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MEMORANDUM

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APRIL 26, 2004

COMMISSION
CLERK

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES (BAYÓ)

FROM: OFFICE OF THE GENERAL COUNSEL (B. KEATING) *BK*

RE: DOCKET NOS. 030867-TL, 030868-TL, 030869-TL AND 030961-TL ^{TI} ~~TL~~ *MLP*

Please place the attached documents in the Docket files for these dockets. The documents were distributed to the Commissioners by Commission staff during the final consideration of the issues in these proceedings on December 16, 2003. The documents are referenced in the transcript and are identified as follows:

- A. Summary of ILEC additional proposals as reflected in closing statements: Transcript Vol. 16, p. 2057, lines 11-13.
- B. Update of 12/9 memo/summary of customer service hearing testimony (includes Tallahassee hearing).

BK/js
Attachment

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FPSC-COMMISSION CLERK

SUMMARY OF SERVICE HEARING TESTIMONY

	Total	Jacksonville	Orlando	Tampa	Ft Lauderdale	Ocala	Pensacola	Ft. Myers	Sarasota	St Petersburg	Daytona Beach	West Palm Beach	Miami	Ft. Walton Beach	Tallahassee
TOTAL NUMBER OF SPEAKERS, PER HEARING LOCATION	246	15	20	35	16	27	18	11	25	21	15	19	14	10	9

ENTRIES REFLECT THE NUMBER OF TIMES A POSITION WAS CITED

POSITIONS	Total	Jacksonville	Orlando	Tampa	Ft. Lauderdale	Ocala	Pensacola	Ft. Myers	Sarasota	St. Petersburg	Daytona Beach	West Palm Beach	Miami	Ft. Walton Beach	Tallahassee
PROMOTES COMPETITION AND FREE ENTERPRISE	45	2	3	3	6	1	1	0	2	6	5	8	8	0	0
REVENUE NEUTRAL/ RATE BALANCING	13	1	1	3	1	0	0	0	1	3	0	1	2	0	0
WOULD LOWER L.D. COSTS	8	1	2	1	0	0	0	0	0	0	2	2	0	0	0
MARKET BASED PRICING BENEFICIAL	9	1	2	1	0	0	2	0	1	1	0	0	1	0	0
BRINGS NEW TECH AND INNOVATION	11	0	2	1	3	0	1	0	0	0	1	2	1	0	0
FIXED INCOME/LOW INCOME/SENIORS CAN'T AFFORD	80	5	6	17	5	10	4	8	10	5	3	3	2	2	5
NO BENEFIT TO RESIDENTIAL CONSUMER	38	3	2	8	0	0	3	2	5	5	5	1	0	4	7
IMPROVE QUALITY BEFORE RAISING RATES	19	2	4	4	0	1	0	1	1	0	2	1	1	2	0
NO COMPETITION/ WON'T HELP COMPETITION/NO SUCH THING	46	1	2	9	2	6	2	8	4	3	3	3	0	3	2
LITTLE OR NO LONG DISTANCE USAGE	37	4	5	8	0	3	3	3	0	6	1	2	0	2	4
USE CELL/PREPAID/ DIAL AROUND - COMPETITION EXISTS	38	3	0	3	1	5	1	8	7	1	1	1	0	7	3
OTHER	38	2	6	2	5	7	7	0	1	3	2	2	1	0	0

WITNESS TESTIMONY NOT REFLECTED IN MATRIX SUMMARY

Reflected as "Other" on the Summary

JACKSONVILLE SERVICE HEARING

Ava Parker, Jacksonville, FL	Appeared to promote Lifeline
Tom Gleason, Jacksonville, FL	Self, feels overwhelmed with competition since AT&T was broken up; doesn't see need for more competition

ORLANDO SERVICE HEARING

Alice Cobb, Orlando, FL	Executive Vice President, Workforce Central Florida; spoke in favor of Lifeline Service
Matthew Rothman, Altamonte Springs, FL	Self, family; "If we were to allow an increase, a reasonable increase for this area, I believe a refund could be made and make it usable that the area of service be all of central Florida."
Robert Osband, Orlando, FL	Self, believes rate "leveling" should be between the intrastate and interstate rates, and rate-leveling across the board across the nation would take the burden off the back of Florida consumers
Brantly Slaughter, Orange County, FL	Self, seniors; spoke in favor of Lifeline Service
Ava Parker	Appeared to promote Lifeline
James Fleming, Ocoee, FL	Self, described service quality issues; didn't know about rate increases until he came to meeting; planning to send a "dumb and stupid letter" to elected officials for doing something dumb and stupid that affects his life

TAMPA SERVICE HEARING

Stuart Rogel	President/CEO, Tampa Bay Partnership, speaking as a private citizen; if the petitions provide the opportunity to provide the investment back into the telecommunications structure, it's an important part of what the community needs to grow
Bentley Lipscomb	Wanted to say AARP is not an insurance company

FT. LAUDERDALE SERVICE HEARING

Edward Fiorenza	Supra Customer, thought his rates were going up too
Barbara Laxon	Speaking for self and Broward Green Party; "...the whole idea of the control of quality and control of rates and stuff going out of the hands of the PSC is something that's very problematic to a great many of us ..."; "... the Commission is here to protect the citizens from the corporations and other people who would take advantage of us "
Gail Perry	Communication Workers of America, Council of Florida; spoke on service quality; believes that a lessening in service quality standards is a lessening in service that the citizens of Florida have always been accustomed to.
Marjorie Michelly	Spoke regarding watching out for those on fixed-incomes

OCALA SERVICE HEARING

Mike Sizemore	Chairman of the Marion County Democratic Party; consumers view the Commission as their voice and the only avenue they have to express their concerns. "And please, remind yourselves that you do serve the people of this great State of Florida and the citizens of Marion county"
Carol Allen	Self; had questions related to incurring charges for Sprint land line customers being charged for calling wireless customers
Dan Platt	Self, retired BST employee; when BST was broken up, the reason was for competition; vendors point fingers at one another and nothing is fixed
Richard Mills	Self; glad Commissioners came to Marion County to listen to the consumers
Jim Mahoney	Self; says the title of the legislation should have been "the telephone rate increase and the telephone company enhancement act"
Barbara Weese	Supports Lifeline
Louis Monaco	Self; currently not affected because he uses AT&T; "Your lawyers are speaking for the people here. You know, you have got to know that it is unconstitutional for the federal government or the state to make mandates to raise the phone bill. It is unconstitutional. And that is what I wanted to say."

PENSACOLA SERVICE HEARING

John Clark	Director, Council on Aging of West Florida; spoke in support of Lifeline and Link-Up services
Donna Fasset	Executive Director, ARC Gateway; spoke in favor of Lifeline Service
Rosemary Bonifay	Self; spoke in favor of Lifeline Service
Susan Senkank	Director of Community Impact, United Way of Escambia County; spoke in favor of Lifeline Service
Fran Jones	Spoke in support of Lifeline Service
Anne Bennett	Self, "if competition happens, will the companies still be under PSC Jurisdiction?" uses dial around service and didn't realize she was paying to not have a presubscribed LD company; competition already exists; young people are being held to pay for seniors; "What guarantees are there that Lifeline is not going to a bunch of deadbeats?"
Sue Melton	Questions whether there are any guarantees Lifeline Service will remain available; also views Lifeline as an excuse for the phone companies to raise rates.

FT. MYERS SERVICE HEARING *

SARASOTA SERVICE HEARING

Richard Pell	Self; asks "if at the end of three years if competition is nonexistent, will the company roll back rates?"
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ST. PETERSBERG SERVICE HEARING

Jim Simmons	Self, spoke regarding St. Pete Times article regarding Commissioner appointments, Ava Parker, Charlie Beck; "...how can the citizens of Florida not believe that even with all your public hearings, they are not more than just lip service and that this rate increase is simply a foregone conclusion?"
Morton Shamik	Self, testified that Verizon is a compassionate company; is involved with literacy in the community
Geraldine Dershay, St. Petersburg, FL	Self; does not have a land line, uses cell phone exclusively; sees no benefit in increases

DAYTONA BEACH SERVICE HEARING

Rick Fraser	President, Workforce Development Board of Flagler and Volusia Counties; spoke in support of Lifeline service
Terry Malia	Independent contractor for American Communications Network (ACN) - CLEC competitor

WEST PALM BEACH SERVICE HEARING

Rep. Mary Brandenburg	Constituents; increases should be one per year, and see if LD rates come down; suggests an end to the federal excise tax for the Sp/Amer war
Rep. Carl Domino	Constituents; believes this can usher in new technology
Bob Sears	Self, wrote White Paper, Supra Customer (former 30 year BST customer), competition already exists
Ed Fielding, Stuart, FL	Self; receives service from a CLEC

MIAMI SERVICE HEARING

Mike Dan, Palm Beach County, FL	Self, called any increases "malarkey"
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FT. WALTON BEACH SERVICE HEARING *

* ALL CUSTOMERS STATED POSITIONS REFERENCED IN THE SUMMARY

TALLAHASSEE SERVICE HEARING

Gail Marie Perry	Representing Communication Workers of America; spoke concerning unemployment workers and elimination of quality service personnel
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DOCKET NO. 030869-TL
TALLAHASSEE, DECEMBER 10, 2003

				REASON CODES											
NSP	PRO	CON	WITNESS	REPRESENTS OR SPOKE ON BEHALF OF	A	B	C	D	E	F	G	H	I	J	K
							1	Charlie Christ, Attorney General	Citizens - must be in best interest of residential						
		1	Ed Paschell	Self- sees no benefit- no residential competition							1		1	1	
		1	Eugene Danaher	Self - sees no benefit - questions accuracy of company							1				
		1	Arthur Flatt, Jr.	Self - no benefit- long distance rates already low						1	1				1
		1	Benjamin Ochshorn	Florida Legal Services future increases lifeline						1	1			1	
		1	Arthur Maruna	Self - low long distance rates available						1				1	1
		1	Barbara Day	Self- lifeline- mom & pop businesses						1	1				
		1	Helen Stackhouse	Self "how can you collect money from people & call it revenue neutral?"						1	1		1	1	1
1			Gail Marie Perry	Communication Workers of America											
1	0	8			0	0	0	0	0	5	7	0	2	4	3

BELLSOUTH	SPRINT	VERIZON
Increase non-recurring charges so that the single line residential rates would be lowered by approximately 36 cents.	Increases to basic residential recurring and non-recurring rates would be in four steps spread over three years.	Increase non-recurring revenues from \$1.2 million to \$2.4 million so that basic local rates can be raised by \$1.2 million less than requested.
Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.
	Lifeline rates would not be increased for four years.	Lifeline rates would not be increased for four years.
Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.