

ORIGINAL

JAMES E. "JIM" KING, JR.

PRESIDENT



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JOHNNIE BYRD

SPEAKER



September 16, 2003

Ms. Blanca S. Bayó, Director  
Division of the Commission Clerk  
and Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0870

RE: Docket No. 030867-TL

RECEIVED FPSC  
20 SEP 16 PM 4:08  
COMMISSION  
CLERK

Dear Ms. Bayó:

Enclosed are an original and fifteen copies of Citizens' First Motion to Compel Production of Documents from Verizon Florida, Inc. for filing in the above-referenced docket.

Please indicate receipt of filing by date-stamping the attached copy of this letter and returning it to this office. Thank you for your assistance in this matter.

RECEIVED & FILED

16

FPSC-BUREAU OF RECORDS

Sincerely,

H F. Mann  
Associate Public Counsel

HFM/dsb

Enclosures

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMR \_\_\_\_\_
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DOCUMENT NUMBER DATE

08796 SEP 16 8

FPSC-COMMISSION CLERK

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

Petition of Verizon Florida Inc. to Reform )  
Its Intrastate Network Access and Basic Local ) Docket No.: 030867-TL  
Telecommunications rates in Accordance with )  
Florida Statutes, Section 364.164 ) Filed: September 16, 2003  
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**CITIZENS' FIRST MOTION TO COMPEL PRODUCTION OF  
DOCUMENTS FROM VERIZON FLORIDA, INC.**

The Citizens of Florida (Citizens), through the Office of Public Counsel, pursuant to Rule 28-106.204, Florida Administrative Code, and Rules 1.280, 1.340, 1.350, and 1.380, Florida Rules of Civil Procedure, request the Prehearing Officer issue an order compelling Verizon Florida, Inc. ("Verizon" or "Company") to immediately produce all documents described in the paragraphs identified below.

1. On September 10, 2003, Verizon served its Initial Objections to Citizens' First Set of Interrogatories and First Set of Production of Documents, dated September 3, 2003.

2. Verizon lists thirteen of these "initial" and "preliminary" objections to Citizens' discovery, none of which identifies a single interrogatory or request for production of documents to which any or all of them may apply. As such, the Company has presented to Citizens a wonderful game of "Read the Company's Mind."

3. Citizens assert emphatically that these "initial" and "preliminary" objections of Verizon are wholly inapplicable to Citizens' discovery requests. The

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FPSC-COMMISSION CLERK

following are what the Company suggests are appropriate discovery objections made pursuant to the Florida Rules of Civil Procedure:

1. Verizon objects to each request to the extent that it seeks to impose an obligation on Verizon to respond on behalf of subsidiaries, affiliates, or other persons that are not parties to this case on the grounds that such request is overly broad, unduly burdensome, oppressive, and not permitted by applicable discovery rules.

2. Verizon objects to each request to the extent that it is intended to apply to matters other than Florida intrastate operations subject to the jurisdiction of the Commission. Verizon objects to each such request as being irrelevant, overly broad, unduly burdensome, and oppressive.

3. Verizon objects to each request to the extent that it seeks documents that are exempt from discovery by virtue of the attorney-client privilege, work product privilege, or other applicable privilege.

4. Verizon objects to each request to the extent that it is vague, ambiguous, overly broad, imprecise, or to the extent that it utilizes terms that are subject to multiple interpretations and are not properly defined or explained for purposes of this discovery. Any documents provided by Verizon in response to the First Set will be provided subject to, and without waiver of, the foregoing objection.

5. Verizon objects to each request to the extent that it is not reasonably calculated to lead to the discovery of admissible evidence and

is not relevant to the subject matter of this proceeding. Verizon will attempt to state in its responses each instance where this objection applies.

6. Verizon objects to providing documents to the extent that they are already in the public record before the Commission.

7. Verizon objects to the First Set to the extent that it seeks to have Verizon create documents not in existence at the time of the request.

8. Verizon objects to each request to the extent that it seeks to impose obligations on Verizon that exceed the requirements of the Florida Rules of Civil Procedure or Florida Law.

9. Verizon objects to each request to the extent that it seeks to impose obligations on Verizon that exceed the requirements of Florida Statutes, Section 364.164(3).

10. Verizon objects to each request to the extent that responding to it would be unduly burdensome, expensive, oppressive, or excessively time consuming.

11. Verizon objects to each request to the extent that it is not limited to any stated period of time and, therefore, is overly broad and unduly burdensome.

12. In light of the short period of time Verizon was afforded to respond to the First Set, discovery and the development of Verizon's position are necessarily ongoing, and Verizon's response may be subject to supplementation or further refinement. Verizon therefore reserves the

right, at its discretion, to supplement or modify its response. However, Verizon does not assume an affirmative obligation to supplement its answers on an ongoing basis.

13. Verizon is a large corporation with employees located in many different locations in Florida and in other states. In the course of its business, Verizon creates countless documents that are not subject to Commission or FCC retention of records requirements. These documents are kept in numerous locations that are frequently moved from site to site as employees change jobs or as the business is reorganized. Verizon will conduct a search of those files that are reasonably expected to contain the requested information. To the extent that the First Set purports to require more, Verizon objects on the grounds that compliance would impose an undue burden or expense.

4. The Prehearing Officer, Commissioner Bradley, in his Order Establishing Procedure, No. PSC-03—0994-PCO-TL, instructed the parties regarding discovery, that “Any objection to . . . discovery requests shall be made within five business day of service of the discovery request.”

5. Citizens do not believe that that instruction envisioned a listing of any and all objections that might be available to a party in the event that some specific discovery request was made of that party to which one or more of those available objections could be claimed and argued.

6. Not one of the thirteen “initial” and “preliminary” objections made by Verizon identifies a single interrogatory or request for production of a document

to which it might apply. If these objections were actually applicable to Citizens' discovery, Citizens would be faced with the impossible task of responding directly to thirteen "initial" and "preliminary" objections, all of which address nothing in particular. Accordingly, these objections are wholly inappropriate and totally irrelevant to Citizens' discovery requests.

7. After listing the above thirteen "initial" and "preliminary" objections to any and all of Citizens' discovery as each of the objections may or may not apply, Verizon identifies some specific objections to particular discovery requests, as required by the Florida Rules of Civil Procedure. These Production of Document Requests, the Company's objections, and Citizens' response to the objections follow below.

8. Request No. 1:

Provide Verizon Wireless's intrastate access rates and associated terms and conditions for each wireless and Interexchange carrier for which Verizon Wireless interconnects in Florida.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks information relating to entities other than Verizon Florida Inc. and therefore is overly broad, unduly burdensome, oppressive, and not permitted by applicable discovery rules. Verizon also objects to this request on the grounds that it seeks documents belonging to an entity that is not within the jurisdiction of this Commission. Moreover, Verizon objects to this

request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). The information sought in this request is not discussed in Verizon's Petition or the testimony of its witnesses. Finally, Verizon objects to this request on the grounds that it is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this proceeding. The information sought in this request has no bearing on the criteria the Commission must consider under Florida Statutes, Section 364.164(1).

**CITIZENS' RESPONSE:**

Verizon has filed tariffs in this docket that purport to reduce its intrastate access charges by \$76.8 million and has provided extensive testimony regarding the increased competition it faces in the Florida telecommunications market. (See testimony of Verizon witness Leo. Page 14-16 of witness Leo's 1<sup>st</sup> exhibit quantify the impact of wireless competition with wireline services. On page 15, witness Leo's exhibit states "that wireless calling prices are already competitive with, and in some case better than, wireline calling rates." The Citizens seek relevant information in this POD in order to determine the part that access charges plays in the pricing of Verizon's competitive wireless services. Such comparative information is essential if the Commission is to make an informed decision that will shift \$76.8 million in access charges to Verizon's basic customers. Verizon has introduced this topic in its testimony and the Citizens have the right to test the assumptions that Verizon has introduced in support of

its contention that the changes proposed by the company will benefit basic residential customers.

9. Request No. 4:

Please provide all documents in your possession, custody or control discussing or evaluating the impact of rate rebalancing in general, or the rate rebalancing petition you filed in this proceeding, on customers' bills.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

**CITIZENS' RESPONSE:**

Consistent with Rule 1.280(b)(5) of the Florida Rules of Civil Procedure, the first instruction included in Citizens' first request for documents stated the following:

If any document is withheld under any claim of privilege, please furnish a list identifying each document for which privilege is claimed, together with the following information: date, sender, recipients, recipients of copies, subject matter of the document, and the basis upon which such privilege is claimed.

Verizon's objections based on claims of privilege ignore Rule 1.280(b)(5), Florida Rules of Civil Procedure, which provides that when a party responds to a discovery request with a claim of privilege, the party "shall describe the nature of



the documents, communications, or things not produced or disclosed in a manner that, without revealing the information itself privileged or protected, will enable other parties to assess the applicability of the privilege or protection." Rule 28-106.206, F.A.C., makes Rule 1.280(b)(5) of the Florida Rules of Civil Procedure directly applicable to this proceeding. Citizens' discovery instructions requiring the Company to identify documents withheld on account of a claim of privilege merely implement the provisions of the Florida Rules of Civil Procedure; The Company, in its response, has failed to identify such documents, even though it is required to do so by the Florida Rules of Civil Procedure.

Additionally, work product is not automatically exempt from discovery, but rather may be subject to discovery upon a proper showing pursuant to Florida Rule of Civil Procedure 1.280(b)(3).

10. Request No. 5:

Please provide all documents in your possession, custody or control discussing or showing the mean, median, or other distribution of customer intrastate long distance calling in Florida.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

CITIZENS' RESPONSE:

See Citizens' Response to Request No. 4.

11. Request No. 6:

Please provide all documents in your possession, custody or control discussing or evaluating the typical, average, or median bill of customers for local telecommunications services, including ancillary services.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

**CITIZENS' RESPONSE:**

See Citizens' Response to Request No. 4.

12. Request No. 8:

Please provide all documents in your possession, custody or control discussing or evaluating criteria or business cases for entering new markets in Florida for local telecommunications services.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). In its Petition and supporting testimony, Verizon discusses how its plan will affect competition in its territory, not the territories of the other incumbent local exchange carriers.

**CITIZENS' RESPONSE:**

Verizon's petition states, "Because Verizon's rate rebalancing plan advances the public interest by spurring competition and creating a more attractive local exchange market for residential consumers." The internal plans of Verizon regarding the reasons why it has not yet entered the residential markets readily available to them in Florida, and its future commitments and plans to either enter those markets or continue to fail serving them is critical for this Commission to understand whether the company is simply making speeches or aggressively pursuing actions that will achieve a fully competitive residential telephone market in Florida.

13. Request No. 11:

Please provide all Verizon internal data and documents reviewed by Evan T. Leo in preparation of his testimony or exhibit.

**SPECIFIC OBJECTION:**

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks confidential and customer proprietary information. Subject to the foregoing objection, Verizon will produce responsive documents in accordance with the Commission's confidentiality procedures.

**CITIZENS' RESPONSE:**

The Citizens assume Verizon's objection to mean that it intends to comply with this production request, in compliance with the Commission's confidentiality procedures, notwithstanding the Company's recital of its superfluous "initial" and

“preliminary” objections and its assertion of a specific objection based upon confidential and proprietary information. In the event that Verizon’s meaning is something other than that it will comply with the request, Citizens emphasize that the Company’s recourse is to follow the Prehearing Officer’s direction that is set forth in his Order Establishing Procedure.

14. Request No. 15:

Provide all studies or other documents concerning the companies choices for products and services that would be increased in order to obtain revenue neutral recovery of the access line reductions requested in this docket.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

CITIZENS’ RESPONSE:

See Citizens’ Response to Request No. 4.

15. Request No. 16:

Provide all cost studies or other documents completed since January 1, 1998 the company used to evaluate and quantify the existing cost of intrastate switched network access.

**SPECIFIC OBJECTION:**

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this proceeding. Pursuant to Section 364.164(1)(i), the Commission must consider granting Verizon's plan will remove support for Verizon's basic local telecommunications services. The cost of intrastate switched network access does not bear on this criterion or any of the other criteria the Commission must consider under Florida Statutes, Section 364.164(1).

**CITIZENS' RESPONSE:**

The cost of switched network access is highly relevant to this docket and it is surprising that Verizon has failed to have already introduced its cost studies to demonstrate the amount of support its access services are contributing to basic telecommunications services. Section 364.164 requires the Commission to consider whether the Company's petition will remove such support. If the Company is to meet its burden of proof regarding this criterion, the cost studies supporting its filing are absolutely critical for the Commission to make an informed determination. Additionally, Verizon continues to be subject to Section 364.3381 (1), (2) and (3), Florida Statutes (2002), that requires it to ensure that all of its services cover their respective costs, and do not result in subsidy from basic local telecommunications services and are not anti-competitive. Accordingly, for the Commission to fulfill its responsibility of weighing the benefits

and detriments that basic residential service ratepayers will experience as a result of the Company's filing, a review of these cost studies is necessary.

Furthermore, Verizon's witness, Mr. Fulp, states that "The Rate Rebalancing Plan Removes Current Support for Basic Local Telecommunications Services" (See Page 19, Lines 18-19), and then attempts to demonstrate this fact by providing a cost study of basic local exchange service. Since any support for basic local exchange service, if in fact there is any, could emanate from any or all of the Company's broad spectrum of service offerings, it is Verizon's to demonstrate the amount of support that comes from access services if it is to prove that the changes it recommends are beneficial to basic residential service customers and in compliance with section 364.164.

16. Request No. 17:

Referring to the testimony of witness Fulp, please provide copies of all regulatory decisions received by Verizon in its operating territory since January 1, 2001 where regulatory agencies did not agree with the recommendations of Verizon witnesses TSLIRIC based cost study proposals.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are in the public record and thus are equally available to Citizens. Moreover, Verizon objects to this request on the grounds that it

seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3).

**CITIZENS' RESPONSE:**

Witness Fulp has worked for Verizon (GTE) since 1991, when he became the Manager-Access Pricing for GTE Telephone Operations and he has submitted testimony before 12 state commissions over that period of time. (Page 2, L3-18) The Citizens are asking Verizon to produce information that is well known to the witness, is readily available to the company, and is essential for the Commission to consider, so that Mr. Fulp's testimony before this Commission may be properly evaluated in light of his testimony regarding TSLRIC-based cost studies before other regulatory agencies.

17. Request No. 18:

Provide all studies made by Verizon since January 1, 1998 that calculate the costs of basic residential service in Florida or any other Verizon state based on an assumption that the loop costs are common costs shared by all services, including vertical services and interstate and intrastate access services.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks information relating to entities other than Verizon Florida Inc. and therefore is overly broad, unduly burdensome, oppressive, and not permitted by applicable discovery rules. Finally, Verizon objects to this request on the

grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). The cost of basic residential telephone service in other states is not discussed in Verizon's Petition or the testimony of its witnesses. Subject to the foregoing objections, Verizon will identify responsive studies, if any, made by Verizon Florida Inc. since January 1, 1998.

**CITIZENS' RESPONSE:**

Verizon objects to providing cost studies in this docket that have been completed in other jurisdictions. Contrary to the Company's assertion, Verizon's witnesses, Gordon and Danner, freely utilize data from jurisdictions outside of Florida in an attempt to bolster their market testimony. Mr. Danner specifically refers to the pricing reform order of 1994, by the California Public Utility Commission that was similar to the price increase proposed here by Verizon in the Florida case. (Page 25, line 22; Page 26-line 17) The Citizens are requesting the cost studies the Company has used to help establish its case in other jurisdictions, such as California, and if the Company is going to use arguments made in those jurisdictions to bolster its testimony here, then the Commission and the Citizens need to know the alleged facts that were submitted in those cases by Verizon. The information requested here is both well known to the witness and readily available to Verizon.

It is noted also that, contrary to the Company's assertion, witness Gordon refers extensively to state policies pricing basic local service "below cost" in a number of states and the resultant frustrations of the policy goal of Federal and state



regulators because of the continuation of those policies. (Page 8, lines 10-20). Mr. Gordon's testimony compares Florida rates to national average rates (Page 10, table 1), despite the fact that the statute says nothing about the cost of telephone services in other parts of the country. Witness Gordon even calculates the ranking of Florida rates compared with those of Georgia, Alabama, Louisiana and Virginia, yet the Company seeks to prevent the Citizens from obtaining similar cost comparisons for the Commission's consideration.

18. Request No. 19:

Please provide the results of all Verizon cost studies developed in Florida or other Verizon states for bundled services since January 1, 2000, where the basic residential local exchange service component was bundled with additional products and services and provided at a single reduced rate.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this proceeding. Pursuant to Florida Statutes Section 364.164(1)(i), the Commission must consider whether Verizon's basic residential local telecommunications services receive support, not whether bundles that include residential local telecommunications services receive support. Bundles that include residential local telecommunications services are classified under

Verizon's price-cap plan as non-basic services, and therefore are not relevant to the rebalancing of basic local telecommunications rates in accordance with Section 364.164. Moreover, Verizon objects to this request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). Bundled services are not discussed in Verizon's Petition or the testimony of its witnesses.

**CITIZENS' RESPONSE:**

Verizon has filed a request for \$71.4 million in increased rates for basic residential service customers in Florida, alleging that the price of residential service is below its cost. The Citizens and the Commission should have a right to review all of Verizon's cost studies that characterize the revenue/cost relationships of basic residential services, including those instances where Verizon has specifically introduced competitive package plans that include the basic residential service component. This information is highly relevant and extremely critical to the evaluation of the benefits or the harm that basic residential telecommunication customers will experience as a result of the Verizon petition. Furthermore, the testimony of witness Leo, page 17, Table VI, includes specific references to bundled service offerings of six Florida competitors. Consequently, our request is relevant to Verizon's testimony.

19. Request No. 20:

Please provide copies of all documents in the company's possession relating to the average long distance bill of the company's residential subscribers.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

**CITIZENS' RESPONSE:**

See Citizens' Response to Request No. 4.

20. Request No. 21:

Please provide copies of all documents in the company's possession relating to the number or percentage of customers who do not make a long distance call during a given month or any documents that quantify low usage long distance customers.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

**CITIZENS' RESPONSE:**

See Citizens' Response to Request No. 4.

21. Request No. 22:

Please provide copies of all documents in the company's possession relating to the relationship between the proposed increase for residential customers and the average savings those customers will gain in reduced long distance rates.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks documents that are exempt from discovery under the attorney-client and work product privileges.

**CITIZENS' RESPONSE:**

See Citizens' Response to Request No. 4.

22. Request No. 23:

Please provide all documents in the company's possession relating to elasticity of demand for residential services resulting from the proposed rate increases in this docket.

SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it is not limited to any stated period of time and, therefore, is overly broad and unduly burdensome. Moreover, Verizon's objects to this request on the grounds that it is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this

proceeding. The legislation provides that revenues shall be calculated using the most recent 12 months demand units and multiplying that number by the price of the service as of January 1, 2003. Finally, Verizon objects to this request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). The information sought in this request is not discussed in Verizon's Petition or the testimony of its witnesses.

**CITIZENS' RESPONSE:**

Verizon states five reasons why this POD request should not be granted and none of them has any merit. This request seeks to determine whether Verizon has calculated in this docket how many residential customers it will lose as a result of the price increases it has proposed. The issue goes squarely to the question of whether the proposals by Verizon will benefit or harm Florida customers. Citizens believe that every single residential customer who is forced to leave the network due to Verizon's proposal, is harmed. The Citizens have a right to know what Verizon's analysis has produced in this regard .

23. Request No. 24:

Provide all Verizon documents produced since 1990 that characterize, describe or quantify the elasticity of demand for basic residential services.

**SPECIFIC OBJECTION:**

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it is

overbroad and unduly burdensome with respect to the stated period of time. Moreover, Verizon objects to this request on the grounds that it is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this proceeding. The legislation provides that revenues shall be calculated using the most recent 12 months demand units and multiplying that number by the price of the service as of January 1, 2003. Finally, Verizon objects to this request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). The information sought in this request is not discussed in Verizon's Petition or the testimony of its witnesses.

**CITIZENS' RESPONSE:**

See Citizens' response to Request No. 23. Citizens agree that this request may seem overly broad and thus clarifies its request to limit any residential elasticity of demand analyses that discuss overall residential elasticity that are readily available, plus the elasticity of demand analysis used in its last general rate case in Florida , Docket No. 920188-TL.

24. Request No. 25:

Provide all documents that identify, by month, the number of residential customers in Florida who have been temporarily denied due to non-payment for year 2000, 2001 and 2002.

**SPECIFIC OBJECTION:**

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). The number of residential customers in Florida who have been temporarily denied due to non-payment is not discussed in Verizon's Petition or the testimony of its witnesses. Moreover, Verizon objects to this interrogatory on the grounds that is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this proceeding. In short, the information sought does not bear on the criteria the Commission must consider under Florida Statutes, Section 364.164(1).

**CITIZENS' RESPONSE:**

Verizon witness Gordon states that the Verizon proposal will not make (residential) service unaffordable to Florida consumers. (Page 12, line 10-20) Likewise, Section VI of witness Danner's testimony, starting on Page 26, goes to great lengths to show that Verizon's proposed price increases will not cause "notable difficulties for customers." The beginning point for the evaluation of customer harm is the current number of residential customer disconnections for non-payment that Verizon is experiencing at the present rates. This information is vital if the Commission is to understand fully the implications for customers resulting from the Verizon proposals in this docket.

25. Request No. 26:

Provide all documents that identify, by month, the number of residential customers in Florida who have been disconnected for non-payment for year 2000, 2001 and 2002.

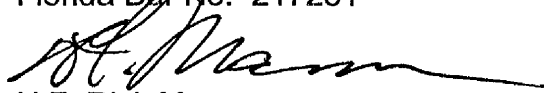
SPECIFIC OBJECTION:

In addition to its General Objections, which are incorporated herein by reference, Verizon objects to this request on the grounds that it seeks information precluded from discovery by the limitations imposed by Florida Statutes, Section 364.164(3). The number of residential customers in Florida who have been disconnected for non-payment is not discussed in Verizon's Petition or the testimony of its witnesses. Moreover, Verizon objects to this interrogatory on the grounds that is not reasonably calculated to lead to the discovery of admissible evidence and is not relevant to the subject matter of this proceeding. In short, the information sought does not bear on the criteria the Commission must consider under Florida Statutes, Section 364.164(1).

CITIZENS' RESPONSE:

See response to Request No. 25.

Respectfully submitted,  
CHARLES J. BECK  
Interim Public Counsel  
Florida Bar No. 217281

  
H F. Rick Mann  
Associate Public Counsel



Florida Bar No. 763225

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(850) 488-9330  
Attorney for Florida's Citizens

**CERTIFICATE OF SERVICE  
DOCKET NO.: 030867-TL**

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties on this 16th day of September, 2003.

Beth Keating, Esquire  
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Florida Public Service Commission  
2540 Shumard Oak Boulevard  
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