

090082

State of Florida



RECEIVED-FPSC
JUL -9 PM 1:38
COMMISSION
CLERK

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: July 9, 2009

TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

FROM: Stephen C. Larson, Executive Secretary to Commissioner Argenziano

RE: Docket No. 090082-TL

Please place the attached letter in the correspondence file for Docket No. 090082-TL. Thanks

FPSC, CLK - CORRESPONDENCE

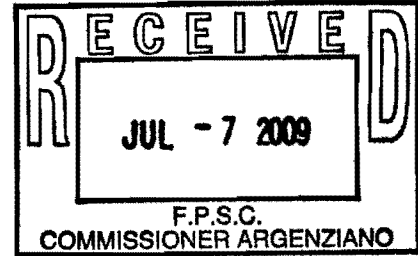
Administrative Parties Consumer

DOCUMENT NO. 06039.09

DISTRIBUTION: _____

July 5, 2009

Nancy Argenziano
Commissioner
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399



Dear Nancy:

Your note was received and appreciated. Never quite sure I'll ever hear from people when I write letters of complaint (or praise).

I'm glad my letter was the type of input you and the Commission are seeking. I am a big believer in letter-writing and you only "lose" 44-cents, at worst! I must admit, though, that I am not clear on your question, so I may ramble, but will try and clarify.

You asked if I am totally opposed to the change in distributing white pages to customers (Yes, I am. The company charges more and gives you less), or if I only want to ensure that I have all the information needed to continue to obtain my free printed directory. I would say the first one is more accurate. If, indeed, the Commission sticks to its ruling and the phone company doesn't have to automatically deliver a white pages book to each customer, I need to know who I contact to get mine. As a person who gets billed, on a regular basis, I shouldn't HAVE to know this. IT SHOULD COME TO ME, AS REGULARLY AS THE BILL (on an annual basis). As always, the customer seems to come last, when it comes to the bottom line!

I hope I've answered your question and thank you, again, for your courteous response. Please let me know the answer to the contact person, if you will. Thanks.

Sincerely,

Frances K. Thomas
3 Coachman's Court
Daytona, FL 32119

FT

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

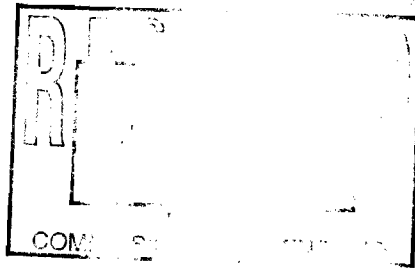
RECEIVED-FPSC
09 JUL -1 AM 10:21
COMMISSION
CLERK

DATE: June 30, 2009
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Lawrence D. Harris, Assistant to Commissioner Argenziano *LH*
RE: Docket No. 090082-TL – Petition by BellSouth Telecommunications, Inc. d/b/a AT&T Florida d/b/a AT&T Southeast for waiver of Rule 25-4.040(2), Florida Administrative Code.

Ann, please place the following letter in the Correspondence portion of the file for DN 090082-TL. Thank you,

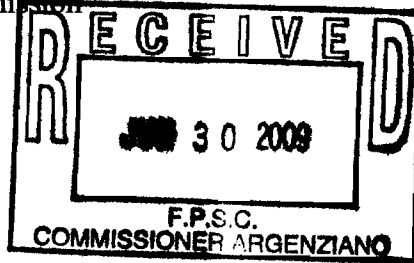
Larry D. Harris

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06039-09		
DISTRIBUTION		



June 22, 2009

Nancy Argenziano
c/o Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399



Re: AT&T Phone Books

Dear Nancy:

Forgive the familiarity of calling you by your first name; however, I absolutely abhor the designation "Ms" and refuse to use it.

Moving right along...I read the article in the Daytona News Journal about the above subject and had to write my objections, STRONGLY! I appreciate your concern on behalf of the elderly and residents of rural areas who depend on the white pages, and I am here to tell you that I am one of them and I am irritated, beyond words, at still ANOTHER company punishing its PAYING customers of yet another service. They're getting as bad as the airlines!

I rely on the white pages almost totally, as I find the yellow pages cumbersome and useless in that there are too many categories; e.g., the medical field. Instead of listing doctors by their last names so anybody who knows their alphabet can FIND them...they are listed by their specialty...sometimes! If they are part of a group, they may not be listed, at all! You at least have a shot at finding them, in the white pages. When I look for a number, I ALWAYS start in the white section. After that, I call the library, to avoid frustration!

Maybe times have changed, but how do the powers that be know for a fact that customers are "turning less and less" to the white pages. How can you possibly survey THAT?????????

The article says that AT&T will be required to continue providing free printed copies of the residential white pages to customers who request them. Well...that would be me, but it just doesn't say how to do that. Please let me know. Thank you.

Sincerely,

Frances K. Thomas
3 Coachman's Court
Daytona, FL 32119

FT

NANCY ARGENZIANO
COMMISSIONER

STATE OF FLORIDA



Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6038

Public Service Commission

June 30, 2009

Frances K. Thomas
3 Coachman's Court
Daytona, FL 32119

Re: AT&T White Pages rule waiver

Dear Frances:

Thank you for taking the time to comment, in writing, on the recent request by AT&T Florida for a rule waiver to allow distribution of printed copies of residential telephone listings ("white pages") only to those customers who request a printed copy. Our decision was to allow AT&T a temporary rule waiver, to allow the company time to test this change and determine if it would be appropriate to make such a change permanent. This period will also allow time for customers to comment, both in advance and after they have actual experiences.

I want you to know that your correspondence is exactly the type of input the Commission is seeking. Accordingly, I am going to place a copy in the official record of this proceeding for consideration when this matter comes back before us for a final decision. But in order to make that record complete, I would like to clarify whether you are totally opposed to this change, or if you only want to ensure you have all the information needed to continue to obtain your free printed directory?

To answer your question in the meantime, you will be able to request a free printed copy by dialing the toll free number which will be provided to you, both as a bill insert and on the cover of the business directory ("yellow pages") which will continue to be delivered to you. If you have any difficulty locating this number, please feel free to contact my office at (850) 413-6002.

Once again, thank you for taking the time to correspond with me, and please feel free to continue to do so in the future.

Sincerely,

A handwritten signature in cursive script that reads "Nancy Argenziano".

Nancy Argenziano
Commissioner

NA/ldh

Cc: Docket No. 090082-TL

Katie Ely

090082

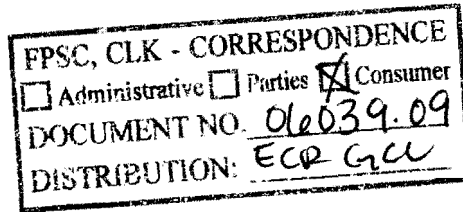
From: Ruth McHargue
Sent: Wednesday, June 24, 2009 9:15 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole
Subject: FW: To CLK- Docket 090082

Attachments: FAX.TIF



FAX.TIF (19 KB)

Please add to docket file.



-----Original Message-----

From: Consumer Contact
Sent: Tuesday, June 23, 2009 3:02 PM
To: Ruth McHargue
Subject: To CLK- Docket 090082

Please note I have enter this into CATS as info request with the appropriate docket # and close out code/company code. See 863727C

-----Original Message-----

From: Fax Server [mailto:FaxAdmins@psc.state.fl.us]
Sent: Monday, June 22, 2009 10:55 AM
To: Consumer Contact
Subject: 850 539 7120 1005, FAX 1 page(s)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 6/22/2009 10:54:58 AM
Number of Pages: 1
From (CSID): 850 539 7120
From (ANI): 1005
Sent to DID: 8504136362

Duration of Fax: 0:00:29
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012

KATHLEEN GROW
465 JOHN YAWN PLACE
HAVANA, FLORIDA 32333
(850) 539-9686

June 22, 2009

Florida Public Service Commission

To Whom It May Concern:

Regarding your decision to let AT&T not print and deliver to its subscribers the telephone white pages, how dare you! This is just another example of corporate greed. You again have succumbed to the slick, greedy, silk suited lobbyists and lawyers.

I have personal experience with AT&T's internet service. It took me six hours to receive an e-mail from Tallahassee to Havana using AT&T. I could have driven the e-mail to Tallahassee and had it arrive over five hours sooner.

This action of yours will leave countless people with no access to telephone numbers. Just because you all have your fancy laptops and such doesn't mean everybody does. There are many people, old, poor, infirm, et cetera, who don't have computers, can't afford internet service, don't want it, have no way to get to the internet. How are they supposed to get phone numbers?

I presume you noticed that AT&T will still print the yellow pages. The only reason for that is because those are paid ads, and the white pages are free listings. Another example of corporate greed.

I hope you are inundated with a million complaints as a result of your inappropriate decision. It will serve you right. I, for one, see this as just another reason to not trust the decisions of government, and this certainly was a bad decision.



Kathleen Grow

090082

PROTEST AT&T NOT PROVIDING A TELEPHONE DIRECTORY FOR THE FOLLOWING REASONS:

Since their INTERNET service or DSL rarely works, you will not be able to obtain the needed telephone directory on it! If you do not have a computer, you will have to pay to get the needed number by calling AT&T.

You will have to call the AT&T operator which will cost you, just to get a telephone number.

People will subscribe to AT&T's very poor internet service only to TRY TO access a telephone directory.

Many of us from Havana, want AT&T out of this area so we have access to improved internet service.

Make your complaint known by calling the State Public Service Commission free **1-800-342-3552, option 2.**

829 Tallahassee Trail
Havana FLA 32333
TALLAHASSEE
17 JUN 2009

POST

RECEIVED-FPSC
09 JUN 23 PM 3:02
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 06039-09
DISTRIBUTION: ECR GCU

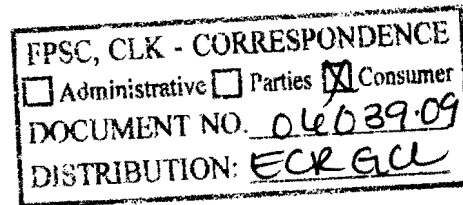
JUN 18 2009

Katie Ely

090082

From: Ruth McHargue
Sent: Monday, June 22, 2009 2:32 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole
Subject: FW: To CLK Docket 090082

Please add to docket file.



-----Original Message-----

From: Consumer Contact
Sent: Tuesday, June 16, 2009 3:21 PM
To: Ruth McHargue
Subject: To CLK Docket 090082

Please note this has been entered into Info Request, see 861777C.

-----Original Message-----

From: Webmaster
Sent: Tuesday, June 16, 2009 8:54 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 15, 2009 8:30 PM
To: Webmaster
Cc: plyoungjr@hotmail.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Paul Young
Company:
Primary Phone: 7723416641
Secondary Phone: 7723416641
Email: plyoungjr@hotmail.com

Response requested? Yes
CC Sent? Yes

Comments:

I just read an article in the Palm Beach Post regarding the elimination of white pages phone books for their customers by AT&T. I think this is a wonderful idea. The service is antiquated, costly and not environmentally friendly.

First off, I do not have a landline phone but if I did, I can assure you that I would not need, want nor keep a white pages book. In fact, when the yellow pages directories show up on my door step, I immediately walk over pick them

up and deposit them in the recycle bin. Unfortunately, a significant portion of the information contained in these directories is out dated by the time of print. THE web is much better from this standpoint.

Further, I know that many older citizens who are use to this publication are also increasingly becoming internet savvy. The concept of requesting a print copy as needed makes considerably more sense.

I also believe the phone companies should be allowed to request a small handling fee to distribute the books. THis would prompt people to really consider whether or not they need and will sue the books.

Mandatory phone books are a burden on our environment and the phone companies.

Katie Ely

090082

From: Ruth McHargue
Sent: Monday, June 22, 2009 11:39 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole
Subject: FW: To CLK Docket 090082

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, June 17, 2009 2:15 PM
To: Ruth McHargue
Subject: To CLK Docket 090082

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06039-09		
DISTRIBUTION: ECR GU		

This has been entered into CATS as info request...see 862064C

-----Original Message-----

From: Webmaster
Sent: Wednesday, June 17, 2009 1:31 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, June 17, 2009 1:07 PM
To: Webmaster
Cc: ArvinL@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: Arvin Jeffries
Company: Currently Unemployed
Primary Phone: 5615141637
Secondary Phone: 5615141637
Email: ArvinL@bellsouth.net

Response requested? No
CC Sent? Yes

Comments:

I applaud the PSC decision to reduce the annual waste of natural resources by not requiring the distribution of White Pages Telephone Directories. My thanks to Commissioner Lisa Edgar for agreeing to try the "green" approach. The annual discarded directories across FL and all other states is too large creating disposal problems and excessive waste. Thanks again for your forward thinking in helping to create a greener world.

Katie Ely

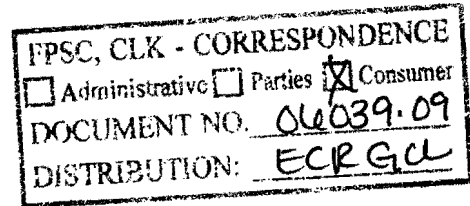
090082

From: Ruth McHargue
Sent: Monday, June 22, 2009 11:37 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: To CLK Docket 090082

Please add to docket file.

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, June 17, 2009 3:09 PM
To: Ruth McHargue
Subject: To CLK Docket 090082



AT&T went on to say that the move could save money. Of course it will save a lot of money (for AT&T - at the cost of ignoring the needs of its customers).

I must say that this action by the Florida Public Service Commission is beyond reason, and does not protect the customers of AT&T from self serving actions by this utility that the Commission supposedly is stopping. Instead, the Commission is allowing this utility to stop serving its customers, particularly seniors and residents of rural areas who most need the protection of the Commission.

John Whelton

Katie Ely

090082-TL

From: Ellen Plendl
Sent: Wednesday, June 17, 2009 9:36 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole
Subject: FW: Complaint: AT&T delivery of phone books

CONSUMER

Email received for Docket 090082-TL.

-----Original Message-----

From: ROBERT.FRANKIE.S07 [mailto:ROBERT.FRANKIE.S07@flsenate.gov]
Sent: Wednesday, June 17, 2009 8:29 AM
To: Ellen Plendl
Subject: Complaint: AT&T delivery of phone books

Mrs. Doris Marek, 6 Big Horn Place, Palm Coast FL would like the PSC to know that as a senior citizen she is very upset that the phone books will not be delivered.

Even though someone can request a phone book to be delivered, it would probably be better to have those that do not want a book call to stop delivery.

Her contention is that AT&T charges \$2.25 for directory assistance. If someone doesn't have a directory, they are forced to call for the number and pay the charge.

Her question is whether or not this is another way to increase revenue, not decrease costs.

Frankie Robert

Legislative Assistant

Office of Senator Evelyn Lynn

536 N. Halifax Avenue, Suite 101

Daytona Beach, FL 32118-4018

(T) 386-238-3180

(F) 386-238-3179

Email: robert.frankie.s07@flsenate.gov