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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of :  
:  
Comprehensive review of : DOCKET NO. 920260-TL  
revenue requirements and rate :  
stabilization plan of :  
SOUTHERN BELL TELEPHONE AND :  
TELEGRAPH COMPANY. :

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PROCEEDINGS: FT. LAUDERDALE SERVICE HEARING

BEFORE: J. TERRY DEASON, CHAIRMAN  
COMMISSIONER LUIS J. LAUREDO  
COMMISSIONER JULIA L. JOHNSON

DATE: Thursday, December 2, 1993

TIME: Convened at 6:00 p.m.  
Concluded at 8:20 p.m.

PLACE: Broward Community College  
North Campus  
Omni Auditorium  
1000 Coconut Creek Blvd.  
Coconut Creek, Florida

REPORTED BY: JOY KELLY, CSR, RPR  
Chief, Bureau of Reporting

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6 Telecommunications, Inc.

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9 Telephone No. (305) 347-5310, appearing on behalf of  
10 Southern Bell Telephone and Telegraph Company.

11 JACK SHREVE and CHARLIE BECK, Office of  
12 Public Counsel, c/o Florida Legislature, 111 West  
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15 behalf of the Citizens of the State of Florida.

16 NOREEN DAVIS, FPSC Division of Legal  
17 Services, 101 East Gaines Street, Tallahassee, Florida  
18 32399-0863, Telephone No. (904) 487-2740, appearing on  
19 behalf of the Commission Staff.

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I N D E XMISCELLANEOUSPAGE NO.

1		
2		
3		
4	OPENING STATEMENT BY MR. LANTAFF	7
5	OPENING STATEMENT BY MR. SHREVE	10
6	CERTIFICATE OF REPORTER	89
7		
	<u>WITNESSES</u>	
8	STEWART COHAN	27
9	STEPHEN HELLER	30
10	ABE ASOFSKY	21
11	JULIE JONES	27
12	EDYTHE MARINOFF	30
13	JERRY NOYH	32
14	HARRY WOLF	33
15	SHELLEY KAHN	35
16	DAVID DICKSTEIN	39
17	VIRGINIA BROSCIOUS	42
18	GEORGE BOLTON	43
19	ROSEMARIE DALLIO	49
20	WILLIAM HOWARD SECKER	51
21	MARTIN SCHUTZMAN	58
22	MARION STREITFELD	60
23	JOHN MACHNIC	62
24		
25		

1	Index of Witnesses (Continued)		3-A
2	<u>Name:</u>		<u>Page No.</u>
3	JOANN ALDERMAN		65
4	ROBERT ALDERMAN		66
5	AL LEVIN		69
6	RICHARD JETTE		78
7	LYDIA ECHAVARRIA		80
8	JIM JAKUBEL and LAURIE LATIMER		83

9			
		<u>EXHIBITS</u>	
10			
		<u>IDENTIFIED</u>	<u>ADMITTED</u>
11			
12			
13	6 (Beatty) Notice of Public Hearing	7	

14  
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16  
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18  
19  
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21  
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P R O C E E D I N G S

(Hearing convened at 6:00 p.m.)

CHAIRMAN DEASON: Ladies and gentlemen, if I could have your attention please, we will call this hearing to order. We will begin by having the notice read. Counselor.

MS. DAVIS: Thank you, Mr. Chairman. This time and place have been set for a service hearing by notice issued September 28th, 1993, in the consolidated Southern Bell dockets, numbers 920260-TL, 910163-TL, 910727-TL, 900960-TL, and 911034-TL.

CHAIRMAN DEASON: Thank you. Take appearances.

MR. SHREVE: Jack Shreve and Charlie Beck, Office of the Public Counsel, representing the Citizens of the State of Florida.

MR. BEATTY: Robert Beatty, general attorney for BellSouth Telecommunications.

MR. LANTAFF: Court Lantaff, AVP, Corporate and External Affairs, representing Southern Bell.

MS. DAVIS: I'm Noreen Davis appearing on behalf of the Commission Staff.

CHAIRMAN DEASON: Thank you.

I'd like to take this opportunity to introduce myself. My name is Terry Deason, I'm

1 Chairman of the Public Service Commission and to my  
2 left is Commissioner Julia Johnson, and joining us  
3 shortly this evening will be Commissioner Luis Lauredo.

4 I want to take this opportunity to welcome  
5 everyone out to this public hearing this evening. The  
6 purpose of the hearing is to hear from you, the customer,  
7 concerning the quality of service provided by Southern  
8 Bell and the various proposals that are currently pending  
9 before the Public Service Commission in the dockets which  
10 were just mentioned by Staff counsel.

11 The procedure which we will follow this  
12 evening will be we will begin by hearing opening  
13 statements from Southern Bell and the Office of Public  
14 Counsel. Following those brief opening statements, I  
15 will ask all of the members of the public who wish to  
16 testify this evening to stand and to be sworn in. It is  
17 necessary for you to be sworn in because your testimony  
18 will become part of the official record in this proceeding  
19 and will become evidence upon which the Commission will  
20 rely in making its decision in these dockets.

21 This hearing is being recorded by an official  
22 court reporter. And I ask that the audience keep in  
23 mind that this is an official hearing of the Commission  
24 and to please act accordingly.

25 The procedure will be that your name will be

1 called by Mr. Shreve, who is maintaining a list of  
2 those individuals who have indicated they wish to  
3 testify. When your name is called, please come forward  
4 to the podium at the front of the stage and give us  
5 your name and your address and if you feel that it  
6 would be helpful to the court reporter, please spell  
7 your name.

8           You may give your statement, and I ask that  
9 you please be mindful that there are a number of  
10 individuals who wish to testify this evening and to  
11 keep your statements as brief as possible. We don't  
12 want to cut anyone short. We're not imposing any time  
13 limits on anyone, but we just request that you be  
14 mindful of your friends and neighbors, that there are  
15 people waiting for their turn to testify as well.

16           In addition to testifying this evening, you  
17 may wish to avail yourself of the opportunity to mail  
18 in your comments.

19           There is a sheet which is attached to the  
20 back of the blue information handout. This sheet may  
21 be detached. You may provide your written comments and  
22 mail this to the Public Service Commission. This is an  
23 option which is available to you as well.

24           With that, we can begin with opening  
25 statements. Counselor, is there an exhibit which you

1 wish to identify at this time?

2 MR. BEATTY: Yes, sir. With your permission,  
3 I'd like to offer into evidence as a --

4 UNIDENTIFIED SPEAKER: Can't hear.

5 MR. BEATTY: Mr. Chairman, with your  
6 permission, I'd like to offer into evidence as an  
7 exhibit in this record, the legal notice of public  
8 hearing for this proceeding this evening.

9 CHAIRMAN DEASON: Thank you. We will  
10 identify that as Exhibit 6 and if you could provide  
11 that to the court reporter. You may begin your opening  
12 statement.

13 (Exhibit No. 6 marked for identification.)

14 MR. LANTAFF: Thank you, Mr. Chairman.

15 Good evening, I'm Court Lantaff and I'm  
16 assistant vice president, corporate and community  
17 affairs, for Southern Bell in Florida.

18 I want to thank all of you for coming this  
19 evening. I'm going to be very brief tonight so we can  
20 get to your views. However, there are a few things I  
21 believe need to be said to set the context for  
22 tonight's discussion.

23 We need to look no further than the headlines  
24 of recent newspapers and news magazine articles to  
25 realize that the telephone industry is changing at an

1 ever-increasing pace. A recent front-page article in a  
2 major Florida newspaper said, and I quote, "In Florida  
3 the merger of Bell Atlantic and TCI may challenge  
4 Southern Bell's decade-old dominance of local telephone  
5 service."

6           The story continued that by mid-1994 the Bell  
7 Atlantic/TCI system will link living rooms in major  
8 portions of Florida with American's data superhighway  
9 through a single outlet in the home. And, in today's  
10 USA Today is an example because these stories are  
11 coming faster and faster. An article said "High-tech  
12 rivals jam superhighway. Leading cable telephone and  
13 computer companies are racing to build the information  
14 superhighway."

15           The announcement said that six cable TV  
16 companies have joined -- five, I'm sorry -- five of the  
17 six biggest cable TV companies said they will work  
18 together to provide telecommunications services to  
19 their cable customers. Yes, America, and Florida in  
20 particular, are in the middle of a Communications  
21 revolution, not an evolution. And yet our traditional  
22 regulatory process never envisioned this changing  
23 market. The regulatory policies of the past do not  
24 address the changes that are occurring today, let alone  
25 tomorrow's changes.

1           That brings me to the proposal that we have  
2 before the Public Service Commission. That proposal is  
3 really about continuing Florida's transition to this  
4 new world. It's about providing you options. It's  
5 about providing reasonably priced reliable service, and  
6 yes, about positioning Southern Bell to be able to  
7 compete in this new world of competition. Since we  
8 have already sent our customers a bill insert that  
9 describes our proposal in detail, and the Commission  
10 has provided information as well, and we also have a  
11 open letter that we've handed out at the door for you,  
12 I will not belabor these points tonight. If you still  
13 have questions, we have some employees here who can  
14 talk with you individually about our proposal.  
15 However, I do want to emphasize three primary points  
16 about our proposal.

17           First, this is a rate reduction case. Since  
18 1988, when the PSC approved Southern Bell's current  
19 incentive regulatory plan, you, our customers, have  
20 received more than \$1.4 billion in rate reductions and  
21 refunds. In our proposal that we're talking about  
22 tonight, we're suggesting another reduction of over \$26  
23 million to you, in addition to the 49 million in  
24 reductions already scheduled.

25           And secondly, if Southern Bell is able to

1 continue offering reasonably priced services, we must  
2 have a regulatory environment that encourages  
3 efficiency and provides the capital resources so we can  
4 bring the benefits of the Information Age to you.

5           And third, there has been a great deal of  
6 publicity about Southern Bell's expanded local service  
7 plan. As a matter of fact, even today's Sun Sentinel  
8 carried a front-page story entitled, "Consumers Blast  
9 Bell's Proposal." Despite what you may have heard,  
10 this plan is not a mandatory plan. It is, and will  
11 remain, an option that will benefit some of our  
12 customers. Even if our proposal was approved, you  
13 would still have the option of having the same flat  
14 rate service you have today.

15           There are many other beneficial features of  
16 our proposal, but I promised to be brief. Tonight is  
17 about hearing from you.

18           Thank you for coming and I look forward to  
19 hearing your comments. That's the end of my remarks,  
20 Mr. Chairman.

21           CHAIRMAN DEASON: Thank you. Mr. Shreve.

22           MR. SHREVE: Thank you, Mr. Chairman. I'll  
23 be very brief. I appreciate all of you coming out  
24 tonight. We're here to represent you. Just a couple  
25 of comments on some of the things that Mr. Lantaff

1 said.

2           The \$1.4 billion that he was talking about  
3 was ordered by the Public Service Commission. But that  
4 did not come off of your bill. A large part of that  
5 included depreciation which never should have been  
6 granted, so you're still paying that money in to  
7 Southern Bell even though that was added into that 1.4  
8 billion.

9           Now, they say this is about a rate reduction  
10 and they have offered \$26 million as rate reductions.  
11 That is peanuts. This is a rate reduction case. Bell  
12 was ordered to come in and file a case. The only  
13 problem is their rates have not -- the offer that they  
14 have made is not nearly enough. Their rates should be  
15 cut by hundreds of millions. The biggest change, one  
16 of the biggest changes that are coming about with the  
17 new technology and the things that are going on right  
18 now, the change is a decreasing cost for Bell.

19           In the article that Mr. Lantaff was reading  
20 from a few minutes ago, he neglected to say -- and I  
21 believe this is the same article that talked about the  
22 astronomical amounts of profits that would be made by  
23 those companies he was reading about.

24           The reference to the local measured service,  
25 which I know a great many of you are interested in, the

1 choice is there, but they have connected it to the  
2 ability to get a reduction in long distance rates. So  
3 if you elect to keep your flat rate service, you will  
4 not receive the reduction in long distance rates. They  
5 have been trying to get the local measured service for  
6 at least 15 years that I know of. This is another  
7 hook, but this one is even worse because they connect  
8 it to that reduction in long distance rates, which  
9 should be made. But you shouldn't have to give that up  
10 or take that depending on whether you're willing to  
11 give up your flat rate. Most anybody, even Southern  
12 Bell people will admit, that economically, local  
13 measured service does not stay optional. When people  
14 go on to local measured service, that pushes more cost  
15 on to flat rate. I think that's a choice that should  
16 be made by the people, whether you want to continue to  
17 have your flat rate throughout, or give Southern Bell  
18 the opportunity to start putting in local measured  
19 service. And that's where I think we should hear from  
20 the people and do what the people want in that area.

21           We're looking forward to putting on our case,  
22 showing that the incentive program that was described  
23 by Mr. Lantaff has led to abuses, investigations into  
24 both manipulation of records on outages, which  
25 prevented people from getting refunds they were

1 entitled to, as well as sales fraud. We will be  
2 presenting that evidence in the case and feel there  
3 should be a penalty leveled against Southern Bell  
4 because of those actions. And that penalty should  
5 benefit the customers of Bell in the State of Florida,  
6 because those are the people that received the  
7 detrimental treatment throughout that period of time.  
8 We look forward to representing you in this case and  
9 appreciate very much you being here tonight, now we're  
10 looking forward to hearing from you.

11 Thank you. (Applause)

12 CHAIRMAN DEASON: Thank you. I failed to  
13 indicate earlier that the Public Service Commission has  
14 representatives here this evening which may provide  
15 assistance to you. You may have already met them  
16 earlier. They are at the table in the foyer area as  
17 you entered the auditorium. If you have questions, you  
18 may wish to refer your questions to them, and I'm sure  
19 that they can either answer them, or take your name and  
20 will be able to contact you later with detailed answers  
21 to your questions.

22 At this time, we're going to swear in all of  
23 those members of the public who wish to testify this  
24 evening. So everyone who does wish to testify, if you  
25 will please stand and raise your right hand.

1 (Witnesses collectively sworn.)

2 CHAIRMAN DEASON: Mr. Shreve, you may call  
3 your first witness.

4 MR. SHREVE: Thank you, Mr. Chairman. Mr.  
5 Stewart Cohan.

6 STEWART COHAN  
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 WITNESS COHAN: Thank you for letting me talk  
11 tonight, gentlemen. But prior to my discussion, as the  
12 public defender or attorney, and the phone company has  
13 mentioned, I left one question in mind: Doesn't the  
14 Public Service Commission have discretionary powers on  
15 these hookers you brought up? Don't they have the  
16 discretion to open or close it themselves without  
17 bringing it up before us? What I came about is --

18 CHAIRMAN DEASON: Sir, sir? Could you give  
19 us your name and address?

20 WITNESS COHAN: Yes. Yes, Stewart Cohan,  
21 Sunrise, Florida. It's spelled like George.  
22 Relatives, you know.

23 What I'm talking about is really basically on  
24 the discretion of the Commission.

25 When the Commission grants facilities to

1 Southern Bell or any other Florida company, they are  
2 not giving reciprocity. I only can use one example,  
3 which I mentioned to Mr. L before.

4 A few years ago Southern Bell put in a --  
5 whatever type of service you call, from Boca Raton to  
6 Fort Lauderdale for a flat rate. Naturally, a lot of  
7 us are elderly, and we're fortunate to have elder  
8 people. I have a mother 100 years old living in Boca.  
9 I'm her only heir and she calls me a lot, so I had to  
10 find the money and I thank God they had that plan.  
11 Now, I have to call her.

12 Their bill from there to me is \$6.80 a month;  
13 she can call me 500 phone calls. I make 50 calls back  
14 and my bill is \$40, round figures, I'm not giving you  
15 the exact cents. Why, when that service was installed  
16 and approved by the Commission, didn't they have the  
17 reciprocity that it works two ways? Why couldn't Fort  
18 Lauderdale call Boca for that same amount of money?

19 My complaint isn't with Southern Bell. It's  
20 with the discretion of the Commission. And I'm sure  
21 others that I've spoken to before we got in here  
22 tonight, is the public phone. Many a time, and I've  
23 written to the Commission, to give an example: I was in  
24 Miami Beach and I had to make a quick phone call  
25 because I was late to Hollywood, a distance of less

1 than ten miles. The only thing was the public phone.  
2 It cost a \$1.20 in a public phone for ten minutes --  
3 for ten miles for three minutes. That's kind of high.  
4 And I know others here are complaining about the rates.

5 Another thing, Delray and Boca Raton is less  
6 than seven miles from the city boarders. Using  
7 Southern Bell's phone from Boca to Delray, it's a  
8 quarter a call. Even though they have whatever all the  
9 different types of plans involved. This, I think the  
10 Commission is not evaluating from the full circuit. And I  
11 think a lot of the problems are from the full circuit.

12 Another thing current in the modern  
13 Commission today that we're having that bothers me --  
14 I'm not trying to take a lot of time going into  
15 multiple detail, I'm just surfacing it. The thing is  
16 this today with the nuisance calls that you people --  
17 and the security phone calls that a lot of us are  
18 getting, threatening, ponographic, the whole gamut of  
19 improper calling.

20 They have caller ID, that's wonderful. I  
21 like it, but I'm limited. Why can't the Public Service  
22 Commission tell the phone company if the people want it  
23 and it's a fair rate to have it. Why can't the phone  
24 company supply it like they supply the phones on  
25 rental? Instead of saying, "We'll give you the service

1 with charge or no charge for hookup, but you've got to  
2 go out to a store and buy it from \$75 to \$150."

3 Today, the seniors in Broward, Palm Beach and  
4 any of the Southern Bell areas could use Caller ID  
5 because some are hard of hearing, some are getting poorer  
6 eyesight. All of these things are not in the public's  
7 interest unless it's to them at a reasonable, affordable  
8 rate, that they have leased us the equipment. Why do we  
9 have to buy it? Why not be the phones? All these things.  
10 Everybody looks at it for dollars and cents. They do not  
11 look at it, for us, the people, the users, the retirees,  
12 the limited income. Not everybody is fortunate to have  
13 high-bank-interest bank accounts that can pay it. It's us  
14 retired people that work and don't have a high income that  
15 have to share the bill. These are the things we're asking  
16 the Commission to evaluate.

17 You're looking at the positive proposals,  
18 look at the negatives. Send it out with the bill.  
19 Have an official form go out with our phone bill.  
20 We'll mail it back to the state. But do something  
21 about it. Let's not play politics. Let's analyze it  
22 for the good of the poor as those that can afford it.

23 Thank you. (Applause)

24 (Witness Cohan excused.)

25

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1 MR. SHREVE: Thank you, sir. Mr. Stephen  
2 Heller.

3 STEPHEN HELLER  
4 was called as a witness on behalf of the Citizens of  
5 the State of Florida and, having been duly sworn,  
6 testified as follows:

7 WITNESS HELLER: Good evening, my name is  
8 Steven Heller. My wife and I have lived in Delray  
9 Beach. I'd like to thank the Commissioners, members of  
10 the phone company, and the consumer advocates for  
11 allowing me to say a few words tonight.

12 I come to you -- first, I'm a stockholder in  
13 Southern Bell, and I'm very pleased with the management  
14 because I think my investment has done very well.

15 I'd like to tell a little story. There's a  
16 woman standing by the door with a big dog and there's a  
17 telephone repairman about to go into her house. And  
18 the repairman says to the woman, "If I go past you,  
19 will your dog bite me? And the woman says, "My dog  
20 doesn't bite." So the man walks by, the dog attacks  
21 him, bites him in the leg and he's bleeding. And he  
22 says, "Madam, didn't you say your dog doesn't bite?"  
23 And she says, "That's not my dog."

24 One of the reasons I'm here tonight is I think  
25 the telephone company is about to bite me. This proposal

1 may look good. It's a beautiful package, it looks like a  
2 rate reduction. But somewhere in the middle is a joker.  
3 And the joker is the elimination of the flat rate and the  
4 imposition of a message rate. I've heard it repeatedly  
5 that it's optional. It may be optional when it's  
6 originally implemented, but a lot of optional things, such  
7 as taxes, they change in time. It may be optional today,  
8 and tomorrow we may not have a choice.

9           Today our bills may be running maybe \$25 or  
10 \$35 a month; if we are imposed upon with a message rate  
11 and the elimination of the flat rate, our \$25 month a  
12 bill may rise to \$200 or 300 a month. And that's what  
13 I'm afraid of.

14           And I feel that the Commissioners should  
15 reject this proposal until they can eliminate this  
16 optional clause. I feel that the people here tonight  
17 -- I'm disappointed I thought there would be a lot more  
18 -- should make their feelings known. They should let  
19 the Commissioners know because it depends upon the  
20 Commission whether this proposal is approved or  
21 rejected. The way to let them know is to write to  
22 them, go back to your condominium, tell your neighbors  
23 and your friends to write. If you work, tell your  
24 fellow workers to write. Let the Commission know how  
25 we feel. If it were up to me I would say let's reject

1 this proposal. Let them come back with another  
2 proposal that does not eliminate the flat rate and  
3 impose this message charge.

4 Thank you. And God bless you. (Applause)  
5 (Witness Heller excused.)

6

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7 MR. SHREVE: Thank you, Mr. Heller. Mae  
8 Rich. Is that Mac Rich?

9

MAC RICH

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 WITNESS COHAN: Mac. Good evening, Mr.  
14 Chairman, members of the Commission, honored guests,  
15 ladies and gentlemen. I came down here from Tamarac  
16 because I was annoyed with what's going on, picking on  
17 Southern Bell for no reason whatsoever. I have been  
18 with Southern Bell for many years and let me explain to  
19 you why.

20 CHAIRMAN DEASON: Sir, could we get your name  
21 and address?

22 WITNESS RICH: My name is Mac, last name is  
23 R-I-C-H. 4930 Sable Palm Boulevard, Tamarac.

24 CHAIRMAN DEASON: Thank you.

25 WITNESS RICH: I'm down here with my wife

1 this evening. We had other appointments that we had to  
2 attend, but I thought that this issue was very  
3 important. I know for a fact that Southern Bell has  
4 been honest, as far as rates are concerned, and I leave  
5 it to their judgment, and I think people should be  
6 aware that Southern Bell is trying to do the best they  
7 can. I think, according to what I read in the paper,  
8 they're going to save the people \$100 million. I wish  
9 I had it. I would have done something about it, but I  
10 have faith in Southern Bell, and I wish that everybody  
11 else that's down here has the same.

12 Thank you very kindly.

13 MR. SHREVE: Thank you, Mr. Rich. Mr. Abe  
14 Asofsky.

15 ABE ASOFSKY

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

19 WITNESS COHAN: My name is Abe Asofsky, A as in  
20 Adam, S as in Sam, O as in Oscar, F as in Frank, S as in  
21 Sam, K as in Katie, Y, yours truly. I live in Coconut  
22 Creek in Windmore Village, right across the street.

23 (Applause) Thank you.

24 I'm a volunteer in the ranks of AARP. I  
25 receive no salary, certainly not a six-figure salary.

1 I'm a volunteer. My salary was doubled over what it  
2 was last year. Last year it was zero, today it is two  
3 times that amount.

4 I am a member of AARP's State Legislative  
5 Committee. This is a group of about 17 people from all  
6 over the state of Florida representing the 2.5 million  
7 AARP members in the state. I represent -- and I'm  
8 privileged to do so, the 250,000 AARP members in  
9 Broward County.

10 My committee conducts poles, we visit various  
11 chapters, we get letters, phone calls. From all of  
12 this input, we establish a legislative policy; that is  
13 what we will support and what we will oppose. But our  
14 members tell us loud and clear, day by day, "We want a  
15 basic telephone service devoid of frills and gimmicks."  
16 End of quote. And why we ask them? And they respond,  
17 "Because it is another person in a lonely home. It is  
18 essential to the older person to maintain social  
19 contacts. It preserves the older person's health and  
20 safety. And finally, it permits easy communication  
21 during an emergency."

22 This boils down to an acronym which we have  
23 developed which we call "POTS and PANS." Pots,  
24 P-O-T-S, plain old telephone service, from PANS, a  
25 practical affordable necessary system.

1           Accordingly, we oppose and oppose most  
2 strenuously Southern Bell's push for local measured  
3 service. Why? Let me enumerate the reasons.

4           One, it restricts the concept of basic  
5 service so essential to the senior citizen.

6           Two, because of economic circumstances it  
7 would be unnecessary -- it would unnecessarily  
8 discourage the essential use of the telephone. In  
9 effect, it would put a telephone booth in your living  
10 room. The rooms are small enough, we need no further  
11 equipment in them. It makes phone networks that  
12 service older persons costly to run. There is a  
13 gentleman in this room, I won't embarrass him by  
14 identifying him who makes three calls every morning to  
15 his neighbors, simply to get a response at the other  
16 end to determine whether his neighbor is still alive,  
17 if he or she responds, he says, "Good morning" and  
18 hangs up. But that becomes a hundred telephone calls  
19 approximately a month.

20           Any LMS, local measured service, would force  
21 flat rates higher. The evidence is clear in whatever  
22 jurisdictions of other Bell operating companies, flat  
23 rates that are based on local measured service have  
24 increased obscenely through the years.

25           In this connection, by the way, AARP strongly

1 supports the development of expanded local dialing  
2 areas. It's absurd for me, living here in Coconut  
3 Creek, when my wife wants to call the kosher butcher in  
4 Delray, to have to pay a toll call. Or, when she wants  
5 to have the venetian blind fixed and the man lives in  
6 Hallandale, to pay a local toll call.

7 I suggest most respectfully that Southern  
8 Bell Palm Beach County, Broward County, Northern Dade  
9 County are one big economic community. By expanding  
10 local unlimited dialing services to this broader area,  
11 you would be helping the small business person, who  
12 can't afford an 800 number, who can't afford a WATS  
13 line or whatever technical terms you use. We object to  
14 the residential customers of Southern Bell funding the  
15 development of costly technical and information  
16 services, one of the most frequently asked question of  
17 me is, "Where does Southern Bell get all that money to  
18 seek the purchase of a cable system in the state of  
19 Texas?" The answer is very simple, "From your  
20 telephone bills." (Applause)

21 And the plea of Southern Bell for additional  
22 funds to fight the cable companies seems to me to be  
23 fairly empty, empty and vacuous. If you want to fight  
24 the cable companies, get it from your stockholders.

25 Therefore, we urge you, whenever you hear the

1 clanging of of pots and pans in your home, in restaurants,  
2 let it be a reminder of my acronym, "POTS and PANS."

3 Now, I don't want to introduce a note of  
4 levity in this serious presentation. But I have  
5 brought a visual aid with me. This, ladies and  
6 gentlemen, is a pot and a pan. (Applause) And every  
7 time -- every time you see this, let the Public Service  
8 Commission know that you are in favor of a POTS and  
9 PANS program. (Applause)

10 I will close with the following comments.

11 First, I most respectfully suggest that if you haven't  
12 seen it in today's Sun Sentinel, in the business section,  
13 the column by its featured business writer, Jack Niece,  
14 (ph) about Southern Bell's request for funds. If I'm  
15 permitted to do so, I made a photocopy of it and I'd like  
16 to submit it for the record. I will do that later.

17 In closing, I ask the Public Service Commission,  
18 accept the challenge, improve your image amongst your  
19 constituents, be a leader, give us POTS and PANS by  
20 saying, "No" to Southern Bell. You've had enough.

21 Finally, I respectfully request that you  
22 recognize that the P in PSC, Public Service Commission,  
23 P, stands for public, not private profiteering by  
24 public utilities.

25 Thank you very much. (Applause)

1 (Witness Asofsky excused.)

2

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3 MR. SHREVE: Thank you, Mr. Asofsky.

4 This isn't a question, Mr. Chairman, but I  
5 think this would be a good time to point out, and I  
6 appreciate your continued interest and the time you  
7 have spent in the past. AARP, the Florida Consumer  
8 Action Network, the Attorney General and our office  
9 banded together about two years ago to file for the  
10 reduction in Bell's rates which led to this proceeding.  
11 And I want to tell you how great it was to be working  
12 with all of you. Thank you. (Applause)

13 WITNESS COHAN: I just have this copy of the  
14 lease article, if you haven't seen it.

15 (Hands document to counsel.)

16 MR. SHREVE: Thank you, sir.

17 (Witness Cohan excused.)

18

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19 MR. SHREVE: Julie Jones.

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21

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23

24

25

JULIE JONES

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:

5 WITNESS JONES: That's a tough act to follow.

6 I'm Julie Jones, and I live in Plantation.

7 I wanted to share with you just a couple of  
8 quick experiences that I had with Southern Bell  
9 regarding their level of service, and I own a business  
10 in Plantation. We have eight incoming phone lines that  
11 are local lines and some WATS lines, so we have a high  
12 phone bill. We examine that phone bill closely  
13 monthly.

14 When our August bill came in, it was \$300  
15 over its norm, and that was really unusual. So my  
16 partner, who pays those bills, started examining the  
17 phone bill and discovered five of our phone lines had  
18 one-minute phone calls to 976 adult numbers. And so we  
19 spent the afternoon playing detective and we started  
20 calling trying to determine what this 976 adult phone  
21 service was. And when we determined what it was, we  
22 also knew that no one in our office had made the phone  
23 calls.

24 We were getting frustrated. We couldn't get  
25 the business office of the 976 to even answer their

1 answering machines. So we called Customer Service at  
2 Southern Bell, and we got an Anna Thomas on the phone  
3 who said, "Let me look into this. This doesn't sound  
4 right. Are you sure you don't have a cleaning service  
5 that was there at 10:00 in the morning?" No. I have  
6 had the same ten employees that I've had for years and  
7 years. Okay. So Anna said, "Let me play detective and  
8 I'll get back to you."

9           24 hours later Anna Thomas called me back at  
10 my office and said, "This is really strange." She  
11 said, "What kind of location is your business in?"

12           I said it's in the strip shopping center.  
13 She said, "It's interesting that whoever is calling for  
14 this adult fun on these phone lines has less than 30  
15 seconds per call." She said, "Would you be willing to  
16 kind of walk around your shopping center and see if  
17 anyone else has had the same problem?" And so I did.  
18 I found five merchants that also had 976 calls in the  
19 month of August. But they only had one on their bill  
20 and they didn't notice it. Five showed up real big on  
21 our bill.

22           Anna said, "Have you considered that maybe  
23 your meter room might not be as secure as you think it  
24 is?" Oh, so I took a walk with our maintenance man,  
25 and I find our meter room is wide open and somebody has

1 been in there playing on the phone lines. So by 4:00  
2 that afternoon, she had all phone records cleared up,  
3 our bill was straightened out, the meter room was  
4 locked, and we were happy customers. And I thought  
5 that's about as good a service as you could ask for  
6 from one business to another. Because I don't have  
7 time -- I don't want to spend my business hours doing  
8 that kind of thing, so she was a big help.

9 My only other experience with service with  
10 Southern Bell, was my partner's husband built a small  
11 office, a small professional building in Plantation.  
12 He was ready to move in. He's a dentist, and he was  
13 ready; moving day arrived, and he didn't have his phone  
14 service.

15 In that morning he discovered that there was  
16 a miscommunication between the general contractor and  
17 Southern Bell. One thought one had done something, one  
18 thought someone else had, and there was a 30-day  
19 application for phone service that had never been  
20 filed, and he was told you can't have your phone for 30  
21 days. And he said, "But I'm going in today." Called  
22 Customer Service that afternoon, and, by the way, he  
23 got Anna Thomas, who said, "I think we can get around  
24 this." I think you probably need it in less than 30  
25 days. And 36 hours later he got his new phone



1 are finding that they are averaging 80 calls a month,  
2 not 30. And they have now asked me to answer the phone  
3 on one, two or three rings -- not to answer the phone  
4 on one, two or three rings so that I can call them  
5 back. That's their signal to me so that I can make the  
6 phone calls back to them. And that's what happens when  
7 you have message rate service.

8 Now, I not only represent myself and my  
9 husband who has to listen for this one, two or three  
10 rings without answering the phone, but I represent at  
11 least a thousand Broward members of the retirees of  
12 1199, which it's a union for National Health and Human  
13 Service employees. And we're the retirees, and I  
14 represent them as their president.

15 And they have sent me here to say that they  
16 feel that any change in the service that they have been  
17 getting would be detrimental. They are all retirees;  
18 they need the telephone for their social, for their  
19 health, for their every reason that they are alive for.  
20 And if they have to have message rate service where  
21 they are going to have to call me and signal me to call  
22 them back, that isn't going to give them an access to  
23 anybody that they need.

24 I also represent a large number of older  
25 women who are called "The Older Women's League" or "OWL

1 of Broward Florida." We're not only older, some of us  
2 are mid-life and older, but we address the concerns of  
3 the mid-life and older women. They, too, have sent me  
4 here to speak on their behalf. They do not want to  
5 have any changes in the service that they know, since  
6 they live in Florida with their unlimited phone calls  
7 that they are able to make. So I also address the  
8 Public Service Commission and ask you to turn Southern  
9 Bell down on any changes that they are suggesting to  
10 you.

11 I'd like to give my cards in to --

12 MR. SHREVE: Thank you very much. (Applause)

13 (Witness Marinoff excused.)

14 - - - - -

15 MR. SHREVE: Jerry Noyh.

16 JERRY NOYH

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

20 WITNESS NOYH: My name is Jerry Noyh. I live  
21 in Plantation. I'm what is known as a "civic  
22 activist."

23 I'll make it very short and sweet. I don't  
24 want to become redundant and hear these specific  
25 stories of personal activities. I'm very satisfied

1 with the service and the prices of Southern Bell. And  
2 I see people, through my business -- as I said before,  
3 I'm the president of the Crime Watch of Broward. And  
4 I've listened to their stories.

5 May I cut it nice and short. Go back on your  
6 way out, get one of these, digest the options, and if  
7 you have any problems, speak to Southern Bell. And I'm  
8 sure Jack Shreve would also listen to your answers.  
9 So, ladies and gentlemen, let's continue with other  
10 people beside me. (Applause)

11 MR. SHREVE: Thank you, sir.

12 (Witness Noyh excused.)

13 - - - - -

14 MR. SHREVE: Mr. Harry Wolf.

15 HARRY WOLF

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

19 WITNESS WOLF: My name is Harry Wolf. I live  
20 in Windmore.

21 I was reading the brochure and if I  
22 interpreted it correctly about the flat rate, well, you  
23 see, I don't think that's going to work out well and  
24 I'll tell you why. I have noticed that women are not  
25 like they were 30 years ago and their enjoyment is to

1 call other women for socially and for health and what  
2 not. Now, if you say to them you can have one call a  
3 day, assuming it's 30 calls a month, that's ludicrous.  
4 My God, my wife gets on the phone and when she's  
5 finished with the phone, I could put it in a bucket of  
6 water it's so hot, and you're going to give her one  
7 call a day. That's ridiculous.

8 Now, about the flat rate, if I understand it  
9 correctly, \$20. Okay. And then you're going to have  
10 in addition to that your basic rate. That's not \$20  
11 anymore. Because let's say this: my rate now is 15 --  
12 without the tax. Okay. Now you add \$20 to that, well,  
13 what are you going to reduce it, \$2 maybe? So now  
14 instead of paying \$15 a month I'll be paying maybe \$35  
15 a month. That's not fair.

16 Now, in addition to that -- it's been  
17 rehashed but this is the way I feel about it. I feel  
18 its exorbitant to make a phone call what Bell Telephone  
19 considers Delray -- they consider that out of town. Do  
20 you want to know something folks, I made a phone call  
21 to Delray from a pay telephone. My daughter lives in  
22 New York, I could call her darn near for the same  
23 price. What kind of equity is that? That's not right.  
24 And no matter what the mumbo-jumbo is they say you have  
25 options. Sure you have options. Leave us the way we

1 are. That's the option.

2 I'm talking about our rates for private  
3 telephone, and these long distance phone calls, I don't  
4 think that's a fair schedule that they have. I think  
5 they are asking too much. They call somebody in  
6 Delray, talk to them for a few minutes and you get a  
7 bill for \$2.50 for what? I can call New York cheaper  
8 than that. That's what I'm here for folks and that's  
9 the way I feel. Thank you. (Applause)

10 MR. SHREVE: Thank you, sir.

11 (Witness Wolf excused.)

12 - - - - -

13 SHELLEY KAHN

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 WITNESS KAHN: My name is Shelley Kahn, and I  
18 live in Pembroke Pines, Florida. Last September 14th,  
19 1992, I attended and spoke at the public hearing held  
20 in Plantation on the issue of Southern Bell's  
21 proposition for a two cents per minute, metered service  
22 charge. At that time I briefly touched on the  
23 ramifications and repercussions this charge could and  
24 would cause to private homes and families and, more  
25 importantly, to public services.

1           Although Commissioner Lauredo, who was  
2 present at the September meeting, listened and took an  
3 interest in what I had to say to the extent of asking  
4 me to put it in writing and then responding to me with  
5 a letter of his own, I knew that he alone could not  
6 change Southern Bell's proposition and that at some  
7 point in time this subject would again come up, which  
8 explains why I'm here this evening.

9           I would like to make you aware of excellent  
10 reasons why the phone services should not be changed.  
11 Metered service would cut off the lifeline of many  
12 teenagers like my own who spent countless hours on the  
13 phone after school hours. Although the constant use of  
14 my phone is an inconvenience to me, I would much prefer  
15 that to the alternative of her hanging out on a street  
16 corner or in a mall waiting to get in trouble.

17           Public services: There are numerous free  
18 services available to people via telephone, not the  
19 service itself but the call. Many of these services  
20 are lifesaving, and two cents per minute would  
21 certainly reduce the use and advantages these services  
22 provide. Allow me to explain.

23           Homework Hotline, a telephone service  
24 available to Broward County school students. This  
25 service is open four hours per day for -- four days per

1 week, excuse me, for only a couple of hours per day.  
2 However, during that time teachers who give their time  
3 receive 95 calls per hour. ITV Homework Hotline, a  
4 more extensive version of the Homework Assistance  
5 Program, which is not only operated by the telephone  
6 but also appears on television so students can visually  
7 see problems worked out and not only explained on the  
8 phone, handles between 275 and 300 calls per hour. As  
9 a matter of fact, on January 25th, 1993, Southern Bell  
10 monitored the number of calls trying to get into that  
11 phone number and recorded 17,000 calls in one hour.

12 This information was given to me by the  
13 director of the Homework Hotline. Phone Friend, a  
14 children's help line for lonely or frightened latch-key  
15 children, who are forced to come home to empty houses  
16 because of today's economy, receives 50 calls per day  
17 just for a child to hear a friendly voice.

18 First Call for Help, Crisis Intervention  
19 Hotline, which encompasses such things as suicide  
20 intervention, welfare, disabled services and many, many  
21 more, has received 125,000 calls thus far in 1993. In  
22 1992 they received 120,000 calls, and their  
23 representatives have made more than 250,000 outgoing  
24 calls in response to the calls they receive for help.

25 Mobile Crisis, an intervention team who goes

1 to the seen of a crisis and tries to defuse a situation  
2 before it becomes a statistic, receives 60 calls per  
3 shift, three shifts a day, seven days a week.

4 HRS in Fort Lauderdale, this office alone  
5 receives 400 calls per day handled five days a week.

6 The Teen Hotline receives an average of 20 to  
7 30 calls a day from teens facing problems such as  
8 loneliness, anger, drugs, depression, pregnancy, gangs,  
9 peer pressure, family or parent problems and abuse.

10 Other agencies such as Alcohol Information  
11 and Referral Center, Drug Abuse Information and  
12 Referral Center and the Women's Sexual Assault  
13 Treatment Center, whose figures were not obtained,  
14 would also be affected if not put totally out of  
15 business.

16 These are some of the public agencies who are  
17 but a phone call away. In today's stressful times, we  
18 cannot afford to discount the available services  
19 currently offered and available through just a  
20 telephone call.

21 The professionals who man these telephone  
22 lines cannot do anyone any good if they have to worry  
23 about cutting short a telephone conversation to save  
24 money. The lives that they save are certainly worth  
25 more than the money Southern Bell would make by

1 changing the service. Thank you. (Applause)

2 MR. SHREVE: Thank you.

3 (Witness Kahn excused.)

4 - - - - -

5 MR. SHREVE: David Dickstein.

6 DAVID DICKSTEIN

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 WITNESS DICKSTEIN: My name is David  
11 Dickstein. I live in Windmore, Coconut Creek. I don't  
12 directly represent anybody but myself. But I do have a  
13 conscience, and I think about the people who would like  
14 to have a telephone for emergencies to call 911, for  
15 which I think there is a charge, as a matter of fact,  
16 on the telephone bill, and they can't make these calls.

17 One of the reasons is something that does not  
18 impinge directly on what we have here tonight but which  
19 many people that I've spoken to were not familiar with.  
20 There's a charge on every telephone bill of \$3.50,  
21 which is \$42 a year. And every telephone in the United  
22 States, not only in Florida -- and I think that this is  
23 something that's a crime, it was put in in 1986 to help  
24 the Baby Bells.

25 I think the Baby Bells have grown up and I

1 don't think that they are entitled to that \$3.50. This  
2 is no option on the part of people who do not make long  
3 distance calls. They have to pay for it the same as  
4 people who make long distance calls. I don't think  
5 that it's fair.

6           The United States government has said that  
7 there cannot be tie-in sales. You cannot tell somebody  
8 they can't have something else because they won't buy  
9 the other thing. This is a tie-in sale. You are  
10 saying to these people, "You don't have the right to  
11 have a telephone that you need for your purposes  
12 because you must pay \$3.50."

13           Now, I also have been told that the PUC can't  
14 do anything about it. But it seems to me that I read  
15 from time to time of the Attorneys General in the  
16 United States representing the 50 states of the union,  
17 who have approached the federal government for various  
18 things that they felt were important to the people in  
19 their states; and I think it may be incumbent upon the  
20 PUC in Florida to join with other people from PUCs  
21 around the country to do something about this problem.  
22 And I'll tell you why I am so upset about this.

23           I was in a drugstore in Houston, Texas. And  
24 I went to get a prescription that was called in for my  
25 daughter. While I'm standing there, there were two

1 people there, one woman appeared to be about 50 and the  
2 other appeared to be about 70 or 75. She presented --  
3 they had presented prescriptions to a pharmacist. The  
4 older woman then said to the older woman, "Make sure  
5 you find out how much these prescriptions will be. I  
6 may not have enough money." So she said that to the  
7 pharmacist. The pharmacist gave a price and the older  
8 woman said, "I don't have enough money for that; you'll  
9 have to cut all the prescriptions in half and hope that  
10 I can manage with them."

11 The pharmacist subsequently said to the  
12 ladies, "What is your telephone number in case I have  
13 to reach you for something?" And the older woman said,  
14 "I don't have a telephone, I can't afford it."

15 I think a telephone is so urgent to most  
16 people in the United States that just as the President  
17 of the United States and his wife are fighting for  
18 health care for everyone, I think it is important to  
19 these people, not me, not most of the people who are in  
20 back of me now -- but the people who are not here, most  
21 of them, that you do something about helping these  
22 people to have an absolutely basic phone service at a  
23 reasonable price without the \$3.50.

24 Thank you. (Applause)

25 MR. SHREVE: Thank you, sir.

1 (Witness Dickstein excused.)

2 - - - - -

3 MR. SHREVE: Virginia Brosious.

4 VIRGINIA BROSCIOUS

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

8 WITNESS BROSCIOUS: Virginia Brosious from  
9 Lauderdale Lakes. That's spelled, B-R-O-S-I-O-U-S,  
10 like ferocious, only I'm really not.

11 Except last summer when I was in Illinois, I  
12 could not believe how horrendous the phone bills had  
13 become for my friends and relatives out there because  
14 they went into the same system that Florida is going  
15 to, trying to go to. And we found it cheaper to drive  
16 to one another's homes then it did to telephone one  
17 another.

18 Now, I can still drive a car, but I'm  
19 thinking of the people that live in my condo, and I  
20 won't go into that because the gentlemen with pots and  
21 pans said it much better than I did.

22 These people need to reach out. As the phone  
23 company says, "reach out," they need to reach out to  
24 somebody. And I suggest if Southern Bell is losing  
25 money, I am a stockholder; I am of the Baby Bells.

1 Maybe they ought to cut some of the dividends and the  
2 stock options that they are giving to the people that  
3 sit on their boards, and then we can have some help for  
4 the people who need it. (Applause)

5 MR. SHREVE: Thank you.

6 (Witness Broschious excused.)

7 - - - - -

8 MR. SHREVE: Annette Dover. (No response)

9 George Bolton.

10 GEORGE BOLTON

11 WITNESS BOLTON: My name is George Bolton,  
12 and I live in Cooper City, unfortunately, about 200  
13 yards north of Sterling Road.

14 Again, can you hear me now?

15 My name is George Bolton, and I live in  
16 Cooper City, unfortunately, about 200 yards north of  
17 Sterling Road. I'd have many more thousands of dollars  
18 in my pocket if I had moved south about 200 yards.

19 Before I get into my own personal situation,  
20 it should be very clear to the members of the Public  
21 Service Commission, to Southern Bell and to the council  
22 here that it is absolutely imperative that the present  
23 unlimited, flat rate local calling service be  
24 continued. Under no circumstances should this be taken  
25 away from the public, from the people of Florida.

1 (Applause)

2 I also feel that for those of us who need it,  
3 there should be an extension of the former long  
4 distance calls. 200 yards north of Sterling Road to 15  
5 miles south of me was a long distance call. If I had  
6 lived on the other side of Sterling Road, it would have  
7 been a free call.

8 When I moved into Cooper City just about five  
9 years ago -- we moved because a lovely area that we  
10 lived in in Dade County had literally become  
11 uninhabitable. On the street in which we lived, there  
12 were four muggings in the three months before we moved.  
13 You were literally afraid to come home into what was  
14 once a beautiful neighborhood and so we moved to the  
15 suburbs, Broward. We had left all of our friends and  
16 our family in Dade County. It was 20 minutes by car,  
17 but many thousands a year over the five years by  
18 telephone call. Because of my wife's needs, and they  
19 were very considerable for physical reasons, I had to  
20 put in a Dade line so that we could call and receive  
21 calls from 20 minutes away by car.

22 I was charged \$600 for the installation of  
23 this one telephone line. And since I had to have it, I  
24 paid \$120 for the use of that telephone connection with  
25 our friends and family in Dade County. You should say

1 well, why did you need it? Believe me, the reasons  
2 were sufficient. I needed that line and my wife needed  
3 that communication. And for the past four and a half  
4 years we have been paying that \$120 a month after the  
5 \$600 installation cost. Then Southern Bell had what I  
6 consider the unmitigated gall to say "Well, that isn't  
7 enough. Now you pay \$130 a month, plus ten cents a  
8 minute for your calls."

9           Unfortunately, I can't discontinue that phone  
10 line. What we have adopted is calling our friends and  
11 family and saying, "Please, we're going to hang up  
12 instantly and call us back." That cuts down the ten  
13 cents a minute because they can call us back free. But  
14 that doesn't cut out that \$130 a month, which I am  
15 still paying and which I will continue to pay,  
16 unfortunately, until something is changed.

17           You spoke, sir, of the refunds that have been  
18 given to people. Now, if the papers and the financial  
19 journals are correct, Southern Bell has been earning  
20 approximately 13 to 14% return on their capital, and  
21 this is totally obscene. This is totally unbelievable,  
22 and I don't know how many companies in this country can  
23 afford to earn that kind of money. There's only one  
24 way of doing it, by gouging your customers. You can't  
25 get that kind of return with fair prices to your

1 customers. The major department stores are thrilled to  
2 get 5%. Other businesses work on 4, 5 and 6. 13 to  
3 14%? Where is your gun? How do you manage this  
4 without coming into our homes with a gun? You do it  
5 through the mail and you do it because no one had the  
6 audacity to challenge you.

7 Thank God you mentioned, Mr. Lantaff, that  
8 these two corporations have now put you on your metal  
9 and you have to compete. They haven't been competing.  
10 Not in my house.

11 I ask you, sir, you mentioned refunds, is  
12 there anything I can do about the way I have been  
13 gouged over the past five years? You're not asking me,  
14 are you?

15 MR. SHREVE: I'd love to take a look at the  
16 bill as far as the amount that you were charged for the  
17 installation. And as far as the fact that nobody has  
18 challenged them if you go back in the books you'll find  
19 that we challenged them from Day One --

20 WITNESS BOLTON: No, sir. When I say  
21 "challenged," I didn't mean you, I meant the  
22 competitors.

23 MR. SHREVE: Okay.

24 WITNESS BOLTON: You have been trying, and  
25 you have been trying and doing -- this little

1 concession that they are making is due to your efforts,  
2 but so much more is needed than this pittance that they  
3 are reducing their rates, and what about the refunds  
4 you mentioned?

5 MR. SHREVE: I don't think I mentioned  
6 refunds, \$100 million refund that we went after and got  
7 back.

8 WITNESS BOLTON: Who received that?

9 MR. SHREVE: The customers did, all of them  
10 did.

11 WITNESS BOLTON: They didn't spell my name  
12 right. (Laughter)

13 MR. SHREVE: We can check that out. Plus,  
14 the \$26 million reduction that he mentioned, I agree,  
15 and I think I said that is a pittance.

16 WITNESS BOLTON: Ridiculous.

17 MR. SHREVE: It's absolutely ridiculous.  
18 Their rates should be cut in the hundreds of millions  
19 to get them down to a proper return.

20 We fought the case last time -- the Public  
21 Service Commission that is sitting now is not the same  
22 one that allowed the rates that they have right now.  
23 We're fighting that same battle. We tried two years  
24 ago to bring them back in and were not allowed to.  
25 Now, we're fighting that battle to try to get the pot

1 right, speaking of pots and pans. We get the pot  
2 right, and I agree with what you're saying. I'd like  
3 very much to see the charges that you have. I am not  
4 in a position to say whether or not --

5 WITNESS BOLTON: Can we subpoena their  
6 records, sir?

7 MR. SHREVE: I think we can get them without  
8 subpoenaing them.

9 WITNESS BOLTON: Well, let's get them.

10 MR. SHREVE: Okay. But I'd like to see that.  
11 I think \$600 installation charge is surprising, to say  
12 the least.

13 WITNESS BOLTON: Well, I tried to hook up tin  
14 cans and a string but that didn't work. (Laughter)

15 Just one other point.

16 MR. SHREVE: Mr. Chairman, as a matter of  
17 fact, if it would be all right with you, perhaps the  
18 Commission could request those records for that  
19 particular installation and charges so we could take a  
20 look at them?

21 CHAIRMAN DEASON: Is there a problem with  
22 getting that information?

23 MR. LANTAFF: Just get his number.

24 WITNESS BOLTON: I'll be glad to give you my  
25 number.

1           One other point just in conclusion: The  
2 State of Florida has an Insurance Commission that  
3 regulates insurance companies' rates. They had to  
4 fight like hell to get 6% and most of them didn't get  
5 it. 13 to 14%, I should have bought that stock.

6           Thank you. (Applause)

7           MR. SHREVE: Mrs. Burns.

8           MS. BURNS: Since I wasn't sworn in and all  
9 my questions were answered, I think I'll omit just  
10 saying anything, okay?

11           MR. SHREVE: Thank you very much. (Applause)

12           Rosemarie Dallio.

13                           ROSEMARIE DALLIO

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           WITNESS DALLIO: My name is Rosemarie Dallio.  
18 I live in Margate.

19           Right now I'm unemployed. I have to make  
20 maybe five or six phone calls per day to the companies  
21 that I have sent resumes to. Some of these companies  
22 have these mail -- machines, talking machines. Well,  
23 you leave a message. They never call you. You've got  
24 to call maybe two, three, four times in that day in  
25 order to get them.

1           Now, if the -- I get a flat rate. If the  
2 rates are changed, my bills are going to go up. Right  
3 now, as I say, I'm unemployed. I live on food stamps.  
4 I can't find a job. If I can't pay for my phone, that  
5 phone will come out. And in order to get it back in  
6 again, I will have to pay an awful lot of money to get  
7 it back in.

8           I can't afford to lose my phone. I need a  
9 job and I need it bad. So if the Commission will  
10 please let the rates stay the way they are.

11           Also, I noticed on my bill there are things  
12 on that bill that I don't think are right, especially  
13 that \$3-and-some odd cents that that gentlemen  
14 mentioned. There are other charges that we have to  
15 pay. Now, if you have a flat rate of \$10, with those  
16 other charges it brings it up to \$20. If you change  
17 the rates, I don't know where the phone bill is going  
18 to go, especially with all of these other little  
19 charges that you put in here. I think those charges  
20 should be removed. I don't think that they are right.

21           So please think these charges over because,  
22 as far as I'm concerned, they are not fair to the  
23 public. They only bring the phone bill up. And let's  
24 face it, we have senior citizens out there that are on  
25 fixed incomes that if they can't pay their bills, that

1 phone is going to be snatched away from them. Thank  
2 you.

3 MR. SHREVE: Thank you.

4 (Witness Dallio excused.)

5 - - - - -

6 MR. SHREVE: Mr. Secker.

7 WILLIAM HOWARD SECKER

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

11 WITNESS SECKER: First of all, I arrived  
12 late, so I'm not sworn in. I hereby do swear that I  
13 will tell the truth, the whole truth and nothing but  
14 the truth.

15 My name is William Howard Secker. I live on  
16 the 2080 Kudza, K-U-D-Z-A, Road, West Palm Beach,  
17 Florida 33415. I spoke to some of you gentlemen last  
18 night at a hearing in West Palm Beach, but I had one  
19 half-hour to prepare, and I forgot to mention what I  
20 consider the most important issue here.

21 And I had very little bit of time to prepare  
22 today and I'll do the best I can.

23 One thing I'd like to tell the people behind  
24 me, that I noticed last night and I'm beginning to  
25 notice tonight, is that as we subsequent speakers come

1 to this podium, many of the things that we intended to  
2 say have already been said. And there's a tendency for  
3 us to come up and say something like, "Well, I was  
4 going to say these things, but since they've already  
5 been said I won't say them." Please, those of you  
6 behind me, don't do that. What matters here is what is  
7 on the record. And what is on the record is what is  
8 produced by this poor lady, who is frantically typing  
9 away and making a transcript of these proceedings.  
10 That's what eventually will become important in the  
11 real battle. So please state your positions and state  
12 them emphatically.

13           Regarding Southern Bell's poor financial  
14 position, is it correct that they are making somewhere  
15 in the area of 13.5%, at least that's what they admit  
16 to. I'm sure there's some creative bookkeeping  
17 involved in that.

18           Southern Bell, you are already earning plenty  
19 of money to implement expanded local calling area.  
20 It's something that needs to be done. You should have  
21 done it already. You don't need more. You don't need  
22 to gouge us anymore to do that. Please do that,  
23 provide good service to your customers. Your customer  
24 base is your single most important asset. You must  
25 keep that in mind. Competition is coming, and as you

1 attempt to gouge, deceive, infuriate your existing  
2 customer base, you will lose it. You are, indeed,  
3 shooting yourself in the foot by your past methods and  
4 your present methods.

5           The refunds you mentioned you imply were  
6 freely given; they were not. They were forced upon  
7 you. You have grudgingly given them out. You should  
8 not be praised and you should not try and infer that  
9 you're a fine upstanding company for giving them out.  
10 That's deceptive.

11           To the people behind me, do you realize -- I  
12 wish I could turn. Well, I guess I can -- I won't --  
13 do you realize that right now, for six to eight cents,  
14 you can send the equivalent message to a friend or  
15 relative that you now pay 25 cents to send through the  
16 postal service? It's called E-mail, electronic mail.  
17 And I believe that the real issue here, I believe that  
18 Southern Bell's repeated attempts to get metered  
19 service actually represents an attempt on their part to  
20 place them between the consumer and the electronic  
21 superhighway. For those of you who are not familiar  
22 with it, our highest levels of government, President  
23 Clinton himself, has stated that a high priority on a  
24 national basis is to establish an electronic  
25 superhighway. There exists currently an electronic

1 highway; unfortunately, it's more like a series of  
2 bumpy country roads. It's called the Internet. But  
3 the electronic superhighway is coming; we'll all be  
4 connected to it. Unfortunately, we are connected to it  
5 through Southern Bell. And what I believe is that  
6 Southern Bell's repeated attempts to get this measure  
7 through are simply further attempts at greed, further  
8 attempts to place themselves in a position where they  
9 can charge us access to this electronic superhighway.

10 I further believe that that represents a  
11 direct financial impediment to the stated goals of our  
12 highest levels of government. It should not be  
13 allowed. Those of us who use computers currently to  
14 access bulletin boards, to access computer forums, use  
15 local numbers, primarily, not always, but primarily.  
16 There is a huge number of people that participate  
17 actively on bulletin boards that have friends and  
18 associates that they've never seen, but they  
19 communicate with on a regular basis. Metered service  
20 will destroy us. Metered service represents a  
21 tremendous impediment to electronic communications. It  
22 would represent a very tidy windfall to Southern Bell,  
23 a completely unjustified windfall. You should not  
24 allow them to place this impediment in the way or in  
25 between the consumer, who you protect, and the

1 interests of the highest levels of federal government.

2 And that's what this is about.

3 I don't think that Southern Bell intends to  
4 gouge senior citizens, although they are perfectly  
5 willing to do that if they get a chance. I don't think  
6 that's their goal here. But I do suspect very highly  
7 that their goal is to place themselves in a very  
8 profitable interceptory position between the consumer  
9 and the upcoming electronic superhighway. I think it's  
10 a very, very important issue and I think it's something  
11 you should carefully consider. They should not be  
12 allowed to implement this plan because this plan, not  
13 only will it double everyone's basic phone bill, but it  
14 will cripple access to this national priority project.  
15 It will place a financial impediment between the  
16 consumer and this national priority project.

17 I know that some of the people behind me --  
18 there are many people that signed up to speak. I'm not  
19 sure if all of the people behind me signed up to speak.  
20 If this is anything like the meeting last night, that's  
21 not the case. What I'd like to do now is call -- I'd  
22 like to ask for those people behind me who have read,  
23 studied or understand the position of Southern Bell and  
24 their proposed proposal that's here before us tonight,  
25 and understand the role of the PSC, the Public Service

1 Commission, and understand the role of the opposition,  
2 to have a show of hands. It's impressive that we get a  
3 turnout, but without their voices being on the record,  
4 that there's nothing later to refer back to. A show of  
5 hands and a count, whether it can be exact or  
6 approximate can be entered on the record. I would,  
7 therefore, ask that for those people who are familiar  
8 with this -- familiar enough with this to vote or raise  
9 your hands knowledgeably, those that are in favor of  
10 the Southern Bell proposal, would you raise your hands?  
11 Would the Southern Bell representatives agree that  
12 nobody raised their hands? Including the Southern Bell  
13 representatives? (Laughter)

14 I would now ask that all those opposed to  
15 this measure raise their hands. It would appear to be  
16 close to unanimous, and I would estimate the count to  
17 be, oh, a couple of hundred. Would the Southern Bell  
18 representatives agree to that?

19 MR. LANTAFF: Except for the Southern Bell  
20 representatives.

21 WITNESS SECKER: All right. Then that is on  
22 the record and I think that's important, and I think  
23 that's important that that be done in future meetings  
24 also. Many people are intimidated, and they come here  
25 out of anger. They are obviously not in favor of this

1 proposal. It's important that they be given a chance  
2 to comfortably register that.

3 I thank you for your time. (Applause)

4 (Witness Secker excused.)

5 CHAIRMAN DEASON: Mr. Shreve, how many more  
6 witnesses do you have signed up?

7 MR. SHREVE: I've seven more.

8 CHAIRMAN DEASON: We've been going now for  
9 almost a hour and a half, and I think this will be an  
10 appropriate time to give the court reporter a break.  
11 We'll take a ten-minute recess. We'll reconvene in  
12 approximately ten minutes.

13 (Brief recess.)

14 - - - - -

15 CHAIRMAN DEASON: Ladies and gentlemen, if I  
16 could have your attention, please, if everyone could  
17 take their places. Thank you. We will reconvene the  
18 hearing at this time.

19 Mr. Shreve, before you call your next  
20 witness, let me inquire, there may be a number of  
21 individuals who have entered the auditorium since we  
22 initially swore witnesses in. It may be appropriate to  
23 ask if there are individuals who wish to testify who  
24 have not been sworn, if you will please stand and raise  
25 your right hand, we'll swear those witnesses in at this

1 time. Is there anyone who has not yet been sworn who  
2 wishes to testify, please stand and raise your right  
3 hand.

4 (Witnesses sworn collectively.)

5 MR. SHREVE: Thank you, Mr. Chairman. Paula  
6 Rosenfeld? Paula Rosenfeld?

7 Martin Schutzman?

8 MARTIN SCHUTZMAN

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 WITNESS SCHUTZMAN: My name is Martin  
13 Schutzman. I live here in Coconut Creek.

14 Much of what I was going to say has already  
15 been said, so I'll make this brief.

16 First of all, I'm very disappointed in the  
17 turnout we had, and perhaps the time that this meeting  
18 was called -- 6:00 p.m. seems a very odd time to call a  
19 meeting like this. This happens to be dinner hour, so  
20 I don't understand how the Public Service Commission  
21 called this meeting like that. I don't understand  
22 that.

23 CHAIRMAN DEASON: Yes, and let me explain.  
24 Sir, invariably every public hearing we have,  
25 regardless of the time we start it, someone complains.

1 If we start it in the morning, people say they have to  
2 go to work. If we start it in the early afternoon,  
3 people say, "I have to work, I can't attend." If we  
4 start late in the evening, people say, "I need to be  
5 home by a certain hour. I'm afraid to be out on the  
6 streets after a certain hour." We have found that 6:00  
7 seems to be a good compromise. And we understand that  
8 it cannot accommodate everyone, but we attempt to try  
9 to accommodate as many people as we can. That's why we  
10 have chosen the 6:00 p.m. hour.

11 WITNESS SCHUTZMAN: Okay. Now, this has  
12 been said before, but I'd just like to repeat it. The  
13 profits that the Public Service Commission allows --  
14 the profits that our Public Service Commission allows  
15 Southern Bell to get -- receive, which is something  
16 like between 11 and 14%, I was connected with a company  
17 in New York before we retired here, and if we made 6%  
18 we were thrilled. Also, I would just like to say that  
19 I would like to see the flat rate service remain the  
20 same, and that the long distance intrastate be  
21 definitely reduced because it's ridiculous. I can call  
22 my son in Denver, Colorado, cheaper than I can call  
23 West Palm Beach. Thank you. (Applause)

24 MR. SHREVE: Thank you, sir.

25 (Witness Schutzman excused.)

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MR. SHREVE: Marion Streitfeld.

MARION STREITFELD

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

WITNESS STREITFELD: My name is Marion Streitfeld, Coconut Creek.

I also had a lot to say tonight but without any due disrespect to the man from West Palm Beach, I really don't want to repeat everything, but I do want to concentrate on one thing.

I represent quite a few people who could not come here tonight. Although Mr. Deason has explained the variation of time elements, I do think you would have had a much bigger turnout than having it at 6:00 at night. A lot of people do not want to drive at night, in addition to it having been the dinner hour. Whatever objections there were to earlier hours, I think you would have had a much better turnout.

I also want to concentrate on another thing I don't think was mentioned here tonight. Florida is unique in the amount of retired people that live here, an older element that are vastly affected by any increase in rates that you are considering. It is a

1 hardship for many people. It may not be a small amount  
2 of interest to people here with higher incomes, but  
3 there's a substantial amount of people who are limited  
4 income that any increase, and especially measured  
5 rating would definitely be very difficult for them to  
6 consider.

7 I also want to bring out one other point.  
8 We're all -- I hope in the recording of this meeting  
9 that it has been brought out that it was unanimous that  
10 people were against Southern Bell's consideration of  
11 this change.

12 Also, as much as you're listening to us, I  
13 hope -- as much as you're listening, there will be some  
14 action in our interest. Thank you very much.

15 (Applause)

16 MR. SHREVE: Thank you.

17 (Witness Streitfeld excused.)

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19 MR. SHREVE: John Machnic.

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1 JOHN MACHNIC

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:

5 WITNESS MACHNIC: Thank you very much. My  
6 name is John Machnic. I'm the South Florida Director  
7 for the Florida Consumer Action Network. That's  
8 M-A-C-H-N-I-C. I reside in Broward -- in Broward and  
9 our office is in Fort Lauderdale.

10 First of all, I'd like to enter into the  
11 record I have 88 signatures of consumers and registered  
12 voters in Fort Lauderdale that have signed a petition,  
13 all of which have stated that they are against the  
14 implementation of local measured service. And they  
15 have all stated that they are registered voters, and  
16 they sign it, dated it and put their telephone numbers  
17 and signatures on it, so I'd like to give these to you  
18 tonight.

19 This is, again, the third, fourth hearing  
20 down here. And I would say right now the Commission  
21 should have a very clear picture that south Floridians,  
22 people in the service area of Southern Bell, do not  
23 want local measured service. If anything else has come  
24 through this, even though Southern Bell is trying to  
25 veil it in as an option, some concept they think they

FLORIDA PUBLIC SERVICE COMMISSION

1 can just say, "Well, this is going to be optional;  
2 people don't have to really get it," we know better.  
3 South Floridians do not want local measured service.  
4 They don't even want to allow Southern Bell to open  
5 that door. They don't want that cancer to begin. We  
6 don't want local measured service. (Applause)

7 We want to get rid of the \$1 charge. Again,  
8 that's come clear. We want that \$1 charge given back  
9 to the people, the \$1 for Touch-Tone service. It needs  
10 to go back into the pocketbook of the consumers in  
11 South Florida, the consumers that are paying Southern  
12 Bell over \$70 million, probably, a year in that \$1  
13 charge.

14 We also want, again it's coming clear, that  
15 Southern Bell's rate of return must be lower. It has  
16 to be lowered. Lower the rate of return; give the  
17 money back to the consumers. Southern Bell definitely  
18 does not need it. They are a monopoly. They don't  
19 need to compete in any other area. They are a  
20 monopoly, a regulated monopoly. They don't need to  
21 compete, because by definition they don't compete.  
22 That's why they are regulated.

23 Let me just sum up by saying it's your  
24 decision, we realize that. And the consumers in South  
25 Florida are speaking. They don't want local measured

1 service, and we are asking that you vote that way come  
2 next spring. Thank you very much for holding these  
3 hearings. (Applause)

4 COMMISSIONER LAUREDO: May I make a quick  
5 comment? Because he mentioned -- Mr. Chairman, I  
6 think, that with all your efforts, and you were quite  
7 reserved in answering two previous concerns about the  
8 time. He alluded to four meetings. In South Florida  
9 alone over the last four months -- correct me now, Jack  
10 -- we have had, I think six meetings. Well, one was  
11 blown away by "Mr. Andrew." We were getting ready to  
12 meet in Miami and he happened to have a priority to  
13 come through. And so what I want to highlight to you  
14 is how seriously we take these meetings and your views.  
15 And we go through considerable expense and  
16 inconveniences to go out to a lot of places to hear  
17 you. So, I mean, we have tried very hard in this case  
18 to reach out, whether you like 6:00, and some people  
19 say 12:00, some people say 10:00, it's been very  
20 difficult for the Chairman and the Commission to  
21 schedule it. But I can guarantee you that in this case  
22 alone, we have had about 16, or will have about 16,  
23 hearings throughout the state but just South Florida,  
24 and last night two, two, just in Palm Beach County  
25 concurrently. So we're making enormous efforts to go

1 out and listen to the regular folks. And I just wanted  
2 you to know that, because I know there were some  
3 concerns about the time and he alluded to being in our  
4 fourth meeting. I don't need your applause. I just  
5 want you to know that we're making an effort to reach  
6 out and hear you directly. (Applause)

7 MR. SHREVE: JoAnn Alderman.

8 JOANN ALDERMAN

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 WITNESS JOANN ALDERMAN: My name is JoAnn  
13 Alderman, and I live in Fort Lauderdale. And I really  
14 am just going to speak briefly that I do want to go  
15 against this measured service that they are trying to  
16 get everybody to go along with.

17 I had this service in the '60s when I lived  
18 in Chicago, and at that time I found for one person was  
19 about \$25 to \$35 a month, so I can imagine what it is  
20 now. There is no way that I can see anything but our  
21 phone bills going up. I do not think that this is  
22 anything to do with reduction.

23 Southern Bell has done nothing but break  
24 every charge down so they can charge us for every  
25 little thing. It's from the phone, we pay now for

1 directory assistance. We can only have one phone book.  
2 And to talk about directory assistance, that's quite a  
3 charge. One time our electricity went out and no one  
4 could see, but we had to call the number to call FPL  
5 and guess what I got on my bill? One dollar for  
6 calling for this particular service.

7 I see -- I believe that Southern Bell also  
8 makes more than their share of money. I wish my  
9 business made the profit that you make. If I got the  
10 profit that you make, I would be rich probably getting  
11 the six-dollar figures just like you do.

12 Again, I want you to make this a little bit  
13 more than just as people coming up here and you  
14 listening to us. I hope you really consider what we  
15 have to say. I hope you really look into our interest,  
16 and I certainly hope you deny them what they are asking  
17 for. Thank you. (Applause)

18 MR. SHREVE: Thank you.

19 (Witness JoAnn Alderman excused.)

20 MR. SHREVE: Mr. Alderman.

21 ROBERT ALDERMAN

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 WITNESS ROBERT ALDERMAN: Robert Alderman.

1 I'm from Fort Lauderdale. I kind of fell asleep during  
2 the swearing in the first time, so I'd like to reswear  
3 myself in.

4 I swear to be as honest and forthright as  
5 Southern Bell. (Laughter)

6 CHAIRMAN DEASON: Are you sure that's good  
7 enough?

8 WITNESS ROBERT ALDERMAN: It's good enough  
9 for me.

10 CHAIRMAN DEASON: I take it you consider  
11 yourself under oath?

12 WITNESS ROBERT ALDERMAN: Sir?

13 CHAIRMAN DEASON: I said, I take it you do  
14 consider yourself under oath?

15 WITNESS ROBERT ALDERMAN: Yes.

16 That was a very resounding speech. I did  
17 catch part of it about leading us into the 21st Century  
18 and how they are really going to help the consumer make  
19 this transition. But I do not trust them. I never  
20 have and never will.

21 Frankly, I think it's smoke and mirrors.  
22 They come up and tell you one thing, "Gee, we're going  
23 to have this big reduction." But on the other hand,  
24 then stick it to you. Nobody does anything like that  
25 to anybody who's in a profit mode. Even Mother Teresa,

1 and I've never audited her books. They make 13.5%; I  
2 read take. I mean, everybody, granted, everybody, any  
3 business, going concern, has to make a profit. But  
4 like other people have stated here before, it's a  
5 regulated industry. They are a monopoly, and they have  
6 to have money to grow. But I think 13.5%, when 6% is  
7 what you're getting on 30-year bonds, in fact, a little  
8 over 6% and no risk, I think in that 13.5% is enough  
9 funds for internal growth for capital spending. If  
10 they do have to have funds they can get it from  
11 borrowing, maybe reissuing or issuing new stock. But I  
12 don't see why I have to finance their other ventures,  
13 especially in Texas.

14           And then getting down on my level, I have a  
15 service, a long distance service. It's not AT&T. I  
16 use LDS. If this rate were to go through, this law,  
17 then what would happen to me is I have to pay on local  
18 calls, but I would still be using my LDS service. And  
19 like one gentlemen said before, "Hey, that's a  
20 telephone booth." Well, hey, I'm going to see, if that  
21 goes through, I'm going to see about having Southern  
22 Bell putting a telephone booth on the corner because it  
23 will be a hell of a lot cheaper to use it. I'll just  
24 keep a lot of quarters. Thank you. (Applause)

25           MR. SHREVE: Thank you, sir.

1 (Witness Robert Alderman excused.)

2 MR. LEVIN: Mr. Levin.

3 AL LEVIN

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

7 WITNESS LEVIN: Mr. Commissioner, Chairman of  
8 the Commission, members of the Commission, Mr. Jack  
9 Shreve, ladies and gentlemen, my name is Al Levin. I  
10 live at 10451 Sunrise Lakes Boulevard in Sunrise.

11 I sit on one of the three boards of directors  
12 of Sunrise Lakes Phase 4 condo complex located in  
13 Sunrise. I have been authorized to speak for the three  
14 boards representing over 2,100 families residing in the  
15 condo complex.

16 We thank the Public Service Commission for  
17 holding a hearing in our community, and for the  
18 opportunity to address our concerns with the Southern  
19 Bell rate problems.

20 My remarks are concerned with pending issues  
21 as well as other matters that I wish to bring to your  
22 attention.

23 First of all, Southern Bell's optional  
24 expanded local service plan should be scrapped. It is  
25 plainly a measured service idea. Wherever it has been

1 applied in other telephone areas in our country has  
2 resulted in higher consumer telephone bills. In it's  
3 stead a 25-cent fee should be imposed to cover the  
4 40-mile radius area. We realize there are hurdles at  
5 the present time that would have to be overcome.

6 We strongly encourage the Public Service  
7 Commission to go forward in its appeal to Judge Greene  
8 to rescind his decision to deny the \$.25 plan. Judge  
9 Greene must be made to understand that we are living in  
10 different times since he handed down his decision in  
11 1982 creating Baby Bells.

12 At the present time the PSC rule allows the  
13 23 long distance companies serving Florida to round up  
14 the time billed to the next highest minute. Why should  
15 there be a phone call charge for a three-minute long  
16 distance call when the caller talked for two minutes or  
17 five seconds or ten seconds? I ask that all members of  
18 the PSC put themselves in the position, if a  
19 supermarket check-out clerk took your \$20.10 order of  
20 groceries and rounded it up to \$21, you would be  
21 justifiably outraged. This is out -- we, the consumers  
22 feel, outraged.

23 A Sun Sentinel July 19 editorial labels this  
24 as a PSC sneaky policy. This is an outrageous consumer  
25 fraud, and the PSC should immediately take corrective

1 action to order Southern Bell to bill for time actually  
2 used.

3 Today's press carries a news item that the  
4 PSC Staff supports the round-up per minute present  
5 rule. The position it takes is that the changeover to  
6 per-second billing would be too expensive. When AT&T  
7 was broken up and seven Baby Bells were spun off, it  
8 cost AT&T a hundred billion dollars, yet it survived.  
9 Today BellSouth, the parent company of Southern Bell is  
10 as rich as the seven Baby Bells. Its assets are \$31.46  
11 billion, with a yearly cash flow of \$6.2 billion. If  
12 large corporation phone calls are charged by the  
13 second, why can't consumers be charged at the same  
14 rate? In this age of digital computers and Southern  
15 Bell's rich parent, somehow Southern Bell will survive  
16 the changeover.

17 The time has come for the \$1 Touch-Tone  
18 charge to end, to be eliminated in the Southern  
19 Bell-Florida area. The same PSC order that directed  
20 GTE operating in the Tampa area to drop that charge  
21 should be applied here as well. Research costs  
22 creating Touch-Tone has been amply repaid by this point  
23 in time. With today's digital phone network there is  
24 virtually no cost involved in having Touch-Tone  
25 service.

1 I unfortunately do not have access to  
2 BellSouth's quarterly earnings. I do, however, have  
3 its second quarter earnings report, and I wish to quote  
4 from it with the realization that Southern Bell, as the  
5 largest and most profitable subsidiary of the BellSouth  
6 network, made a respectable contribution to it.  
7 Earnings per share was 94 cents, a 24% increase from  
8 the previous year. Access links grew 3.4%, total  
9 access minutes of use went up 5.4%, total operating  
10 revenue was up 6.5%, local service revenue up 6.9%.  
11 92,000 additional customers representing an increase of  
12 8.6%. Income on a reported basis improved 99.8%, and  
13 without dilution from various acquisitions was 233%  
14 higher than in the second quarter of 1991. All  
15 financial aspects of BellSouth reports climbing profits  
16 in all of its operations.

17 As I have previously stated, Southern Bell is  
18 the largest subsidiary in BellSouth's network, having  
19 over 4.56 million access lines, contributing a major  
20 share for the overall profit picture.

21 We urge the Public Service Commission to  
22 analyze Southern Bell's financial situation and these  
23 statistics would lend credibility to the request of  
24 Mr. Shreve, the Public Counsel, that rates should be  
25 reduced by at least \$250 million. Consumers welcome a

1 PSC decision that will reduce their phones.

2           In a timely essay in last Sunday's New York  
3 times financial section on an overall study, the  
4 telephone industry supports a call for rate decreases.  
5 It stated that, "Many local rates are overpriced." Let  
6 me emphasize that again: "Many local rates are  
7 overpriced." It further states that the \$24 billion a  
8 year that long distance carriers pay to local phone  
9 companies in access charges to connect local customers  
10 are highly inflated." A NYNEX executive is quoted as  
11 saying that the actual cost of providing access is  
12 about a half a cent per minute. But the going price  
13 billed to the consumer is 3.50 per month, a ripoff of  
14 magnificent proportion.

15           Throughout this country, many Baby Bells, in  
16 order to increase its revenue profits, have zoned off  
17 populations, cities and counties and convinced  
18 government authorities to permit measured service.  
19 Consumer bills consequently increase 30 to 40%. I  
20 speak from personal knowledge that this occurred to me  
21 when I resided in Nassau County on Long Island, New  
22 York. In the interest of the telephone concern,  
23 measured service and zoning should never come to  
24 Florida. I am convinced that the heart of every single  
25 PSC Commissioner will be in the right place should this

1 issue come up for a vote. A contributing factor for  
2 consumers and business rates reduction would be  
3 achieved by reducing the profit rate of 13.75%. Am I  
4 correct in saying that this 13.75% is their profit  
5 rate? I've heard other rates being mentioned.

6 CHAIRMAN DEASON: I've heard that rate many  
7 times, and I have -- I cannot sit here and tell you  
8 today that that is exactly what BellSouth is earning at  
9 this time. But that is a matter that's going to be the  
10 subject of the hearings which are going to be held in  
11 Tallahassee starting in January. And not only will we  
12 review their current earnings, but we will review their  
13 projected earnings. And we will review and make a  
14 decision on what is an appropriate allowed return. And  
15 based upon all of that information, we will set rates  
16 accordingly. (Applause)

17 WITNESS LEVIN: Thank you. Now, this 13.75%  
18 return on investment is abnormally high when  
19 contrasted, for example, with the banking industry,  
20 with prime rate of return being in the 6% range or the  
21 major food industry rate of return being in the 3 to 5%  
22 range and other industries are similar in that  
23 category.

24 I mentioned previously that a NYNEX executive  
25 stated that the 350 local long distance access rate is

1 grossly overpriced. In view of the fact that the  
2 actual cost is a half a cent per minute, since the FCC  
3 has jurisdiction governing this charge, we ask the  
4 Florida PSC to take the lead in calling for a national  
5 convention of all the 50 states' PSC. The purpose of  
6 this convention would be to organize a joint protest to  
7 the FCC to lower this charge to a more reasonable rate.  
8 This would accomplish a major factor in lowered phone  
9 bills for consumers and businesses, not only in  
10 Florida, but all over the USA.

11 Now I wish to read a resolution of the City  
12 of Sunrise, a city of 70,000 people.

13 "Resolution No. 93-243, a resolution of the  
14 City of Sunrise, Florida.

15 "Whereas, Southern Bell currently charges  
16 Broward residents for local service at a flat rate of  
17 10.65 a month for an unlimited number of calls and 19  
18 cents per minute for a long distance call made to Dade  
19 and Palm Beach Counties; and

20 "Whereas, in response to the complaints about  
21 the 19-cent long distance charge, Southern Bell has  
22 proposed to the Florida Public Service Commission in  
23 Docket No. 920260-TL an optional billing plan that  
24 would eliminate the flat rate of 10.65 in favor of a  
25 two-cent per minute local rate and an eight-cent per

1 minute rate in calls outside the local service area  
2 within that 40-mile radius, such as calls made from  
3 Broward to Dade and Palm Beach Counties; and

4 "Whereas, the two-cent per minute charge for  
5 calls could potentially cost consumers more for local  
6 service offsetting the savings from the reduced rates  
7 for calls within the 40-mile radius; and

8 "Whereas, the optional expanded local service  
9 plan is an attempt by Southern Bell to replace the  
10 current flat rate for local service with measured rate,  
11 which ultimately will be more costly to telephone  
12 customers; and

13 "Whereas the Public Service Commission has  
14 scheduled a public hearing to be held here tonight,  
15 whereas the optional expanded local service plan would  
16 add one more rate to elicit Southern Bell rate  
17 practices which are unfair to telephone customers, such  
18 as round-up billing, which allows Southern Bell to  
19 charge for a full minute, when less than a minute call  
20 time is used and the \$1 Touch-Tone charge, which was  
21 recently eliminated by the Public Service Commission in  
22 the Tampa area.

23 "Now, therefore, be it resolved by the City  
24 Commission of the City of Sunrise, Florida;

25 "Section 1. That the City Commission is

1 opposed to Southern Bell's proposed optional expanded  
2 local service plan and the Florida Public Service  
3 Commission is urged to reject this proposal.

4 "Section 2. That the Florida Public Service  
5 Commission is urged to review and eliminates Southern  
6 Bell's round-up billing practice as well as the \$1  
7 Touch-Tone charge.

8 "Section 3. That the city clerk is directed  
9 to send a certified copy of this resolution to the  
10 Florida Public Service Commission and to its public  
11 counsel.

12 Section 4. Effective date that this  
13 resolution shall be effective immediately upon passage.

14 "Passed and adopted this 23rd day of  
15 November, 1993."

16 And it is authenticated by Dorothy J. Dunk,  
17 the City Clerk, and the five members of the City  
18 Commission all voted yea.

19 I wish to make a few remarks about the  
20 inside-the-wall warranty.

21 Last year the Florida grand jury reported  
22 that the inside-the-wall warranty charges that were  
23 placed on the bills of the customers of Southern Bell  
24 was a fraud. And they ordered Southern Bell to refund  
25 these charges to the people who were charged.

1           This was a one-day news item in the  
2 newspapers, and people who noticed it called in, and  
3 these people who were charged \$1.50 received over \$130  
4 for refund. And people who were charged 2.50 received  
5 over \$200. I'm sorry to say that this was not a  
6 compulsory refund. That people had to call in and  
7 demand their refunds.

8           I ask the audience here, if you haven't  
9 received a refund on your inside-the-wall warranty that  
10 was fraudulently taken from your pocket to call up the  
11 business office of the telephone company and you're  
12 entitled to get over \$100, if you were charged \$1.50;  
13 or you get back over \$200 if you were charged \$250.

14           I'm sorry to say that the Commission didn't  
15 do their duty when this -- when the grand jury made  
16 their report that this would be a compulsory repayment.  
17 People have to ask for the money back.

18           Please, pass a rule, compelling Southern Bell  
19 to repay the \$45 million that they have fleeced from  
20 the consumers in this state. Thank you.

21                                   RICHARD JETTE  
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                                   WITNESS JETTE: Good evening ladies and

1 gentlemen of the Commission, my name is Richard Jette.  
2 I'm here speaking for many people such as myself who  
3 are as busy making a living.

4 I see a little clip in my telephone bill last  
5 month, I see a little news clip on the radio tonight,  
6 and I happened to come over here and find you people.

7 Most people are too busy making a living to  
8 know all the facts and figures this other gentlemen  
9 knew. But it doesn't take -- you'd have to be totally  
10 brain dead to believe that any company that is in  
11 business for a profit -- and I don't begrudge any  
12 business for making a profit -- that they're going to  
13 come down here and save you money. I mean, you know,  
14 you just don't believe it. It's not believable, it's  
15 not true. It's simple. However, they are entitled to  
16 a profit.

17 I've always experienced good service, I have  
18 no qualms about that. Your timing of the meeting is  
19 fine. But I do think that we should have a competitor,  
20 which is the way the American system is built. People  
21 compete. If they had competitors, they wouldn't be  
22 here. You wouldn't be here and I wouldn't be here.  
23 Simple. (Applause) No Ross Perot. It doesn't take a  
24 rocket scientist to figure this out. So all I can say  
25 to you is just please keep them in check, do whatever

1 you can. My real fear is by the time the lobbyist come  
2 in, that they will offer somebody the money that I don't  
3 have to make sure they're fair. And that's the shame  
4 about America. It's really disgusting the way I see  
5 things coming. So do your best. God bless. (Applause)

6 (Witness Jette excused.)

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8 MR. SHREVE: Thank you. Lydia Echavarria.

9 LYDIA ECHAVARRIA

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 WITNESS ECHAVARRIA: Good evening, my name is  
14 Lydia Echavarria, and I live right here in Coconut Creek.  
15 I happened to find out about this meeting on the radio  
16 this morning. And I didn't even hear the time so I just  
17 picked up my daughter and stuffed something to eat and ran  
18 over here, and I got here late anyway.

19 But I have a question. Does Southern Bell --  
20 I believe that Southern Bell charges for whenever the  
21 phone rings on the other side. Let's say I called from  
22 here to Miami, the phone rings four, five, six times  
23 and nobody picks up, I get charged a minute for it.  
24 And I don't like it because it's -- you know, it's  
25 taking money out of my pocket when I don't even speak

1 to anyone. And I'm keeping a close tab on it and I'm  
2 going to start calling back to them, and I'm going to  
3 start deducting. I don't like that.

4 Also, I don't like the fact, like this  
5 gentlemen said, we're very busy making a living. I'm a  
6 single parent and I hardly have time to keep track of  
7 everything that I do. But I don't know how it was  
8 sneaked up on the consumer, the fact that they charge  
9 you for wires. And if you want your wires to be  
10 repaired you have to pay \$2.50, I think, every month,  
11 so that if your wires go bad you don't get charged when  
12 the man comes to repair it.

13 I rent an apartment. What do I have to do  
14 with the wires outside my apartment? How do I know  
15 they go bad? Why is it my fault? Why do I get charged  
16 for that? I didn't install those wires, why should I  
17 get charged for it? I think it's outrageous. We're  
18 being ripped off and the things are being sneaked up  
19 right under us, that we don't even know this, and then  
20 all of a sudden -- all we know is it's in our bill and  
21 we're paying for it.

22 And, you know, like -- a lot of these people  
23 here, they're on a limited income, they're on a fixed  
24 income. I'm on a somewhat very tight budget and I'm  
25 very upset about it.

1 I'm also very upset about the fact that  
2 Southern Bell charges an outrageous amount of money for  
3 calls from, let's say, from here to Dade County. I  
4 have relatives and good friends, good family ties in  
5 Dade County and I have to make my phone calls down  
6 there to keep in touch with them. And I'm paying a lot  
7 of money. And I have relatives in New York, and I pay  
8 a lot less to call my mother in New York and New  
9 Jersey. And I pay a lot more money to call my cousin  
10 in Dade County. This is outrageous. I mean, this  
11 shouldn't be tolerated. I think it's terrible.

12 And as a single parent to me a telephone is  
13 not a luxury because I have a little child, she gets  
14 sick, I need to have a phone to call 911 or whoever,  
15 you know. And also as a single parent, my income, it's  
16 limited, and the money that I withheld from going,  
17 perhaps, to the movies or to other entertainment,  
18 because I like to keep in touch with my relatives, I  
19 use it on the phone. I chose that. To me that's a  
20 privilege to me. It's a pleasure to keep in touch with  
21 my relatives over the phone because I can't visit them  
22 as often as I'd like to. But I don't like the rates.  
23 The rates are very outrageous, especially from -- like  
24 I said, from here to Dade County, I spend a lot of  
25 money. You should see my bill. And I don't like it.

1           And, you know, I thank Southern Bell because  
2 they have very good service. You call them and they're  
3 very prompt, they're very efficient, and I really  
4 appreciate the service, but I do not appreciate how  
5 high they are. They should cut down a whole lot more  
6 on the services, you know, within a certain area, like,  
7 from here to Dade County, from here to Hollywood or  
8 Palm Beach.

9           Thank you very much. (Applause)

10           (Witness Echavarria excused.)

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12           MR. SHREVE: Thank you. Laurie Latimer and  
13 Jim Jakubel.

14           JIM JAKUBEL and LAURIE LATIMER  
15 were called as witnesses on behalf of the Citizens of  
16 the State of Florida and, having been duly sworn,  
17 testified as follows:

18           WITNESS JAKUBEL: Hi, my name is Jim Jakubel,  
19 I reside in Hollywood. Laurie, my friend, lives in  
20 Tamarac. We met about, I guess about eight months ago.

21           Our phone bills have been outrageously high.  
22 It's more expensive to call Tamarac than it is to call  
23 New York or call California. It's unbelievable, the  
24 per-minute charges. I'm in favor of the premium option  
25 plan and I believe that we should be offered the option

1 to have different plans. I know I have a plan to Dade  
2 County for like seven-something a month, and I can call  
3 unlimited time in Dade County and I can't see why we  
4 can't have that for elsewhere. So I do support that.  
5 I do not support anything that would be mandatory at  
6 all. But I believe that that plan needs to be  
7 implemented. It would save me quite a bit of money, I  
8 know that, as well as a lot of other people.

9 Thank you.

10 WITNESS LATIMER: I'd like to say something  
11 too. Also, I used to work for Southern Bell and I feel  
12 very disloyal saying this. But I knew when they  
13 divested we would get screwed, and this shows, that  
14 they're trying to do that.

15 To charge us for every little thing, even  
16 when I call 411 now, I get a recording after the number  
17 coming on, saying, that if I stay on long enough and  
18 push a button, they will dial it for me for 25 cents.  
19 That's unbelievable. That's like the height of greed  
20 that I can think of. And I don't understand it, I mean,  
21 they have no competition, really. And I thought when they  
22 divested it was supposed to make things better and  
23 cheaper. Instead, it's more expensive, and that doesn't  
24 make sense.

25 I only have one other question today and that

1 is, down here on the bottom, Page 2, it says, "that the  
2 final decision by the Commission is expected in May of  
3 1994, and it will be retroactive to January 1st, 1993."  
4 How? How could that probably be? If we're talking  
5 money, somebody will be refunded money for almost an  
6 entire year, not quite. Or, we will owe them money for  
7 that amount of time. How would that be accomplished?

8           CHAIRMAN DEASON: Let me explain that. This  
9 case, as was indicated earlier, was a rate reduction  
10 case. Therefore, it is anticipated that the amount of  
11 revenues that will be collected by Southern Bell will  
12 be reduced. And we are going to make retroactive, back  
13 to January 1, 1993, with Bell's concurrence, that the  
14 reductions will result -- if there are, in fact,  
15 reductions -- that there will be refunds given to the  
16 customers. Obviously, if there are rate changes, we  
17 can't make those rate changes retroactive, so it will  
18 not affect what customers pay to Southern Bell, only  
19 prospectively will those rate changes go into effect.  
20 But the revenue effect, the amount of money that the  
21 Company is entitled to earn, that will be accounted for.  
22 And if customers are due refunds, those refunds will be  
23 made. And that's why it indicates that it will be  
24 retroactive to January 1. I believe I'm characterizing  
25 that correctly; is that right, Mr. Shreve?

1 MR. SHREVE: Yes.

2 COMMISSIONER LAUREDO: And you should not be  
3 against it.

4 WITNESS LATIMER: Okay.

5 CHAIRMAN DEASON: Madam, before you -- could  
6 we get your name?

7 WITNESS LATIMER: My name is Laurie Latimer.

8 CHAIRMAN DEASON: Thank you.

9 MR. SHREVE: You mentioned one thing that we  
10 might as well clear up. The customers will not owe  
11 Southern Bell any more money. It won't go that  
12 direction. If it's anything, it goes the other way.

13 WITNESS LATIMER: Well, I tell you, I was one  
14 of the people that was overcharged for, you know,  
15 putting something -- like an insurance account, that if  
16 something goes wrong in your wiring, they'll come and  
17 they will take care of it. And I never asked for this.  
18 They just stuck it on my phone. And when I called up,  
19 when I saw this in the newspaper, I was given a very,  
20 very, hard time. It was not easy to get that taken  
21 off. It was an extremely difficult thing to do. I  
22 wound up calling one lady, who referred me to another  
23 lady, who said some other lady would call me back, who  
24 was incredibly rude. And then finally, only because I  
25 was persistent, did I get a refund. But I had all my

1 bills, I could prove that I had been billed every  
2 month, I had never asked for this service, and it was  
3 very difficult to get the money out of them. And I  
4 feel bad because I used to work for Southern Bell. But  
5 that's the way it is, they're very greedy.

6 Thank you for your time.

7 CHAIRMAN DEASON: Thank you.

8 (Witnesses Jakubel and Latimer excused.)

9

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10 MR. SHREVE: Thank you. (Applause)

11 Mr. Chairman, that's the last people that  
12 have signed up. Is there anyone here that has not  
13 signed up that would like to testify or make a  
14 statement? That's all we have.

15 CHAIRMAN DEASON: I want to take this  
16 opportunity to thank everyone who came out to the  
17 hearing this evening. I know there was some concern  
18 about the starting time, but let me assure you that we  
19 tried to find a time that was most convenient for  
20 everyone and it's not always possible to find a time  
21 that's convenient for each and every person. But we  
22 try to do it as best as we can. I appreciate your coming  
23 out, sharing your thoughts with us.

24 As I indicated earlier, your testimony is  
25 part of the official record, and it will be considered

1 by the Commissioners in making the final decision in  
2 this case.

3 Thank you. And with that, this hearing is  
4 adjourned. (Applause)

5 (Thereupon, the hearing concluded at 8:20  
6 p.m.)

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1 F L O R I D A )  
2 :  
3 COUNTY OF LEON)

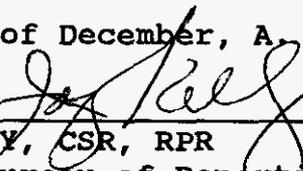
CERTIFICATE OF REPORTER

4 I, JOY KELLY, CSR, RPR, Official Commission  
5 Reporter,

6 DO HEREBY CERTIFY that the hearing in this  
7 cause, Docket No. 920260-TL, 910163-TL, 910727-TL,  
8 900960-TL, 911034-TL, was heard by the Florida Public  
9 Service Commission at the time and place herein stated;  
10 it is further

11 CERTIFIED that I stenographically reported  
12 the said proceedings; that the same has been  
13 transcribed under my direct supervision, and that this  
14 transcript, consisting of 88 pages, inclusive,  
15 constitutes a true transcription of my notes of said  
16 proceedings.

17 DATED this 17th day of December, A. D., 1993.

18   
19 \_\_\_\_\_  
20 JOY KELLY, CSR, RPR  
21 Chief, Bureau of Reporting  
22 (904) 488-5981

23 STATE OF FLORIDA)  
24 :  
25 COUNTY OF LEON )

26 The foregoing certificate was acknowledged  
27 before me this 17th day of December, 1993, by JOY  
28 KELLY, who is personally known to me.

29   
30 \_\_\_\_\_  
31 EVELYN BORSCHEL  
32 Notary Public - State of Florida



EVELYN L. BORSCHEL  
MY COMMISSION # CC289265 EXPIRES  
May 25, 1997  
BONDED THRU TROY FAIR INSURANCE, INC.

SUN-SENTINEL

Published Daily

Fort Lauderdale, Broward County, Florida  
Boca Raton, Palm Beach County, Florida

PASTE COPY OF LEGAL NOTICE HERE

Exhibit  
12-2-93  
920260-7L  
SAR, HES

STATE OF FLORIDA

COUNTY OF BROWARD/PALM BEACH

Before the undersigned authority personally appeared Kathleen Best

who on oath says that he is

Classified Supervisor of the Sun-Sentinel, daily newspaper published  
in Broward/Palm Beach County, Florida that the attached copy of advertisement, being a

Legal Notice

in the matter of Public Hearing, Florida Public Service  
Commission

in the \_\_\_\_\_ Court

was published in said newspaper in the issues of Nov. 18, 1993

Affiant further says that the said Sun-Sentinel is a newspaper published in said Broward/Palm Beach County, Florida, and that the said newspaper has heretofore been continuously published in said Broward/Palm Beach County, Florida, each day, and have been entered as second class matter at the post office in Fort Lauderdale, in said Broward County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement, and affiant says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

Kathleen Best

(Signature of Affiant)

Sworn to and subscribed before me this 19th day of Nov., 1993

Tara L. Bezak

(Signature of Notary Public)



TARA L. BEZAK

MY COMMISSION # CC295690 EXPIRES

July 20, 1997

BONDED THRU TROY FAIR INSURANCE, INC.

(Name of Notary typed, printed or stamped)

Personally Known  or Produced Identification

Ty)

DN 13436-93

**LEGAL NOTICE**  
**NOTICE OF PUBLIC HEARING**

The Florida Public Service Commission has scheduled a public hearing in Docket No. 920260-TL. The purpose of this docket is to review Southern Bell's operations under its incentive sharing plan and to consider Southern Bell's proposal for extension of that plan. It will also consider the Company's proposed rate changes, including the proposed optional Expanded Local Service Plan, reductions in intraLATA access charges and certain custom calling feature rates, a restructuring of service order charges and a reduction of certain business line rates.

For the convenience of the public, the Florida Public Service Commission has also scheduled a service hearing as follows:

Thursday, December 2, 1993—6:00 PM  
Broward Community College, North Campus  
Omni Auditorium  
1000 Coconut Creek Boulevard  
Coconut Creek, Florida

At the above time and place, members of the public may appear to testify as to their interest in this matter. All persons desiring to present testimony at the hearing should, if possible, bring bills or other documentations regarding their telephone service. Customers are urged to attend on time. If no customers are present, the hearing will be adjourned. The Public Counsel, the citizens' representative in matters before the commission, will be available at least 30 minutes prior to each hearing in order to meet members of the public who wish to testify. Prior to that time, inquiries should be directed to The Office of Public Counsel, c/o Florida House of Representatives, The Capitol, Tallahassee, Florida 32399-1300.

PUBLISHED DAILY

MIAMI, FLORIDA

STATE OF FLORIDA  
COUNTY OF DADE

Before the undersigned authority personally appeared:

Eli Mertens

who on oath says that he is

Account Representative

of The Miami Herald, a daily newspaper published at Miami in Dade County, Florida; that the attached copy of advertisement was published in said newspaper in the issues of:

Thur., Nov. 19, 1993, page 18A  
Southern Bell ad

Affiant further says that the said Miami Herald is a newspaper published at Miami, in the said Dade County, Florida and that the said newspaper has heretofore been continuously published in said Dade County, Florida, each day and has been entered as second class mail matter at the post office in Miami, in said Dade County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement.



Sworn to and subscribed before me

this 18th day of November A.D. 19 93.

My commission expires:



OFFICIAL NOTARY SEAL  
COMMISSION NO. CC262894  
MY COMMISSION EXPIRES FEB. 4, 1997

## Rights group: Hussein killed alleged plotters

Associated Press

Iraqi President Saddam Hussein has executed dozens, perhaps hundreds, of prominent Iraqis, a human rights group reported Wednesday amid signs

**WORLD NEWS** Iraq's dominant Sunni Muslim minority may be turning against him.

All were rounded up in July and August for alleged involvement in a coup plot, New York-based Middle East Watch said. It said many were from Hussein's hometown of Tikrit, the group said.

"Most of those executed were from the cream of Iraqi society" from leading families in Tikrit and the northern city of Mosul, the Sunni heartland "from which the regime draws its remaining support," the organization said.

Middle East Watch said the number of executions was not known. It listed 15 Iraqis whose families have reported receiving the bodies of slain relatives, but said "the total may run into hundreds."

In September, Iraqi dissidents said more than 1,000 members of Hussein's Sunni sect were rounded up after the discovery of

### LEGAL NOTICE NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a public hearing in Docket No. 920260-TL. The purpose of this docket is to review Southern Bell's operations under its incentive sharing plan and to consider Southern Bell's proposal for extension of that plan. It will also consider the Company's proposed rate changes, including the proposed optional Expanded Local Service Plan, reductions in intraLATA access charges and certain custom calling feature rates, a restructuring of service order charges and a reduction of certain business line rates.

For the convenience of the public, the Florida Public Service Commission has also scheduled a service hearing as follows:

Thursday, December 2, 1993—6:00 PM  
Broward Community College, North Campus  
Omni Auditorium  
1000 Coconut Creek Boulevard  
Coconut Creek, Florida

At the above time and place, members of the public may appear to testify as to their interest in this matter. Persons desiring to present testimony at the hearing should, if possible, bring bills or other documentations regarding their telephone service. Customers are urged to attend on time. If no customers are present, the hearing will be adjourned. The Public Counsel, the citizens' representative in matters before the commission, will be available at least 30 minutes prior to each hearing in order to meet members of the public who wish to testify. Prior to that time, inquiries should be directed to The Office of Public Counsel, c/o Florida House of Representatives, The Capitol, Tallahassee, Florida 32399-1300.