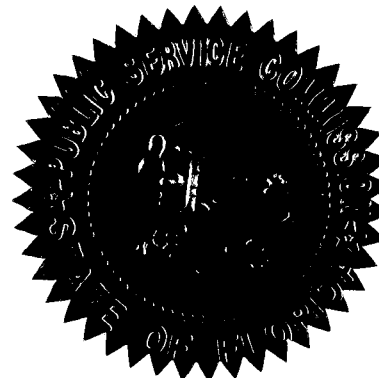


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. UNDOCKETED

In the Matter of

PROPOSED AMENDMENT OF RULE 25-4.0665,
FLORIDA ADMINISTRATIVE CODE, LIFELINE
SERVICE.



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PROCEEDINGS: RULE DEVELOPMENT WORKSHOP

DATE: Friday, July 27, 2007

TIME: Commenced at 9:35 a.m.
 Concluded at 10:15 a.m.

PLACE: Betty Easley Conference Center
 Room 148
 4075 Esplanade Way
 Tallahassee, Florida

REPORTED BY: LINDA BOLES, RPR, CRR
 Official Commission Reporter
 (850)413-6734

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION

06704 AUG-35

FPSC-COMMISSION CLERK

1 PARTICIPANTS IN ATTENDANCE:

2 CHARLES J. BECK, ESQUIRE, and CHANEL WHITE, Office of
3 Public Counsel, representing the Citizens of the State of
4 Florida.

5 MARYROSE SIRIANNI and MANUEL A. GURDIAN, ESQUIRE,
6 representing BellSouth.

7 TOM McCABE, representing TDS Telecom.

8 SANDY KHAZRAEE and SUSAN MASTERTON, ESQUIRE,
9 representing Embarq.

10 DAVID CHRISTIAN and DEMETRIA WATTS, representing
11 Verizon.

12 MIKE TWOMEY, representing AARP.

13 KIRA SCOTT, ESQUIRE, BOB CASEY and CURTIS WILLIAMS,
14 representing the Commission Staff.

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P R O C E E D I N G S

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2 MS. SCOTT: Good morning. Pursuant to notice, this
3 time and place has been scheduled for a rule development
4 workshop to discuss staff's proposed language amending
5 Rule 25-4.0665 pertaining to Lifeline service. The purpose of
6 amending the rule is to implement the Lifeline service
7 automatic enrollment program and to require ETCs to maintain
8 current information on the Universal Service Administrative
9 Company's website. The Legislature has directed the Commission
10 to adopt rules by December 31st, 2007.

11 I'm Kira Scott with Commission legal staff. Joining
12 me are Mr. Curtis Williams and Mr. Bob Casey with technical
13 staff. There's a sign-in sheet in the back, and there's also
14 copies of the agenda with the proposed rule language attached.

15 This workshop is being transcribed, so please state
16 your name before speaking. It'll help Ms. Boles out. We'll
17 start with appearances, first with those appearing by phone.

18 (Technical difficulty with audio system.)

19 Well, then we'll just start with those in the hearing
20 room. Starting with Mr. Beck and we'll just work our way down.

21 MR. BECK: Good morning. Charlie Beck and Chanel
22 White, Office of Public Counsel.

23 MS. SIRIANNI: MaryRose Sirianni, AT&T.

24 MR. GURDIAN: Manny Gurdian, AT&T Florida.

25 MR. McCABE: Tom McCabe, TDS Telecom.

1 MS. KHAZRAEE: Sandy Khazraee, Embarq, and I have
2 with me Susan Masterton, counsel for Embarq.

3 MR. CHRISTIAN: David Christian and Demetria Watts on
4 behalf of Verizon Florida, LLC.

5 MR. TWOMEY: Mike Twomey on behalf of AARP.

6 MS. SCOTT: We do have a few people joining us by
7 phone, and I'm not quite sure -- yeah. We need to wait for --

8 THE COURT REPORTER: Do you want me to call Chris?

9 MS. SCOTT: Yeah. Okay. That would be great. I
10 don't want to begin without those people.

11 (Pause.)

12 Good morning to those of you on the phone. My name
13 is Kira Scott. Can you hear me?

14 (Technical difficulty with audio system.)

15 MR. CASEY: What it looks like is they can hear us
16 but we can't hear them. That's one of the advantages of having
17 a court reporter. At least if you miss it on the phone, you
18 can read it.

19 (Pause.)

20 MS. SCOTT: This is Kira Scott with the Commission.
21 We're, we were having some technical difficulties, but I think
22 that we might be able to hear some of those that are appearing
23 by phone. Could you please let me know if, if you hear me and
24 so that we can know that our system is working?

25 UNIDENTIFIED SPEAKER: I hear you.

1 MS. SCOTT: Well, we're going -- we're -- since it's
2 not working, we were having problems yesterday and it's not
3 working today, we're going to have to, to drop you from the
4 line. But please be aware that this workshop is being
5 transcribed and the transcripts will be available.

6 (Technical difficulty with audio system.)

7 Okay. This is Kira Scott again. We're not going to
8 drop you, you'll still be able to monitor, and we're going to
9 put you on mute.

10 Are there any preliminary matters or comments before
11 we begin? Okay. Hearing none, we'll begin with the first page
12 of the proposed rule starting with Section 3. Are there any
13 comments with Section 3?

14 MS. SIRIANNI: This is MaryRose Sirianni with AT&T
15 Florida.

16 On Section 3 there where you say "All eligible
17 telecommunications carriers shall participate in the Lifeline
18 service automatic enrollment process," I would just suggest
19 that there's really no definition of what the automatic
20 enrollment process is. Maybe if we added something that just
21 said the Lifeline automatic enrollment process is the
22 following, and then (a) and (b) describes kind of the process
23 that you follow. I don't know. It just might clarify.

24 MS. SCOTT: I think that would be helpful.

25 MR. CASEY: I agree. We can put a definition of the

1 actual automatic process in there, a short one.

2 MS. SIRIANNI: It just helps define what that process
3 is.

4 MS. SCOTT: Okay.

5 MS. SIRIANNI: Do you want to talk about all of (3),
6 so if I go down to (3) -- well.

7 MS. SCOTT: Yes. All of (3).

8 MS. SIRIANNI: Okay.

9 MS. SCOTT: I mean, all of (3) and then just, you
10 know, identify which subsection it's in.

11 MS. SIRIANNI: Okay. Okay. My next comment would be
12 on (3)(e), and it suggests that we have ten days from receiving
13 the Commission's e-mail notification on the secure website. I
14 would ask that we have 20 days receiving those applications.
15 And the main reason for that, and I don't, you know, know about
16 the other companies, but as far as AT&T Florida, we received a
17 large number of applications through that process over the last
18 couple of months -- well, since the process started in April
19 there's been approximately 16,000, in May and June it's been
20 over 6,000, probably will go up even higher in July. So I
21 don't think it would be unreasonable 20 days, if that's
22 possible, I would, I would ask.

23 The other part of (e), it talks about the facsimile
24 response to the Commission via a dedicated Lifeline service
25 facsimile telephone line. And I guess I just have a question

1 about that and maybe y'all can help me. Does that mean that
2 that facsimile machine will be kept confidential like in a
3 locked room so that when we -- I mean, I'm not sure I would use
4 that process because our spreadsheets are lengthy and I know
5 you like to sort through them, Bob. So I will probably --
6 which brings up the second part of the question: If I file
7 them at the clerk's office, I will need to file them, I
8 believe, under like a claim of confidentiality.

9 MS. SCOTT: That's correct.

10 MS. SIRIANNI: Okay. Do we need to say anything
11 about the confidentiality of the --

12 MS. SCOTT: We were going to suggest that and see
13 what everyone thought here, so.

14 MS. SIRIANNI: Well, I, I would feel more comfortable
15 if it mentioned something about the fact -- even though we have
16 the statute that allows us to, you know, give information back,
17 I would feel more comfortable, and I would call on my attorney
18 here to see if he agrees, but if it mentioned something about
19 the confidentiality of the information we're providing back to
20 you.

21 MS. SCOTT: We agree.

22 MR. CASEY: And I wanted to mention something. I was
23 going to bring that up because during -- the proposed rule
24 doesn't saying anything about it. We assume that, you know,
25 people understand that it's going to be kept confidential and

1 everything, but we better come out and say it with the new law
2 and everything.

3 MS. SIRIANNI: You and I know that. But if we're
4 gone --

5 MR. CASEY: Yeah. But there's a lot of little ETCs
6 out there that we've got to help along.

7 In accordance -- this is some of the language. "In
8 accordance with Florida Statute 364.107, all personal
9 identifying information concerning a Lifeline applicant is
10 confidential," something like that, or any other kind of
11 proposed language if you have something better.

12 MS. SIRIANNI: Can you repeat that?

13 MR. CASEY: Sure. I'll slow down too -- my Chicago
14 accent. "In accordance with Florida Statute 364.107, all
15 personal identifying information concerning a Lifeline
16 applicant is confidential."

17 And regarding a fax machine, we have set up a room
18 next to my office for the fax machine and it will be locked.
19 I'll have the key, so it will be kept locked.

20 MR. GURDIAN: Bob, this is Manny Gurdian. I was
21 contemplating adding something saying that the response by the
22 ETC would be a response considered to be necessary to disclose
23 to an agency defined in Section 119.011, tracking the language
24 in the statute or at least referring to that section in the
25 statute.

1 MR. CASEY: That would be great. I'm not an
2 attorney, so I'm looking to you guys for advice.

3 MS. SCOTT: I understand. That's good. We can go
4 with that.

5 MR. McCABE: I just have a question. I mean, why
6 would we need that in the rule if we're going to have to file
7 it confidential? I thought that's what I heard.

8 MS. SCOTT: That's if you file it with the Commission
9 Clerk.

10 MR. CASEY: Right. If you file it with the
11 Commission Clerk.

12 MS. SCOTT: But if you send it in by fax --

13 MR. CASEY: The bigger telecoms have an awful lot,
14 they have thousands, so what they will do is put it on a disc
15 and file it with the clerk's office so we can go in and sort it
16 in a worksheet. Like TDS, you know, they've been great,
17 they've been sending me every day a list of people who are not
18 customers of theirs so I can maintain your database correctly.
19 But you'd be able to fax that in to me.

20 MR. McCABE: Okay. That's the question I had. What
21 we've been doing is e-mailing you that information back. You
22 don't want us to e-mail it back anymore, you want us to fax it.

23 MR. CASEY: Fax it. As soon as we get the fax
24 machine, which will be shortly, maybe even today, we'll let you
25 know what the number is and everything.

1 MR. CHRISTIAN: Bob, do you have a desired format on
2 how you'd like to see that spreadsheet? Because I know today
3 in the emails we just sort of dump all the data. When I open
4 up those emails, you really -- it's all disheveled. Is there
5 some way that we could maybe have a standardized form that
6 would make your paperwork and life easier and make our life
7 easier on faxing it so we know it's all the same?

8 MR. CASEY: That might be a good idea. So we can
9 come up with a form and just have the information that we
10 actually need.

11 MR. CHRISTIAN: Maybe you could just send us an
12 example of how you'd like to see it on a piece of paper.

13 MR. CASEY: Sure.

14 MR. CHRISTIAN: You know, single-spaced, however,
15 what kind of font. You know, just for your sake in keeping
16 records it might be easier to do that.

17 MR. CASEY: Sure. That's a good idea.

18 MR. CHRISTIAN: And I guess my question is for the
19 facsimile response, is there, has there been any thought to how
20 this might be taken care of through an e-mail process at some
21 point, whether it's a secure PDF document that can't be
22 changed? Has there been any discussion around what other
23 options are there besides faxing and delivering it to the
24 Commission by hand?

25 MR. CASEY: I'd have to defer to our legal people for

1 that.

2 MR. CHRISTIAN: Is that something that we need to
3 clean up in a legislative rewrite? Because it just seems like
4 we're now adding another layer of bureaucracy that could slow
5 down the process or at least make it more cumbersome from our
6 point of view.

7 MR. CASEY: We just want to be in accordance with the
8 new law.

9 MR. CHRISTIAN: I do too.

10 MR. CASEY: If we can do it e-mail, that would be
11 great.

12 (Simultaneous conversation.)

13 MR. CHRISTIAN: I want to make it as efficient as
14 possible for everybody's sake. And if we could do it through
15 e-mail at some point in the future, then you could sort your
16 lists electronically.

17 Caring for the confidential data, I don't know how we
18 would do that. But just a thought for the future is that we
19 would look at some process that we can use electronically,
20 whether it's a secure website that we can go back in and
21 download stuff to. There's got to be something that can be
22 done, I think, under the confidentiality box that we're in.
23 Still recognizing that we're in 2007 with lots of modern
24 technology at our disposal that we all use every day, it just
25 seems like we're creating another layer here with a facsimile.

1 And those are our only comments on the rule really is about
2 that process. And we'd love to work with you on defining what
3 that process could be. But I understand the limitations we're
4 in today.

5 MR. CASEY: We want to make it easy for everybody.

6 MR. CHRISTIAN: That's right.

7 MS. SIRIANNI: Bob, MaryRose Sirianni with AT&T
8 Florida. To follow up on David, I was going to ask is there,
9 is there any way -- you know, we pulled the list down from the
10 secure website. Is there any way that our folks could, could
11 go back onto the secure website and post it and then you can
12 pull it down on your side? Still being -- I mean, maybe you
13 need to talk to your IT folks and see if that is possible. I
14 mean, just as we pull it down, you know, have to put in a code
15 or whatever, could we send something back on that same system?

16 MR. CASEY: That's a possibility.

17 MS. SIRIANNI: And it still be secure.

18 MS. SCOTT: I think that's something we could
19 definitely look into.

20 MS. SIRIANNI: Because, I tell you, that would
21 definitely be easier than me putting it on a disc and having to
22 actually bring it over.

23 MS. SCOTT: It would be a lot more efficient.

24 MS. SIRIANNI: It would be a lot more efficient, yes.

25 MR. CHRISTIAN: It would also save a lot on gas money

1 that I'd have to spend for someone running it out here to the
2 Commission, and we're paying like 49 cents a mile now, so.

3 MR. CASEY: Got to watch everything these days.

4 MS. SIRIANNI: Yeah. I would think that if we pull
5 it down from secure on our side, that it should be able to work
6 the other way.

7 MR. CASEY: Or be put back in another file somewhere.

8 MS. SIRIANNI: Right. Maybe --

9 MR. CASEY: In a secure database saying this has been
10 altered, something like that.

11 MS. SIRIANNI: Uh-huh.

12 MR. CHRISTIAN: And, again, if we have a standard
13 format or form in an Excel spreadsheet that you desire, then
14 it's really easy to have a master list on a computer,
15 recognizing the confidential treatment of it. I think it would
16 be a lot easier for everybody involved. And then you could
17 share that information with DCF and we could do a lot of
18 different things with that.

19 MR. McCABE: I've got a few questions on one, two,
20 three and four. I mean, obviously I know what one is. I'm not
21 sure two, three and four, what you're trying to get there.
22 Disconnected Lifeline customer applications.

23 MR. CASEY: Right. These are people who have applied
24 through the DCF process and your people go in and find out,
25 well, this person has been disconnected so they're not, they

1 can't get Lifeline.

2 MR. McCABE: Okay. Why wouldn't that fall under
3 four? I mean, I'm just -- it doesn't matter that it's -- if
4 you want to separate it out, that's fine. But isn't that what
5 four is all about too, you would identify why you reject --

6 MR. CASEY: Right. It's a subset of four is
7 basically what it is.

8 MR. McCABE: And what about three? I mean, if a
9 customer already has Lifeline service with me, do I have to
10 send you back telling you that they already have Lifeline?

11 MR. CASEY: It's important that you do that because
12 on the web we have a list of all the applications that go into
13 TDS. And when you tell us, well, these people are already on
14 Lifeline, we will go in and actually pull those people out of
15 your list so you won't be responsible for them anymore, those
16 applications. So we want to maintain a current list of
17 applications that you have, and we don't want people that are
18 already on Lifeline in that list, and you don't either, I'm
19 sure.

20 MS. SIRIANNI: Bob, can we go back to your
21 explanation of number two, disconnected? So you want a
22 separate list with customers that are no longer with us? I
23 mean, I don't provide a separate list. Like when you get my
24 spreadsheet, I have --

25 MR. CASEY: Yours is under rejected, I believe.

1 MS. SIRIANNI: Mine is under rejected. Is that okay?
2 Or do you want us in the future to --

3 MR. CASEY: Yeah.

4 MS. SIRIANNI: Because I don't know that I can do
5 that.

6 MR. CASEY: We may even -- the rejected was added
7 because of BellSouth and how you classified them.

8 MS. SIRIANNI: Right.

9 MR. CASEY: But we may just eliminate two and include
10 it under four.

11 MS. SIRIANNI: Okay. I was thinking two was the --
12 like I give you the ones that are, like, currently in denial
13 status, and I thought maybe that's what you were talking about
14 on number two.

15 MR. CASEY: No. No. These are people that are
16 already disconnected.

17 MS. SIRIANNI: Okay. Okay. Well, just let me know
18 if you are considering that separate.

19 MR. CASEY: Would anybody have any objections to
20 eliminating two and just having it under four? Make it easier
21 for everybody.

22 MS. SIRIANNI: I would vote for eliminating two.

23 MR. CHRISTIAN: I think that makes sense. I think
24 four we have to explain the reason why the customer wasn't
25 added to Lifeline.

1 MR. CASEY: All you have to do is put disconnected.

2 MR. CHRISTIAN: Well, there's lots of -- there are
3 conceivably other reasons than that, and I think that
4 explanation under four would catch just about everything.

5 MR. CASEY: Sounds good to me.

6 MR. McCABE: I'm still having a hard time
7 understanding though three. What -- I mean, what do you do
8 with the list that you have? I mean --

9 MR. CASEY: We have a list, okay, a current list for
10 TDS. We have a current list. Say, okay, these applications
11 have gone into TDS. So what the Commission is expecting now is
12 that these 50 people have been enrolled in Lifeline.

13 MR. McCABE: Right.

14 MR. CASEY: Okay. Now if there's a reason why they
15 shouldn't be on that list, you need to let us know so we can
16 pull them out and say, okay, I'm not, they're not responsible
17 for that.

18 MS. KHAZRAEE: So when your total enrollment numbers
19 don't go up --

20 THE COURT REPORTER: You need to turn your microphone
21 on.

22 MR. CASEY: Is your microphone on, Tom?

23 MR. McCABE: Mine is.

24 MS. KHAZRAEE: Yeah. She was talking to me.

25 MR. CASEY: Oh, okay.

1 MS. KHAZRAGEE: I was just saying I thought that that
2 was so that your total -- if your total enrollment number
3 didn't go up by the amount they showed applied, they would know
4 why you didn't have the number of Lifeline applicants, Lifeline
5 customers. Is that, is that the reason?

6 MR. McCABE: No, you wouldn't be able to do that
7 because you get other applications coming in to you that aren't
8 a part of their subset. So if they sent me 50 but I added 100,
9 they wouldn't have any idea.

10 I guess I'm just trying to understand. I mean, if
11 you have a list of 50 Lifeline applications for TDS and ten of
12 those were already receiving Lifeline service, I would still
13 have all 50 of those customers on Lifeline.

14 MR. CASEY: Right. But we're trying to keep track of
15 the DCF process and how it's working.

16 MR. McCABE: Okay. Okay.

17 MR. CASEY: And I can anticipate when we do our data
18 request for the Lifeline report, the annual Lifeline report, we
19 may add some questions like, okay, you received 50 applications
20 from DCF. When were these people -- when did Lifeline begin
21 for these people? To make sure that you make that 60-day
22 window that's required by law.

23 Silence. Did I drop a bomb?

24 MR. McCABE: You're creating a lot of work. I mean,
25 you're creating a lot of work.

1 MR. CASEY: I can anticipate a question like that.

2 MR. McCABE: Yeah. I mean, that has the potential of
3 creating an awful lot of work, and I don't think that we're
4 keeping data in that type of a format. I mean, we get that --
5 you send us the application today and we put it on tomorrow,
6 and then I'm going to have to go back and try and find the
7 dates and match them. I mean --

8 MR. CASEY: We haven't come up with the questions
9 yet. I'm just saying I can see something like that.

10 MR. McCABE: I'm just throwing that out there so that
11 when --

12 MR. CASEY: Or a representative sample or something.
13 I don't know, I don't know how we'll do it. But I can see
14 something in the data requests to make sure we're in compliance
15 with the law.

16 MS. KHAZRAEE: This is Sandy Khazraee with Embarq.
17 Can you hear me? Is that on? Okay. And with (3)(e) I have a
18 concern also about the ten days, as MaryRose did.

19 I was actually going to suggest 20 business days.
20 Currently my process is completely manual. So when we, we in
21 my office pull them off of your website, we have to go through
22 and put them in a spreadsheet, sort them. Sometimes we find
23 duplicates. We have to take those out so we're not asking the
24 people, the reps who are actually doing the service orders to
25 be in an account twice when they didn't need to be. Then we

1 send it up there. They have, you know, a set number of, of
2 reps who are not just doing Florida work who are working these,
3 and then we're asking them to capture information and send back
4 to us on the ones that they couldn't work. That's all
5 completely manual. We're trying to automate part of it.
6 We've, you know, we're in the planning stages, we're working
7 towards getting it automated. But I've been told that even
8 once we automate it, the manual, the ones that fall out that we
9 can't put the Lifeline on are going to have to be handled one
10 by one manually because they're going to have to go in and look
11 at the account to see why didn't this application match what we
12 have in our records. And I just can't do all that in ten days.
13 It's just not going to happen. So that's, that's my biggest
14 concern at this point.

15 MR. CASEY: We know about the manual because we --
16 when you give us the lists, we do that manually. And there's
17 been five or 6,000 that we've already had to do.

18 MS. KHAZRAEE: Exactly.

19 MR. TWOMEY: I have a question.

20 MR. CASEY: Sure.

21 MR. TWOMEY: Excuse me. The, the language in (3)(b)
22 about "The eligible telecommunications carrier shall enroll the
23 subscriber in the Lifeline service program as soon as
24 practicable, but no later from 60 days from the receipt of
25 e-mail notification" sounds similar to the first part of the

1 language in the existing rule (2) above about the 60 days. And
2 my question is do you intend that, as in (2), that the
3 subscriber's bill shall be credited for the Lifeline service as
4 of the date received to be applicable to the new language as
5 well?

6 MR. CASEY: That's something we need to consider,
7 yes.

8 MR. TWOMEY: I mean, and if you have -- shouldn't it?
9 I mean, aren't the same kind of equitable concerns applicable
10 there? And if you decide to do it that way, shouldn't the, the
11 language, the last sentence of (2) be carried down to the new
12 (3) (b)?

13 MR. CASEY: That's a good point, Mike. We'll
14 definitely consider it. And I think you're right; if we're
15 doing it there, we should do it in the other place.

16 MR. TWOMEY: I mean, are you willing to do it?

17 MR. CASEY: Well, staff will have to go back and talk
18 about it. But I think it's a great idea.

19 Any comments from other carriers? Okay.

20 MR. TWOMEY: Thank you.

21 MS. SCOTT: So no more comments on Section 3.

22 Okay. We'll move on to Section 4 then. Any comments
23 there?

24 MS. SIRIANNI: This is MaryRose Sirianni with AT&T
25 Florida. And on Section 4 you're asking for us to fax to the

1 Commission's line all of the misdirected copies of Lifeline
2 apps that we receive. And if I'm understanding that correctly,
3 that is independent of the DCF process. Those are all other
4 applications that we receive outside of the DCF process that
5 are not AT&T customers.

6 MR. CASEY: Correct.

7 MS. SIRIANNI: And what I would suggest there is at
8 least for AT&T Florida, or we do this actually region wide, we,
9 we have an automated process that when we do get one -- after
10 we, after we go through the manual process and determine that
11 it's not our customer, it's put in and a letter is automated
12 through the system and is sent to the customer telling them --
13 and I have a copy of the letter that we generate and send to
14 the customer telling them that, you know, they need to contact
15 their local phone company because they're not currently a
16 customer of AT&T Florida.

17 So I would ask that we could add something to that
18 portion that would, you know, say at the end, you know, or the
19 ETC, you know, sends a letter to the customer advising they are
20 currently not a customer of that ETC or something of that
21 nature where it gives us the opportunity to send that letter
22 ourself rather than faxing it to you and you sending the
23 letter. Because that's already incorporated into our process
24 to, to do. If we have to add faxing them to you, that's going
25 to add another step to our process. And it becomes burdensome

1 when we're talking about these folks in our Albany office are
2 handling not just Florida but region wide. It's just another
3 step in the process.

4 So, you know, if you'd like to look at the letter we
5 send and if you'd like to, you know, show me the letter that
6 you currently send and want us to have certain language in it,
7 we can work through that, you know, whatever. But I'd like
8 something added that allows the company to send that letter
9 themselves rather than having to go through another step.

10 MR. CASEY: Sure. I'd like to see the letter, if I
11 could.

12 MS. SIRIANNI: Sure. I have a copy of it.

13 MR. CASEY: Great.

14 MS. SIRIANNI: And, you know, it's short and sweet.
15 I mean, you know. But it just informs them basically that
16 they're not currently our customer and that they need to
17 contact. But I'd like to see what you all are sending out
18 also.

19 MR. CASEY: Sure.

20 MS. SIRIANNI: And maybe we can, we can mesh them
21 together.

22 MR. CASEY: Sure. We have a little different process
23 now. We attempt to call them twice when we receive a
24 misdirected, we attempt to call them twice. If we can't get
25 ahold of them, then we'll send a letter out. But we also have

1 the ability to do it in Spanish too.

2 MS. SIRIANNI: Okay.

3 MR. CASEY: So I don't know if you do or not. Do
4 you?

5 MS. SIRIANNI: Well, obviously we're not going to be
6 calling the customer because it's not our customer. So we're
7 not going to call the customer to tell them we have an ap for
8 Lifeline. That, that, that wouldn't work. So, no, we are not
9 calling the customer. We are just sending the letter. It
10 would be not be appropriate for us to call somebody else's
11 customer.

12 MR. CASEY: Okay. We'll definitely consider that.

13 MS. SIRIANNI: Okay. Thank you.

14 MR. CASEY: Thank you.

15 MS. KHAZRAEE: This is Sandy Khazraee with Embarq
16 again. I'm sorry. Going back up to (3)(e), I did have one
17 other issue. Where it says that we should provide you the
18 customer name, address, telephone number and date of the
19 application for the ones that were misdirected, do -- you know,
20 I think the one I pulled together and sent to you did not have
21 the address. My question would be since we're manually
22 populating that information back on the spreadsheet, do we
23 really need all four of those pieces? If we just gave you the
24 name, the phone number and the date of the application, is that
25 sufficient, or do you feel like you really need the address?

1 MR. CASEY: What we'll do is look at the minimum that
2 we need.

3 MS. KHAZRAEE: Okay.

4 MR. CASEY: And if we can scratch out address, we
5 will.

6 MS. KHAZRAEE: And, you know, given your previous
7 conversation with Dave and others about coming up with a format
8 for the spreadsheet, that might answer the issue. But I just
9 wanted to bring that up.

10 MR. CASEY: But I don't want all kinds of
11 information, I don't want the programs. What we basically
12 need, that's all we want.

13 MS. KHAZRAEE: Okay. Thank you.

14 MS. SCOTT: Any other comments on Section 4?
15 Section 5, any comments?

16 MR. CHRISTIAN: I have just one comment. It's more
17 of an apology than anything else. I think we have been -- we
18 have not updated this information and we've had numerous
19 inquiries. We are in the process of updating this information
20 right now on the USAC website. So I apologize for the delay in
21 getting through the bureaucracy of my corporation to get this
22 all up there.

23 MR. CASEY: That's fine. You're on my list. There's
24 five others besides you.

25 (Laughter.)

1 MS. SIRIANNI: Actually I just wanted to point out
2 one thing that I went to the website and I was very encouraged
3 that if you go onto ours, you can actually click on "Online
4 Application" and it takes it to the Commission's website to the
5 online application.

6 MR. CASEY: So when you press on AT&T, it has our
7 application?

8 MS. SIRIANNI: Uh-huh. There's two website, one that
9 takes you to -- it's a BellSouth.com residential, and then
10 right below that it says "Online Application." If you click on
11 that, it takes you to the Florida Public Service Commission's
12 online application.

13 MR. CASEY: That's a great idea. Thank you.

14 (Comment not on microphone.)

15 Causing more trouble. Dave said thank you. Sandy
16 too.

17 (Laughter.)

18 MS. SCOTT: Are there any other comments? Are there
19 any other comments?

20 Okay. Well, there's been some great suggestions
21 today, and we'd like to see your written comments within two
22 weeks of today, if that's okay with everyone. I believe that
23 takes us to August 10th. And we should have a transcript
24 within a week, a week at the most. And I think that's it.

25 MR. CASEY: I'd like to add one thing. I want to put

1 a plug in. We're going to have an ETC workshop August 20th.
2 There will be a notice coming out on that. And that will be a
3 general workshop covering all policy issues regarding ETCs.

4 MR. CHRISTIAN: Is that going to be a rule workshop?

5 MS. SCOTT: No, it's not. It's not.

6 MR. TWOMEY: It's not going to be a rule workshop?

7 MS. SCOTT: But I will be -- it's not going to be a
8 rule workshop. It's going to be addressing just general policy
9 issues. And we'll be determining whether or not rulemaking is
10 the most efficient way to proceed.

11 MR. TWOMEY: That's troubling.

12 The, the -- I have a question though. As to written
13 comments, if, if we said our piece here, do we need to file
14 written comments saying it again?

15 MS. SCOTT: No. No.

16 MR. TWOMEY: It just seems like a waste of paper and
17 so forth. Okay. Thank you.

18 MR. CASEY: It's totally up to you and how important
19 you feel about what you've said today. Of course, there will
20 be a transcript and everything which we will look at. But
21 comments are always welcome. And anything we can do to improve
22 the system, help us out. Thank you.

23 MS. SCOTT: Thank you.

24 (Workshop adjourned at 10:15 a.m.)

25

1 STATE OF FLORIDA)
 :
 2 COUNTY OF LEON)

CERTIFICATE OF REPORTER


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I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 3rd day of August, 2007.



 LINDA BOLES, RPR, CRR
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