

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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 :
 In The Matter of : DOCKET NO. 980048-TL
 : (UNDOCKETED)
 Proposed Numbering Plan :
 Relief for 813 Area Code :
 :
 -----X

PROCEEDINGS: INFORMATIONAL WORKSHOP

BEFORE: CHAIRMAN JULIA L. JOHNSON
 COMMISSIONER E. LEON JACOBS, JR.

DATE: Thursday, January 8, 1998

TIME: Commenced at 10:00 a.m.
 Concluded at 12:40 p.m.

PLACE: St. Petersburg Bayfront Hilton
 Whitted Room
 333 First Street South
 St. Petersburg, Florida

REPORTED BY: Donna W. Everhart
 CSR, RPR, CP, CM
 Certified Shorthand
 Reporter
 Notary Public
 State of Florida at Large

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APPEARANCES:

JOHN BOWMAN, FPSC Division of Legal Services.

CHARLES J. BECK, Assistant Public Counsel, Office of the Public Counsel.

ALSO PRESENT:

STAN L. GREER, FPSC Division of Communications.

SKIP GANCARZ, GTE Telephone Operations.

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1 information recorded, we have a court reporter
2 here, and we will go ahead then and swear in all of
3 the participants this morning.

4 And with that, Counsel, could you read
5 the notice, please.

6 MR. BOWMAN: Notice of an undocketed
7 Informal Commission Workshop was issued for this
8 time and place. The purpose of the notice was set
9 out within the body of the notice, but I will read
10 it. The purpose of the Commission Workshop is to
11 permit customers to be heard on any and all issues
12 and present information and exhibits relative to
13 the 813 area code.

14 CHAIRMAN JOHNSON: Thank you. Take
15 appearances of the parties.

16 MR. BOWMAN: John Bowman for Commission
17 staff.

18 MR. BECK: And my name is Charlie Beck
19 with the Office of the Public Counsel.

20 CHAIRMAN JOHNSON: And there is
21 representatives from GTE, but I guess we can make
22 those introductions right before the presentation?
23 That will be fine.

24 My name is Julia Johnson. I'm the
25 current Chairperson of the Florida Public Service

1 Commission. If you've not had a chance to, we have
2 a special report that's available that gives the
3 names and some information on the commissioners,
4 all of the commissioners.

5 This is a panel consisting of myself and
6 Commissioner Leon Jacobs, seated here to my left.
7 We will be participating and taking in all of your
8 comments and questions, if you might have them.

9 Also, Mr. Stan Greer is here with our
10 staff. He's our top engineer, and he heads up the
11 unit that reviews these kind of matters. He's very
12 versed in numbering issues. He's worked with the
13 North American Numbering Council both on the
14 federal and state levels, and he'll be here to help
15 entertain any technical questions that you might
16 have directed towards the Commission.

17 Our court reporter, of course, will be
18 taking all of your comments. Mr. Terry Reid is in
19 the back. If you have any consumer-related
20 questions related to this issue or any other issues
21 that come before the Public Service Commission,
22 feel free to address those too.

23 Also, when we start the comment portion
24 of this workshop, if you don't want to provide an
25 oral presentation, then you can use the blue sheet,

1 and there is a page there for you to provide any
2 written comments you might have. You can sign
3 those or write those up now and give them to
4 Mr. Reid in the back, or if you'd just like to send
5 them in, you simply fold it over, put a stamp on
6 it, and send it up to the Commission, and we can
7 address it in that way too.

8 It appears as if we may have quite a bit
9 of media here, and they will be walking through the
10 room as you are providing your testimony. If at
11 any point in time you feel that that is too
12 distracting, just direct that to me, and I will
13 make sure that you aren't distracted and you have
14 the opportunity to let us know all the comments
15 that you'd like to provide to us, because this is a
16 workshop being held for you and for us to hear and
17 listen from the citizens of this area, to help us
18 better -- become better informed as to your
19 concerns and to allow GTE to go over the proposals
20 that were submitted, the surveys that they
21 conducted, and the process that they used and all
22 of the companies used to reach the decision that
23 has been reached.

24 Now, let me give you a little background
25 on the process. And GTE may go into this into more

1 detail, but from the information that we have
2 received that GTE provided to us, certainly there
3 is an issue of shortage of numbers due to the
4 growth rate and population, but also due to the
5 fact that people have second and third lines now,
6 computer, fax lines, cell phones, those kind of
7 things have caused the need all across the state
8 for us to determine how do we best handle that, how
9 do we implement new area codes.

10 Certainly GTE as the administrator, they
11 got together with the industry groups and they also
12 it's my understanding that they polled the
13 community to make a determination as to what would
14 be best in the areas that they serve.

15 I'm going to allow them the opportunity
16 to come up first and explain the process that they
17 went to and how they got to where they got to today
18 to make that presentation, but before I do that,
19 I'm going to go ahead and swear everybody in that
20 would like to testify, the GTE individual and the
21 customers themselves, and will begin the process
22 with their overview.

23 Now, you may want to take notes because
24 if you have questions of GTE, we will entertain
25 those also. So if you want to take note. And

1 that's why we're allowing them to go first to
2 provide you with the information that they used to
3 make the decision and also to help educate
4 Commissioner Jacobs and myself and staff members.

5 After this process -- I've had about two
6 or three people ask me this question: Well, what
7 happens next? What happens if we don't like this?
8 That will be the subject of perhaps a further
9 proceeding. We will have to then determine if
10 there are official petitions.

11 And if the Commission is petitioned, then
12 we make a determination whether or not we need to
13 hold a full-blown hearing. And that would require
14 witnesses coming forth, evidence being taken, all
15 of the options being considered, but it would be
16 more in a formal hearing process and not today as a
17 part of this workshop.

18 So with that, those that would like to
19 testify, if you could stand and raise your right
20 hand, I'll swear you in at this time.

21 (Witnesses collectively sworn.)

22 CHAIRMAN JOHNSON: Thank you. You may
23 all be seated. I'd like to then call GTE first.

24 MS. MENARD: I would like to welcome
25 everybody here today. There are going to be just a

1 few of us that talk through GTE. We have other
2 people here that are available if we have
3 questions. I am Bev Menard. I am the regulatory
4 director for GTE, and therefore I spend most of my
5 time in Tallahassee dealing with the Florida Public
6 Service Commission. Also speaking today will be
7 Mr. Al Harshbarger, who is our public affairs
8 manager, who will talk about the survey that
9 Commissioner Johnson mentioned.

10 What we are going to do, this is going to
11 be a short presentation, but we want you to have
12 some information of what all we have done. We are
13 going to present what we went through in making the
14 determination to do what we are doing with the 813
15 area code, and then as Chairman Johnson has said,
16 we would like to hear your comments and be able to
17 answer any questions you may have.

18 Now, for some of you may remember in
19 March of 1996 we split the 813 area code into the
20 813 and 941 area codes. And at that time we were
21 hoping we would not have to do another area code
22 change until 2002. However, we are running out of
23 numbers this year. And so the question, obvious
24 question, is why? And as Chairman Johnson
25 mentioned, here are some of the reasons.

1 You have cellular phones, people doing
2 computers. I've got my pager here and my phone in
3 my purse. I've got my cellular phone at home.
4 I've got an extra line for my computer. And also
5 have the new competitors that are coming in to
6 provide local service. And all those factors have
7 led to the big increase in numbers. In fact, last
8 year we used 120 codes in the 813 area code.

9 Now, when you know you're running out of
10 numbers, there are certain things that we do. And
11 GTE is the administrator for the 813 and 941 area
12 codes. And we are responsible for assigning the
13 codes. When new individuals come into being and
14 need to have numbers, we're responsible for
15 assigning it.

16 And there are certain guidelines that are
17 used nationwide when you're going to do a new --
18 look at doing something to an area code. One of
19 the things you try to do is provide the longest
20 period before you have to make a change again. You
21 also want to try to minimize impacts of dialing and
22 minimize impacts to the customers and also make it
23 where it's going to work in the network.

24 Today there are basically two options
25 that we look at when you're going to do a change to

1 the area code: The geographic split, which is what
2 we've been doing in the past, and the new option,
3 which is the overlay. And I'm going to go into
4 more detail of what these are.

5 When you do a geographic split, we
6 basically split the area. And the object is to
7 hopefully make it where both of the areas last
8 about the same length of time. Also, you have to
9 have something to divide it. It could be at some
10 point, if we keep dividing it, it could be some
11 street. We hope we don't get to that. But usually
12 it could be county boundaries, you know. You try
13 to have some -- you've got to have some physical
14 boundary to do a split.

15 Now, there are certain advantages and
16 disadvantages to both the approaches we were
17 looking at. In a geographical split, you can still
18 have 7-digit dialing, but for any calls that go
19 between the two new area codes, you have to have
20 10-digit dialing. The other advantage of a
21 geographical split is that if you then need to add
22 additional lines in your house, you know it's going
23 to be with the same area code, just like we've
24 always done in the past.

25 Now, there are some disadvantages to a

1 geographic split. It requires a number change. We
2 are talking about if we split the 813 area code
3 into two areas, we're talking about approximately a
4 million customers having to take a telephone number
5 change and about 66,000 businesses having to change
6 all their stationery, everything else. You've got
7 to reprogram your cellular phones for the areas,
8 and 10-digit dialing is required across the split.

9 What I'm going to do first is go through
10 some of the options we looked at for where we would
11 split if we did a geographic split. I'm starting
12 with Option 2 because I'll talk about Option 1 in a
13 minute.

14 One of the options was to do a split
15 where we have Hillsborough County and part of Pasco
16 County in the top and Pinellas County on the left
17 side. The problem with this approach -- and the
18 numbers that I have on these charts are as of April
19 when we were doing the plans for doing the split.
20 The problem with this approach is it does not have
21 equal split between two areas, and so it doesn't
22 meet one of the criteria that we're supposed to
23 use.

24 The option that we would go with if we
25 were to do a geographic split, our recommendation

1 would be this option. What you basically do is
2 split down the middle. The disadvantage to this
3 approach is you have Pasco County in both of those
4 areas, and so what it means is that Pasco County
5 would end up with three area codes. The 352 area
6 code, 813 and 727 area codes all would be in Pasco
7 County.

8 And the other option we looked at to try
9 to avoid splitting Pasco County was to do it this
10 way so that you wouldn't split the county, but the
11 problem is the calling patterns that the customers
12 normally use isn't good because these people call
13 these people, and they'd have to do all 10-digit
14 dialing.

15 And, of course, with any of these, and
16 one reason why we don't like a geographic split,
17 we're talking for all calls between Tampa,
18 Clearwater, St. Pete, they will all be 10-digit
19 dialing if we went to a geographic split.

20 The other reason why we have a concern of
21 staying with the geographic is here is what 813
22 looks like today. We've got one area like this.
23 We are looking at if we went with the geographic
24 split, that we would have two area codes in 1999,
25 and actually it would be by the end of 1998, that

1 we would have two area codes.

2 CHAIRMAN JOHNSON: Ms. Menard, let me ask
3 you a question.

4 MS. MENARD: Sure.

5 CHAIRMAN JOHNSON: Just because I'm not
6 real clear on the county boundary. Where is the --

7 MS. MENARD: The county boundary is up
8 here.

9 CHAIRMAN JOHNSON: The Pasco?

10 MS. MENARD: Yes.

11 CHAIRMAN JOHNSON: Is right under --

12 MS. MENARD: New Port Richey is in both
13 counties.

14 CHAIRMAN JOHNSON: Oh, okay. And so --

15 FROM THE AUDIENCE: No.

16 MS. MENARD: It's all Pasco, excuse me.
17 Right below New Port Richey is where the split is.

18 CHAIRMAN JOHNSON: Okay. And the first
19 diagram that you demonstrated, the very first
20 alternative that you-all considered, it had all of
21 Pasco --

22 MS. MENARD: Would be over --

23 CHAIRMAN JOHNSON: Oh, you put it over
24 in -- oh, I see.

25 MS. MENARD: Hillsborough.

1 **CHAIRMAN JOHNSON:** You put Pasco in
2 Hillsborough and then you kept Pinellas by itself.

3 **MS. MENARD:** That's correct.

4 **CHAIRMAN JOHNSON:** Okay. And the concern
5 with that proposal was?

6 **MS. MENARD:** No. 1, that you don't use --
7 the codes aren't equal, plus the calling is New
8 Port Richey calls Tarpon Springs.

9 **CHAIRMAN JOHNSON:** Okay.

10 **MS. MENARD:** And there would be 10-digit
11 dialing there. The problem we've got is this whole
12 area is so much --

13 **CHAIRMAN JOHNSON:** Interconnected.

14 **MS. MENARD:** -- local calling in this
15 area that any way we split it, people that normally
16 call the areas are going to have to do 10-digit
17 dialing.

18 **CHAIRMAN JOHNSON:** And could you tell me
19 now -- and this is probably a very tough question.
20 You may not be able to tell me. The local dialing,
21 what -- is it local between -- can Pasco call
22 Tampa? Is that a local call or long distance?

23 **FROM THE AUDIENCE:** Long distance call.

24 **MS. MENARD:** St. Pete to Tampa is ECS.

25 **FROM THE AUDIENCE:** It's a toll call.

1 **CHAIRMAN JOHNSON:** Ma'am, okay, if I --
2 and I apologize because this is a very awkward
3 process, but the court reporter is trying to take
4 down the comments, and what we'll do if I ask a
5 question that you may be able to explain to me,
6 when you get up to testify could you explain it
7 then, because that would allow us to keep it all in
8 the record, and if you have valuable information
9 that you'd like for us to receive, we would have
10 the ability to receive that information.

11 And I know this lady seems very informed,
12 but it may take -- you'll have to come to the
13 podium, state your name, and then we can take your
14 comments. And that's as much for our benefit as it
15 is for yours as we develop the record.

16 **MS. MENARD:** Let's go basically over what
17 the areas call today. Clearwater, of course, is
18 local calls within all of Clearwater. It is local
19 calls for Clearwater to St. Pete. It is local
20 calls for Clearwater to Tarpon Springs. And it is
21 local calls to Tampa west, which is the Oldsmar
22 area.

23 **CHAIRMAN JOHNSON:** Okay.

24 **MS. MENARD:** It is ECS, which means 25
25 cents for residence, 10 cents a minute for the

1 first minute for business, 6 cents for additional
2 for Clearwater calling New Port Richey, Clearwater
3 calling Tampa, the rest of Tampa.

4 CHAIRMAN JOHNSON: Okay. Is the 25-cent
5 plan for the residence?

6 MS. MENARD: Is the 25-cent plans, yes.

7 CHAIRMAN JOHNSON: Okay.

8 MS. MENARD: For Hudson, which is up at
9 the top, Hudson can call Hudson and Moon Lake as a
10 local, and they can call New Port Richey. And then
11 they call Tarpon Springs under the 25-cent plan.

12 CHAIRMAN JOHNSON: Okay.

13 MS. MENARD: For New Port Richey, they
14 can call New Port Richey and Seven Springs, they
15 call Hudson and Tarpon Springs is local. And as
16 far as on the 25-cent plan, they can call
17 Clearwater, Tampa north, which is this area up at
18 the top, Tampa west, which is the Oldsmar area.

19 Then we have Plant City over here. They
20 can call Plant City, Lakeland, and all of Tampa.
21 And then they have local calling also the 25-cent
22 plan over here to Mulberry.

23 CHAIRMAN JOHNSON: Okay.

24 MS. MENARD: St. Petersburg, of course,
25 calls St. Pete and Clearwater, and then they have

1 local -- the 25-cent plan between St. Pete and
2 Tampa.

3 CHAIRMAN JOHNSON: Okay.

4 MS. MENARD: And Tampa, Tampa actually,
5 because of the size, is split into four areas.
6 It's five areas. Tampa central is basically your
7 downtown area. And they can call on an ECS --
8 well, they can all of Tampa, they can call Plant
9 City, and then they can call Clearwater, St. Pete,
10 Tarpon Springs, Zephyrhills, and then also San
11 Antonio, which is in Sprint's area, Dade City.
12 Those are all 25 -- and Mulberry are 25-cent calls.

13 CHAIRMAN JOHNSON: Okay. Thank you. And
14 one last question. The Pasco County cities or
15 locations, Pasco is already split, isn't it?
16 Aren't they 352?

17 MS. MENARD: Pasco, the Brooksville area
18 and Dade City area, which is Area Code 352.

19 CHAIRMAN JOHNSON: Okay. Thank you.

20 MS. MENARD: So our concern with how we
21 are using up numbers -- and the way we're currently
22 using up numbers is in three to five years we're
23 going to need another area code split. And so the
24 possibility is we have a million customers change
25 their numbers now and then in three years they have

1 to change their number again.

2 CHAIRMAN JOHNSON: Okay. Could you
3 further explain that? Why would that occur?
4 You're saying if you split off, if you did the --

5 MS. MENARD: If we did the split right
6 here, the current forecast of using at least 100
7 codes a year, in three to five years we're going to
8 have to split these areas again.

9 CHAIRMAN JOHNSON: In three to five years
10 both sides will need another.

11 MS. MENARD: Both sides will split
12 again. Because we're trying to split it where they
13 will both equal and they'll both have the same type
14 growth pattern. Because of these reasons and
15 because we have been trying to promote the Tampa
16 Bay area as an area, that's why we looked at the
17 overlay.

18 What an overlay does is it -- it is just
19 like you put another area code on top of the first
20 area code. That's why it's called an overlay. You
21 just put it over it. What it does is you first use
22 up the codes in the 813 area code. Once you use up
23 all the codes in the 813 area code, then you start
24 assigning them the new 727 area code on a first
25 come, first serve.

1 One of the requirements of the FCC,
2 though, if you do an overlay is all local calls
3 have got to be 10-digit dialing. And the reason
4 for that goes back to what we were talking about
5 earlier as far as like when you have a split and
6 you've got -- when you've got two different area
7 codes and you've got to have 10-digit dialing
8 before it, if all of the new competitors are all
9 being out of the new code, then they are at a
10 disadvantage because they've got to have 10-digit
11 calls and we've still got 7-digit calls. So the
12 reason the FCC said is that everyone has to go to
13 10-digit calls if you go to an overlay.

14 Now, there are some advantages to an
15 overlay, and one of the big ones we think is the
16 existing customers don't have to change their
17 telephone number, don't have to reprogram cellular
18 phones. And we think that the long-term, based on
19 how we are going -- I mean, the FCC is putting more
20 wireless carriers in. We've got the competitors.
21 That really going ahead and putting an area of
22 overlay is the long-term least disruptive
23 solution. Customers don't have to change their
24 number. We just go to having new codes available.

25 There is no plan, though, that doesn't

1 have advantages and disadvantages. And the overlay
2 does have a disadvantage. No. 1, like we said,
3 it's 10-digit calling on all local calls, and you
4 have the possibility that at some point -- it's not
5 going to happen short-term but at some point you go
6 to put another line in your house and it could be
7 under the new area code.

8 And basically what we're talking about in
9 the overlay, therefore, is where you have the 813
10 area code and then you just overlay the new 727 on
11 top of it. The numbers are still going to be
12 assigned like they are today. Like, for instance,
13 727-981 could be assigned to Brandon. I mean, they
14 are going to be assigned to simple offices to areas
15 just like they are today, but you can use all of
16 them.

17 Now, what we did is we did have
18 industry -- when you're going to do an area code
19 change like this, you -- the current procedure is
20 you get all the carriers together that are
21 currently using the numbers in the area code to
22 look at. And we basically went through all of what
23 we just went through and looked at what would be
24 the best long-term solution.

25 CHAIRMAN JOHNSON: Let me ask you one

1 other question regarding the transcript that you
2 had up before or the -- whatever it's called. How
3 long will that last, the overlay before --

4 MS. MENARD: Three to five years we'll
5 put another code on top.

6 CHAIRMAN JOHNSON: Okay. So you'll need
7 another area code in about three or four years, but
8 people will never have to change their underlying
9 numbers.

10 MS. MENARD: That's correct.

11 CHAIRMAN JOHNSON: Okay.

12 MS. MENARD: The reasons why we supported
13 the overlay was, as we said, so one-half the
14 customers don't have to change their numbers, so we
15 don't have to reprogram the calls.

16 Now, one change that has happened since
17 we made our initial announcement that we were going
18 to the overlay is the Commission had a proceeding
19 where they were looking at what's the best
20 long-term dialing plans for the state. And it was
21 part of a BellSouth case where BellSouth was
22 implementing, I think, like 284 additional 25-cent
23 routes, and so they were running into some number
24 problems.

25 And the long-term plan that was looked at

1 was that we would go to 1-plus dialing for all the
2 25-cent calls, the ECS calls across the Bay. And
3 so initially when we made the announcement, we said
4 that's what we're going to go to. When we started
5 looking into it, we said, Wait a minute, this isn't
6 the right thing. All these calls we're talking
7 about within the 813 area code, they are local
8 calls only. The interexchange carriers are not
9 allowed to handle those calls.

10 So it doesn't -- I think it would be very
11 confusing to the customers to say you dial it
12 1-plus. When you dial 1-plus, you think it's going
13 to go to the presubscribed carrier that you've
14 chosen, which you have a choice of choosing, but
15 GTE would have to handle the call because IXE is
16 not allowed to handle those calls.

17 So what the current plans are is all
18 7-digit calls would go to 10-digit calls whether
19 they're local or the 25-cent calls.

20 What I'm going to do now is have Al
21 Harshbarger come up and talk briefly about the
22 surveys we did because we also wanted customer
23 input. Besides the industry input, we wanted
24 customer input on this.

25 MR. HARSHBARGER: Good morning. I'd

1 like to spend a little bit of time telling you
2 about the research that we did and some of the
3 methodology that we used to come up with the
4 bottom-line results that I'm going to show you here
5 in just a few moments.

6 After we had gone through the process
7 that Bev described, we then wanted to understand
8 how the community felt about this. Obviously this
9 is a significant change. And the way that we
10 wanted to find out about it was to get as broad an
11 input as possible and get as valid information as
12 we could regarding all sectors of the local
13 economy, everyone here in the market.

14 We retained or engaged a professional
15 market research firm to assist us in this effort
16 and called them in and discussed our objectives
17 with them in terms of getting reliable information
18 which was truly reflective of all segments of
19 society here in the Tampa Bay area.

20 Their recommendation was that we do a
21 statistically-drawn random sample which is
22 statistically valid of the market and conduct
23 in-depth telephone interviews. The telephone
24 interviews would be conducted in a manner that
25 would elicit a great deal of information from

1 e anyone, both businesses and consumers.

2 The surveys the professional market
3 research firm designed was to gather information
4 objectively, and to wherever possible the responses
5 that customers were asked to make were in an
6 unaided mode. And let me describe that. What we
7 were attempting to do was to get their top-of-mind
8 awareness of their feelings on this thing rather
9 than ask them a list of questions and say which of
10 these do you feel. We asked them open-ended
11 questions, which is a much more accurate way of
12 getting customers' attitudes and behavioral
13 considerations.

14 We conducted this sample of 900 consumers
15 and 200 businesses. The validity of this result
16 was that at the 95 percent confidence interval, it
17 was plus or minus 3 percent. This really exceeds
18 what normal research and sampling is. So it was a
19 higher level of accuracy than what is normally done
20 in most market research.

21 And one of the reasons for this is that
22 we used a larger than normal sample of consumers.
23 Not only were we interested in the aggregate, but
24 we were also interested in determining whether
25 there might be any major differences in consumer

1 attitudes by county. So we did it also on a
2 statistically valid sample on a county basis so
3 that we could determine whether or not one county,
4 population of one county had different feelings
5 than the other.

6 The survey was conducted in late July.
7 Customers were contacted by the market research
8 firm. It was determined that we were speaking to
9 an appropriate person in the household or business.
10 The purpose of the survey was explained. And we
11 informed the customers that it would take
12 approximately 20 minutes to conduct the survey.

13 One of the things that we did up front
14 was to provide an in-depth description of the
15 characteristics of each of those two plans, the
16 overlay and the area code split. And we reinforced
17 with them that if during the interview had they had
18 any questions, please ask for the interviewer to
19 repeat those implications. We wanted to be sure
20 that they understood all of the pros and cons of
21 both.

22 When we went through those, we then asked
23 them now understanding those things, what is your
24 preference, for the split or the overlay? Well,
25 not surprisingly, probably the most common response

1 was, Well, we're perfectly satisfied with exactly
2 the way things are today and we really don't have a
3 big interest in changing and we would prefer to
4 stay the way we are today.

5 And, quite frankly, we would prefer to
6 stay the way we are today, but regrettably, that is
7 not an option. In order to meet the demand for new
8 numbers, we have to do something, and there's only
9 two options, the ones that we've outlined.

10 So we asked the customers. We said, Well
11 that's not an option. You really need to tell us
12 which way you feel on this thing. And let me show
13 you what the results of that were. 46 percent of
14 consumers and 75 percent of businesses indicated a
15 preference for the overlay. 38 percent preferred
16 the split and 21 preferred the split in regard to
17 business.

18 A small percentage were unsure or
19 noncommittal, if you will. They said, you know,
20 both of them are equal, equally unsatisfactory in
21 our point of view, so we could go either way on
22 those.

23 But clearly under this scenario there is
24 a preference for the overlay, especially among the
25 business community, who recognize the economic

1 implications of a split to their business. Not
2 only the expenses that are associated with changing
3 all of their printed material and promotional
4 material but also the potential lost revenues that
5 they may experience in the future when customers
6 who don't deal with them frequently attempt to call
7 and find that the telephone number is no longer a
8 working telephone number.

9 We then followed this up with a series of
10 questions in the unaided mode, as I discussed
11 before, to try to focus the customer on what they
12 really liked and disliked about both plans to
13 really bring out in their minds what it was that
14 caused them to feel that way.

15 We then posed another question. And we
16 said let us make the assumption that the demand for
17 new telephone numbers will continue to grow in the
18 foreseeable future and that it's going to be
19 necessary to add new area codes, which will mean
20 further subdividing the Tampa Bay area and causing
21 people to take additional number changes. And this
22 would probably happen in the order of every three
23 to five years, as Bev indicated. Under those
24 circumstances, how does that impact your feelings
25 that you have stated earlier?

1 As you can see here, the number of
2 consumers that felt that the overlay was preferable
3 increased substantially, and business increased to
4 84 percent. Most of that increase came at the --
5 due to the change from people who had originally
6 preferred the split now preferring the overlay. So
7 clearly people prefer a method that does not
8 require the disruption that an area code split
9 would require.

10 This was done in late June, as I
11 mentioned. On October 3 we held a press briefing,
12 at which we announced what our planning was. We
13 did not announce that it was firm, but we had
14 announced that we were working with the code
15 holders, we had met with the Commission, that we
16 have analyzed it and done research and we felt that
17 the overlay was the best long-term solution.

18 This received wide publicity, and
19 following that we did a follow-up market research
20 project very similar to what we had done
21 originally. This time we interviewed 500 customers
22 because we didn't do it on a county basis because
23 we found that that really -- there was no major
24 difference between counties.

25 The results of that -- let me also say

1 that the sample, the random sample that we drew
2 there, was drawn from people who had indicated to
3 the interviewer at the beginning of the interview
4 that they were aware that we were making the plan.
5 So we were dealing with people that had knowledge
6 of the plan. If they didn't say that they did not
7 see it or knew nothing about it, then we went on.
8 We wanted to talk to people who had knowledge of
9 the plan.

10 The results were remarkably similar. It
11 was still in the area -- it was still of those who
12 were in the 90 percent -- or the 70 percent area
13 were still -- still in that particular area. Even
14 though they had seen it in the paper, it didn't
15 change it materially. There were just slight
16 changes in the number of unshures and the ones that
17 had preferred the split originally.

18 On the 24th of November, we made a formal
19 announcement again through a media briefing that we
20 indeed were going to do this, and it again received
21 very wide publicity. And once again we went back
22 to the community and did another survey, random
23 survey of 500 consumers, and found again that there
24 was the same strong support for the overlay as
25 there was before.

1 So overall we have done a very in-depth
2 statistically valid survey of over 2,100 customers,
3 and the response is very, very strong in favor of
4 the overlay. When all the facts are known, it
5 appears that the public strongly supports this
6 long-term solution. So that's all I have.

7 CHAIRMAN JOHNSON: Thank you, sir. There
8 were several members of the audience that asked
9 about what we did in the 305 area and what we
10 actually ended up -- what kind of plan we ended up
11 with, with 305 including the Miami area and the Key
12 West area. I'm going to have Stan Greer of my
13 staff explain what happened in that particular area
14 and what plan we actually ended up voting out.
15 Because let me clarify one thing. In that case we
16 did have a formal petition so that the case went to
17 a full hearing before the Commission, and the
18 Commission took in evidence and actually voted out
19 a decision. Mr. Greer.

20 MR. GREER: For the folks that are not
21 familiar with that area of the state, the 305 area
22 code covered the Dade County and the Keys, which is
23 a portion of Monroe County. The Commission held,
24 as the Chairman said, a formal proceeding and had
25 service hearings down there to get the customers'

1 input similar to what we're doing today.

2 The customers in Dade County preferred
3 the overlay, and the customers in the Keys
4 preferred the -- preferred what I'll call a split
5 due to that they didn't want 10-digit dialing.
6 There was very limited ability to grow. I think
7 they had less than 200 building permits that were
8 available in the entire Keys for growth. They had
9 a very slow growth in actual usage of telephone
10 numbers, if I remember right. It was about 1,000 a
11 month. So they had very little use -- growth use
12 in the near future.

13 What the Commission decided to do down
14 there was implement what is known as a concentrated
15 growth overlay. The overlay in that scenario would
16 only be implemented in an area that is growing very
17 fast. And that would be Dade County. We left
18 essentially the Keys in the old area code with the
19 7-digit dialing still retained in the Keys area.

20 The concentrated growth overlay, one of
21 the things that Commission had to do was reserve
22 codes for growth in the Keys so that if there were
23 people that needed codes in that area, that we
24 would need to have some 305 area -- 305 numbers
25 available for assigning in that area. And that's

1 what essentially the Commission decided to do.

2 CHAIRMAN JOHNSON: Thank you, Mr. Greer.
3 Any other preliminary matters? Seeing none, Public
4 Counsel, could you call the first customer
5 witness.

6 MR. BECK: Thank you, Chairman Johnson.
7 The first customer is Ron Ogden.

8 THEREUPON,

9 RON OGDEN
10 was called as a witness on behalf of the Citizens
11 of the State of Florida and, having been duly
12 sworn, testified as follows:

13 WITNESS OGDEN: Good morning, Chairman
14 Johnson, Commissioner Jacobs. My name is Ronald
15 Ogden. I am a legislative assistant to Senator
16 Jack Latvala of the Florida Senate. Senator
17 Latvala represents Senate District 19, which
18 includes essentially northern Pinellas County and
19 western Pasco County.

20 He very much would like to have been here
21 this morning, but he is still in Tallahassee in
22 committee hearings, and he is going to do his best
23 to address you at your meeting in Tampa this
24 evening.

25 On Senator Latvala's behalf, first I'd

1 like to express my thanks to you and to staff for
2 making the long trip down from Tallahassee to hear
3 public comment on this proposal today and this
4 evening and also for giving me the opportunity to
5 represent to you Senator Latvala's point of view
6 about the GTE overlay plan, which is one of strong
7 and firm opposition. Senator Latvala believes that
8 this is a bad idea.

9 There are several reasons. It generally
10 may be brought under the heading of confusion. The
11 overlay proposal, as Senator Latvala and as I
12 understand it, would eventually result in three
13 consequences that would tend to make life even more
14 difficult for the Senator's constituents.

15 First of all, we would have a situation
16 in which any new line that was added in the overlay
17 would have a new area code. One might find oneself
18 in a business situation or even in a personal
19 situation with an area code of 813, for example, in
20 my case in northern Palm Harbor where I live, might
21 if I chose to have a new cellular service or a new
22 pager service, find that I would have a different
23 area code on my belt and a different area code in
24 my car compared to my area code that I have in my
25 home.

1 The overlay would also present the
2 situation in which new neighbors moving into my
3 area would have a new area code. I noticed that on
4 the actual GTE presentation that one of the areas
5 or one of the reasons why they chose to go with the
6 overlay plan was to provide a sense of unity or to
7 maintain a sense of unity, which is very valuable
8 in a community such as the Tampa Bay area.

9 But I must say that it's quite
10 disunifying to have someone on the east side of the
11 street with an 813 area code and someone who just
12 moves in on the west side of the street have a 727
13 area code. But I think the reason that the Senator
14 is most strongly opposed to the overlay proposal is
15 that many of the senator's constituents are older
16 Floridians.

17 We in our office daily interact with many
18 people who moved to Florida after retirement many
19 years ago and came down here to seek an affordable,
20 simple, and pleasurable lifestyle in what -- in an
21 area that once was called a paradise.

22 When you look out and consider the
23 situation that many of the older Floridians
24 presently face, when you look at our roads, when
25 you look at our insurance situation here in Florida

1 in the wake of Hurricane Andrew, when you look at
2 our health care situation, when you look at the
3 many burdens that older Floridians face, I think
4 it's fair to say for many of them this paradise
5 that they sought is on a slippery slope to
6 purgatory. It is becoming a very expensive and in
7 many ways complicated place to live. And this does
8 not have to be that way. We do not need to do
9 things that make it more difficult to get along.

10 I think that the overlay proposal -- and
11 I believe that Senator Latvala feels the same
12 way -- would create more difficulties for as many
13 of his constituents who already are finding that
14 much of living in Florida is becoming much more
15 difficult than they ever expected it would be.

16 I would say that this particularly,
17 again, affects older Floridians. My parents live
18 in the Tarpon Springs area. They do not have a
19 computer. They do not have a pager. They do not
20 have a cellular phone. They have just simply their
21 phone number and their way of using it as they
22 always have. I would hate to think that when the
23 next door neighbor moves out and the new person
24 moves in that they will have to adopt a new
25 cellular phone -- or, pardon me, a new area code

1 for contacting people next door. It seems to me
2 unnecessarily complicated.

3 Again, in summary, Senator Latvala wants
4 me to express his firm opposition to this proposal,
5 and I'd say thank you very much.

6 CHAIRMAN JOHNSON: Thank you, Mr. Ogden.
7 Any questions for Mr. Ogden? I'd like to thank you
8 and the Senator. I know he's been very, very
9 interested in this issue. I've received some
10 personal correspondence from him asking us and
11 seeking some assistance from the Commission.
12 That's part of the reason why we're down here
13 today. And we look forward to working with him and
14 you and the office as we determine the best
15 resolution for the issue. Thanks again.

16 MR. BECK: Doris Shearer.

17 THEREUPON,

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

22 WITNESS SHEARER: Good morning. Thank
23 you for giving me the opportunity to speak. When I
24 first read about this in the newspaper --

25 CHAIRMAN JOHNSON: Ma'am, I apologize

1 for cutting you off. They're going to get the
2 microphone down so we can make sure and hear you.

3 WITNESS SHEARER: Okay. Yeah, I'm not
4 very tall.

5 CHAIRMAN JOHNSON: And there was one
6 other thing that I forgot to announce. If you
7 could state your name and address for the record,
8 that would be helpful.

9 WITNESS SHEARER: My name is Doris
10 Shearer, as I was called when I came up here. My
11 address is 6940 13th Avenue North in
12 St. Petersburg. I've lived in that house since
13 1969.

14 First I'd like to respond to some of the
15 points that GTE made. They said that the overlay
16 makes sense. Their own arguments show that it
17 doesn't make sense. In three to five years they
18 want to impose -- they said they'll have to split
19 again and we'll have four different area codes in
20 this geographical area. That just doesn't make
21 sense. Besides the point that this gentleman made
22 about dialing your neighbor across the street.

23 I don't trust statistics. Statistics and
24 random sampling of customers can be skewed. And I
25 certainly would like to see complete details of any

1 surveys that were done. I just don't believe it.
2 I don't believe the statistics.

3 Now, some of the notes that I wanted to
4 make, some of the arguments that I wanted to make
5 against this plan. Physically Pinellas County is
6 separate. Pinellas County is I think, the last I
7 read, was the most densely populated county in the
8 State of Florida.

9 Pinellas County is not growing, other
10 than additional lines for computers or cell phones,
11 and that certainly can't be very much because our
12 population is maxed out in Pinellas County. It
13 makes sense to geographically split Pinellas County
14 from Pasco and Hillsborough County.

15 If GTE sees a need that we're going to
16 need three additional area codes within five years,
17 why not split Pinellas County, Pasco County, and
18 Hillsborough County now, giving each one its own
19 separate area code. In that way everybody, yes,
20 may have to change their telephone number, but it
21 will be done once, and people will not have to be
22 inconvenienced every single day, every time they
23 use the telephone.

24 Businesses constantly have to reorder
25 stationery. Stationery gets used up. The

1 te'ephone book comes out once a year. Telephone
2 numbers will be corrected and changed in the Yellow
3 Pages if it's necessary. Why inconvenience over a
4 million people every single time they use the
5 telephone? Especially when in five years what are
6 you going to do, have four area codes in this
7 geographical area? It doesn't make sense.
8 Especially for Pinellas County where there is not
9 going to be that much growth.

10 If you will give me a minute, let me
11 review my points and see if I have made everything.

12 I have a question because I'm not an
13 engineer and because I don't trust big business.
14 Big business goes around saying that they are going
15 to help the public. I want to know how much
16 inconvenience is it for GTE to physically split the
17 area into separate area codes? Is it that it's
18 just going to be a big, big hassle for GTE? It
19 will certainly be more convenient for the
20 customers.

21 And I think that that -- that covers all
22 the arguments I make. But, oh, one final thing.
23 When I came in, I asked about -- because I read --
24 I read the handout that was given to me. And it
25 said something about no formal petition has been

1 made to the PSC. And I asked, How does one make a
2 formal petition to the PSC? And I was told all you
3 have to do is write a letter.

4 Well, when I first read about this plan
5 back in October or September when it first was in
6 the St. Pete Times, the first thing I did was call
7 and write a letter. And I never got an answer.

8 So I think that the Public Service
9 Commission should ask hard questions of GTE, what
10 kind of statistics, see that -- see if Pinellas
11 County isn't separate because of the growth
12 factors. It just doesn't make sense. Thank you
13 very much.

14 CHAIRMAN JOHNSON: Thank you, ma'am.
15 And did you say Shearer was the last name?

16 WITNESS SHEARER: S-H-E-A-R-E-R.

17 CHAIRMAN JOHNSON: Shearer.

18 WITNESS SHEARER: Shearer. Doris B.
19 Shearer, yes.

20 CHAIRMAN JOHNSON: Yes, Ms. Shearer, a
21 couple things. We'll try to follow up on the
22 correspondence that you sent to the Commission to
23 determine what happened.

24 WITNESS SHEARER: Well, it doesn't
25 matter. I can write another letter, and I'm here

1 today, so --

2 CHAIRMAN JOHNSON: Okay. Appreciate you
3 being here today, but I do want to follow up on
4 that because at least I think Mr. Campbell stated
5 that he had also sent some correspondence to the
6 Commission and there may be others in the audience,
7 and we -- we do have a policy of responding, and to
8 the extent that this information that you provided
9 would constitute an official petition, then we need
10 to be able to react to that in a manner that is
11 proper and legal. So I apologize for not
12 responding to you in a timely manner, but we'll
13 make sure and try and stay on top of that.

14 To your other questions, perhaps GTE can
15 respond to the question of I think one of her
16 suggestions was why not go ahead and have separate
17 area codes now.

18 FROM THE AUDIENCE: Why don't we wait
19 until everybody has their say.

20 CHAIRMAN JOHNSON: Do you want -- do you
21 want those handled at the end?

22 FROM THE AUDIENCE: Yeah.

23 CHAIRMAN JOHNSON: All of the questions
24 addressed at the end? That would be fine too. The
25 next witness then.

1 MR. BECK: Herbert Lyon.

2 THEREUPON,

3 HERBERT LYON

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

7 WITNESS LYON: My name is Herbert Lyon,
8 L-Y-O-N, 3233 West Fair Oaks Avenue in Tampa,
9 Florida. I'm a retired registered professional
10 engineer, electrical. I have worked in numbering
11 plans with the military, so I understand some of
12 the issues. And I also developed a scheme for
13 approving of numbering plans.

14 First I'd like to challenge GTE's
15 comments. The woman that presented said that if we
16 go to a split, one million people would change
17 their numbers. I don't think GTE is going to do
18 that. I think GTE is going to change their area
19 code, not their numbers. So I want the Commission
20 to be aware that they're not going to change
21 numbers.

22 Secondly, they said in their press
23 briefing that they made it with preliminary plan,
24 so on, so forth. The press releases I saw or the
25 press articles that I saw in the paper said it was

1 a done deal. The public has been told this is the
2 way it's going to be and that's the way it's going
3 to be.

4 Now let's go down to their survey. I
5 requested a copy of their survey. And as I think
6 everybody is aware, surveys can be skewed. The way
7 you ask the questions can be skewed to get any
8 results you want. And that's what they did with
9 this survey. They buried the fact that every
10 number you had to dial would be 10 digits. That
11 was buried in the survey. I have a copy of the
12 survey. Does the PSC have a copy of that?

13 CHAIRMAN JOHNSON: The staff does.

14 WITNESS LYON: Okay. I have a -- it's
15 my only copy. I could give it to you. But in here
16 the fact just if you look at just the one thing,
17 when they state this, the Option 2, I will just
18 read one short paragraph here. Their second point
19 in Option 2 is all local and extended calling
20 service area calls including those to cellular
21 phones and pagers would require 10 digits, plus
22 normal 7 digits.

23 That's the second one, but people blank
24 out as soon as they start getting all of that
25 information. They didn't come right out and say

1 it's going to be 10-digit dialing for everything.
2 It's skewed. It's down in there. And that's the
3 way this whole survey is laid out.

4 I defy the Public Service Commission to
5 go to 20 of their people on their staff,
6 secretaries, people who are not versed in these
7 type of things, read this survey to them and have
8 them come out and tell you at the end that they
9 really understood that every call had to have
10 10-digit dialing, and you'll find that a number of
11 them won't.

12 So this survey, as far as I'm concerned,
13 is totally invalid. So don't make any -- as far as
14 I'm concerned, you shouldn't make any sense of it
15 at all. Just forget everything they said about the
16 survey.

17 Okay. Why don't we want to go to
18 10-digit dialing? People understand a geographical
19 split. We've been doing it for years. This state
20 used to have just four or five area codes. When we
21 went to a new area code, people understood. When
22 we broke off Sarasota, they understand there's a
23 new thing. Their call didn't go through, they can
24 look in the phone book and they can see, oh, that's
25 a new area code. And once they've got in their

1 mind that, yeah, Sarasota is a new area code, then
2 they can look it up when they need it.

3 People don't understand overlay dialing.
4 People from out of the area don't understand that
5 we have an overlay dialing plan here, and they look
6 in their phone book or they look on a chart that
7 says, oh, that's 813, but it isn't anymore. It's
8 813 or 727 or 654 or whatever numbers you want. So
9 people don't understand overlay dialing. Now, they
10 may in the future, but they don't now.

11 Let's look at the cost. What does this
12 cost us in product? And I figured if just assume
13 one call per day per person, approximately 2
14 million people in the area, and say it adds one
15 second. So I dial 813. That's about one second.
16 That doesn't include time for look-up, it doesn't
17 other things, but just assume one second per call.

18 And assume that the people's time has
19 some value. I know GTE doesn't believe that. But
20 people's time has value. And let's assume at the
21 minimum wage of \$5.50 an hour. That's \$1.1 million
22 a year that it costs this economy if people make
23 one call a day. If you make 10 calls a day, it's
24 \$10 million a day.

25 Now, this doesn't include look-up time.

1 This is just the physical act of dialing costing
2 this community say for round numbers 5 to \$10
3 million a year. GTE doesn't care about that.

4 Okay. The second split that's proposed
5 if they go to an area code, they say they're going
6 to have to go to four digits or four area codes,
7 splits Tampa in two. The city of Tampa gets split
8 in two, according to their chart. The people out
9 in new Tampa are going to have a different area
10 code from the people in south Tampa. That doesn't
11 make sense. And Temple -- Temple Terrace/Tampa is
12 an integrated area, and we don't need to split it
13 up.

14 Okay. Ask GTE are they effectively using
15 the numbers that they have in the current area
16 code. Every telephone booth has a number they have
17 assigned to it. You can't call that number. You
18 can't return a call to a telephone booth. That's
19 essentially been outlawed. So why do we have a
20 number on telephone booths? You can put an
21 identifying symbol on it. You're using up numbers.

22 You've got Centrax numbers in this area.
23 I'll give you an example, a very specific example.
24 Sperry was out here. They had 1,500 people. They
25 had two -- 572, 2,000 and 3,000 series were

1 assigned to their Centrax. Now they've got 150
2 people. And I'll bet you the 2,000 numbers are
3 still used out there. They've probably got 100
4 lines and 150 people. Are we effectively using the
5 numbers we've got? Probably not.

6 Let's look at the cost to human. The
7 representative of the Legislature here told you its
8 effect the old people and the less well-educated.
9 People understand area code splits. They don't
10 understand overlays. And we have a lot of older
11 people in this area, we have a lot of not
12 well-educated people in this area who need to
13 understand how to dial the telephone.

14 Also look at the tourists, the impact on
15 the tourists. A tourist comes to this area, and he
16 is used to a standard area code. He goes to a
17 hotel and he tries to dial a restaurant. He
18 doesn't know that he has to dial the area code
19 first.

20 So we've got a situation here where we've
21 got a huge number of people who are using
22 telephones in this area that will not understand
23 this. And just the physical act of dialing a phone
24 by an old person, of having to dial three more
25 digits and remember those things.

1 What about safety? You've heard recently
2 about all the problems regarding people using their
3 cellular phone in their car. Three more digits is
4 three more -- assume the one second again. That's
5 one more second they have an accident while they
6 are trying to dial while they're driving. They
7 aren't supposed to be doing it, but they are doing
8 it.

9 Now, let's look at why does GTE want
10 this? GTE wants this. There's got to be a
11 reason. It's not that -- they do the toll dialing
12 in the area here. I have good friends up in New
13 Port Richey that I have grown apart from because of
14 the cost of making a call up there.

15 It's terrible what they charge for calls
16 between Tampa and New Port Richey. It's way more
17 than I can call California, I can call anyplace in
18 the country. In fact, I can call Puerto Rico
19 cheaper than I can call New Port Richey. And this
20 will cover up the fact that it's a long distance
21 call.

22 We've got a big bunch of confusion here.
23 First you were told you had to dial 1 for any toll
24 call or any ECS call. Now we're told they're not
25 going to do that. Are we going to dial 1 up to

1 Pasco County or aren't we? We don't know.

2 So GTE has always chased at the bit about
3 the fact that this is a metropolitan area and they
4 want to get the maximum revenue they can out of
5 this area. Long, long since has passed the time
6 that we should have to pay 25 cents to call from
7 Tampa to St. Petersburg. This is a metropolitan
8 area, and we need to have free calling throughout
9 the area. And we need to get rid of this huge cost
10 to dial out to the fringes of the area.

11 All right. I would like to now
12 informally -- I know I can only do it informally --
13 request a formal hearing on this before the PSC.
14 And I will do so in writing later, but I would like
15 to request a formal hearing. Thank you.

16 CHAIRMAN JOHNSON: Thank you, sir.

17 MR. BECK: Shelley Manes.

18 THEREUPON,

19 SHELLEY MANES

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

23 WITNESS MANES: My name is Shelley
24 Manes. My address is 1059 16th Avenue North in
25 St. Petersburg. I've never done anything like this

1 befo : or appeared at any kind of hearing, but I
2 think it's a great example of participatory
3 democracy, and I appreciate the opportunity to get
4 my two cents' worth in.

5 I am opposed to the overlay plan. And
6 I've heard three reasons in the media about this
7 issue that are reasons why it's a better solution
8 to the inevitable need to add an area code, at
9 least one, possibly more to this region. And I
10 accept that inevitability. It's not so much that
11 I'm opposed to 10-digit dialing. It's which 10
12 digits do I start with to make a call.

13 One of the first reasons I've heard that
14 the overlay plan is a better solution is that a
15 split area code solution requires businesses to
16 have to reprint so much of their stationery and
17 materials and so forth. Well, my answer to that is
18 businesses have to reprint that stuff frequently
19 anyway for, you know, business cards, people's
20 titles change, new employees are added, you run
21 out, you have to go back to press with it.

22 And in the interim period where you're
23 using material that has an inaccurate phone number
24 or an old area code or something, you have a
25 perfect opportunity built into your handing your

1 business card or writing a letter to say by the
2 way, please take note of our new area code or our
3 new number, and this is a reflection of our
4 continued phenomenal growth.

5 It's an opportunity to actually plug
6 yourself, your business, and your area while you're
7 just passing some relevant information, you know,
8 about our stationery needs to be reprinted but in
9 the meantime. That's an easy solution that solves
10 a lot of people's problems to that issue.

11 The point has been made in favor of the
12 overlay plan that a split plan divides the region
13 further. And to me that is just an emotional
14 argument and not substantive at all. I'm a native
15 of St. Petersburg, born and raised here. My
16 business is physically located in Tampa. I serve
17 customers all over the west central area of Florida
18 and beyond.

19 And I can tell you that there is so much
20 more going on that joins rather than divides in any
21 way this region. There's with regard to media,
22 business and tourism development, sports,
23 education, health care. Any aspect of life there's
24 a lot more that unifies the area than divides it.
25 And so if we have to have additional area codes

1 somehow, splitting us regionally by numbers is not
2 a negative, in my opinion.

3 The case has been made in a general way
4 people will catch on to the overlay system. Maybe
5 it's more complicated, but they will catch on. My
6 point to this is they will catch on much faster if
7 there is some logic to whatever new system is
8 introduced.

9 Already the 3-digit prefix of a 7-digit
10 number can help someone identify the general area
11 of a business or be a tool to help remember that
12 phone number. I'm an outside salesperson. I make
13 hundreds of phone calls a week without the aid of a
14 directory, just by memory, because there's a
15 logical way to learn a lot of the phone numbers
16 that I use.

17 I can learn or figure out an area code
18 also if it's geographically based. I know that,
19 you know, that boundary, that road, that river,
20 that county line, that means their area code is
21 XYZ, but I don't know how I would figure that out
22 or recall it if it's just a random, you know, is
23 that a new line or an old line? Which area code is
24 it going to be? How would you know that about a
25 business or even a personal friend to recall or

1 learn their phone number?

2 Under this new system too if I do dial a
3 number that I select the wrong area code for, I
4 believe I would be likely to connect, or maybe not,
5 you know, I might get somebody who's at the wrong
6 number, and I won't know if I've misdialed one of
7 the 7 digits or if I picked the wrong area code to
8 try.

9 I see having to turn to directory
10 assistance at whatever cost per call that is. And
11 I don't even know that GTE makes that money. I
12 don't even know. But I just see having to go to
13 directory assistance over and over again to make
14 the hundreds of calls that I make a week. And I
15 don't see -- that's a big downer to me.

16 In response to some of the information
17 that you gave us today, I'd like to back up some of
18 the points in opposition to that. If the overlay
19 presents a longer term solution and splitting us
20 geographically two or three ways right now just
21 means we have to do that all over again in a couple
22 of years, do it now. Split us into five or six
23 regions and make us dial 10 digits.

24 We're going to have -- it sounds like we
25 have to dial 10 digits no matter what if we're

1 going to add -- you know, after a certain point to
2 add more lines, everybody's got to dial 10-digits.
3 Fine. Get us started on it now with room to grow,
4 because the growth isn't going to stop.

5 And I also wanted to make the point that
6 the 10-digit dialing is a drawback to both plans,
7 if I understand it clearly, and I'm not sure that
8 that -- I don't know if it was positioned as
9 equally a drawback in the survey explanation. It
10 didn't come across that way here, but it is. It's
11 there in both plans, and it's a drawback in both
12 plans. So that's something that the public is just
1 going to have to get over. I guess that's the
14 case.

15 Two of your charts from the survey showed
16 big, very impactful differences, the businesses
17 preferring the overlay plan by 75 percent, and you
18 acknowledge that some of that opinion comes from
19 businesses' understanding of the economic impact of
20 having to reprint things or lost business by people
21 who they don't hear from all the time don't know
22 how to reach them anymore because some time has
23 passed.

24 As a business person and as a consumer, I
25 have to say if a company feels like a new area code

1 is an excuse for losing some business, that's just
2 lame. You know, you have to keep in touch with
3 your customers on an outgoing basis, and that's got
4 to be a very small part of the thought process
5 about that opinion. And, you know, somebody might
6 try to reach me and not know how to anymore because
7 I have a new area code. That's going to be the
8 case whether it's split or overlay also. It's
9 something that's going to have to be addressed in
10 either solution.

11 Those are my points. Thank you again for
12 the opportunity to speak.

13 CHAIRMAN JOHNSON: Thank you, Ms. Manes.

14 COMMISSIONER JACOBS: Excuse me,
15 Ms. Manes.

16 CHAIRMAN JOHNSON: I think there was a
17 question for you.

18 COMMISSIONER JACOBS: You indicated you
19 have a business, and anyone else who'd like to add
20 this. I haven't heard much about communities of
21 interest. What are the most places that you call
22 and receive calls from?

23 WITNESS MANES: In my mind and in
24 reality, the entire west coast region, Tampa,
25 St. Pete, Clearwater, all of Pasco County,

1 Sarasota, Bradenton, Plant City. I mean, I have
2 customers in that whole circular region who call me
3 and who I call back and fax to and page and so
4 forth continuously over the course of a week.

5 So my -- I work for a printer, and our
6 plant is in Tampa. My home is in St. Pete. I'm in
7 my car most of the time, or from my office making
8 these calls or working from home occasionally. So
9 if I have to dial 10 digits no matter where I'm
10 calling, I can deal with that if there's a logical
11 way for me to get to. Now, what is -- what's the
12 area code for who I'm calling? And if the
13 answer -- if the logical answer to that is, well,
14 did they get their phone line that I'm trying to
15 call after October 1998, how do I know that, you
16 know? That's just going to be hard to know.

17 COMMISSIONER JACOBS: Thank you.

18 CHAIRMAN JOHNSON: I did have a question
19 for you. And I should have asked this of the other
20 customers that have testified. You did state that
21 to the extent that we're just going to keep needing
22 new area codes, maybe we should try to split up the
23 regions now. But what would be your -- what is
24 your preference? I know you're saying that you
25 don't like the overlay, but what is your

1 preference?

2 WITNESS MANES: If we could split it
3 geographically and do it in a manner that would
4 last 10 years instead of three, I would prefer
5 that.

6 CHAIRMAN JOHNSON: So you would be
7 willing to change -- if you had to change your area
8 code, go ahead and change it now for it to last a
9 longer time.

10 WITNESS MANES: That's right. If we can
11 see that train coming, let's get out of the way.

12 CHAIRMAN JOHNSON: One of the issues that
13 I know GTE will face and the Commission will face
14 too is the North American Numbering Council, and I
15 think GTE referred to the FCC, there's a general
16 policy, I'm not sure if it's been codified into
17 rule yet, but they are -- there's a policy that
18 is -- that frowns upon states using up too many
19 area codes.

20 And it's been a nationwide problem
21 because since every state seeing this problem,
22 they're trying to get area codes for each of their
23 communities. And so the national organization,
24 they're saying we're going to run out of area codes
25 forever, you know, so it's going to be a very,

1 very -- it could be a bigger problem because it
2 will be an issue of we don't even have those three
3 numbers.

4 So they asked us to use caution and be
5 very conservative in distributing numbers. And
6 then maybe Mr. Greer may be able to provide some
7 more light on that. They were thinking about even
8 codifying it and making it a requirement that
9 states only be able to use so many area codes at a
10 time because states were starting to grab up to
11 take care of their citizens in a manner that the --
12 from a federal perspective, may be seen as selfish
13 but from our perspective seems to make all the
14 sense in the world.

15 Mr. Greer, has there been any more
16 comments or discussions on that issue?

17 MR. GREER: The policy is probably going
18 to get adopted by the FCC as a rule, if you will,
19 in some future rule proceeding. Essentially the
20 policy is that you don't -- you can't have a
21 difference of more than 15 years with area codes.
22 And as she -- as the Chairman indicated, area codes
23 altogether are predicted to exhaust in 2025. And
24 that keeps dropping about 10 years every year
25 because of the need for new numbers.

1 And what would happen if that happened is
2 you would have to increase either to 4-digit area
3 codes or 4-digit other numbers in the telephone
4 number. And that requires a considerable amount of
5 cost associated with reprogramming all the switches
6 that now have -- look at 3 digits, as you can know
7 when if you have computers, when you change from 3
8 to 4, you've got to go in and do all those things.
9 And that would have to be across the country.

10 But there are -- there is -- the national
11 industry is looking at a solution to running out of
12 area codes totally, I mean, so it's in the works.

13 WITNESS MANES: That's interesting.
14 That's the first I've heard of that issue, but it
15 makes sense. It also makes sense to look at where
16 the population growth is and give the area codes to
17 these areas. And, you know, Florida is at the top
18 of the list.

19 About the 4 digit, whether the area codes
20 become 4 digit or the prefixes, you know, phone
21 numbers are now 8 digits or whatever. You know, if
22 there's a way to figure it out and make a buck off
23 of it, somebody will. The whole millenium
24 computer, you know, the 00 date, that's been
25 resolved and everybody is jumping on the bandwagon

1 there, and I'm sure by 2025 or whenever we need to,
2 we could adopt that system as well.

3 CHAIRMAN JOHNSON: Thank you for your
4 testimony.

5 MR. BECK: Stuart Rogel.

6 THEREUPON,

7 STUART ROGEL

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

11 WITNESS ROGEL: Good morning, Madam
12 Chairperson and Commissioner and staff. Thank you
13 for being here today. My name is Stuart Rogel, and
14 my --

15 CHAIRMAN JOHNSON: Could you spell your
16 last name, please.

17 WITNESS ROGEL: Yes. It's R-O-G-E-L.
18 And my address is 4300 West Cypress Street in
19 Tampa, Florida.

20 I am the executive director of the Tampa
21 Bay Partnership, and we are a business or an
22 organization that is charged with marketing and
23 promoting the seven counties in the Tampa Bay
24 region. And our job is to let the world know about
25 Tampa Bay particularly from an economic development

1 or a business attraction perspective. So I bring
2 that viewpoint to this -- these discussions today.

3 I'd like to make some points about the
4 changes that GTE has proposed and the overlay
5 zone. And I guess I take a little bit of a
6 contrarian view from the speakers who preceded me
7 in that I actually see some advantages and
8 opportunities to looking at the overlay versus
9 splitting up our region.

10 First of all, as a small -- really a
11 small business owner, an organization that is
12 charged with promoting the region, I see this as a
13 cost savings to us immediately in implementing an
14 overlay zone. There has been discussion about how
15 easy it is to change your business materials and
16 your business cards and communicate a change to an
17 area code, but quite frankly, that does have --
18 would have a cost specifically to our business.

19 We've tallied up that we have about
20 \$300,000 in materials that we send out to people,
21 talking about this region. Those are materials
22 that have to be paid for and that are in stock and
23 will be used until they are exhausted. If we have
24 to change the area code number -- and I've done
25 this before when we actually moved our business

1 from one location to another -- when we have to
2 make a change to that, it was very costly and very
3 time-consuming and, quite frankly, confusing to our
4 businesses who we work with throughout the country.

5 So I see this as actually a significant
6 cost to my business. And that will impact the five
7 people that we hire. We are a small business. We
8 are not a big business. We work very tightly at
9 the margins. And costs like this can be
10 considerable to the employees of our organization.

11 Secondly, I see this really as a
12 clarification as someone who works in seven
13 counties and dials a lot of numbers and a lot of
14 area codes. When you start thinking about you
15 always have to dial 10 digits, you don't have to
16 begin to think about whether or not you have to
17 dial 7 or 10 digits. So I think it actually will
18 clarify things. And people will figure out that
19 you have to give 10 numbers not 7 numbers when
20 you're telling somebody what your phone number is.
21 So I think that will be an improvement to our
22 ability to deal as a region and to communicate as a
23 region to people that we want to talk to.

24 This is about change, and I understand
25 it. My business is about change. And we're

1 changing the way people think about the Tampa Bay
2 region. And I understand that change is hard. I
3 have to deal with it every day. But I think,
4 again, I think we can be on the cutting edge of
5 what's happening around this state and around the
6 country.

7 The example of Miami and I understand
8 Atlanta and other large growing metropolitan areas
9 are going to this kind of overlay, and eventually
10 we're going to have to move to larger digits. And
11 as a growing community and as a state that I think
12 likes to think of itself as progressive, it will
13 require some rethinking, but we can be on the edge
14 of a change that's inevitably coming if we work on
15 this today.

16 So I think that is something that
17 actually we can use in our business to promote this
18 region and to talk about how we are a growing
19 community if we demonstrate how we've dealt with a
20 problem that is worldwide in the telecommunications
21 industry.

22 Finally, I'd just like to state -- and it
23 may be an emotional response, as the speaker before
24 me indicated, but we work very hard to promote the
25 seven counties in the Tampa Bay region in the west

1 central Florida as a distinct market.

2 And I think that GTE's decision to not
3 split this market up but recognizing, as the Tampa
4 Bay Partnership has recognized, that this is a
5 market area from a business standpoint and
6 hopefully from a community standpoint, and all we
7 can do either realistically or symbolically to grow
8 that community together is a very, very important
9 point that we can't understate.

10 There are people in this community
11 working very hard to bridge the Bay to unite the
12 communities and the counties around this area,
13 Pasco and Pinellas and Hillsborough as well as
14 other counties as well. And anything we can do to
15 continue to provide that bridging is very, very
16 important for a whole variety of business and
17 economic development reasons.

18 And from my perspective, this overlay
19 zone does actually provide another opportunity to
20 continue to bridge the Bay. And so I find it
21 interesting that GTE independently has taken that
22 position and that's a position that our
23 organization, which does represent businesses and
24 individuals and organizations and governments from
25 around the seven-county region, a position that

1 we're working very hard to strive.

2 So with that, those are my comments, and
3 I understand I am taking a contrarian view today to
4 the speakers before me, but I hope I add a
5 different perspective to this discussion. I thank
6 you for your opportunity today.

7 CHAIRMAN JOHNSON: Thank you. Any
8 questions? Thank you, sir.

9 MR. BECK: Mort Bone Steel.

10 THEREUPON,

11 MORT BONE STEEL
12 was called as a witness on behalf of the Citizens
13 of the State of Florida and, having been duly
14 sworn, testified as follows:

15 WITNESS BONE STEEL: My name is Mort Bone
16 Steel, and I'm glad to be before you today,
17 Ms. Johnson and GTE. I feel sorry for the people
18 in the back. All you can see is the back end of
19 the speakers.

20 Before I start what I had prepared here
21 is I wanted to talk something about business. We
22 just had a businessman up here, but I've talked to
23 some businessmen, and they kind of take affront at
24 the fact that some of their employees in one
25 company will have one area code and some employees

1 in the same building will have another area code.
2 So I didn't get much positive response to that.

3 I'd like to say I live -- I didn't give
4 my address. It's 378 Steeple Chase Lane in Palm
5 Harbor.

6 I live in Palm Harbor on a cul-de-sac,
7 and we're kind of a close-knit group of 18
8 families. We know each other pretty well. And
9 one-third of us are renters. And renters are the
10 type of people that naturally have to change phone
11 numbers because when somebody else moves in,
12 there's a new number. So when these new people
13 move in to our cul-de-sac, we're going to have
14 different area codes due to this overlay system.
15 And I kind of wonder what Mr. Daks of GTE really
16 thinks he is doing to us in this case.

17 And along the line of about the concern
18 of the GTE for the regular people like us, I
19 brought my phone book along today because I want to
20 make a point of something. I call this my
21 microscopic phone book of the letters in this
22 book. They are microscopic. And also I want to
23 ask again why Mr. Daks of GTE would put out a book
24 like this.

25 Did you know that the print in these

1 phone books is less than one-half the size of the
2 St. Pete Times? And some people complain about the
3 Times, but it's one-half. And since last year in
4 Pinellas County, they have reduced the size of our
5 print 20 percent in height.

6 So we have a lot of senior citizens, as
7 you know, in Pinellas and Pasco counties. And
8 makes me feel when I see this phone book with this
9 print -- you can all see it. Some of you don't
10 live here. Does GTE really have a concern for all
11 the people of the community. And especially, I
12 mean, the senior citizens.

13 Unfortunately, senior eyesight is not as
14 good as younger eyes. In fact, many of our seniors
15 can now barely dial 7 numbers. Now, I myself have
16 a cataract problem. And when I look at the 7
17 digits, the middle digits of the 7 are very fuzzy
18 to me. So I'm going to have to go this year and
19 have Dr. Gills up in New Port Richey for a cataract
20 operation. But just think if I had to look up with
21 the eyesight with cataracts, what if I had to look
22 up 10 digits. And like I said, unfortunately,
23 everybody does get a little older.

24 The Pinellas County citizens are
25 disgusted with this forced overlay punishment on

1 our people. But I think one thing that as I've
2 been listening today, why can the people of the Los
3 Angeles area with 14 billion people -- million
4 people, 14 million people, handle this problem so
5 easily? We only have 1 million people. And so why
6 can't Mr. Daks of GTE solve this problem for us in
7 a less painfully method.

8 And Ms. Johnson, we hope that the -- you
9 know that the people are here today. This is not a
10 contest between Pinellas County and Hillsborough
11 County who gets to keep the 813 and who has to
12 take -- who has to take the new area code of 727 or
13 something like that. It's not that type of
14 contest. Because we here in Pinellas would be more
15 than willing to change our area code if it will
16 help the problem.

17 What we do want is to be able to dial 7
18 digits like the rest of the United States. Nobody
19 would like to live in a dictatorship, but that's
20 exactly what's happening to Pinellas, Pasco and
21 Hillsborough Counties thanks to GTE.

22 In a democracy we are able to come before
23 the Public Service Commission today and tell -- say
24 what our plan is and what we want. And we hope the
25 Public Service Commission will listen to our

1 ideas. No 10-digit numbers and no overlay.

2 We do hope that -- it doesn't look it
3 today that there's been any preconceived connection
4 between the Public Service Commission and that, but
5 sometimes the citizen feels -- and like the way we
6 get the idea is we watch a TV broadcast about this.
7 They say it's already done. So if the TV tells us
8 it's already a fixed thing, it sounds like there's
9 collusion. I don't know, but that's just the way
10 it sounds to us, and we don't like that.

11 And I also want to thank Senator Jack
12 Latvala for taking an interest in this. He's put
13 his name on the line. And that's something in this
14 day and age in politics. And also I'd like to
15 thank the St. Pete Times. They've given us the
16 only information that we've gotten on this. So
17 thank you very much.

18 CHAIRMAN JOHNSON: Thank you.

19 MR. BECK: James Webber.

20 THEREUPON,

21 JAMES WEBBER

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

25 WITNESS WEBBER: Good morning, Chairman

1 Johnson, members of GTE. My name is James Webber,
2 W-E-B-B-E R, a resident at 2498 Bentley Drive in
3 Palm Harbor. I appreciate this opportunity to
4 voice objections to GTE's proposed overlay of a
5 second area code upon our community.

6 I won't repeat the revelations already
7 described of the bad effects the GTE proposal would
8 create. I certainly do subscribe to them. And I
9 would add emphasis to our community's cry. No
10 10-digit phone numbers to be permitted.

11 GTE's proposal to overlay a second area
12 code is, in my experience, just another example of
13 the deterioration, probably not intentional, of GTE
14 service. Let me give you an example. Just last
15 Monday when I had a postal delivery problem, I
16 referred to my GTE phone directory, only to find
17 that the Palm Harbor post office is no longer
18 listed.

19 So I called information, which gave me an
20 800 number to call, which I did, after being
21 redirected to dial 1-800. And so I got the postal
22 service multi-option service line. All I got,
23 however, after choosing the appropriate option and
24 entering my ZIP code, all I got was a busy signal
25 at central, not at Palm Harbor. Not surprising.

1 Hundreds of callers might be expected to call the
2 post office central number serving the entire USA.

3 The point? What's happening to GTE
4 service? Why eliminate my town's post office from
5 its directory? Now GTE wants to overlay our
6 network with an additional area code. Well, we
7 don't want to get overlaid. We don't want to get
8 laid by GTE. There must be another way. Maybe the
9 split is it. Thank you.

10 MR. BECK: Bill Zinzow.

11 THEREUPON,

12 BILL ZINZOW

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

16 WITNESS ZINZOW: Commissioner Johnson,
17 GTE representatives. My name is Bill Zinzow,
18 Z-I-N-Z-O-W, 27-year resident of Clearwater.

19 This past fall we had spent a week in
20 Annapolis. Unfortunately, they've gone to 10
21 digits up there. And I tell you, you talk about a
22 bunch of tourists coming into this area and being
23 confronted like I was trying to find out how to use
24 the telephone. I felt like a kid just learning how
25 to use a new toy. It was absolutely ridiculous.

1 And the matter of fact is that the people
2 in the area feel just as I did coming in as a
3 tourist. It creates a tremendous amount of
4 confusion. And so I certainly do object to the
5 overlay system as you are proposing.

6 We have about what, 250 million people in
7 the United States? I'm not a statistician, and I
8 know that there are certainly going to be some
9 arguments about the technology of the numbering
10 system. But with 250 million people in the United
11 States, every one of us have a social security
12 number consisting of nine numbers. Why can't some
13 numbering system be developed to certainly limit us
14 to 7 digits. Geographical area of Manhattan is
15 still using 7 digits. I haven't heard any proposal
16 to change that, and certainly their population far
17 exceeds that of ours, as has been pointed out by
18 Los Angeles.

19 Again, I'm very much opposed to the
20 proposed overlay plan, and I would hope that we
21 would have a formal hearing established by the
22 Commission. Thank you.

23 CHAIRMAN JOHNSON: Thank you.

24 MR. BECK: Robert Rehmer.

25 THEREUPON,

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ROBERT REHMER

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

CHAIRMAN JOHNSON: Could you spell your last name also.

WITNESS REHMER: I'd be more than happy to. I'm Bob R-E-H-M-E-R. That's Rehmer. I live at 11950 68th Street in Largo.

Came here in 1956. At that time the area was served by Peninsula Telephone, and we had 5 digits to utilize. We had to get used to the 7-digit numbers shortly after I came here. I'm not a native. We do have a native that's already spoke. So I can't really say I'm a semi-native because they don't like to use that term either.

But I'm 53 years old, and about another 40 years from now I'll be a senior citizen. And even now I have a difficult time using a telephone directory as alluded to earlier. The print has gotten smaller so they can put more names and phone numbers in each page of the directory.

Therefore, by having an overlay system, not only will I have to use my glasses more often and probably perhaps even get a stronger

1 prescription to be able to remember to look to make
2 sure that when I pick up my local directory, I'm
3 not looking for a 7-digit number but I'm going to
4 have to make sure that I have the right area code
5 as well.

6 It's so much easier to just have the
7 local directory showing the area code as being for
8 that particular geographic area, being whether it
9 be Hillsborough, Pinellas County or Pasco. If a
10 directory has a number listed for a different area
11 code for a particular business or residence, that
12 10-digit number would certainly stand out in that
13 line of the name of the business or the person that
14 has the out-of-area phone number.

15 The confusion would be lessened, I
16 believe, by having the geographic area of the
17 county lines being the area that would be
18 designated for that boundary designation. And I
19 think it's only fair that the area code 813 be
20 given to Hillsborough County only because of the
21 fact that they were here and Pinellas County was
22 spun off about 70 years ago.

23 And, of course, the -- I'm sorry, the 727
24 prefix would go to Pinellas County and parts of
25 Pasco if that's what the North American Numbering

1 Council dictates for the upcoming four to five
2 years before that area would be spun off again.
3 Thank you very much for your time.

4 CHAIRMAN JOHNSON: Thank you.

5 MR. BECK: David Campbell.

6 THEREUPON,

7 DAVID CAMPBELL

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

11 WITNESS CAMPBELL: Good morning still.
12 My name is David Campbell. I live at 2310 Minneola
13 in Clearwater, Florida.

14 I have a preface to what I'm about to say
15 by way of an ax to grind about our monopoly GTE.
16 Several years ago they came to town and wanted this
17 extended calling service area. And I got up and
18 spoke about it and said it's a great idea, but I
19 don't like the idea of removing the 1, the required
20 1 to make the ECS call, because you are stealing
21 from me my protection from me of knowing when I
22 call an ECS call.

23 We're a local area. We watch TV. We see
24 numbers on the TV screen to call. Because they
25 dropped the 1, when we call those numbers, we do

1 not know whether we're calling ECS or whether we're
2 calling Clearwater or St. Pete or wherever. As a
3 result, we're racking up 25-cent calls right and
4 left.

5 Everybody in the whole area is doing
6 this, and they don't know it, and it's not being
7 itemized on the bill. I think that's robbery.
8 I've screamed about it time and time and time
9 again, and nothing has ever been done about it.

10 Today people are making these calls, they
11 don't know they're making them. They are getting
12 billed. They don't know they're getting billed.
13 They get a \$4.75 charge for ECS calls to Tampa
14 buried in along with all the other lines of taxes
15 so they don't even see that. They just see that
16 they have a horribly big bill. Well, that's my
17 background. And that's why I don't trust GTE.

18 Then they come up with this announcement
19 we're going to have an overlay plan. We're doing
20 it for the betterment for the good of the people.
21 And as a result of this, we are going to put back
22 in the 1-plus to get an ECS call. I thought, I
23 hate this overlay plan, but if we can get that 1
24 back and let me have control over whether I make an
25 ECS call knowingly or not, it might just be worth

1 accepting overlay plan.

2 This morning I find out that was a lie.
3 All this confidence of this GTE formal official
4 announcement that they were going to put the 1 back
5 is a lie. And they didn't bother to tell anybody
6 in the press. So I'm glad I didn't succumb to
7 being apathetic and stay home and say, hey, I'm
8 going to get that 1 back and then find out I'm not.

9 Anyway, on this display that GTE made
10 this morning, I would like to, if I could, go
11 through those slides on the pros and the cons. I
12 totally disagree with that presentation. I think
13 it was biased. I think it was slanted in an unfair
14 way taking advantage of the public.

15 There were a lot of the disadvantages on
16 there that were wrong. They were distorted. There
17 were a lot of advantages on the other side that
18 were distorted. And I can't remember all the
19 things that were on there without going through the
20 slides. I'd like to either do that now or later.

21 CHAIRMAN JOHNSON: I think we could put
22 them up real quickly, if we can find them there.

23 WITNESS CAMPBELL: While he's putting
24 that up, I'd like to discuss the fact that the sole
25 reason for the overlay plan that either GTE or

1 anybody else can come up with is for a unified
2 Tampa Bay area.

3 We are going to force everybody
4 everywhere every call that they ever make to dial
5 10 digits so that this tiny interest of the Tampa
6 Bay unified area will be protected. It just does
7 not make any sense. I'm all for a united and
8 unified Tampa Bay area but not at all costs. I
9 think that's stupid.

10 10 digits -- let's see. Geographic
11 split.

12 MR. GREER: Which one do you want to
13 see?

14 WITNESS CAMPBELL: All of them.
15 Geographic split advantages. 10-digit dialing only
16 required when area codes differ. I like this
17 because this is the way we're used to it. Sarasota
18 split off a couple years ago, and I have no trouble
19 remembering the area code of virtually everybody
20 that lives in Sarasota, everybody in Venice,
21 everybody everywhere. I don't have any problem. I
22 just all I need is the 7-digit number.

23 New additional line will always have the
24 same area code as -- I have no problem with that
25 slide. That's beautiful. It's business as usual

1 on that one. That's the only choice, come to think
2 of it

3 Geographical split disadvantages.
4 Requires number changes for many customers. It
5 doesn't require a single number change for any
6 customer. At best, it requires an area code change
7 for half of the customers, either Hillsborough or
8 for Pinellas.

9 And they're going to say that this is a
10 disadvantage because it requires half the people to
11 change, the advantage is everybody has to change.
12 Well, that's malarkey. That's baloney. This is
13 not a disadvantage. That doesn't belong on that
14 paper. Am I making any sense at all?

15 It requires a number change for many
16 customers. That's the disadvantage of a
17 geographical split. So we go on the overlay and it
18 requires changes for everybody. Everybody.

19 On that point, 90 percent of my phone
20 calls, up to 100 percent of my phone calls, and
21 I'll bet you everybody in this room as a resident
22 as a private person makes a local call, a 7-digit
23 number, to my friend down the street, to my friend
24 two miles away. Everybody in the county I dial is
25 a 7-digit number.

1 So when we go to the split, I still dial
2 90 percent of my calls with a 7-digit number.
3 Well, that's an impact. And that's all of the half
4 million people that don't change their area code.
5 If I have to call the Tampa, it is not a
6 disadvantage for me to dial 10 digits. I'm going
7 to have to do that anyway on an area split.

8 Cell phones must be reprogrammed. This
9 is a disadvantage of a split. That's not true.
10 Cell phones don't have to be reprogrammed if we go
11 to the geographical split. Every phone number I've
12 got in my cell phone will stay the same if they
13 split the area. It will not change. I will
14 continue to dial 7 digits. I don't have to
15 reprogram. I don't know where they come up with
16 these disadvantages. That's not -- it's not
17 fraud-free to put this up here.

18 10-digit dialing across the split. Well,
19 of course. Of course. That's not a disadvantage
20 because the alternative is a 10-digit dialing
21 everywhere. So far we don't have any disadvantages
22 on the split.

23 • No. 4. Affected customers must change
24 their stationery, advertisements and so forth to
25 reflect the new area code. If Hillsborough keeps

1 813 and we get 727, what happens to the stationery
2 of all of the big business, all of the little
3 business, all the mom and pops in Hillsborough?
4 What will they change? All the people that don't
5 have area codes on their stationery now that go to
6 the overlay plan, what do they have to change?
7 Everything. This stationery is a ruse. This
8 stationery is a joke. Well, so we don't have any
9 disadvantages on the geographical split.

10 Is GTE here? I don't know who GTE is.
11 Is there -- do you have a disadvantage to the
12 split, a legitimate disadvantage?

13 MR. HARSHBARGER: If I may, when we talk
14 about reprogramming cell phones, we're not talking
15 about reprogramming the numbers you stored in the
16 auto dialer. Burned into a ROM in the cell phone
17 is the cell phone number. It's automatically
18 transmitted when you go on line. And when you
19 change area codes, that has to be reprogrammed,
20 which means that you need to take it back to the
21 supplier and have this done.

22 WITNESS CAMPBELL: But not everybody,
23 only those people who change area codes.

24 MR. HARSHBARGER: That's correct.

25 WITNESS CAMPBELL: That's an advantage

1 with the split.

2 MR. HARSHBARGER: And that's exactly what
3 we are saying is that when you change it --

4 WITNESS CAMPBELL: That's not a
5 disadvantage, it's an advantage.

6 MR. HARSHBARGER: No, the people that
7 change will have to go to the time and trouble of
8 having their --

9 FROM THE AUDIENCE: One time.

10 MR. HARSHBARGER: I realize that.

11 WITNESS CAMPBELL: No, no, sir. If you
12 go to the overlay, everybody has to change their
13 cell phone.

14 MR. HARSHBARGER: No, no. No one
15 changes. New customers will get --

16 WITNESS CAMPBELL: Okay.

17 MR. HARSHBARGER: -- with the new one, so
18 no one has to change it.

19 WITNESS CAMPBELL: And so half of the
20 people have to given this 50/50 split.

21 MR. HARSHBARGER: Right.

22 WITNESS CAMPBELL: And I would -- I would
23 like to suggest that the bulk of the cell phone
24 business is in Tampa and Hillsborough and not in
25 Pinellas. I don't know. I'm not in the business.

1 MR. GANCARZ: It's almost equally split.

2 FROM THE AUDIENCE: They're
3 electronically programmed anyway.

4 WITNESS CAMPBELL: Okay. This is like
5 trying to pick fly stuff out of pepper, you know,
6 as to whether this is a disadvantage. It is not a
7 big deal.

8 MR. HARSHBARGER: Well, you know, we --
9 if I can just say from experience at 941 because we
10 went through the 941 split two years ago, you know,
11 there was an enormous amount of customer concern
12 regarding the issues that we have up there. The
13 businesses that were forced to change their
14 letterhead stationery, catalogs, all this type of
15 thing, they perceived to be a substantial hardship.

16 WITNESS CAMPBELL: I think that's making
17 a mountain out of a molehill. As far as the
18 stationery that does have to be changed, let's say
19 that Hillsborough kept the 813. Businesses that
20 didn't have area codes on their stationery to begin
21 with in either place, it has no problem anyway.
22 But those that do, like the gentleman that was up
23 here from Tampa Bay, the only person I've heard
24 speak in favor of overlay, by the way, ever, from
25 anybody I've talked to this since this was

1 discussed two years ago, you get stickers, take
2 note of our new area code. You stick it on there
3 and you mail it out. Big deal.

4 MR. HARSHBARGER: I'm just saying that
5 from our experience this was perceived by the
6 business community as a serious problem.

7 WITNESS CAMPBELL: Yes, sir. Thank you.

8 Can I see the next one? I shot this one
9 down pretty far except that one.

10 Overlay advantages. Oh, boy. This ought
11 to even be better. Existing customers will not
12 have to change their area code. Overlay
13 advantages. I won't have to change my area code.
14 Except for the fax line that I get in, I've got to
15 tell people that -- I don't get any feel for that
16 one. That doesn't mean anything to me if within
17 weeks or months after this plan, overlay plan goes
18 in, everybody has got area codes anyway and I've
19 got to now suddenly start using my area code one
20 different one for my fax machine, another one for
21 my -- and so on.

22 Tampa Bay metropolitan area remains
23 unified. Oh, boy. I like that one. Now that the
24 cost of making every single phone call of everybody
25 in Pinellas with a 10-digit call.

1 Long-term least disruptive solution. I
2 don't agree. I don't agree. I don't agree. If
3 you put two area codes in now, you come back and
4 add a third one, add a fourth one, add a fifth
5 one. We become babbling idiots on trying to
6 remember what phone numbers people have.

7 Mort Bone Steel got up and showed the
8 phone book. What he failed to or meant to mention,
9 I'm sure, is that the print is squinty right now.
10 And I don't know what the ratio is from 7 to 10,
11 but if you decrease the print by that percentage,
12 you make that phone book pretty tiny, and even for
13 a young person, it's tough to read. That means
14 that every phone listing has now not 7 digits but
15 10 digits on every line on every column on every
16 page in the entire book. The book either increases
17 by -- what's the ratio, 30 percent, or shrinks in
18 print by 30 or both.

19 I'm seeing so many, many, many
20 disadvantages of going to this overlay and so many
21 advantages on keeping the split where everybody can
22 remember the number that I don't see it as being --
23 I don't know why we're here.

24 Can I see the next one? Well, that's the
25 bottom one is where it's all at. I can go take a

1 survey, scientific or otherwise. I can go down the
2 street and ask every neighbor do you want to have
3 to dial 10 digits. I won't get one single person.
4 As someone mentioned, the survey didn't include
5 would you mind dialing 10 digits on every phone
6 number.

7 The survey -- I don't want to get in
8 trouble. I think I'm ahead right now. How about
9 the next slide.

10 MR. GREER: That's it.

11 WITNESS CAMPBELL: Okay. Thank you for
12 the opportunity of bringing up the slides. I have
13 some other notes, if I may.

14 CHAIRMAN JOHNSON: Please.

15 WITNESS CAMPBELL: If we went to the
16 split, No. 1, we would maintain business as usual.
17 We would do those things we've grown accustomed
18 to. We would know the 7th, the 8th, 9th and 10th
19 digit just by virtue of geographical area. That
20 makes a lot sense.

21 If Hillsborough kept 813 and Pinellas got
22 727 and we ran down the road three years from now
23 and we were out of codes, we had to split again,
24 and it were just Pinellas and not Pinellas and
25 Pasco or whatever else, a logical division line

1 would be Ulmerton Road. Ulmerton northward would
2 keep 727 and Ulmerton southward would keep whatever
3 that. Then everybody would continue to dial 7
4 digits for 90 percent of their phone calls within
5 their area. We as residents don't normally call
6 outside of our area anyway.

7 Remembering the phone numbers becomes a
8 problem. The phone book is a problem. I covered,
9 ironically, most of this. On the North Atlantic
10 Numbering scheme you were talking about running out
11 of numbers. Going to the overlay plan as opposed
12 to intelligent management of the geographical split
13 and manipulation of where the boundaries are, I see
14 no advantage of going taking the overlay over the
15 geographical split as far as maintaining numbers.

16 Where they could save numbers and where
17 we're running out of numbers is not through the
18 faxes and telephone pagers and the like. It's from
19 competition. Each company gets an allotment of a
20 minimum of 10,000 phone numbers. I don't know why
21 it's a minimum of 10,000, but if you took those
22 excesses because of this minimum of 10,000 instead
23 of a minimum of one, you would gain -- nationwide
24 you'd gain significant percentage of your available
25 slots back.

1 MR. GREER: That's something that's being
2 worked on now, from 10,000 to 1,000.

3 WITNESS CAMPBELL: I don't know why it's
4 not 1,000.

5 MR. GREER: Well, it requires what is
6 known as number portability so you can move
7 those --

8 WITNESS CAMPBELL: Sure.

9 MR. GREER: -- from one place to the
10 next. And that's being implemented at this time
11 and --

12 WITNESS CAMPBELL: 1,000 is just as nice
13 a pretty break as 10,000. And it would have a
14 serious impact on our number availability.

15 I think the overlying problem with this
16 overlay, our opposition here -- and you can hear
17 that 100 percent of the people who have spoken so
18 far are speaking against the overlay. No one is in
19 favor of it except for the Tampa Bay Unification
20 Project.

21 The reason more people haven't gotten up
22 and spoken about it is, one, it is a very difficult
23 issue for the individual to understand. My
24 neighbor, Bill Zinsow, when I read about this that
25 Tampa was going to get the overlay, I called him up

1 and I explained to him, Bill, we can't stand this.
2 And Bill said, If we've got to do it, we've got to
3 do it. No understanding whatsoever of the impact
4 of it. On May 8 we'll know the impact and then
5 everybody will be up in arms, and it will be too
6 late.

7 In the meantime Bill has understood more
8 and more about what the significance is. It needs
9 to be advertised in the fashion, the surveys need
10 to be issued in the fashion that it includes
11 10-digit in the house. All the real disadvantages
12 need to be plugged and told to the public. Above
13 all, we need a public hearing or whatever it's
14 called. I will send another letter asking for it.
15 Thank you very much.

16 CHAIRMAN JOHNSON: Thank you,
17 Mr. Campbell.

18 MR. BECK: Tom Edwards.

19 THEREUPON,

20 TOM EDWARDS
21 was called as a witness on behalf of the Citizens
22 of the State of Florida and, having been duly
23 sworn, testified as follows:

24 WITNESS EDWARDS: My name is Tom Edwards,
25 and I'm a resident here in Pinellas County. I

1 appreciate you having this workshop for the Senator
2 to bring this to the public forum. There is a
3 couple questions I had. And I just had a minute to
4 take a look at the survey. I just borrowed this
5 gentleman's survey, and I had a couple questions
6 that I hope GTE can answer.

7 And in looking at the survey here, I see
8 on Option 1 where they're talking about
9 geographic-based area codes. And this is what I'm
10 in favor of is having an area code. I was born and
11 raised in Florida in St. Petersburg, and it was
12 very easy to know your geographic areas. We only
13 used to have three area codes for the entire state
14 of Florida. And so if I wanted to make a phone
15 call to Orlando or to Tallahassee, I knew what area
16 code I had to use.

17 Subsequently if we go to a
18 geographic-based area code, I think it would be
19 much easier on the consumer to know that the same
20 area code is used throughout Pinellas County, this
21 particular one is used throughout Hillsborough
22 County, and you have a third one for Pasco County.
23 And I would advocate for the three different
24 counties each to have an area code because we
25 wouldn't want to go through the same procedure

1 again in three to five years because if we're
2 running out of telephone area codes.

3 But in the first option it says -- in the
4 questions it says, Your telephone number would be
5 changed to a new area code. They're telling the
6 public your phone number is going to change. It's
7 only going to happen to one-third of the people.
8 If you kept the existing 813, whether it be
9 Pinellas or it be Hillsborough County, only
10 one-third of the people are going to have their
11 area code changed. So I'm sorry, two-thirds are
12 going to have it changed. So the way they phrased
13 their question is not good.

14 And then if you -- in answering these
15 questions, if you went ahead and happened to want
16 the geographic-based area code, they come back to
17 it later on in the question, ask Question No. 16.
18 Let's assume because of continued increases in the
19 volume of telephone numbers needed in area code
20 that more new area codes will be needed, and this
21 is stressed. They have it written in the document
22 in parentheses, stress. Will be needed every three
23 to five years. This means that your area code will
24 be divided into smaller and smaller areas. You may
25 then have to change area codes every three to five

1 years. Based on this assumption, would your
2 preference change.

3 And, again, it's how the questions are
4 worded and how the emphasis is put on the
5 particular question as to how they can have their
6 survey results. I don't think that the
7 questionnaire the way they wrote it was as accurate
8 as they are portraying it in this forum right now.

9 I'm not going to go over some of the same
10 issues. The couple first two speakers brought up
11 some of the same points that I was going to bring
12 up. One was the directory assistance cost. With
13 the change in area codes if we went to an overlay,
14 how many phone calls do we get free for directory
15 assistance? I don't recall if it's three or six a
16 month I think we get.

17 MS. MENARD: It's three.

18 WITNESS EDWARDS: It's three a month?

19 MS. MENARD: You can get two at one time.

20 WITNESS EDWARDS: So we get three a
21 month. And this is going to add increased cost to
22 the consumer because they will be using that
23 service a lot more. If as one speaker brought out
24 that if you misdial the number and now you've
25 called someone that's in the ECS number because now

1 you've called Tampa because you dialed one number
2 wrong, then you've been charged 25 cents. And how
3 do you recover that cost?

4 In reading some of the articles in the
5 St. Pete Times, I saw that there were other cities
6 that had looked at this overlay. I think Chicago
7 and Atlanta were mentioned, but they also mentioned
8 that it was soundly defeated I think in Chicago.
9 The public was against it up there. And, you know,
10 I'd like to see some of those results from those
11 surveys and why that happened, but we're not seeing
12 that.

13 Again, the GTE brought up that 1 million
14 numbers will be changed, and I agree with this one
15 gentleman here that I believe it's just going to be
16 the area codes that would be changed.

17 Pinellas County has between 850- and
18 900,000 population. Hillsborough has about a
19 comparable number. So you're looking at about an
20 even split there. Pasco County is a growing
21 community and will probably reach that number in
22 the next five to ten years. So I see it being as
23 an equal division of area codes by going ahead and
24 dividing it up with three area codes with those
25 three counties in that fashion now.

1 That's the only points I have at this
2 point. I don't want to duplicate some of the other
3 speak rs' points. Thank you.

4 CHAIRMAN JOHNSON: Thank you,
5 Mr. Edwards.

6 MR. BECK: Peggy Arvanitas.
7 THEREUPON,

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

12 WITNESS ARVANITAS: I'm Peggy Arvanitas.
13 That's spelled A-R-V, as in victor, A-N-I-T-A-S.

14 First of all, I want to say that I'm a
15 realtor in Pinellas County. I'm a fourth
16 generation Pinellas Countian. My great grandmother
17 and greatgrandfather, Elra and Elsa Davis, were
18 married almost 60 years and lived in St. Petersburg
19 Florida off of 54th Avenue North.

20 My grandmother, Jean Nesmith, third
21 generation Republican, she was Mayor Goldner's
22 secretary, one of two women to register for jury
23 duty in Pinellas County. My mother did Police
24 Chief Mack Vines' English homework when he was in
25 Northeast, and they graduated together, and she was

1 parole and probation for the State of Florida,
2 Division of Corrections.

3 Now, I'm a realtor. I have moved to
4 Clearwater, but I want to tell you -- I want to
5 explain to you what people are trying to focus on,
6 and they're not quite focusing on GTE. I am a
7 service-related industry. As a realtor, I can't
8 decide I will only show you property up to 6:00
9 p.m. and then I have to go home and feed my family;
10 I will not show you homes on the weekend because it
11 inconveniences me, because the commissions and the
12 tremendous amount of money that the public
13 perceives we realtors derive in commission, they
14 want to see the service.

15 We have a Public Service Commission
16 because the public -- they're acting as a liaison
17 between the people, the public, and the monopolies
18 and the oligopolies. It's nice, and I hear all
19 this GTE tooting the overlay and they're talking
20 about big business.

21 And I saw that cute little overlay map
22 and noticed if they did the geographical split,
23 were you going to give Hillsborough and Pasco
24 County that 813 area code and give Pinellas County
25 a new area code? Is that what I was

1 understanding? And how did you decide that
2 Pinellas County, which I believe -- correct me if
3 I'm wrong -- we have the greatest amount of
4 telephone numbers, we have the greatest amount of
5 population. We're densely populated, and so there
6 is not a tremendous need for growth.

7 Why did you decide that Pinellas County
8 would not keep the 813 area code and Hillsborough
9 and Pasco would have? Was it because big business
10 is in Tampa? Was it because when you did your
11 study and all the -- you keep talking about these
12 businesses that didn't want to have to use a
13 different area code, these big businesses.

14 And then I have another concern. I
15 worked at Nielsen Media Research for a short period
16 of time, statistical analysis and samples. I was
17 first cute job of asking people can they please
18 have their little diary in their home, and that
19 conversation took about three or four minutes.

20 Then if you stayed at Nielsen long
21 enough, you went on to what they called coins. And
22 that's where you had very, very lengthy
23 conversations. You have a certain customer that
24 wants to ask certain specific questions. So not
25 only do you have, quote, unquote, this random

1 sample -- and their random sample of 900 is too
2 small.

3 Okay. This random sample we talk about,
4 you say that the statistics aren't skewed. Well,
5 when you as a -- as a person dialing these coins,
6 and I let these people know that qualifying
7 question, hi, hello, and I want to talk to you
8 about this conversation and I'm going to be talking
9 to you for 10 to 20 minutes. Most people will
10 disqualify themselves and hang up.

11 Because what they were doing the research
12 on was on phone usage. And if I'm making a lot of
13 money on the phone and I'm a realtor on the phone,
14 and most of them do call me and want to do -- they
15 want to talk to me about a study, I say excuse me,
16 I'm busy on the phone, I'm making money on the
17 phone, excuse me, click.

18 And if I'm Grandma and Grandpa, and
19 Grandma is about to give Grandpa his medicine,
20 she's sorry, she can't chitchat on the phone. She
21 has things to do. And if Ma and Pa Jones and their
22 1.6 children are busy, she does not have time to
23 sit on the phone and chitchat with you for 20
24 minutes.

25 So I know that you feel that you selected

1 900 people of a random selection of a Pinellas
2 County and Hillsborough and Pasco and they issued
3 their edict. But I would challenge you if you
4 called Nielsen Media Research and submitted that
5 research and asked them if they felt that you had a
6 bigger -- if you need a greater random sample of
7 phone calls to make a determination like that.

8 What concerns me is that we haven't been
9 given too much time to understand this overlay
10 plan. Less than a week and then there's been
11 nothing in the news media, hi, hello, anybody
12 wants to come to the Public Service Commission,
13 come on down. Then we're doing a meeting in
14 St. Petersburg in the morning when the greater
15 majority of people work.

16 And at Cove Cay Condominium when we have
17 our board meetings, there was an argument because
18 there are a lot of working-class people want to
19 come to the board meetings. So we tried to
20 alternate the meetings, not St. Petersburg during
21 the day but I can drive over the bridge if I want
22 to go to Tampa in the evening.

23 You know, we -- it would have been nice
24 to have two St. Petersburg, Pinellas County
25 meetings, one in the day and one in the evening, to

1 facilitate the people. Because I want to remind
2 you, you're -- you're a service-related industry.
3 And if I don't decide I don't show property after
4 6:00 p.m. and if I don't show it on the weekend,
5 you don't decide what you're going to do. You
6 might want to ask people.

7 I want to say what disturbs me is I'm one
8 of six children, and in our family we had more of a
9 conversation who was going to -- who was going to
10 eat what dry cereal in the morning -- you know, we
11 had one refrigerator, one bathroom, one TV, and one
12 mother's love. Six brothers and sisters in my
13 family.

14 And we had more of a conversation over
15 who is going to have the leftover of what dry
16 cereal in the morning than you allow in Pinellas,
17 Hillsborough, and Pasco County residents, a million
18 people, to have a conversation on understanding and
19 whether they want to swallow this great idea of
20 overlay that you are discussing.

21 You are saying that people in the
22 overlay, well, don't worry because this overlay
23 won't hurt you. You already have your phone
24 number. I'm a realtor. People move, don't they?
25 Does that mean when you move, you're going to say,

1 excuse me, October 1, 1998, I was here before
2 October, I get to keep the old area code. You get
3 what they give you. This -- for some strange
4 reason this disturbs me.

5 Remember I'm a service-related industry,
6 and Grandma and Grandpa -- I do a lot of
7 condominiums in the Seminole, Largo and south
8 Clearwater area. Grandma and Grandpa are fatigued
9 to just remember 7 digits.

10 So if we go to this 10-digit thing, does
11 that mean if Grandma and Grandpa want to keep their
12 Cove Cay phone number for their second home, that
13 means they have to use more GTE services, like they
14 have to have a vacation number and pay monthly for
15 a number they're not using in Pinellas County.

16 They have to maybe get a speed dialing
17 service from GTE so they can program No. 1 and
18 that's to daughter and No. 2 and that's to son.
19 Maybe they have to get a speed dialing phone. And
20 God forbid calling information and you get charged,
21 what is it, 85 cents? Because I did that. That's
22 a tremendous amount of information, information
23 bills.

24 We're all supposed to -- also GTE says
25 we're one in the eyes of God and the law and

1 everybody in Pinellas and Pasco and Hillsborough,
2 we're all one. And that's why when I call Tarpon
3 Springs and Clearwater, do I get charged a toll
4 call? Yeah. When I call New Port Richey, do I get
5 charged a toll call? Yes. And when I call Tampa,
6 do I get charged a toll call? Yes.

7 And before last year, since we were one,
8 all one and unified, we were getting charged
9 minute-by-minute, Pinellas County wanted to charge
10 Hillsborough. So I forgot we're all unified except
11 for billing.

12 So let me just say one thing. Let me
13 just say one thing. I feel like, you know -- you
14 know how that TV program Dialing For Dollars, I
15 feel like, you know, the moral of this story is
16 going to be dialing -- dialing to death. Because
17 it was all I can do to remember 7 digits, and I'm
18 30 something years old. I'm not 60 or 70.

19 You might want to ask the people what the
20 people think we should do, since we are the people
21 and you are a service-related industry. And I
22 thank you.

23 CHAIRMAN JOHNSON: Thank you.

24 MR. BECK: Chairman Johnson, That
25 concludes the people who signed up ahead of time to

1 testify.

2 CHAIRMAN JOHNSON: Okay I see one
3 gentleman has raised his hand. Are there any
4 witnesses that did not testify or sign up to
5 testify that would like to testify today? Then if
6 you could stand, I will swear you in, and then we
7 will begin taking more testimony.

8 (Witnesses collectively sworn.)

9 CHAIRMAN JOHNSON: Thank you. Sir, you
10 raised your hand first. You may come forward. And
11 if you could state your name and address for the
12 record, please.

13 THEREUPON,

14 PHIL KLEIN

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

18 WITNESS KLEIN: My name is Phil Klein. I
19 live at 5781 Apple Cross in St. Pete.

20 I have a concern about, first of all, the
21 survey that was taken, 900 and 500 people. Out of
22 a pool of approximately 2 million people, that's
23 less than 1/10th of 1 percent. I think to be fair,
24 not to put more burden on the Public Service
25 Commission, but I think in this case they might do

1 their own survey and find out exactly what the
2 public really wants.

3 No. 2, I dealt in electronics practically
4 since I was 12 years old. And really there is no
5 need to have any area codes in this area. Each and
6 every telephone smart box they have outside of most
7 new installations now can be programmed, and they
8 can be programmed with the area code directly into
9 that box.

10 Also, the -- you can in essence have two
11 identical numbers in the same area in the same
12 house, and they could in essence be on different
13 area codes and call each other, and the system
14 would know -- be smart enough to do it. There is
15 just a lot of -- a lot of stuff that's being shoved
16 down the public's throat, and the public is just
17 getting tired of it.

18 I was -- I've been using the telephone
19 here since Peninsula had it when it was -- my first
20 phone number started with HE and then 4 digits. As
21 soon as GTE took over, it went to 7 digits, and
22 it's just been snowballing ever since. And there's
23 got to be a stop somewhere. There just absolutely
24 has to be a stop.

25 And I would appreciate it if you would

1 really take an active role and do a survey of the
2 area because 1/10th of 1 percent and 75 percent of
3 1/10th of one percent is nothing. Thank you.

4 CHAIRMAN JOHNSON: Thank you, sir. The
5 other gentleman. And, again, if you could state
6 your name and address for the record.

7 THEREUPON,

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

12 WITNESS RICHTER: Yes. My name is Edward
13 Richter. I'm at 685 First Court in Palm Harbor.

14 I'm not here to debate all these things.
15 I would just like to make a point. My
16 mother-in-law died couple of years ago. In her
17 lifetime she went from riding back and forth on
18 dirt roads and island to seeing a man put on the
19 moon and beyond.

20 And I think what we're looking at here is
21 we're talking about ZIP codes that are figured out
22 until the year 2025. I don't believe that things
23 are going to be nearly the same in 2025 as they are
24 now.

25 I bought a computer, my first one. It's

1 640 kilobytes of memory. That's an antique. It's
2 only several years ago. I heard a chip maker say
3 on the radio that chips double in speed in 18
4 months. And we're talking about we can't figure
5 out what's going to happen in 2025 when we run out
6 of numbers?

7 I just don't believe that the research
8 has been done on this to look ahead, just as we do
9 with our roads, we build our roads for the year
10 2020. We're talking about money running out of
11 Medicare 2010. And I just don't think that we're
12 going to be talking about phones and ZIP codes and
13 prefixes and anything to do with what's being done
14 today.

15 And I think that maybe we're being led
16 down the road on these area exchanges based on
17 today and not what we will be looking at years from
18 now. Thank you.

19 CHAIRMAN JOHNSON: Thank you, sir.
20 Okay. Are there any other customers here that did
21 not have an opportunity to make any statements that
22 would like to make statements? Seeing none, I'm
23 wondering then would the customers like to have
24 their questions entertained now or, if not, then
25 the Commissioners, we can have those questions

1 entertained during the process of our staff
2 deliberations. What's the pleasure of the
3 audience? I know you-all said to wait, but I don't
4 know if people are ready for lunch perhaps. Yes,
5 ma'am, you had questions, I know. If you'd like to
6 come to the microphone.

7 WITNESS SHEARER: The only question that
8 I have, I don't know if they want to hear the
9 answer, and it's not necessary that I hear the
10 answers. I want the Public Service Commission to
11 get the answers.

12 CHAIRMAN JOHNSON: Okay.

13 WITNESS SHEARER: And the main one is how
14 much trouble is it for GTE to physically split the
15 area? Because I think that that's the problem.
16 They don't want to go to the expense and trouble of
17 physically splitting the area.

18 CHAIRMAN JOHNSON: Thank you. I think
19 then, ma'am, what we'll do then is make sure we do
20 the research and have the answer to the particular
21 question.

22 Ma'am, did you have another one that you
23 wanted addressed now?

24 WITNESS ARVANITAS: Yeah. And I would
25 like the Public Service Commission to review. I

1 saw -- and it was very small, you know, if they did
2 the geographical split, they decided that
3 Hillsborough -- Hillsborough County was going to
4 keep 813. How did GTE decide which county is going
5 to keep what area code? It would seem to me
6 Pinellas County is already built out. Pinellas
7 County, we have the greatest amount of population
8 and phone numbers. Why wouldn't Pinellas County
9 keep 813 and you give Hillsborough and Pasco a new
10 area code? I don't know how they determined who is
11 going to keep it. It seemed they had preconceived
12 ideas of what was going to occur.

13 CHAIRMAN JOHNSON: Okay. I think they
14 may be prepared to answer that one right now.

15 MS. MENARD: That one I can answer. It
16 is -- there are certain industry guidelines on how
17 you split area codes. And there are more NNXs
18 (sic) assigned in Hillsborough County, and that's
19 why it would keep the existing area code. Just
20 like when we did the split between Tampa and
21 Sarasota. The Tampa area had more NNXs assigned,
22 and that's why Sarasota went to the new area code.

23 CHAIRMAN JOHNSON: Ms. Menard, explain to
24 the audience what an NXX is.

25 MS. MENARD: NNX is -- sorry. The first

1 three digits of your 7-digit telephone number is
2 your NNK. And there are more NNKs assigned in
3 Hillsborough County than there is Pinellas County.
4 And part of it is the cellular paging, new
5 competitors, all those. It's not just GTE
6 customers connected to our network that determines
7 how many codes are assigned.

8 CHAIRMAN JOHNSON: So you're saying there
9 are more numbers --

10 MS. MENARD: Numbers assigned in
11 Hillsborough County.

12 CHAIRMAN JOHNSON: -- assigned in that
13 area than any other county.

14 MS. MENARD: That is correct.

15 CHAIRMAN JOHNSON: Okay. Sir, you have
16 another question?

17 WITNESS CAMPBELL: Yes, sir. Yes, ma'am.

18 CHAIRMAN JOHNSON: Mr. Campbell.

19 WITNESS CAMPBELL: I would -- in that
20 part of the investigation I'd like to have them
21 explain why the wishy washy business with the ECS
22 calls and the 1-plus.

23 MS. MENARD: I can explain that right
24 now.

25 WITNESS CAMPBELL: I would like to know

1 GTE's --

2 MS. MENARD: Sure. Sure.

3 WITNESS CAMPBELL: -- stance on that and
4 what the future is going to lie.

5 MS. MENARD: The -- when we did it, the
6 Commission has -- the Commission had issued an
7 order on April 25, 1996, in Docket No. 960090 that
8 talked about when you do area code relief, you
9 should look at going to the long-term plan of
10 1-plus dialing for ECS calls. So we said that's
11 what we were going to be doing.

12 We then started working on our
13 implementation. In getting into the details of it,
14 in the BellSouth case that they were dealing with,
15 all the ECS routes were competitive routes where
16 the IXEs are allowed to compete for those calls.

17 And so what they were talking about is
18 when you implement into a lot of presubscription,
19 the plan was you dial 1 plus the call. If you want
20 to have the call rated as ECS, you have to
21 presubscribe to BellSouth to get the call rated as
22 ECS. If you don't want the call rated as ECS, if
23 you wanted it rated as your long distance IX
24 carrier's rates, you presubscribe to your long
25 distance carrier, you do not get ECS calling.

1 In the Tampa area, that is not the
2 situation we have. The call routes are all local
3 routes. We do not allow 1-0-XXX, meaning where you
4 dial the 3-digit code for a long distance carrier.
5 That is not allowed on these routes. They are
6 local routes. It went to the Florida Supreme
7 Court.

8 And so the right thing to do was to make
9 all 7-digit calls go to 10-digit calls because
10 otherwise, to me, we're misleading the customer
11 because he says you dial 1-plus but I'm going to
12 route it to GTE even though you have picked AT&T or
13 MCI or some long distance carrier, and you're going
14 to draw a lot of calls, because it's not a toll
15 call. It's a local call.

16 CHAIRMAN JOHNSON: So let me ask you a
17 question. So it was your -- it was the company's
18 thought that the 1-plus would confuse the customers
19 because the customers would then think it's a toll
20 call as opposed --

21 MS. MENARD: Right. When it is not a
22 toll call. It is a local call that is rated at 25
23 cents, and only GTE is allowed to carry it. AT&T
24 is not allowed to carry that call as an IXE.

25 CHAIRMAN JOHNSON: And when you made

1 that, I was glad the gentleman asked the question
2 because I was a little confused too as to why you
3 didn't want to do the 1-plus. Now, the difference
4 is that in BellSouth area, they do 1-plus, but it's
5 because there are other competitors in that market
6 for those --

7 MS. MENARD: For the long distance
8 competitors are allowed to handle the calls on
9 those routes.

10 CHAIRMAN JOHNSON: Right. And in GTE's
11 area --

12 MS. MENARD: They are not.

13 CHAIRMAN JOHNSON: -- long distance
14 companies can't. And it's GTE's thought that it
15 would be more confusing to add the 1 for the
16 customers as opposed to less confusing.

17 MS. MENARD: Correct.

18 WITNESS CAMPBELL: That is a monopolistic
19 viewpoint. That is a money-making viewpoint.

20 MS. MENARD: Well, no, it violates the
21 basic premises behind what presubscription was
22 supposed to do if we route that way.

23 WITNESS CAMPBELL: From your 2 million
24 customer base in Hillsborough and Pasco and
25 Pinellas Counties, I can tell you as a consumer

1 that you're doing me in. You are giving me a big
2 snow job on why you're doing it.

3 When I pick up the phone and I dial a
4 number that happens to be Tampa, A, I want to know
5 that it's Tampa. B, I want to know it on my bill,
6 I want to be aware of it. I would like to protect
7 me from myself.

8 Back in those hearings I alluded to two
9 years, three, four years ago when I brought this
10 issue up, GTE certified to me that that would be no
11 problem. All I had to do is look at my phone book
12 to get the exchanges. All I had to do was call the
13 operator to get the exchange. And there was some
14 other source of getting the exchanges. Oh, the
15 business office.

16 The business office points me to the
17 operator, the operator points me to the business
18 office, and the phone book is never current. It is
19 perpetually out of date. And especially with the
20 new assignments of NXXs.

21 I call up the operator and ask her if
22 this NXX is a toll call. They tell me it's -- the
23 operator in the meantime has moved to Kentucky, and
24 she doesn't know any more about Tampa than the
25 people out in Spokane. I ask her if this number is

1 an ECS call or toll call, local call, free call,
2 what kind of call. And she says, well, it's 15
3 cents a minute for the first minute and 18 cents a
4 minute, whatever, for the next. It's an ECS call.

5 I'm tired of being hoodwinked. I would
6 like at least optionally to have the requirement on
7 my phone that when I call an ECS number, it won't
8 work unless I put a 1 on it. The heck with trying
9 to call the operator and spend an hour to find out
10 if that number is an ECS number or a local number.

11 The poor people up in Oldsmar have it
12 even worse than I do because they can't tell
13 whether they are St. Pete or whether they are
14 Clearwater. St. Pete is an ECS call. Clearwater
15 is not. It's an unfair taking advantage of the
16 public.

17 The only reason I bring this up is
18 because GTE's announcement was that if we go this
19 overlay plan, we're going to give you back your
20 1-plus. I don't care why they're renegeing on that
21 statement. That's beside the point. I would like
22 protection.

23 Give me free detailed billing. They
24 charge me \$4.75 a month to have detailed billing to
25 see where I'm shooting myself in the foot. That's

1 not fair. That is totally unfair. If we go to a
2 geographic split instead of an overlay, what is
3 your plan for the 1-plus to the ECS areas? Is it
4 the same story you gave before?

5 MS. MENARD: If we go to a geographic
6 split, it would be 10-digit dialing across the Bay.
7 Local -- it would be 10-digit local dialing. If
8 not, it would be 1-plus dialing for ECS calls.

9 WITNESS CAMPBELL: That would take care
10 of itself to Tampa. How about New Port Richey?
11 I'm in Clearwater and I call Tampa. I need 10
12 digits. So I've automatically taken care of my ECS
13 woes, my problems. I've taken care of knowing when
14 I call ECS. How about New Port Richey that also
15 has a 727 exchange?

16 MS. MENARD: That would be a -- if it was
17 a geographic split where New Port Richey is in the
18 same area code as Clearwater, that would be a
19 7-digit dial call.

20 WITNESS CAMPBELL: Without the 1.

21 MS. MENARD: Without the 1.

22 WITNESS CAMPBELL: I would like to plead
23 and beg on the PSC that they include that as a
24 condition that they put at least optionally the
25 requirement for me to dial a 1 to an ECS number.

1 **CHAIRMAN JOHNSON:** Mr. Campbell, I think
2 you raised an excellent point, and I'm going to
3 direct staff to investigate it, even independent of
4 what happens here, how we should be handling that
5 and whether or not the current mechanism is an
6 effective mechanism.

7 Your comments that you made earlier about
8 not knowing whether or not you made an ECS call or
9 not and even when you get the bill, it shows up as
10 a lump sum so you don't know which calls were
11 ECS --

12 **WITNESS CAMPBELL:** Yes, ma'am.

13 **CHAIRMAN JOHNSON:** -- causes me some
14 concern. So I will have staff look into that issue
15 and make a determination even independent of this
16 whether or not there's anything else we can do to
17 provide more information and more clarity to the
18 customers.

19 I'm even more disturbed by the fact that
20 you're saying it's the telephone book doesn't
21 provide you necessarily with predictable, reliable
22 information, the operators aren't providing you.
23 So that's something that we're going to look into.

24 **WITNESS CAMPBELL:** And the real atrocity
25 is that 90 percent of the public isn't aware of

1 this problem.

2 CHAIRMAN JOHNSON: Sure. Exactly.

3 WITNESS CAMPBELL: They are paying Uncle
4 GTE money out the exhaust pipe just like water over
5 a dam, and they don't know it. GTE is not saying a
6 word about it. Thank you.

7 CHAIRMAN JOHNSON: Thank you for your
8 testimony. And I guess in light of that, although
9 I'm not certain as to what we could do about it,
10 but I know Mr. Bone Steel wanted us to look at the
11 fine print in the telephone book. That telephone
12 is generally deregulated -- oh, they have some
13 comments on that. They may already have some
14 information for you, Mr. Bone Steel.

15 MR. HARSHBARGER: I'd like to make a
16 comment on that. Several people have mentioned
17 that, and I'd like for you to know that with the
18 next issue of the book, the book is being restored
19 to the previous size.

20 CHAIRMAN JOHNSON: When the public
21 speaks, GTE listens. That was quick. Sir?

22 WITNESS KLEIN: I just wanted to expand
23 on what he was talking about the 1-plus. Actually,
24 the machinery is already in motion. When you dial
25 a number that's an extended area number, the

1 machinery, the computers know you're dialing into
2 an extended area number. It would be just as easy
3 for that computer to route to a recording say this
4 number is record -- this number is an extended area
5 number, and before the phone is allowed to ring,
6 give you an opportunity to hang up.

7 That would be a lot easier than having to
8 dial 1 or anything like that, and it's all routed
9 via computer. It would be so simple. They already
10 have the mechanism there because they are charging
11 you. And all they have to do is just change the
12 mechanism a minor change to the mechanism to have
13 it announce that you're dialing into an extended
14 area pay toll or whatever.

15 Also, like the machinery is there now
16 for -- it lets you know -- it can bill you for
17 calls into -- let's say I wanted to call to New --
18 I mean to Brooksville. That's a long distance
19 phone charge to me. I have to dial 1. If I don't
20 dial the 1, the machinery is smart enough to know
21 to tell me I have to dial the 1 to go there.

22 So a lot of this stuff can be -- the
23 machinery is smart enough to be able to know. All
24 they have to do is get the machinery to do it, to
25 help the public rather than the public helping the

1 machine. That's all I wanted to say. Thank you.

2 CHAIRMAN JOHNSON: Thank you.

3 Mr. Campbell, you had another comment?

4 WITNESS CAMPBELL: Yeah. Again, several
5 years ago when we talked about this, I brought up
6 any number of suggestions to alert the customer,
7 the consumer. Either force him to dial a 1
8 mandatorily or make it optional or put in a tone,
9 any number of different options like that.

10 I had a thought. It just alluded me. I
11 apologize.

12 CHAIRMAN JOHNSON: That's fine.

13 WITNESS CAMPBELL: I had a salient point.
14 Maybe it will come back.

15 CHAIRMAN JOHNSON: If it comes back, just
16 let us know.

17 WITNESS CAMPBELL: Okay. Thank you.

18 CHAIRMAN JOHNSON: Any other questions or
19 comments?

20 FROM THE AUDIENCE: Motion to adjourn.

21 CHAIRMAN JOHNSON: There's been a motion
22 to adjourn. I'd like to thank you-all for coming
23 out today. Your testimony has been invaluable. We
24 will factor that into the process.

25 COMMISSIONER JACOBS: I share that. I

1 think it's been very helpful. I'm impressed with
2 the level of knowledge that you demonstrate. And
3 it's good to know that folks out there are watching
4 out.

5 CHAIRMAN JOHNSON: Mr. Jacobs is our
6 newest Commissioner, so you-all broke him in, and
7 you-all did an excellent job.

8 FROM THE AUDIENCE: I'd like to second
9 that motion.

10 FROM THE AUDIENCE: What happens next?

11 CHAIRMAN JOHNSON: What we will -- what
12 we're going to do -- and I know individuals are
13 going to be filing formal petitions, and we'll have
14 to take that back and our legal staff will handle
15 that. The determination will be made as to how we
16 proceed, whether or not it's a full-blown
17 evidentiary proceeding.

18 But you will be informed -- we will keep
19 the media informed if a hearing is scheduled, when
20 the hearing is scheduled. To the extent that a
21 petition provides for a certain solution because
22 oftentimes different people petition but they want
23 different outcomes, then we'll have to address that
24 too.

25 But you will hear and through the

1 Commission -- we have our Consumer Education
2 Division that will try to make sure folks are
3 informed. And everybody that participated in this
4 process will receive a letter from the Commission
5 letting them know what the next step will be.

6 WITNESS KLEIN: Are you going to run a
7 survey?

8 CHAIRMAN JOHNSON: Now, that's something
9 we'll have to consider. We'll have to look at the
10 expense of that and how that would actually
11 operate. It's something we've never done before,
12 but that's not to say it can't be done. I can't
13 answer that question at this point in time. I
14 don't want to mislead you one way or the other.
15 But it is another list of items that I have for us
16 to take back and to consider how we best go about
17 resolving the issues. Yes, sir?

18 FROM THE AUDIENCE: Certainly if there's
19 a public hearing, the system will be postponed,
20 will it not?

21 CHAIRMAN JOHNSON: Oh, yes. Oh, yes.

22 FROM THE AUDIENCE: Scheduled for May 1.

23 CHAIRMAN JOHNSON: Yes. And that is --
24 that's a big -- that's a big deal, but we would
25 indeed have to postpone the permissive dialing.

1 Again, recognize that GTE's numbers demonstrate
2 that we're running out of numbers very quickly. So
3 whatever we need to do in terms of holding
4 additional hearings, we'll have to do it on an
5 expedited basis.

6 And that would mean that the permissive
7 dialing, if we decide to do the hearing, that that
8 will go away, but we'll try our best to hold those
9 hearings as quickly as possible so that we don't
10 put ourselves in a position where we've run out of
11 the numbers.

12 FROM THE AUDIENCE: What is permissive
13 dialing?

14 CHAIRMAN JOHNSON: Permissive dialing is
15 the period in which you can dial either. When we
16 start, it's not mandatory yet. So that March date
17 was more of -- I think it was a March date. March.
18 March 1. That was a permissive dialing. You still
19 had your choice. At a date certain, I think it was
20 October, it would -- that's the drop dead date.

21 WITNESS CAMPBELL: What was the date of
22 the first new area code overlay?

23 FROM THE AUDIENCE: March 1.

24 CHAIRMAN JOHNSON: I'm going to allow
25 GTE to answer that question.

1 WITNESS CAMPBELL: In other words, when
2 is the toothpaste out of the tube?

3 CHAIRMAN JOHNSON: Got you.

4 MS. MENARD: Under the current industry
5 guidelines, if we had done mandatory period
6 implementing starting in October, new area codes
7 would not be assigned out of the 727 area for at
8 least 90 days after that point, after October.

9 WITNESS KLEIN: Well, it seems logical
10 to change the area code; therefore, you have all
11 the 3-digit number --

12 CHAIRMAN JOHNSON: Sir, I'm sorry,
13 you'll have to come to the microphone for the
14 benefit of the court reporter.

15 WITNESS CAMPBELL: You're telling me that
16 you could start assigning numbers in October.

17 MS. MENARD: No. We would not assign the
18 numbers until 90 days after the period for the
19 network to get all the routing set up.

20 WITNESS CAMPBELL: That would be January
21 then.

22 MS. MENARD: So January 1989 (sic) before
23 we'd start assigning new numbers.

24 WITNESS CAMPBELL: '89?

25 MS. MENARD: '99.

1 WITNESS CAMPBELL: You're talking about
2 next October.

3 MS. MENARD: This October. January '99
4 we would assign codes from the new 727 if we needed
5 them.

6 WITNESS CAMPBELL: January '99.

7 MS. MENARD: One year from today.

8 WITNESS CAMPBELL: Oh, okay.

9 CHAIRMAN JOHNSON: When we make the
10 decision on the proceeding, first of all, in
11 holding a proceeding, it will be on an expedited
12 basis. We'll do that as quickly as possible. And
13 once we decide that, everything stops so that the
14 toothpaste won't be out of the tube.

15 WITNESS CAMPBELL: Thank you.

16 WITNESS KLEIN: Another point I wanted to
17 just bring up, just I happened to think about it,
18 that if you did change the area codes and have
19 separate area codes for the surrounding counties,
20 you would be able to use the first 3 digits, what
21 do you call them the NMX? NNX? You'd be able to
22 use those in each one of the counties too. So
23 you'd not only just expand the number base
24 tremendously just by adding a different area code,
25 you would have all those NNX numbers to use in each

1 one of the areas too.

2 MR. HARSHBARGER: That's what it's all
3 about.

4 WITNESS KLEIN: So you wouldn't have to
5 dia? the area code -- let's say Tampa is 813,
6 St. Petersburg is XXX, and so you'd have all those
7 N -- the first three numbers of your phone number
8 to use in each one of the three areas, so you could
9 expand the pool that way too.

10 CHAIRMAN JOHNSON: He's saying the
11 numbers would last longer.

12 WITNESS KLEIN: Yeah, they would last
13 longer.

14 CHAIRMAN JOHNSON: Thank you, sir. Thank
15 you all for attending. We appreciate your
16 participation. And you'll be hearing of our final
17 results. The workshop is adjourned.

18 (Whereupon, the hearing concluded at
19 12:40 p.m.)

20

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22

23

24

25

1 F L O R I D A)
2 COUNTY OF PINELLAS) ; CERTIFICATE OF REPORTER

3 I, Donna W. Everhart, CSR, RPR, CP, CM,

4
5 DO HEREBY CERTIFY that the INFORMATIONAL
6 WORKSHOP in this cause, Docket No. (UNDOCKETED),
7 was heard by the Florida Public Service Commission
8 at the time and place herein stated; it is further

9
10 CERTIFIED that I stenographically
11 reported the said proceedings; that the same has
12 been transcribed under my direct supervision, and
13 that this transcript, consisting of 127 pages,
14 inclusive, constitutes a true transcription of my
15 notes of said proceedings.

16
17 DATED THIS 14th day of January, 1998.

18
19 Donna W. Everhart

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21 CSR, RPR, CP, CM

22 Notary Public, State of Florida

23 Commission No.: CC 670687

24 My Commission Expires: 12/8/2001

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