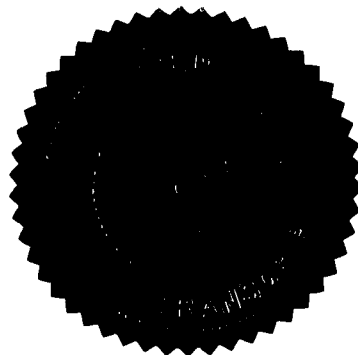


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

-----  
 In the Matter of : SPECIAL PROJECT NO. 980000A-SP  
 :  
 Fair and Reasonable :  
 Residential Basic Local :  
 Telecommunications Rates. :  
 :  
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PROCEEDINGS: PUBLIC HEARING - TALLAHASSEE

BEFORE: CHAIRMAN JULIA A. JOHNSON  
 COMMISSIONER JOE GARCIA  
 COMMISSIONER E. LEON JACOBS

DATE: Monday, September 21, 1998

TIME: Commenced at 6:00 p.m.  
 Concluded at 7:15 p.m.

LOCATION: 4075 Esplanade Way, Room 148  
 Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR  
 NOTARY PUBLIC IN AND FOR  
 THE STATE OF FLORIDA AT LARGE

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## APPEARANCES:

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CHARLES J. BECK, ESQUIRE, 111 West Madison Street, Suite 801, Tallahassee, Florida 32399 representing the Office of Public Counsel

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2 (Hearing convened at 6:15 p.m.)

3 CHAIRMAN JOHNSON: Ladies and gentlemen, if I can  
4 have your attention, we are going to go ahead and convene  
5 the customer hearing tonight. First, I would like to  
6 welcome you all for coming out tonight to provide us with  
7 your comments on the fair and reasonable residential rates.  
8 The proceeding that we are holding tonight is pursuant to  
9 House Bill 4785, and I will go into a little more detail  
10 about that as we begin our proceeding. But as a preliminary  
11 matter, Counsel, could you please read the notice.

12 MS. KEATING: By notice issued August 27, 1998,  
13 this time and place have been set for a hearing in  
14 Docket No. 98000A-SP on fair and reasonable residential  
15 basic local rates. The purpose is as set forth in the  
16 notice.

17 CHAIRMAN JOHNSON: Thank you. We will take  
18 appearances.

19 MR. BECK: Thank you, Chairman Johnson. My name  
20 is Charlie Beck, I'm with the Office of Public Counsel,  
21 appearing on behalf of Florida citizens.

22 CHAIRMAN JOHNSON: Okay.

23 MS. KEATING: My name is Beth Keating, and I'm  
24 here for Commission staff.

25 CHAIRMAN JOHNSON: Thank you. Again, my name is

1 Julia Johnson, I'm the Chairman of the Florida Public  
2 Service Commission, and on behalf of the Commission wanted  
3 to welcome you here this evening. Seated to my far left is  
4 Commissioner Leon Jacobs, to my far right is Commissioner  
5 Joe Garcia. We will be the panel that will be hearing your  
6 comments tonight. Your comments will be transcribed by our  
7 reporter here, so they will be made a part of the record  
8 upon which all of the Commissioners will have the  
9 opportunity to review.

10 Also, any statements that you make tonight will  
11 be transmitted via the Internet, so that if at any time if  
12 you have access to a computer and would like to listen to  
13 your own comments, or comments of some of your neighbors  
14 from some of the other cities where we have had hearings, if  
15 you use our website you can access any of the testimony and  
16 comments that have been provided thus far.

17 For those of you who are here tonight that don't  
18 want to provide any public oral testimony, if you have the  
19 blue sheet there is a form on the back of the blue sheet  
20 where you can provide us with your written comments. Those  
21 you can either give to any of the staff members that are  
22 present here tonight or if you just want to mail that in,  
23 that is a way to indeed contact us and let us know your  
24 concerns and your comments concerning this issue.

25 Furthermore, there is an Internet site here not

1 only for you to listen to the testimony that may occur  
2 tonight and from the other hearings, but you can also file  
3 any written comments via the Internet process. We also have  
4 our local number and our 1-800 number if you would like to  
5 call in any comments.

6 Let me just go through a little bit of background  
7 for you, because as I stated before, we are really here to  
8 hear from you and take your comments as to the fair and  
9 reasonable rates for telecommunications services, but let me  
10 give you a little bit of background. During last  
11 legislative session, the legislature passed House Bill 4785,  
12 and there was a section in that bill that required the  
13 Commission to study and to report its conclusions as to the  
14 fair and reasonableness of basic local telecommunications  
15 rates. As a part of that process, we are holding 22  
16 hearings across the State of Florida to hear from customers.

17 Now, there are a lot of things that we are  
18 looking to and looking at as a part of that process as well  
19 as the fact that we will be holding technical hearings. But  
20 as a part of the legislative mandate, the legislature asked  
21 us to look at the affordability of the rates, and through  
22 these hearings we have had a lot of testimony from customers  
23 as to just that. Whether or not the rates were too high,  
24 whether they were too low. How they felt about those rates.  
25 How they felt about the value of those rates.

1           The legislature also asked us to look at a  
2 comparison of rates in other states, so we are also  
3 preparing that information. They asked us to look at the  
4 cost of the service. Now, most of the information that will  
5 be gathered as to the cost of the service will come from  
6 technical hearings that we will be holding, and information  
7 we will receive from industry that will be critiqued and  
8 analyzed by not only our staff, but by the Attorney  
9 General's Office and the Public Counsel.

10           And that's most of the background information.  
11 If you have any questions as we go through this process,  
12 feel free to direct those to us. There are a number of  
13 staff members here. I won't introduce them all at this  
14 point, but if you have questions that you would like for us  
15 to entertain, we are here indeed to do that.

16           As a part of making your presentation, your  
17 comments a part of the official record, at the appropriate  
18 time I will ask you to stand and we will swear you in. I  
19 will ask you to come forward, and if you could take a seat  
20 here about two seats down from the court reporter. And you  
21 can sit down and make yourself comfortable. There is water  
22 for you. Whatever it might take to make yourself  
23 comfortable, state your name and address for the record, and  
24 then we will allow you to provide us with any comments you  
25 might have.

1           After you have given us your comments, there may  
2 be questions from the Commissioners as to something that you  
3 said, or just general questions. If you want to answer the  
4 questions, that's fine. If you don't, that's fine, too.  
5 Because the goal of this is to hear from you, your comments  
6 and your concerns. And with that, if there are no other  
7 preliminary matters, I will go ahead and swear the witnesses  
8 in that would like to testify tonight.

9           If you could stand and raise your right hand.

10           (Witnesses sworn).

11           CHAIRMAN JOHNSON: Thank you. You may be seated.

12           Public Counsel, I believe we are prepared for you  
13 to call the first customer.

14           MR. BECK: Thank you, Chairman Johnson. The  
15 first witness is Mary Ann Taylor.

16 Thereupon,

17   MARY ANN TAYLOR

18 was called as a witness, and having first been duly sworn,  
19 was examined and testified as follows:

20           CHAIRMAN JOHNSON: And if you could, ma'am, just  
21 state your name and address for the record.

22           MS. TAYLOR: My name is Mary Ann Taylor, my  
23 address is P.O. Box 14, Panacea, Florida. My street address  
24 is 27 Francis Avenue.

25           CHAIRMAN JOHNSON: Thank you.

1 MS. TAYLOR: Do you want me to tell you why I'm  
2 here?

3 CHAIRMAN JOHNSON: Yes, ma'am.

4 MS. TAYLOR: I live in Panacea, and it's the only  
5 little town in Wakulla County and Leon County that can't  
6 make long distance calls to Carrabelle. Now, everybody else  
7 in Leon County and our whole county of Wakulla can. And I  
8 think it's unfair. We don't have -- we don't have the same  
9 services that the rest of the county has. We pay the same  
10 basic fee every month. We can't get Caller ID. And every  
11 time you call up there, well, we're working on it. It will  
12 be two or three years, or we don't have the equipment, or it  
13 will cost you \$400 for us to run a line there just so that I  
14 can call.

15 The reason I call so much to Carrabelle was my  
16 mother is in real bad health, and I call sometimes three or  
17 four times a day. But Panacea is the only place it's long  
18 distance, and I think my phone company -- if it provides  
19 Leon County and Wakulla County, I want the same service.  
20 And that's basically why I'm here.

21 I have a letter from our County Commissioners, if  
22 you want to see it, supporting it. I have a petition. They  
23 told me you only required 50 signatures, and there is 236 on  
24 it. And also a letter from the City of Carrabelle.

25 CHAIRMAN JOHNSON: Yes, ma'am. If you could



1 provide us with that information, we will make sure it is a  
2 part of the correspondence side of the record. And I have a  
3 couple of questions for you just to make sure I'm clear as  
4 to the problem there in Panacea. You said you can't call  
5 where?

6 MS. TAYLOR: I can't call Carrabelle.

7 CHAIRMAN JOHNSON: Carrabelle.

8 MS. TAYLOR: Now, Sopchoppy, Crawfordville, St.  
9 Marks, Tallahassee, you all can all call Carrabelle and it  
10 costs you nothing. If I call Carrabelle, it's long  
11 distance. Or if they call me. Now, Carrabelle can also  
12 call all the way up to Tallahassee without it being long  
13 distance, but they can't call from Carrabelle to Panacea  
14 without it being long distance.

15 CHAIRMAN JOHNSON: Do you know if currently --  
16 well, in the past there was a process that whereby a local  
17 government or a local entity could petition the Commission.

18 MS. TAYLOR: I done that last year.

19 CHAIRMAN JOHNSON: And we -- now, when you  
20 petitioned, do you remember what --

21 MS. TAYLOR: The County Commissioners petitioned  
22 Sprint, and Sprint was supposed to have mailed this letter  
23 here to you all. They even sent me back a letter saying  
24 that the Public Service Commissioners -- here is one of the  
25 reasons they done it.

1                   CHAIRMAN JOHNSON: Do you want me to get copies  
2 of these?

3                   MS. TAYLOR: Yes, ma'am, so I can keep them.

4                   COMMISSIONER JACOBS: Ms. Taylor, could you  
5 describe in very general terms the proximity of Carrabelle  
6 to Panacea?

7                   MS. TAYLOR: From Panacea to Carrabelle is 25  
8 miles.

9                   COMMISSIONER JACOBS: Okay. And then -- and  
10 Tallahassee is approximately --

11                  MS. TAYLOR: From Tallahassee to Panacea is  
12 approximately 30 miles. But from Carrabelle to Tallahassee,  
13 which can call toll free, it's approximately 55 miles. But,  
14 see, they can call toll free to Leon County, anywhere in  
15 Leon County, but they can't call into Panacea.

16                  COMMISSIONER JACOBS: And about how many calls --  
17 you indicated that you have family that lives in Carrabelle.  
18 About how many calls do you wind up making let's say in a  
19 weeks time?

20                  MS. TAYLOR: In the past six weeks none,  
21 probably. Well, except to my sisters, because my mother has  
22 had a couple of light strokes and I have moved her in with  
23 me. But if she is sick, sometimes three or four times a  
24 day. Sometimes -- I can call Carrabelle and it will cost me  
25 two or three dollars. I can drive to Carrabelle and it

1 costs me two dollars worth of gas. See what I'm saying? So  
2 how do you tell her to hang up the phone, it's costing money  
3 when you can drive over there.

4 COMMISSIONER JACOBS: Okay. Thank you.

5 CHAIRMAN JOHNSON: Ma'am, I'm looking at the  
6 letter that you referred to that you received from Sprint.  
7 And as I suspected when the petition was filed -- they used  
8 to be filed with the Commission. The legislature in I  
9 believe the 1995 legislation stopped the process --

10 MS. TAYLOR: That was filed June of last year.

11 CHAIRMAN JOHNSON: Yes, ma'am. And what they did  
12 was they eliminated the Commission's ability to handle the  
13 extended area calling. We no longer have the authority to  
14 tell a company that they must provide that extended area  
15 calling. But what I'm reading from this letter is that  
16 Sprint -- they are stating that what they did was even  
17 though the Commission didn't tell them to do this, that they  
18 did a study that looked at, I guess, calling scopes. And  
19 they at least -- again, this is the company's statement --  
20 that there was not sufficient calling into Carrabelle.

21 MS. TAYLOR: Right. They said there had to be at  
22 least two calls per month from 50 percent of the residents.  
23 Well, I guarantee you Leon County don't have two calls per  
24 month per household. St. Marks, Sopchoppy, Crawfordville,  
25 they don't have two per month. Because there are a lot of

1 people in those towns that don't even have no connection  
2 with Carrabelle whatsoever. So why should we have to have  
3 two calls per month per household when none of the rest of  
4 them have to have it?

5 CHAIRMAN JOHNSON: Yeah. I wish there was  
6 something that we could affirmatively do as it relates to  
7 extended calling service from Panacea to Carrabelle, but  
8 unfortunately it's outside of our authority and ability.  
9 But we can try to talk with the company and better  
10 understand the situation, because I am understanding what  
11 you are saying, and it does appear to be a little odd or an  
12 anomaly that you all were the only area that's kind of left  
13 out of that calling scope when every other place in the  
14 county does receive the calling.

15 Perhaps there is someone here from Sprint that  
16 might be prepared to address the issue. Perhaps not, but --  
17 and if you could as you come forward, sir, if you could  
18 state your name for the record.

19 MR. POAG: I'm Ben Poag with Sprint. I tell you,  
20 I don't know exactly when the routes for some of the other  
21 locations she mentioned were established, and I would have  
22 to go back and look at the Commission orders to determine,  
23 you know, what had happened there. Essentially what we have  
24 been doing since the legislation changed is that when we get  
25 these requests, we look at those requests under the same

1 rules that the Commission had established for providing EAS.  
2 And based on those rules we make a determination as to what  
3 we can do.

4 We are in the process of looking at several  
5 locations around the state in our service territory with  
6 hopes of offering a new plan which would give you some  
7 reduced charges for those types of calls, although it would  
8 not eliminate them totally. I will be glad to take a look  
9 at the Panacea exchange in particular and see if we do get  
10 that introduced and try to do it as soon as possible for  
11 you.

12 CHAIRMAN JOHNSON: And, Mr. Poag, could you  
13 report back to us or copy us on that so that we can have a  
14 better understanding that's what is happening in this area  
15 and what the issues might be?

16 MR. POAG: Yes.

17 CHAIRMAN JOHNSON: Thank you. You mentioned one  
18 other thing, Ms. Taylor, if I understood you correctly, you  
19 said you can't get Caller ID?

20 MS. TAYLOR: We can't get Caller ID because we  
21 don't have the equipment for the other services that Sprint  
22 has refused to give us. We pay the same basic fee. I feel  
23 like if they don't want to give us the service, they owe us  
24 money back.

25 CHAIRMAN JOHNSON: Yes, ma'am. Any response to

1 why can't they get Caller ID and the other vertical  
2 services?

3 MR. POAG: It must have something to do with the  
4 switch or the SS7 network. I am not familiar with the  
5 technical details. I will also investigate that and get  
6 back with you, both of you on that.

7 CHAIRMAN JOHNSON: Are you aware of other areas  
8 in your service area where you can't provide those vertical  
9 services?

10 MS. TAYLOR: Panacea is the only place in Wakulla  
11 and Leon County that cannot do it.

12 MR. POAG: I think there are a few older switches  
13 that are still in place in some of the areas within the  
14 state where we have not yet got the capability to introduce  
15 the Caller ID. I don't believe there are that many of them.  
16 I didn't think there were any in the former Centel  
17 territory. It's my understanding that that is a totally  
18 digital network, so it must be something else, and I don't  
19 know what that is, and I will just have to investigate it.  
20 A couple of switches in the former United service territory  
21 have not yet been upgraded and don't have the Caller ID  
22 capability.

23 CHAIRMAN JOHNSON: Okay.

24 COMMISSIONER JACOBS: Are those services bundled  
25 into the basic rate?

1 MR. POAG: No, sir, they are a separate and  
2 additional charge.

3 COMMISSIONER JACOBS: Okay. So the fact that  
4 they are not getting them means that they are not being  
5 charged for them, as well.

6 MR. POAG: That's correct.

7 MS. TAYLOR: We're not being charged with Caller  
8 ID, but we pay the same basic rate for all the other  
9 services as everybody else and we don't have them.

10 COMMISSIONER JACOBS: Right, I understand. You  
11 don't have access to them. And so we will find out what the  
12 source of that problem is.

13 CHAIRMAN JOHNSON: And I understand your point,  
14 and your point is well taken that the other people in the  
15 other cities are receiving an advanced service or at least  
16 the opportunity to have access to an advanced service and  
17 you all are not, but you are paying the exact same rate for  
18 a different quality of service, I guess, is the point there.  
19 Their quality of service is much different than --

20 MR. POAG: Yes. I would agree with you  
21 wholeheartedly that the non-basic features do increase the  
22 value of the service, and the availability of them, and the  
23 utilization of them. And we are doing everything we can  
24 obviously to bring those to our customers. Again, I don't  
25 know the details and I will just have to look into why that

1 is not available in Panacea and get back to you and Ms.  
2 Taylor on that.

3 MS. TAYLOR: Well, call Sprint and ask one of  
4 your operators; she'll give you four different stories.

5 MR. POAG: I'm not sure I understood all of your  
6 question, but I will give you a very specific and a very  
7 precise answer.

8 MS. TAYLOR: All right.

9 CHAIRMAN JOHNSON: Thank you, Ms. Taylor. any  
10 other questions for Mr. Taylor?

11 COMMISSIONER JACOBS: One briefly. Have you  
12 lived in this area very long?

13 MS. TAYLOR: Well, I have been married to my  
14 husband for 38 years, so I've lived in Panacea for 38 years.

15 COMMISSIONER JACOBS: And have you found that you  
16 have been able to get the basic kinds of telephone services  
17 that you would like and you can make all your -- other than  
18 the calls to Carrabelle, can you make all the other calls  
19 that you --

20 MS. TAYLOR: Other than the calls to Carrabelle,  
21 the service is fine. But there are a lot of people in  
22 Tallahassee that I don't call either, so -- you know, I do  
23 make a lot of calls to Carrabelle, that's what I was  
24 concerned about. Whenever I can call up there, I called up  
25 there to the office one time and they told me they would run



1 me a line into Panacea that would cost me \$400, plus 23  
2 cents -- I think it's 23 for all incoming and 25 cents for  
3 all outgoing calls per minute on that line.

4 COMMISSIONER JACOBS: One of the issues that we  
5 are addressing in these proceedings is the quality and the  
6 sufficiency of service to areas outside of a metropolitan  
7 area --

8 MS. TAYLOR: I'm not satisfied with the service.  
9 If that's what you are asking me for, I am not satisfied  
10 with the service Sprint gives me because it doesn't give me  
11 the service it gives the rest of the county.

12 COMMISSIONER JACOBS: Okay. Thank you.

13 COMMISSIONER JOHNSON: Thank you very much. I  
14 appreciate your testimony. Your comments.

15 MR. BECK: The next witness is Anita Davis on  
16 behalf of the NAACP State Conference.

17 CHAIRMAN JOHNSON: And as Ms. Davis is coming up,  
18 before we started this evening there was a question asked  
19 about the Lifeline/Link-Up program, and the -- yes, ma'am,  
20 Ms. Davis, over to my right. Let me go ahead and for the  
21 record explain those programs. There are two programs that  
22 are designed to help economically disadvantaged individuals.  
23 The one program, the Lifeline program provides a \$10.50  
24 credit or discount off of the local phone bill. The Link-Up  
25 program provides a \$30 discount off of the initial

1 connection fee. Those programs and eligibility of those  
2 programs are pretty specific and the categories are  
3 delineated, recipients of food stamps, supplemental social  
4 security, and there are a couple other categories.

5 We have had quite a bit of testimony over the  
6 last several weeks that we have been conducting these  
7 hearings. There has been some testimony about whether or  
8 not we should have automatic enrollment because the  
9 subscribership rate for the programs is pretty low, and we  
10 have also had some concern about recipients ordering  
11 vertical services and whether or not there should be  
12 something that the Commission should do to address that  
13 issue.

14 Ms. Davis is very active with the NAACP, and I'm  
15 sure she will tell us her title and her involvement, but  
16 this was one of the issues among others that she has been  
17 involved with and wanted to provide us with some comments.  
18 And one of the things that I did say to her, and I think her  
19 idea and the NAACP's idea and suggestion is that we use  
20 these public forums as an opportunity to let people know  
21 about these programs. We are endeavoring to do that.

22 We have some information out front that we are  
23 providing, and every time we have an opportunity to try to  
24 publicize that we do that. I wanted to welcome you here and  
25 let you know that we appreciate your comments, and I

1 appreciate you bringing up the issue to me and being here to  
2 address it. Thank you again.

3 Thereupon,

4 ANITA DAVIS

5 was called as a witness, and having first been duly sworn,  
6 was examined and testified as follows:

7 MS. DAVIS: Thank you. To identify myself, I am  
8 Anita Davis, and I live at 708 Bragg Drive here in  
9 Tallahassee. I am one of the vice presidents for the  
10 Florida State Conference of NAACP branches, and it was just  
11 brought to my attention this afternoon that we, as the  
12 NAACP, need to be involved and give some support to the  
13 Commission. So, Commissioners, I am here on behalf of the  
14 NAACP, and I am also asking that you take my comments very  
15 serious because one of the things that I have noticed over  
16 the years, that very often those persons who disenfranchise  
17 with systems who just don't have the recourse or the know  
18 how or the information that they need to testify or to speak  
19 out against things that will or will not help them.

20 So as part of the NAACP, I will have the  
21 opportunity because I am now the new liaison for the state,  
22 Florida State Conference, to speak on issues that are  
23 relevant to the well-being of our community. And I know  
24 most of us really want to make sure that our community is  
25 well.

1           Also, I want to mention that we are very much in  
2 support of the Lifeline assistance and the Link-Up program  
3 for the State of Florida. I think it's wonderful because it  
4 also gives those of us who are consumers as well as  
5 taxpayers an opportunity to get back some of the things that  
6 they have paid into over the years, and rarely does that  
7 ever happen. So, I wanted to let you know tonight that we  
8 will be working with other areas around the state trying to  
9 get them out and to testify and to deal with these kinds of  
10 issues, most especially supporting this kind of program.  
11 And I appreciate the opportunity to speak to you this  
12 evening, and if there are any questions, I can stay for a  
13 few more minutes. I'm bowling tonight.

14           CHAIRMAN JOHNSON: Wouldn't want you to miss  
15 that. Any questions, Commissioners?

16           COMMISSIONER JACOBS: I know because you just are  
17 coming into this issue, this may not be something that you  
18 are prepared to address tonight, but I would be very  
19 interested in hearing back from you guys. One of the things  
20 that I think is a great concern to me in this whole  
21 proceeding is most people recognize that the telephone  
22 service is very valuable to them, and probably they will  
23 maintain that service.

24           One of the things that we need to get at is to  
25 what extent are we moving into a realm where people are

1 paying a disproportionate share of their income on this type  
2 of service which they view to be critical and would want to  
3 maintain that service. So I'm very interested in hearing  
4 any information or data or statistics that would begin to  
5 reflect on that particular concern that people who are on  
6 fixed or limited incomes who are paying a higher and higher  
7 percentage of their income on this kind of service, and what  
8 that parlays to and how it affects their lifestyles.

9 MS. DAVIS: Well, let me say this, because  
10 utilities are not based on how much money you make or how  
11 much you don't make, but usually the rate is a fixed rate,  
12 and that everybody has to pay. Whether your income is  
13 \$1,000 or \$100,000, you are going to be paying the same  
14 rate. But at least this gives you an opportunity to look at  
15 where you can give back. Because, you know, the effected  
16 class, those who cannot pay the high rates, it will also  
17 give them a better opportunity to get something back or be  
18 able to use those savings in other areas.

19 And it's critical. A lot of people don't want to  
20 look at it that way, but it's a critical area. You need to  
21 take into consideration the dollars that people earn and  
22 also the dollars that they pay out for services. So you are  
23 on the right track. I think that you have come up with this  
24 program, and it's a really good opportunity to give back,  
25 especially for those who are on fixed incomes, like people

1 who are the elderly or indigent who just don't have it. So  
2 I commend your Commission for coming up with this program.

3 COMMISSIONER GARCIA: One quick question before  
4 you leave to go bowling, and I envy you that you get to  
5 leave.

6 MS. DAVIS: I only do it once a week.

7 COMMISSIONER GARCIA: Commissioner Johnson spoke  
8 about the issue of automatic applying, and there has been  
9 the issue that certain people don't want to apply for  
10 assistance, are too proud or whatever, but I don't think  
11 that -- do you think that your organization would have a  
12 problem that anyone who qualifies for assistance in any way,  
13 shape, or form that either went to any of the government  
14 offices that qualify you as someone worthy of assistance,  
15 that it would be an automatic application for you to receive  
16 this type of assistance?

17 MS. DAVIS: Well, you do want to respect the  
18 person's wishes. And there are times that people don't want  
19 to be labelled as at risk or indigent or what have you.

20 COMMISSIONER GARCIA: Right, and I agree with  
21 that.

22 MS. DAVIS: But I do believe that what could  
23 happen through this process is a method of sharing  
24 information so that people can feel better about themselves  
25 knowing that they are taxpayers and they are consumers. And

1 I just think that maybe in some way you could develop some  
2 program that would be more grassroots programs that would  
3 deal with getting the resources and those knowledges out to  
4 people. I think it will help a lot, and through the  
5 organization --

6 COMMISSIONER GARCIA: Right. But I'm trying to  
7 speak a little bit past that, because one of the worries  
8 that I have is that it is a separate process. In other  
9 words --

10 MS. DAVIS: It is.

11 COMMISSIONER GARCIA: -- by making it a separate  
12 process, by its nature we are going to have people who just  
13 don't take that next step. And my hope would be that it  
14 would be almost automatic. In other words, if you went to  
15 get aid for dependent family that you automatically then  
16 qualified for this. Because I think that any means test  
17 applied by the company is unfair. I don't think anybody  
18 should have to prove to BellSouth that they don't make  
19 enough money to get a cheaper rate. And I think what should  
20 happen is it's automatic. In other words, if you are  
21 receiving aid clearly, the state feels that you are in need  
22 of assistance for something, and you have already met that  
23 test. To make you do the test one more time I think is  
24 perhaps degrading, unnecessary and costly. You wouldn't  
25 have a problem, I mean, unless the person had a problem with

1 us automatically qualifying them for that type Lifeline or  
2 Link-Up?

3 MS. DAVIS: I don't think the NAACP would have a  
4 problem. And what you are saying really is just one less  
5 step, and I think people would feel good about that.

6 COMMISSIONER GARCIA: Thank you, Madam Chairman.  
7 Thank you.

8 MS. DAVIS: And thank you.

9 CHAIRMAN JOHNSON: Thank you.

10 MR. BECK: The next witness is Mark Comerford.

11 CHAIRMAN JOHNSON: And while he is coming  
12 forward, Ms. Taylor, we are copying your documents and we  
13 will get them all back to you in about two minutes or so.  
14 Thank you.

15 MR. COMERFORD: Good evening. My wife and I just  
16 moved into Florida.

17 CHAIRMAN JOHNSON: I'm sorry, could you just say  
18 your name and address again, please.

19 MR. COMERFORD: Mark Comerford, 5816 Doonesbury  
20 Way, like the comic strip.

21 COMMISSIONER GARCIA: Comerford, did you say?

22 MR. COMERFORD: Yes.

23 COMMISSIONER GARCIA: Could you spell that for  
24 me?

25 MR. COMERFORD: C-O-M-E-R-F-O-R-D.



1                   CHAIRMAN JOHNSON:  And did I have the opportunity  
2  to swear you in?

3                   MR. COMERFORD:  I'm sorry?

4                   CHAIRMAN JOHNSON:  Did I have the opportunity to  
5  swear you in?

6                   MR. COMERFORD:  Sure.

7                   CHAIRMAN JOHNSON:  I already did?

8                   MR. COMERFORD:  Oh, no.

9                   CHAIRMAN JOHNSON:  Okay.  I didn't think so.  
10  I'll go ahead and do that real quickly.  If you could stand  
11  and raise your right hand.

12                                 (Witness sworn).

13  Thereupon,

14   MARK COMERFORD

15  was called as a witness, and having first been duly sworn,  
16  was examined and testified as follows:

17                   CHAIRMAN JOHNSON:  Thank you.  You may be seated.

18                   MR. COMERFORD:  My wife and I just moved into the  
19  Tallahassee area -- and forgive me, I'm not completely  
20  prepared.  I was a little late from work -- from Colorado  
21  about three months ago now, 2-1/2 months ago.  We bought the  
22  house on Doonesbury Way, and signed up with all the various  
23  agencies, including the phone companies.

24                                 We started getting bills naturally, but we never  
25  got a long distance bill.  Now we called long distance on a

1 few occasions, called up -- tried to call the company and we  
2 were kind of given the run-around and put on hold and  
3 basically just left. So we figured, well, you know, bills  
4 being what they are they will catch up with you. We went  
5 almost three months without a long distance bill.

6 In the meantime we finally got our computer  
7 hooked up and we are on America Online, and America Online  
8 is currently offering 9 cents a minute long distance  
9 calling, so we switched over from our other phone company to  
10 we had America Online for long distance.

11 COMMISSIONER GARCIA: Let me ask you, is this  
12 America Online through Internet long distance or America  
13 Online --

14 MR. COMERFORD: No, it's a new service, regular  
15 long distance phone company or whatever. At that point a  
16 few days later when we actually got hooked up we had to do a  
17 three-way call between the phone company we had, America  
18 Online, and myself to get it switched over. We did a  
19 conference call I believe they call it. So everything got  
20 switched over and they sent me the appropriate paperwork and  
21 I signed up and that was the end of it. Three days later we  
22 got a bill from Sprint finally for the long distance calls  
23 and it was \$400-something odd.

24 Now, we looked at the bill naturally, being it is  
25 a sizable bill and we did make quite a few calls. They

1 started charging us 2.35 and 2.75 for instant hook, for the  
2 instant hood up. The minute -- if I called you in Colorado,  
3 the minute we made contact it was 2.75. Now, that is  
4 extraordinary to me. And 2.35. And we have the bill to  
5 prove it.

6 We tried calling Sprint. We were -- my wife  
7 tried calling Sprint, she wasn't working at the time. She  
8 was continually put on hold and she was never able to get  
9 anybody. Finally, she went down to the Sprint office and  
10 after talking to a few people and having them tell her they  
11 can't do anything about it, apparently they can't call their  
12 own billing office. Or at least as near as my wife was able  
13 to ascertain. She ended up in the supervisor's office, and  
14 at that point she ended up in tears because they told us --  
15 we got the bill on I believe a Thursday and they told us  
16 they were cutting off our service by Monday or by Sunday if  
17 we didn't pay on a calendar day. Now we have the paperwork  
18 at home --

19 COMMISSIONER GARCIA: They told you that if you  
20 didn't pay your long distance bill they were going to cut  
21 you off?

22 MR. COMERFORD: On the bill, not the people in  
23 the office. On the bill. It was a threat, and it wasn't  
24 even a normal phone bill, it was almost a computer run issue  
25 of the phone calls that we made. It wasn't actually a bill,

1 you know, like a normal telephone company type bill.

2 COMMISSIONER GARCIA: Right.

3 MR. COMERFORD: It's like they panicked because  
4 we switched phone companies and somebody just ran it off the  
5 computer and shipped it out without actually putting it on a  
6 bill and sending it to us. Well, my wife was in tears at  
7 this point and she couldn't get anybody to answer, anybody  
8 to talk to her. And nobody apparently has the -- or at  
9 least at that point had the ability to call the billing  
10 office or talk to somebody in the billing office to find out  
11 why.

12 Well, the supervisor did a real good job. That's  
13 about the only bright spot in dealing with Sprint. She, you  
14 know, tried to comfort my wife a little bit because she was  
15 all upset. I mean, they were going to turn our phone off,  
16 and God only knows that we would ever get it back on again  
17 considering they didn't give us any numbers to call to talk  
18 to.

19 The supervisor got on the phone, they put her on  
20 hold. She tried another number, they put her on hold. Now  
21 this is the Sprint supervisor in their own office and she  
22 can't get ahold of anybody. You know, my wife is still  
23 upset and now it ended up being the Sprint supervisor was on  
24 hold for over 15 minutes and then finally give up trying to  
25 call her own company to find out what was the story with the

1 bill. Why they were charging us \$2.35 to make contact. You  
2 know, say on somebody's answering machine when the answering  
3 machine picks up. When we hung up for, I guess, the first  
4 two minutes --

5 COMMISSIONER GARCIA: And you hadn't selected a  
6 long distance carrier you said?

7 MR. COMERFORD: I'm sorry?

8 COMMISSIONER GARCIA: When you hooked up to your  
9 phone system, you hadn't selected --

10 MR. COMERFORD: No, we had Sprint. We did have a  
11 long distance carrier.

12 COMMISSIONER GARCIA: Right. But did you select  
13 Sprint?

14 MR. COMERFORD: Yes, we did.

15 COMMISSIONER GARCIA: Okay.

16 MR. COMERFORD: You know, six of one, half a  
17 dozen of the other at that point. You know, just starting  
18 out. So the supervisor ended up on hold and she sat there  
19 and sat there and sat there, and finally she gave up. She  
20 hung the phone up and made what I would figure a realistic  
21 and fair decision, and she cut the phone bill down from  
22 \$2.35 for starting to 9 cents a minute. Well, it was \$2.35  
23 or \$2.70, and we've got both of them for a starting, just to  
24 make contact? Does that make any sense to anybody?

25 COMMISSIONER GARCIA: We have seen that before.

1 Did they cut --

2 MR. COMERFORD: She finally cut the bill down to  
3 \$2 -- not \$2 -- to 9 cents a minute for the whole bill, and  
4 then instead of \$450, it ended up being about 80 or \$90. I  
5 can't remember the exact figure. Like I said, I ran a  
6 little late coming back from work. She was --

7 COMMISSIONER GARCIA: Do you have copies of those  
8 bills?

9 MR. COMERFORD: I can't tell you absolutely on  
10 that, but my wife may have the bill at home still.

11 COMMISSIONER GARCIA: If you do, could you send  
12 them in to us?

13 MR. COMERFORD: If she has still got it, sure. I  
14 will send you both a copy of it. I mean, it was terrible.  
15 I mean, how can you deal -- you can't talk to them, you  
16 can't find out why they are charging you so much. You don't  
17 even get a realistic bill.

18 COMMISSIONER GARCIA: Well, they have an  
19 obligation to contact us within a certain amount of time,  
20 and I guess by your complaint, I'll make sure that --

21 (Simultaneous conversation).

22 MR. COMERFORD: We are out of Sprint long  
23 distance. We still have Sprint short distance, which we are  
24 shortly going to get out of that, too. It's terrible. It  
25 was just terrible. I mean, they treated us like they had us

1 and they knew it and the heck with you. You know, you're  
2 not a customer, per se, you're a customer in terms of being  
3 a unit. But they didn't treat my wife -- the supervisor in  
4 that office did a real good job. But other than that, I  
5 mean, they basically boxed her out.

6 COMMISSIONER GARCIA: Just for your knowledge  
7 next time, when you get a long distance bill that you feel  
8 is not correct or anything on your bill that you feel is not  
9 correct, you call the local office, or you call your local  
10 exchange, you tell them that you think that there is  
11 something wrong with your bill and that you would like to  
12 dispute it and then you call this Commission and you file to  
13 have a dispute. They cannot charge you for that until that  
14 dispute is resolved. So had you left that office and not  
15 been fortunate to have run into that supervisor who was  
16 helpful, all you had to do was call this Commission and they  
17 could not have cut off your phone service for local service.

18 MR. COMERFORD: Just a question. How many  
19 distance carriers do we have here? I was told we have short  
20 distance, we have middle distance in the state and then we  
21 have long distance. Is that true? I mean, how do I know  
22 this as moving into the state as a citizen that -- how do I  
23 know how my phone company --

24 COMMISSIONER GARCIA: You can select the same one  
25 for both distances, you know, intraLATA and interLATA. You

1 can select the same one with the exception of -- in Sprint's  
2 territory with the exception if you were in the BellSouth  
3 territory. But, no, you're right, you don't know that.

4 MR. COMERFORD: Well, who is in Sprint territory  
5 and who isn't?

6 COMMISSIONER GARCIA: No, anyone who is a long  
7 distance provider in this state will probably provide you  
8 service there, and we have a few hundred, I think, long  
9 distance carriers.

10 MR. COMERFORD: Is there a middle distance  
11 carrier that I'm paying, too, that I don't know about?

12 COMMISSIONER GARCIA: Most probably it's Sprint.

13 MR. COMERFORD: So they do short distance, middle  
14 distance, and long distance. How many other distances are  
15 there? How many times is our service broken up to a point  
16 where, you know, each little circle right down the line -- I  
17 pay a little bit more each time the call goes further and  
18 further, is that the way it goes?

19 COMMISSIONER GARCIA: Believe it or not it  
20 doesn't work that way. You would be surprised. You  
21 probably pay more for the little distances than you do for  
22 the long ones.

23 MR. COMERFORD: Well, you know, being new in the  
24 state, I don't know. But I didn't receive any information  
25 from the state or the county or anything about this, and



1 then the phone company refused to talk to us, other than  
2 sending us a threatening letter for \$400.

3 COMMISSIONER GARCIA: We are going to check with  
4 the company tomorrow and we will call their local number and  
5 see how quick they answer in terms of their long distance,  
6 because they have certain requirements with this Commission  
7 that they have to meet. And one of the things they can't do  
8 is what they did to you. So --

9 MR. COMERFORD: Well, the supervisor in her own  
10 office couldn't get ahold of them. I don't know, you know,  
11 where you can go from there with that. I don't know the  
12 woman's name, my wife knows it. She went through the whole  
13 thing. But it's terrible customer service in my mind. Why  
14 can't the customer contact the billing office in Sprint?  
15 Does anybody --

16 COMMISSIONER GARCIA: You should be able to.

17 CHAIRMAN JOHNSON: The customer should be able to  
18 contact the billing office.

19 MR. COMERFORD: Theoretically, we could have  
20 resolved it, or at least had some input on it without having  
21 to go down to the office. I mean, I think she took half a  
22 day off from work to do this, and ended up in tears about  
23 it, and that makes me very angry.

24 CHAIRMAN JOHNSON: We will have to check into  
25 your complaint. There are a couple of things that could

1 have happened, but as you stated no one was able to explain  
2 this to you, and the company should have been able to  
3 explain the billing. And luckily they did rectify it, but  
4 they should have been able to explain why it was billed the  
5 way it was, and then to resolve the issue.

6           It sounds like you might have been caught up in  
7 casual billing. Perhaps when you originally signed up they  
8 erroneously didn't give you a long distance carrier and you  
9 were being billed as if you didn't have a presubscribed  
10 carrier. But I understand your comments to state that you  
11 did, you selected Sprint for local, for your local service  
12 and Sprint for your long distance.

13           MR. COMERFORD: Uh-huh.

14           CHAIRMAN JOHNSON: We had another gentleman in  
15 Tampa when we were doing some other telecommunications  
16 hearings, some slamming hearings, and he had a similar  
17 problem as to yours, where he moved into an area, I think he  
18 thought he had picked a long distance service provider, but  
19 they never recorded anything, so they were charging him  
20 these astronomical rates based on -- I think it's called a  
21 casual billing concept.

22           That doesn't mitigate the fact that it was  
23 erroneous in your instance and that you didn't have the  
24 opportunity to reach a provider to have that provider  
25 explain and rectify your problem. We do have rules here,

1 quality of service, standard of service rules that we have a  
2 group of individuals on our staff that go out and try to  
3 investigate and do certain testing to make sure that the  
4 companies are providing you with the level of service that  
5 they should.

6 Oftentimes, particularly when we were dealing  
7 more in a monopolistic kind of environment, you didn't have  
8 -- you couldn't just say, oh, well, I'm going to leave you  
9 and go to someone else. And, you know, you have very few  
10 choices now, so we do monitor that process very closely and  
11 hold the companies accountable for that. So, as  
12 Commissioner Garcia stated, we will look into that and see  
13 if -- I know your problem to date has been remedied, but  
14 still for the benefit of other customers we appreciate you  
15 telling us this issue.

16 COMMISSIONER GARCIA: Ms. Demello, could you give  
17 a call to Sprint's --

18 CHAIRMAN JOHNSON: They are here.

19 COMMISSIONER GARCIA: Well, maybe even get with  
20 them tomorrow morning. Maybe tomorrow you should have  
21 someone from your office call the Sprint long distance  
22 complaint line and see how long it takes them. And if they  
23 don't answer in time, I think we have got rules in place and  
24 we should fine them and show cause them. If they gave this  
25 gentleman that difficult of a time, then maybe we should --

1                   CHAIRMAN JOHNSON: Were you calling the long  
2 distance or the local office?

3                   MR. COMERFORD: I'm not sure who my wife was  
4 calling.

5                   CHAIRMAN JOHNSON: It was for a long distance  
6 bill, though, right?

7                   MR. COMERFORD: Well, I assume she was trying to  
8 call the billing office, and she was never able to get  
9 through to anybody. Neither was their own supervisor. Is  
10 it possible to use long distance without having a long  
11 distance carrier?

12                  COMMISSIONER GARCIA: Yes.

13                  MR. COMERFORD: So who would --

14                  COMMISSIONER GARCIA: In that case it was --

15                  CHAIRMAN JOHNSON: Mr. Poag, you wanted --

16                  COMMISSIONER GARCIA: I think that's precisely  
17 what they did to you, is that they gave you long distance  
18 service without having a long distance provider, and that's  
19 why --

20                  MR. COMERFORD: We signed up for a provider.  
21 Now, after we signed up I can't say that their paperwork was  
22 implemented, and judging by the way they handled the whole  
23 situation it probably wasn't. But I just wondered if it was  
24 possible to call long distance without having a provider.

25                  CHAIRMAN JOHNSON: Mr. Poag, is that the concept

1 that casual billing, if someone is not signed up for a  
2 provider, or do you know how that works?

3 MR. POAG: That's correct, Chairman Johnson. If  
4 they are not signed up as a presubscribed customer with a  
5 long distance company they go into what you mentioned  
6 before, a casual biller rate schedule, and that's where they  
7 are dealing with customers that, for example, have one or  
8 two or few calls and then they have got the bill processing  
9 and the account maintenance and they charge a higher rate  
10 for those types of customers.

11 CHAIRMAN JOHNSON: And perhaps, sir, in your  
12 instance --

13 MR. COMERFORD: I'm sorry, why are you charging a  
14 higher rate?

15 CHAIRMAN JOHNSON: For that type of customer, so  
16 it appears as if there might have been an error. Although  
17 you selected Sprint as your long distance provider, somehow  
18 that probably wasn't processed. So it looked to them as if  
19 you didn't have a long distance provider and they were just  
20 providing you this service that is a more costly service  
21 since you didn't have a -- you didn't have a presubscribed  
22 carrier, which means you didn't have a designated carrier.  
23 But I understand you are saying you did have a designated  
24 carrier.

25 MR. POAG: That would probably also account for

1 the reason that the bill took so long to get to him.

2 MR. COMERFORD: Oh, we never -- what we got was a  
3 computer printout, we never actually got a bill.

4 COMMISSIONER GARCIA: If you could get with Ms.  
5 Demello, she is wearing the -- but, Ms. Demello, regardless,  
6 have someone call as if you had a dispute, have them call  
7 both Mr. Poag's local company so we don't get them confused  
8 on the long distance, and let's see if they meet the  
9 standards they are supposed to meet. Because clearly they  
10 didn't meet it with him, so let's see if they can meet it  
11 with us.

12 MR. COMERFORD: I appreciate your time.

13 COMMISSIONER JACOBS: Mr. Comerford.

14 CHAIRMAN JOHNSON: I'm sorry, sir, there may be a  
15 few more questions for you.

16 COMMISSIONER GARCIA: There is a price.

17 COMMISSIONER JACOBS: There is a price you pay  
18 for coming.

19 MR. COMERFORD: Yes, sir.

20 COMMISSIONER JACOBS: This is very brief. Aside  
21 for a moment having dealt with the problems that you had in  
22 establishing service in Florida, I'm interested in if you  
23 can give some thought to what you got in terms of the value  
24 of service when you purchased it in Florida versus what you  
25 had in Colorado. Are you able to give some comparison to

1 that? Was it on par to what -- the calling scope, for  
2 instance. Were you able to call about as many places as you  
3 could in Colorado relatively?

4 MR. COMERFORD: I think I would have to sit down  
5 and talk to my better half about that. I'm the brawn of the  
6 operation, she is the brains of the operation. Off the top  
7 of my head, no, I would really have to bring --

8 COMMISSIONER JACOBS: Okay. Well, since we had  
9 you recently moving in I thought that it would be valuable.  
10 If you cared to file that in written form, that's fine. If  
11 not, no problem.

12 MR. COMERFORD: I think it was, you know, some  
13 sort of snafu, but it certainly wasn't -- it's some internal  
14 problem with Sprint, because if their own office can't  
15 contact their own billing office or can't track down any  
16 given bill at any given time, then there is a gap, you know,  
17 between what they are doing and what they are talking about.  
18 And we don't know anything about the utilities or anything,  
19 how the Public Service Commission works or whatever, and  
20 even with the long distance companies. I was kind of hoping  
21 to get like a welcome to Tallahassee package to show us --  
22 you know, give us some idea of what rates and that sort of  
23 thing are. But, like you say, it is so competitive that --  
24 but nobody knows. I mean, I don't think anybody in this  
25 room really understands who is on top, who is providing the

1 best service long distance. They just pick somebody and  
2 pray.

3 COMMISSIONER JACOBS: Did you have an idea of  
4 that with the company that you took service from in  
5 Colorado, were you aware?

6 MR. COMERFORD: From here, you mean?

7 COMMISSIONER JACOBS: No. When you were living  
8 in Colorado, and the phone service that you had there, were  
9 you aware of those types of -- did you have that kind of  
10 information, did you know who you were taking service from?

11 MR. COMERFORD: No. There wasn't any information  
12 to my knowledge there, either. Unless you can read the back  
13 of that bill, and that is impossible. You know, the bills  
14 are printed so small that they are made so you don't read  
15 them. It's very discouraging.

16 CHAIRMAN JOHNSON: There is one other point that  
17 you raised, and I just wanted to embellish upon it a bit.  
18 When you received that bill, that \$400 bill, and there was a  
19 notice in there that said you have to pay it within three  
20 days or your phone service will be turned off --

21 MR. COMERFORD: It was either three or four days.

22 CHAIRMAN JOHNSON: One of the issues that we are  
23 looking into is that whole process of companies being able  
24 to disconnect your local service for nonpayment of other  
25 services. And Commissioner Garcia did an excellent job of



1 explaining what our policy is now. If you think you have  
2 been billed for something you shouldn't have to pay for, you  
3 call the company and then you call the PSC and then they  
4 can't turn off your service.

5 We are looking at making that -- we will be  
6 exploring and taking testimony and public comment on making  
7 that process a little easier, too. Because, you are right,  
8 people are very intimidated and oftentimes they just pay the  
9 bill because they don't want to lose their phone service.  
10 You took the extra step to go investigate because it was  
11 such a large amount, but we are looking into how we can  
12 better serve customers with respect to those bills and a  
13 process where they won't feel like they are being held  
14 hostage by a telephone bill. Particularly when the charges  
15 aren't ones that they should have incurred. So, thank you  
16 again for your testimony. I think you will be very helpful  
17 in this process.

18 MR. COMERFORD: One thing I didn't touch on is --  
19 I think we received a bill on a Thursday and they wanted to  
20 turn the service off on Sunday, and whatever the date was it  
21 was on the weekend, so there is no way that we could have  
22 had the bill paid and had it wiped off our record by  
23 whatever the next working day was, because they would have  
24 already had that listed as work for the next working day and  
25 they would have went out and turned it off and we would have

1 ended up having to pay another -- God only knows whatever to  
2 hook up.

3 CHAIRMAN JOHNSON: Make sure you give your number  
4 to Mr. Demello, and I'm sorry about this. Welcome to  
5 Florida. Except for this, welcome to Florida.

6 CHAIRMAN JOHNSON: Thank you, sir.

7 MR. BECK: The next witness is David Frank.

8 CHAIRMAN JOHNSON: Are there any other customers  
9 that have signed up to testify that I didn't have the  
10 opportunity to swear in earlier? If you could raise your  
11 right hand.

12 (Witness sworn).

13 CHAIRMAN JOHNSON: Thank you, sir, and you may be  
14 seated. If you could state your name and address for the  
15 record.

16 Thereupon,

17 DAVID FRANK

18 was called as a witness, and having first been duly sworn,  
19 was examined and testified as follows:

20 MR. FRANK: My name is David Frank. My address  
21 is 4614 Barclay Lane, Tallahassee, Florida 32308.

22 CHAIRMAN JOHNSON: Yes, sir.

23 MR. FRANK: Commissioners, I represent AARP in a  
24 special study docket that is ongoing right now and related  
25 to these hearings. However, I'm not appearing and giving my

1 very brief remark tonight on behalf of AARP, I'm doing it as  
2 an individual and a resident of Tallahassee.

3 In the flier that is put out for the public to  
4 understand what is going on with the fair and reasonable  
5 rate study, it talks about one of four issues to be looked  
6 at, and that is affordability. Also, in Commissioner  
7 Jacob's comments earlier he asked about or he showed a very  
8 big interest in indications that people may be paying a  
9 disproportionate share of their income on their phone  
10 service. And what I'm going to say is probably not going to  
11 garner many questions and it's almost more of an observation  
12 than hard evidence, but I wanted to make this brief point  
13 this evening when it was my turn and you got to the  
14 Tallahassee public hearing.

15 And the point is simply this. When I'm not  
16 representing the AARP in the telephone matter, my normal  
17 work consists of representing individuals who have been  
18 either injured or victims of discrimination. I am a trial  
19 lawyer here in Tallahassee, I'm a sole practitioner. I deal  
20 on a daily basis with minorities, with black families and  
21 Hispanic families here and over in Quincy, elderly persons.  
22 And a lot of those people who for various reasons don't tend  
23 to come to hearings like this, have very serious,  
24 tremendously serious concerns when it comes to their  
25 utilities.

1           And the point I wanted make is just this, even  
2 people who are not on food stamps, even for people who are  
3 not on government assistance, a raise in their telephone  
4 rates of just a few dollars makes a tremendous difference.  
5 It is a difference that many times can't be appreciated by  
6 many of the people in this room, including me. But I can  
7 tell you that on an almost daily basis I work with families  
8 and individuals who will feel a certain level of pain if  
9 their residential rates go up.

10           And you had Anita Davis here and some outstanding  
11 people I'm sure are going to talk throughout your public  
12 hearings that you conduct, but I have to wonder how many of  
13 the people like those that I see on a routine basis will end  
14 up before you and look you in the eyes and tell you what  
15 kind of pain it would mean to them if their rates went up.  
16 And so I guess on their behalf I just wanted to make the  
17 observation that even people who aren't on the assistance  
18 programs will have a very difficult time dealing with an  
19 increase in their residential telephone rates.

20           And then just one final observation. The  
21 Lifeline and the link programs as you mentioned, Madam  
22 Chairman, I think that information on those programs is not  
23 well disseminated. It would be a great idea to, you know,  
24 work on dissemination of those. And that's all I have to  
25 say. Thank you.

1 CHAIRMAN JOHNSON: Thank you. Any questions?

2 COMMISSIONER GARCIA: You are going to be filing  
3 testimony for AARP?

4 MR. FRANK: We are going to be -- we're actually  
5 not participating officially in Docket 696, but in the  
6 special study we are going to participate in the technical  
7 workshop.

8 COMMISSIONER GARCIA: Okay.

9 CHAIRMAN JOHNSON: Thank you. I appreciate your  
10 testimony.

11 COMMISSIONER GARCIA: By the way, I want to  
12 commend your group. I don't know if Mr. Paschall -- I saw  
13 him stand up, but they have done a fantastic job to follow  
14 us around the state.

15 MR. BECK: The next witness is Ed Paschall.

16 Thereupon,

17 ED PASCHALL

18 was called as a witness, and having first been duly sworn,  
19 was examined and testified as follows:

20 MR. PASCHALL: My throat gets a little dry very  
21 easily. If you don't mind I will get a little water first.

22 CHAIRMAN JOHNSON: Help yourself.

23 MR. PASCHALL: Madam Chairman, Commissioners, my  
24 name is Ed Paschall. I live at 1923 Atapha Nene here in  
25 Tallahassee, and the zip code is 32301-5850.

1           I am here tonight speaking on behalf of the AARP,  
2   and before I get very much into it, I would like to  
3   reiterate what Ms. Davis and what David said just a few  
4   minutes ago. And, Madam Chairman, if you remember earlier  
5   this year when we kicked off that sort of a big push for the  
6   Lifeline program, that we had a couple of other people here.  
7   One of them was a lady from Elder Care Services, who spoke  
8   rather briefly and mentioned that most of the people that  
9   they deal with are poor, or at least low income. They don't  
10   consider themselves poor, they are low income, and they have  
11   difficulty making ends meet, period. In some cases they  
12   have a telephone, in some cases they don't.

13           We tried to get some to come here to that hearing  
14   that night, if you remember, just like we have tried to here  
15   tonight. But the people that are in that category, a great  
16   percentage of them still have a great deal of pride. They  
17   do not want to stand up and -- if you want to call it poor  
18   mouth, or just tell how bad the problem is with them. So,  
19   those of us who are not in that predicament in many cases  
20   have to speak out for them, just like Ms. Davis did a few  
21   minutes ago. And I know she is very much more aware of the  
22   problem than I am in a lot of the cases there. But I did  
23   want to reiterate that and remind you of the fact that we  
24   did have that -- we did encounter that problem earlier  
25   trying to get people to come out and tell of their financial

1 difficulties and how it is to try to pay a lot of bills.

2           And this main thing that we are speaking of this  
3 evening here is a result of what happened in the legislature  
4 earlier this year, the Bill 4785 that was passed, and the  
5 one thing that they started talking about earlier was  
6 competition. Now, if you remember three years ago in 1995,  
7 the legislature passed a bill there which they took the  
8 regulatory authority for rates away from you particularly  
9 and made price caps the order of the day at that particular  
10 time. And they swore straight up and down all kind of  
11 promises there that this was going to bring so much  
12 competition in that we couldn't even believe it, we would  
13 have a big choice as to who we were going to get our local  
14 service from. Well, we don't have that type of capability  
15 yet here in Tallahassee.

16           There are two telephone companies, I understand,  
17 besides Sprint who have certificates to offer local service.  
18 They were interviewed by the Democrat, there was an article  
19 in the Democrat on them, and the sort of a headline up there  
20 is Sprint is no longer the only carrier in town. The only  
21 problem there is that both of those companies stated in the  
22 interview there that they were not either considering or not  
23 too interested in the residential traffic, they were  
24 interested in the businesses. Which doesn't help us very  
25 much as far as what was brought up in this Bill 4785 there

1 as far as residential service is concerned. So the  
2 competition that had been promised before hasn't shown up  
3 yet.

4 In conjunction with the other comments that I  
5 made there, and in conjunction with the survey that was  
6 held, the telephone survey that was sponsored by the Public  
7 Service Commission and handled by the University of Florida  
8 Research Center, asked a lot of questions over there and a  
9 lot of the questions they asked was in the affordability  
10 area there. How about affordability as far as the people  
11 and their telephone service. Well, it asked them a number  
12 of questions there and they were pointed in this direction  
13 there, if your telephone bill was raised \$2, or \$4, or \$10,  
14 or \$20, would you just discard your telephone, would you  
15 switch to something else, or just what would you do. And  
16 you were given about four or five choices in there. So, if  
17 a person has a bill, a telephone bill big enough so that  
18 it's going to cause him a problem, and he is going to have  
19 to decide what he is going to give up to maintain that  
20 telephone, should he give up life insurance, should he give  
21 up his health insurance? I say he, I mean the general  
22 public, anyone there. The person who is signed up or is  
23 responsible for paying the bill on the telephone. Should  
24 they give up automobile insurance?

25 Let me give you a couple of figures to think



1 about here just a little bit if you want to talk about  
2 affordability. In 1997 there were 2,888,127 people -- this  
3 is an approximate figure, you understand is what I was given  
4 -- people without health insurance in the State of Florida.  
5 At the same time there was approximately one to 1.4 million,  
6 somewhere in there, they couldn't pin it down too well, one  
7 to 1.4 million without automobile insurance, which means if  
8 you clobber that car and you don't have no accident  
9 insurance as far as you are concerned here, if you have full  
10 coverage for yourself but you don't have uninsured driver  
11 insurance, then you've got a problem.

12 So how do you resolve these things here if you  
13 end up raising telephone rates quite a bit? And this number  
14 of people here, a lot of them can't even afford to have  
15 insurance. I'm sure that a lot of these people are low  
16 income families, young families that have children but they  
17 don't have the money to have health insurance, but a lot of  
18 them don't have telephones. We don't know how many of them  
19 don't, but a lot of them don't have telephones. But some of  
20 them do. If you raised the rates on those telephones, what  
21 is that going to do to them? Are they going to then have to  
22 make a choice of telephone or health insurance. If they  
23 lose either one they are in bad shape.

24 So we get into then the three items in that bill  
25 that are really very important. Reasonable, affordable, and

1 fair. Those are the three really active words in that whole  
2 bill as far as residential rates are concerned. Let's take  
3 a look at those for just a minute. Reasonable would be in  
4 accord with the reason, justifiable, or with ample  
5 justification. So the first thing we need look for here, is  
6 there a justification for raising the rates, the telephone  
7 rates here in the state like is being discussed or  
8 considered at this time? Is there reasonable discussion for  
9 it. All right.

10           If we are going to consider the part of  
11 affordable, and in that particular case to be able to  
12 undergo or manage or so forth without serious consequences.  
13 So that poses the question then as far as affordable, like I  
14 had mentioned just a little bit before.

15           and the third one, and can be the most important,  
16 is fair. That would be free from bias, dishonesty, or  
17 injustice, which those words would lead you to a couple of  
18 questions, but if you figure on injustice just a little bit  
19 and think about that, that would be the quality or fact of  
20 being unjust or inequity.

21           So if you consider those things there then you  
22 would have to consider the one thing that you are not  
23 allowed to consider, and these hearings are in this entire  
24 program at all and that is the amount of money that the  
25 telephone companies are making. And we all know that it has

1    been over three years since the last rate of return on  
2    equity hearing was held here, which is the only real  
3    justification that you can have for any of the rates that  
4    were held.  So it has been at least that long since one of  
5    those hearings was held, and at that time the companies were  
6    making a reasonable profit at that time.

7                   Now, we know that their profits have increased  
8    since then.  For example, we know that in this next year  
9    already that Southern Bell, for example, is going to have  
10   the use of 123.5 million more than they had for this past  
11   year because that was the point that they had to share out  
12   of the negotiations that were completed in 1994.

13                   I don't intend really to pick on them, because we  
14   know that if their income has increased or revenue has  
15   increased that much over that period of time and we also  
16   know that this is a decreasing cost industry, that all of  
17   the other companies must be making an increase in profits,  
18   too.  So where is the justification that makes a rate  
19   increase fair?

20                   One other thing I would like to mention here, I  
21   was able to get a copy of the home page that you had there,  
22   and I do want to thank you for this little map that you had  
23   in the back of it.  It was very handy, if you have seen  
24   that, and I'm sure some of the people out here have seen it,  
25   and it has a lot of places in there where the rates -- or

1 most of them, where the rates are higher than here. A  
2 couple of them, two or three of them I want to mention.  
3 Jackson, Mississippi, where the rates are an average of  
4 \$19.01; Atlanta, \$17.45; and Louisville, Kentucky, \$17.55.

5 And my question is those rates are much higher  
6 than ours, so do they have effective competition there?  
7 Think about it. Do they have effective competition at the  
8 rates that the legislature wanted to raise our telephone  
9 rates to at the beginning of this -- of the committee  
10 hearings earlier this year.

11 Those are the things there that I wanted to  
12 mention to you with just one other thing, and I would like  
13 for you to consider this from your own personal view, and  
14 I'm not going to ask you to make any answers to it at all.  
15 But in the part here dealing with affordable and in the  
16 questions that were asked on that survey affordable rates on  
17 the telephone and what would you do there, and considering  
18 affordability, if it became law or became a requirement for  
19 each one of you to buy a Rolls Royce, or walk, or ride the  
20 bus, or catch a taxi, you could afford to do it using the  
21 criteria that was outlined in that survey. I don't know,  
22 but I don't think you have one of them. So you don't have  
23 one of those cars because you prefer to spend your money on  
24 something else. Now, then if some of these rates are raised  
25 for a lot of the people they are going to be in the position

1 of deciding whether they are going to buy that Rolls Royce,  
2 in other words, the telephone, or are they going to walk,  
3 they are going to do without, they going to borrow the  
4 neighbor's, or what are they going to do.

5           So those are some things that I want to mention  
6 here. Other than the very last one, which I mentioned  
7 before when we were at the meeting over in Quincy, here we  
8 are still paying that one dollar Touch-Tone charge. That's  
9 one recommendation that you can make to the legislature that  
10 we will applaud, and that is get rid of that term of one  
11 dollar Touch-Tone charge. And if you feel that you need to  
12 add it into the basic rate, in which case the figures back  
13 here on that little map that you had had that charge figured  
14 in, do that. But let's do everything -- now that you have  
15 the opportunity to make a recommendation to the legislature,  
16 let's take this opportunity to make every recommendation  
17 that you can to get rid of subterfuges and things like that  
18 and set it up so that it's straight and understandable. I  
19 have finished. Questions?

20           COMMISSIONER GARCIA: Mr. Paschall, thank you. I  
21 just point out to staff that is here and that is working on  
22 this, that you make a very good point about we are going to  
23 be before the legislature with whatever comes out of this,  
24 and this is a good time to redress any concerns that we may  
25 have about the bill and issues that are in it, as well as

1 issues that are comprehended. And we are going to have the  
2 legislature's attention, so this is a good time to think  
3 about what exactly is on the bill and what could be  
4 corrected. Thank you.

5 COMMISSIONER JACOBS: You made a couple of very  
6 good points. One of which I hadn't thought about, quite  
7 frankly, and that is --

8 MR. PASCHALL: Commissioner Jacobs, I had one of  
9 my hearing aids to go out today, and I don't hear very well.  
10 If you could speak a little more loudly, I would appreciate  
11 it.

12 COMMISSIONER JACOBS: Sure, that's no problem.  
13 You made a great point about looking at some of these other  
14 areas where rates have gone up and seeing what the impact  
15 has been on competition. Which, in essence, is an  
16 underlying theme of what we are doing. And I think I want  
17 to take a look at that. Thank you.

18 CHAIRMAN JOHNSON: Thank you, Mr. Paschall.  
19 Always a pleasure.

20 MR. BECK: Commissioner, Mr. Paschall is the last  
21 witness who signed up ahead of time.

22 CHAIRMAN JOHNSON: Okay. I would like to thank  
23 you all for coming out tonight and testifying before the  
24 Commission. Again, the comments that you have made will be  
25 a part of the official record that we can use to base our

1 final decision. Thank you very much for your participation,  
2 and this hearing is adjourned. Thank you.

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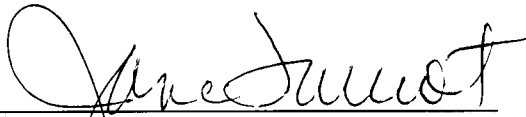
CERTIFICATE OF REPORTER

STATE OF FLORIDA )  
COUNTY OF LEON )

I, JANE FAUROT, RPR, do hereby certify that the foregoing proceedings was taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages number 1 through 55 are a true and correct record of the proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor relative or employee of such attorney or counsel, or financially interested in the foregoing action.

DATED THIS 5<sup>th</sup> day of October, 1998.

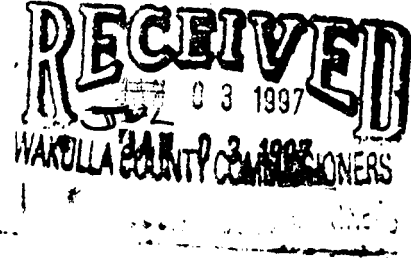
  
\_\_\_\_\_  
JANE FAUROT, RPR  
Official Court Reporter  
Leon County Courthouse  
Tallahassee, Florida





Box 165000  
Altamonte Springs, Florida 32716-5000

June 27, 1997



Wakulla County Commission  
Honorable J. Wyatt Pope  
P. O. Box 26  
Crawfordville, FL 32327

Dear Mr. Lawhon:

I have received your application, petition, and resolution regarding Extended Calling Service from Panacea to Carabelle. In response to the request, we have conducted a study based on the Florida Public Service Commission's (FPSC) rules for implementing extended area service (EAS) or extended calling requests. While we are no longer bound by the FPSC rules, they are used as guidelines for determining extended local calling needs.

The FPSC rules have two criteria for further consideration: first, that the messages per access line (telephone) line equal two per month; and second, that 50% of the customers make two calls per month. The Panacea route did not have 50% of its customers making two or more calls per month to Carabelle. Therefore, this route did not meet the Company's adopted criteria for toll relief.

However, we are investigating alternative plans which would provide toll relief in the future. While we can make no commitment at this time, we hope to have an alternative plan completed in the near future. We will notify you, as well as other customers, upon implementation of the new plan.

You are a valued customer and we are working daily on ways to better serve you and meet your needs.

Sincerely,

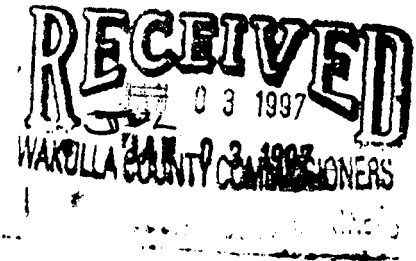
Shirley Sharpe-Terrell  
Tariff Administrator

cc: Honorable J. Wyatt Pope  
Esquire Ronald A. Mowrey  
Brent X. Thurmond  
E. Lenwood Taliaferro Jr.



Box 165000  
Altamonte Springs, Florida 32716-5000

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Sincerely,

Shirley Sharpe-Terrell  
Tariff Administrator

cc: Honorable J. Wyatt Pope  
Esquire Ronald A. Mowrey  
Brent X. Thurmond  
E. Lenwood Taliaferro Jr.

APPLICATION FOR EXTENDED AREA SERVICE  
OR EXTENDED CALLING SERVICE  
United Telephone-Florida Centel-Florida

Applicant Name: Maxie Lawhon, Member Wakulla County Commission

Date Submitted: June 2, 1997 Contact Person: Maxie Lawhon

Can Be Reached Number: 904 926-~~3271~~ 3271

Requesting Exchange: Panacea

Number of Petitioners: 236

Exchange to which local calling is requested: Carabelle

A review of the request for Local Calling Service will be considered by the Company when receives one of the following:

1. Petition must be signed by five (5%) percent and not less than fifty (50) of the subscribers in the exchange being represented.

Petition Attached:  Yes  No

Petition shall have:

- a. Name and telephone number of each signatory.
- b. Name of the exchange served.
- c. Name of exchanges service is desired.

2. Resolution must be adopted and submitted to Sprint United/Centel by the Governing body of the political subdivision which represents the subscribers requesting the Local Calling Review.

Resolution Attached:  Yes  No Filed by: \_\_\_\_\_

Return to: Sprint United/Centel Telephone  
Tariffs and Regulatory MC: 5326  
Local Calling Review  
P. O. Box 165000  
Altamonte Springs, FL 32716-5000

Attachment (s): 10 Customer Contact Number: 407 889-6847

Do you currently have local calling to the following:

	YES	NO
Schools	X	___
Hospitals	X	___
County Government	X	___

JAMES W. PUTNAL  
Mayor-Commissioner  
*Seat No. 1*

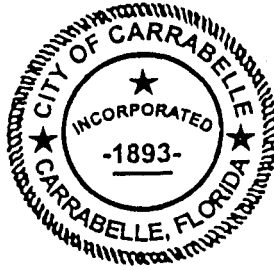
# CITY OF CARRABELLE

DOUGLAS W. GAIDRY  
*City Attorney*

## COMMISSIONERS

REBECCA L. JACKSON  
*City Clerk & Auditor*  
850-697-2727

JAMES B. PHILLIPS  
*Seat No. 2*  
DONALD WOOD  
*Seat No. 3*  
PAM LYCETT  
*Seat No. 4*  
VIRGINIA SANBORN  
*Seat No. 5*



MAILING ADDRESS  
P.O. DRAWER 569  
CARRABELLE, FLORIDA 32322  
TELEPHONE 850-697-3618  
FAX NO. 850-697-3156

## CARRABELLE, FLORIDA

September 16, 1998

FPSC  
Study on Fair Rates (No. 980000A-SP)  
Division of Records And Reporting  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

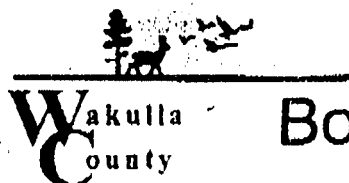
Dear Madam or Sir:

We received a letter from Ms. Mary Ann Taylor requesting that the Commissioners of The City of Carrabelle would help support the telephone service in Panacea, FL. In our regular monthly business meeting on September 8, 1998, the Commissioners voted unanimously to support this effort.

Sincerely,

  
James W. Putnal, Mayor

Attachments: 1. Correspondence from Mary Ann Taylor  
2. Public Hearing Notice



# Board of County Commissioners

## COUNTY COMMISSIONERS

- LEON NETTLES  
*District 1*
- J. WYATT POPE, Ph.D.  
*District 2*
- MIKE STEWART  
*District 3*
- WARREN CRUM  
*District 4*
- MAXIE LAWHON  
*District 5*

PARRISH BARWICK  
*County Administrator*

JEWELL WHITE  
*Executive Adm'n. Assistant*

RONALD A. MOWREY  
*County Attorney*  
(850) 222-9482

September 17, 1998

FRSC  
 Study on Fair Rates (No. 980000A-SP)  
 Division of Records and Reporting  
 2540 Shumard Oaks Blvd.  
 Tallahassee, Florida 32399-0850

RE: Wakulla County Phone Service to Carrabelle

Dear Sir/Madam:

It continues to be an unreasonable, arbitrary act by the phone company to refuse to provide local service from Panacea to Carrabelle and Carrabelle to Panacea. This is most strikingly evident when local calls can be made from Tallahassee to Carrabelle and Carrabelle to Tallahassee. That is selectively and arbitrarily treating the citizens of Panacea, Florida in an unfair manner, most likely in violation of law. Panacea is located between Tallahassee and Carrabelle and should be provided with the same local service with all benefits available.

I trust you will address this immediately so we will not be forced to take official action on behalf of the citizens of Panacea.

Sincerely,

Warren Crum, Chairman  
 Board of County Commissioners  
 Wakulla County

WC/rhm  
 cc: PSC  
 Legislative Delegate

# PETITION FOR EXTENDED CALLING SERVICE

WE, THE UNDERSIGNED RESIDENTS OF PANACEA FLORIDA,  
 PETITION THE WAKULLA COUNTY COMMISSION THAT THE  
 EXCHANGES OF 984, PANACEA AND 697 CARRABELLE BE TOLL  
 FREE.

	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
71	<i>James DeLeon</i>	904-984-5717	984	697
72	<i>Robert M. [unclear]</i>	904-984-0124	984	697
73	<i>[unclear]</i>	904-984-2957	984	697
74	<i>[unclear]</i>	904-2439	984	697
75	<i>[unclear]</i>	904-984-0254	984	697
76	<i>Jimmy B. Myane</i>	904-984- <del>02</del> 2085	984	697
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 PETITION THE WAKULLA COUNTY COMMISSION THAT THE  
 EXCHANGES OF 984, PANACEA AND 697 CARRABELLE BE TOLL  
 FREE.

NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
Green, Mitchell	984-5379	984	697
<del>Mitchell</del>	984-0271	984	697
Joan Pe	984-3165	984	697
Raymond Tate	984-5430	984	697
Raymond Nicholas	984-5269	984	697
Jesse Mincey	984-5332	984	697
Francis Smith	984-5332	984	697
Les Smith	984-0134	984	697
W. S. Hermon	984-0045	984	697
Walter M. Dixon	984-0133	984	697
Harold Tucker	984-5167	984	697
Larry Allen Kie	984-0117	984	697
Robert Anderson	984-5257	984	697
Stacy Arthur	984-0244	984	697
Jim Fletcher	984-0226	984	697
Frank Dy	984-5065	984	697
Wanda Matzoff	984-0281	984	697
Donny Lemire	984-0281	984	697
Juleva Miller	984-0233	984	697
Lin W. Miller	984-0233	984	697
H. H. McLebrack	984-0030	984	697
Hugh B. McRoy	984-2728	984	697
Red Savick	984-0085	984	697
Lee Probst	984-5157	984	697
Y. Pearce	984-5662	984	697
Barbara Ratchko	984-5594	984	697
Amiel Blackman	984-5553	984	697
J. Con	984-5808	984	697
Perida Hutton	984-0130	984	697

# PETITION FOR EXTENDED CALLING SERVICE

WE, THE UNDERSIGNED RESIDENTS OF PANACEA FLORIDA,  
 PETITION THE WAKULLA COUNTY COMMISSION THAT THE  
 EXCHANGES OF 984, PANACEA AND 697 CARRABELLE BE TOLL  
 FREE.

	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
1	HANK MERTON	984-4790	984 Panacea	697
2	TOMMY CLARK	984-5520	984-PANACEA	697
3	Paul Barwick	984-5587	984 Panacea	697
4	Mike Barwick	984 0112	984 11	697
5	Walter Stans	984-5705	984 PANACEA	697
6	Patsy Byrd	984-5733	984 Panacea	697
7	Mamie <del>Steph</del>	984 5800	984	697
8	Joam <del>Steph</del>	984-5400	984	697
9	J. N. Pooley	984-5799	984	697
10	Ken Fanner	904-697-4543	697	684
11	<del>Pat</del> Margaret Lawler	904-697-4543	697	684
12	<del>Pat</del> Frank <del>Lawler</del>	904-984-5330	984	697
12	Shirley Patsy Miller	984-5572	984	697
14	Elizabeth Barwick	984-5361	984	697
15	Ronnie Seafood	984-5291	984	697
6	Elke Thomas	984-0164	984	697
7	Brenda Metcalf	984-0033	984	697
8	Barbara Fanner	984-5554	984	697
9	David Cosan	984-0115	984	697
10	Mildred Pooley	984 0180	984	697
1	Mildred Pooley	984 5292	984	697
2	Mildred Pooley	984 0137	984	697
3	Judy Stevens	984-0213	984	697
14	Judy Allen	984-0213	984	697
25	James Stone	984-5178	984	697
6	Mike Smith	984-0033	984	697
7	E. Maxine Fisher	984-5712	984	697
8	Ronnie Cruise	984-5202	684	697
9	Billy Zetfield	984-5202	984	697



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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
30	Cyba Beautyshop	984 5244	984	697
31	Dolbe Lively	984 - 5840	984	697
32	Helen C. Ege	984 - 4803	984	697
33	Barbara Cheek	984 - 3155	984	697
34	Ben Withers, Inc	984-0149	984	697
35	Louise B. Fudock	984-5616	984	697
36	Mike Carter	984-2243	984	697
37	Paul K	984-4234	984	697
38	Dorinda Wilson	984-5676	984	697
39	Laverne J. Franzen	984 4710	984	697
40	Knott M. Tapp	984 - 5239	984	697
41	Charles Clark	984 5127	984	697
42	Robert Hartford	421-4174	984	697
43	Ed Sanku	697-3858	697	984
44	Tim Saunders	697-2978	697	984
45	Ruth Saunders	697-8154	697	984
46	Jim Bryan	697-2427	697	984
47	Ben J. Coweys	984-3199	984	697
48	Annie E. Bamheroy	984-5320	984	697
49	L. M. Mull	984-0070	984	697
50	Ramona Langston	984-3162	984	697
51	W. S. Sanders	962-2861		
52	William S. Jones	984-0046	984	697
53	Beverly Trumbull	984-0006	984	
54	Samelle Porto	984-0054		
55	DAVID VAUGHN	984-5861	984	697
56	LISA VAUGHN	984-5861	984	697
57	John A. Arnold	984-5226	984	697
58	Audie Metcalfe	984-3127	984	697
59	Virginia Nichols	984-2278	984-	697
60	Marcy Martin	962-3333		697, 984

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
61	Picoorsth	984 5315	984	697
62	Glynnwood Crum	984-5833	984	697
63	Port Panacea Marine	984-5844	984	697
64	Gene Ashe	984-5672	984	697
65	Edwards Opposite	984-5279	984	697
66	Ronald Judge	697-3353	984	697
67	Quincy Judge	697-3353	984	697
68	Burton Dale	984-5240	984	697
69	Ben Withers	984-0149	984	697
70	Julian Johnson	984-5301	984	697
71	Eyl Mitt	984-0057	984	697
72	J. M. Miller	984 5257	984	697
73	Helena Campbell	984 5757	984	697
74	Pat Sanders	984 5683	984	697
75	[Signature]	984-5816	984	697
76	Molly PADGETT	984-2240	984	6
77	Edgar Melody	984-5675	984	697
78	Jean Crawford	984-2787	984	697
79	Bus 201	984-2787	984	697
80	Laudie Cannon	984-5684	984	697
81	[Signature]	984-0126	984	697
82	[Signature]	984-0126	984	697
83	[Signature]	984-8844	984	697
84	Jul J. [Signature]	984-5204	984	697
85	[Signature]	984-5297	984	697
86	[Signature]	984-5233	984	697
87	E. J. Saundra	697-2772	697	984
88	[Signature]	984-5322	984 to 697	
89	Joseph Edwards	984-5616	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
70	Sam Arley Bice	904-984-5210	984-PANACEA	697
71	Heidi Taylor	984 0100	984	697
72	James Taylor Jr.	984-5433	984	697
73	Harold A. Vang	<del>349-265</del> 984-4746	984	697
74	John E. Probert	(904) 984-0199	984	697
75	Therrie Smith	(904) 421-6248	921	697
76	W.D. Vaughan	984-3126	984	697
77	Roe Dunn	984-5111	984	697
78	Quinn Hubbard	697-2571	697	984
79	Colaise Cruz	984 5428	984	697
108	Crum's	984 5501	984	697
01	Aronda Plouffe	984-5695	984	697
02	Wanda	984 5497	984	697
03	G.C. Reynolds	984-5307	984	697
04	Harry B. liard	984 5021	984	697
05	Ullan Rankin	454 5215	984	697
06	RUSTY LARSEN	984-5168	984	697
07	Misty Taylor	984-2783	984	697
08	Julie Mastey	984-0048	984	697
09	<del>Frank Smith</del>			
10	Quill Turk DS	984.5384	984	697
11	Chris Griffin	984-2914	984	697
12	Wignie W. Carr	984-0292	984	697
13	Leann Lee Carr	984-2782	984	697
14	John Posuy Posuy Crab	984.2753	984	697
5	Don Tolson	984-4803	984	697
16	Lisa Day	984-2997	984	697
17	John Alvarez	984-2997	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
98	Hazel Christie	984-5560	984	697
98	Frank Christie	984-5560	984	697
119	Bonnie Holub	984-5734	984	697
120	Carole Holub	984-4887	984	697
121	Vera Magnuson	984-5417	984	697
122	Jim Javelin	984-0001	984	697
123	Ochla Kopycky	984-0096	984	697
124	B. Kasper	984-0898	984	697
25		984-5433	984	697
26	VFW Post James Taylor	984-4744	984	697
27	Ernest Taylor	984-5726	984	697-927
28	John M. Toddell	984-0024	984	697
29	Lee Toddell	984-0024	984	697
130	Frank H. Payne	984-0182	984	697
131	Ann Jenkins	984-5206	984	697
132	Susan Clark	984-4420	984	697
133	Pam Kusler	984-3185	984	697
134	Sharon Lewis	984-0240	984	697
135	Neal Walker	984-4795	984	697
136	Wesley Lee Spivey	984-2272	984	697
137	Chie Henderson	984-5577	984	697
138	Buddy Johnson	984-5721	984	697
139	Paul A. Smith	984-5967	984	697
140	Cindy Darr	984-0000 <small>new panace</small>	984	697
141	Ralph E. Griffin	984-2763	984	697
142	Kathy Young	697-4304	697	697
143	Mildred Darr	697-3925	697	984
144	Dellie Barwick	984-5562	984	697
145	Robert Taylor	984-2715	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
46	Connie Gollcher	984-4466	984	697
47	Hardy Metcalfe	984-5290	984	697
48	Herman Metcalfe	984 <del>5360</del>	984	697
49	Metcalfe Sanford	984 0010	984	697
50	O.L. Thomas Sanford	984-5391	984	697
51	O.P. Thomas	984- <del>5368</del>	984-	697
52	Olma Thomas	984-5229	984	697
53	Beneva Whiscent	984-5305	984	697
54	Michael H. Falk	984-5637	984	697
55	Michael H. Falk	984-5289	984	697
56	Sam Cooper	697-3765	697	984
57	J. J. [unclear]	984 - 0240	984	697
58	Carl Robinson	984 - 5604	984	697
59	Rena Michael	984 - 2933	984	697
60	George Bergeron	984-5647	984	697
61	Sally Ann Cooper	984-5501	984	697
62	Betty Tucker	984-2931 <sup>2913</sup>	984	697
63	Louis Wain	984-2099	984	697
64	EZ serve <sup>MGR</sup>	984-5107	984	697
65	Margaret Dwyer	984-5478	984	697
66	Horton Hockaday	984-2911	984	697
67	Louisa Trumbull	984-5478	984	697
68	J. J. [unclear]	984-0058	984	697
69	Weldon Vowell	984 3171	984	697
70	Earl Vause	984-5511	984	697
71	Rosa Lee Crum	984-5331	984	697
72	Carl S. Metcalfe	984-5480	984	697
73	Dale [unclear]	984-3113	984	697
74	Dale [unclear]	984-1460	984	697

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	NAME	TELEPHONE NUMBER	EXCHANGE SERVED	EXCHANGE WHERE SERVICE IS DESIRED
25	Kimberly Sparkman	984-2906	984	697
26	Debra Logan	984-5873	984	697
27	Pamela Knisley	984-3185	984	697
28	Carolyn Barwick	984-0041	984	697
29	Mildred Roberts	984-5778	984	697
30	Ocean Fusa	984-5343	984	697
31	Bessie West	984-2755	984	697
32	<del>Blindfold of</del> Jaylen	984-5582	984	697
33	Shen Br. etc	984-5721	984	697
34	<del>Gumick M. etc</del>	<del>984-4125</del>	<del>984</del>	<del>697</del>
35	Suzie Bowen	984-5877	984	697
36	T E Reynolds	984-5534	984	697
37	<del>Kati</del>	<del>984-5165</del>	<del>984</del>	<del>697</del>
38	James Roberts	984-4720	984	697
39	Carl Edinger	984-5535	984	697
40	Sam Dunlap	984-5552	984	697
41	Joy Walker	984-2218	984	697
42	Robert Anderson	984-5259	984	697
43	Donna Schmitt	984-5484	984	697
44	Edwin H. Kirby	984-5189	984	697
45	Edward T. Hawks	984-2935	984	697
46	Donna Taylor	984-0158	984	697
47	Genevieve Mitchell	984-5436	984	697
48	Linda Sapp	984-4433	984	697
49	William M. Payne	984-6039	984	697
50	J. L. Stokley	984-5284	984	697
51	Charles Clifton	984-5127	984	697
52	Reba Wright	984-4798	984	697
53	Bush Clifton	984-5469	984	697

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