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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of : DOCKET NO. 980671-TL
:
Request for review of :
proposed numbering :
plan relief for the :
407 area code. :
:
:

PROCEEDINGS: MELBOURNE SERVICE HEARING

BEFORE: CHAIRMAN JULIA L. JOHNSON
COMMISSIONER J. TERRY DEASON
COMMISSIONER JOE GARCIA
COMMISSIONER E. LEON JACOBS, JR.

DATE: Friday, September 25, 1998

TIME: Commenced at 4:05 p.m.
Concluded at 6:06 p.m.

PLACE: Brevard County Government Center
Building C, Commission Room
2725 Judge Fran Jamieson Way
Melbourne, Florida 32940

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1 **APPEARANCES:**

2

3 **D. WAYNE MILBY**, Senior NPA Relief Planner,
4 Lockheed Martin IMS Communication Industry Services,
5 1133-15th Street, N.W., Washington, D.C. 20005,
6 appearing on behalf of **North American Numbering Plan**.

7

8 **JUNE MCKINNEY**, Florida Public Service Commission,
9 Division of Legal Services, 2540 Shumard Oak
10 Boulevard, Tallahassee, Florida 32399-0870, appearing
11 on behalf of the **Commission Staff**.

12

13 **CHARLES BECK**, Tallahassee, Florida, **Office of**
14 **Public Counsel**.

15

16 **ANN SHELFER**, Tallahassee, Florida, **Commission**
17 **Staff**.

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19 **LEVENT ILERI**, Tallahassee, Florida, **Commission**
20 **Staff**.

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P R O C E E D I N G S

(Hearing convened at 4:05 p.m.)

CHAIRMAN JOHNSON: I would like to welcome you all here. We appreciate your coming out this afternoon, particularly given the weather. My name is Julia Johnson. I'm the chairman of the Florida Public Service Commission. Counsel, if you could go ahead and read the notice for this proceeding.

MS. MCKINNEY: Pursuant to the notice issued August 27th, 1998, this time and place was set for hearing in Docket Number 980671, request for review of proposed numbering plan relief for 407 area code. The purpose of the hearing is set forth in the notice.

CHAIRMAN JOHNSON: Thank you. Again, I'm Julia Johnson, chairman of the Florida Public Service Commission. Seated to my left is Commissioner Leon Jacobs, to my right is Commissioner Terry Deason, and Commissioner Joe Garcia is also here. He'll be back in in just a moment.

As you arrived or while you were seated there we might have handed to you a document that basically gives you the background as to how we got to where we are today. Currently the 407 area code is near exhaust. Given the exponential growth in the use of numbers due to second lines, faxes, cellular phones,

1 beepers, it has necessitated the need for us to
2 determine a way in which to provide some relief to the
3 407 area.

4 The industry groups have proposed as a
5 consensus plan an overlay. That system would
6 necessitate overlaying on the existing 407 area code
7 an entirely new area code. Had some folks in the
8 audience ask me, "Well, what does that mean? How
9 would that affect us? Will it affect how and what is
10 long distance? Will it affect how we dial?"

11 Well, it won't affect your calling scopes.
12 The places that you can call now that are local will
13 still be local. The places that are long distance
14 will still be long distance. What it will affect,
15 however, is if we were to do an overlay would be the
16 dialing pattern. You would have to indeed dial 10
17 digits, the new area code and your existing seven
18 digits.

19 The other option that we will be considering
20 will be the geographical split, and that would be to
21 give one area 407 and to give the other area a new
22 area code. We have not determined yet what that new
23 area code might be, but if we go with a geographical
24 split, then you will have seven-digit dialing, your
25 traditional dialing, but the area that will have the

1 new area code of course will have a new and different
2 area code. But, again, it would not necessitate the
3 10-digit dialing.

4 Mr. Milby will give some explanations as to
5 all the possible plans that are out and the process
6 that the industry groups go through in his
7 organization as we process and go through the exhaust
8 issues.

9 For those of you who don't want to testify
10 but may want to provide some comment to the
11 Commission, if you will notice in the green sheet
12 there is a section for you to provide written
13 comments. If you would just like to write down your
14 comments and provide those to the young lady that's in
15 the back, Ms. Crump, that would be fine.

16 Or if you go home later this afternoon and
17 you have some concerns and you think about it and you
18 want to write those out and provide those to us,
19 that's also an available avenue. We have also listed
20 our 1-800 number and our Internet site.

21 Now, I did want to note for the record, I
22 know that this document says that there is access to
23 the event on the Internet. Today's activities will
24 not be transmitted over the Internet right now. We
25 were unable to hook up the necessary equipment to give

1 the access to the Internet, but this is being recorded
2 by both our court reporter and by a regular tape
3 recorder, and I believe that it will later be
4 implemented and made a part of the Internet process,
5 so that you could later go and download and listen to
6 that particular testimony.

7 With that, are there any other preliminary
8 announcements?

9 **MS. MCKINNEY:** No, Ms. Chairman, nothing
10 other than that.

11 **CHAIRMAN JOHNSON:** We'll proceed.

12 **MS. MCKINNEY:** June McKinney on behalf of
13 staff.

14 **MR. BECK:** My name is Charlie Beck with the
15 Office of Public Counsel.

16 **CHAIRMAN JOHNSON:** Nothing else?

17 **MS. MCKINNEY:** No, Madam Chairman.

18 **CHAIRMAN JOHNSON:** With that, if you would
19 like to testify, if you could stand, I'll go ahead and
20 swear you in at this time.

21 (All witnesses sworn by Chairman Johnson.)

22 **CHAIRMAN JOHNSON:** Thank you. You may be
23 seated. Again, by way of overview, Mr. Milby will
24 come forward and kind of give you some background and
25 go through, I believe, the options that are available.

1 He will introduce himself and go through our
2 presentation.

3 Commissioner Voltz has participated in this
4 process. I wanted to thank you for allowing us to use
5 these facilities and welcoming us back into your
6 community.

7 Mr. Milby will start his presentation, and
8 then we will start calling each of you forward. If
9 you have questions of us or Mr. Milby or of the
10 industry members -- there are quite a few of them here
11 to entertain any questions you might have. If we have
12 questions of you and if you don't feel like answering
13 them, that's fine, but if you do want to respond,
14 that's fine too. So with that, if you could come
15 forward.

16 - - - - -

17 **D. WAYNE MILBY**

18 was called as a witness on behalf of the Citizens of
19 the State of Florida and, having been duly sworn,
20 testified as follows:

21 **DIRECT STATEMENT**

22 **MR. MILBY:** Thank you, Chairman Johnson. My
23 name is Wayne Milby. I'm employed by Lockheed Martin
24 IMS as the senior NPA relief planner for the Eastern
25 Region of the North American Numbering Plan. Lockheed

1 Martin INS in its role as North American Numbering
2 Plan Administrator, or NANPA for short, is responsible
3 for initiating NPA relief planning in areas within the
4 United States in sufficient time to prevent the
5 exhaust of numbering resources.

6 Pursuant to the NPA Code Relief Planning and
7 Notification Guidelines, NANPA hosted an industry
8 meeting in Orlando, Florida, on March the 31st, 1998.
9 The primary objective of that meeting was to review
10 the NPA relief alternatives in the initial planning
11 document, as well as additional alternatives suggested
12 by the industry, and come to a consensus on a single
13 relief plan to be presented to the Florida Public
14 Service Commission.

15 The industry came to a consensus to recommend
16 Alternative Relief Plan Number 1, an overlay, as a
17 method of relief for the 407 area code. The industry
18 also came to consensus to recommend 10-digit dialing
19 for the all-services overlay relief plan as required
20 by federal regulations.

21 As a neutral party, NANPA cannot take a
22 position or make any recommendations concerning the
23 type of relief for an area code. Our role is that of
24 facilitating the industry consensus process, towards
25 the recommendation of an alternative for relief to the

1 appropriate regulatory authority.

2 On April the 22nd, 1998, I filed documents
3 with the Florida Public Service Commission that
4 provided the status of the industry's efforts,
5 industry meeting notes, and a description of the
6 overlay alternative recommended by the industry. The
7 documents also include all of the relief alternatives
8 by the industry, and I'll review those for you now.

9 Alternative 1 is the alternative recommended
10 by the industry. It would overlay a new area code on
11 the entire 407 geographic area, which is highlighted
12 in yellow, and use the existing 407 boundary lines for
13 the new overlay area code.

14 The other alternatives considered by the
15 industry are as follows. And as I describe each one
16 of the geographic split alternatives, I'll be
17 referring to area A and area B, because I provided a
18 table at the end of the presentation that was on a
19 separate sheet of paper that depicts the projected
20 life of each area, area A and area B, of each of these
21 alternatives. So that's the reason for referring to
22 the area A and area B.

23 Alternative 2, the second one on the slide
24 before you, is a single geographic split. It splits
25 the existing 407 area code into two geographic areas,

1 with Orange and Seminole Counties in area A, or the
2 area highlighted in yellow, and Brevard and Osceola
3 counties in area B.

4 **MEMBER OF AUDIENCE:** May I interrupt just a
5 split second?

6 **MR. MILBY:** Yes.

7 **MEMBER OF AUDIENCE:** You have got two
8 assumptions, 1 and 2.

9 **MR. MILBY:** Yes.

10 **MEMBER OF AUDIENCE:** You have got two areas
11 and you got two assumptions.

12 **COMMISSIONER GARCIA:** You have to talk on the
13 record.

14 **MR. MILBY:** I'll explain that in detail right
15 after I go through the maps and give a lot of detail
16 on what those two assumptions are. Thank you.

17 For the next slide, now, we have Alternative
18 3 at the top. It's a single geographic split. It
19 splits existing 407 area code into two geographic
20 areas, with Osceola County and Orange County, less the
21 East Orange rate center, in area A, or the area in
22 yellow, and Brevard, the East Orange rate center, and
23 Seminole County in area B.

24 Alternative 4, another geographic split,
25 splits existing 407 area code into two geographic

1 areas, with Orlando, Winter Garden, Montverde,
2 Windemere, Reedy Creek, Lake Buena Vista, West
3 Kissimmee, Celebration, and the Kissimmee rate centers
4 in area A, and then the remaining geography is area B.

5 The next slide, we have Alternative 5, a
6 single geographic split. It splits the existing 407
7 area code into two geographic areas, with the Orlando
8 and Winter Park rate centers comprising area A, and
9 then all of the remaining geography comprising area B.

10 Area 6 at the bottom of the slide,
11 Alternative 6, is a single geographic split. It
12 splits the existing 407 area code into two geographic
13 areas, with just the Orlando rate center in area A,
14 and the remaining geographic area comprising area B.

15 For the next slide, Alternative 7 is a single
16 geographic split. It splits the existing 407 area
17 code into two geographic areas, with Seminole County
18 and Orange County, less the Windemere, Reedy Creek,
19 and Lake Buena Vista Lake centers in area A, and then
20 the remaining geography in area B.

21 The bottom of this slide, Alternative 8, is a
22 single overlay combined with a boundary realignment to
23 include the Orange City rate center that's currently
24 in the 904 area code. With this alternative the
25 industry came up with an overlay of a new area code on

1 top of the entire 407 area code, as well as the Orange
2 City rate center.

3 The next slide, we have Alternative 9, which
4 is a single geographic split. It splits the existing
5 407 area code into two geographic areas, with Orlando,
6 Winter Park, Winter Garden, Montverde, Windemere,
7 Reedy Creek, Lake Buena Vista, West Kissimmee,
8 Celebration, and Kissimmee rate centers in area A, and
9 the remaining geographic area in area B.

10 The last alternative, Alternative 10, is a
11 single geographic split. It splits the existing 407
12 area code into two geographic areas, with the Orlando
13 and East Orange rate centers in area A, and all of the
14 remaining geography comprising area B.

15 Now, for the next slide with all these
16 figures on it, I tried to summarize all the lines for
17 you of the initial planning document. The projected
18 life of each alternative is in the number of years
19 under two different growth assumptions.

20 Assumption 1 is that the code growth, the
21 demand for the exchanges, continue in a straight-line
22 direction approximately at the same rate that they are
23 being used today. Assumption 2 starts out the same,
24 the growth would continue in a straight-line direction
25 approximately at the rate the codes are being consumed

1 today until the end of the year 2000. At that time
2 there is an assumption that the demand for these codes
3 would be reduced by 50 percent, to provide an estimate
4 of what the potential impacts might give national
5 number conservation efforts that might cause the
6 demand to be reduced by the exchange codes.

7 A little additional explanation on the chart.
8 With the overlay alternatives number 1 and number 8,
9 there is only one area involved, so the life is shown
10 in the middle of the two columns, between area A and
11 area B. That's the only way I could figure to depict
12 that.

13 And as an example on the split alternatives,
14 under Assumption 2 -- I'm sorry, under Alternative 2,
15 you could see that area A has a life of 1.9 years and
16 area B has a life of 13.1 years. And you move to
17 assumption 2 where we're assuming that after the year
18 2000 the demand drops in half, you would logically get
19 more life, and that would go up to two and a half
20 years and 24.9 years.

21 I think everyone has a copy of this chart, so
22 I don't think I need to take the time to go and read
23 all of these numbers to you. And that concludes my
24 presentation of the alternatives that were considered
25 by the industry. Thank you.

1 **CHAIRMAN JOHNSON:** Thank you, Mr. Milby.
2 Now, was there an outstanding question? Or did you
3 answer the gentleman's question?

4 **MR. MILBY:** I hope I answered it.

5 **MEMBER OF AUDIENCE:** Thank you.

6 **CHAIRMAN JOHNSON:** Sir, was the question
7 answered sufficiently?

8 **MEMBER OF AUDIENCE:** Yes.

9 **CHAIRMAN JOHNSON:** There may be some other
10 questions of Mr. Milby. If so, you will need to come
11 forward and state your name.

12 **MEMBER OF AUDIENCE:** I think probably you can
13 hear me.

14 **CHAIRMAN JOHNSON:** Well, it's for purposes of
15 recording.

16 **MEMBER OF AUDIENCE:** Mr. Milby, I'm curious
17 why you have only chosen to have two area code splits?
18 Why you would not want to go into more than two? I
19 mean, you know, areas could have each -- three
20 different splits, could have three new area codes or
21 two new area codes, and the one that has the most
22 population, the most telephones, would keep the 407.

23 **COMMISSIONER GARCIA:** Ma'am, we're trying to
24 record this, and I don't like using mikes either, but
25 just speak into the mike, because this is going to be

1 put on the Internet, and although we can hear you,
2 there is no recording made if you don't speak in to
3 the mike.

4 **MEMBER OF AUDIENCE:** My question is why have
5 you chosen only area A, area B, two cuts, instead of
6 more than two cuts?

7 **MR. MILBY:** The industry could have proposed
8 a double split, I guess you would call it. They just
9 didn't in the meeting. There is another consideration
10 here, whether that would be approved or not by NANPA
11 as far as assigning the area code.

12 The whole North American Numbering Plan could
13 possibly exhaust if that kind of relief was
14 implemented in different parts of the country. The
15 North American Numbering Plan had been projected to
16 last many years, out to, say, 2030, but the codes are
17 being consumed today at a rate of 30, possibly as many
18 as 40 area codes a year, so if one area were to use
19 more codes than they needed now, it might mean that
20 the whole North American Numbering Plan would be
21 exhausted prematurely. Whereas you might have a
22 double split and relieve the problem in this area, and
23 have codes that might last for 20 years, the rest of
24 the country might exhaust prematurely in 10 years if
25 this was done by many areas of the country.

1 So any alternative is possible, but whether
2 it would be approved or not would be a question from
3 the standpoint of how it might impact the entire
4 country as far as the use of area codes.

5 **CHAIRMAN JOHNSON:** Let me follow up on that
6 particular answer. The North American Numbering
7 Council is an organization, a group made up of
8 industry members and state commissions with other
9 policy makers, and they do have criteria that they put
10 forward for the allocation of area codes. And one of
11 the criteria is that you not use more numbers than
12 absolutely necessary.

13 There was a fear -- there was a fear that
14 what would happen would be just as he suggested, that
15 every state, to cure the ill, would want three or four
16 area codes, and that the area codes would be exhausted
17 very, very quickly.

18 In fact, in one of our rulings last year
19 dealing with the North Florida area, our original
20 recommendation was to use three area codes when it was
21 a large area, as it is here, to resolve our dispute.
22 We voted that out. After that decision was voted out,
23 we got quite a bit of correspondence from the FCC and
24 the chairman of the North American Numbering Council,
25 because not only had Florida approved more than one

1 area code as an option, several other states -- I
2 think it was Texas and -- I'm not sure of the other
3 states -- were starting to do the same thing. They
4 cautioned us against that as violative of their
5 criteria that they set forward.

6 And I believe -- I know Florida reconsidered
7 its vote and determined that we would go with the more
8 conservative, just issuing the two codes, even though
9 we may be back -- I heard one gentleman say we'll be
10 back sooner -- even though we may be back sooner, to
11 look at it from the national perspective of conserving
12 numbers, we did retract -- in fact, I reconsidered my
13 decision and went with the two area codes.

14 Most states -- I believe all states have done
15 the same. If we were to go forward -- someone asked
16 this last night, what if you were to go forward with
17 three area codes anyway, could they really stop you?
18 And I'm not sure. It hasn't been -- no one has
19 challenged that and none of the states have taken that
20 step to challenge the criteria in federal court. Most
21 states have been rather conservative and said, okay,
22 we'll take it one step at a time, just like the rest
23 of the nation, to try to conserve a supply of area
24 codes for as long as we can.

25 So understanding that's an option that as Mr.

1 Milby stated, given the criteria that this body put
2 forth and given the fact that we do have limited area
3 codes, we traditionally try to act within those and
4 add one new area code at a time.

5 Every time we do this with the area codes,
6 indeed we do hear in the area where we go, Why don't
7 you just give us our own area code? Why -- there was
8 one group that testified, one particular industry
9 group in Orlando, that said, Well, hey, my
10 organization could use its own area code. Just give
11 my organization one.

12 So where do you stop, where you begin is an
13 issue they are dealing with on the federal level and
14 on the state level. So we're trying to do the best
15 that we can, but we're also trying to work within the
16 national parameters, and understanding that there is
17 an issue of exhausting even the area codes.

18 Another gentleman had a question?

19 **MEMBER OF AUDIENCE:** I'll address it when I
20 speak.

21 **CHAIRMAN JOHNSON:** Thank you. For Mr. Milby?

22 **MR. MITCHELL:** I'm George Mitchell. When you
23 presented the industry recommendation, you mentioned
24 the overlay and the use of 10-digit dialing as if they
25 were two separate recommendations. Is it possible to

1 prefer, I would appreciate if you tell us when you
2 speak to us.

3 And obviously I'm sure the chairman told you
4 you could speak on anything you want related to
5 utility matters, but if you could when you present
6 your position, I would appreciate that at some point
7 through this you say, I like plan 7, I like plan 2, I
8 hate overlay, anything but overlay. Whatever it is
9 that you feel, give it to us succinctly, because staff
10 goes over this, believe it or not. We're not just
11 recording this to leave it in a vacuum. It impacts
12 us. Commissioner Clark, who is not here, will also
13 listen to this. And Scott, more of the technical
14 staff, will sit through this, and in fact they
15 produced a preliminary report on what we have, and
16 it's almost 10 pages long just on the previous
17 hearings that we had, and just different studies of
18 options that people liked and didn't like. It's more
19 based on overlay or not overlay, and give us your
20 rationale. It's always helpful.

21 I'll tell you, in the last two days we had
22 one customer who came and gave us a wonderful idea on
23 this issue. So you never know. We sometimes learn a
24 lot.

25 In the Miami hearings we had the difficulty

1 that the Keys people gave us in particular, made us
2 find a specific solution that addressed it, and
3 because we had the time, we were not only able to do
4 that, but one of the participants came up with a good
5 idea on an area code which we were able to implement
6 by good fortune. So you never know. We would
7 appreciate it.

8

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CHAIRMAN JOHNSON: Thank you.

10

MR. BECK: County Commissioner Helen Voltz.

11

HELEN VOLTZ

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was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

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DIRECT STATEMENT

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MS. VOLTZ: Welcome back to Brevard again. I
didn't think I would see you all so soon. And we have
not changed our mind. The county commission still
supports a single area code. Whether it be 407 or
whether it be something else, we support a single area
code. If we cannot have one single one, we prefer a
single split, Alternative Number 7.

23

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25

And I do have a large folder back at my
office with numerous letters. Unfortunately, on my
way out I picked up the wrong folder, so what I would

1 like to do is fax you all the copies of the letters
2 from the cities and the constituents that requested
3 the same thing, and that is one overlay. And I think
4 that's probably it.

5 Well, one other thing. I guess it was the
6 Palm Bay/Melbourne Chamber of Commerce that requested
7 the overlay the last time they were here, and I talked
8 to them afterwards, and I think there was a bit of
9 confusion, and they have since sent you all a letter
10 renigging on that and stating that they would like to
11 have just the one area code. So according to the
12 county staff --

13 **COMMISSIONER GARCIA:** That's impressive.

14 **MS. VOLTZ:** According to county staff, they
15 prefer to have the single split Alternative Number 7
16 if we can't have our own area code.

17 **COMMISSIONER GARCIA:** Commissioner, and it's
18 not for sure that we can do this, and there may be
19 some problem about it, but we had a really good idea
20 the other day, and I guess you're from this area and
21 you're representative of the broader -- and I should
22 say you have done a fantastic job on this. You have
23 really kept us informed.

24 But someone suggested the area code if we
25 have to change for this part of the state and if we

1 could pick one, that 321 would be a great area code
2 because of the linkage of this community with the
3 Space Center.

4 **MS. VOLTZ:** Oh, that would be wonderful.

5 **COMMISSIONER GARCIA:** There may be a problem
6 in getting it. I don't want to promise things that we
7 can't do, but we're going to try to get it, because
8 apparently it has not yet been assigned. And we may
9 have to hold this gentleman right here prisoner --

10 **MS. VOLTZ:** I'll see him before you all
11 leave.

12 **COMMISSIONER GARCIA:** You have police
13 authority, maybe you could have him imprisoned
14 until --

15 **MS. VOLTZ:** Until it happens? Well, that
16 would be absolutely wonderful.

17 **COMMISSIONER GARCIA:** And in fact you can all
18 thank the gentleman with the beard. That was his
19 idea, and I thought it was just a wonderful idea.

20 **MS. VOLTZ:** Oh, well that is. That's great.
21 Thank you. Okay. Again, thank you all for coming
22 down. And there is certainly a whole lot more people
23 here this time than there was the last time. I think
24 there was three or four of us here.

25 **COMMISSIONER GARCIA:** You beat Orlando by a

1 long shot. This is the biggest we have had on this.

2 MS. VOLTZ: Is that right? And it's
3 certainly representative of what I'm getting in my
4 office too. So we appreciate the fact that you all
5 came back and were able to listen to us again.

6 CHAIRMAN JOHNSON: Chairman Voltz, I have a
7 question for you.

8 MS. VOLTZ: Yes.

9 CHAIRMAN JOHNSON: You said of the
10 geographical splits, Alternative 7 is the best?

11 MS. VOLTZ: Yes.

12 CHAIRMAN JOHNSON: But your first preference
13 is --

14 MS. VOLTZ: To keep our own area code.

15 CHAIRMAN JOHNSON: Oh, you want to keep --

16 MS. VOLTZ: If we keep either area code 407
17 or just use 561 or 321 would be even more wonderful --

18 CHAIRMAN JOHNSON: As long as it's a split
19 and not an overlay?

20 MS. VOLTZ: Yes.

21 CHAIRMAN JOHNSON: That's what I thought. I
22 saw some people -- because they had a confused look,
23 because you said one overlay, they thought you
24 meant --

25 MS. VOLTZ: Oh, no, no. The Alternative

1 Number 7. No overlay though.

2 **CHAIRMAN JOHNSON:** Did you have something?

3 **COMMISSIONER GARCIA:** No.

4 **CHAIRMAN JOHNSON:** All right. Thank you.

5 **MS. VOLTZ:** Thank you.

6 - - - - -

7 **MR. BECK:** Commissioner Nancy Higgs.

8 **NANCY HIGGS**

9 was called as a witness on behalf of the Citizens of
10 the State of Florida and, having been duly sworn,
11 testified as follows:

12 **DIRECT STATEMENT**

13 **MS. HIGGS:** Good afternoon. Thank you very
14 much for being here. I think there would be more
15 people here expressing their opinion if we didn't have
16 a little storm kind of confusing people as to really
17 the best place to be on an afternoon like this.

18 Commissioner Voltz has explained to you our
19 position. I would strongly urge you to not split
20 Brevard County into multiple area codes. I think
21 she's clearly stated that we would like to be one area
22 code. I'm fortunate to represent the south part of
23 the county, and we do have a split now, and we would
24 like to see you rectify that in this decision so that
25 we no longer have two area codes in extreme south

1 Brevard County.

2 **CHAIRMAN JOHNSON:** That's the Barefoot Bay
3 area?

4 **MS. HIGGS:** Barefoot Bay, the Micco area has
5 the 561.

6 **COMMISSIONER GARCIA:** Could we ask you that
7 when you finish speaking to us that you speak to staff
8 just to make sure we understand, but because we
9 discussed this -- this is not the first time.
10 Obviously somebody brought it up to us last time --
11 and I don't know if we can do it in this proceeding
12 specifically, but I am certain that we can address it,
13 and I think -- I think the company -- BellSouth is the
14 company that splits the area -- has already expressed
15 on the record, so we could probably pull it up, and
16 say they don't have a problem making that switch as
17 long as the people understand that there may need to
18 be some balancing, but we had a very positive response
19 from the company, if I'm not mistaken.

20 **MS. HIGGS:** That's wonderful, and I
21 understand that also, and I certainly hope we can do
22 that. One area code would be great for Brevard
23 County, and although we would like to keep 407, it
24 would be easier, but I think 321 sounds wonderful,
25 too, so I appreciate your consideration of these items

1 and your willingness to listen to us.

2 **CHAIRMAN JOHNSON:** Thank you.

3 - - - - -

4 **MR. BECK:** Paul Brimer.

5 **PAUL BRIMER**

6 was called as a witness on behalf of the Citizens of
7 the State of Florida and, having been duly sworn,
8 testified as follows:

9 **DIRECT STATEMENT**

10 **MR. BRIMER:** Madam Chairman, members of the
11 Commission, I would like to express my desire to
12 retain the 407 number. And if you -- I can't fully
13 explain how the overlay is going to work. I visualize
14 all kinds of directory problems, all kinds of dialing
15 problems, this sort of thing, if we go into an overlay
16 situation.

17 If you maintain the area code that we have
18 now or go to the 123 or 321, whichever one you wanted,
19 that would be ideal, but in -- I am very strong in
20 saying I do not wish to have an overlay system. Thank
21 you.

22 - - - - -

23 **MR. BECK:** Arthur Fischer.

24 **ARTHUR FISCHER**

25 was called as a witness on behalf of the Citizens of

1 the State of Florida and, having been duly sworn,
2 testified as follows:

3 **DIRECT STATEMENT**

4 **MR. FISCHER:** Good afternoon. My name is
5 Arthur Fischer. I live here in Melbourne. I would
6 like to thank you for allowing me to get up here and
7 speak. I would like to go on record to say that I am
8 vehemently opposed to BellSouth's proposed overlay
9 system for our area. It would not only be confusing,
10 but would also be an extreme nuisance.

11 First of all, I'd also like to mention that
12 one of the reasons that there are not more people here
13 today is that there has been confusion regarding the
14 date of today's meeting. It had been published in the
15 Florida Today newspaper twice as being yesterday
16 rather than today. That, with the inclement weather
17 coming on, I think, may account for the fact that we
18 don't have a few more people here than we might have.

19 Anyway, again, as I said, I think that would
20 be confusing, and it would be a nuisance. A large
21 population or a large portion of Brevard County is
22 composed of elderly people, many of whom who are not
23 even aware of this proposed system, despite the large
24 amount of publicity that has been given to it.

25 I have spoken to a number of these elderly

1 have, obviously.

2 **MR. FISCHER:** Yes. Well, if this is not
3 possible, then I would favor split Number 3 or split
4 Number 7, but I certainly would like to put in a vote
5 for retaining 407 and making Brevard alone -- there is
6 no option there that shows Brevard as the A or the B
7 standing alone on the scheme.

8 I'd also like to address the fact that --
9 this doesn't seem to have been mentioned -- but
10 mathematically speaking we could probably increase the
11 number of choices that we have by adding a number, one
12 more digit to the area code. I know it's
13 traditionally been three digits, but if we went up to
14 four digits, we're going from 10,000 numbers -- or
15 1000 numbers to 10,000 area codes that would be
16 available to us. So it's just a suggestion.

17 Anyway, in ending, I would like to mention
18 that the telephone company has a slogan: Let your
19 fingers do the walking. I guess they weren't really
20 kidding when they proposed the dialing system.
21 Anyway, gentlemen and madam, I urge you to vote nay to
22 the overlay system and please give your consideration
23 to keeping 407 for Brevard. Thank you.

24

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25

MR. BECK: Larry Roselle.

LARRY ROSELLE

1
2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

DIRECT STATEMENT

5
6 **MR. ROSELLE:** Good afternoon. My name is
7 Larry Roselle, and I'm here today representing the
8 Cocoa Beach Area Chamber of Commerce. I am the 1998
9 chairman of the board, and welcome to our beautiful
10 community. A couple -- or a month or so ago we took a
11 poll of our some 1500 business members which employ
12 unknown hundreds of thousands of employees in Brevard
13 County, and we asked them their opinion about the
14 proposed overlay method.

15 Overwhelmingly the response that we got was
16 in disfavor of the overlay, and due to the fact that
17 most of them are small businesses, they would prefer
18 to have -- to keep the 407 area code so as not to have
19 to reprint their stationery and business cards, et
20 cetera.

21 As a result of the opinion poll that we took,
22 our board of directors adopted a resolution to support
23 the split of the area codes and to support the keeping
24 of area code 407 for Brevard County, and we received
25 through today, unsolicited, from three city

1 communities -- we received from the City of Cocoa, the
2 Town of Palm Shores, and the City of Indian Harbour
3 Beach resolutions from their respective councils
4 supporting us in our effort to defeat the overlay
5 method. Thank you for your time.

6 **CHAIRMAN JOHNSON:** I have a question for you.
7 That's interesting. Oftentimes businesses are more
8 supportive of an overlay because they don't have to
9 change their area code with an overlay unless they add
10 additional lines and they just have an additional area
11 code.

12 Now, did you ask the question of what if we
13 do a geographic split but change the area code?

14 **MR. ROSELLE:** They would prefer that over the
15 overlay, but their preference would be not to have to
16 print business cards and would rather keep the 407.

17 **CHAIRMAN JOHNSON:** Okay. Thank you.

18

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19 **MR. BECK:** Kenneth Mangold.

20

KENNETH MANGOLD

21 was called as a witness on behalf of the Citizens of
22 the State of Florida and, having been duly sworn,
23 testified as follows:

24

DIRECT STATEMENT

25

MR. MANGOLD: My name is Ken Mangold. I'm a

1 recent, new migrant to Brevard County. I just moved
2 up from Dade County. And this change --

3 **COMMISSIONER GARCIA:** We lost you, huh?

4 **MR. MANGOLD:** Yes. The change in Dade County
5 kind of slipped by me. I wasn't aware of it until
6 they started advertising that if you didn't dial 10
7 numbers -- I think it was on July 1st -- that you
8 wouldn't be able to go through. And then once you
9 start dialing the 10 numbers, it's like Chinese water
10 torture. Every time you dial a number, you have to
11 remember to dial the area code, even though it's
12 within the county, and it becomes very, very time
13 consuming.

14 Also, something that we were not aware of is
15 that if you have an alarm, security system at home
16 monitored, you have to change that. You have to
17 change your computer Internet service. You have to
18 change your fax machines. You have to have all these
19 people out to do this. You know, if you look at it on
20 a cost basis, it's extremely expensive to the consumer
21 to switch over to an overlay plan. So we're very much
22 opposed to it.

23 When we came up here and found out that
24 Brevard County was going to be subjected to the same
25 plan, we became very concerned and passed around a

1 petition, primarily to senior citizens centers and
2 that sort of thing, and the senior citizens are very,
3 very opposed to this, primarily because of many of the
4 issues that the previous speakers had mentioned.

5 But also, you know, whenever you have
6 Parkinson's setting in and whenever you have, you
7 know, "old-timers" disease, where you have to remember
8 10 numbers -- and for the broad population, there are
9 many people in a general population which cannot
10 remember 10 numbers.

11 So, you know, the industry is subjecting the
12 consumer to a tremendous burden, and, you know, if
13 there is any way that we can remain with an area code,
14 whether it be 407 or whatever, I am very much for
15 that. We have the petitions. I don't know who to
16 give them to.

17 **CHAIRMAN JOHNSON:** Here you go. We'll make
18 sure they are made a part of the correspondence side
19 of the record. Thank you.

20 **MR. MANGOLD:** One thing I did want to
21 mention. When telephone service first became
22 available 60, 70, 80 years ago, it was two rings or
23 three rings down the line, and now we're up to 10
24 numbers, and it's just becoming overwhelming.

25 **COMMISSIONER GARCIA:** All right. I would

1 just -- just tell you, I'm from Dade County, and all
2 my -- many of my friends there don't speak to me
3 anymore. But they call it 17-digit dialing, because
4 you dial the first 7 digits, you don't get through,
5 and then you have to dial 10. So it is -- the first
6 steps are difficult.

7

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8 **MR. BECK:** Clinton Dyer.

9

CLINTON DYER

10 was called as a witness on behalf of the Citizens of
11 the State of Florida and, having been duly sworn,
12 testified as follows:

13

DIRECT STATEMENT

14

MR. DYER: Good evening.

15

CHAIRMAN JOHNSON: Welcome, Mr. Dyer.

16

MR. DYER: If I may. (Distributes papers to

17

Commission.)

18

I want to thank you for this opportunity to

19

address the area code issue. I am here today to

20

support the Brevard County Board of Commissioners who

21

favor a geographic split. Whether or not it is

22

practical to keep area code 407 in Brevard County and

23

apply the new area code to Osceola, Orange, and

24

Seminole County rests upon who should be affected by

25

the change. How do we find that out?

1 At the August 17th Six Mile Creek Homeowner's
2 Association meeting, I held up a copy of the
3 August 16th Florida Today with headlines blazing,
4 "Public Indifference Could Mean 10-digit Dialing."
5 The response, to my disappointment, was what's the
6 difference? You call your next-door neighbor now and
7 they have a different number, meaning the first three
8 digits of the phone number.

9 Apparently dissatisfaction already exists the
10 way phone numbers are allocated. Getting upset over
11 another change seems fruitless. But we who are
12 involved can still do what's right, regardless of the
13 numbers game. As Ralph Waldo Emerson once said:
14 "That we are here is proof that we ought to be here."

15 We have apparently arrived at the crossroads
16 where one must decide whether we continue to patch a
17 failing system or overhaul the operation to provide
18 better service now and into the future. We understand
19 the telecommunications industry group that analyzes
20 where new area codes are needed has recommended the
21 overlay plan.

22 The State is considering two options: Should
23 we split the people within the four counties having
24 the 407 area code, adding a new area code only to new
25 phone customers, or shall we split the counties,

1 leaving the people in some counties with the 407 code
2 and the people in other counties with a new area code.

3 Any change will cause difficulties to both
4 individuals and businesses, but a well-implemented
5 program now instead of a piecemeal fix will benefit
6 everyone now and in the foreseeable future.

7 Who gets the change should be determined by
8 who created the problem. Another way of stating it is
9 leave those having the least impact alone.

10 Historically, areas and phone numbers were
11 associated. Who doesn't remember Butterfield 8? The
12 cliché "generation gap" does not mean "passé." The
13 past provides for the most part a contemporary way to
14 go until you find something better.

15 Regretfully, the telecommunication industry
16 group overlay plan is not better. It is not better to
17 add to the perplexity created by an increase in the
18 numbers to be dialed or by a clutter of area codes
19 within the same neighborhood.

20 Geographical split is alive and well. A
21 review of the county's allocation of area codes
22 reflects sufficient area codes are available to serve
23 trillions of customers. The chart, Exhibit 5, shows
24 that one area code can serve 9.9 million customers.
25 9.9 million multiplied by the three-digit 999 area

1 codes provides for almost 10 trillion telephone
2 numbers. Properly allocated, they can provide a
3 stable and practical geographical split by population
4 centers.

5 Comparison of New York and Florida area codes
6 show New York with 62 counties, a population over 18
7 million, has nine area codes. Florida with 67
8 counties and 14 million people has 10 area codes,
9 reference Exhibit 5. California, having the highest
10 population in the nation, exceeding 31 million people,
11 has 25 area codes, which is also the highest in the
12 nation.

13 Twenty-five area codes translates into
14 coverage of 249,725,000 telephone numbers. My
15 challenge to the phone company or the
16 telecommunications group is leave the minority alone.
17 They did not create the problem.

18 Apply new area codes to the major population
19 centers without destroying existing free call zones.
20 Don't force neighborhoods apart, like you did to
21 customers in the southern end of Brevard County when
22 you recently changed their area code from 407 to 561.

23 I realize that numbers would not allow an
24 area code for each county. Texas has 254 counties;
25 Illinois, 102; Michigan, 83. It wouldn't take long to

1 use up all 999 area codes. Possibly a preface code to
2 each state, like AL, AR, FL, NY, NJ, et cetera, would
3 permit area codes for each county. Not a far-fetched
4 thought when you envision a billion people in the
5 United States.

6 So the Public Service Commission, I propose
7 to you that Brevard County commissioners represent the
8 people of the county. I fully support their goals and
9 submit that while you consider the effect on the other
10 counties, you pursue geographical area codes and
11 reject overlays.

12 The Sierra Club identifies Orlando, Fort
13 Lauderdale, West Palm Beach, Miami, Tampa, Daytona
14 Beach and Pensacola among cities most threatened by
15 urban sprawl. The copy of the article is attached.
16 The last paragraph, the Associated Press article
17 relates directly to the issue before us, and quotes
18 Orange County Chairperson, Linda Chapin: "As Orlando
19 and Orange County try to manage growth, developers
20 threaten to go to nearby Seminole, Osceola, and Lake
21 Counties," Chapin said.

22 Please note, while Brevard County is growing,
23 it is not bogged down in what the Sierra Club
24 describes as the urban sprawl. Since we are not the
25 greatest contributor to creating the problem, we

1 should not be burdened correcting it. Florida
2 representatives cannot leave the cost or the
3 inconvenience imposed upon its citizens associated
4 with changing area codes to someone else. Their goal,
5 it seems, is to provide sufficient access, preparing
6 for the future should extend beyond quick fixes that
7 comes every time the flood stage is reached.

8 Getting population figures and population
9 trends will identify the geographical areas having the
10 highest population in which to impose the new area
11 codes, and those areas with the lowest population
12 should be left alone. Those who create the problem
13 should bear the misfortune associated with correcting
14 the problem. This concludes my testimony. Thank you.

15 **CHAIRMAN JOHNSON:** Thank you, Mr. Dyer. Any
16 questions? Thank you.

17

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18 **MR. BECK:** Robert Robinson.

19 **ROBERT ROBINSON**

20 was called as a witness on behalf of the Citizens of
21 the State of Florida and, having been duly sworn,
22 testified as follows:

23 **DIRECT STATEMENT**

24 **MR. ROBINSON:** My name is Robert Robinson. I
25 want to thank you all for coming here. I would like

1 to reiterate the fact that I was here yesterday and
2 none of you were here. Apparently that was an error
3 of my reading in the Florida Today. I just have
4 something that I would like to present to you here.
5 I'm representing 170 residents and 61 employees of the
6 Buena Vida Estates Retirement Community, 2098 members
7 of the Retired Officers Association, 70 members of the
8 Eau Gallie Rotary Club, 365 members of the South
9 Brevard Scottish Rite Club, 125 members of the
10 National Sojourners, and all the members of the
11 Melbourne Masonic Lodge. All of the above are
12 vehemently opposed to the overlay system and are in
13 favor of the usual geographical system of any new area
14 code.

15 The possible use of 10 digits to call a
16 neighbor or business, or in many cases a doctor, are
17 considered to be difficult and not necessary. And
18 this I'll just pass on to you, and that I have as
19 my -- so there may not be that many people here, I'm
20 one representative.

21 **COMMISSIONER GARCIA:** There's a lot of you.
22 Could you tell me which of these plans --

23 **MR. ROBINSON:** Well, I didn't realize that we
24 had these alternatives. But looking them over, I
25 would say that 3, 4, or 5 -- and this is a personal

1 bit there -- seem to be more likely to be more
2 advantageous for everyone concerned.

3 **COMMISSIONER GARCIA:** Okay.

4 **MR. ROBINSON:** Of course, I didn't have this
5 when I have been talking to these other groups.

6 **COMMISSIONER GARCIA:** I understand.

7 **MR. ROBINSON:** Thank you.

8 **CHAIRMAN JOHNSON:** Thank you, Mr. Robinson.

9

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10 **MR. BECK:** Frank Mohme.

11

FRANK MOHME

12 was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

15

DIRECT STATEMENT

16

MR. MOHME: First off, I want to thank the
17 individual at the Service Commission who sent me a
18 letter telling me when the hearing was going to be
19 held, because it was -- the newspaper was wrong one
20 more time. And then, by golly, the letter turned out
21 to be wrong, and darned if he didn't call me
22 yesterday. And I appreciate that. I was here the
23 last session.

24

COMMISSIONER GARCIA: Do you remember his
25 name?

1 **MR. MOHME:** It's on the bottom of the letter.
2 I should have brought it with me. I didn't.
3 Apologize.

4 **COMMISSIONER GARCIA:** That's all right.

5 **MR. MOHME:** But, anyway, I do appreciate it.
6 The reason for the area code change is very nicely
7 stated by you people in the handout. It's cell
8 phones, faxes, and computer lines. It's not the
9 business and the residential growth.

10 When I was here when you all were here the
11 last time, I said, hey, make -- if tomorrow every fax,
12 every cell phone, every computer line is given a new
13 area code, you'll probably be in good shape for
14 several years to come. Now, I think Mr. Garcia made
15 the comment, well, yeah, there is a lawsuit going on
16 someplace claiming discrimination.

17 Well, as a retired resident here for 50-some
18 years, when you -- when the computers, the faxes, and
19 the cell phones cause my area code to change, then I'm
20 being discriminated upon. So discrimination goes both
21 ways. And I think we ought to have the intestinal
22 fortitude to go ahead and do it, lawsuit be damned.

23 And when you run out of numbers and you start
24 getting tight, then you go back to the people with the
25 computer lines, with the cell phones, and with the

1 faxes, and you change their area code. That's what
2 caused the problem.

3 Be innovative. Don't just kow (sic) down.
4 One of the reasons -- I'm not going to try to explain
5 why there aren't more people in the audience. I'm
6 very disheartened. Hell, this place -- they ought to
7 be out in the street because there is no room inside
8 this building.

9 **COMMISSIONER GARCIA:** I tell you, this is
10 impressive compared to what we have seen in Orlando.
11 A lot more people there and we had a lot less.

12 **MR. MOHME:** I heard you say that, and it just
13 did me in. I just can't believe this. I have been
14 down here at times when you couldn't stand in the hall
15 out there. But I don't know if the people are being
16 complacent or what.

17 Now, in defense, I will say the 4:00 o'clock
18 starting hour is a little rough on those people who
19 are gainfully employed, so that goes some way, but
20 it's still -- somebody could still come. Pinellas
21 versus Dade County, that was a case as I understand it
22 that the people in Pinellas just came out in force,
23 said not "no," but "hell no."

24 **COMMISSIONER GARCIA:** Pinellas?

25 **MR. MOHME:** St. Pete. "We're not going to

1 stand for this." And I guess the people in Dade
2 County either didn't give a darn, or whatever, for
3 whatever reason, but they are paying the price right
4 now from.

5 **COMMISSIONER GARCIA:** Let me just tell you, I
6 tried -- I painted it a little worse than it is, and
7 the gentleman is from Dade County. It's just a
8 question of what we saw and what we got when we're
9 there, and clearly the Pinellas people made a very
10 good point about the geographic differences in the two
11 areas. You got the bay in the middle. And we as a
12 Commission, with the exception of the Dade County
13 vote, have always preferred a geographic split. On
14 every single issue that's come before us we have gone
15 geographic split.

16 On the Dade County issue, I think it's
17 different for a few reasons, and that's why I can
18 distinguish it for you. The problem is that Dade
19 County is one political entity and Monroe is too small
20 to distinguish. So what we did there, we figured
21 dividing Dade County is too difficult. There is no
22 geographic way you can do it. There is no coastal
23 area as opposed to --

24 **MR. MOHME:** No natural barrier.

25 **COMMISSIONER GARCIA:** Right. Here you got --

1 **MR. MOHME:** Well, we got the St. John's
2 River. We got a hell of a good barrier.

3 **COMMISSIONER GARCIA:** So what we did there is
4 we gave the people in the Broward -- in the Monroe
5 area, which is the Florida Keys, we left them with
6 7-digit dialing by taking some of the reserve numbers
7 for them -- I think it was 20 NSXs, which is the first
8 part of the number, the three digits in the front, and
9 we saved it, so it will give them about fifteen years,
10 because they can't grow anymore. Just no possible
11 growth there and so small to begin with. That
12 preserved 7-digit dialing for them, and then we got 10
13 digits in Miami.

14 The problem is in Miami when you looked --
15 and Miami is huge in comparison, and you started
16 trying to draw a line, because it's such an old place,
17 a lot of the exchanges overlapped, so there wasn't any
18 way to do it, so 10-digit dialing made the most sense
19 there. But if the precedent is any indicator, we have
20 generally gone with geographic splits.

21 **MR. MOHME:** Divisions.

22 **COMMISSIONER GARCIA:** Divisions.

23 **MR. MOHME:** Good. Obviously it should go
24 without saying that I do not favor the overlay.

25 **COMMISSIONER GARCIA:** Oh, I might have caught

1 that.

2 **MR. MOHME:** And I don't favor splitting the
3 areas, because I have got a good solution to eliminate
4 it. You people just need to bite the bullet. Go do
5 it.

6 Now, if it's forced on us -- you know, we
7 have already changed one time, and Brevard County has
8 no grown that much over the last 20 years as opposed
9 to Orange County and the others. That's gone like a
10 bat out of hell. And so -- and they will probably
11 still continue to grow far more percentagewise. We
12 have already been through one area code change. Leave
13 us alone. Give us a bye. Let us stay with 407.

14 If we have to have a split, then I go, very
15 selfishly, with 2, 7, or 9, and the reason for that is
16 if we say that Brevard County is area B, hey, that
17 gives us the greatest number of years, so I'm doing it
18 from a very selfish standpoint, and it does keep
19 Brevard intact.

20 And for the people living in the south end of
21 the county, and you all heard this last time, and it
22 was stated again this time, I think it would sure be a
23 heck of a nice thing if you could have all of those
24 folks in the county line in the same area code with us
25 and not being treated like stepchildren. And I think

1 you all got the sense of that and are going to see
2 about doing something on that. Thank you very much.

3 **CHAIRMAN JOHNSON:** Thank you for your
4 testimony. And, sir, you can -- as to your suggestion
5 that we go ahead, despite the fact that there is a
6 lawsuit and the FCC has a standard, to go ahead and
7 apply the new area code to the cellular providers,
8 even so it's not that simple, because the federal
9 government -- the federal body, they still hold the
10 area codes, so it's up to them to release them to us
11 after we submit our plan, so that may indeed be an
12 issue.

13 **COMMISSIONER GARCIA:** You asked for it, Madam
14 Chairman.

15 **CHAIRMAN JOHNSON:** I know. When we were
16 going to in the North Florida case, when we were going
17 to add two new area codes, they were very nice and
18 they worked with us, but they decided they would
19 withhold the area code until we had an opportunity to
20 reevaluate our case. And, again, there is at least
21 one federal court that says segregating out an entity
22 like the cellular providers was not competitively
23 neutral and thus violated the federal law.

24 **MR. MOHME:** Who said this?

25 **CHAIRMAN JOHNSON:** A federal court. And I

1 don't have the court case. And there is currently a
2 case pending before the FCC. Connecticut, they are
3 asking the FCC to reconsider their policy, and there
4 is -- there is two policies that the FCC at least have
5 pending dockets on.

6 One is the case that would allow cellular
7 providers to have their own area code, and the other
8 is what Mr. Milby talked about, and that is if you do
9 go with an overlay, maybe you don't have to do 7-digit
10 dialing. Two dockets are before the FCC right now on
11 both those matters.

12 But currently the rule in place is
13 competitive neutrality, that you don't segregate a
14 provider that way, and currently on the 10-digit
15 dialing, the rule is that if you do an overlay, you
16 keep the 10-digit dialing.

17 **MR. MOHME:** So it's spelled out that it has
18 to be geographic? See, if it's not spelled out that
19 it has to be geographic, then you could make it
20 non-geographic.

21 **COMMISSIONER GARCIA:** The Chairman, I think,
22 is addressing the 10-digit issue. In other words by
23 saying -- you have to try to be competitively neutral
24 because we're in a competitive environment now. It
25 used to be when New York first did this, which was the

1 first one to do it, there used to be a cachet to
2 having a cell phone. You wanted everybody to know it,
3 so you added numbers to it, and they were happy with
4 it. It was a different area code for cellular and
5 beeper, and people didn't mind it, because they wanted
6 you to know they had a cellular phone.

7 But in today's world, those cellular
8 providers are competing head to head against business
9 providers like BellSouth. There are PCS providers,
10 people who don't even have a land-based line, just
11 have a cellular line, and that provider who is trying
12 to compete with BellSouth business wants his phone to
13 have the same ability or the same easy access as
14 someone else's.

15 So if you say to the guy who is providing
16 cellular, You got to have an extra three lines, it
17 makes it a lot tougher for him to be able to sell his
18 product on a competitively neutral basis, and
19 therefore the FCC is determined -- see, used to be the
20 providers all agreed on this. Every time this came up
21 they all agreed. The Commission wasn't even involved.
22 All we did was approve on the back end, because nobody
23 argued about it.

24 But now that there is a competitive spirit
25 out there, clearly you don't want to say to someone

1 who is trying to compete with BellSouth business, You
2 got to have a different number, your customer has got
3 to dial three extra digits, therefore we don't do
4 that, and that's what the FCC has basically
5 determined.

6 **MR. MOHME:** But what you're doing now if you
7 go with a division, then half of the cell phone people
8 are going to have to start dialing a totally different
9 number anyway, so there is going to be a change.

10 **COMMISSIONER GARCIA:** No question there is
11 going to be a change, but it's sort of it's the same
12 for everyone. I'm not telling you that your idea
13 doesn't work. It's just there is a problem there.

14 **MR. MOHME:** I think we ought to keep pushing
15 for it. If you push hard enough, the squeaky wheel
16 gets the grease.

17 **CHAIRMAN JOHNSON:** Your point is well taken.
18 At a minimum we should be more active in the FCC
19 cases, perhaps making some filings. In the
20 short-term, though, because we're dealing with exhaust
21 issues and we only have a certain amount --

22 **MR. MOHME:** May not work for us today, but
23 may work for somebody next year.

24 **COMMISSIONER GARCIA:** Because I tell you, I
25 have seen, had the opportunity to see in these Latin

1 American companies, and this doesn't happen anymore
2 because they have upgraded their systems, but it used
3 to be that people would look through the obituaries to
4 find a phone. They would look for it so they could
5 ask for a phone, because it was always limited
6 numbers.

7 And we're a state that's proud of our
8 technology growth, proud of access to the system, and
9 the last thing want is to say, Doggone it, not going
10 to give you a new number until we get a new area code,
11 and I don't think that makes sense in the long run.

12

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13 **MR. BECK:** Frank Brunn.

14 **FRANK BRUNN**

15 was called as a witness on behalf of the Citizens of
16 the State of Florida and, having been duly sworn,
17 testified as follows:

18 **DIRECT STATEMENT**

19 **MR. BRUNN:** Good afternoon. I'm definitely
20 opposed to the overlay program and in favor of a
21 geographical split. There are several to choose from.
22 I'm sure there are a lot wiser persons than I that can
23 choose. Did I hear you say earlier, Mr. Garcia, that
24 you were in favor of the geographical split if at all
25 possible?

1 **COMMISSIONER GARCIA:** I just said that if
2 precedent on this issue is worth anything -- and we
3 have done this a bunch of times now. This is maybe
4 the fourth or fifth since we did the Dade County
5 one -- we have always gone geographic whenever
6 possible.

7 **MR. BRUNN:** So that's for the entire
8 Commission in general?

9 **COMMISSIONER GARCIA:** I think Commissioner
10 Jacobs wasn't here when we did some of those
11 decisions.

12 **MR. BRUNN:** So we're already looking at a
13 pretty positive Public Service Commission; is that
14 correct?

15 **COMMISSIONER GARCIA:** We're not allowed to
16 tell you how we're going to vote until --

17 **MR. BRUNN:** Oh, I understand it's a big
18 secret right now. In your green handout you stated
19 around the middle here, last sentence, "The industry
20 consensus for plan involving an overlay." Who in the
21 world is "the industry"?

22 **COMMISSIONER GARCIA:** The industry is the --

23 **MR. BRUNN:** The telephone companies?

24 **COMMISSIONER GARCIA:** The telephone
25 companies, the cellulars, all of them get together.

1 See, it used to be easy. They would all get together
2 and agree to something, and that was fine. When they
3 first proposed one of these things, it was the first
4 time, and I think Commissioner Clark was chairman at
5 that time that we did one of those first, and we
6 disputed it -- you know, we said we should have a
7 hearing, and we had a hearing and, you know, it was an
8 interesting hearing, but we decided to go geographic
9 against industry.

10 **MR. BRUNN:** Well, I'm in favor of the
11 geographical split no matter how it is. I don't know
12 that there is anybody present that has the kahunas to
13 say they are in favor of the overlay plan. I think
14 you're going to find lot an awful lot of individuals
15 in the businesses that want the geographical split.
16 We are definitely a different segment than Orange
17 County. I understand the problems with Miami. It's
18 one giant area, many different prefixes, and I
19 understand the problems.

20 **COMMISSIONER GARCIA:** Let me just say, there
21 may have been some confusion in some of the things.
22 When you do this change, just so you feel comfortable,
23 there is no change in cost, in terms of now -- it
24 suddenly doesn't become long distance.

25 **MR. BRUNN:** I understand. I think most of us

1 understand. I thought I was going to be the first to
2 say that I would gladly give up my 407 to keep a
3 geographical split, but several others have stated
4 that before me. But definitely I'll take 321 or any
5 other three digits you give us just to keep a
6 geographical split. Thank you.

7 **CHAIRMAN JOHNSON:** Let me speak to one of the
8 issues that you raised also, sir. When you asked what
9 our -- whether there was a predisposition, which there
10 is not. Each case is new and presented on its own
11 facts. But what has occurred is that the industry
12 groups that we described, they will submit a plan to
13 us. To the extent that there is no objection from the
14 public, then that plan would probably be implemented.

15 But in each instance we have had the public
16 say, No, we don't like the idea, and that's when the
17 Commission will generally open up the record, take the
18 public comment. But in each instance since I have
19 been chair, the companies submit a proposal, and then
20 we start hearing from the customers, and then we come
21 out to see, okay, we got to protect the public
22 interests. The companies, certainly their interests
23 matter, but we got to look at what the citizens think,
24 too, make a balance, and come up with the best
25 solution.

1 So that that's what we're doing here today,
2 and that's why we appreciate all your comments and
3 testimony.

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MR. BECK: Don Wilkof.

6

DON WILKOF

7

was called as a witness on behalf of the Citizens of
8 the State of Florida and, having been duly sworn,
9 testified as follows:

10

DIRECT STATEMENT

11

MR. WILKOF: Good afternoon. My name is Don

12

Wilkof. I'm director of community relations for

13

Harris Corporation. Also here with me today are

14

Richard Marks and Carl Owens from our

15

Telecommunications Department.

16

Harris employs 8500 men and women in

17

Melbourne and Palm Bay on six separate corporate

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campuses. We have more than 15,000 telephone lines in

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these six campuses, and we use much of our own PBX and

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telephone switching equipment to route calls among the

21

campuses, our customers, and our 20,000 other

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employees around the world.

23

If Brevard County would implement an overlay

24

system to accommodate the need for more telephone

25

systems, we may be undoing much of the benefit of

1 today's modern telecommunications. What we would do
2 is make a simple phone call a test of memory and
3 endurance.

4 Harris Corporation strongly recommends that
5 the Public Service Commission elect a split geographic
6 approach to expanding telephone numbers in Central
7 Florida. We'd prefer to keep 407 area code in Brevard
8 County, however options 3, 4, 5, or 7 would be
9 acceptable.

10 In no case do we believe that an overlay
11 system would enhance either business or residential
12 calling in Brevard, and most assuredly will increase
13 PBX programming and maintenance costs for companies
14 such as Harris.

15 Our position on this issue is outlined in a
16 brief paper which I'll distribute. I'm also a member
17 of the Board of Directors of the Melbourne/Palm Bay
18 Chamber of Commerce, and once we were educated on
19 really what the overlay system means, we unanimously
20 voted against the overlay system for Brevard County.
21 Thank you very much for coming to visit with us today.

22 **CHAIRMAN JOHNSON:** Thank you.

23 **COMMISSIONER JACOBS:** Mr. Wilkof, could I ask
24 you a question briefly? Most of your employees, I
25 assume, are -- most of your employees are residents in

1 and of -- in or around Brevard County?

2 **MR. WILKOF:** That's correct.

3 **COMMISSIONER JACOBS:** So you don't have a
4 very broad reach over into Seminole or -- I'm sorry,
5 into, yeah, Seminole or Orange Counties?

6 **MR. WILKOF:** We do have some, but probably 99
7 percent are in Brevard County, and a good very high
8 percentage of those are in south Brevard County.

9 **COMMISSIONER JACOBS:** Thank you.

10 **COMMISSIONER GARCIA:** Let me ask you,
11 initially you guys, the chamber, favored the overlay?

12 **MR. WILKOF:** We had a very short -- I'm
13 sorry -- very long chamber executive board meeting and
14 a very short time to discuss the overlay system, and
15 it came up at the end of another heated discussion and
16 was passed very rapidly.

17 Once we passed it, I and several others on
18 the board went back and educated the board on exactly
19 what the overlay system would mean, and we reevaluated
20 our position very quickly and decided that the overlay
21 was not the position for small business, as well as
22 large business, in Brevard County.

23 **COMMISSIONER GARCIA:** Who made the
24 presentation at your chamber meeting explaining the
25 options?

1 **MR. WILKOF:** Myself and one other gentleman.

2 **COMMISSIONER GARCIA:** No, before.

3 **MR. WILKOF:** There really wasn't a
4 presentation. It just came up that there was going to
5 be a hearing before your first hearing, here's what
6 the options were, and nobody really understood what an
7 overlay system meant.

8 By the way, I talked to one of our cohorts in
9 Atlanta that works for Harris, and of course Atlanta
10 has an overlay system, and for small businesses there
11 it has been almost a huge disaster. They said when I
12 talked to one of the small businesses they used to
13 have a distinctive area code for the geographical
14 areas they were in. They started losing business
15 because people did not realize how close they were.
16 They would go by area codes. And they thought when it
17 went to 770, it was in another county, and they
18 literally lost business because people did not realize
19 770 could be right across the street.

20 **COMMISSIONER GARCIA:** Yeah, the problem is
21 that, if I remember correctly, Atlanta first did the
22 geographic donut, and then, you know, Atlanta is
23 growing so quickly that then they took the donut and
24 they overlaid a 10-digit, so people who understood if
25 you weren't 404, you were another number, were still

1 using that rationale on the geographic end, and sort
2 of created -- I mean on the overlay.

3 **MR. WILKOF:** Even before they went to the
4 mixture, outside the perimeters you could still be 404
5 and inside the perimeter you could still be 770, so it
6 wasn't a clean geographic split for the donut, as you
7 called it.

8 **CHAIRMAN JOHNSON:** Thank you.

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10 **MR. BECK:** Karen Turja.

11 **KAREN TURJA**

12 was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

15 **DIRECT STATEMENT**

16 **MS. TURJA:** I'm a resident of Indialantic
17 over on the beach, and I know that our town council
18 prepared and sent to you a letter opposing the overlay
19 system. However, there were several concerned
20 citizens that were not able to be here today, and they
21 have signed a petition, which I'll leave with you,
22 just to show that they are also opposed. They are
23 also residents of Indialantic.

24 You may not be aware, but this overlay system
25 was a Seinfeld episode, and at the time it seemed very

1 funny because it was in New York City. But it's not
2 funny when it comes to our hometown, and we don't want
3 to be a joke.

4 So I have two questions for you: One, have
5 you solicited any feedback from Dade County, since
6 they have had three months to use this system? And,
7 if so, why would you even consider doing it anywhere
8 else if it's at all possible to do a geographical
9 split?

10 **CHAIRMAN JOHNSON:** I think Commissioner
11 Garcia, he lives down there, he can tell you --

12 **COMMISSIONER GARCIA:** We have had -- we have
13 had complaints. In fact, there was a county
14 commissioner who is a good -- who used to be a good
15 friend of mine -- I'm just kidding. We have a good
16 relationship -- passed a resolution asking us to
17 reconsider the overlay, and then -- but that was after
18 it was in place.

19 We had very few complaints. I think the
20 number is under 20. I think people are bothered by it
21 initially. I think once you get used to it, it flows.
22 But, again, Dade County very is distinct, because they
23 have a very distinct Dade-Broward line, a political
24 boundary that everyone understands, and so it's not as
25 tough. The biggest problem, interestingly enough, I

1 have been finding now is not necessarily the people in
2 Dade County, but the people who work in Dade County
3 and live in Broward, because they get used to dialing
4 ten digits, and then they get over to Broward and they
5 can't complete their calls because they think in those
6 terms.

7 But you're right, it is a huge inconvenience
8 early on, and that's why we weigh this carefully. And
9 the reason we consider the overlay is because that is
10 the primary suggestion that the industry wants, so,
11 you know, we have to -- they come to us with their
12 suggestion, and then we consider all of them. Again,
13 I can't tell you how we're going to vote, but I
14 think --

15 **MS. TURJA:** Well, the industry wants overlay
16 because it's cheap and easy for them. That's what
17 that's all about. They don't give a damn about us.
18 They are there to make it easy. The phone books will
19 have to have ten digits, and the print will have to
20 get a little bit smaller. Think about this. And then
21 there will be your name and like two different area
22 codes, and someone from Michigan is calling for your
23 number and they know you live in Melbourne, but they
24 don't know which area code, so the phone company is
25 going to charge them \$1.10 twice, because got to call

1 for both area codes, how about that?

2 **COMMISSIONER GARCIA:** I have to tell you, we
3 generally when we do an overlay, we make sure -- and
4 in fact in our order, I think it was in our order that
5 we require that when you call from long distance that,
6 you know, the 55 -- what is it, 555-1212? When you
7 call either 305 or -- trying to remember what the
8 other Miami number is, 786 -- when you call the 786
9 number, either one, you call 555 and that number, and
10 you use it. And let me tell you the other side. It's
11 fascinating, but when we went down that road, the
12 company called me on this, and there were businesses,
13 hotels and tourist businesses, who wanted the new
14 number, because the new number spells out "sun," so
15 they thought -- but those are the --

16 **MS. TURJA:** For advertising, yeah.

17 **COMMISSIONER GARCIA:** But, again, I don't
18 disagree with you. It's a big mess. It's a lot of
19 hard work at the beginning and it takes a lot of
20 education. I know we really pushed a lot, and we
21 moved that back in Dade as much as we could, and we
22 gave alarm companies extra time because they weren't
23 able to change over, because there was a lot of work
24 that goes into it. Then again, in the long term it
25 makes it a lot easier, because once you have done it,

1 it's almost seamless when you do it the next time. So
2 the other concept --

3 **MS. TURJA:** If you have two, might as well
4 have six. What different does it make?

5 **COMMISSIONER GARCIA:** Right. And then the
6 other one is you've got your number forever. In other
7 words the concept is this -- you know, and you got to
8 consider, you folks have changed your numbers in the
9 history of Florida, I think, if I'm not mistaken --
10 Florida used to be 305 or the southeast used to be
11 305, and Miami by good fortune or whatever kept the
12 305.

13 So there are businesses that have had the 305
14 20, 30 years. So I don't know if that's correct.
15 I'm -- maybe I'm projecting more, but they have really
16 had it for a long time. So they said, this is the
17 essence of my business, this number. I don't
18 necessarily agree with that theory, but it's just -- I
19 appreciate the fact that you all are being so
20 good-minded and saying, Look, I would rather keep 407.
21 If I lose it, I want it geographic. Because there are
22 places where people would come in and say, "Let me die
23 with my number," and they would cry and everything.

24 We're taking all that into account, and you
25 should feel comfortable that we're really going to

1 look at this thing, and we really do think about all
2 of your comments and what you say.

3 **CHAIRMAN JOHNSON:** One other, raising the
4 issue of Dade, if I recall, and Commissioner Garcia,
5 because you live down there, you may have more
6 information, but during the public hearings, we didn't
7 get many residents coming in objecting to an overlay.

8 **MS. TURJA:** That's Dade County. I came from
9 there. I know what that's like. They don't know what
10 day it is. Everybody is doing their thing. I mean
11 you can't even consider that, you know. Those people
12 don't have a clue.

13 **COMMISSIONER GARCIA:** I'm starting to
14 reconsider where I was leaning.

15 **CHAIRMAN JOHNSON:** The point was that we do
16 listen to the customers, and it didn't appear as if
17 there would be a big problem, so when you asked was it
18 a big problem for them, they didn't seem as --

19 **MS. TURJA:** They are not organized. They are
20 in their own little --

21 **CHAIRMAN JOHNSON:** No, it's not.

22 **MS. TURJA:** You know, like in a small town,
23 we read in the paper, and we go have our town meetings
24 and pass around our petitions, and we knock on our
25 neighbor's door. You don't do that in Dade County.

1 **COMMISSIONER GARCIA:** You know, in the -- you
2 made a few assertions that I'm going to let pass, but
3 you're right, it's a big city. It's tougher for
4 people to take, you know --

5 **CHAIRMAN JOHNSON:** Not cohesive.

6 **COMMISSIONER GARCIA:** You're right, because
7 when we went into the Keys, which is very small,
8 people showed up. You know, they wanted to kill us.
9 They wanted, in fact, to go ahead and separate. They
10 wanted their own area code because they were the Conch
11 Republic and the whole nine yards.

12 **MS. TURJA:** I have one other issue too. It
13 seems to me, and this kind of goes back to the
14 Seinfeld episode, that, you know, because that
15 original area code is going to have special
16 connotations, people are going to want to try to get
17 that one. So there are a few numbers left, and if
18 people give up that number -- like Elaine, she went
19 after this poor dead lady that died just to get her
20 area code. So I could see is there going to be a
21 black market in this one area code because you want to
22 be identified with the 305 and not that 786 number or
23 something like that.

24 **COMMISSIONER GARCIA:** You mean if we do an
25 overlay?

1 **MS. TURJA:** Yeah, if you did an overlay,
2 people would try --

3 **COMMISSIONER GARCIA:** You know, they are sort
4 of associated to areas, and as a general rule -- that
5 was a great episode, and, by the way, the local
6 company ran -- when we did the change, I asked them to
7 sort of run it just so people would think about it.

8 But I don't think that will happen, because
9 what happens is once that number falls in, it gets
10 reissued. You know, once it lapses. And what happens
11 is in a lot of neighborhoods you don't have that
12 growth. New York is obviously different because you
13 got businesses next to homes. But usually there is
14 not a lot of churn and the numbers in residential
15 areas don't change by very much. It's usually the
16 city centers where you have lots of churn. And,
17 interestingly enough, in cellulars, where you're
18 creating new areas, the cellular number was the first
19 to get the 786 number, and the local newspaper did a
20 big thing, and the guy was holding his number, and the
21 first number given, and maybe nobody has ever called
22 the poor guy, and he had to give up -- but that's how
23 that would work out.

24 **CHAIRMAN JOHNSON:** One of the things that we
25 do do, even when we're dealing with the geographic

1 split, and we did this with the Miami area, we do try
2 to find neat area codes, like "sun," to see if we
3 could get that reserved, to at least kind of mitigate.
4 If you got to change it, at least have something that
5 is identifiable to the area, "sun" or "fun."

6 I think the Keys said if they changed it,
7 "fun" would have been great, something like that. And
8 then in this instance if we have to, which someone
9 will get a new area code, I think that's why the
10 gentleman's suggestion of 321 will at least try to
11 identify something that's easier to remember or at
12 least helps to identify the area to lessen the pain a
13 bit.

14 **MS. TURJA:** Is this decision being made now
15 in October definitely? And, if so, when does this go
16 into effect? Because I have read a couple different
17 things in the paper. First October, November, and
18 then it said there would be another year.

19 **CHAIRMAN JOHNSON:** I think we're scheduled to
20 vote on this, I believe, it's December 1st will be
21 when we'll vote. But it goes into effect -- I'm not
22 sure. Staff, do you have the information as to when
23 it will go into effect? Permissive and mandatory?

24 **MS. MCKINNEY:** I have the order is on
25 December 21st, 1998. That's as far as I have.

1 **COMMISSIONER GARCIA:** The reason it may have
2 been pushed back -- the chairman is not going to toot
3 her own horn -- but I think she believed that it was
4 important to give every -- when we went to Orlando, we
5 had such few people, and when we came here, your
6 county commissioner told us there is a lot of people
7 weren't here yet, this is a bad time of year. So I
8 mean we had a lot of feedback. And it is a huge part
9 of this state, so I think the chairman in deference to
10 the people of this area decided to, you know, give you
11 all one more crack at us.

12 And to be quite honest, interestingly, it's
13 had a very good effect, because, for example,
14 initially the Chambers of Commerce always sort of go
15 with the companies on this, and in this case they had
16 time to think about it, and they came back and said --
17 gave us a different opinion, which has been good for
18 us.

19 **MS. TURJA:** I'll give you my petition. By
20 the way, the summer is not the time to make big
21 changes because people are on vacation, so it's really
22 not fair to the population to try to do things in the
23 summer. It should always be during the season when
24 the people are here. Take the summers off.

25 **CHAIRMAN JOHNSON:** Thank you.

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MR. BECK: Neil Markum.

D. NEIL MARKUM

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

DIRECT STATEMENT

MR. MARKUM: Petitions seem to carry a great deal of weight in some situations because it's there in black and white, rather than in conversation. At this point are you folks willing to take petitions beyond this date and up to perhaps a certain date?

CHAIRMAN JOHNSON: Yes, sir. Petitions can still be filed with the Commission preferably before the November 19th date, but even if you file something after that, the staff members can let us know that before we have our final vote and deliberation. But it's clearly for the next month you can file those petitions.

MR. MARKUM: All right.

COMMISSIONER GARCIA: By the way, sir, you can also call up the Commission and file your view, that we record that there, so you don't necessarily -- I mean you don't necessarily have to walk around and do a petition. If people call our 800 number, that's

1 fine. If they mail this in to the Commission, it is
2 logged, so you don't necessarily have to carry a paper
3 around. People just call us, we log their positions,
4 and they become part of the record.

5 **MR. MARKUM:** All right. That helps. Thank
6 you. I have talked to, I'm going to guess, a hundred
7 people on this subject in the last -- well, recently.
8 And I think that the people I talked with -- well,
9 without exception -- have stated their feelings being
10 just what we have heard this evening, that a split
11 program for Brevard County would not be good for the
12 general public, so I'll leave that with you. And
13 thank you very much.

14 **COMMISSIONER DEASON:** Sir, I think you said a
15 split would not be good? Did you mean to say an
16 overlay would not be good?

17 **MR. MARKUM:** Thank you very much. Let's
18 hear what you said for the record. Thank you.

19

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20 **COMMISSIONER GARCIA:** Might publish your name
21 in the local paper that you threw it the other way.

22 **MR. BECK:** Andrea Deratany.

23

ANDREA DERATANY

24 was called as a witness on behalf of the Citizens of
25 the State of Florida and, having been duly sworn,

1 testified as follows:

2 **DIRECT STATEMENT**

3 **DR. DERATANY:** Good afternoon. I'm Dr.
4 Andrea Deratany. I'm a psychologist in private
5 practice, so I'm a small business owner. I'm a former
6 mayor of Indialantic. I'm a former county
7 commissioner. I'm a former chairman of the county
8 commission. My husband was a former state
9 representative and state senator. Combined, we have
10 been serving the public about 30 years. We have
11 represented in the past a lot of people, and we know a
12 lot of people and talk to a lot of people.

13 My presentation today will ask you to
14 consider the older people. I was going to say
15 elderly, but then I realized, (indicating), I use
16 these too, and once you get to a certain age, which is
17 about 40 years old, you begin not to be able to see
18 well.

19 **COMMISSIONER JACOBS:** Or remember.

20 **DR. DERATANY:** I'm going to address that in a
21 minute. Being a psychologist, I wanted to say to Mr.
22 Garcia, we were talking about Miami, and there is a
23 difference between acceptance and resignation. So,
24 yes, they may get used to it after a while, but it
25 doesn't mean they like it.

1 I wanted to mention just a couple of things.
2 The phone book, somebody else mentioned that print
3 would get smaller. It will either get very small so
4 that we can't see it even with our glasses, or they
5 will have to put a lot more pages in, and so the phone
6 books would get heavier and we would not be able to
7 lift them. It gets harder and harder every year.

8 You mentioned memory, Mr. Jacobs,
9 Commissioner Jacobs, and just for information, our
10 memory starts to decline in our 20s, and it gets worse
11 and worse every year that we gain from then on, so by
12 the time that we get to like the average age of our
13 population in Florida and in Brevard County, we're
14 having a lot of trouble.

15 Not only that, I remember in Brevard
16 County -- and I can remember way back, because I have
17 lived in Brevard County 40 years. My husband has
18 lived here 50 years. He's older. And we had one
19 prefix when I moved here. It was 723. Now there are
20 so many prefixes, it's getting harder to harder to
21 memorize those telephone numbers.

22 So if we have to memorize the different area
23 codes and all the prefixes and the numbers, I think --
24 I know I'm going to be in trouble, and my memory is
25 pretty good.

1 Also I want you to consider the oldest of our
2 elderly. On Fridays I go to the nursing home and do
3 some therapy groups there, and their eyesight is gone,
4 a lot of the times they are not as clear thinking as
5 they once were, and it's just very confusing for older
6 people to have to be presented with a new concept and
7 also to have to remember.

8 And not only that -- I mean I don't know
9 about you -- you all seem pretty young -- but I know
10 that since I have been 40, and I'm not saying I'm
11 still 40 -- I'm older than that -- but since that time
12 I have had many instances where I have misdialed a
13 number just with 7 digits, because I still think that
14 I can see, and so I don't always put my glasses on
15 when I go to make a phone call, and sometimes you hit
16 the wrong digit. So we would be compounding that.
17 Thank you.

18 **CHAIRMAN JOHNSON:** Thank you.

19

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20 **MR. BECK:** Keith Houston.

21

KEITH HOUSTON

22 was called as a witness on behalf of the Citizens of
23 the State of Florida and, having been duly sworn,
24 testified as follows:

25

DIRECT STATEMENT

1 **COMMISSIONER JACOBS:** Not only can't I
2 remember, when I remember, I find it hard to find the
3 dial to hit.

4 **MR. HOUSTON:** Good afternoon. I'm Keith
5 Houston, with the local business Crest Cleaners, and
6 we have 12 locations in Brevard, and we're firmly
7 against the overlay, and we would like one area code.
8 We'd love to have 407, but if you can't do it, one
9 area code would be wonderful.

10 **COMMISSIONER GARCIA:** Sir, I missed your
11 name.

12 **MR. HOUSTON:** Keith Houston. And as far as a
13 plan, I don't see one that strikes me real well. The
14 one that lasts the longest would be wonderful. Thank
15 you.

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17 **MR. BECK:** George Mitchell.

18 **GEORGE MITCHELL**

19 was called as a witness on behalf of the Citizens of
20 the State of Florida and, having been duly sworn,
21 testified as follows:

22 **DIRECT STATEMENT**

23 **MR. MITCHELL:** Good afternoon. I would like
24 to thank you for coming back. I was unable to attend
25 your last meeting, and I was somewhat surprised at the

1 low attendance that I read about when I returned,
2 because the overlay plan sounds so absurd to me.

3 The original area codes in the country were
4 assigned on a geographical basis, and for a long, long
5 time new area codes were assigned on the geographical
6 basis. And Brevard County has a very well-defined
7 border, most of the border being the western border of
8 the St. John's River, with the population-developed
9 areas far from that border. So a geographical
10 division for Brevard County at least makes a lot of
11 sense.

12 As far as the area code, my first telephone
13 number in Brevard County had a 305 area code, and the
14 407 area code isn't any problem, and 321, or whatever,
15 wouldn't be any problem.

16 After I moved from here some years ago, I was
17 in the metropolitan Washington area, where they have a
18 geographical division of area codes, along
19 longstanding political boundaries, and you're able to
20 make, when I moved up there, a -- excuse me, a local
21 telephone call to one of three different
22 jurisdictions, either Virginia and Maryland or DC.

23 **COMMISSIONER GARCIA:** Maryland --

24 **MR. MITCHELL:** Yeah, Maryland is a different
25 area code.

1 **COMMISSIONER GARCIA:** Right. Although
2 Maryland just instituted, if I'm not mistaken -- I
3 think it was Maryland -- an overlay.

4 **MR. MITCHELL:** That's in the Baltimore area,
5 I believe. When they ran out of exchanges, you then
6 had to dial 10 digits if you were dialing outside of
7 the local jurisdiction, and remembering what the area
8 code was was no problem if you knew where you were
9 calling.

10 With an overlay plan you have no idea what
11 the area code is based on where you're calling. A
12 geographical division, you know what the area code is.

13 I think the plan that the county commission
14 supports, 7, looks pretty good. Any of them, I think,
15 would be pretty good. The problem that we have in
16 evaluating this is that we don't have what the basis
17 was for the industry recommendation. What is their
18 rationale for what they recommended?

19 The plan that they recommend, if you take the
20 assumption one, which seems to be the most reasonable
21 assumption to me, you're going to have to have a new
22 area code in five years anyway. If it comes to the
23 point where you're going to have to do an overlay,
24 rather than do an overlay in an area like Brevard
25 County, which is so definitely geographically

1 separate, it would seem to make sense to do your
2 overlay in an area like Orange County. There is an
3 awful lot of cross-traffic from Seminole to Orange,
4 down into the Kissimmee area around Walt Disney World,
5 that area. They might be more amenable to an overlay
6 in that area.

7 But I think the best way to attack it would
8 be what the gentleman addressed earlier, and that is
9 that you follow your own suggestion and become more
10 active with the FCC docket, try to get permission to
11 assign the new area code to things like pagers, cell
12 phones, and data services, and do that for the
13 subsequent division in the more populated areas.

14 But, goodness gracious, just look at where
15 the people, businesses, and everything are in Brevard
16 County, mostly over towards the ocean, far away from
17 the county border, and to overlay this with other
18 areas --

19 **COMMISSIONER GARCIA:** You make a good point,
20 though, in terms of the long run. Those areas that
21 are -- if we do a geographic, it may be when we come
22 back, we'll probably then be looking at --

23 **MR. MITCHELL:** That's been the only places
24 that they have had overlay that I'm aware of, are
25 areas like big cities, like New York City, and

1 Baltimore, and you folks down in Dade County. But us
2 poor folks over here on the beach, it doesn't make
3 that much sense. Thank you.

4 **CHAIRMAN JOHNSON:** Thank you.

5 - - - - -

6 **MR. BECK:** Tom Stauf.

7 **TOM STAUF**

8 was called as a witness on behalf of the Citizens of
9 the State of Florida and, having been duly sworn,
10 testified as follows:

11 **DIRECT STATEMENT**

12 **MR. STAUF:** Thank you for coming back again.
13 My name is Tom Stauf. Much of what I can or was going
14 to say has been said, so I won't repeat a lot of it.
15 First, I want to mention that some five weeks ago the
16 date that did appear in the Today Newspaper was for
17 yesterday at this location. Approximately a week ago
18 the correct date of today came out, so therefore which
19 one is right?

20 I called your 800 number, and the nice lady
21 that answered the 800 number didn't even have this
22 meeting on her schedule to tell me, yes, what day it
23 is. She didn't even know there was going to be a
24 meeting in Brevard County on either yesterday or
25 today. She knew there was a meeting in Orlando at

1 6:00 o'clock. Didn't even know there was a 2:00
2 o'clock meeting in Orlando. So, again, she didn't
3 quite get the -- I realize this is an additional
4 meeting from the original, so that may have created an
5 additional problem, so I just wanted to run that past
6 you.

7 Real quick on the overlay thing, it would
8 require people who are in business to have two
9 different area codes on all their correspondence,
10 which compounds all the problems that have already
11 been discussed.

12 So, then, my choices are the following six
13 choices: Geographical numbers 7, 2, or 9. Any one of
14 the three would be happy with me. The second choice,
15 Brevard gets to keep 407. Third choice, Brevard gets
16 to have -- you know, the geographical with a new area
17 code if necessary. The fourth choice, east coast of
18 Florida gets hit by a giant meteor. Fifth choice,
19 Kennedy Space Center is closed. And then my sixth
20 choice is the overlay system. Thank you.

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MR. BECK: Steve Prenger.

23

STEVE PRENGER

24

was called as a witness on behalf of the Citizens of

25

the State of Florida and, having been duly sworn,

1 testified as follows:

2

DIRECT STATEMENT

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MR. PRENGER: Good afternoon. Just like to
4 say that, first of all, I'm in favor of a geographic
5 split, probably Alternative 7, but any geographic
6 split is preferable to an overlay in my opinion.

7

Like everybody has come up here and they have
8 basically stated all the same reasons that I have:
9 Alarm companies having to reprogram for customers,
10 10-digit dialing is harder for older people, elderly,
11 and for young children for that matter. Anyway, I'm
12 not going to repeat all those.

13

But I would like to state that it looks to me
14 like the phone companies are really pushing this
15 because it saves them money and it's not -- they are
16 not really looking out for their customers. And
17 that's basically it. I'll just keep it real short.
18 Thank you.

19

CHAIRMAN JOHNSON: Thank you.

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21

MR. BECK: Janet Gaulin.

22

JANET GAULIN

23

was called as a witness on behalf of the Citizens of
24 the State of Florida and, having been duly sworn,
25 testified as follows:

DIRECT STATEMENT

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MS. GAULIN: Janet Gaulin, Merritt Island.

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COMMISSIONER GARCIA: Ma'am, could you spell your last name?

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MS. GAULIN: Gaulin, G-A-U-L-I-N. I represent AARP 756 of Merritt Island. At our last meeting there were about 95 people there, and we discussed both the code change and the rate change for the phone company. We object to the rate change also. I might as well as bring that to your attention right now.

We do not favor the overlay plan. People have friends and relatives up North. They wouldn't know who to call, what to call. They can't look at a map like they can now and just dial 407. They would have to figure what time they got the phone and what day and then what area code they are in.

Also, maybe you've seen this ad that's running on television right now with the person with the bandages all over his fingers from too much dialing? That's what the 17-number calling that Mr. Garcia mentioned -- and so on and so forth.

Also, whoever thought of this overlay plan in the business ought to really go see this doctor. I think maybe they need help. And in fairness to the

1 Florida Today, when I saw the difference in the two
2 dates in the paper, I called the editorial page of the
3 Florida Today, and the lady checked on it for me and
4 called me back with the correct date. So Florida
5 Today did try to correct the date for me.

6 Thank you for being here. And, please, no
7 overlay. I favor 2, 7 and 9, because they seem to
8 have the longest life of the rest of the plans. Thank
9 you.

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11

MR. BECK: Gary Lane. Is Gary Lane here?

12

Mark Cook.

13

MARK COOK

14

was called as a witness on behalf of the Citizens of

15

the State of Florida and, having been duly sworn,

16

testified as follows:

17

DIRECT STATEMENT

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MR. COOK: I'm Mark Cook. I'm one of the

19

Brevard County Commissioners. I know you have heard

20

from two of my colleagues a little bit earlier this

21

evening, and I just want to reiterate a little bit of

22

what everybody else has said. We really want to

23

implore you not to go with the overlay system. That

24

is our main concern.

25

I think it would be a disaster for this

1 county. I think it would create all sorts of
2 problems, not only for consumers and residents and
3 small businesses, and just everything imaginable, so
4 we truly want to implore you to please not go with the
5 overlay.

6 And so we don't alienate Commissioner Garcia,
7 I like people from Miami. I think they are great. So
8 but we really appreciate you coming back to Brevard
9 County and giving us this other opportunity here to
10 address you and for the citizens, especially, to have
11 an opportunity to come out and talk to you.

12 So basically I think you know what our
13 preference is, and certainly if you could see your way
14 clear to not impose the overlay system upon us, we
15 would certainly appreciate it here in Brevard County.
16 Thank you.

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18 **MR. BECK:** E. M. Cunningham.

19 **E. M. CUNNINGHAM**

20 was called as a witness on behalf of the Citizens of
21 the State of Florida and, having been duly sworn,
22 testified as follows:

23 **DIRECT STATEMENT**

24 **MR. CUNNINGHAM:** Madam Chairman, members of
25 the Commission, and Commission staff, my name is E. M.

1 Cunningham. I'm legislative chairman committee in the
2 community of Micco in south Brevard, far south
3 Brevard.

4 I want to echo the sentiments of Commissioner
5 Higgs as she brought up on not even considering this,
6 this overlay.

7 I am a resident in that area which,
8 unfortunately, has been subjected to a communications
9 nightmare for the last two and a half years. We have
10 a different area code. We are the stepchildren of
11 Brevard County. We don't like that idea.

12 We have a community down there which is a
13 dynamic and viable community of almost 20,000 people
14 who were isolated because an area code was
15 capriciously changed. It has an affect on our
16 residents.

17 I might add, and this is certainly not in a
18 detrimental or negative way, that a majority of our
19 citizens in this community are retired and are of
20 senior age. This 561 has put a definite impact or had
21 a definite impact on their lives.

22 We have other small things that take place.
23 For instance, one end of our community is still --
24 yeah, one end geographically, the west end, is still
25 in the 407 area code. In the east end we're in the

1 561. This again works in a negative way.

2 Things like calling areas which we have now,
3 and they are pretty well set, we're not going to argue
4 those things for the simple reason they can be worked
5 out, and they can be worked out objectively to the
6 benefit of everybody.

7 But on behalf of the 20,000 citizens that we
8 have in our community, we would ask that you find a
9 viable alternative to this overlay. As the
10 commissioner mentioned, number 7 would seem to be the
11 best. If we can't keep 407, then an alternative
12 number would suffice.

13 **COMMISSIONER GARCIA:** Mr. Cunningham, what
14 did you say the name of the community was?

15 **MR. CUNNINGHAM:** Micco, M-I-C-C-O. That
16 community comprises the subdivisions of Barefoot Bay,
17 Deer Run, Little Hollywood, and Snug Harbor. They are
18 all subdivisions of Micco.

19 The only thing that we would ask the
20 Commission, and I guess not ask, but implore you, is
21 let our 20,000 citizens come home. Thank you very
22 much.

23 **CHAIRMAN JOHNSON:** Thank you.

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25 **MR. BECK:** Bruce Bolon.

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BRUCE BOLON

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

DIRECT STATEMENT

MR. BOLON: Good afternoon. My name is Bruce Bolon.

COMMISSIONER GARCIA: Would you spell it?

MR. BOLON: B-O-L-O-N. And I am from Barefoot Bay. I am the utility director for the homeowner's association. Seems like just what I had written down here is what we just heard. We want to come back home, but we'd like to do it in a way that's not going to inconvenience our citizens that much. We would like to keep, say, 407. We have already had it once. Be much easier to switch back to 407 than to proceed into another area code.

Funny thing, last week we just got our phone books delivered. They weren't from Melbourne; they were from Indian River. And it seemed kind of unique that here we stand tonight, and we just got our 561 area code phone books, and we would like to find our way back into Brevard County.

So I thank you for your time, and I'm glad you're talking about Barefoot Bay and keeping us in

1 mind down there. Thank you.

2 **CHAIRMAN JOHNSON:** Thank you.

3 - - - - -

4 **MR. BECK:** Robert Osband.

5 **ROBERT OSBAND**

6 was called as a witness on behalf of the Citizens of
7 the State of Florida and, having been duly sworn,
8 testified as follows:

9 **DIRECT STATEMENT**

10 **MR. OSBAND:** Good afternoon. My name is
11 Robert Osband from Titusville, and I'm the originator
12 of the idea to call the new area code 321. I
13 testified yesterday on that subject and hadn't planned
14 to speak today, but the subject came up that I got an
15 idea on and I wanted to bring it before the
16 Commission.

17 I'm not sure whether it's part of the 407
18 case or whether it comes under the heading of the
19 later rate relief case or what, but I'm wondering if
20 the Commission can consider ordering that the tele
21 codes allow 10-digit dialing even where not required?

22 Part of the problem now is that if you dial a
23 10-digit number, you get a recorder telling you don't
24 need to, and the call will not go through. Some other
25 exchanges already allow the use of 10-digit dialing

1 for local calls, making it easier to program cellular
2 phones to work either in local areas or while roaming.

3 This way when there are area code changes in
4 the future, alarm companies can just program 10-digit
5 numbers from the start, not have to worry about it.
6 People who program telephone numbers for computers can
7 just program with the area code, and, again, later on,
8 even years later, not have to worry about
9 reprogramming if there is a requirement for 10-digit
10 dialing.

11 If there is a change of area code, of course
12 they will have to reprogram, but that would have to
13 happen anyway. At least if things remain the same in
14 those locations, they will not be inconvenienced.
15 That's pretty much it.

16 **CHAIRMAN JOHNSON:** Another good suggestion.
17 Thank you. Appreciate your testimony.

18 - - - - -

19 **MR. BECK:** Mr. Osband is the last customer
20 who signed up.

21 **CHAIRMAN JOHNSON:** Okay. I would like to
22 thank you all for weathering the storm and coming out
23 to testify before us today. Again, your comments will
24 be among the official comments that we can use when we
25 reach our final decision.

1 I did get some information from staff as to
2 when these programs, whatever we decide, when it would
3 become effective. As I stated, we will vote on
4 December 1st, so you will know the outcome by
5 December 1st. Whatever we vote out will start being
6 implemented in May of next year and mandatory by
7 November of next -- of '99. So may will be the
8 permissive dialing, and then November '99 will be the
9 mandatory dialing.

10 **MEMBER OF AUDIENCE:** Is there going to be
11 anything in the papers?

12 **CHAIRMAN JOHNSON:** Ma'am?

13 **MEMBER OF AUDIENCE:** Is there going to be
14 anything in the papers?

15 **CHAIRMAN JOHNSON:** Generally, I will see to
16 it -- let me make sure. As to what? As to when we're
17 going to vote or once we vote? I know that once we
18 vote, we'll make sure that we get out to the public
19 what will indeed occur, and the companies will do bill
20 stuffers, but we generally try to keep the newspapers
21 and the media in the area informed as to even when
22 we're going to vote and what the staff has recommended
23 to us. So we'll try to keep the community in touch
24 with what's going to happen.

25 I understand that there is someone here from

1 BellSouth that understands the 321 issue, and that he
2 spoke last night, and he may have some additional
3 information that he may need to put on the record
4 really quickly for us. And while he's coming forward,
5 I think there was a question. Yes, sir?

6 **MEMBER OF AUDIENCE:** I know it's getting
7 late --

8 **CHAIRMAN JOHNSON:** If you could come forward.

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10

ARTHUR FISHER

11 was called as a witness on behalf of the Citizens of
12 the State of Florida and, having been duly sworn,
13 testified as follows:

14

DIRECT STATEMENT

15 **MR. FISCHER:** Okay. I know it's getting
16 late, and this is not the topic that we had, but I
17 would like to address three charges that we are
18 currently seeing on our telephone bills.

19

20 One is the long distance company's passing on
21 a ninety-five cent a month charge to us for the use of
22 that -- because they have to pay the local telephone
23 companies for the use of their lines to get in and out
24 of the long distance lines.

24

25 There is a second one that provides for free
or diminished charges for impoverished people,

1 libraries, and so on. That's a second charge that is
2 appearing maybe unbeknownst to most people who don't
3 really look at their telephone bill. And there is a
4 \$3.50 FCC access charge on our bills. And I would
5 like to know if this Commission will ever address
6 these three issues and when?

7 **CHAIRMAN JOHNSON:** With respect -- and it's
8 Mr. Fischer, isn't it? So for the court reporter,
9 it's Arthur Fischer?

10 **MR. FISCHER:** Yes.

11 **CHAIRMAN JOHNSON:** With respect to the access
12 charge, the first one that you mentioned, the
13 ninety-five cents, that is a federal charge. We don't
14 have jurisdiction over that charge, but we have been
15 participating in their filings.

16 Traditionally, the Commission has always
17 taken a position against end-user surcharges as a
18 means of universal service, but we don't have any
19 direct authority over what the FCC allows the
20 companies to do as it relates to interstate services,
21 and that's long distance calls that are generally from
22 state -- if it's from a state to state, that's an
23 interstate call.

24 Now, we don't have a similar charge for
25 within our state, so we can have some direct control

1 over the charges within our state, but not that
2 particular charge.

3 With respect to the universal service, I
4 think you stated correctly that that deals with
5 discounted telecommunication services to schools and
6 libraries, low-income individuals, and also people
7 that live in rural areas, high-cost areas.

8 We were generally supportive of the program
9 for discount rates to schools and libraries, and let
10 me tell you in a general way why. Users were going to
11 have to contribute to that fund anyway, and generally
12 Florida users as a group contribute more out of the
13 state than we take into the state.

14 This was one of the few programs, because we
15 have so many schools and libraries, and our citizens
16 would have been contributing anyway, that we would get
17 more in than we would contribute out. That program is
18 currently under review by Congress. They are
19 reevaluating whether or not that was indeed the right
20 way to approach this. They seem generally supportive
21 of the notions of schools and libraries, but you'll
22 also notice on your bill there is a tax, an excise
23 tax.

24 There is a movement in Congress to perhaps
25 change the funding of the schools and libraries

1 program and using that excise tax revenues to support
2 the program. We've not commented to the members of
3 Congress about that, nor have we commented to the FCC,
4 but we will continue to monitor that process.

5 The last charge you mentioned was that three
6 fifty charge. That's been on the bill for quite a few
7 years, and when it was first implemented by the FCC,
8 we did oppose that charge as a Commission. We can't
9 control whether or not they charge, but we did oppose
10 it.

11 They also if you have noticed if you had a
12 second line, the amount went up from three fifty to
13 five dollars for second lines. We opposed that, and
14 we will continue, I believe, as a Commission to oppose
15 those kind of end-user surcharges.

16 As we decide what we need to do as a state
17 for fair and reasonable rates, I think these are the
18 kinds of things that commissioners will consider.
19 Your comments have been excellent. The comments we
20 have heard from customers around the state about their
21 opposition to these kind of end-user surcharges will
22 be factored into our decisions, and the ones we can
23 have the most impact on will be those here within the
24 state.

25 **MR. FISCHER:** Thank you very much.

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CHAIRMAN JOHNSON: Mr. Greer, some final comments on using the 321 area code?

STAN GREER

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

DIRECT STATEMENT

MR. GREER: Yes. Stan Greer with BellSouth. After our hearing from yesterday, I went back and looked at the dialing patterns concerning the use of 321. And the Commission if they decided to use 321 or had the ability to use 321, they would have to be very careful, because you cannot have essentially a seven-digit number from, say -- I can give you an example, may be easier -- if you look at Option 2, I believe, Orlando.

In that proposed split, Orlando has calling, 7-digit calling, to Sanford, and depending on what the Commission implemented for the interNPA dialing, if they implemented 10, then they would have 10-digit dialing to, say, Kissimmee, and then the switches don't recognize those two scenarios. So if the customer dialed 321 and then a number, the switch would not know whether or not it was a Sanford call or

1 a Kissimmee call.

2 Now, the switch could be implemented to where
3 it would introduce a dialing delay, which the
4 Commission decided not to do --

5 **COMMISSIONER GARCIA:** How long is that delay?

6 **MR. GREER:** Typically, my understanding from
7 when the first, when we looked at it for 305, was
8 about three seconds.

9 **COMMISSIONER GARCIA:** And that would only
10 apply to the people who hold the 321 NSX?

11 **MR. GREER:** It would have to apply to any
12 switch that had that scenario, where you could dial
13 Sanford on a 7-digit, depending on how you do the
14 split, whether the first three digits were 321.

15 **COMMISSIONER JACOBS:** Sanford is the only one
16 in the 407 area code that has 321?

17 **MR. GREER:** Yes.

18 **COMMISSIONER DEASON:** There would be a
19 three-second delay to recognize if there were more
20 digits following?

21 **MR. GREER:** Exactly. The switch, if you were
22 dialing Sanford, it would have to sit there and wait
23 and see whether you're dialing a 10-digit number in
24 Kissimmee or whether you were done dialing, and then
25 after a certain amount of time it would time out and

1 go directly to Sanford.

2 **COMMISSIONER JACOBS:** This is only for
3 7-digit dialing or would that occur also for 10-digit?

4 **MR. GREER:** Depends on what the first three
5 numbers are. If the first three numbers are 321 in
6 both directions, then the switch would just sit there
7 and look at it until it had timed out before it did
8 something else.

9 **COMMISSIONER DEASON:** But that delay would
10 happen only when 321, those digits, were dialed, and
11 not for every call through that switch?

12 **MR. GREER:** That's my understanding.

13 - - - - -

14 **CHAIRMAN JOHNSON:** Thank you, Mr. Greer.
15 Appreciate those comments.

16 Thank you again for participating in this
17 forum. We appreciate your comments, and, again, they
18 will be among the comments that we would use for
19 our -- there is someone else.

20 - - - - -

21 **RALPH GAULIN**

22 was called as a witness on behalf of the Citizens of
23 the State of Florida and, having been duly sworn,
24 testified as follows:

25 **DIRECT STATEMENT**

1 times, and he's answered every question I have asked.

2 He has been helpful in trying to get the
3 newspaper to print the correct date, and has been very
4 responsive every time, even though I thought I was
5 starting to bug him. He was very good about answering
6 me back very quickly, and I do appreciate that, and
7 wanted you to know as he is part of your staff.

8 **CHAIRMAN JOHNSON:** Thank you. Appreciate the
9 kind words. Thank you all for your participation.
10 This hearing is adjourned. Thank you much. Good
11 night.

12 ...oOo...

13 (Thereupon, at 6:06 p.m.,
14 the hearing was concluded.)

15 ...oOo...

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CERTIFICATE OF REPORTER

I, Linda C. Houellemont, being a Registered Professional Reporter, do hereby certify that I was authorized to and did stenographically report the foregoing proceedings, page 1 through 107 inclusive, and that the transcript is a true and accurate transcription of said proceedings.

DATED this 6th day of October, A.D., 1998.

LINDA C. HOUELLEMONT, RPR