

STATE OF FLORIDA



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PLEASE ADDRESS REPLY TO:

March 25, 1991

ORIGINAL
FILE COPY

Suite 309

Mr. Steve Tribble
Director
Division of Records
and Reporting
Public Service Commission
101 E. Gaines Street
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Tallahassee, FL 32301

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

Enclosed please find the original and 15 copies of the Supplemental
Brief of the Department of General Services.

If I may be of further assistance, please do not hesitate to
contact me.

Sincerely,

Stephen S. Mathues
Staff Attorney

SSM:ml

Enclosures

cc: all parties of record

DIVISIONS
ADMINISTRATION • BOND FINANCE • BUILDING CONSTRUCTION • COMMUNICATIONS • FACILITIES MANAGEMENT
INFORMATION SERVICES • MOTOR POOL • PURCHASING • SAFETY & CRIME PREVENTION • SURPLUS PROPERTY

DELIVERING GOVERNMENTAL SERVICES

DOCUMENT NUMBER DATE
02950 MAR 25 1991
CO-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filings by) DOCKET NO. 891194-TL
SOUTHERN BELL TELEPHONE AND TELEGRAPH) Filed: 3/25/91
COMPANY clarifying when a nonpublished)
number can be disclosed and introducing)
Caller ID to TouchStar Service)
_____)

SUPPLEMENTAL BRIEF OF THE DEPARTMENT OF GENERAL SERVICES

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DOCUMENT NUMBER-DATE
02950 MAR 25 1991
SD-RECORDS/REPORTS

INTRODUCTION

Pursuant to the Commission's Order No. 24231, issued 3/12/91, the Department of General Services (DGS) files its brief based on the transcripts of the six post-hearing depositions taken and filed in this proceeding. References to the transcripts shall be by deponent name and page number: Dennis p. 6. References to exhibits will follow the same format: Dennis Ex. 1.

ARGUMENT

DGS' post-hearing position was summarized in its Brief:

In the event that Caller ID is ultimately found to be a legal offering in Florida, it should only be implemented on a uniform basis with free per-call and per-line blocking. In this manner, its potentially injurious effects would be minimized and each telephone user would retain the choice of using that device as deemed personally appropriate.

Testimony of the supplementary witnesses amply supports this position. Gary J. Dennis, Director of Federal Regulatory for BellSouth-DC (Dennis p. 4), had knowledge of the Caller ID debate at the federal level. Dennis pp. 6-7. To address the rights of both the called and calling party, he suggested Caller ID be offered (Dennis 7-8) in three forms:

- o Caller ID - Block Unidentified Calls (This would allow a Caller ID customer to choose not to receive unidentified calls by the C.O. rejecting the calls in a fashion similar to Call Reject.)
- o Caller ID - Allow Unidentified Calls (This would allow Caller ID customers to receive anonymous or privacy calls if they choose.)
- o Caller ID - Per Call Blocking (This would allow a caller to call anonymously with nominal or no charge by requiring extra dialed digits or by using a "privacy bridge.") Dennis Ex. 1.

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At the time he made this suggestion, he believed it would achieve a balance between the privacy rights of the calling and called parties while retaining public value of Caller ID. Dennis p. 8. He was subsequently told that it was a good suggestion, if the technology could support it. Dennis p. 12. Of course, per-call blocking and reception of unidentified calls are available today. It has also been suggested that blocking of unidentified calls is now possible. Dennis p. 15.

Southern Bell has considered delivering the calling number to the called party in two ways not discussed at the hearing. With a feature called Two-Level Call Return, the number of the call being returned is "voiced back" to the call returner. Cowart pp. 7, 13. By blocking the outgoing number, a caller can prevent the release of that number through Two-Level Call Return. Cowart pp. 13-14. Obviously, even this modicum of privacy would be lost if blocking was not part of a Caller ID offering.

Southern Bell operatives in the Florida Annoyance Call Center would like to reveal the numbers captured through Call Trace. Wallace p. 11-12, 21. The effect of Call Trace has caused Southern Bell to double its work force to thirty people at the Annoyance Call Center. Wallace p. 6. The customers are asking for the traced numbers. Wallace 11-12. Southern Bell did not articulate a position on delivery of blocked numbers, dummy numbers, coin or operator assisted calls.

Terry K. Lane, a Manager in the Security Department of South Central Bell, was concerned that Caller ID could cause additional

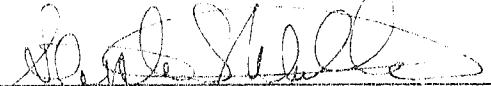
work at the Annoyance Call Center, if promoted as a cure for harassing calls. Lane p. 10. Mr. Lane felt Caller ID and Call Trace in a highly penetrated market would have a deterrent effect on annoying calls. (Lane pp. 13, 14) However, he did not feel Caller ID subscribers should be led to believe they could obtain some additional help from the Annoyance Call Center. Lane pp. 10-11.

CONCLUSION

The foregoing evidence clearly demonstrates the necessity of a uniform policy on privacy issues in Florida. Present technology, if implemented unchecked, would strip calling parties of all privacy protection. Over and above personal considerations, the evidence at the hearing provided numerous situations where the privacy of the calling party can be essential to the preservation of human safety. The implementation of new technology must be balanced with these considerations. The simplest solution is still the one originally proposed:

Caller ID should be implemented only with universal per-call and per-line calling number blocking also being available at no cost provided uniformly throughout the State.

Respectfully submitted,


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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of the SUPPLEMENTAL BRIEF OF THE DEPARTMENT OF GENERAL SERVICES have been furnished to the following parties by U.S. Mail this 25th day of March, 1991:

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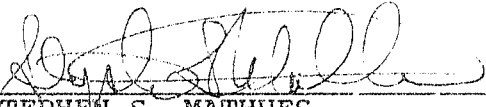
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