



1   **APPEARANCES:**

2                   **CHARLES J. BECK**, Deputy Public  
3   Counsel, Office of Public Counsel, 111 West Madison  
4   Street, Room 812, Tallahassee, Florida 32399-1400,  
5   appearing on behalf of the **Citizens of the State of**  
6   **Florida.**

7                   **DIANA CALDWELL**, Florida Public Service  
8   Commission, Division of Appeals, 2540 Shumard Oak  
9   Boulevard, Tallahassee, Florida 32399-0870, appearing  
10   on behalf of the **Commission Staff.**

11

12   **ALSO PRESENT:**

13                   **RAY KENNEDY**, FPSC Division of Communications  
14                   **KEVIN BLOOM** and **THELMA CRUMP**, FPSC Division of  
15   Consumer Affairs

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## I N D E X

## WITNESSES

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**P R O C E E D I N G S**

(Hearing convened at 12:00 p.m.)

**CHAIRMAN GARCIA:** Good morning. We're going to -- we've got one witness which we're going to take. We're going to have counsel read the notice and then we'll take appearances.

**MS. CALDWELL:** Yes. Notice was given in the January 23rd Florida Administrative Weekly, that a rule development workshop relating to customer billing will be held at the Prime Osborn Center in Jacksonville at this time and place.

**CHAIRMAN GARCIA:** Okay. We'll take appearances.

**MR. BECK:** My name is Charlie Beck. I'm with the Office of Public Counsel in Tallahassee. Also with me is Earl Poucher sitting in the back. Our office represents the citizens of Florida before the Public Service Commission.

**MS. CALDWELL:** Diana Caldwell, Florida Public Service Commission, Division of Appeals.

**MR. KENNEDY:** Ray Kennedy, Florida Public Service Commission, Division of Telecommunications.

**MR. BLOOM:** Kevin Bloom, Division of Consumer Affairs, Florida Public Service Commission.

**CHAIRMAN GARCIA:** We have Thelma Crump from

1 the Commission in the back of the room. We also have  
2 Mr. Poucher from the Office of Public Counsel in the  
3 room. He, as well as Mr. Beck, are your attorneys  
4 here. And then let me just mention, because I do like  
5 to mention the fact that some of the companies are  
6 monitoring us here and maybe we can resolve your  
7 problems. BellSouth is here. AT&T is here.  
8 Intelitech is here. Federal TransTel is here and ILD  
9 Telco is here. And we appreciate the fact that they  
10 are watching these proceedings.

11 Counsel, is there anything else you want me  
12 to do before we swear in our witness?

13 **MS. CALDWELL:** Are we on the Internet?

14 **CHAIRMAN GARCIA:** That's a good idea. We  
15 are also on the Internet. So when you speak to us,  
16 if for some reason you don't want to give your address  
17 or your phone number because it's going to be  
18 transmitted -- clearly it's part of the record because  
19 Mr. Beck has it as well as our staff has it -- but  
20 please know that you're being recorded and it's going  
21 to be placed on the Internet. So if you want to hear  
22 yourself, you go to the web site of the Florida Public  
23 Service Commission and you can listen to yourself.

24 Let me just state this, I guess for the  
25 record, and to make sure that people understand we're

1 aware of it, these hearings have been sparsely  
2 attended. Ft. Lauderdale had a good attendance.  
3 Miami had some attendance. But the fact that we're  
4 having very little attendance does not diminish from  
5 the importance of the issue. And what it speaks to is  
6 the fact that this Commission is probably moving  
7 aggressively into an area before it becomes a major  
8 problem like slamming did. Unfortunately, due to the  
9 good work of the Public Counsel's Office, we moved a  
10 little more expeditiously on slamming than we should  
11 have been moving.

12 So, that said, we want to hear your  
13 commentary. We're going to have probably a few  
14 questions when you come up here and we appreciate the  
15 fact you came. And what we are going to be doing is  
16 perhaps for the following hearings of this type, we're  
17 probably going to have a reduced hearing. Probably  
18 have it in the PSC offices in these places that  
19 remain, or the DMS offices that are equipped with  
20 conferencing equipment, and that way we can save the  
21 trust fund a little bit of money that we're spending  
22 on traveling here.

23 That said, counsel, will you please call the  
24 first witness.

25 **MR. BECK:** Thank you, Chairman. Our witness

1 is Jan Grayson.

2 **CHAIRMAN GARCIA:** Ma'am, we're going to  
3 swear you in real quick. If there's anybody in the  
4 audience that wants to speak --.

5 - - - - -

6 **JAN GRAYSON**

7 appeared as a witness and, having been duly sworn,  
8 testified as follows:

9 **DIRECT STATEMENT**

10 **CHAIRMAN GARCIA:** Great. Thank you.  
11 Welcome, ma'am. If you can give us your name and  
12 address as I stated earlier, and then just go ahead.  
13 You've got the floor.

14 **WITNESS GRAYSON:** I'm Jan Grayson with  
15 GF Florida. I'm located at 8186 Baymeadows Way West,  
16 Jacksonville, Florida 32256. I apologize. I didn't  
17 come prepared to talk. I didn't know I'd have the  
18 opportunity.

19 This represents probably a year's worth of  
20 time that my secretary takes every month because when  
21 we get our phone bill, we get all kinds of charges on  
22 them that we have -- everything highlighted in yellow  
23 are charges that we don't know about that we don't  
24 okay. Someone told me that you all were meeting today  
25 and I was hoping to come and get a little bit of an

1 understanding as to why you allow this to happen.

2 Basically we have --

3 **CHAIRMAN GARCIA:** Ma'am, can I ask you who  
4 the company is that is -- first of all, who's your  
5 local company? Is it BellSouth?

6 **WITNESS GRAYSON:** BellSouth.

7 **CHAIRMAN GARCIA:** And who is the company  
8 that's appearing on BellSouth's bill?

9 **WITNESS GRAYSON:** This one is called USA  
10 TeleCorp.

11 **CHAIRMAN GARCIA:** USA TeleCorp.

12 **WITNESS GRAYSON:** Right. And the charges  
13 range anywhere from \$5 to \$10 a month.

14 **CHAIRMAN GARCIA:** Then let me ask you  
15 another question. Have you ever spoken to us at the  
16 Commission or no, you just found out about this?

17 **WITNESS GRAYSON:** Basically, I've called the  
18 Commission on another case where I had this PICC  
19 charge.

20 **CHAIRMAN GARCIA:** Right. PICC.

21 **WITNESS GRAYSON:** And I don't know if that's  
22 part of this, but I don't think it is, but I've talked  
23 to them on that occasion. Basically what's happened  
24 with these USA bills, we call Southern Bell. We spend  
25 15 to 20 minutes every month and eventually it's

1 credited to our account. So, no, I didn't call you  
2 because I was trying to handle it through here. They  
3 kept assuring me that somebody was going to do  
4 something about it eventually.

5 **CHAIRMAN GARCIA:** Are they appearing as long  
6 distance charges or appearing as just services that  
7 are added to your bills? Are you being slammed or is  
8 it the distinction of crack -- can we see the billing?

9 **WITNESS GRAYSON:** I honestly don't know what  
10 your terminology is.

11 **CHAIRMAN GARCIA:** Okay. Can we see the  
12 bills? Would you mind if we took a look at them?

13 **WITNESS GRAYSON:** Sure.

14 **CHAIRMAN GARCIA:** Okay. Great.

15 **WITNESS GRAYSON:** I don't know if it's  
16 slamming, cramming or just ripping us off. So I don't  
17 really know what you want to call it.

18 **CHAIRMAN GARCIA:** And so every month you  
19 call BellSouth and they kind of remove --

20 **WITNESS GRAYSON:** It takes us a while to  
21 get, you know, saying, hey, we don't have this, we've  
22 never okayed it. Please take it off. And each month,  
23 you can see the credits. One month we get a credit  
24 for the prior month or several months prior and we  
25 just keep going every month. But again, it's just

1 downtime for my girl because every month we have to go  
2 through the same rigmarole and it's just getting old.

3 **COMMISSIONER DEASON:** Were you told what  
4 type service this charge was supposed to be providing  
5 you?

6 **WITNESS GRAYSON:** Long distance, supposedly.

7 **COMMISSIONER DEASON:** And this was -- and  
8 it's characterized as a presubscribed charge?

9 **WITNESS GRAYSON:** Right.

10 **CHAIRMAN GARCIA:** This is your business,  
11 right?

12 **WITNESS GRAYSON:** Yes.

13 **COMMISSIONER DEASON:** And you have no  
14 agreement with this company --

15 **WITNESS GRAYSON:** Oh, no, sir.

16 **COMMISSIONER DEASON:** -- to provide you any  
17 service?

18 **WITNESS GRAYSON:** No, sir. None whatsoever.

19 **CHAIRMAN GARCIA:** Now, the rest of the bill,  
20 because it's a pretty complex bill, this is your  
21 business, is other things that you have agreed to?

22 **WITNESS GRAYSON:** Yes. In the most part.  
23 We've had a few problems with, again, your PICC,  
24 whatever, but other than that, the rest of them we've  
25 agreed to.

1                   **CHAIRMAN GARCIA:** The company is USBI, US  
2 Billing Inc. All right. Ma'am, can I ask you a  
3 favor? Get with Staff when you finish speaking and I  
4 promise you that we'll look into this.

5                   Let me make a suggestion. There is a  
6 tendency to BellSouth to react much more efficiently  
7 than that. Next time you get a bill that you didn't  
8 pay for, you didn't agree to -- I know that they're  
9 telling you you're going to get a credit. You need to  
10 call BellSouth and let them know that you're not going  
11 to pay. Then immediately call the Commission and let  
12 us file a case because then BellSouth cannot bill you  
13 for it. And what happens is -- and I know they're not  
14 billing you, they're crediting it to you -- but it's  
15 probably quicker for your secretary to write a note to  
16 BellSouth, then call the Commission. I do warn you.  
17 It'll take your secretary about five to seven minutes  
18 to speak to one of our operators because we're pretty  
19 backlogged. But once you file a case with us, you  
20 don't have to pay it until that dispute is solved.  
21 And once the PSC is involved there is a tendency of  
22 some of these billers, as well as BellSouth, to act a  
23 bit expeditiously not to allow this to appear in the  
24 future.

25                   If you didn't agree to this it shouldn't be

1 appearing on your bill and we will look into this and  
2 we'll give it to Staff. And you probably have the  
3 originals of this, so you wouldn't mind us keeping  
4 this.

5 **WITNESS GRAYSON:** No. You may keep those.

6 **CHAIRMAN GARCIA:** And we'll obviously make  
7 copies available to the Public Counsel's office.

8 **COMMISSIONER DEASON:** Let me -- I'll ask  
9 this question to our Staff, if they know. Do we have  
10 any complaint history concerning US Billing  
11 Incorporated?

12 **MR. KENNEDY:** Yes, sir. USA TeleCorp. I'm  
13 working on a case against them at this moment.

14 **COMMISSIONER DEASON:** So this is one that we  
15 are aware of that there is some history here?

16 **MR. KENNEDY:** Yes. I'm interested in  
17 getting this data.

18 **CHAIRMAN GARCIA:** We're going to ask you, as  
19 we develop this rule -- and that's why we ask people  
20 to be here -- clearly we have a history of these  
21 companies so it makes a great deal of difference when  
22 we have someone who's actually been slammed. Because  
23 in theory and in actuality, we speak to people over  
24 the phone and we are aware of what happens. But it  
25 makes a lot of difference to have you on the record on

1 these issues and we can use that in developing our  
2 rule. Is there any suggestion that you'd have for us  
3 in terms of how they get on your bill or something  
4 you'd suggest for us to do on preventing this in the  
5 future?

6 **WITNESS GRAYSON:** Number one, I just feel  
7 sorry for those people that don't look at their bills  
8 and don't understand what they're being paid for. If  
9 anything, I would just ask that you come out with a  
10 little bit more of information for people on the  
11 street that -- the businesses are probably more savvy.  
12 I don't know. Do you do this on -- do they do it on  
13 residential people as well?

14 **CHAIRMAN GARCIA:** Yes. Clearly, in your  
15 case, you're absolutely right. Businesses are more  
16 savvy, but their phone bills are even more complex and  
17 the fact is you probably have someone --

18 **WITNESS GRAYSON:** They're hidden.

19 **CHAIRMAN GARCIA:** They're very hidden. And  
20 sometimes, this is \$5. But we've had cases where it's  
21 \$2, \$1.50. And you'll never find it on your bill. It  
22 looks like something else. And if you notice the way  
23 they call it -- what is it? Presubscribed?

24 **WITNESS GRAYSON:** Presubscriber.

25 **CHAIRMAN GARCIA:** Presubscribed charge of

1 monthly fee. You're thinking, well, this is probably  
2 part of the overall package and \$5 isn't that much  
3 when -- I think I saw one of your bills was for  
4 400-something dollars. So it's sort of easy to slip  
5 in there. So clearly being a savvy consumer means  
6 educating yourself to it and bills tend to be complex.

7 One of the things that the Commission is  
8 doing is we are participating on the federal level on  
9 trying to get simplification in billing, a  
10 truth-in-billing concept, as well as in the state  
11 level. If I'm not mistaken, Ms. Caldwell, we're  
12 having some proceedings at the Commission to sort  
13 of -- more of a simplified understanding of the bill?

14 **MS. CALDWELL:** I'm not sure whether it's  
15 going to be a simplified understanding, but we're  
16 going to try and make it -- the bills so that  
17 customers will be able to read it and have specific --

18 **WITNESS GRAYSON:** That would help  
19 tremendously.

20 **CHAIRMAN GARCIA:** As I said, I think  
21 BellSouth did the right thing in crediting your  
22 account and correcting that problem. But whenever you  
23 run into that problem, if you're spending way too much  
24 time, it's probably simpler to have your secretary  
25 write them a letter and let them know that you're

1 disputing the bill and spend the 10 minutes with us to  
2 get it in our record and then they know that they  
3 can't cut your phone service off for not getting in.  
4 The last thing you want is, obviously, a business to  
5 lose phone service.

6 **WITNESS GRAYSON:** Obviously.

7 **CHAIRMAN GARCIA:** Thank you very much,  
8 ma'am.

9 **MS. CALDWELL:** We've got questions. I think  
10 Mr. Beck has questions.

11 **EXAMINATION**

12 **BY MR. BECK:**

13 **Q** Ms. Grayson, I know you've been working with  
14 BellSouth on this. Have you had any dealings directly  
15 with either US TeleCorp or the US Billing Service?

16 **A** We tried that in the beginning but it was  
17 very difficult to get anywhere with them. They put  
18 you on hold. They wouldn't come back to you. And  
19 she -- the time she was spending was double the time.  
20 I found out that it was a lot easier to go to  
21 BellSouth, say, "Hey, guys. We can't pay it. We  
22 don't want to pay it." And they say, "Okay. We'll  
23 credit your account." So I guess I got lackadaisical  
24 because she was spending so much time so I didn't  
25 pursue it through the USA TeleCorp, only because it

1 was just so time consuming. And like Mr. Garcia said,  
2 it might only be \$5, but she was spending much more  
3 time trying to get it straightened out, so I just took  
4 the avenue of least resistance.

5 Q Sure. Okay. Thank you.

6 **EXAMINATION**

7 **BY MS. CALDWELL:**

8 Q Ms. Grayson?

9 A Yes.

10 Q Did anyone at BellSouth suggest that you  
11 have some kind of PICC freeze or were they able to --  
12 is this a new charge every month that keeps -- is it a  
13 charge that keeps reappearing or is this a charge for  
14 the next month? Do you know?

15 A Are we talking about PICC now or this USA  
16 Tele --

17 Q Well, did BellSouth give you any -- suggest  
18 to you that there may be a way that they won't -- you  
19 won't be able --

20 A No, ma'am. They just keep saying, we'll  
21 take care of it. But as you can see, they just keep  
22 coming back month after month.

23 Q Do you know, has BellSouth indicated to you  
24 whether or not this is a charge from like a onetime  
25 charge that keeps reappearing or whether it's a

1 monthly charge that they keep putting on your bill?

2 A Well, my understanding is they said it was a  
3 reoccurring but that they would see that it wouldn't  
4 be on the next month. But as you can see, it just  
5 keeps reoccurring. So they alluded to the fact that  
6 it was a reoccurring charge but that they would see  
7 that it wouldn't be on there anymore, but it still  
8 appears.

9 Q Have you had -- other than this one  
10 particular company, have you noticed over the -- say,  
11 the past year other charges coming on?

12 A There was another charge early on and I  
13 don't know if that's included in there. This has been  
14 the most recent one so I brought this one.

15 Q Okay. And you said that -- how did you find  
16 out how to contact the company that was actually  
17 charging you, USA TeleCorp?

18 A We got -- I think someone from BellSouth --  
19 and this is a while ago. Like I said, we tried this  
20 about eight months ago to try to go through them to  
21 correct it and it wasn't getting done. But I think  
22 that the BellSouth finally gave us a number and that's  
23 how we got in touch with USA TeleCorp. But again, we  
24 just got no where with them at all. At least  
25 BellSouth was helping us -- they were giving me the

1 credit back.

2 Q Do you -- you indicated that they were  
3 putting you on hold. Do you know if your secretary  
4 had a hard time even getting through to them? That  
5 the phone -- no one would answer the phone?

6 A I believe she said she had a hard time  
7 getting through to them, yes.

8 **EXAMINATION**

9 **BY MR. KENNEDY:**

10 Q Who is your long distance service provider?

11 A AT&T.

12 **MS. CALDWELL:** All right. Thank you very  
13 much. I do hope you stay and talk with some of the  
14 Staff.

15 **WITNESS GRAYSON:** I'd be more than happy to.

16 **MS. CALDWELL:** Okay. Thank you.

17 **MR. BECK:** Thank you.

18 **CHAIRMAN GARCIA:** Mr. Beck, you have no one  
19 else?

20 **MR. BECK:** No one else has signed up.

21 **CHAIRMAN GARCIA:** Ms. Crump, has anyone else  
22 signed up to speak? Is there anyone in the audience  
23 that wishes to speak to us? Very good. Hang on a  
24 second.

25 **WITNESS STILES:** I just want to say --

1           **CHAIRMAN GARCIA:** Hang on one second. Why  
2 don't you approach the mike and tell us your name.

3           **WITNESS STILES:** My name is Donna Stiles.  
4 You want me to say my address?

5           **CHAIRMAN GARCIA:** Yes. And then we'll swear  
6 you in.

7                           - - - - -

8                           **DONNA STILES**  
9 appeared as a witness and, having been duly sworn,  
10 testified as follows:

11                           **DIRECT STATEMENT**

12           **CHAIRMAN GARCIA:** Give us your name and --

13           **WITNESS STILES:** Donna Stiles and my address  
14 is, 4882 Natures Hollow Way, North. I'm curious if  
15 anyone --

16           **CHAIRMAN GARCIA:** Ms. Stiles, why don't you  
17 tell us what company you work for?

18           **WITNESS STILES:** Oh, I'm sorry. I work for  
19 Intetech. We're a phone company. And I have the same  
20 problems with USBI on our BellSouth bill too, but it's  
21 probably related to our business. But they tell me  
22 when I get those things often that someone has dialed  
23 around to access them via the 10-220 type of thing. I  
24 mean, they should have given her that information if  
25 that's the case.

1                   **CHAIRMAN GARCIA:** Okay. Well, we'll  
2 investigate that as an issue, if that's a dial around  
3 fee that's being added to the bill.

4                   **WITNESS STILES:** Because I do -- they are  
5 very difficult to get through. But I have, you know,  
6 just waited and waited to try and get some explanation  
7 because they appear, you know, at a high dollar rate  
8 for us. But they always say someone in the company or  
9 your resident who has that line has dialed out to us  
10 and that's how come that's landed on that bill.

11                   **CHAIRMAN GARCIA:** Okay. Thank you.  
12 Appreciate that information. That said, thank you all  
13 for coming. Thank you, ma'am, for giving us your  
14 testimony. It's important. Go right ahead. You'll  
15 need to step up to the mike.

16                   **WITNESS WEAKS:** Good afternoon. My name is  
17 Michelle Weaks. I'm a notary so --

18                   **CHAIRMAN GARCIA:** Okay.

19                   - - - - -

20                   **MICHELLE WEAKS**  
21 appeared as a witness and, having been duly sworn,  
22 testified as follows:

23                   **DIRECT STATEMENT**

24                   **CHAIRMAN GARCIA:** Okay. Go right ahead.  
25 Ms. Weaks, is it? W-e-a-k-s. 1208 Brookewood,

1 Tallahassee, Florida. On my last phone bill from MCI,  
2 which is my long distance carrier, on my one bill,  
3 which is residential, and I also have a business  
4 account and it comes on the same bill, and I've paid  
5 it for about three months, but the last time I noticed  
6 they've added the residential and the business amount  
7 to a number, something like \$33. And under that they  
8 have tax.

9           Now, they have applied tax on the  
10 residential. They applied tax on the business. But  
11 at the very bottom it was like \$6.40 and I wanted to  
12 apply the right proportion, you know, to the  
13 residential bill and I wanted to know what the tax was  
14 for the business. So I called MCI. And the person  
15 that answered thanked me for calling and said he would  
16 turn me over to another party. And I talked to that  
17 party and they had to turn me to another party, which  
18 was a young lady and I didn't get her name. But I  
19 told her about the last entry, which was that tax for  
20 like \$6.40. And I said, it says tax. I don't know  
21 what that is for extra, but I would like to apportion  
22 the right amount to the residential bill. And she  
23 says, "Well, ma'am. We have no idea. Some bank puts  
24 that on there that does our billing and you would have  
25 to talk to them." I said, "Well, who is it?" She

1 says, "We don't know and we don't know what the amount  
2 is for, and if you really want to know, you can call  
3 the IRS and one of their agents will tell you."

4 **CHAIRMAN GARCIA:** That's not right.

5 **WITNESS WEAKS:** I have not called the IRS  
6 but I have never heard a thing like that.

7 **CHAIRMAN GARCIA:** Well, thank you for giving  
8 us that information. We will have our counsel  
9 investigate with more vigor than ever that particular  
10 issue since she knows their representative in  
11 Tallahassee.

12 **WITNESS WEAKS:** How would I find out? Who  
13 do I call now to find out what that charge is for?

14 **CHAIRMAN GARCIA:** Clearly, the company has  
15 to explain to you the local taxes that are put on.  
16 There is a state tax, a local tax, and then there are  
17 federal flow-through charges for funds that the  
18 company collects. And sometimes they separate them.  
19 And that's one of the issues that we're exploring, is  
20 how do you simplify so that people understand, because  
21 every company calls it differently. There are some  
22 people that call it a federal tax. Some people that  
23 call it a different charge. There's some that call it  
24 a regulatory fee, and all of them are sort of  
25 sometimes grouped together, sometimes segregated out.

1 Sometimes part of the whole bill. And part of what  
2 we're trying to do at the Commission, through our  
3 state proceeding as well as our participation on  
4 federal, is to try to simplify that so that you will  
5 understand precisely what that is.

6 **WITNESS WEAKS:** All right.

7 **CHAIRMAN GARCIA:** I appreciate you for  
8 testifying.

9 With that said, we will adjourn the hearing  
10 and the next hearing is in?

11 **MS. CALDWELL:** Tallahassee on Monday,  
12 February the 15th, at the Betty Easley Conference  
13 Center at 6:00 p.m.

14 **CHAIRMAN GARCIA:** Thank you very much.

15 **UNIDENTIFIED SPEAKER:** May I make a  
16 statement?

17 **CHAIRMAN GARCIA:** Absolutely. Well, then  
18 the hearing is not adjourned. We'll need to swear you  
19 in if you're going to speak, if you don't have a  
20 problem.

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**MARK CHAPMAN, JR.**

appeared as a witness and, having been duly sworn,  
testified as follows:

**DIRECT STATEMENT**

**CHAIRMAN GARCIA:** Great. Give us your name  
and address for the record.

**WITNESS CHAPMAN:** My name is Mark  
Chapman, Jr. My address is 5535 Chambers Way,  
Jacksonville, Florida 32257. The question I wanted an  
answer to is, I am an independent payphone owner and I  
wanted to know what is dial around compensation and  
how does it work?

**CHAIRMAN GARCIA:** Okay. Well, do we have an  
expert on the dial around compensation?

**MR. KENNEDY:** I'll try.

**CHAIRMAN GARCIA:** I can try, but I would  
probably miss it and then you'd have to correct me.

**MR. KENNEDY:** I should be able to answer  
this. Dial around compensation is if I go to your  
payphone and dial a 1-800, 888, what have you number  
to access another long distance carrier like AT&T, the  
dial around compensation is between you -- it's  
negotiated by you and the long distance carrier. At  
some point in the past it was a dictated amount that

1 the facilities-based carriers would pay to the  
2 payphone owner. And off the top of my head, I don't  
3 know what that is. I believe it was in the  
4 neighborhood of either the local coin rate of 35 cents  
5 or maybe 28.4 cents.

6 **CHAIRMAN GARCIA:** And they have just lowered  
7 it, if I'm not mistaken, to 24 cents, and AT&T and  
8 BellSouth are both agreeing, which is a rarity, so  
9 that's probably -- I'm probably right there.

10 **WITNESS CHAPMAN:** So are you saying that  
11 dial around compensation is that you're getting paid  
12 for other companies using your line?

13 **CHAIRMAN GARCIA:** Correct. They are paying  
14 you -- they're paying you for the completion -- the  
15 charge that you would have gotten, and they've agreed  
16 to a fee, at the federal level -- I think the FCC is  
17 the one to determine that latest fee, which is  
18 24 cents.

19 **WITNESS CHAPMAN:** Okay. Thank you.

20 **CHAIRMAN GARCIA:** Very good. If you have  
21 questions, clearly, if you have a payphone you're  
22 probably working with BellSouth in this area, and  
23 BellSouth has some representatives there, as well as  
24 AT&T if you have them as part of your provider for  
25 your long distance or the one you have an agreement

1 with. But I would use this opportunity to let you  
2 know that starting Tuesday of next week the Commission  
3 is going to do an intensive investigation of payphones  
4 across the state to make sure that they meet our  
5 requirements. We have, I think, 24 or 25 spot issues,  
6 like having a phone book, like being able to reach a  
7 long distance provider, like 911 access, like operator  
8 assistance. All those things are required. We don't  
9 control any of the money issues on the phone, but we  
10 control those other issues. And just so you know, you  
11 may be visited in the next few weeks. Thank you. All  
12 right. We are adjourned.

13 (Thereupon, the hearing concluded at  
14 12:35 p.m.)

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<p>efficiently 11/6 eight 17/20 entry 21/19 equipment 6/20 equipped 6/19 Examination 3/6, 3/7, 15/11, 16/6, 18/8 Exchange 1/6 expeditiously 6/10, 11/23 expert 24/15 explanation 20/6 exploring 22/19</p>	<p>Internet 5/13, 5/15, 5/21 Inteltech 19/19 investigate 20/2, 22/9 investigation 26/3 IRS 22/3, 22/5 issue 6/5, 20/2, 22/10 issues 13/1, 22/19, 26/5, 26/9, 26/10</p>	<p>noon 1/16 North 19/14 notary 20/17 note 11/15 notes 27/9 notice 4/5, 4/7, 13/22 number 5/17, 13/6, 17/22, 21/7, 24/21</p>
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