

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

ORIGINAL
FILE COPY

In re: Proposed tariff filings)
by SOUTHERN BELL TELEPHONE AND)
TELEGRAPH COMPANY clarifying)
when a nonpublished number can)
be disclosed and introducing)
Caller ID to TouchStar Service)

DOCKET NO. 891194-TT



DEPOSITION OF:

PATRICIA S. ROLLINS COWART

TAKEN AT THE INSTANCE OF:

The Citizens of the State of
Florida, by and through
Jack Shreve, Public Counsel

DATE:

Tuesday, February 25, 1991

TIME:

Commenced at 10:50 a.m.
Concluded at 11:02 a.m.

PLACE:

Office of the Public Counsel
111 West Madison Street
Room 812
Tallahassee, Florida 32301

REPORTED BY:

JANE FAUROT
Notary Public in and for the
State of Florida at Large

ACCURATE STENOGRAPHY REPORTERS, INC.
100 SALEM COURT
TALLAHASSEE, FLORIDA 32301
(904) 878-2221

DOCUMENT NUMBER-DATE

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ACCURATE STENOGRAPHY REPORTERS, INC.

FSC-RECORDS/REPORTING

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The following deposition of PATRICIA S. ROLLINS COWART was taken on oral examination, pursuant to notice, for purposes of discovery, and for use as evidence, and for other uses and purposes as may be permitted by the applicable and governing rules. All objections, except as to the form of the question, are reserved until the final hearing in this cause; and reading and signing is not waived.

* * *

Thereupon,

PATRICIA S. ROLLINS COWART

was called as a witness, having been first duly sworn, was examined and testified as follows:

MR. BECK: Before we get started, do you want to agree to the same things we agreed to in the depositions of Mr. Lane and Mr. Cox?

MR. FALGOUST: Yes.

MR. BECK: Okay. And I'll do the same.

DIRECT EXAMINATION

BY MR. BECK:

Q Will you please state your full name.

A My name is Patricia S. Rollins Cowart. I use Rollins at work.

Q By whom are you employed?

A Southern Bell.

1 Q What is your position with Southern Bell?

2 A I am Staff Manager in Rates

3 Q And do you work in Atlanta?

4 A Yes.

5 Q Who would be your immediate superior?

6 A Nancy Sims.

7 Q How long have you had the position of Staff Manager
8 of Rates?

9 A One year in March.

10 Q And what was your position before that?

11 A Staff Manager, Pricing, BellSouth Services.

12 Q Could you briefly describe what your job
13 responsibilities are as Staff Manager of Rates?

14 A I am responsible for tariff and regulatory matters
15 for vertical services.

16 Q Could you tell me what vertical services are?

17 A It includes TouchStar services, Custom Calling
18 services.

19 Q And in your previous position as a Staff Manager of
20 Pricing at BellSouth Services, what was your duties there?

21 A I was responsible for long-range planning for toll
22 and private line services.

23 Q And pricing for those services?

24 A Indirectly.

25 Q What was it then more directly?

1 A I worked with the focus of the services five years
2 out. So, immediate pricing of the services, I didn't work with
3 totally.

4 Q Okay. Was that position more long-range than your
5 present position?

6 A Yes.

7 Q Okay. Is your present position more determining what
8 the rates should be right now or in the the near future?

9 A Yes.

10 Q Okay. Are you a member of the TouchStar
11 implementation team?

12 A Yes.

13 Q And you are right now?

14 A Yes.

15 Q How long have you been a member of that team?

16 A Since March of '90.

17 Q So, you became a member when you took your present
18 position?

19 A That's correct.

20 Q Could you briefly describe what the purposes of the
21 TouchStar implementation team are?

22 A We are responsible for implementing TouchStar
23 features in Southern Bell.

24 Q That would include Caller ID?

25 A That's correct.

1 Q Would that also include call tracing?

2 A Yes.

3 Q Do you have Deposition Exhibit 1 in front of you?

4 A Yes.

5 Q Okay. Do you recognize that?

6 A Yes.

7 Q Just very briefly describe what these are?

8 A It is the minutes to the meeting of September 10th,
9 it says.

10 Q And were you present at the September 10th meeting?

11 A Yes.

12 (Deposition Exhibit Number 1 marked for
13 identification.)

14 Q Could you turn to Page 3 of the exhibit, the last
15 page? Under the category miscellaneous there is a reference to
16 something called Two-Level Call Return, do you see that?

17 A Yes.

18 Q Could you tell me what Two-Level Call Return is?

19 A Two-Level Call Return is a feature whereby the number
20 that the call is being returned to will be voiced back before
21 the call is actually completed to that number.

22 Q When you say "voiced back," does that mean the person
23 who activates call return would then hear a voice that tells
24 them the number?

25 A That's correct.

1 Q Is the technology in place to offer that in Florida?

2 A I don't know.

3 Q Has Two-Level Call Return been offered in any
4 Southern Bell state?

5 A No, it has not.

6 Q Again, referring to the document, the first sentence
7 referring to Two-Level Call Return says, "Two-Level Call Return
8 is to be ordered on a next-job basis, do you see that"?

9 A Yes.

10 Q What does that mean by next-job basis?

11 A I'm not sure.

12 Q And do you see the next sentence that says,
13 "Two-Level Call Return will not be turned on until Caller ID
14 issues are resolved"?

15 A Yes.

16 Q Okay. Do you recall that being discussed at the
17 meeting?

18 A Yes.

19 Q And do you know why it will not be turned on until
20 Caller ID issues are resolved?

21 A Until we have regulatory approval to offer Caller ID
22 and give calling telephone numbers out.

23 Q Okay. Do you see this Two-Level Call Return as
24 having some similarities, then, to Caller ID?

25 A Not exactly.

1 Q Let me backup. Is it similar in that the person who
2 uses the service will get the calling -- will get the telephone
3 number of the person who called them?

4 A They will get the number of the person who has
5 already called them.

6 Q All right. So, to that extent, at least, it is
7 similar to Caller ID, is it not?

8 A Well, Caller ID gives you the number before you
9 answer the call. Call return would not give you the number
10 until after the call.

11 Q Okay. Has Two-Level Call Return been offered
12 anywhere, to your knowledge?

13 A I don't know.

14 Q On Page 2 of these minutes, about midway down, there
15 is a reference to Call Tracking. Could you tell me what Call
16 Tracking is?

17 A It is BCLID.

18 Q Do you know what the status of that in is Florida?

19 A No.

20 Q What is BCLID?

21 A I am not familiar with BCLID. It is an ONA feature,
22 and I don't work with ONA features directly.

23 Q Go up a little higher on the page to the fourth
24 paragraph where it starts with the word "regulatory"?

25 A Yes.

1 Q And it says, "Regulatory is working with calling
2 number delivery on ISDN. Pat Rollins makes the request to
3 BellSouth services to look at all calling number delivery
4 features and state an overall corporate direction." Do you see
5 that?

6 A Yes.

7 Q Okay. Has that been done?

8 A Yes.

9 Q And what is the overall corporate direction?

10 A We will not deliver any telephone numbers until the
11 issues surrounding Caller ID are resolved.

12 Q Would that include automatic number identification?

13 A No, but then automatic number identification is not
14 the calling number, either.

15 Q What would be the particular calling number delivery
16 on ISDN that would not be offered until the Caller ID issues
17 are resolved?

18 A Again, I will have to say I don't work directly with
19 ISDN, so I really can't answer a lot of questions -- I mean, I
20 don't really know that much about ISDN.

21 Q Okay. Have there been discussions at these
22 implementation team meetings about providing the calling
23 party's telephone number to customers of Call Trace?

24 A Yes.

25 Q Could you briefly describe what those discussions

1 have been?

2 A They vary.

3 Q Could you amplify on that?

4 A Well, we've talked about all aspects of it, and at
5 this time we have no plans to give the telephone number to the
6 person who activated the call tracing.

7 Q Is that a controversial subject in Southern Bell
8 right now?

9 A I don't know. Well, I can't answer how it is in
10 Southern Bell.

11 Q Okay. In the implementation team meetings, is it
12 controversial among the different members in the implementation
13 team?

14 A I don't think so, really.

15 Q What is the general thrust, then, if it is not
16 controversial?

17 MR. FALGOUST: Excuse me, Charlie, I think she has
18 already answered that there are no plans to offer that
19 service. Is this a different question?

20 MR. BECK: Well, let me backup.

21 BY MR. BECK:

22 Q You say that the present status of providing the
23 telephone number of a calling party to a subscriber to Call
24 Trace is that there are no present plans to provide that
25 service?

1 A That's correct.

2 Q Okay. Are those plans on hold pending resolution of
3 Caller ID issues?

4 A I wouldn't say that.

5 Q Well, let me do an analogy, if I could. Two-Level
6 Call Return is the offering of that is subject to resolution of
7 Caller ID issues, is it not?

8 A That's correct.

9 Q Okay. The same would not be true for providing the
10 customer or the calling party's number to a Call Trace
11 customer, is that simply on hold pending resolution of Caller
12 ID?

13 A No, I don't think it is.

14 Q Okay. So when you say there is no present plans to
15 offer the service of providing the calling party's number to
16 subscribers to Call Trace, would you anticipate that that
17 position would stay the same even after Caller ID issues are
18 resolved?

19 A I don't know that I can speculate on what the
20 anticipation of the Company is. The only thing I can say is
21 this time we have no plans to do that.

22 MR. BECK: I think that is all I have. Thank you.
23 There may be others, though.

24 CROSS EXAMINATION

25 BY MR. MATHUES:

1 Q Ms. Rollins, my name is Steve Mathues. I represent
2 the Florida Department of General Services.

3 Turning to Page 3 again, if you will, on the issue of
4 Two-Level Call Return, was it your testimony earlier that the
5 number of the call to be returned would be voiced to the
6 subscriber prior to the call being placed?

7 MR. FALGOUST: Let me ask the witness to ask him to
8 repeat the question, because I think you misstated it,
9 Steve.

10 MR. MATHUES: Rather than restate it, I will
11 withdraw it and ask you a new question.

12 BY MR. MATHUES:

13 Q How does Two-Level Call Return work?

14 A If I am the person who has the feature, and I want to
15 return the call to the last number that called me, I would
16 activate the feature. I would hear the number voiced back to
17 me, and then I would activate it further to complete the call
18 back to that number.

19 Q Do you know what you would hear, if anything, if that
20 previous call had come from a cellular phone?

21 A No.

22 Q Do you know what you would hear if the previous call
23 had been an operator-assisted call?

24 A I don't know the exactly what you would hear, no.

25 Q Do you know whether you would hear the number of the

1 calling party, if the calling party had blocked his outgoing
2 number?

3 A You would not.

4 MR. MATHUES: Thank you. That is all I have.

5 MS. GREEN: No questions.

6 MR. BECK: Thank you very much.

7 THE WITNESS: Okay.

8 (The deposition was concluded at 11.02 a.m.)

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CERTIFICATE OF REPORTER

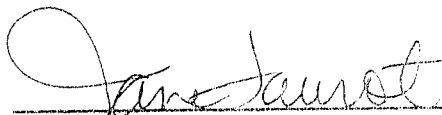
STATE OF FLORIDA)
COUNTY OF LEON)

I, JANE FAUROT, Court Reporter, Notary Public in and for the State of Florida at Large:

DO HEREBY CERTIFY that the foregoing proceedings was taken before me at the time and place therein designated; that before testimony was taken the witness/witnesses were duly sworn; that my shorthand notes were thereafter reduced to typewriting; and the foregoing pages numbered 1 through 14 are a true and correct record of the proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor relative or employee of such attorney or counsel, or financially interested in the foregoing action.

WITNESS MY HAND AND SEAL this 5th day of March, 1991, in the City of Tallahassee, County of Leon, State of Florida.


JANE FAUROT, Court Reporter
Notary Public in and for the
State of Florida at Large

My Commission Expires: July 16, 1993

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filings by) Docket No. 891194-TI
SOUTHERN BELL TELEPHONE AND TELEGRAPH)
COMPANY clarifying when a nonpublished)
number can be disclosed and introducing)
Caller ID to TouchStar Service)
_____)

Deposition Exhibit No. 1

TouchStar Implementation
Meeting Minutes
Atlanta
September 10, 1990

Attendees:

Janet Bernstein
Jim Evans
George Grier
Judie Clement
W. J. Schultz
Claudia Locke
Karen Hodges
Wayne Strickland
David Furth
Lynda Smith
Pat Rollins

Customer Services:

For the July reporting period, SBT had a company residence customer TouchStar penetration of 10.01%. Florida's was 9.44%, North Carolina 7.54%, Georgia 11.79% and South Carolina 10.91%.

New SBT cuts will continue to have a 90 day service order waiver. In addition, Florida will begin their cross product campaigns September 15 through November 15. The rest of the states begin October 1 and run through November.

Operator Services has continued to get high levels of TouchStar calls through the Georgia Operator Services information program. Customers have the majority of questions on Call Tracing and Call Block. We will work towards making these services more understandable through customer education, and rep and operator explanations. The TouchStar calling area seems to be difficult for the customer. The operators give instructions, answer questions or transfer customers to the Business Office for further information.

Caller ID:

Public hearings are being held in Orange Park, Orlando and Miami on September 25, 26 and 27. Public Service Commission hearings are scheduled for November 28 and 29 and an order is scheduled to be issued March 4, 1991.

A generic privacy hearing was held September 12 in Georgia. A PSC decision in Georgia will be held until the earnings issues are resolved.

Caller ID in North Carolina is still on hold.

As yet, no date has been set for the South Carolina declaratory ruling.

Regulatory is working with calling number delivery on ISDN. Pat Rollins makes the request to BSS to look at all calling number delivery features and state an overall corporate direction. She also stated that SBT will not deliver any telephone number to a customer via TouchStar, Caller ID, ISDN, SMDI, etc.

BellSouth Products has a new line of Caller ID adjunct units and integrated sets with memory. If anyone would like information, please see Janet.

BellSouth Services is proceeding with the development of usage sensitive Caller ID for multiline customers. This would be tariffed only after the privacy issues are resolved.

Call Tracking:

BCLID has been filed as part of the ONA tariff in Florida on 8/13, and South Carolina on 8/20. North Carolina will file ONA without BCLID in September, and Georgia is expected to file 4Q.

Call Tracing:

The print advertising has been changed to show in bold print that a customer will not receive the number of the call traced. It also states that the appropriate action taken by SBT "varies, so ask for details."

Call Block will be advertised on television in place of Call Tracing.

Phase II Features:

SBT has requested a cost analysis on "fixing" phase II features in future digital cuts to keep the features' operation as it is today. New digital switches will voice back "private entries" on the list features of TouchStar. Until calling number delivery questions are resolved, SBT will not allow the sale of list features in a digital switch that voice back a private entry.

Investigation has found that RCMAC will not stop the flow of an order for a list feature that should not be sold. The next investigation will be into an edit on the service order flow. An updated list of central offices would also be necessary.

State Updates:

Florida is on schedule for cuts in 1990 - Jacksonville 10/1, Brevard County 11/90 and Daytona 12/90.

South Carolina has cut Anderson. Clemson, Spartanburg and Seneca cut in mid September. Greenville will cut in November.

Georgia had major outstate cuts in August - Macon, Savannah, Augusta and Columbus.

Asheville, North Carolina has cut and several small locations in North Carolina are due mid September.

Miscellaneous:

Two-Level Call Return is to be ordered on a next job basis. Two-Level Call Return will not be turned on until Caller ID issues are resolved.

A new Vertical Services umbrella tariff has been developed which will provide discounts with multiple features purchased. TouchStar will be included as will RingMaster, Custom Calling and Touchtone, etc.

SBT Forecasting is requesting KRIS help to bring the 4364 MBT discrepancies to resolution.

Please note the next meeting will be held on Monday, November 5 in room 525 at Southern Bell Center at 10:00 a.m.