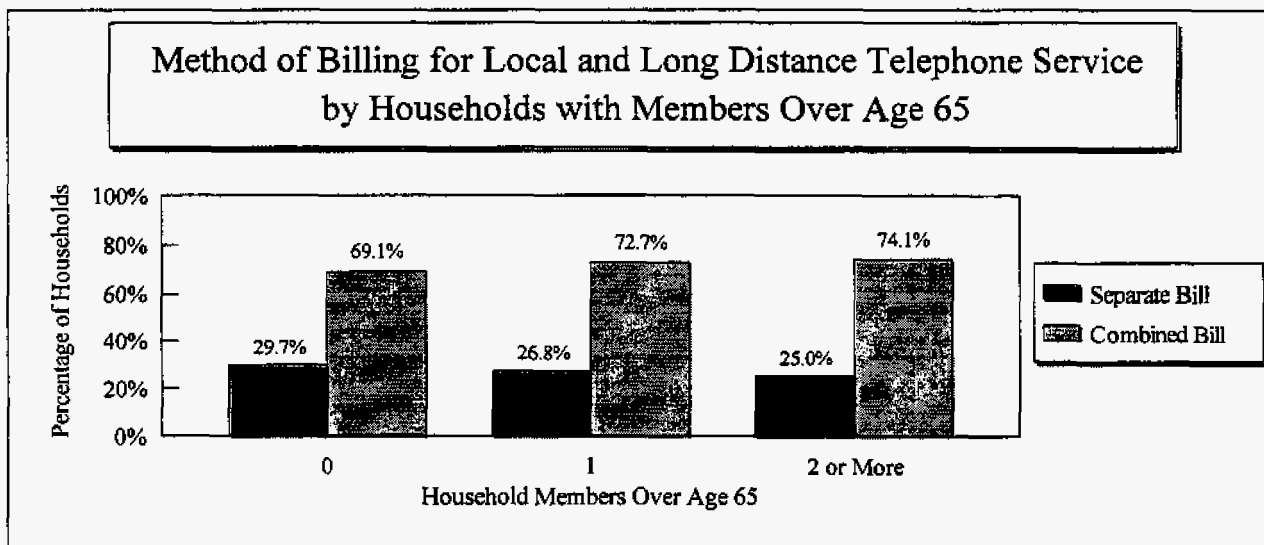


TABLE 4-2

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

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

CHART 4-2

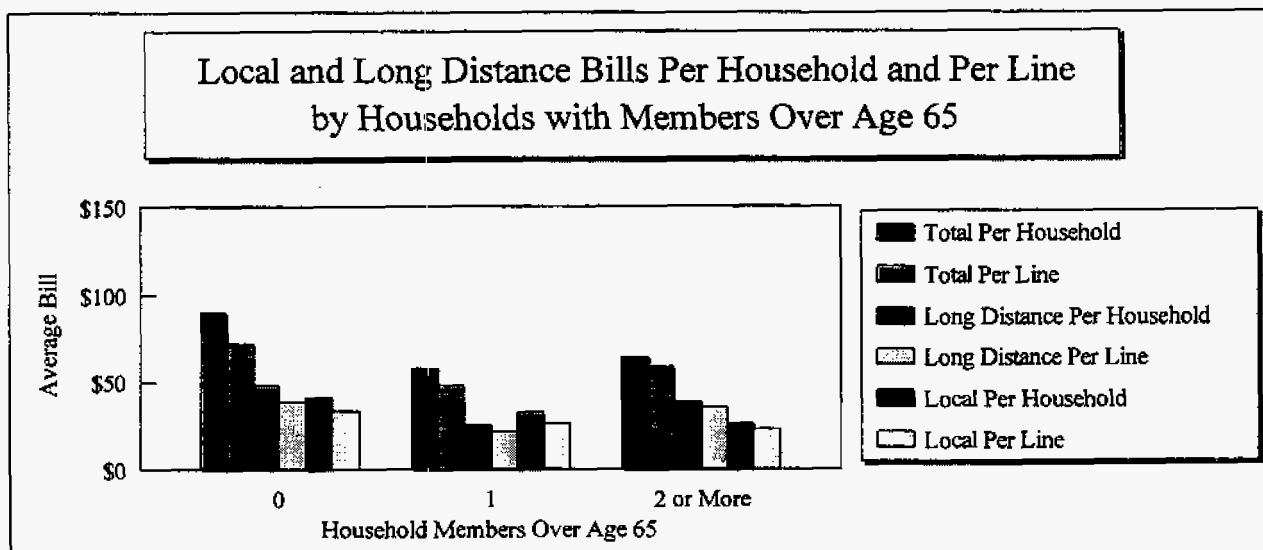


TABLE 4-3

Subscription Rate to Optional Calling Features by Households with Members Over Age 65								
Household Members Over Age 65	n	Percentage of Households						
		Call Waiting	Caller ID	3-Way Calling	Call Forwarding	Unlisted Number	Voice Messaging	Other Features
0	1233	66.8 ± 2.7	43.3 ± 2.8	38.5 ± 2.8	34.2 ± 2.7	33.2 ± 2.7	29.9 ± 2.6	15.6 ± 2.1
1	231	40.3 ± 6.5	27.3 ± 5.9	18.2 ± 5.1	19.5 ± 5.2	17.8 ± 5.0	17.3 ± 5.0	4.8 ± 2.8
2 or More	108	29.6 ± 1.1	18.5 ± 0.8	11.1 ± 0.6	9.3 ± 0.6	13.9 ± 0.7	10.2 ± 0.6	1.9 ± 2.6

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

CHART 4-3

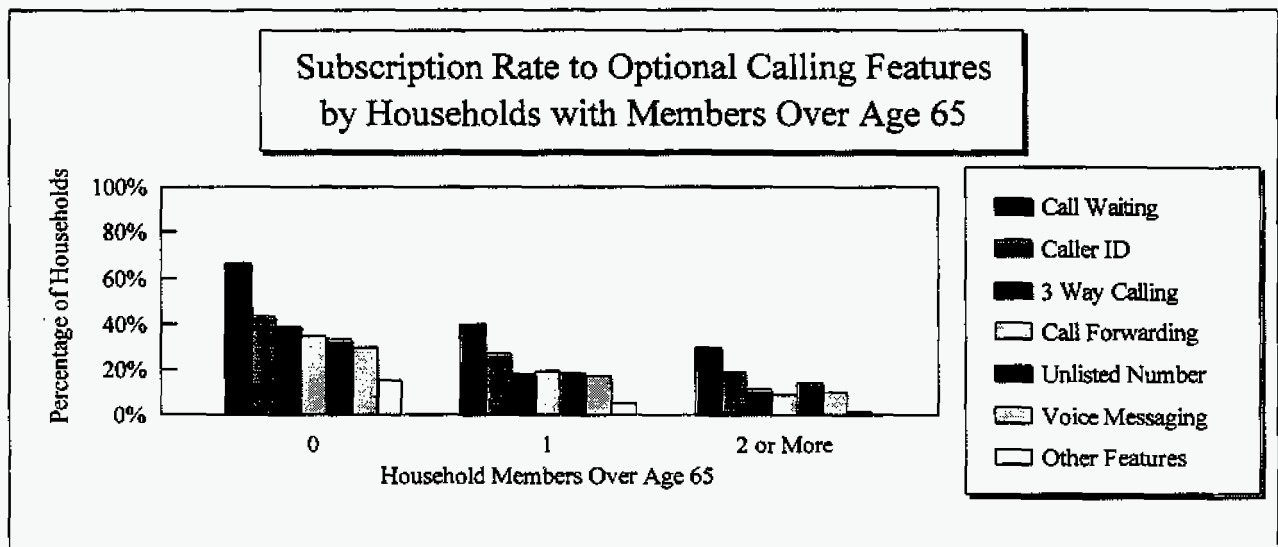


TABLE 4-4

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

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

CHART 4-4

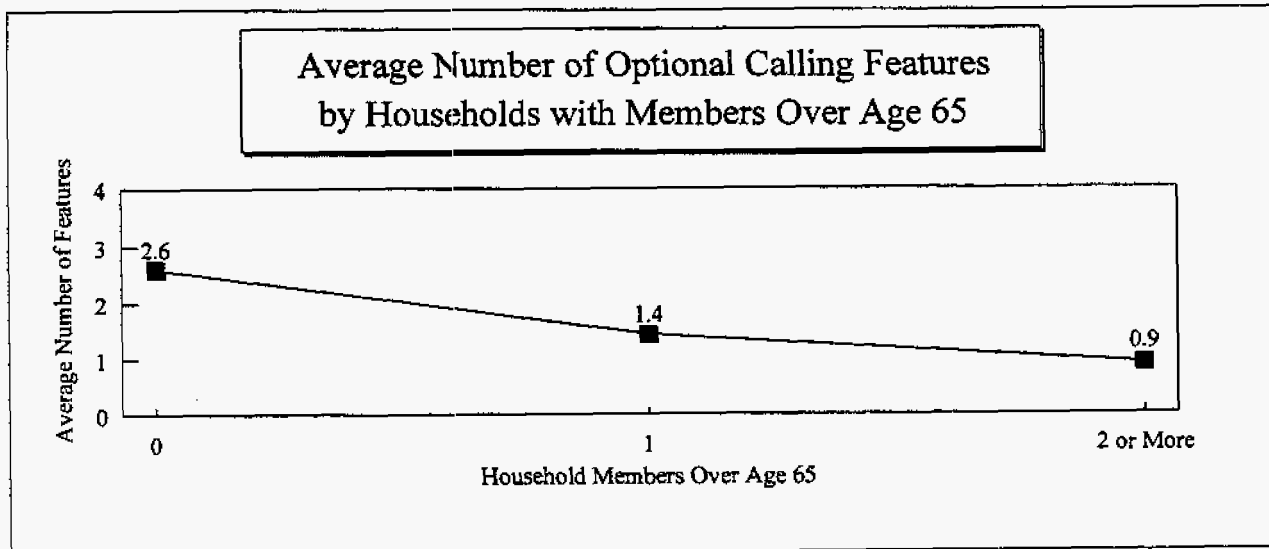


TABLE 4-5

Subscription Rate to Other Household Services by Households with Members Over Age 65							
Household Members Over Age 65	n	Percentage of Households					
		Cable TV	Cellular Telephone	Internet	Pager/ Beeper	Security/ Alarm	Satellite/ Direct TV
0	1233	63.8 ± 2.7	40.0 ± 2.8	32.4 ± 2.7	25.7 ± 2.5	16.1 ± 2.1	9.9 ± 1.7
1	232	55.2 ± 6.5	25.0 ± 5.7	17.7 ± 5.0	8.6 ± 3.7	11.6 ± 4.2	7.3 ± 3.4
2 or More	108	64.8 ± 9.2	29.6 ± 8.4	12.0 ± 6.3	9.3 ± 5.6	13.9 ± 6.5	10.2 ± 5.8

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

CHART 4-5

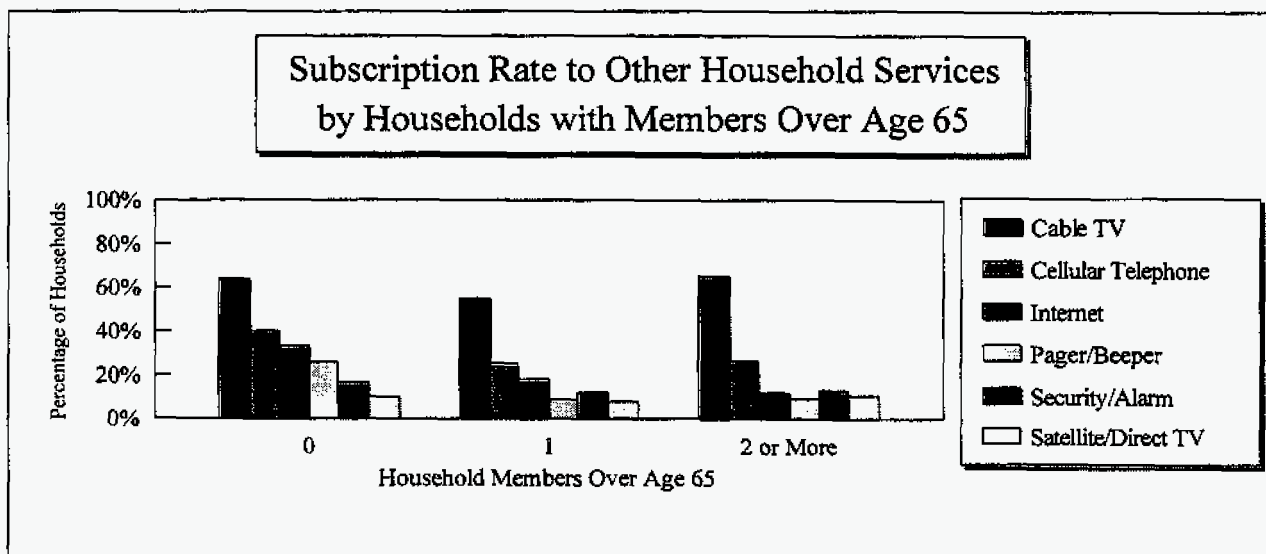


TABLE 4-6

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

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

CHART 4-6

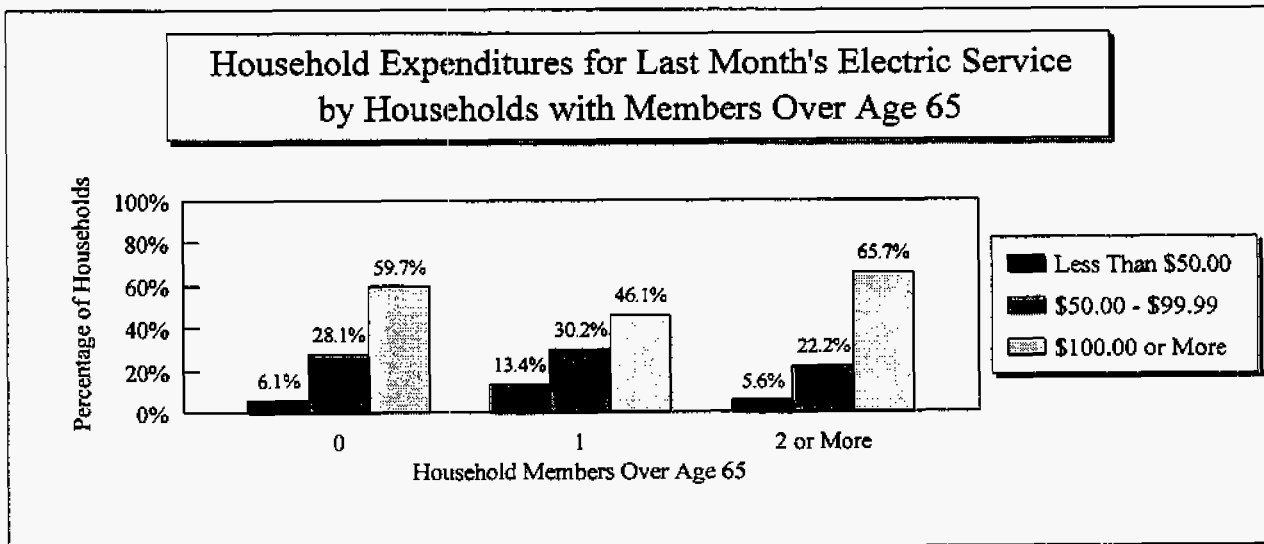


TABLE 4-7

Telephone Numbers Per Household by Households with Members Over Age 65				
Household Members Over Age 65	n	Percentage Reporting Only One Telephone Number	n	Average Telephone Numbers Per Household
0	1233	74.0 ± 2.5	1232	1.3 ± 0.0
1	232	80.6 ± 5.2	232	1.3 ± 0.1
2 or More	108	88.9 ± 1.8	108	1.2 ± 0.1

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

CHART 4-7

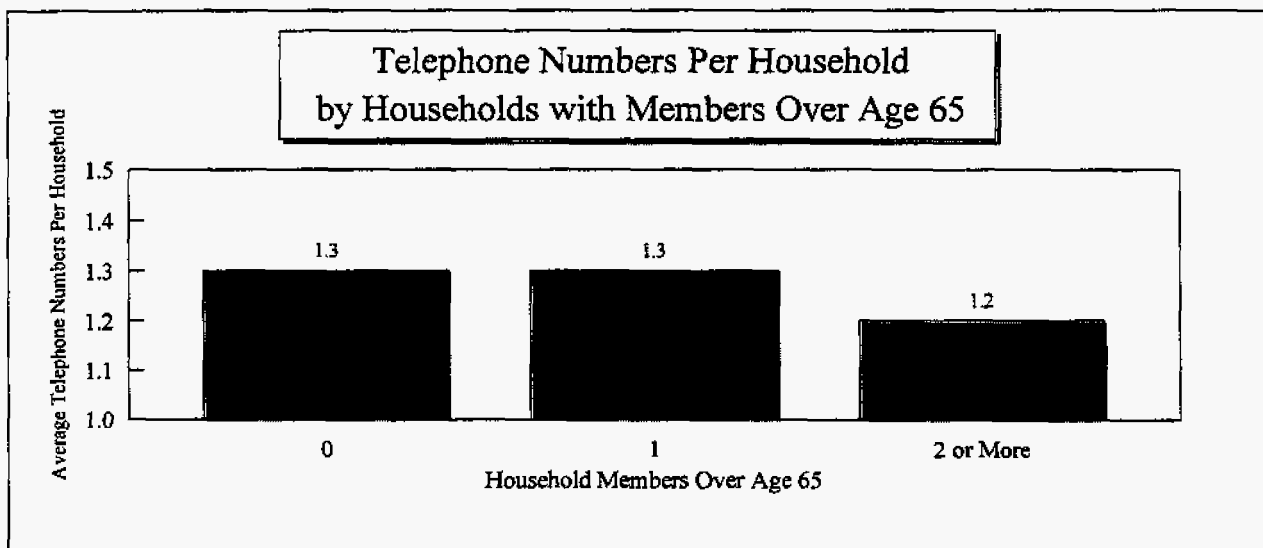


TABLE 4-8

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

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

CHART 4-8

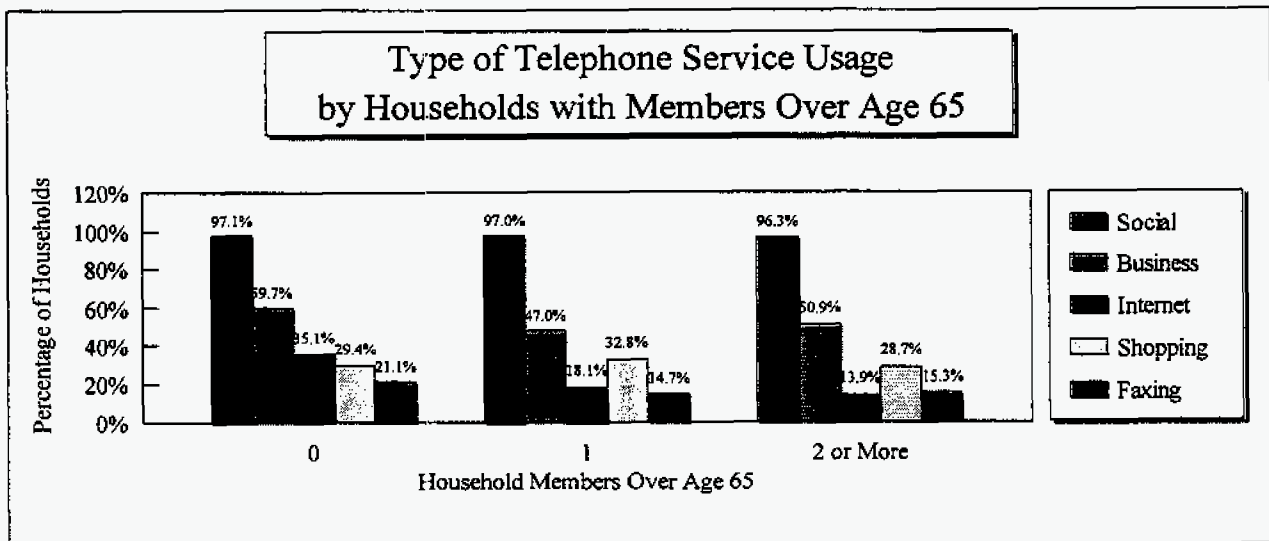


TABLE 4-9

Inability to Call Essential Services Without Additional Charge by Households with Members Over Age 65			
Household Members Over Age 65	n	Percentage Unable to Call	
		Doctor/Clinic	Local Schools
0	1233	8.9 ± 1.6	3.5 ± 1.0
1	232	7.8 ± 3.5	1.7 ± 1.7
2 or More	103	9.3 ± 5.4	3.7 ± 3.7

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

CHART 4-9

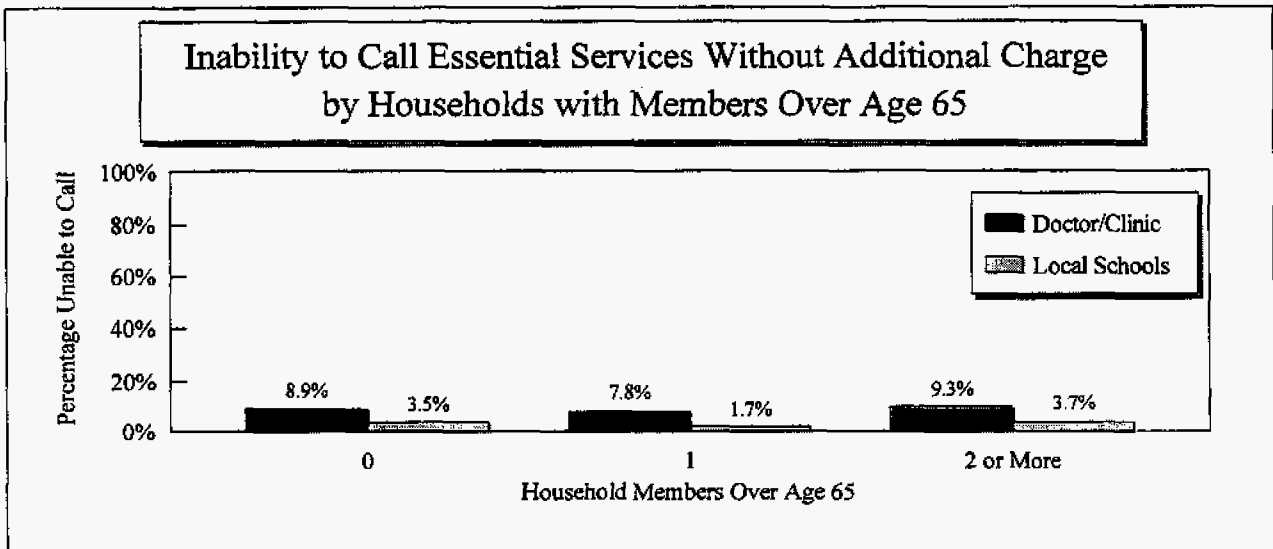


TABLE 4-10

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

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

CHART 4-10

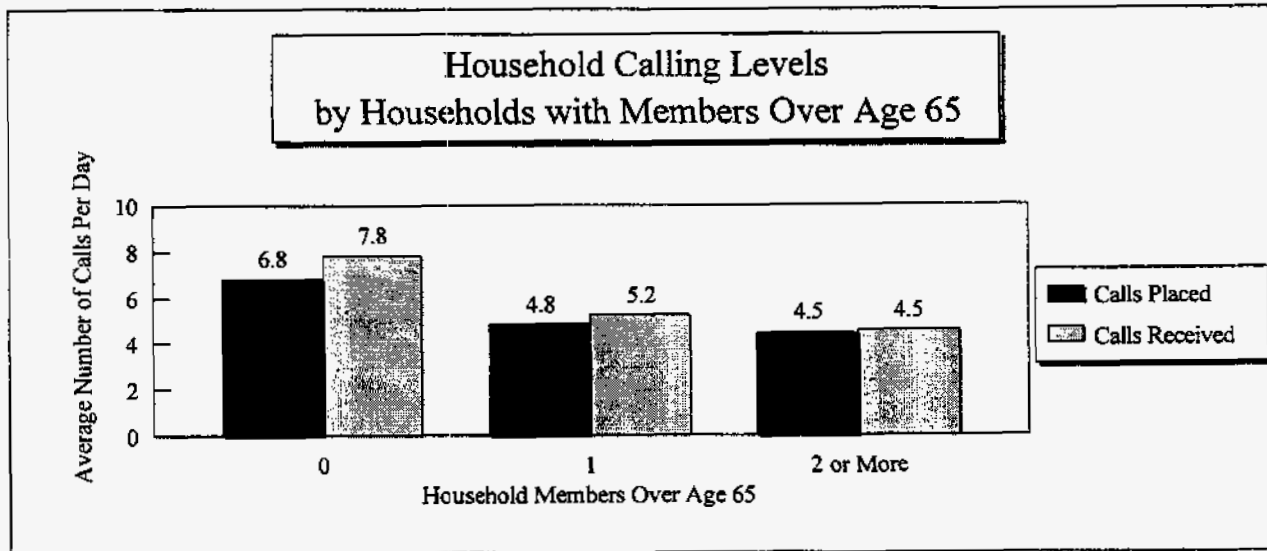


TABLE 4-11

Average Number of Homes that Cannot be Called by Households with Members Over Age 65		
Household Members Over Age 65	n	Average Number of Homes
0	1195	0.4 ± 0.1
1	217	0.2 ± 0.0
2 or More	103	0.1 ± 0.0

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

CHART 4-11

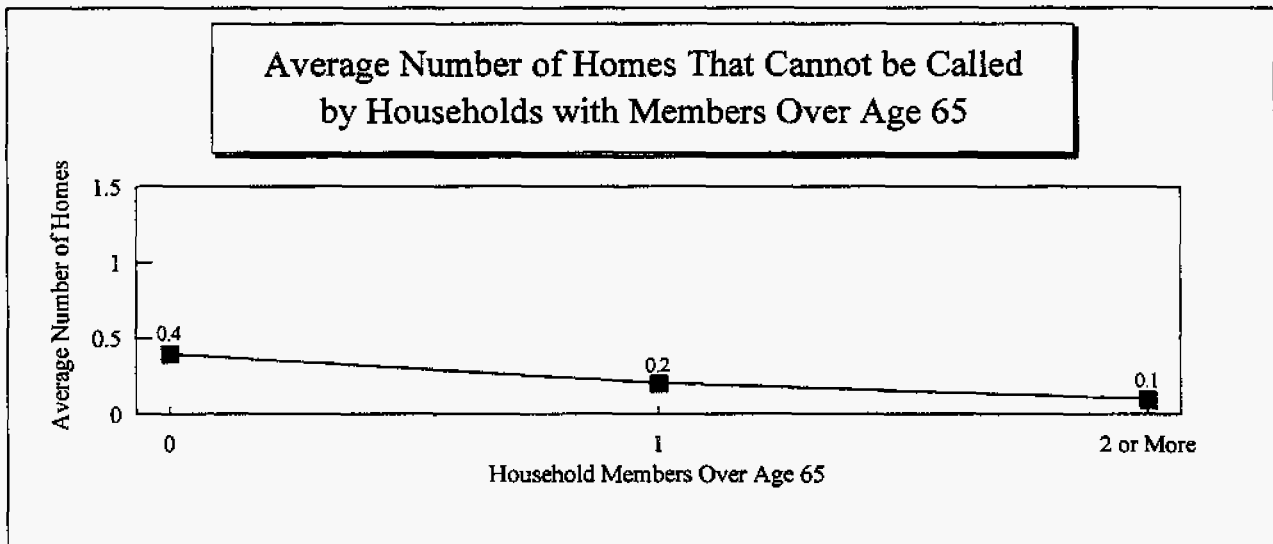


TABLE 4-12

Average Household Importance Levels of Local Telephone Service by Households with Members Over Age 65		
Household Members Over Age 65	n	Average Importance Level
0	1233	4.6 ± 0.1
1	232	4.7 ● 0.1
2 or More	108	4.6 ● 0.2

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

CHART 4-12

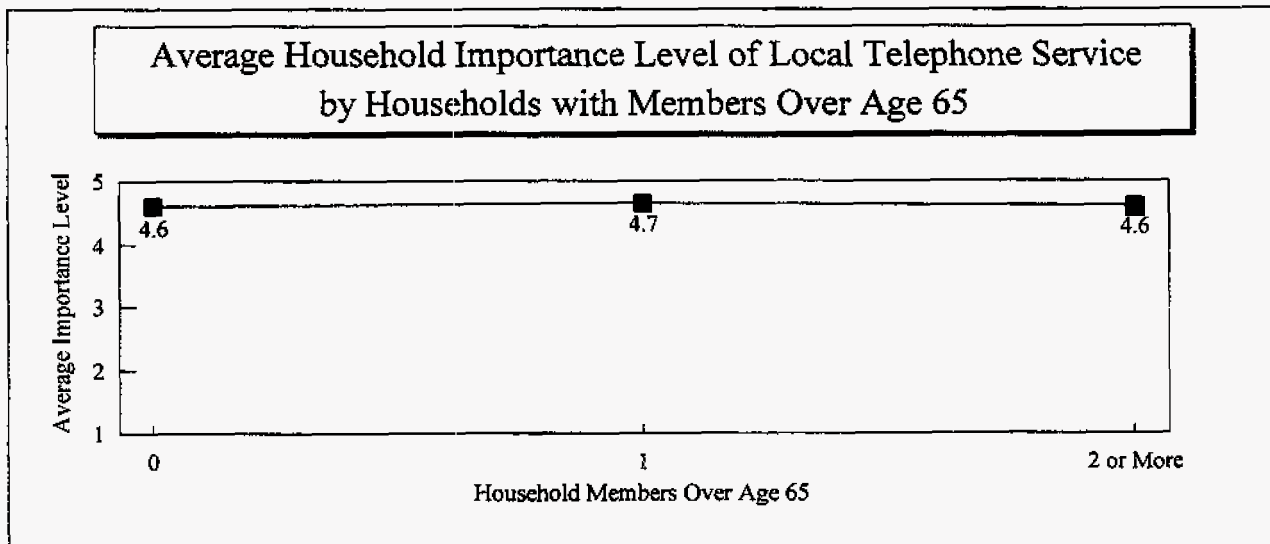


TABLE 4-13

Reactions to Price Increase of Local Telephone Service by Households with Members Over Age 65							
Household Members Over Age 65	n	\$2 Increase			\$5 Increase		
		Reduce Spending	Not Reduce Spending	Discontinue Service	Reduce Spending	Not Reduce Spending	Discontinue Service
0	1233	24.4 ± 2.5	65.2 ± 2.7	7.3 ± 1.5	30.6 ± 2.6	52.6 ± 2.8	13.5 ± 1.9
1 or More	340	31.2 ± 5.0	52.7 ± 5.4	6.8 ± 2.7	32.9 ± 5.1	45.0 ± 5.4	11.8 ± 3.5

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

TABLE 4-13 (Continued)

Reactions to Price Increase of Local Telephone Service by Households with Members Over Age 65							
Household Members Over Age 65	n	\$10 Increase			\$20 Increase		
		Reduce Spending	Not Reduce Spending	Discontinue Service	Reduce Spending	Not Reduce Spending	Discontinue Service
0	1233	36.4 ± 2.7	34.6 ± 2.7	25.4 ± 2.5	36.5 ± 2.7	24.1 ± 2.4	34.3 ± 2.7
1 or More	340	36.5 ± 5.2	27.7 ± 4.9	24.1 ± 4.6	34.4 ± 5.2	20.9 ± 4.4	32.4 ± 5.1

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

CHART 4-13A

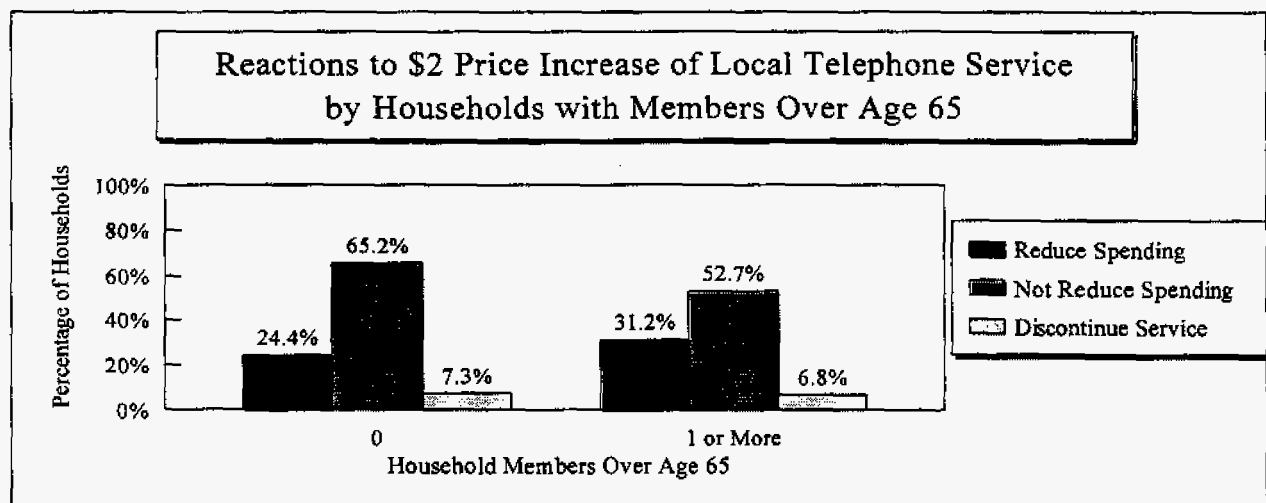


CHART 4-13B

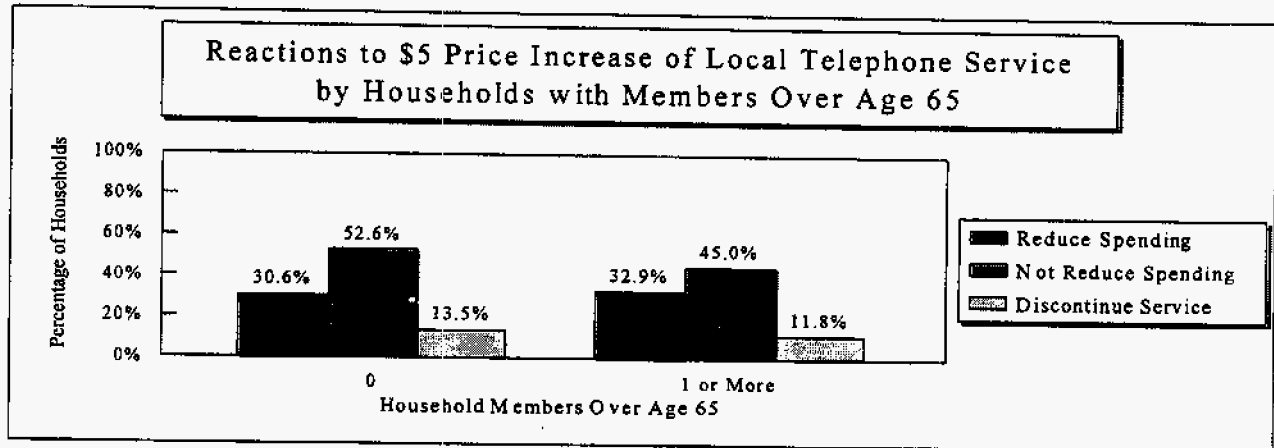


CHART 4-13C

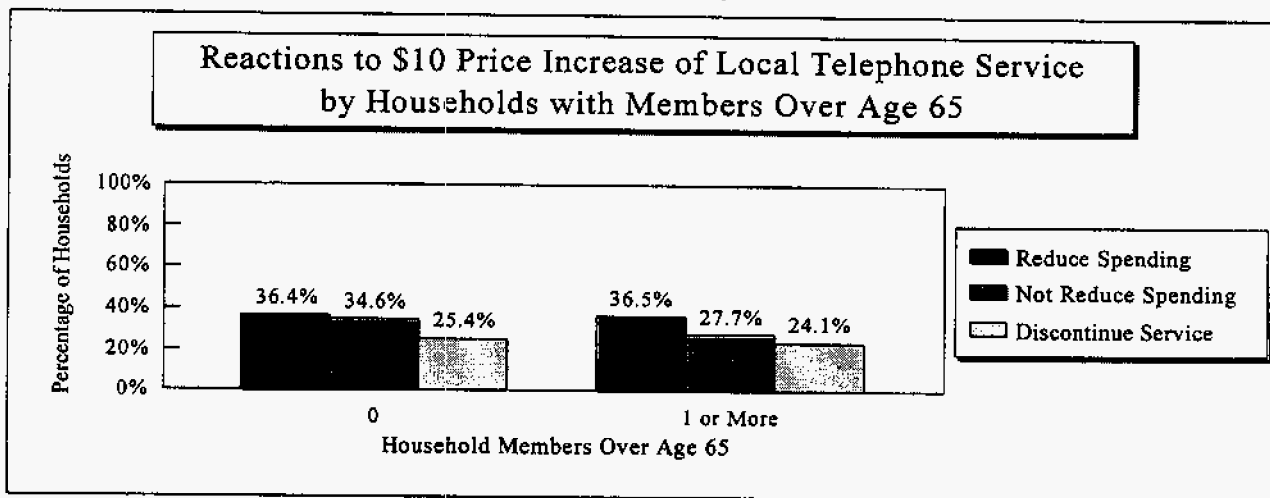


CHART 4-13D

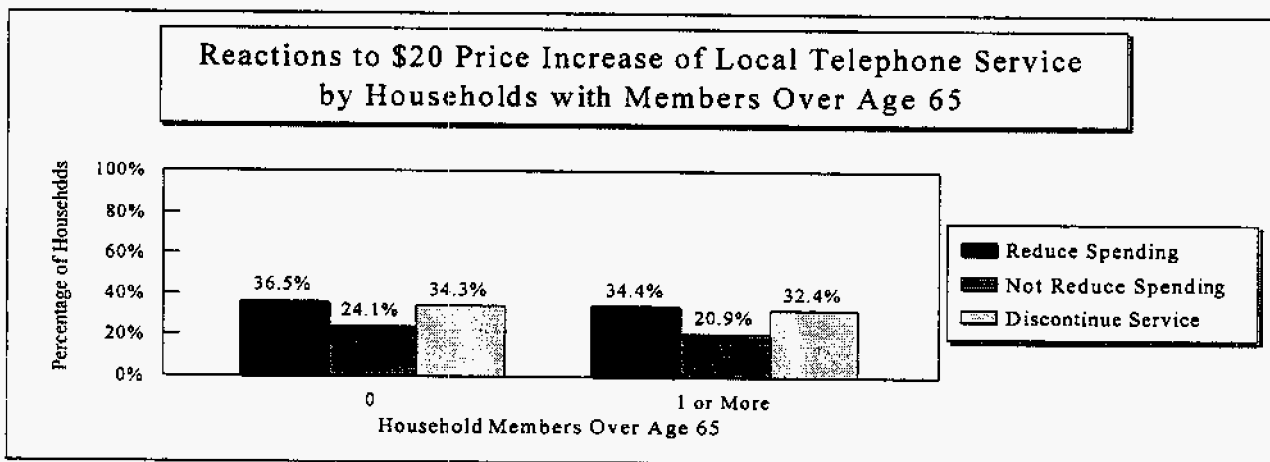
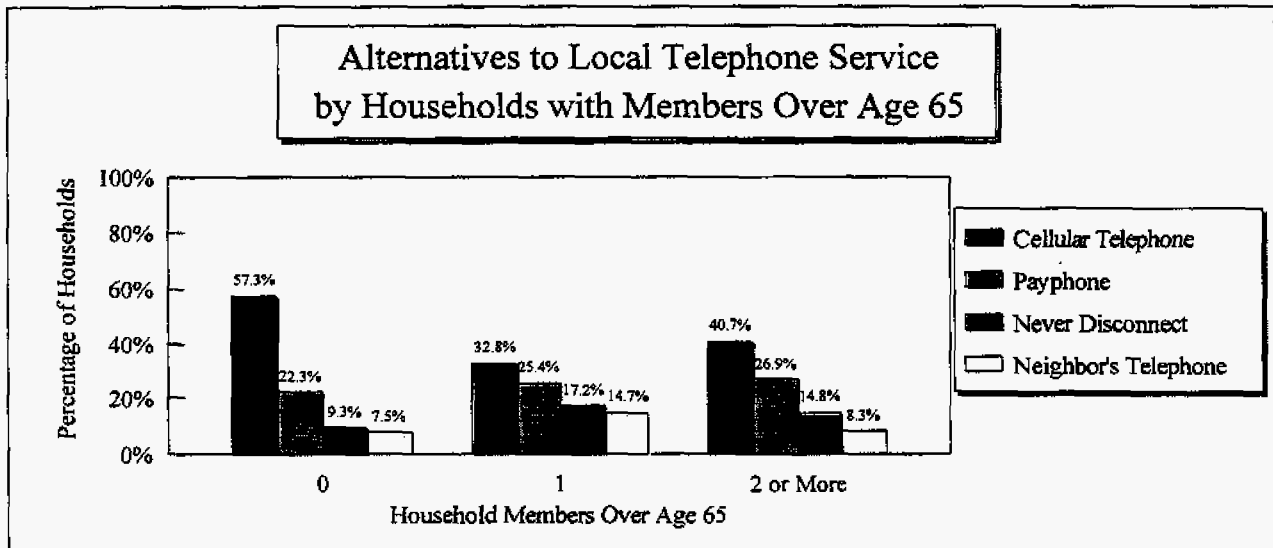


TABLE 4-14

Alternatives to Local Telephone Service by Households with Members Over Age 65					
Household Members Over Age 65	n	Percentage of Households			
		Cellular Telephone	Payphone	Never Disconnect	Neighbor's Telephone
0	1233	57.3 ± 2.8	22.3 ± 2.4	9.3 ± 1.7	7.5 ± 1.5
1	232	32.8 ± 6.2	25.4 ± 5.7	17.2 ± 5.0	14.7 ± 4.6
2 or More	108	40.7 ± 9.5	26.9 ± 8.5	14.8 ± 6.8	8.3 ± 5.3

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

CHART 4-14



APPENDIX V-1

PUBLIC HEARINGS

☎ = Hearing was a live audio event on the Internet.

LEC	Public Hearing Location	Date/Day/Time	Location
ITS	Indiantown	Aug. 24, 1998 Monday 6:00 pm	Indiantown Civic Center Club 15675 S.W. Osceola Street Indiantown, Florida
BST	W. Palm Beach	Aug. 25, 1998 Tuesday 10:00 am	Omni West Palm Beach Hotel 1601 Belvedere Road West Palm Beach, Florida
TDS	Quincy	Sept. 1, 1998 Tuesday 6:00 pm	Quincy City Hall Commission Room 404 W. Jefferson Street Quincy, Florida
BST	Ft. Lauderdale ☎	Sept. 3, 1998 Thursday 6:00 pm	Broward County Main Library Auditorium 100 S. Andrews Avenue Ft. Lauderdale, Florida
BST	Miami ☎	Sept. 4, 1998 Friday 10:00 am	Embassy Suites Hotel Key Largo 1 and 2 3974 S. River Drive Miami, Florida
Northeast	MacClenny	Sept. 8, 1998 Tuesday 12:00 noon	Baker County Administration Building 55 North 3rd Street MacClenny, Florida
ALLTEL	Live Oak	Sept. 8, 1998 Tuesday 10:00 am	Live Oak City Hall Council Chambers 101 S. E. White Avenue Live Oak, Florida
BST	Jacksonville ☎	Sept. 8, 1998 Tuesday 6:00 pm	City Hall Annex Building The Chamber, 15th Floor 220 East Bay Street Jacksonville, Florida

LEC	Public Hearing Location	Date/Day/Time	Site of Hearing
BST	Pensacola ☎	Sept. 9, 1998 Wednesday 6:00 pm, CST	Pensacola Grand Hotel Ballroom B & C 200 E. Gregory Street Pensacola, Florida
Sprint-United	Ft. Myers	Sept. 9, 1998 Wednesday 6:00 pm	City of Ft. Myers, City Hall Council Chambers 2200 2nd Street Ft. Myers, Florida
Frontier	Cantonment	Sept. 10, 1998 Thursday 10:00 am, CST	Escambia County Extension Services Auditorium 3720 Stefani Road Cantonment, Florida
GTEFL	Sarasota	Sept. 10, 1998 Thursday 10:00 am	Sarasota County Administration Center Commission Chambers, 1st Floor 1660 Ringling Blvd. Sarasota, Florida
GTCOM	Laurel Hill	Sept. 10, 1998 Thursday 6:00 pm, CST	Laurel Hill High School Auditorium 8078 Forth Street Laurel Hill, Florida
Sprint	Tallahassee ☎	Sept. 21, 1998 Monday 6:00 pm	Florida Public Service Commission Betty Easley Conference Center Hearing Room 148 Tallahassee, Florida
GTEFL	St. Petersburg ☎	Sept. 23, 1998 Wednesday 10:00 pm	St. Petersburg Bayfront Hilton 333 1st Street S. St. Petersburg, Florida
GTEFL	Tampa ☎	Sept. 23, 1998 Wednesday 6:00 pm	County Center Hillsborough County Commission Chambers 601 E. Kennedy Blvd. Tampa, Florida

LEC	Public Hearing Location	Date/Day/Time	Location
Vista-United	Lake Buena Vista ☎	Sept. 24, 1998 Thursday 10:00 am	Grosvenor Resort at Walt Disney World Village Windsor Ballroom 1850 Hotel Plaza Blvd. Lake Buena Vista, Florida
BST	Orlando ☎	Sept. 24, 1998 Thursday 6:00 pm	Orlando City Hall City Council Chambers, 2nd Floor 400 S. Orange Avenue Orlando, Florida
Sprint-United	Altamonte Springs ☎	Sept. 25, 1998 Friday 10:00 am	Altamonte Springs City Hall City Council Chambers 225 Newburyport Ave. Altamonte Springs, Florida
GTCom	Port. St. Joe	Oct. 5, 1998 Monday 2:00 pm	City of Port St. Joe Fire Station, Conference Room 404 Williams Avenue Port St. Joe, Florida
BST	West Palm Beach ☎	Oct. 19, 1998 Monday 10:00 am	Palm Beach County Governmental Center County Chambers, 6th Floor 301 North Olive Avenue West Palm Beach, Florida
GTCom	Perry	Oct. 22, 1998 Thursday 1:30 pm	City Council Chambers 224 S. Jefferson Street Perry, Florida

APPENDIX V-2

SUMMARY OF CUSTOMER LETTERS RECEIVED FOR THE STUDY

Date	Name	Topic
07/15/98	Gladys Grabowski	Disagrees w/ PICC & USF charges
08/06/98	Lewis C. Fry	Disagrees w/ miscellaneous taxes & SLC charge
08/08/98	G. Carter	Excessive rates
08/08/98	Marie H. King	Cost of service too high, including taxes and FCC charges
08/10/98	Douglas W. Field	Disagrees w/ line charge for long distance (LCI International)
08/10/98	Julio Avinoa	Cost of service too high
08/10/98	Lillian Winston	Opposed to extra fees (SLC, PICC, USF)
08/10/98	Ms. E. A. Doms	Opposed to paying for out-of-state directory information calls
08/11/98	Cecile E. Morelli	Disagrees w/ miscellaneous taxes (SLC, PICC, USF) & inside wire maintenance
08/11/98	I. M. Harless	Poor service (pay phone)
08/11/98	Jean M. Zavrel	Too many pages in telephone bill; does not understand network access, SLC, invoice charges & gross receipts tax charges
08/11/98	Murray W. Abt	Wants public hearing in Ocala
08/11/98	Velma and Edward Talley	Want \$0.25 calling to Orlando from Sanford
08/12/98	Catherine Bramer	Disagrees w/ SLC
08/12/98	Ellen Jane Erb	Disagrees w/ Florida gross receipts surcharge, 911, SLC, nonregulated/regulated service charges, & miscellaneous taxes
08/12/98	Mrs. Robert Andresen	Taxes shouldn't apply if not using the line (too many taxes)
08/12/98	Mr. H. Caplicki	Disagrees w/ SLC, PICC, USF charges
08/12/98	Norman Harris	Disagrees w/ SLC, PICC, and USF charges
08/12/98	Sylvia Goldstein	Charged \$1.50 + \$0.35 for a 1 min. credit card call
08/12/98	William D. Ashworth	Disagrees w/ \$10 charge to change listing in telephone directory
08/13/98	David Lazerte	Cost of service too high
08/13/98	Elsie L. Gibbons	Disagrees w/ SLC, PICC & USF charges
08/13/98	Neil J. Nowalski	Disagrees w/ paying higher costs for second line (PICC)
08/14/98	C. A. Lane	Disagrees w/ PICC & USF charges
08/14/98	Emil Ortmuller	Opposed to extra fees, phone is a necessity
08/14/98	Leroy Gross	Disagrees w/ miscellaneous taxes, FCC charges & paying SLC charges while on vacation service
08/15/98	Mireya Maratore	Cost of service too high, charges for services not used
08/15/98	Shirley Blinese	Wants a payment center opened in Winter Garden; rates too high
08/15/98	William Hinner	Disagrees w/ vacation phone rates
08/17/98	Albert Weiskopf	Disagrees w/ Nonregulated/Regulated Service Charges
08/17/98	Frank Haurena	Opposed to extra fees
08/17/98	Mr. & Mrs. Sal Paratore	Disagree w/ miscellaneous taxes (SLC, PICC, USF)
08/17/98	M. Dickson	Disagrees w/ SLC & USF charges

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

Date	Name	Topic
08/21/98	Holly Giblin	Wants EAS (\$0.25 plan) -- Englewood
08/21/98	Jacqueline O. Brown	Objects to AT&T charging her to defray their loss for connecting schools to the Internet
08/21/98	Mrs. D. Lamott	Disagrees w/ miscellaneous taxes, USF, PICC, & SLC charges
08/21/98	Neva N. Forester	Disagrees w/ miscellaneous taxes
08/21/98	Rebecca L. Bayston	Disagrees w/ SLC charge (does not make long distance calls)
08/21/98	Robert Alexander	Satisfied with BellSouth's rates; no need to change
08/21/98	Sue Ann Stroup	Opposed to paying for state information calls (for new area code)
08/21/98	William Campbell	Disagrees w/ miscellaneous taxes
08/21/98	William Cole	Objects to paying extra for second line; feels overcharged by BellSouth
08/22/98	Elvin Mattison	Disagrees w/ miscellaneous taxes, SLC, PICC, USF; AT&T \$3.00 minimum
08/22/98	Mary K. Kerce	Cost of service too high
08/22/98	Shelly Witt	Wants a payment center opened in Crestview
08/22/98	Sheurill Danielson	Disagrees w/ paying higher costs for second line
08/22/98	Stanley Foster	Unnecessary service charge (Repeat Dialing)
08/22/98	Vera Easter	Opposed to extra fees (PICC, USF, etc.)
08/23/98	Frederick Foreman	Wants a lower rate or bonus for elderly retirees
08/23/98	Judith Wallace	Message line - \$0.25/incoming message & 0.25/retrieved message for voice mail
08/23/98	Leonard V. Travis	Disagrees w/ SLC, PICC, USF charges
08/24/98	Arden T. Harrison	Charged \$0.56 to access AT&T by BellSouth (PICC)
08/24/98	Carlton Collis	Disagree w/ vacation phone rates
08/24/98	Charles Wood	Wants EAS (Englewood)
08/24/98	Evelyn Jeto	Disagrees w/ FCC, SLC, PICC, USF, 911, TASA, miscellaneous taxes
08/24/98	Gerald Miller	Keeps rates low for the elderly; wants a EAS (Crestview)
08/24/98	John Barclay	GTE credit card costs too high; inside wire maintenance rates doubled; wants EAS (Englewood)
08/24/98	L. Nolan	Charge for automatic dialing
08/24/98	Marilyn Miller	Disagrees w/ SLC, PICC, USF charges, TASA
08/24/98	Marjorie Swink	Wants a lower rate for elderly retirees
08/24/98	Mrs. Horace Brink	Vacation phone rate increased from \$8.32 to \$12.75
08/24/98	Mr. & Mrs. Seymour Weiner	Disagree w/ vacation phone rates
08/24/98	Robert Zimmermann	Disagrees w/ vacation phone rates, especially PICC, USF, SLC charges
08/24/98	Ronald Ouellette	Cost of service too high (connection); need to keep rates low
08/25/98	Agnes Hoffmann	Cost of service too high; wants flat rate.
08/25/98	Aldine Rubenstein	Opposed to extra fees (any type of increase); bill difficult to understand
08/25/98	Carol Bonnett	Disagrees w/ vacation phone rates; unfair for customers who don't make long distance calls to pay SLC.
08/25/98	Hazel Rankles	Wants EAS -- Marion County
08/25/98	Mr. & Mrs. Wilbur Williamson	Has to pay higher local rates to make long distance rates cheaper for others
08/25/98	Thomas Richmeyer	Incorrect addition on Sprint bill, SLC, PICC, USF, seems like bill doubled

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

Date	Name	Topic
08/29/98	Dr. C. Scudieri, M.D.	Disagrees w/ miscellaneous taxes - optional calling services
08/29/98	George T. Williams	29.15% of the bill is taxes
08/29/98	James M. Morriss	Fiber optics are low maintenance; rates should be lowered.
08/29/98	Margaret Monyak	GTEFL didn't change long distance to Sprint as requested
08/29/98	Maureen J. Orr	Fees imposed by AT&T and BellSouth are 32% of bill
08/29/98	Mrs. Jace Sweeting	Opposed to long distance charges to call from Alachua to Trenton
08/30/98	Lianbo Zhang	Poor quality of service for the prices paid; customer service is automated; disagrees w/ paying higher costs for second line; telephone line is disconnected around 5pm
08/30/98	Matthew A. Rossi	Do not raise rates
08/31/98	Carisa Flanagan	Disagrees w/ miscellaneous taxes & fees; feels overcharged by GTEFL
08/31/98	Charlotte Halicke	Wants AT&T as local carrier; no Sprint rate hikes
08/31/98	Daniel Duval	Wants BellSouth to reduce local rates
08/31/98	Frank Johnson	Retirees on a fixed income can't afford more; Sprint doesn't provide Caller ID numbers for other long distance carriers; disagrees w/ TouchTone charge
08/31/98	Frank Verbike	Disagrees w/ SLC, 911 charge & miscellaneous taxes; costs \$0.25/min to call 2 miles South to Pasco; wants EAS (Springhill).
08/31/98	James Theodore Fyffe	Poor service, billing errors, disagrees with 95% increase in Inside Wire Maintenance charges
08/31/98	Lois Stearns	Disagrees w/ USF fees
08/31/98	Mrs. R. Blake	Cost of local service is too high
08/31/98	Philip Barnhill	Taxes should be proportional to the services used
09/00/98	Harold & Anne Kopp	Calculate fair rates by calculating true expenses
09/01/98	Anna Marie Phelps	Retiree on a fixed income; do not increase rates
09/01/98	D.R. Henderson	Opposed to extra fees or increases
09/01/98	Henry Lehmann	Opposed to extra fees or increases; disagrees with vacation phone rates
09/01/98	Maurice Bernstein	Confused by the due date on telephone statements
09/01/98	Robert Brileya	Disagrees w/ vacation phone rates, PICC & USF charges
09/02/98	Carol Shrader (for Anita McHugh)	Opposed to paying for out-of-state information calls and AT&T's plan to charge \$3 for not using long distance; disagrees w/ TASA, PICC & USF charges.
09/02/98	Karl H. Hofmann	Disagrees w/ PICC & USF charges; satisfied with service (AT&T/Sprint)
09/02/98	Pat Catarello	Opposed to extra fees or increases; now costs \$0.25/min to call from (561) to former (407) area that formerly cost \$0.10/min
09/02/98	Robert A. Korosec	Should lower rates; no increases
09/02/98	Wilbert Pitsenbarger	Opposed to paying \$5 + base rate for second line; no rate increases, unfair to the elderly, poor & disabled
09/03/98	Anna Kaplan	Vital to maintain free local calls in Florida, especially for seniors
09/03/98	Anne Russo	Opposed to BellSouth's increase to basic phone rate
09/03/98	Christine Pike	\$0.10 rate is advertised, but rate is really much more (Excel); poor quality of service for the prices paid; customer service puts on hold for too long; can't understand bill

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

Date	Name	Topic
09/05/98	Marianne M. Iiwain	Retired senior, disagrees with SLCs
09/05/98	Nathan Hieshorn	AARP member who opposes rate increase; phone is a necessity - keep rate low
09/05/98	Phyllis Rice	Received notice too late to attend hearings; disagrees w/ vacation phone rates
09/05/98	Raymond Slavin, Jr.	Disagrees w/ PICC & USF charges
09/05/98	Rose A. Friedman	Will soon have to choose between buying food or medication
09/05/98	Vincenzo Piolo	Received bill from USPC for \$31.56 for services never used
09/06/98	Bill Grimes	Opposed to a rate increase over rate of inflation
09/06/98	Grace Heidtman	Disagrees w/ SLC, PICC, USF, 911, taxes, nonregulated/regulated service charges (line maintenance)
09/07/98	Elizabeth Shaklee	Wants a corrected bill re: vacation service
09/07/98	Grace L. Elwell	Living on \$658/mo Social Security; Opposed to extra fees or increases; disagrees w/ PICC & USF charges; charges have increased by \$0.90 to \$3.90 for inside wire maintenance
09/07/98	Helen Minorton	A few years ago 100 people signed a petition for EAS (Cantonment)
09/07/98	Ms. E. Motyl	Rates should be more affordable for seniors & AT&T should pay, not the customers (PICC & USF)
09/08/98	Andrew Edmund	Feels overcharged; Messageline-\$0.25/incoming message, \$0.25/retrieved message; wants EAS to Ft. Meade
09/08/98	Carmen Gathe	Charged \$8.00 for a 2 minute collect call; pays \$0.25/local call and wants fixed rate (Sprint)
09/08/98	Dennis J. Griffis, Jr.	Why aren't customers given lower rates for lower service? Having to dial (305) is a lowering of service.
09/08/98	Donald Schubeck	Satisfied with Bell South's service; do not increase charge
09/08/98	Ethel Wieder	Disagrees w/ SLC
09/08/98	George Klacik	Disagrees w/ PICC & USF charges; regulate small long distance companies, too
09/08/98	Gertrude Davis	Retired widowed senior who disagrees w/ rate increases; happy with AT&T
09/08/98	Harriet Smith	Shouldn't be charged for long distance access if not using long distance (vacation service)
09/08/98	Ivy D. Wright	Disagrees w/ PICC & USF charges
09/08/98	Joan Jack	Objects to doubling of inside wire maintenance rates; \$85/hr for line maintenance if customer doesn't pay monthly wire maintenance charges
09/08/98	Joseph Glickman	Pays long distance for Internet access or to call 3 mi. away (lives in rural area)
09/08/98	Marian Kostunzer	\$3.76/mo. added to regular bill by AT&T (PICC, USF charges)
09/08/98	Michael Weller	Cost to establish service (\$40) is too high; pays toll to and from both his and his wife's job - wants EAS (Bay County); charged \$1.65/mo. for an unlisted number - should be free
09/08/98	Muriel Brown	Opposed to BellSouth increasing rates
09/08/98	Pauline Meyers	Legislature creates taxes that cause bills to increase
09/08/98	Robert Choma	Disagrees w/ PICC & USF charges
09/08/98	Shirley Y. Young	Rates are too high; why continue to pay for 911 and other fees while on vacation service?
09/08/98	Theresa Tramontano	Disagrees w/ SLC, PICC & USF charges
09/08/98	Tina Cornell	Can't afford to pay her own bill, much less the bill of others (USF charges)

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

Date	Name	Topic
09/13/98	Carol Hadrick	Paying for directory assistance (\$0.85); e-rate charges (rates for schools and libraries)
09/13/98	Daniel Harwood	Disagrees w/ vacation phone rates – charged for interstate toll access
09/13/98	Harlan R. Jungles	Opposed to extra fees or increases
09/13/98	James Hohl	Caller ID does not recognize numbers of other long distance carriers (Sprint)
09/13/98	Robert Korosec	Disagrees w/ the doubling of inside wire maintenance rates
09/14/98	Alex & Rosemarie Siodmak	Opposed to extra fees or increases
09/14/98	David Goings	Disagrees with various taxes & fees; SLC began in June 1985 at \$1.00 and increased to \$3.50 by 1989
09/14/98	Dorothy Himman (for Grace Boden)	Opposed to PICC, USF charges
09/14/98	E.A. Donze	Wants a payment center opened in Fort Walton Beach
09/14/98	Gay McNeely	Phone is not used, but forced to pay double taxes for home & vacation phones; shouldn't have to pay this charge for a vacation phone (SLC charges)
09/14/98	Harry Smith	Makes no long distance calls, but charged for SLC
09/14/98	Leigh R. Stork	Wants to be charged per phone call, pays for 30, uses less, but can't get a rebate
09/14/98	Lessie Mann	Don't raise rates
09/14/98	Louise Mosely	AARP -- opposed to extra fees or increases
09/14/98	Mrs. Edna Ronald	Recently started being charged an extra \$3.65/mo for vacation phone line
09/14/98	Murray W. Abt	Disagrees w/ TouchTone charge, SLC, 911, nonregulated/regulated service charges & AT&T plan to charge \$3 minimum/month; wants copy of findings after the study is over with & next hearings in his local area
09/14/98	Rep. Shirley Brown	Wants "truth in billing"
09/14/98	Richard Stefaniak	Local recurring charges are a dependable source of income – real reason for increase, not competition
09/14/98	Roberto Trujillo	\$0.25/local call + \$20 flat rate -- BellSouth
09/14/98	Samuel Swartz	Disagree w/ vacation phone rates (SLC & other add-ons)
09/14/98	Stan Johnson	Wants to block unauthorized billing and 3rd party charges (cramming)
09/14/98	Todd Stefaniak	Pays \$20/mo. in USF charges for small business. SLCs should read "additional BellSouth fees"
09/14/98	V. Nelson	Cost of service too high because of add-ons and taxes
09/14/98	William Trueba	\$3.76/mo added to bill (PICC, USF charges)
09/15/98	Betty Y. Turner	With modern technology, prices should be going down
09/15/98	David O. Wentzell	Inside Wire Maintenance and Trouble Isolation Plan charges
09/15/98	Harold Lowes	Opposed to extra fees (any type of increase)
09/15/98	Janice Moore	Objects to rate increases in last few years
09/15/98	John W. Taylor	Disagrees w/ vacation phone rates; wants itemized bill & an investigation done on vacation phone rates
09/15/98	Mattie Fouraker	Hamilton County Retired Educators Assoc. -- opposed to extra fees or increases for seniors
09/15/98	Morris & Shirley Drecker	Opposed to extra fees or increases

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

Date	Name	Topic
09/19/98	Angela Humphries	Living on a limited income
09/19/98	Candice Brown	Opposed to extra fees or increases; BellSouth is making enough money
09/19/98	Dolores Dolly Unkefer	Disagrees with cost of collect calls made from correctional institutions
09/19/98	Eugene Rajskey	Excessive charges
09/19/98	Mary Ann Lawrence	Rates too high, but has to other choice; charge to connect phone too high (Sprint); Sprint said she made 103 calls @\$0.10/call, but she did not
09/19/98	Mr. & Mrs. Furman Smith	Discontented w/ GTEFL
09/19/98	No name	Disagrees w/ 911, PICC, USF charges, inside wire repair charge & miscellaneous taxes
09/19/98	R. Helm	Disagrees w/ 911, PICC, USF & SLC charges
09/19/98	Sidney Ellis	AARP – opposed to extra fees or increases
09/20/98	Charles DuBois	Opposed to extra fees or increases
09/20/98	Elmer Miller	Disagrees w/ miscellaneous taxes; should receive credit for the calls not used (of 30 allowed) each month
09/20/98	Karin J. Kutz	Senior Service chair -- reasonable increase only
09/20/98	Lloyd Brumfield	Rates should be based on cost
09/21/98	Betty Becker	On a fixed income and cannot pay any more for phone service
09/21/98	David Stafford	Call Forward-Busy should be available on a business line
09/21/98	John M. Jacobs	Opposed to extra fees or increases; received notice too late to attend hearings
09/21/98	Lewis E. Walters	Doesn't understand local calling area
09/21/98	Mildred Hinkle	Disagrees w/ inside wire maintenance costs, SLC, extra fees, and any type of increase
09/21/98	RHH	Take the time to consider the user; USF charges
09/22/98	Adele Brown	Against paying bills for others (USF charges?)
09/22/98	Betty Ware	Disagrees w/ SLC, PICC, USF, TASA, nonregulated/regulated service charges and \$1.95 wire maintenance charge.
09/22/98	Gertrude E. Keifer	PICC charge \$1.07, but no long distance calls made
09/22/98	Joan Costner	Sprint tried to trick her into changing to their long distance carrier; whole neighborhood has problems w/ Sprint; contractor cut phone line and Sprint made it her problem; wants EAS – Bushnell and Sumter County (got 50 signatures, but could get 500).
09/22/98	Julie R. Williams	Rate hikes will hurt elderly, poor and disabled, continue basic service at the current rate.
09/22/98	J. P. Robinson	Make services affordable to fixed income customers; too many add-ons
09/22/98	Karen M. Blatt	Raising rates will hurt poor and elderly; GTE makes enough money
09/22/98	Lawrence Malloy	AARP – opposed to extra fees or increases
09/22/98	Lucie Anderson	Disagrees w/ vacation phone rates
09/22/98	Manny Tejeda	Disagrees w/ SLC, PICC, USF, 911, Florida Gross Receipts Surcharge & miscellaneous taxes
09/22/98	Margaret Vining	Disagrees w/ miscellaneous taxes, 911 & inside wire maintenance charges; cost of service too high
09/22/98	Marsha Brody	Wants EAS – Boca Raton; cell phone charges too high

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

Date	Name	Topic
09/28/98	Arthur L. Fabriak	Opposed to extra fees or increases; companies making plenty of money
09/28/98	Barbara Rabinowitz	Opposed to extra fees or increases
09/28/98	Betty Jane Glover	Opposed to extra fees or increases
09/28/98	Bonnie Worsham	Wants EAS -- St. Cloud to Orlando
09/28/98	Brenda Kay Smith	Wants EAS -- Crestview to Ft. Walton
09/28/98	Doris McCracken	Opposed to extra fees or increases (vacation rates)
09/28/98	Edward L. Dean, Jr.	Opposed to extra fees or increases; feels abused by Sprint, they closed all payment offices
09/28/98	Gerrie Hinschberger	Disagrees w/ vacation phone rates
09/28/98	Grady C. Darden III	Opposed to extra fees or increases
09/28/98	Harry Hurst, Sr.	Wants EAS -- Citrus County
09/28/98	Joe Gioe	No rate increases
09/28/98	John Rudy	Wants EAS -- Lakeland to Orlando
09/28/98	Jon Weaver	Feels overcharged; wants EAS (Yulee to Jacksonville)
09/28/98	Joseph Lucci	Rates are too high; costs have been declining
09/28/98	J. W. Strickland	Opposed to extra fees or increases - GTEFL service is poor
09/28/98	Luis Gonzalez	Wants EAS -- Deltona to Orlando; pay phones don't give change
09/28/98	M. D. Lorenzato	Opposed to extra fees or increases; disagrees w/ miscellaneous taxes
09/28/98	Paul R. Sandler	Disagrees w/ SLC
09/28/98	Richard Touriguay	On fixed income, should be able to vote on USF charge
09/28/98	Robert J. Lehnen	Opposed to large increase; sensible amount can be considered.
09/28/98	Stephen Fallner	Opposed to extra fees or increases
09/28/98	Viola Mason	Cost of service too high
09/29/98	Ann Graham	Disagrees w/ TASA, TouchTone charge, SLC, inside wire maintenance charges, PICC, USF & Florida Gross Receipts Surcharge; charge to transfer service is too high
09/29/98	Bill & Jean Lucas	Wants a Sprint phone book that was due out in May
09/29/98	George Harbin	Opposed to extra fees or increases
09/29/98	Joseph Orabona	Opposed to extra fees or increases
09/29/98	Natalie Stetson	No increases
09/29/98	Rosemarie Bashore	BellSouth charges \$0.25 for the same calls ATT charges by the minute; disagrees w/ paying higher charges for second line
09/29/98	Stephen J. Stump	Disagrees w/ TASA & increase in monthly FCC charges for second line; all customers should pay the same per line; never knew the hearings occurred; phone service costs \$2,726.88 + \$492.12 in taxes /year & network access.
09/29/98	Sylvia Donor	Opposed to extra fees or increases
09/29/98	William Maxfield	Disagrees w/ SLC, PICC, USF & miscellaneous taxes; cost of service too high
09/30/98	anonymous	Customer service is rude, not informed about long distance rates (Sprint)
09/30/98	Diana J. Power	Received notice too late to attend hearings; disagrees w/ nonregulated/regulated service charges, SLC, Florida Gross Receipts Surcharge & TASA
09/30/98	Donald Slaby	Instate rates too high, taxes outrageous, and it would be nice to be able to talk to a customer service representative w/o waiting 20 minutes

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

Date	Name	Topic
10/06/98	David C. Harbaugh	Wants are EAS -- Apalachicola to Tallahassee, local or \$0.25/call, not long distance
10/06/98	Elsie Rogers	Rate increases will cause hardship on elderly, disabled (AARP)
10/06/98	June C. Tankel	Objects to charges for directory assistance
10/06/98	Katie Shatlock	Pay phone rates are too high
10/06/98	Margarete Appel	Couldn't attend the hearings, in poor health (no other comment)
10/06/98	Morton L. Jaye	Wants EAS (Delray Beach to Miami area) -- gets advertising, but can't get the rate
10/06/98	Mr. & Mrs. Kenneth E. Kile	No increases, seniors on a fixed income
10/06/98	Srobhan T. Crean	Poor service (ATT and BellSouth); companies are rude
10/06/98	Virginia C. Lada	Wants EAS (Boca Raton/Delray Beach)
10/06/98	Zhaydrix Robles	Wants EAS (Kissimmee to Orlando)
10/07/98	Amelia B. Lydney	AARP opposed to any rate increase
10/07/98	Edith B. Cowan	Opposed to extra fees or increases; disagrees w/ paying higher costs for second line (lives with daughter)
10/07/98	Paul Urone	Opposed to extra fees or increases for poor and low income
10/08/98	Angel Manzano	Feels overcharged, cheated
10/08/98	Eloise J. Pate	Access charges should be reduced
10/08/98	Frank Detore	Charged too much to verify busy signal
10/08/98	List of 4 names	Opposed to extra fees or increases
10/08/98	Mrs. D. J. Kennelly	Access charges for a vacation phone? (Don't have in Wisconsin); rates to connect to AT&T doubled since Sprint took over United; received notice too late to attend hearings
10/08/98	Paul W. Rudloff	Received notice too late to attend hearings (no other comments)
10/08/98	Petition	Names of 18 AARP members who object to raising telephone rates
10/08/98	Petition	Names of 52 people who oppose a rate increase
10/08/98	Petition	Names and comments of 11 people who oppose a rate increase
10/08/98	Petition	Disagrees with the area code plans for Brevard County - list of 10 names
10/08/98	Trudy Godshalk	Opposed to extra fees (any type of increase), should allocate costs across services
10/08/98	Walter & Jacqueline Gardner	No increases
10/08/98	Wilma B. Crane	Opposed to extra fees or increases
10/09/98	Brendan Hopkins	Sprint adds late fees even if the bill was mailed on time; left on hold for 1 hour -- Sprint; received notice too late to attend hearings
10/09/98	Charles J. Anderson	Opposed to extra fees or increases
10/09/98	Harriet A. Walsh	Opposed to extra fees or increases
10/09/98	John C. Saueraven & Thelma G. Saurain	No increases
10/09/98	Mrs. Marianne Smith	No increases
10/09/98	No name	Received notice too late to attend hearings
10/09/98	Phyllis Paul	Disagrees w/ Florida Gross Receipts Surcharge, nonregulated/regulated service charges, TASA, SLC & 911

Date	Name	Topic
10/09/98	Ralph Sherfick	Received notice too late to attend hearings; vote no to rate increase
10/09/98	Robert & Susan Williams	Opposed to extra fees or increases
10/09/98	T. J. Knopf	Opposed to extra fees or increases
10/10/98	Daniel Arney	No increases and no "by the minute" telephone charges.
10/10/98	Fred Dippogno	No BellSouth rate increase
10/10/98	Mrs. H. L. Edwards	Dispute over \$0.05/min rate (on Sundays) for MCI calling card
10/10/98	Muriel Kaplan	BellSouth overcharged for installing new line; calling card cost too much
10/10/98	Petition	Names of 25 members of the Steinhatchee AARP Chapter #4064 who oppose the proposed rate increase
10/10/98	Petition	Names of 34 members of the Lake City AARP Chapter 1872 who oppose the proposed rate increase
10/11/98	Sandra & Terry Plummer	Calculate true expenses in order to assess fair and reasonable rates
10/12/98	Bill Ellis	No increases
10/12/98	Brett Berg	Bill is too confusing
10/12/98	Jocelyn Fay Tavin	Opposed to paying for out-of-state information calls
10/12/98	Kenneth Niccum	Wants EAS -- Tangerine to Orange County
10/12/98	Louise Ellis	No increases
10/12/98	Petition	Names of 43 members of AARP Chapter #2373 who oppose rate increase
10/12/98	Petition	Names of 6 AARP members who oppose proposed rate increase
10/12/98	Robert Brinson	Opposed to extra fees or increases
10/12/98	Rosemary Stelick	SLC charge (primary and second line)
10/12/98	Sarah B. Winter	Opposed to extra fees or increases
10/12/98	Vera Frerichs	Disagrees w/ PICC & USF charges
10/12/98	Warren H. Ajemiau	Opposed to extra fees or increases and disagrees w/ vacation phone rates
10/13/98	Joseph Carmucci & Fred Fiore	Taxes, excessive charges
10/13/98	Mary McKnight	Dispute over long distance charges (GTCom)
10/13/98	Mary Newman	Disagrees w/ USF, network access, & PICC charges; rates too high, too many taxes
10/13/98	Petition	Names of 20 members of the Trenton Women's Club who oppose rate increase
10/13/98	Phillip & Carolyn Gray	Assess fair rates by calculating true expenses
10/13/98	Venera Williams	No increases (AARP Chapter 4064)
10/14/98	Beckie Dowling	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Chieko Hubbard	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Connie D. Davis	Too many taxes, \$150 restoration fee, directory assistance fee charged in error
10/14/98	Daphne Squitieri-Horn	Wants EAS -- Tangerine to Orange County
10/14/98	Don & Dona Mann	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Felix A. Beukenkamp	Improvement in service, prior to any rate increases

Date	Name	Topic
10/14/98	Marilyn Graden	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Mr. & Mrs. Raymond Barber	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Mr. & Mrs. M. McRoberts	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Sarah Wells	No increases; \$3.00 increase too much; no hearing in Gainesville
10/14/98	Wendy G. Hart	No increases; \$3.00 increase too much; no hearing in Gainesville
10/15/98	Eleanor K. Sommer	Forced to listen to advertising; charges for long distance directory assistance are too high
10/15/98	Joseph F. Devine	Rates too high (Boca Raton to Coral Springs)
10/15/98	Lynne M. Stonefoot	Wants EAS -- Tangerine to Orange County
10/15/98	Mrs. Mildred Brenner	Too many taxes; disputes collect call for \$6.34+/min.
10/15/98	Whitfield J. Barrier Jr.	Wants \$0.25, not long distance, calls from Port St. Joe to Apalachicola
10/16/98	Maxine B. Bradford	Slammed by LCI International; too many taxes & add-ons.
10/16/98	Mrs. L. R. Cravey	Rates too high, no increases
10/16/98	Ruth Ortiz	No increases, add-ons
10/17/98	Larry F. Latimer	No increases; has dropped extra services, but bill is still too high
10/18/98	Elizabeth Porter	Overcharged by BellSouth, feels it is a monopoly
10/18/98	Mellie M. Paricio	Protests the proposed phone rate increase
10/19/98	Cynthia Breed	Toll free calls from Tangerine to Orlando
10/19/98	Howard & Ellen Yates	EAS -- Tangerine to Orange County
10/19/98	Joe & Betty Samples	EAS -- Tangerine to Orlando, all calls made out of Tangerine are long distance
10/19/98	Joel Sena	EAS -- Tangerine to Orange County
10/19/98	J. A. Fongos	Sprint is the WORST telephone company I've ever done business with
10/19/98	Mark S. Hall	EAS -- Tangerine to Orange County
10/19/98	Mrs. Perri Natalizio	No increases
10/19/98	Petition	Names of 21 members of AARP Chapter 386 that object to proposed rate increase
10/19/98	Robert & Aletha King	EAS -- Tangerine to Orange County
10/19/98	Sue Gray	EAS -- Madison (now on a \$0.25 calling plan)
10/19/98	Sylvia Wagner	Too many charges and taxes, no contribution to the poor w/o consent
10/19/98	Thomas C. Ford	No increases
10/20/98	Barbara Schmidt	EAS -- Tangerine to Orange County; charged for not making long distance calls
10/20/98	Connie Hurlbert	EAS -- Tangerine to Lake and Orange Counties
10/20/98	Mr. & Mrs. J. Caravello	No increase; believes businesses are getting a discount
10/21/98	Ann Mattera	BellSouth rates are too high
10/21/98	John Plotnicky	Can't understand cost data
10/21/98	Petition	Names of 28 Members of the Trenton AARP Chapter #2133 who oppose the proposed rate increase

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

Date	Name	Topic
11/09/98	Kevin Welch	GTCOM rates are outrageous, the service area limited, quality of service poor and Caller ID is not available
11/09/98	Lloyd & Nora Barnes	Wants EAS (Tangerine to Orange County)
11/09/98	Micette Stapp	Wants to \$0.25/call plan (Daytona Beach to Palm Coast & Palm Coast to St. Augustine); disagrees with being limited to two free 411 calls per month
11/09/98	P. L. Webb, Jr.	Feels current rates are reasonable; access fees don't need to be changed
11/09/98	Raoul Barker	Wants calls from Mount Dora to Orange & Seminole County to be free
11/11/98	Jonathan D. Crosby	Satisfied w/ the affordability of local rates, comparable to Ohio; GTCOM provides poor service
11/12/98	Belle Surden	Wants high in-state access fees to be reduced
11/12/98	Daisy V. Dann	Objects to grossly high in-state access fees
11/12/98	Mirtha Heva	Wants access fees to be reduced
11/12/98	Steve Blanton	Wants EAS -- Tangerine; pays long distance to call his office
11/13/98	Yvonne Cox	Payments not credited to account in a timely manner & assessed late fee although payments were mailed on time
11/14/98	E.J. & Lois M. Lord	Object to basic service rate increase; it would cause hardship on the elderly and disabled
11/14/98	Louise Mikill, et al.	Object to proposed base service rate increase, it would impose hardship on the elderly and disabled
11/16/98	Carol Clarke	Pays long distance to call the office, friends, church, the doctor, schools, the fire dept. and phone and power companies; wants EAS -- Tangerine to Orange County
11/16/98	George & Adele Williams	Protest basic telephone rate increase; object to all new added charges such as taxes, TASA, FCC charge
11/16/98	Mr. & Mrs. Karl Buerger	Wants EAS -- Tangerine
11/16/98	William L. Clarke	Pays long distance to call to church, the doctor, schools, fire dept. and phone and power companies; wants EAS -- Tangerine to Orange County
11/19/98	Naomi E. Manning (AARP Chapter #80)	Proposed local telephone rate increases will cause hardship on the 40% of the population over age 65 that live in Charlotte County; if local telephone service is not affordable, the consequences can be tragic
11/20/98	Charles and Clare Witchcoff	Elderly couple (in their 70's) who cannot afford rate increases in the basic telephone rate
11/20/98	Petition	Names of 31 people who oppose the proposed rate increase
11/23/98	Theresa & Robert Harvey, John & Christi Hennis, Joan L. Hennis	Wants EAS from Tangerine to Orange County
11/24/98	F. Albert Smiles	Shocked that consideration is being given to raising the rates from \$10 to \$13 to \$23.50+; as a senior citizen, this imposes a definite hardship.
11/25/98	Mrs. Dana Riley	Objects to excess in-state access fees
11/30/98	T. Wesley Vickers	Billing statement is too complicated
12/01/98	Loretta Mills	Has a cell phone and a home phone and feels it is unfair to pay a base rate for both.
12/01/98	Norma Conzilino	Opposed to rate increase
12/01/98	Robert R. Ray, Ph.D.	Opposed to USF, PICC, FCC charges and all extra fees and taxes

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

Total number of letters : 628 letters

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

LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Indiantown - 08-24-98	Katherine Brinson	Res. End User	Question regarding the number of free directory assistance calls allowed.
WPB - 08-25-98	Scott Sherman	Res. End User (Minister)	Small business, churches, synagogues and social service agencies (non-profit) are paying 2-1/2 times more for basic services than residential consumer; competition should be used as a tool in balancing rates charged (business rates vs. residential rates); Believes small businesses and social agencies are subsidizing residential consumers; Does not believe competition of long distance carriers has been a benefit; Believes competition in cellular has been beneficial; Believes basic local rate is a real bargain.
WPB - 08-25-98	Dennis Grady	President of Chamber of Commerce of the Palm Beaches	Believes business rates are subsidizing residential rates; Believes cellular competition has been beneficial to consumers; Balance of costs vs. choice and quality of services needed; Believes basic local rate is a bargain.
WPB - 08-25-98	Sally Kanter	Res. End User	Supports Lifeline/Linkup programs; Wants fair and reasonable rates; Big business vs. subsidized callers.
WPB - 08-25-98	Bob Marx	President of Reed Robert's Marketing Communication	Believes businesses are subsidizing others; Supports Rate Rebalancing; Recognizes value of competition; Suggests bundling of services vs. subsidizing; Believes quality of services and customer satisfaction is good; Believes local service rate is a bargain.
WPB - 08-25-98	William "Bill" Kollmer	Res. End User and Small Business Owner	Supports rate rebalancing; Believes small businesses should not subsidize other customers; Believes local service rate is a bargain.
WPB - 08-25-98	Max Davis	Member of Chamber of Commerce of the Palm Beaches, Business Owner and Res. End User	Problem with business phone bill vs. residential phone bill; Believes competition has helped reduce his business phone bill; Believes local service rate is a bargain.

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

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Quincy - 9-1-98	Ralph Ranney	Res. End User	Could not understand information filed in library or make company-to-company comparisons; Gadsden County has large number of poor citizens, making affordability a real concern; companies have high earnings, could reduce rates.
Quincy - 9-1-98	Wilbert Pitsenbarger	AARP	Representing AARP; had difficulty in reaching FPSC 800 number.
Quincy - 9-1-98	Ed Paschall	AARP	Gadsden has 28% population below poverty line, but high phone rates; TouchTone charge should be dropped; concerned that competitors will only offer services with bells and whistles, not POTS.
Ft. Lauderdale - 9-3-98	Abe Asofsky	City Commissioner on behalf of City of Coconut Creek & Volunteer for AARP	Opposes increase in residential rates; Believes geographical boundaries for local calls should be expanded.
Ft. Lauderdale - 9-3-98	Jack Tobin	Legislator	Tobin has worked with commissioners in the past; Basic telephone service is a necessity; Universal service should be available to all residents; LifeLine participants should not be allowed to add extra services.
Ft. Lauderdale - 9-3-98	Ruth Forbes	A State Legislative Committee of AARP	Opposes business subsidization of residential service.
Ft. Lauderdale - 9-3-98	Representative Wasserman-Schultz	Legislator	Public should be made aware the Commission is going to do objective studies; Citizens have not called him to complain that rates are too high; Rate rebalancing should not result in increase in residential rates; Access charges should come down.

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

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Ft. Lauderdale - 9-3-98	Donald Braun	Res. End User	Opposes FCC charges - the access charges passed by long distance carriers; He does not make any long distance calls; Not eligible for the LifeLine program because handicapped and disabled veterans are not included.
Ft. Lauderdale - 9-3-98	Lynn Delorenzo	Res. End User and Bus User	Opposes business subsidization of residential service; Competition is based on inflated rates to compensate for the subsidization.
Ft. Lauderdale - 9-3-98	Steve Wolfman	Res. End User	Supports Lifeline; More businesses are operating from residences; In the future the phone company is going to need to offer optional rates because this will be its revenue base.
Ft. Lauderdale - 9-3-98	Milton Kleinman	Res. End User	EAS issues - uniformity is needed when dialing from one area code to another; Calls should either be considered long distance or local, not both combined in the same area code; He was slammed.
Ft. Lauderdale - 9-3-98	Conrad Walters	Res. End User	Spends hours trying to reach the right person at BellSouth to complaint about a bill; Waiting for the competition that was suppose to result from the new law; BellSouth service poor; Opposes automated system for 411 calls; Opposes business subsidization of residential service.
Miami - 9-4-98	Dennis J. Griffis, Jr.	Res. End User	Opposes increase in local rates; Surcharges/Taxes on bill; Interest re: late payment on phone bills; Hold button; Inability to communicate with a live person; Supports separation of costs between residential and business; Believes competition would make local rates lower.
Miami - 9-4-98	Arnold Velazquez	Res. End User	Believes residents will pay higher rates if outside competitors are allowed into the market; believes business rates should be reduced to benefit residential rates; home owner vs. business owner; Subsidies and balance should be fair and equitable.
Miami - 9-4-98	Maggie Mustelier	Res. End User and AARP	Opposes increase in locate rates; Opposes increase in long distance rates; Supports new competitors in local market; residential vs. business.

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

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Miami - 9-4-98	Joe Garcia-Rios	Res. End User and business owner, The Trading Room	Unfair and inequitable telephone bill rates (residential vs. business); telephone rates vs. manpower charges (i.e. installation of an ISDN phone line - manpower hours)
Miami - 9-4-98	Marty Jacobsen	Res. End User	Long Distance Complaint (service and rates); Home based business rates vs. residential line rates (unfair and unequitable).
Miami - 9-4-98	G. Abrams	Res. End User	Surcharges/Taxes on bill; Believes Commission is part of the problem, since they are appointed and not elected; Scam of telephone resale vendors using the names "I Don't Care, It Makes No Difference;" Opposes second line and proposed AT&T surcharges; Opposes surcharges for socially correct funds (wire schools to computers).
Miami - 9-4-98	Charles Brooks	Res. End User	Slamming or scamming the public with unauthorized services and charges; Third party billing policy; Taxation without representation; Charges for services not used (specifically AT&T).
Miami - 9-4-98	Ralph Gonzalez	Res. End User	Surcharges/Taxes on bill; Long Distance company charges; Lines for local use vs. long distance (still have to pay toll charges for both).
Miami - 9-4-98	Jerome Reisman	Res. End User (Attorney)	Opposes business phones subsidizing residential phones; Believes differentiation should be made between subsidizing those in need vs. those who don't need it.
Miami - 9-4-98	Mrs. Walter Hirsch	Res. End User	Against telemarketers calling her home at all hours and automatic dialers.
Northeast - 9-8-98	Wilfred L. Ward	AARP	Increase in rates hardship for elderly; caller ID should be part of basic service for elderly;
Northeast - 9-8-98	Wilbert T. Pitsenbarger	AARP	Elderly cannot afford a large rate increase; slamming and telemarketing a problem; problems reaching FPSC's 800 number.
Live Oak - 9-8-98	Wilbert T. Pitsenbarger	AARP	No hearing in Gainesville; problems with telemarketers; problems with FPSC 800 number; just got notice of hearing.

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

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Pensacola - 9-9-98	Thomas Carter	Pensacola Chamber of Commerce & First American Bank	Supports equitable rates for all services; Opposes business subsidization of residential service; Business rates 3 times the residential rate; If rates are raised, the funds should be set aside to offset the higher rates that medium and small businesses are paying.
Pensacola - 9-9-98	L. H. Haynes, Jr.	Res. End User and Bus User	Opposes increase in any service rates; Opposes subsidization, costs should be based on value.
Pensacola - 9-9-98	Shirley Furr	Res. End User	Disapproves of automated Business Office response line vs. live intercept when dealing with the telephone company; Long distance companies provide an immediate response; Telephone bill should contain an explicit explanation of charges.
Pensacola - 9-9-98	Anne Bannett	Res. End User	Current telephone book is difficult for people with disabilities to handle; Separate the Yellow pages from White, or combine White with White and Yellow with Yellow.
Pensacola - 9-9-98	Terry Ausborn	Res. End User	Disapproves of automated business office response line vs. live intercept; Slow response from service rep. when providing answers, and the answers provided are inadequate; Disapproves of billing format; Explanation from BellSouth, FCC, FPSC or Congressman Scarborough regarding FCC charges were inadequate; Opposes FCC charges being passed to customer by long distance; carriers - he does not have long distance on one of his lines.
Pensacola - 9-9-98	Ralph Fenn	CWA - Local 3109	CWA seeks PSC support to protect universal service and ensure that customer service provisions are adequate for customer's needs; CWA supports LifeLine; BellSouth trains their employees to enable them to respond to customer inquiries regarding their service.
Pensacola - 9-9-98	Jim Johnson	Res. End User & Bus. User	Opposes the large difference in residential vs. business rates.

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

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

APPENDIX V-3
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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Sarasota - 9-10-98	Fred Tomaski	Fl. Consumer Action Network	Opposes increase in local rates.
Sarasota - 9-10-98	Kerry Kirschner	Executive Director-Argus Foundation	Establish a USF that every telecommunication provider pays in to.
Sarasota - 9-10-98	Monte Belote	Res. End User (former director of Fla. Consumer Action Network)	Telephone service is declining cost industry; don't increase rates.
Sarasota - 9-10-98	Mary Quillen	Res. End User	Service connection NRCs too high; pay phones too high; wants truth in advertising; service issues when rains.
Sarasota - 9-10-98	King McDonald	Res. End User	Reviewed info in library, issues are local service, which with taxes total \$16.78, not all the ancillary services.
Laurel Hill - 9-10-98	Rita Benz	Res. End User	Many retired people in area; little business or income; would like \$.025 calling plan county-wide.
Laurel Hill - 9-10-98	Marlene Chestnut	Res. End User	Wants \$.25 calling plan.
Laurel Hill - 9-10-98	Shelly Witt	Bus. and Res. End User	Wants local payment office and or drop box in area.
Laurel Hill - 9-10-98	Victor Kolmetz	Res. End User	Wants larger calling area; unhappy with Sprint service.
Laurel Hill - 9-10-98	Edward Maney	Bus. and Res. End User	Problems with Sprint repair service; problems with installation; system antiquated; rate increases should be restricted to improving infrastructure.

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

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SUMMARY OF PUBLIC HEARING COMMENTS
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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
St. Petersburg - 9-23-98	Ernie Bach	Res. End User	Competition has not developed as promised in 1995.
St. Petersburg - 9-23-98	Lois Herron	AARP	Every citizen has a right to basic residential service, it's a necessity
St. Petersburg - 9-23-98	Dick Holmes	Res. End User	Need lowest possible rate; not feasible to compare other states without also examining calling scopes.
St. Petersburg - 9-23-98	Joe Brinton	Res. End User	Opposes taxes, especially Gross Receipts Tax.
St. Petersburg - 9-23-98	Rosette Walsh	President - Fl. Consumer Action Network	Opposes IXCs named "I Don't Care" and "It Doesn't Matter"; no rate increases without review of accurate cost information; taxes on bill.
St. Petersburg - 9-23-98	Arthur Herbert	Res. End User	Increases should not exceed 15%, based on Commission's access to cost info.
St. Petersburg - 9-23-98	Rose Marie Gasser	Res. End User	Intrastate calls higher than interstate; competition should mean lower prices; increases must be cost justified, and PSC shouldn't forget minimal social security cost of living increases.
St. Petersburg - 9-23-98	David Goodwin	Chosen Commun. Services; Res. End User	Need more cooperation from ILECs for effective competition; slamming and taxes on bill.
St. Petersburg - 9-23-98	Matt Nolte	Res. End User	Slamming.
Tampa - 9-23-98	Adam Smith	Tampa Chamber of Commerce	Role of government should be to assure consumers receive full benefits of competition while universal service goals maintained.
Tampa - 9-23-98	Jay Lasita	St. Petersburg City Council	Doubling basic phone rates is tantamount to doubling a tax; opposes increase; believes it was mistake to remove rate-of-return regulation in 1995 until competition in place.

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

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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Tampa - 9-23-98	Barbara Merritt	Res. End User	Service issues: takes too long for repairs, delayed dial tone; call waiting ID didn't work - GTEFL told her to replace equipment., finally learned not available in her central office; finds the run-around frustrating.
Tampa - 9-23-98	Matt Nolte	Res. End User	Quality of service - fix it right the first time.
Lake Buena Vista - 9-24-98	Dorothy Treadwell	Res. End User	Rate increases would be detrimental to senior citizens; phone bill has increased suBellSouthantially due to additional charges.
Lake Buena Vista - 9-24-98	Jorge "George" Perez	AARP	Telephone indispensable for seniors; those on fixed incomes cannot afford rate increases.
Lake Buena Vista -	Sal Giovenco	AARP	Give consideration to elderly living on fixed incomes.
Orlando - 9-24-98	Valerie Hikey-Patton	Res. End User	Opposes increase in residential rates; Elderly people need the phone, teenagers also benefit from the use of the phone.
Orlando - 9-24-98	Paul Holmes	Res. End User	Opposes rates increases in residential service, especially for the elderly because the phone is a necessity.
Orlando - 9-24-98	David Wright	Res. End User and Bus User	Competition has provided greater value, increased the variety of products available to the consumer; Business subsidization of residential customers is not logical or reasonable; There will be more competition for vertical services; Supports subsidization for the poor & needy, like LifeLine; There is a need to increase competition; In order to attract competitors, they need a reasonable rate of return.
Orlando - 9-24-98	Gary Earl	Ex. Dir. - Jobs and Education Partnership and Local Wages Coalition	Supports subsidization for specific groups, the poor and needy; Need to reduce the disparity and subsidization from one group to another; Institute a universal measure to determine the ability of a consumer to pay for telephone service - i.e., income tax returns.

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

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LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
Orlando 9-24-98	Ed Paschall	Res. End User (AARP)	Opposes the subscriber line charge being a separate line item, should be included in the residential rate; Business rates are higher than residential due to volume of calls a business generates, and businesses can deduct the phone service from their taxes.
Orlando 9-24-98	Roy Pooley	Res. End User	Our country has the best, most efficient and probably cheapest telephone service; Opposes the concept of forwarding cost when analyzing the cost of telephone service and competitive telephone cost; When competition takes hold, it will lower rates; There is a dollar value, under tax reductions, for business customers that does not exist for residential customers; MediaOne is providing local service in Jax. at considerably lower rates than BellSouth.
Altamonte - 9-25-98	Chip O'Neill	Res. End User	Opposes increase in local rates.
Altamonte - 9-25-98	Monty Belote	(former director of Fla. Consumer Action Network)	Opposes increase in local rates.
Altamonte - 9-25-98	Dominick Gilet	Res. End User	Wants alternatives to disconnect for nonpayment of bill.
Altamonte - 9-25-98	Doug Joyner	Marion County School Board	Doesn't like monthly fee for toll blocking; inside wire maintenance; Doesn't see competition - bid Marion County service - no bidders.
Altamonte - 9-25-98	Gladys Zahand	Res. End User	Doesn't understand bill; PIC change charges.
Altamonte - 9-25-98	Peter Glenner	Res. End User	Business office closings.
Altamonte - 9-25-98	Dorothy McCall	Res. End User	Slamming.
Port St. Joe - 10-5-98	Lawrence H. Conley	Res. End User	Senior citizens need phone in case of emergency; cannot afford rate increase.
Port St. Joe - 10-5-98	Jane Forster	Res. End User	Wants free calling to Panama City (has \$0.25 plan).

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

**APPENDIX V-3
SUMMARY OF PUBLIC HEARING COMMENTS
(From Final Comments of BellSouth, November 13, 1998)**

LOCATION/DATE	WITNESS	REPRESENTING	TYPE OF COMMENT/COMPLAINT
WPB - 10-19-98	Mary Shaw	Res. End User (former BellSouth employee)	Supports Expanded Area Calling; Against inequitable or subsidy rates; Believes the burden of unprofitable customers should be shared in the telecommunications market; rural areas to be served as fairly as other areas.
WPB - 10-19-98	Steven Reiskind	Res. End User and Small Business Owner	Equitable rates for business and residential.
WPB - 10-19-98	Edith Cowan	Res. End User	Opposes increase in local rates; Suggestion of a tiered telephone bill system for small businesses vs. big businesses.
WPB - 10-19-98	Joyce Malone	Florida Citizens For A Sound Economy ("CSE")	Supports deregulation to rebalance Florida's telephone rates; Supports competition in market to enhance local residential telephone service; States residential consumers have no choice in local basic service; Incumbent providers will lose money on basic service to residents if there is no competition.
WPB - 10-19-98	Marc Spiegel	Res. End User and Small Business Owner (Home)	Supports rate rebalancing; Supports competition and choices of local service providers.
WPB - 10-19-98	Jack Horniman	President of J.L.H. Assoc. (Small Business Owner) and Res. End User	Supports equity and fairness in pricing of service (business vs. residential); Supports rate rebalancing.
WPB - 10-19-98	Gigi Tylander	Tylander's Office Supply and Res. End User	Supports LifeLine/Link Up Programs; Supports equitable prices; Opposes businesses subsidizing residential service.
WPB - 10-19-98	Bruce Daniels	AARP and Small Business Owner	Opposes Increase in Local Rates.

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

APPENDIX VI-1
QUARTILE DATA
QUARTILE I: DATA FOR OTHER STATES

County/State	Exchange	Local Calling Scope (1,2,3)	Flat Rate (4)	Population Density (persons/sq. mi.)
Marion / Indiana	Indianapolis	220,001 ²	\$16.67	2010.9
Orleans / Louisiana	New Orleans	584,651 ¹	\$16.14	2750.8
Virginia Beach / Virginia	Virginia Beach	790,001 ¹	\$17.09	1582.9
St. Louis / Missouri	St. Louis	230,000 ²	\$14.85	1956.7
Dutchess / New York	Poughkeepsie	160,001 ¹	\$22.02	323.7
Henrico / Virginia	Highland Springs	790,001 ¹	\$17.09	915.0
Saratoga / New York	Saratoga Springs	455,001 ¹	\$25.53	223.3
Elkhart / Indiana	Elkhart	77,001 ¹	\$16.56	336.8
Chittenden / Vermont	Burlington	90,000 ¹	\$24.15	244.5
Boone / Missouri	Columbia	25,001 ²	\$12.15	164.0
Putnam / New York	Mahopac	38,501 ¹	\$18.78	362.5
Platte / Missouri	Platte City	2,651 ¹	\$11.27	137.7
Washington / Vermont	Barre	26,500 ¹	\$23.65	79.7
Wells / Indiana	Bluffton	30,000 ¹	\$13.35	70.1
Kent / Maryland	Chestertown	50,000 ¹	\$18.74	63.8
Blaine / Idaho	Hailey	2,500 ¹	\$15.12	5.1
Humboldt / Iowa	Humboldt	5,500 ¹	\$14.55	24.8
Sherman / Texas	Stratford	1,600 ¹	\$16.70	3.1
Clark / Nevada	Las Vegas	856,999 ³	\$10.60	93.7
Essex / Massachusetts	Lynn	43,003 ³	\$21.33	1345.4
Hampshire / Massachusetts	Northampton	14,682 ³	\$21.33	277.1
Cabarrus / North Carolina	Kannapolis	106,217 ³	\$14.00	271.5
Lee / North Carolina	Broadway	44,373 ³	\$11.09	160.8
Goodhue / Minnesota	Cannon Falls	4,900 ³	\$18.50	53.6
Pembina / North Dakota	Cavalier	1,964 ³	\$14.65	8.3
Kearney / Nebraska	Minden	2,741 ³	\$20.85	12.8
Alutians / Alaska	Unalaska	2,195 ³	\$23.35	2.2
Sully / South Dakota	Onida	645 ³	\$17.00	1.6
Bucks / Pennsylvania	Levittown	n/a	\$15.63	890.6
District of Columbia	Washington, DC	n/a	\$17.39	9882.6
Lake / Ohio	Mentor	n/a	\$15.75	944.2
Beaufort / South Carolina	Hilton Head Island	n/a	\$13.78	147.2
McLeod / Minnesota	Hutchinson	n/a	\$10.67	65.1
Chippewa / Minnesota	Montevideo	n/a	\$18.95	22.7
Grand Traverse / Michigan	Traverse City	n/a	\$15.90	138.2
Lehigh / Pennsylvania	Allentown	n/a	\$15.63	839.8

¹Rate group average

²Minimum for highest rate group

³Actual

⁴Includes dual tone multifrequency dialing and subscriber line charge

QUARTILE I: DATA FOR THE STATE OF FLORIDA

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

QUARTILE II: DATA FOR OTHER STATES

County/State	Exchange	Local Calling Scope (1,2,3)	Flat Rate (4)	Population Density (persons/sq. mi.)
Norfolk / Virginia	Norfolk	790,001 ¹	\$17.09	4859.3
Schuylkill /	Pottsville	64,501 ¹	\$13.98	196
Baldwin / Alabama	Daphne	63,501 ²	\$19.80	61.6
Lycoming /	Williamsport	64,501 ¹	\$14.38	96.1
Johnston / North	Samithfield	89,601 ²	\$17.13	102.7
Bossier / Louisiana	Bossier City	191,151 ¹	\$16.14	102.7
St. Marys / Maryland	Lexington Park	50,000 ¹	\$18.74	210.3
Cecil / Maryland	Elkton	50,000 ¹	\$18.74	204.9
Oconee / South Carolina	Seneca	25,000 ¹	\$18.55	92
Troup / Georgia	LaGrange	21,250 ¹	\$16.55	134.2
Colbert / Alabama	Sheffield	63,501 ²	\$19.80	86.9
Henry / Indiana	New Castle	30,000 ¹	\$13.35	51
Warren / Pennsylvania	Warren	19,501 ¹	\$12.98	54.1
Tallapoosa / Alabama	Alexander City	27,000 ¹	\$19.15	92.6
Huntington / Indiana	Huntington	30,000 ¹	\$13.35	76.5
Clinton / Indiana	Frankfort	30,000 ¹	\$13.35	53.3
Alpena / Michigan	Alpena	18,000 ¹	\$19.16	52.7
Jones / Georgia	Gray	100,000 ¹	\$24.52	19.7
Young / Texas	Graham	4,000 ¹	\$11.83	27.1
Butler / Iowa	Parkersburg	60,000 ¹	\$15.55	3.3
Park / Colorado	Fairplay	375,000 ¹	\$18.41	15.4
Cloud / Kansas	Concordia	3,899 ¹	\$14.45	14.1
Monroe / Missouri	Monroe City	1,980 ¹	\$10.50	19.4
Ida / Iowa	Ida Grove	21,000 ¹	\$15.78	13.9
Shelby / Missouri	Shelbina	1,980 ¹	\$10.50	14.9
Cameron / Pennsylvania	Emporium	3,000 ¹	\$12.64	6.9
Harland / Nebraska	Alma	5,000 ¹	\$13.60	43
Yellowstone / Montana	Billings	48,425 ³	\$21.07	67.5
Transylvania / North	Brevard	18,828 ³	\$14.21	20.1
Keokuk / Iowa	Sigourney	1,920 ³	\$16.57	5.7
Miner / South Dakota	Howard	1,305 ³	\$16.20	2.3
Greeley / Kansas	Tribune	n/a	\$10.33	2.3
Weber / Utah	Ogden	n/a	\$17.60	275.1
Spokane / Washington	Spokane	n/a	\$16.00	204.9
Sublette / Wyoming	Pinedale	n/a	\$18.39	1
Weston / Wyoming	Newcastle	n/a	\$14.28	2.7
Colusa / California	Colusa	n/a	\$25.20	14.1
Cook / Minnesota	Grand Marais	n/a	\$18.03	2.7
Fillmore / Minnesota	Spring Valley	n/a	\$17.54	24.1
Huron / Michigan	Bad Axe	n/a	\$14.88	41.8

QUARTILE II: DATA FOR THE STATE OF FLORIDA

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

QUARTILE III: DATA FOR OTHER STATES

County/State	Exchange	Local Calling Scope (1,2,3)	Flat Rate (4)	Population Density (persons/sq. mi.)
Guadalupe / Texas	Seguin	19,000 ¹	\$12.03	91.2
Creek / Oklahoma	Tulsa	300,000 ¹	\$17.22	63.7
Washington / New York	Hudson Falls	38,500 ¹	\$18.78	71
Franklin / New York	Malone	10,300 ¹	\$17.33	28.5
Wyoming / New York	Perry	6,600 ¹	\$10.21	71.7
Vance / North Carolina	Henderson	27,300 ¹	\$13.24	153.4
Coahoma / Mississippi	Clarksdale	15,150 ¹	\$19.70	57.1
Carroll / Ohio	Carrollton	9,000 ¹	\$18.43	67.2
Waller / Texas	Prarie View	19,000 ¹	\$12.03	45.5
Stark / North Dakota	Dickinson	26,500 ¹	\$17.08	17.1
Butler / Alabama	Greenville	300 ¹	\$19.88	28.2
Perry / Missouri	Perryville	32,500 ¹	\$12.85	35.1
Henry / Kentucky	Eminence	6,900 ¹	\$15.67	44.3
Linn / Missouri	Brookfield	2,500 ¹	\$11.05	22.4
Pend Oreill /	Newport	40,000 ¹	\$15.75	6.4
Dade / Missouri	Greenfield	1,980 ¹	\$12.30	15.2
Lagrange / Indiana	Lagrange	11,550 ¹	\$14.83	77.7
Ashtabula / Ohio	Ashtabula	96,000 ¹	\$15.60	142.1
Eddy / New Mexico	Carlsbad	18,250 ³	\$15.77	11.6
Juneau / Wisconsin	Mauston	7,318 ³	\$20.52	28.2
Franklin / Arkansas	Ozark	4,461 ³	\$11.50	24.4
Koochiching /	International Falls	6,425 ³	\$18.75	5.3
Marion / Kansas	Hillsboro	2,018 ³	\$12.29	13.7
Prarie / Montana	Terry	448 ³	\$18.52	0.8
Ravalli / Montana	Hamilton	5,978 ³	\$18.52	10.4
McIntosh / North	Wishek	892 ³	\$16.03	4.1
Webster / Georgia	Preston	32,500 ³	\$26.08	10.8
Amelia / Virginia	Amelia Court	5,500 ³	\$18.10	24.6
Merced / California	Merced	484,800 ³	\$14.75	92.5
Bibb / Alabama	Brent	5,500 ³	\$18.45	61.7
Randolph / Alabama	Roanoke	n/a	\$16.64	34.2
Greenlee / Arizona	Clifton	n/a	\$19.42	4.3
Baraga / Michigan	Baraga	n/a	\$16.55	8.8
Pershing / Nevada	Lovelock	n/a	\$14.25	0.7
Lake of the Woods /	Baudette	n/a	\$18.10	3.1
Montgomery / Illinois	Litchfield	n/a	\$28.23	43.7
Antrim / Michigan	Elk Rapids	n/a	\$15.39	38.1
Chambers / Alabama	Lanett	n/a	\$19.35	61.7
Iosco / Michigan	Tawas City	n/a	\$15.90	55

QUARTILE III: DATA FOR THE STATE OF FLORIDA

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

QUARTILE IV: DATA FOR OTHER STATES

County/State	Exchange	Local Calling Scope (1,2,3)	Flat Rate (4)	Population Density (persons/sq. mi.)
Christian / Kentucky	Hopkinsville	35,300 ¹	\$17.19	95.6
Leflore / Oklahoma	Poteau	1,501 ²	\$17.75	27.3
Rio Arriba / New	Espanola	15,791 ³	\$15.77	5.9
Knox / Kentucky	Barbourville	8,300 ³	\$17.87	76.5
Clare / Michigan	Clare	n/a	\$15.90	44
Phillips / Arkansas	West Helena	10,500 ¹	\$17.01	41.6
Johnson / Kentucky	Paintsville	6,900 ¹	\$15.67	88.9
Washington / Missouri	Mineral Point	4,950 ¹	\$11.00	26.8
Adair / Oklahoma	Stilwell	1,501 ²	\$17.75	32
Jones / Texas	Stamford	4,000 ¹	\$15.33	17.7
Sevier / Utah	Richfield	n/a	\$16.52	8.1
Breckinridge / Kentucky	Hardinsburg	6,900 ¹	\$15.67	28.5
Benton / Missouri	Warsaw	12,000 ¹	\$11.57	19.6
Bethel Census /	Bethel	3,872 ³	\$17.30	0.3
Jasper / Mississippi	Bay Springs	n/a	\$31.50	25.3
Newton / Texas	Newton	3,745 ³	\$10.60	14.5
Carroll / Mississippi	Vaiden	6,500 ¹	\$18.65	15.5
Braxton / West Virginia	Gassaway	n/a	\$32.50	25.3
Lowndes / Alabama	Fort Deposit	1,650 ¹	\$18.10	17.6
Millard / Utah	Delta	n/a	\$15.00	1.7
Choctaw / Mississippi	Ackerman	n/a	\$18.30	21.6
Okfuskee / Oklahoma	Okemah	3,400 ¹	\$14.27	18.5
Emery / Utah	Huntington	627 ³	\$21.22	2.3
Tallahatchi / Mississippi	Charleston	2,802 ¹	\$18.29	23.6
Nevada / Arkansas	Prescott	1,500 ¹	\$21.25	16.3
St. Helena / Louisiana	Greensburg	n/a	\$20.80	24.2
Issaquena / Mississippi	Valley Park	26,550 ¹	\$20.40	4.6
Archuleta / Colorado	Pagosa Springs	n/a	\$20.07	4
Shannon / Missouri	Winona	580 ¹	\$10.00	7.6
Graham / North	Robbinsville	4,510 ³	\$16.54	24.6
Bland / Virginia	Bland	2,500 ¹	\$14.51	18.2
Carter / Missouri	Van Buren	1,980 ¹	\$10.50	10.9
Menifee / Kentucky	Frenchburg	n/a	\$14.13	25
Schuyler / Missouri	Lancaster	2,500 ¹	\$11.05	13.8
Dunn / North Dakota	Killdeer	615 ³	\$19.34	2
Kidder / North Dakota	Steele	687 ³	\$15.20	2.5
Robertson / Kentucky	Mt. Olivet	836 ³	\$16.70	21.2
Wheeler / Oregon	Fossil	n/a	\$15.80	0.8
Logan / Nebraska	Stapleton / Gandy	404 ³	\$17.82	1.5
Big Horn / Montana	Hardin	2,147 ³	\$18.52	2.3

QUARTILE IV: DATA FOR THE STATE OF FLORIDA

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

APPENDIX VI-2:
SUMMARY OF RATE ACTIONS IN OTHER STATES

		Alabama	Alaska	Arizona	Arkansas	California
1	Recent basic local rate adjustment initiatives undertaken by state	Yes. Independent companies allow rate incr. in 1995.	no	no	no	Yes. 1995 Intra-LATA competition order (1994-09-065)
2	Initiatives considered by PSC or legislature	Act 95-210: PSC allowed to use price regulation	n/a			PSC
3	Proposed level of rate adjustments	Increases ordered to \$16.30/mo	n/a			Increases to \$11.25 Pac.Bell; \$17.85 GTE Cal resid. flat rate; increases for res/bus. measured rate services as well
4	Proposed/ decided time frame for implementation	Increases will be spread over 4-5 years				3 yr phase-in plan by Pac.Bell; 5 yr plan proposed by GTEC; PUC decided in favor of one-time increase
5	Specific service charges affected by rate changes	Basic rates are affected				
6	Classes of customers affected by rate changes	Business and residential rates are affected				
7	Addresses access fees paid by long distance service providers?	Access rates lowered in 9/95; flow through	R-97-5, 1998			Significant drop in intrastate access fees
8	Changes to the extent of local calling areas?	price reductions				EAS unique to each area
9	Including extended calling features (caller ID, etc.)?	Non-basic services not included				Extended features are regulated but in a lower standard of post-tariff filing
10	Customer protection from slamming, cramming, or deteriorating service quality?	quality standards part of price formula				Nothing in 1995 order
11	Decisions undertaken by legislature, PSC/PUC or individual phone companies?	Application to increase rates submitted to the PSC				
12	Plans accompanied by state universal service fund universal service programs?	No programs at this time; workshop planned	R-97-6 underway	USF review	No change; USF allows recovery of access red.	Universal service fund in place since the 1980s; under review in Decision 1996-10, also under review in 1998
13	Are other state experiences being considered?	No				No
14	Key bills, dockets, decisions?	24494, 24472, 24030, 24865	R-97-5, R-97-6			1995 Intra-LATA competition order (1994-09-065)

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

		Hawaii	Idaho	Illinois	Indiana
1	Recent basic local rate adjustment initiatives undertaken by state	Pending, Docket 7702, Phase I approved	Yes. Case GTE-T-98-2, Order 27728	No. GTE 98-0600, Amer. 98-0335 pending	Pending USF decision. 1997, leg. proposal rejected
2	Initiatives considered by PSC or legislature	Division of Cons Ad.	PSC, with legislative mandate	PSC	SB 426 stopped in House (4/97); IURC USF review
3	Proposed level of rate adjustments	11% increase	Approved increase \$2.85/month residential, decrease \$1.35 month business	rate reduction in 98-0259	USF (40785) includes guide for rate rebal.
4	Proposed/ decided time frame for implementation	Fall 1998 proposed decision likely			
5	Specific service charges affected by rate changes		Basic local services		SB 426, enhanced & basic services
6	Classes of customers affected by rate changes		Residential & business; urban & rural		
7	Addresses access fees paid by long distance service providers?		Approved 50% decline in access fees	08/28/1998 rej PICC rate inc. 97-0516	Access fee reform in 40787
8	Changes to the extent of local calling areas?		N/A		N/A
9	Including extended calling features (caller ID, etc.)?		Touch tone into basic rate for \$0.60/month		Enhanced service dereg in SB 426
10	Customer protection from slamming, cramming, or deteriorating service quality?				N/A
11	Decisions undertaken by legislature, PSC/PUC or individual phone companies?				Legislature initiated bill; PSC on USF
12	Plans accompanied by state universal service fund universal service programs?		Under discussion	97-0602 11/19/97, UTA in place	Key review underway
13	Are other state experiences being considered?				
14	Key bills, dockets, decisions?	Docket 7702	GTE-T-98-2, Order 27728	98-0335, 98-0606, 98-0259	SB 426, March 1997; Docket 40785

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

		Maryland	Massachusetts	Michigan	Minnesota	Mississippi
1	Recent basic local rate adjustment initiatives undertaken by state	No. Price caps since 1993	No. Price caps since 1994	Yes. U11641 in 1998	No. Alt reg and rate freeze	No. Freeze since 1995
2	Initiatives considered by PSC or legislature			1995 State Telecom Act		
3	Proposed level of rate adjustments			Increase rates to \$13.03/mo for residential, \$12.67/mo for business		1% annual reduction after 03/31/99
4	Proposed/ decided time frame for implementation			Increases by independent companies took effect in April 1998		3 year freeze; 3 yr. reduction
5	Specific service charges affected by rate changes			Basic local services		
6	Classes of customers affected by rate changes			Residential and business		
7	Addresses access fees paid by long distance service providers?	Reduction in 1997; \$32 million, pass through		Access fees mirror federal levels since 1980s	Phasing down over 3 years	Interstate parity by Jan 1996
8	Changes to the extent of local calling areas?				some adjustments	price reductions
9	Including extended calling features (caller ID, etc.)?			Touch tone into basic rate since 1995		TouchTone charge eliminated
10	Customer protection from slamming, cramming, or deteriorating service quality?					serv. indicators in price reg.
11	Decisions undertaken by legislature, PSC/PUC or individual phone companies?			Legislative mandate; companies apply to PSC		
12	Plans accompanied by state universal service fund universal service programs?	Program in place		No change..	In process. Decision by yr. 2000	In place
13	Are other state experiences being considered?					
14	Key bills, dockets, decisions?		DPU 94-50 price cap	Dock. U11641 State Telecom law sunsets in 2000		95-UA-313 11/01/95

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

		New Hampshire	New Jersey	New Mexico	New York	North Carolina
1	Recent basic local rate adjustment initiatives undertaken by state	No. Nothing on horizon	No. Price cap since 1980s	no	No. Rate moratorium	No. Network elements case underway
2	Initiatives considered by PSC or legislature			98173-JC over earnings investigation		
3	Proposed level of rate adjustments					
4	Proposed/ decided time frame for implementation					
5	Specific service charges affected by rate changes					
6	Classes of customers affected by rate changes					
7	Addresses access fees paid by long distance service providers?	Nothing new	might be examined in future	Nothing docketed. Some discussion		Nothing open
8	Changes to the extent of local calling areas?					
9	Including extended calling features (caller ID, etc.)?					
10	Customer protection from slamming, cramming, or deteriorating service quality?				Service quality benchmarks set minimum	
11	Decisions undertaken by legislature, PSC/PUC or individual phone companies?					
12	Plans accompanied by state universal service fund universal service programs?	Nothing new	No.	3 phase docket, now in phase 2	In place, targeted accessibility fund	USF docket P100- Sub 133G
13	Are other state experiences being considered?					
14	Key bills, dockets, decisions?					

		North Dakota	Ohio	Oklahoma	Oregon	Pennsylvania	Rhode Island
1	Recent basic local rate adjustment initiatives undertaken by state	No. Price caps	No. Rate freeze alternate reg.	Yes. 1998 HB 1717; 1997 SB 1815	Reject/Pending, rate cut ordered 09/29/98	1998 Bell Atlantic, rejected; Global settlement talks Fall 1998	No. Price freeze until 1999
2	Initiatives considered by PSC or legislature			Legislature in HB 1717	PSC	PSC	
3	Proposed level of rate adjustments	No rebalancing		Increases of \$2.00/mo per year, small cos.	Revenue cut 11% and refunds		
4	Proposed/ decided time frame for implementation			Up to three years to bring rates to state average	09/30/94		
5	Specific service charges affected by rate changes						
6	Classes of customers affected by rate changes						
7	Addresses access fees paid by long distance service providers?	No change. Mirror interstate	AT&T access fee compl., 1997 rej.	SB 1815 in 1997 brought SWB into parity with interstate rates	GTE rate case	PSC, generic investigation of access charges	
8	Changes to the extent of local calling areas?				Reductions		
9	Including extended calling features (caller ID, etc.)?				Reductions		
10	Customer protection from slamming, cramming, or deteriorating service quality?						
11	Decisions undertaken by legislature, PSC/PUC or individual phone companies?						
12	Plans accompanied by state universal service fund universal service programs?	Leg may cons. in 1999, Comm has opened docket		1997 USF investigation, in place by 01/98	Docket UN731, open since 12/19/94	Part of global settlement talks	
13	Are other state experiences being considered?						
14	Key bills, dockets, decisions?			HB1717, SB1815	UT-141 (GTE), UT-128 (USW)	I-00960066	

		South Carolina	South Dakota	Tennessee	Texas	Utah
1	Recent basic local rate adjustment initiatives undertaken by state	no	Partial rejec. Phase II of rate inc. in alt. reg. plan	USF pending, 1996 TCA, 4 yr. freeze	No. Rate freeze and incentive reg.	Yes. 12/97 PSC decision 04908 to allow USW rate increases
2	Initiatives considered by PSC or legislature		New leg. HB 1097 in 1998	legislature, PSC		PSC
3	Proposed level of rate adjustments		\$1.50/mo inc. rejected	pending		Increase \$2.80/month residential, decrease \$1.88/month business
4	Proposed/ decided time frame for implementation		02/12/96, Phase I; 04/30/97 Phase II	pending		
5	Specific service charges affected by rate changes		touchtone, basic	pending		Basic local
6	Classes of customers affected by rate changes					Residential & business services; statewide average, no urban/rural difference
7	Addresses access fees paid by long distance service providers?					
8	Changes to the extent of local calling areas?					N/A
9	Including extended calling features (caller ID, etc.)?		TouchTone included			N/A
10	Customer protection from slamming, cramming, or deteriorating service quality?		Service quality key factor in decision			N/A
11	Decisions undertaken by legislature, PSC/PUC or individual phone companies?					PSC
12	Plans accompanied by state universal service fund universal service programs?			97-00888 may affect cost models	Examining USF Dockets 18515, 18516	June 1998 restructuring
13	Are other state experiences being considered?					
14	Key bills, dockets, decisions?		HB1097 (1998); TC97-016 TC97-049	TCA 65-5-207-C3, 97-00888		97-04908

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