

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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

PROCEEDINGS: MIAMI SERVICE HEARING

BEFORE: CHAIRMAN J. TERRY DEASON
 COMMISSIONER SUSAN F. CLARK
 COMMISSIONER THOMAS M. BEARD
 COMMISSIONER LUIS J. LAUREDO
 COMMISSIONER JULIA L. JOHNSON

DATE: Monday, January 11, 1993

TIME: Commenced at 6:00 p.m.
 Concluded at 8:25 p.m.

PLACE: Manuel Artime Center
 900 S.W. First Street
 Miami, Florida

REPORTED BY: JOY KELLY, CSR, RPR
 Official Commission Reporter

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FPSC-RECORDS/REPORTING

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P R O C E E D I N G S

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

CHAIRMAN DEASON: The hour has arrived for this public service hearing. What we will do to begin the hearing is we will first have the notice of the hearing read, and we will take appearances from the various parties, and I will explain the process we will follow after that.

Counselor, would you please read the notice.

MS. DAVIS: This time and place has been set in the matter of a comprehensive revenue of the revenue requirements and rate stabilization plan of Southern Bell Telephone and Telegraph Company, Docket No. 920260-TL.

CHAIRMAN DEASON: We'll take appearances at this time.

MR. ANTHONY: On behalf of Southern Bell Telephone & Telegraph Company, Harris Anthony.

MS. DAVIS: Noreen Davis, 101 East Gaines Street, Tallahassee, Florida, appearing on behalf of the Commission Staff.

MR. SHREVE: Jack Shreve, Charlie Beck, Office of the Public Counsel, appearing on behalf of the Citizens of the State of Florida.

MR. TWOMEY: Mike Twomey, appearing on behalf

1 of Attorney General, Bob Butterworth.

2 CHAIRMAN DEASON: At this time I'd like
3 introduce myself. My name is Terry Deason. I'm the
4 Chairman of the Public Service Commission. To my far
5 left is Commissioner Julia Johnson; to my immediate
6 left is Commissioner Susan Clark; to my immediate right
7 is Commissioner Tom Beard, and to my far right is
8 Commissioner Luis Lauredo. We comprise the Florida
9 Public Service Commission.

10 The purpose of this hearing is to hear from
11 you, the public, concerning the Southern Bell rate
12 proceeding and the various proposals that are before
13 the Commission in this docket.

14 The process we are following this evening is
15 first the opening statement from Southern Bell
16 Telephone Company, which will be followed by the Office
17 of Public Counsel, and an opening statement from the
18 Attorney General's Office. Following the opening
19 statements, we will request that all of those persons
20 from the public who wish to address the Commission this
21 evening to be sworn in. This is a formality we have to
22 follow and it is necessary for your testimony. It
23 becomes part of the official record in this docket.

24 For those persons who are in attendance this
25 evening who do not wish to make a formal statement

1 before the Commission, there is available a handout
2 with a page at the end of the handout which can be
3 detached and the written comments can be made there and
4 mailed into the Commission, or given to one of the
5 Commission representatives which are here this evening.
6 In the foyer area there are representatives of the
7 Commission Staff. Brenda Monroe is there, and from the
8 Consumer Affairs Department, Margaret Ring is here.
9 Margaret, would you stand?

10 Any persons who have questions concerning the
11 service or the rates, these people will be able to take
12 your questions, answer them here, or, if necessary, do
13 whatever research is necessary to do whatever is
14 possible.

15 I believe there may also be representatives
16 of the telephone company this evening. I'm sure they
17 will identify themselves to you and they will also be
18 available to answer your questions.

19 So with that, we will begin by hearing the
20 opening statement from Southern Bell.

21 MR. ANTHONY: Mr. Chairman, there is one
22 procedural matter. I have the Affidavits of
23 Publication, published in the Miami Herald, El Nuevo
24 Herald and Diario Las Americas, and I will give this to
25 the court reporter. The Miami Herald publication will

1 be Exhibit 1, and the Diario Las Americas will be
2 Exhibit 2.

3 CHAIRMAN DEASON: I think there have been
4 other exhibits identified, and we'll have those
5 identified continuously from the previous numbers.

6 (Exhibit Nos. 6 and 7 marked for
7 identification.)

8 Mr. Lacker, if you will proceed.

9 MR. LACHER: Good evening. My name is Joe
10 Lacher and I am the president of Southern Bell-Florida
11 and am responsible for the company's operations in the
12 state. I'm here to discuss Southern Bell's price
13 regulation plan proposal.

14 As all of you well know, the devastation here
15 in South Florida caused by Hurricane Andrew resulted in
16 conditions which aren't normal for our state. We've
17 all experienced some extremely difficult times in the
18 past year.

19 I assure you Southern Bell continues to do
20 its best to complete massive reconstruction effort
21 required to restore telephone service to its normal
22 superior service level. Customer service is our number
23 one priority.

24 One of the positive things which we've
25 learned from this devastating experience has to do with

1 the value of new telecommunications infrastructure
2 which Southern Bell has been building in Florida to
3 serve our customers on the public network.

4 I've jotted down just a few excerpts from a
5 Miami Herald editorial that illustrates the performance
6 of our network, particularly following the hurricane,
7 and Southern Bell's commitment to service.

8 The Herald article begins by describing the
9 uncanny performance of Southern Bell's phone system
10 throughout the worst of Hurricane Andrew.

11 "When houses were destroyed, phone
12 connections often went with them. But when individual
13 connections survived, the durable, underlying
14 fiberoptic network of Southern Bell's service never
15 failed. Not even the hard hit Homestead office.

16 Finally, from the same article, "Beyond the
17 engineering, planning and finance that drive a big
18 corporation, that soothing voice is Southern Bell's
19 essential business. When we needed it most, it was
20 there."

21 And we appreciate those words from the Miami
22 Herald, and we are proud of our network. But more
23 importantly, we're proud of the people of Southern Bell
24 who are manning that network 24 hours every day for
25 you, our customers.

1 We believe Southern Bell's proposal, which is
2 what I'm here to discuss with you tonight, will help to
3 ensure the continuance of this kind of outstanding
4 service.

5 We filed our plan with the Florida Public
6 Service Commission on July 15th for two reasons: First,
7 our existing plan will expire at the end of the year,
8 and second, we're meeting requirements outlined in the
9 legislation passed in 1990.

10 Southern Bell's proposal, the price
11 regulation plan, provides the Company with some needed
12 flexibility, particularly in the pricing of our
13 services in order to meet the demands on the emerging
14 competitive marketplace and of our customers. In
15 addition, it provides immediate customer benefits. Let
16 me describe these benefits.

17 First, the proposal includes approximately
18 \$80 million of annual rate decreases, made up of 47
19 million previously ordered by the Florida Public
20 Service Commission and 33 million additional dollars
21 proposed by Southern Bell, which I will discuss in more
22 detail later.

23 Another plan provision is a commitment by
24 Southern Bell that we will absorb a 4% inflation
25 increase annually through productivity improvements

1 before any rate relief will be considered. This
2 commitment assures our customers a decrease in the real
3 cost of service as compared to inflation every year of
4 the plan.

5 Another provision fosters operational
6 efficiencies and the continued development of both
7 current and new services. If we achieve outstanding
8 performance, there is a potential for you, our
9 customers, to share additional benefits if the
10 Company's earnings exceed a threshold level.

11 This concept of sharing provides benefits to
12 both Southern Bell and its customers when earnings are
13 good. At the same time the plan significantly
14 increases Southern Bell's level of risk when earnings
15 come down. This particular provision is included in
16 our current regulatory plan. This increased risk is
17 very strong incentive for us to improve the
18 productivity and efficiency of our operations. And its
19 success is best illustrated by results.

20 During the past five years we have weathered
21 both a major downturn in our business due to the
22 recession and the devastation of Hurricane Andrew, the
23 largest natural disaster in our history. Even so, we
24 have not asked the Florida Public Service Commission
25 for any rate relief. In fact, despite the several

1 hundred million dollars of expense caused by Hurricane
2 Andrew, we will continue forward with our current rate
3 reduction proposal and we intend to rebuild Southern
4 Bell's network even better than before. Now let me
5 describe our \$80 million rate reduction proposal.

6 In response to the Public Service
7 Commission's direction that we reduce rates on a
8 permanent basis for \$47 million, we have recommended
9 rate reductions in service connection charges, certain
10 residential custom calling features and some business
11 access services. In addition, we propose a Lifeline
12 program established for low income customers. This
13 program would benefit qualified customers by applying a
14 \$7 credit to their monthly telephone bill, thus
15 supporting affordable service for all the Florida's
16 citizens.

17 Beyond the reduction by the Commission, we've
18 proposed \$33 million in additional annual reductions as
19 a part of our plan. First, an optional service which
20 expands your local calling area. This service is
21 divided into two distinct parts, in one optional
22 package.

23 The first part relates to your existing local
24 calling area where today you make seven-digit local
25 calls.

1 The second part relates to an expanded local
2 calling area, calls to which today are long distance.
3 In this plan those calls also become a seven-digit
4 local call. Here's how the plan worked.

5 In the first part, your existing local
6 calling area, if you're a Miami customer and elected
7 the option, the rate for your phone line would be
8 reduced from \$10.65 per month to \$7.75 per month. This
9 discounted rate includes two-and-a-half hours of
10 calling for no additional charge. Following the first
11 two-and-a-half hours, a usage rate of two cents per
12 minute will apply. The maximum usage rate is capped at
13 \$7 per month.

14 The second part of the optional plan, the
15 expanded local calling area. This part of the plan
16 relating to calls, for example, from Miami to Boca
17 Raton, Coral Springs, Deerfield Beach, Ft. Lauderdale,
18 Hollywood, North Key Largo, Hollywood and Pompano
19 Beach. These are currently long distance calls. We're
20 proposing a deeply discounted rate of only 8 cents per
21 minute for calls to these communities. For instance, a
22 three-minute call from Miami to Ft. Lauderdale today
23 costs 57 cents. Using this service the call would cost
24 only 24 cents; a per-call savings of almost 60%.

25 In summary, the practical result of this

1 optional package plan is as follows: The first part,
2 existing local calling areas, if you make less than
3 five hours of local calls per month you'd save money.

4 On the second, expanded local calling area,
5 if you make any calls to this area, your savings could
6 be 60% per call. But remember, it's an option. It's
7 not designed for everyone, but an option can save money
8 for a great many of our customers. Each of you would
9 have the option of deciding which plan is better for
10 you.

11 Now, there are other proposed rate
12 reductions. For instance, reductions for those
13 companies that provide intrastate long distance and
14 cellular services. If they chose to pass on these
15 reductions, it would result in additional lowering of
16 the cost to these services.

17 Finally, Southern Bell has proposed to
18 participate in the Enterprise Zone Program established
19 by the State of Florida. This program encourages
20 economic development and revitalization, financial
21 incentives to provide the qualifying businesses which
22 locate, rebuild or expand their operations in these
23 zones.

24 For example, in the Dade County area,
25 including parts of Homestead, Florida City, Miami Beach

1 and North Central Dade, would qualify for the program.
2 Our proposal will support the state's initiative by
3 proposing to waive the discount charges for one year
4 for certain telecommunications services for qualified
5 business customers.

6 Now, that's a quick outline of our price
7 regulation plan. It provides immediate and direct
8 value for our customers. It provides incentives for
9 the Company to further improve its efficiencies and
10 bring new network services to our customers, and it
11 enables Southern Bell to meet its customers
12 expectations in an increasingly competitive market.

13 We believe this proposal is the necessary
14 next step in regulation if we're to ensure the
15 continued progress of the public network in the state.

16 I want to thank all of you for being here.
17 Thank you for your business. And I commit to you we'll
18 do our best to ensure that your service is nothing less
19 than excellent. Thank you.

20 CHAIRMAN DEASON: I've just been informed
21 we're having some slight technical difficulty so it
22 would be necessary for us to take a short recess and we
23 will reconvene as quickly as we get the matter resolved.

24 (Brief recess.)

25

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1 CHAIRMAN DEASON: Call the hearing back to
2 order, please.

3 We apologize for the momentary delay. I
4 think we have the difficulty corrected at this point so
5 we will continue.

6 At this point we'll hear the opening
7 statement from Public Counsel's office. I believe Mr.
8 Shreve is going to give that. Mr. Shreve.

9 MR. SHREVE: Thank you, Mr. Chairman.

10 We welcome all of you here tonight. We're
11 here to hear from you, the public, so I'll be very
12 brief. I just want to make a couple of points so that
13 you'll clearly understand why we are here tonight.

14 The Office of the Public Counsel, the
15 Attorney General and AARP filed a petition to require a
16 rate reduction from Southern Bell. The Public Service
17 Commission required Bell to file their minimum filing
18 requirements and that's when we came out with the plan.

19 Basically the reason we're here is we feel
20 that Bell's rates should be cut by a significant
21 amount. We think that that figure is going to be well
22 in excess of \$200 million when the case is over.
23 That's basically why we're here. The rest of the
24 proposal that Bell has come out with is what we should
25 hear from you on tonight.

1 One thing that you should be very clear on is
2 that the proposal by Southern Bell, one of the
3 proposals, is for local measured service, and at this
4 point has local measured service tied to the reduction
5 in some of the long distance rates and that's one thing
6 that you should understand. The question there would
7 be your option to give up the flat rate service that
8 you have for local service at this point.

9 The figure that Mr. Lacher mentioned
10 concerning 4%, that is not nearly enough. If we had
11 been tied to that 4% figure over the last few years,
12 the way they would propose to be tied to it in the
13 future, we would be well behind where we are now in
14 rate reductions. There should be a much, much greater
15 rate reduction at this point because telephone costs
16 are coming down.

17 If you look at the cost of a calculator now
18 compared to what it was 10 or 15 years ago, you would
19 pay over \$100 for that calculator back then where now
20 you may be able to pick the same thing up in a
21 drugstore for about \$5. The cost of telephone service
22 is coming down and you, the customer, should receive
23 that benefit.

24 In their proposal they have also asked that
25 they be allowed to increase basic local rates by 5%

1 annually without PSC approval. This we strongly oppose
2 and are here to really hear from you on the local
3 measured service tonight. Basically we just want you
4 to understand that this is a rate decrease case; that
5 the amount that -- as Mr. Lacher mentioned, the amount
6 that they are asking to reduce rates, over \$47 million
7 of that already has been taken away from them in
8 decision, so that that is not to be included in their
9 either \$60 million or \$80 million, whichever figure
10 they proposed. The rate reduction should be much, much
11 in excess of that.

12 Thank you very much.

13 CHAIRMAN DEASON: Thank you, Mr. Shreve. Mr.
14 Twomey.

15 MR. TWOMEY: Thank you, Mr. Chairman. Ladies
16 and gentlemen, my name is Mike Twomey. I'm an
17 Assistant Attorney General. I work for Attorney
18 General Bob Butterworth.

19 To explain Attorney General Butterworth's
20 positions on this rate case, I'd like to give you just
21 a little bit of history.

22 This company is currently operating under an
23 incentive rate program that no other company regulated
24 by the Florida PSC has. It was approved by the
25 Commission in 1988 originally for about three years.

1 It's been extended for an additional two years to
2 provided additional information.

3 Under this program Southern Bell was given an
4 opportunity pretty much as it requested under the
5 current proposal to earn up to 16% on its equity
6 return, investment on its equity investment.

7 What they propose to do then, as they propose
8 now, is they would split profits above 14% with their
9 customers. Under the current plan, the Commission
10 makes them give 60% of anything they earn above 14%
11 back to the customers. Under the proposed plan now
12 they would give back 50%.

13 The Attorney General doesn't believe this is
14 an equitable or fair plan in as much as it amounts to
15 them giving back to you half of every dollar they take
16 away from you over and above what amounts to being a
17 reasonable profit.

18 Now, the plan the Commission approved
19 previously with Southern Bell, and for which it
20 operates now, was an exchange for Southern Bell's
21 promise to operate more efficiently and to introduce
22 new services.

23 Now, I'm not aware of any evidence in this
24 case that shows that Southern Bell, over the course of
25 the last four or five years, has introduced

1 significantly new telephone services that other Florida
2 telephone companies have not. That is, telephone
3 companies that operate under traditional regulation and
4 are only allowed to earn a reasonable return on their
5 equity investment.

6 Likewise, I'm not aware of any evidence in
7 this case that demonstrates that Southern Bell operates
8 effectively or significantly more efficiently than
9 other telephone companies in the state that don't have
10 incentive regulation. It is the Attorney General's
11 position, both with respect to the existing plan and
12 proposed plan by Southern Bell, that all Florida
13 utilities, of which there are 600 or 700 regulated by
14 this Commission, are statutorily mandated to provide
15 reasonable service, efficient service and a reasonable
16 profit. And that it is not necessary for Southern
17 Bell, or for any company, to be given the incentive of
18 above-reasonable profits in order to be efficient.
19 That's what the management is for of this Company.
20 Mr. Lacher is the president, of course. It is his job
21 to see that Southern Bell operates efficiently and
22 provides and introduces new services when they become
23 available and the technology exists.

24 Now, when the Florida Public Service
25 Commission approved the existing plan or incentive rate

1 plan, they allowed Southern Bell to collect additional
2 monies over and above those necessary for the rates and
3 the profits they are authorized. This allows Southern
4 Bell, over the course of some two years, to collect
5 almost \$100 million of what I term as a slush fund. It
6 was not related to telephone ratemaking in any sense
7 and could go toward their profits.

8 Public Counsel, Jack Shreve and Attorney
9 General Bob Butterworth and the American Association of
10 Retired Persons petitioned the Public Service
11 Commission late in 1991 to have that money refunded
12 arguing that it had been unlawfully collected.

13 The Commission, in its wisdom, demanded and
14 ordered Southern Bell to so refund the money. You
15 should have received those refunds in December of '91
16 or January of this past year.

17 Additionally, the Public Counsel, the
18 Attorney General and the AARP petitioned the Commission
19 to reduce Southern Bell's rates by that amount that was
20 being collected, and it was approximately \$47 million.
21 This was the \$47 million Mr. Lacher referred to and Mr.
22 Shreve referred to a moment ago. The Commission
23 declined to reduce the rates permanently by that amount
24 but instead credited your bills monthly with that
25 amount. And during 1992 you should have received

1 somewhere in the neighborhood of the 50% credit on your
2 bill, or reduction on your bill.

3 That credit has now expired and Southern Bell
4 is again collecting that money. Under the proposal as
5 explained by Mr. Lacher, they now proposed to give you
6 back that \$47 million as part of their rate reduction.
7 It's the Attorney General's position that they were
8 never entitled to the \$47 million in the first place,
9 have no legal right to it; no right to collect it now
10 and certainly shouldn't be allowed to claim that they
11 are reducing your rates by giving it back for you. And
12 we think that amount should be credited again,
13 especially since the hearing in this case has now been
14 continued until mid-March of this year.

15 Now, what problems does the Attorney General
16 have with the new program?

17 Under the new plan, Southern Bell would have
18 even more regulatory flexibility than it has now. As
19 Mr. Shreve told you, they would be allowed to increase
20 rates in any category; residential, for example, up to
21 5% per year. So over the course of four years they
22 could raise your residential rates 20%. The Attorney
23 General is opposed to that.

24 They are asking again for the incentive plan
25 which would allow for increased profits up to 16%, with

1 the 50/50 sharing.

2 Now, under the new law the Attorney General
3 thinks that you can't have above-reasonable profits.
4 Even the new law doesn't allow for incentive profits
5 over and above what this company would have if it was
6 any other telephone company.

7 Notwithstanding that, the Public Service
8 Commission cannot give that regulation in this case,
9 the Attorney General believes, because the Commission
10 itself has not made the prerequisite findings necessary
11 to align for incentive ratemaking. And this deal with
12 making sure that a company cannot -- Southern Bell or
13 any company -- cannot improperly cross-subsidize its
14 nonregulated business with its regulated business that
15 you pay for. Additionally, they have to make certain
16 findings that benefits will accrue to the customers of
17 Southern Bell that wouldn't accrue under traditional
18 ratemaking. And we don't believe there is sufficient
19 evidence in this case for the Commission to make those
20 findings, so we don't think the Commission in this case
21 can legitimately grant the proposal Bell is requesting.
22 Furthermore, Southern Bell has had some problems in the
23 last couple of years.

24 They have recently entered into a settlement
25 with the Office of the Statewide Prosecutor by which

1 they will make refunds to a number of customers; some
2 900,000 customers up to about \$15 million. There was
3 no admission of liability on the part of Southern Bell,
4 and I don't suggest that they were liable for anything
5 but they are making the refunds.

6 What we're saying here, though, is that the
7 Attorney General believes that Southern Bell Telephone
8 Company needs more regulatory oversight by this
9 Commission and not less. The Commission needs to make
10 sure that it's efficient; that is that Bell's
11 efficient, and that the quality of service it's
12 providing meets its standards.

13 Now, in addition to that, as mentioned by Mr.
14 Shreve, there is the toe-in-the-door, if you will, of
15 the optional plan. That's local measured service we
16 believe, and the Attorney General is opposed to it.

17 In addition to it being local measured
18 service in certain aspects, it also would be confusing,
19 we believe, because it provides seven-digit dialing
20 that is indistinguishable from your local dialing, and
21 also does not provide sufficient detailing in your
22 billing so that you would know which are your local
23 calls and which were -- or what number of calls you
24 made on the expanded plan.

25 So in summation, the Attorney General is

1 appearing in this case. He's opposed to the level of
2 profits being sought. He is opposed to the incentive
3 rate plan.

4 Thank you.

5 CHAIRMAN DEASON: Thank you, Mr. Twomey.
6 We've now entered that phase of the hearing which is
7 the real purpose of us being here this evening, and
8 that is to hear from you, the members of the public.

9 The first order of business I'd like to do,
10 though, is to announce that for those individuals who
11 wish to address the Commission and wish to do so in
12 Spanish, that there is an interpreter available who
13 will interpret your comments in English so that it may
14 be recorded by the court reporter, and so that the
15 members of the Commission may understand your comments.

16 And at this time I'd ask Commissioner
17 Laredo, if you would, to announce in Spanish, that
18 there is an interpreter available, and that a person's
19 comments would be interpreted for the benefit of the
20 court reporter and for the Commissioners.

21 COMMISSIONER LAUREDO: Mr. Chairman, before I
22 do that, and fellow Commissioners, I want to welcome
23 you to my hometown.

24 I want to warn people of the public, and I'm
25 glad we didn't do it before the Company, Attorney

1 General and the Public Counsel spoke, that many, many
2 years ago when I was younger I was part of the public
3 effort to secure this wonderful building that the City
4 has let us use today, and it was at that time a church.
5 And, therefore, it's a consecrated holy place. So
6 while you're going to be under oath and obligated under
7 man's law to tell the truth today, I warn you that it
8 also has an aura of higher authority. (Laughter)

9 (Commissioner Lauredo now addresses the
10 audience in Spanish.)

11 COMMISSIONER LAUREDO: Thank you, Mr.
12 Chairman.

13 CHAIRMAN DEASON: Thank you, Commissioner.

14 The order in which we're going to follow this
15 evening is for Mr. Shreve to keep a list of those
16 individuals from the public who wish to testify before
17 the Commission, and he will call your name, and when
18 you hear your name, if you will come forward to the
19 podium in the front, and give your name and your
20 address, and if you could, also, for the benefit of the
21 court reporter, spell your last name, and then you
22 proceed to make your statement. And there may be a
23 question or two from some of the attorneys or some of
24 the Commissioners at the conclusion of your remarks.

25 And as I mentioned earlier, it's necessary

1 for all of those individuals who wish to address the
2 Commission to be sworn in, so that will be the first
3 order of business we take care of at this point, is to
4 swear in those witnesses who wish to testify.

5 So all of those persons who do wish to
6 testify, if you will please stand and raise your right
7 hand.

8 (Witnesses collectively sworn.)

9 CHAIRMAN DEASON: Mr. Shreve, you can call
10 your first witness.

11 MR. SHREVE: Thank you, Mr. Chairman. Mr.
12 Schulte.

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

17 WITNESS SCHULTE: My name is George Schulte,
18 and I'm here to speak about the cellular phone
19 situation that has existed here for the past seven
20 years.

21 CHAIRMAN DEASON: Excuse me. Could you give
22 us your address for the court reporter, please?

23 WITNESS SCHULTE: Yes. 980 Northwest North River
24 Drive. S-C-H-U-L-T-E is the spelling of the last name.

25 The reason that the Public Service Commission

1 exists is to keep a reign over monopolistic situations,
2 and that's precisely what the cellular phone business is.

3 Call it a subsidiary of Southern Bell, but
4 it's still BellSouth Mobility and they are still
5 affiliated, and it is still a telephone and it can
6 still be used to make and receive calls. I don't think
7 we'll have any argument over that fact. But it's the
8 policies and practices and the rate increases and
9 reductions in the quality along with the service that
10 concerns me the most.

11 As a small businessman who needs to be out on
12 the road and in contact with my customers, the cellular
13 phone is a very important link in that chain between
14 myself and them.

15 I would say over the last seven years I've
16 spent probably over \$100,000 in cellular phone bills.
17 I imagine if the average citizen was spending that
18 much, you guys would be hearing even more people here
19 tonight. But nevertheless it needs to be addressed.

20 I know that the Public Service Commission
21 would very much like to pass the buck on this matter,
22 and I have letters in my file which basically attest to
23 that fact. However, I still think you have a moral
24 obligation, in one form or another, to look into this
25 matter and do something about it. And I'm glad there's

1 someone here from the Attorney General's office;
2 perhaps they can look into it as well.

3 The FCC has also basically stated the same
4 thing. The Department of Consumer Affairs has also
5 stated the same thing. Everyone likes to pass the buck
6 but basically it's just another unregulated monopoly no
7 matter how you look at it.

8 When I have my phone turned off in the
9 evening, we're no longer using the airways. That
10 number, if you dial it, will ring on my house phone.
11 The phone is turned off. I still pay 27 cents a minute
12 for that call.

13 Now, I think you should be very concerned
14 about that fact because we're not using any cellular
15 transmission lines; we're only using the local phone
16 network. And that's my phone number and I have had it
17 for seven years but I'm still paying for that. That's
18 something that also needs to be looked into.

19 I think that the fact that I can't even take
20 that phone to another carrier basically testifies to
21 the fact that it is a monopolistic situation. You
22 don't really have a choice in that matter. And when I
23 first got that service there was only one cellular
24 carrier and that was BellSouth Mobility.

25 I've documented everything, I've told you

1 this evening, and I have the responses from BellSouth.
2 I plan to see that all of you get a copy of all of this
3 correspondence between all of the various agencies.
4 But I wanted to have an opportunity to address you all
5 in person and let you know exactly what a severe and
6 unregulated monopoly, monopolistic situation has been
7 occurring here in the Dade County-South Florida,
8 probably all of Florida area for that matter. And I
9 think someone needs to look into it and someone needs
10 to do something to correct it.

11 Thank you very much.

12 CHAIRMAN DEASON: Thank you. Before you
13 leave, I have a question.

14 The 27 cents a minute charge for the calls
15 which were routed to your home phone, is that a service
16 to which you subscribe or is that something all
17 cellular phone subscribers have?

18 WITNESS SCHULTE: It's just another custom
19 calling feature. Most all of the custom calling
20 features that you can have on your home phone, and a
21 few that you can't, are available with the cellular
22 services. It's just called call forwarding.

23 CHAIRMAN DEASON: Okay, thank you.

24 WITNESS SCHULTE: Is there anyone else who
25 might have something to ask on that?

1 COMMISSIONER LAUREDO: How exactly do you --
2 you use the word "pass the buck" and that we have a
3 moral obligations. If we don't have the legal
4 authority to regulate the industry you want us to
5 regulate, how exactly do you propose that we handle
6 your complaint?

7 WITNESS SCHULTE: Well, I would suggest that
8 there are people, aside from the Attorney General here
9 tonight, but I don't see there's any reason why when
10 you all are there in Tallahassee that you can't speak
11 to some of the legislators up there and ask that they
12 do something about this. If you don't have the power
13 that you need to do something, then go out and request
14 that power. That's your job. It's not my job as a
15 citizen to come in here and tell you how to do this.
16 This is your job; you're mandated to handle such
17 monopolistic situations, and this is definitely a
18 monopoly and something needs to be done to break it up
19 or make it equitable, at least give them some
20 oversight. Right now there's no oversight whatsoever
21 because I've documented that fact.

22 I've got a letter here from everyone passing
23 the buck so no one is doing anything about it. It's
24 time that someone do something about it. The fact that
25 I even took my time to come down here at least says I'm

1 willing to do something about it. Now, perhaps when
2 you get up to Tallahassee you can do something about
3 it, too.

4 COMMISSIONER LAUREDO: I just propose to you
5 that you get a little active as well with the state
6 legislature if you have that kind of problem, because I
7 think your comments, at least to me, are very fruitful
8 and I'm looking forward to seeing the information you
9 have. But a lot of people sometimes don't understand
10 the limits of what we have to do is mandated by the
11 legislature. And while I take your complaints to heart
12 and I will follow up on them, I think you should be
13 contacting your state legislators. There is also a lot
14 of federal laws involved, et cetera. There is another
15 company that provides cellular telephone in the market.
16 It's a two-company market. It's not a single-company
17 market.

18 WITNESS SCHULTE: When I got my service,
19 however, there was only one company. There was no one
20 else.

21 COMMISSIONER LAUREDO: Today there are two
22 companies.

23 WITNESS SCHULTE: All my business cards, all
24 my literature has that one phone number. My customers
25 have known that phone number. I can't take that phone

1 number with me. If you move from one area to another,
2 if you're still in that same prefix area, you can still
3 bring your phone number with you. I can't even do
4 that.

5 Like I say, I have a company to run, but I'm
6 sure that of the at least 60,000 subscribers in South
7 Florida perhaps someone should be speaking on their
8 behalf; someone should be doing something about that.
9 That's not my job. My job is completely different. I
10 have my own company. Those are my interests.

11 What I'm saying is you people, elected or
12 otherwise, public officials need to do something about
13 this. I'm bringing it to your attention. Since you've
14 already told me that your department basically doesn't
15 have any purview here -- and I don't quarrel with that.
16 But go ask them, sit down, get into committees. It's
17 not my job to go sit in committees in Tallahassee and
18 get laws enacted. Perhaps you have a department or
19 maybe you have other people underneath you who can do
20 that. That's not my job.

21 I'm just coming here because you're the only
22 forum that really exists for me to bring out these
23 problems. Where else would you go? If any one of you
24 can give me a good suggestion on where I should go to
25 take this complaint, I would be more than happy to.

1 But so far everyone I've communicated with has said
2 "It's not my job." So I'm trying to find the person
3 who says "It is my job."

4 COMMISSIONER BEARD: Let me just comment, if
5 I can briefly. I will give you one suggestion and I
6 will also give you some history.

7 We agreed with you at the time that the
8 cellular industry was developing and the legislation
9 was first pending that it should be regulated. For
10 whatever reason, we weren't successful; we got beat and
11 it was determined it would be unregulated. But we held
12 the same position that you held. I think that that is
13 something we can look at. I don't know that these five
14 Commissioners want to go and tilt at windmills by
15 themselves either.

16 WITNESS SCHULTE: Well, are you suggesting I
17 should?

18 COMMISSIONER BEARD: Yes, I am as a matter of
19 fact. and I'm going to give you a mechanism for that.
20 The mechanism, typically in any county you have a
21 delegation meeting prior to the legislature. The Dade
22 delegation will meet somewhere publicly in this county
23 to hear input locally under the understanding that you
24 can't go to Tallahassee every time something comes up.
25 I don't know where that stands for this session because

1 it's starting up pretty soon, but you can probably call
2 almost any legislator in the Dade area and ask them
3 "When is the Dade delegation meeting being held
4 locally?" and attend that and give your input there as
5 well as here, and maybe you can get some impetus and
6 help us in that respect.

7 WITNESS SCHULTE: I appreciate the
8 suggestion. Maybe I could offer an alternate. Perhaps
9 you could conduct some hearings on this very same
10 matter and solicit people, like myself, to come
11 forward, get the testimony and take that back to
12 Tallahassee and make your case for them. You could
13 probably find that this is not isolated. With 60,000
14 subscribers down here in Dade County, I'm sure there
15 are quite a few other people who would come forward and
16 tell you the same thing, if you made it known that
17 there would be a public forum for that. It exists.
18 There's a problem out there. It's definitely monopoly
19 and they can charge whatever they want.

20 In fact, they're even talking about some huge
21 rate increases over the next couple years for whatever
22 reasons that they want to put forward. And there is
23 nothing that anyone can do about it. And people's
24 livelihoods depend on these phones.

25 We're in the '90s, we're going into the 20th

1 century here, the 21st century, and this is the way of
2 the future. And these phones are very, very important
3 for people's livelihoods. Someone needs to look after
4 that. Granted, everyone has a phone at their house and
5 that's certainly a nice thing to have if there is an
6 emergency but we're talking about people's livelihoods
7 here. I think it is important that someone take the
8 time to look into this matter.

9 Like I said, everyone has passed the buck so
10 far, and I'm just here to point that out to you and
11 perhaps maybe you all can do something about it being I
12 don't get paid to do this.

13 CHAIRMAN DEASON: Thank you, sir. Mr.
14 Shreve, please call your next witness.

15 - - - - -

16 MR. SHREVE: Mr. Neiman.

17 BOB NEIMAN

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

21 WITNESS NEIMAN: My name is Bob Neiman.
22 N-E-I-M-A-N. I'm president and chief executive officer
23 of the Greater Homestead/Florida City Chamber of
24 Commerce.

25 Commissioners, distinguished panel, and

1 guests: They say a lot of miracles took place in
2 Homestead/Florida City during and after Hurricane
3 Andrew. I do believe in miracles but I'm here to say
4 Southern Bell's call to action was no miracle. It was
5 a quick response to the situation based on
6 professionalism, integrity and proven expertise upon
7 dealing with our community.

8 At this time I'd like to address specific
9 issues.

10 I have correspondence that was written by
11 Bill Swinford, our Chairman of the Greater
12 Homestead-Florida City Chamber of Commerce, addressed
13 to the Public Service Commission.

14 "South Dade County and specifically Homestead
15 and Florida City, Florida, was severely damaged August
16 24 when Hurricane Andrew bulled his way ashore.

17 Communications were, in a word, out. The
18 salvation was cellular and close coordination by
19 Southern Bell Telephone Company and its employees who
20 made cellular phones available throughout the
21 community, and worked shoulder-to-shoulder with city,
22 state and federal officials as they arrived on the scene
23 to provide communications, the company recognizing the
24 importance of an ongoing Chamber of Commerce to the
25 business community, attempting to put together enough

1 pieces to serve the public, made microwave equipment
2 available to the Greater Homestead/Florida City Chamber
3 of Commerce that it might provide service to business.
4 The Company also surveyed the business community to
5 determine who was left, what problems existed, and how
6 they might be solved and communicated. The resulting
7 information going to city officials as well as chamber
8 officials.

9 Recognizing that our Chamber was in an
10 extremely difficult financial position, Southern Bell
11 was quick to offer assistance in a matching
12 fund-raising drive that has had a very successful
13 prognosis.

14 And when the inevitable criticism began, as
15 power was restored before telephone service, Southern
16 Bell employees redoubled their efforts to achieve
17 restoration and went on the speaking circuit to explain
18 status and restoration and to answer questions.

19 While the Greater Homestead/Florida City
20 Chamber of Commerce has not had the opportunity to
21 review all of Southern Bell's proposals relative to its
22 new price regulation plan, we're certainly supportive
23 of this Chamber member in good standing.

24 As a local businessman and Chairman of the
25 Greater Homestead/Florida City Chamber of Commerce, my

1 review of the proposal is extremely positive.
2 Certainly the reduced service connection charge
3 proposal, as well as Southern Bell's proposed economic
4 development effort in existing enterprise zones will be
5 very helpful to our membership and to businesses in
6 South Dade County. Anytime that overhead costs can be
7 diminished, the success of a business venture is
8 enhanced. And being successful as an enterprise zone
9 is anything but a sure thing.

10 Likewise, while perhaps not directly
11 affecting our membership, the expanded local service
12 option offering discounted rates within 40 miles and
13 the reduction in the cost of options would be well
14 received in our community. So far as business is
15 concerned, the expanded local service option will
16 certainly help the members market to the Keys as well
17 as North Dade County, although the former is more
18 likely than the later.

19 Finally on a personal note: Southern Bell
20 also went out of its way to help individual businesses
21 during the Hurricane Andrew emergency as they had prior
22 to and since that emergency. My own office telephones
23 had to be moved twice. My personal phones at home had
24 to be transferred from a destroyed home to a trailer
25 while we rebuilt.

1 Southern Bell was there when we needed them
 2 as they are there when no emergency existed. I am
 3 pleased to offer this testimony on behalf of Southern
 4 Bell. Sincerely, Theodore W. Swinford, Chairman, the
 5 Greater Homestead/Florida City Chamber of Commerce."

6 Thank you.

7 MR. SHREVE: Thank you, sir.

8 CHAIRMAN DEASON: Mr. Shreve, next witness
 9 please.

10 - - - - -

11 MR. SHREVE: Mr. Thompson.

12 PETER THOMPSON

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

16 WITNESS THOMPSON: My name is Peter Thompson.
 17 My address is here in Miami and it is 2828 Coconut
 18 Avenue, and I'm here tonight in my capacity as
 19 president of the Greater South Dade, South Miami,
 20 Florida Chamber of Commerce.

21 Ours is a business development organization
 22 serving the area between Bird Road and 248th Street and
 23 from Chrome (ph) Avenue to Biscayne Bay. We have in
 24 excess of 1100 business members and serve a community
 25 whose population is in excess of 400,000 people.

1 Of all of the service provisions available
2 through Southern Bell, I am pleased to have the
3 opportunity to address two of them here tonight that I
4 find especially valuable as they relate to our Chamber
5 of Commerce and business development opportunities in
6 South Dade.

7 The service credit available to low income
8 customers is vitally important to many of the residents
9 in our service area. In this day and age, telephone
10 communication availability is a necessity and this
11 manner of service provision assistance to those who
12 might otherwise be able to afford is, in my estimation,
13 one of the more valuable services that Southern Bell
14 can provide. The Chamber welcomes this opportunity and
15 offers to make this service availability known within
16 its area, and applauds the Company for its willingness
17 to promote this program in our community.

18 Enterprise zone initiatives are especially
19 important in the Perrine and Cutler Ridge areas
20 represented by this Chamber of Commerce. Discounting
21 service charges, both installation and recurring
22 charges, will be of great assistance to the community
23 in the development of the enterprise zone plan. The
24 very timeliness of the service in the wake of Hurricane
25 Andrew will be of even more benefit as we continue our

1 rebuilding efforts in South Dade.

2 This service, among the myriad of services
3 offered in our community by Southern Bell, confirms, I
4 believe, the intent of the Company to be a full and
5 participating partner in the ongoing efforts to develop
6 and expand minority business efforts in all of South
7 Dade.

8 I am guilty, I believe, as are many, of
9 taking the telephone company and its services for
10 granted. My post-storm revisionist thinking makes me
11 aware that convenient and always-available service
12 requires highly skilled and professional men and women
13 to make that system work.

14 On a personal note, I would like to add that
15 in the person of Bob Self, (ph) from Southern Bell, I
16 am pleased to be able to be here tonight to speak on
17 behalf of Southern Bell and address the Public Service
18 Commission in the efforts of being presented before you
19 as part of your overall consideration of services and
20 rates. But I would like to add again my personal
21 gratitude to Bob Self, who I know has been of service
22 to many in the South Dade community in the last five
23 months since Hurricane Andrew, and I think he serves as
24 a fine example to both the Company and to the
25 Commission of the type and level of commitment and

1 service that this Company had provided to our
2 community.

3 Thank you very much.

4 CHAIRMAN DEASON: Thank you, sir.

5 MR. SHREVE: Thank you.

6 - - - - -

7 MR. SHREVE: Mr. Mogul.

8 HARVE MOGUL

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

12 WITNESS MOGUL: Good evening. My name is
13 Harve Mogul. I'm president of the United Way of Dade
14 County. And I've never done this before, so you have
15 to bear with me. I'm not an expert about rates; I'm
16 not an expert about telephones, but I am somewhat
17 knowledgeable about the notion of communications and
18 what it means to a network of helping agencies.

19 You see, United Way here in Dade County works
20 with 71 agencies ranging from the Red Cross and
21 Salvation Army to agencies like the Goodwill and Little
22 Havan Activity Center.

23 And it was on the morning of August 24th
24 when we realized the nature of communications was more
25 than a casual thing for us as a group of helping

1 organizations. We realized that morning, when we had
2 set up an alternative headquarters at Ryder
3 Corporation, that our ability to communicate to
4 agencies who have it as their mission dealing with
5 people who were experiencing the kinds of stress and
6 disaster that we never have had before, how important
7 communications were.

8 We were with members of Southern Bell that
9 particular morning who found their way to the United
10 Way, found their way to meet with agency directors, and
11 to assure them that that network of service was going
12 to be there for them, particularly in the very scary
13 early days following the 24th.

14 Those people at Ryder, meeting with us and
15 meeting with our volunteers very swiftly were able to
16 do some things that while they may not bear directly on
17 the case of rates, certainly showed us what a full-
18 service high quality operation can mean.

19 We have a volunteer center that normally
20 operates with six telephones. Within five days those
21 employees were able to expand into another center: a
22 hundred-phone operation; from six to hundred phones.
23 Those phones were able to support, within the following
24 months, the calls over 50,000 volunteers who had been
25 helping out in the south part of the county. And we

1 get the phone calls. The dial tone was there every
2 time they picked up that phone.

3 I could tell you stories about how they set
4 up phones at some of our helping agencies in the south,
5 including Central Camsino (phonetic), an agency that
6 was very hard hit that works with migrant farmers.
7 Agencies like Switchboard of Miami who have to deal
8 with people who have to pick up the phone when they are
9 contemplating suicide, when they are going through
10 tremendous stress and the dial tone is there for them.

11 Let me say this, because when we think of the
12 notion of efficiency, and when we think of the notion
13 of quality, they are not always the same thing.

14 I would hope that in your deliberations as
15 part of this Commission that you think about that.
16 That whatever have been the pieces that have come
17 together to enable this organization to provide quality
18 communications at the time of most stress, or certainly
19 for the United Way and for our agencies, the kind of
20 ingredients that we need to stay in place. And I would
21 hope that that would be part of your thinking. Thank
22 you very much. Any questions?

23 CHAIRMAN DEASON: No questions.

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25 MR. SHREVE: Thank. Mr. Sherard.

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BOB SHERARD

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

WITNESS SHERARD: I'm Bob Sherard and I live at 9609 N.W. 7th Circle, in Plantation. And I'm a small businessman. I do represent 20 to 30 various companies and most of my business is in Miami but I live in Broward County, but I don't live in South Broward County so I'm penalized by having to pay per minute for my calls to Miami, Medley, Hialeah. Most of my accounts are exporters, distributors, and I'd say 90% of my business is in Miami, although I live in North Broward, Central Broward.

I have a good friend that lives in Pembroke Pines that they charge him \$13 a month for a direct rate to as far south as Perrine. I don't get that service. I don't understand the line that they have drawn at Southern Bell; different lines, in fact. There's one, I think, from Hollywood for \$8, you can go, I think, as far as Hialeah for a month, all the calls you want. Well, I have to pay for every call 18 to 20 cents a minute. It's killing me; I'm paying \$200, \$300 a month on my calls. And I am a businessman and I can't afford it and I can't afford to move from

1 where I live now, south, into Pembroke Pines or
2 anywhere else. This is where I live, Plantation,
3 Florida.

4 So I think there ought to be some review of
5 why Broward County is broken up the way it is. It
6 should be a little more equitable for the whole county.
7 Let us have a break.

8 That's all I have to say.

9 CHAIRMAN DEASON: Thank you.

10 MR. SHREVE: Thank you.

11 COMMISSIONER LAUREDO: Excuse me, are these
12 individuals going to be followed up by the Company?

13 MR. LACHER: Yes. We'll have somebody to
14 speak with the gentlemen.

15 - - - - -

16 MR. SHREVE: Mr. Wick.

17 DANIEL WICK, JR.

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

21 WITNESS WICK: Good evening. My name is Dan
22 Wick, Jr. W-I-C-K. I'm the assistance director of the
23 Opa-locka Community Development Corporation located at
24 490 Opa-locka Boulevard, Opa-locka, Florida.

25 I have heard and reviewed Southern Bell's

1 proposed reduction request. On behalf of the Opa-locka
2 CDC, I'd like to go on record that we do support the
3 Lifeline rates, programs for low income customers and
4 the economic development plan discounted rates.

5 Opa-locka is located in one of the largest
6 enterprise zones and would greatly benefit from this.

7 Thank you.

8 CHAIRMAN DEASON: Thank you.

9 MR. SHREVE: Thank you, sir.

10 - - - - -

11 MR. SHREVE: Laura Nichols.

12 LAURA NICHOLS

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

16 WITNESS NICHOLS: My name is Laura Nichols,
17 N-I-C-H-O-L-S. I'm a resident of Broward County. I'm
18 also president of the North Dade Chamber of Commerce.

19 We were not hit by Hurricane Andrew. I
20 cannot say that. We're just suffering from
21 repercussions of it. We suffer a lot with that
22 syndrome called guilt.

23 So I have to tell you that Southern Bell is a
24 reflection of the community. They are part of the
25 community and they offer their support whenever and

1 wherever it is.

2 Following Hurricane Andrew I was in my office
3 on the 25th and I did not leave for almost a week. We
4 are very far north. We weren't ravaged. We weren't
5 without telephone service but we did serve as link.
6 And Southern Bell called us to see if they could help
7 us, if they could set things up, if they could get
8 things going.

9 They have always been there, they will always
10 be there and we are there for them. And I think
11 because of their technology and their network they were
12 able to be here when we needed them.

13 Thank you.

14 MR. SHREVE: Thank you.

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16 MR. SHREVE: Reverend Cash.

17 REVEREND JAMES CASH

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

21 WITNESS CASH: My name is Reverend James
22 Cash. And I'm president of PULSE. That is People
23 United to Lead the Struggle for Equality.

24 I'm happy to be here tonight to address this
25 Commission to let them know that the people whom I

1 represent, poor, low income, moderate, they are very
2 pleased for me to say tonight that this reduction in
3 rates proposal that this Company has brought to us,
4 it's a good one. It's good because poor people,
5 minorities in this community, can fall in line with
6 three of the issues that I want to speak to. One, the
7 Lifeline program.

8 Reducing the rate to \$7, to me that's a great
9 reduction for poor people. People who need telephones
10 need them very badly, especially in many of the areas
11 of our community, such as Liberty City, Opa-locka, down
12 south. The reduction of this \$7 can help us greatly in
13 paying our bills.

14 I'd like to secondly mention the economic
15 development enterprise zones. We, in the black
16 community, are very pleased to know that life can be
17 better for poor people. Opa-locka, as you know, is one
18 of the largest zones that have been identified. It can
19 afford businessmen the opportunity to know that they
20 can participate in the arena and still make a profit.
21 Any new business, first-year business, can benefit
22 mainly because it's very, very hard to operate in
23 first-year business not knowing what is going to be on
24 weekends when you're operating week-to-week,
25 day-to-day.

1 Reduction in business rates, that's the third
2 one. We salute Southern Bell for this step and only to
3 say further that the people, the minorities who can't
4 afford this high rate, we just hope that Southern Bell
5 continues to keep their rates low.

6 Finally, for all those persons who sent me
7 here tonight, they did so very seriously because
8 there's much discussion in our community when
9 minorities have little to say, and tonight it's a
10 pleasure to come before this Public Service Commission
11 to let you know that we thank you and we hope you will
12 accept the proposal made by Southern Bell.

13 Thank you so very much.

14 COMMISSIONER LAUREDO: Reverend.

15 CHAIRMAN DEASON: Reverend, I think that we
16 have a question.

17 COMMISSIONER LAUREDO: Reverend, thank you
18 for your remarks.

19 As you know, one of the things we have to do
20 as a Public Service Commission is kind of review what
21 we call quality of service, which is kind of a
22 technical term.

23 I happen to have a philosophy that a company that
24 serves the public can only approximate a perfection of
25 service, when it begins to approximate in its

1 management, in its employees, the community of service.

2 I have a strong interest in having the
3 utilities we regulate do better in hiring, promoting
4 and purchasing services from women-owned businesses and
5 minority-owned business, as well as to hire and promote
6 people within the ranks. I would hope, at least for
7 this Commission, since I know that you are very active
8 in the community, particularly the black community,
9 that you will keep me abreast of some progress that I
10 hope this and other companies that serve this area
11 hopefully will do in the next few years. I think it's
12 a fundamental part of being a corporate citizen and
13 good and efficient company. I'm particularly
14 interested in the telephone because I think this is the
15 industry of the future, and we need to push more
16 minorities and more women to move up in the ranks of
17 this vibrant industry.

18 And I just thank you for your remarks, and on
19 the other hand I ask you for your assistance in my
20 struggle to see this dream at least begun during my
21 tenure in the Public Service Commission.

22 WITNESS CASH: Thank you so very much. And
23 my pledge in my organization, PULSE, People United to
24 Lead the Struggle for Equality, will work with any
25 group to see to it that Dade County has the very best

1 services that's necessary and needed. Thanks again.

2 CHAIRMAN DEASON: Thank you, Reverend.

3 MR. SHREVE: Thank you, Reverend.

4 - - - - -

5 MR. SHREVE: Rita Warren

6 RITA WARREN

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

10 WITNESS WARREN: Good evening ladies and
11 gentlemen. My name as Rita Warren. W-A-R-R-E-N. I
12 live at 20120 N. E. 2nd Avenue, North Miami Beach.
13 I'm the vice president of the AARP Chapter at North
14 Dade. And I'm going to deviate from the few notes I
15 scratched out on my lap to comment on what the two
16 gentlemen from the Chamber of Commerce said.

17 I resent their accolades to Southern Bell,
18 and I resent it strongly. I think it's misguided.

19 If I were bleeding to death in front of my
20 doctor and my doctor stopped that bleeding, I would
21 expect him to do that because that is his profession,
22 that's what he's trained to do and what he's there to
23 do. I would not think he deserves the Academy Award
24 for doing that. In this instance, Hurricane Andrew is
25 only one instance we don't live through every day of

1 the year and every year of our lives. It was one
2 unique instance. And if Southern Bell did its job as a
3 professional organization, it is only what I would hope
4 and expect that they should do without any accolades
5 and without any Academy Awards. That's what they are
6 paid to do in an emergency.

7 Now, if I can read the few notes I scratched
8 out on my lap, I'd like to have my little say.

9 This, to me, is like deja vu, gentlemen and
10 ladies, because didn't we go through all of this just
11 several months ago? I thought we had put it to bed
12 when the Commission had voted down this rate increase
13 appeal. And I must say, when Southern Bell offers to
14 reduce rates, to me it's like going out to dinner with
15 Dracula. Your company has been trying to suck the
16 blood of the citizens of this state for a long time
17 unceasingly. When you talk of basic service increase
18 and a mere 5% a year, I think this gentlemen covered my
19 point too, that equates to a 30% increase in six years,
20 and 50% increase in ten years and so on ad infinitum.
21 I don't know how you could possibly manage to scrap
22 along on such meager increases.

23 Instead of increases, I would recommend the
24 Public Service Commission cut some of your
25 blood-sucking charges; charges for information service.

1 If I want a number that is not listed in local Dade or
2 Broward, I have to, and I'm forced to, use your
3 services; pay you 60 or 65 cents for the service when
4 I'm going, in turn, to use your facilities to make that
5 call. And you charge for every new invention and
6 innovation.

7 It is my money that pays for the research and
8 development that brings about each new innovation, and
9 I feel I rightly am entitled to reap the benefits of
10 those new developments considering that it is my money
11 that brought it about and not yours.

12 And now we get to the humorous part.
13 Earnings of over 14% to be shared with customers. How
14 noble of you to make that offer. The Public Service
15 Commission can be assured that what with the exorbitant
16 salary increases you would vote yourselves, huge
17 bonuses, stock options, pension plans to cover you in
18 your lifetime, your spouse in her lifetime and for
19 generations after that, plus golden parachutes, do you
20 really think there will be any excess after you get
21 done creating your own personal dynasties?

22 Now, your per minute charge, let's take a
23 look at what that would do to several areas. First of
24 all, let's take a look at what it would do to the
25 elderly who rely upon the telephone for perhaps the

1 only human voice they hear during the day, for those
2 who are homebound, who have no other contact with the
3 outside world, and again let's look at it from the
4 charitable viewpoint.

5 There are many charities around in this
6 country, in this state and in this city. What would it
7 do to their costs, their overhead trying to do noble
8 things if each and every telephone call is charged per
9 minute? Would you like to contemplate that for a
10 moment? And the gentlemen back there who just made a
11 statement about how wonderful Southern Bell is, when
12 they came to their rescue, I would like to see the look
13 on his face when he received a telephone bill, if,
14 heaven forbid, this ever came to pass and all his
15 volunteers were making calls seeking funds and
16 charitable contributions. I'm sure he would sing a
17 different tune after he saw his first telephone bill.

18 And as for the reduced rates from Dade County
19 to Ft. Lauderdale, again a very magnanimous offer from
20 Southern Bell. This is not reducing rates, in my
21 opinion. This is merely rectifying outrageous
22 overcharges to begin with.

23 When I have to pay more for a five minute
24 call from Dade to Broward County to speak to my
25 daughter, and that charge is three and four and five

1 times more for the same length of time when I call my
2 other daughter in Connecticut, there's something
3 outrageous about the rates that this Company is allowed
4 to charge the people of Florida.

5 And, of course, Southern Bell always comes in
6 with a big zinger, they are going to help the poor. Do
7 you think that taking off a couple of dollars from the
8 base rate is really going to help the poor when they
9 are really going to sock it to them for every minute
10 they are speak on the phone afterwards? I mean how
11 dumb do you think the people are in this state, Mr.
12 President?

13 I would like to say that I urge the Public
14 Service to emphatically vote a resounding no against
15 all the requests of this Company, and I speak -- I'm
16 one person here and there's not a very large turnout,
17 but I would like you to know that I speak for the
18 hundreds of thousands of voices that are not here
19 tonight, who are afraid to stand up and speak for their
20 rights, but I have no such fear.

21 I think that the Public Service would be
22 doing its proper job in voting down everything that
23 this Company has been asked for because I want you to
24 know that the people of South Florida will not allow
25 you to rape them financially and stand still quiet. We

1 will not be quiet and we will not allow this rate to
2 take place. Not this year, not next year, not ever.
3 Mr. President, forget it. Thank you.

4 CHAIRMAN DEASON: Thank you, ma'am.

5 MR. SHREVE: Thank you.

6 - - - - -

7 MR. SHREVE: Jay Rodriguez.

8 JAY RODRIQUEZ

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

12 WITNESS RODRIQUEZ: Good evening. My name is
13 Jay Rodriguez. I am the Director of the Latin Chamber
14 of Commerce, and as you can see I have a cold. This is
15 a very tough act to follow now. Because being with the
16 Latin Chamber of Commerce and being honest with myself,
17 we also want to the thank Southern Bell for the
18 beautiful job they did. I know they have to do it, but
19 they went the extra step. And I live in the south; I
20 suffered the impact of the hurricane. Thank you very
21 much.

22 Now, in regard to your proposal, we represent
23 the businessman in this area, Hispanics mainly; small
24 minority business. We approve, we support the plans
25 that you have proposed, the Lifeline credit, the

1 economic development plan for the different options for
2 businesses, the enterprise zone, the reduction in
3 connection charges; I think all of this will be
4 beneficial for the small businesses which we represent,
5 and for that reason we support it. Thank you very
6 much.

7 CHAIRMAN DEASON: Thank you, sir.

8 MR. SHREVE: Thank you.

9 - - - - -

10 MR. SHREVE: Mr. Rivas.

11 ANTHONY RIVAS

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

15 WITNESS RIVAS: Good evening ladies and
16 gentlemen, my name is Anthony Rivas and I'm vice
17 president of the Latin Chamber of Commerce, Director
18 Havana, president of Rivas Realty, and many other
19 things.

20 First, with the permission of the Public
21 Commissioners, I want to congratulate the president of
22 Southern Bell, because when we arrived in 1960 we spoke
23 very bad about the telephone company. After you hired
24 Mr. Gomez and several different Spanish staff, the
25 management changed so much, and we're very, very

1 pleased with Southern Bell.

2 Also for your information, I would like to
3 tell you that only several days later after Hurricane
4 Andrew hit the coast and Homestead and South Miami,
5 Southern Bell, Gomez and all his staff, they have been
6 working so hard with the Channel 23, the TV Spanish
7 station, to raise a lot of money. I saw those people
8 for myself. I witnessed that they were working until
9 two or three o'clock in the morning only to make sure
10 that they have phones working to raise all that much
11 money. Thank you very much for that.

12 I don't want to repeat everything. I just
13 want to tell you that I received this notice in the
14 mail in Spanish and English several months before the
15 hurricane, and was such a good thing that I have no
16 comment for this. For this we agree 100%. I spoke
17 with our president of the Latin Chamber, Mr. Luiz
18 Alveene (phonetic), and we explained it in Spanish,
19 it's very, very, very clear, and our comment is that is
20 a terrific and very good thing what Southern Bell is
21 doing to reduce their price on the telephones. The new
22 rates are very good, especially for the poor people;
23 especially the low, moderate income people and the small
24 business which we represent. We have over 2,000 members.

25 Thank you very much.

1 CHAIRMAN DEASON: Thank you, sir.

2 MR. SHREVE: Thank you, sir.

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4 MR. SHREVE: Josefina Carbonell.

5 JOSEFINA CARBONELL

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

9 WITNESS CARBONELL: Good evening.

10 Commissioners, members of the distinguished panel, and
11 Southern Bell representatives.

12 First of all, I'm Josefina Carbonell,
13 C-A-R-B-O-N-E-L-L, and I'm the president of the Little
14 Havana Activity and Nutrition Centers of Dade County.

15 I'm here representing Maria Christina
16 Rodriguez, who is the chairperson for the advisory
17 board. We're a nonprofit private organization serving
18 over 32,000 elderly residents of Dade County in service
19 centers.

20 I first want to take this opportunity to
21 congratulate Mr. Lacher and the entire staff of
22 Southern Bell for their specific help in support of
23 restoring the services to those areas after the
24 hurricane; specifically housing, elderly housing units
25 in the South Dade area that was heavily affected. We

1 thank you for your support.

2 I'm here representing the advisory board, as
3 I said, which we were fully briefed and were on top of
4 the situation based on the rate changes and some of the
5 reductions.

6 Of specific concern discussed on the advisory
7 board was the optional expanded local service and would
8 this comprehend some kind of rated and charged service
9 at the local level. After fully informed of the plan,
10 the advisory board has set forward their support on
11 behalf of having this option for those individuals in
12 the local service area, that they will be charged if
13 they have little use of services in the local area, or
14 have very limited service use of their phones. But in
15 many instances the phone is the only link that these
16 elderly residents have with the rest of the community.
17 And we have about 80% of our individuals, served by our
18 organization, that are low income individuals. They
19 are also in support of the Lifeline rates and Southern
20 Bell's share of the federal subsidy for those low
21 income individuals. Of course, they are also in
22 support of the local reductions for the small
23 businesses in which many of them have family members
24 involved in that area.

25 Thank you very much.

1 CHAIRMAN DEASON: Thank you.

2 MR. SHREVE: Thank you.

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4 MR. SHREVE: John Anderson.

5 JOHN ANDERSON

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

9 WITNESS ANDERSON: Chairman Deason and
10 members of the Public Service Commission, for the
11 record my name is John Anderson, A-N-D-E-R-S-O-N. I'm
12 Chairman and Chief Executive Officer of the Beacon
13 Council located at 1 World Trade Plaza, Suite 2400, 80
14 S.W. Eight Street, Miami, Florida 33130.

15 The Beacon Council is a private not-for-
16 profit economic development corporation. It's a
17 partnership between Metro Dade County government and
18 the business community of the Greater Miami and Dade
19 County area. We have a charter responsibility to
20 encourage the start-up, expansion, retention of
21 business throughout Dade County for the purposes of
22 building our job base and improving our conditions.

23 On August 21 of last year I submitted a
24 letter to the Commission supporting three specific
25 aspects of the Bell proposal, and I would like to comment

1 on those briefly. But before I do I'd like to say I'm not
2 sure you ever got the letter. It was dated August 21 and
3 we all know what happened several days later.

4 For purposes of perspective and objectivity,
5 members of the Commission, I'd like to share a couple
6 of thoughts.

7 Firstly, in terms of objectivity of the Beacon
8 Council's position, Southern Bell is a member of the
9 Beacon Council, a member we value very much, and I would
10 share virtually everything said in support of this
11 corporation by previous speakers. They are outstanding
12 community citizens and we're lucky to have them here; they
13 were before Andrew and they have been since.

14 Having said that, in terms of objectivity and
15 support of this proposal, we have some other
16 communication corporations that are competitors of
17 Southern Bell that are also our members, and in fact,
18 last year we vigorously recruited one of their
19 competitors into the Greater Miami area, so I think we
20 can speak to you on this subject very objectively.

21 The other comment I would like to offer in
22 terms of perspective, this community is a challenging
23 community in terms of guiding itself to the future and
24 building its economy. It was before Andrew, and it has
25 become much more so since. I believe in all sincerity

1 that we, in this community, all of us in this room,
2 probably have the most challenging task in this country
3 in terms of rebuilding and stabilizing the economy of
4 Dade County following that storm. And it's going to be
5 a task that we're going to face for years. The
6 proposal that is before you has, in our judgment at
7 least, three specific recommendations that we believe
8 would materially assist us in our ability to rebuild
9 this economy.

10 Those specific pieces are: one, the economic
11 development incentive tariff; two, the reduction in
12 connection charges, and three, the optional expanded
13 local calling plan. We think each of those would make
14 it easier for businesses to start up in this area,
15 whether it is in the Andrew-affected area or in areas
16 of our enterprise zones where we're trying to build our
17 minority and African-American business. It would help
18 us to be able to stabilize, grow and retain existing
19 businesses, and it certainly would help us, make it
20 easier for us in terms of recruiting and attracting new
21 business to this area, which we're going to have to do
22 if we're going to rebuild our economy.

23 I'd like, Mr. Chairman, if I can, to leave a
24 copy of this letter with whomever I can up here since
25 we're not sure it ever got to you in the first place.

1 I appreciate the opportunity to speak to you this
2 evening.

3 CHAIRMAN DEASON: Thank you, sir.

4 MR. SHREVE: Thank you.

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6 MR. SHREVE: Mr. Metcalf.

7 VERNON METCALF

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

11 WITNESS METCALF: Mr. Chairman,
12 Commissioners, panel, Mr. Lacher: My name is Vernon
13 Metcalf. M-E-T-C-A-L-F. My address is 9000 S.W. 187th
14 Terrace, and I want to make a few comments responding
15 to two roles particularly which I have. One is
16 Executive Director of the Miami Lighthouse for the
17 Blind.

18 During those days in the fall, we had
19 significant problems, and I really have to say that
20 I've never had such a crisis with so many people who
21 needed a lot of attention. Now, the telephone for the
22 blind people is vitally important. As a matter of
23 fact, during that time it was of crucial importance.
24 And I know of 40 different people -- there's really 41
25 different people -- who needed very, very special

1 attention at that time. That attention was good
2 telephone service. And I have to tell you we received
3 a tremendous response in one day, when I was able to
4 get out of my neighborhood and to the office uptown,
5 and I live in Cutler Ridge. In that one day it was
6 cleared up for those 41 people, and I cannot help but
7 express sincere appreciation; beyond what was reasonable,
8 I felt; people who are very sensitive to the issue.

9 One other role I want to speak from, I'm also
10 the president of the Lions Club of Miami, which is the
11 largest and oldest club of its kind in this area. And
12 our primary concern in that club is the downtown areas,
13 referred to as the "street people"; people who do not
14 have established homes are the people of our primary
15 concern.

16 We too are concerned about the elders because
17 most blind people in this community are over 65; over
18 half of all blind people in Dade County are over 65.

19 We are increasing also in the number of those
20 people which makes me tend to support -- I can't say I
21 support all of these proposals because I don't understand
22 them. I really don't. But I understand a few of them.
23 Those are the ones I want to relate to.

24 This expended local service, these options.
25 I have difficulty not favoring that because I think

1 it's good for people to have choices, and I believe
2 that some blind people -- certainly I can speak for
3 sure about that because I've talked with a number, at
4 least, some would not profit from having that option,
5 yet others would. And I believe in options being
6 offered to people; choices. I have difficulty with
7 that, not offering choices. I want more choices. I
8 want to add to it.

9 The other is the Lifeline rates. Yes,
10 indeed, anything that will reduce rates for needy
11 people, poor people; people who cannot do much about
12 meeting their own needs without some very specific
13 assistance, such as Mr. Mogul referenced. So I would
14 certainly be favorable to that, and those whom I have
15 talked with likewise.

16 We sincerely appreciate, Joe -- we support
17 all of your people; most complimentary. I really have
18 no criticism at all about the way the telephone company
19 dealt with the issues that faced us during that crisis.

20 Thank you, Mr. Chairman.

21 CHAIRMAN DEASON: Thank you, sir.

22 MR. SHREVE: Thank you, sir.

23

24

25

1 MR. SHREVE: Rachel Lebon.

2 RACHEL LEBON
3 DANIELLA LEVINE
4 JOAN KLEINMAN

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

8 WITNESS LEVINE: We're taking the liberty of
9 appearing together, if we may do so. Our comments will
10 be very brief.

11 My name is Danielle Levine. I'm staff counsel
12 of the Guardian Ad Litem Program of the 11th Judicial
13 Circuit.

14 WITNESS LEBON: I'm Dr. Rachel Lebon. I'm a
15 volunteer with the Guardian Ad Litem program.

16 WITNESS KLEINMAN: And I'm Joan Kleinman, a
17 volunteer with the Guardian Ad Litem program.

18 WITNESS LEVINE: This is our first experience at
19 the Public Service Commission and we're really here as
20 observers today, and we've only stepped forward just to
21 let you know that our ongoing concern and interest in the
22 Public Service Commission is because of our representation
23 of children and families involved in juvenile court
24 proceedings, many of whom are low income, of course. And
25 we look forward to future participation with Southern Bell
and the Public Service Commission.

1 CHAIRMAN DEASON: Thank you.

2 MR. SHREVE: Thank you.

3 - - - - -

4 MR. SHREVE: Dorothy Baker.

5 DOROTHY BAKER

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

9 WITNESS Good evening. I'm Dorothy Baker,
10 B-A-K-E-R. I am president and chief executive officer
11 of the Miami Dade Chamber of Commerce, located 9190
12 Biscayne Boulevard.

13 To members of the Commission and other
14 panels, thanks for the opportunity. It gives me great
15 pleasure to have the opportunity to speak in support of
16 Southern Bell's proposed rate plan. The capable,
17 efficient services of Southern Bell has benefited our
18 members tremendously. The unwelcome visit of Hurricane
19 Andrew caused a temporary halt to businesses throughout
20 Dade County. I'm pleased to inform you that one of the
21 first services to be restored was that of Southern
22 Bell.

23 Southern Bell is, and has been since our
24 existence, a good corporate citizen of our Chamber and
25 our community as well.

1 The economic development plan proposed by the
2 said Company would be of tremendous benefit for our
3 four-plus members. Many of our businesses are located
4 in enterprise zones and they would welcome the economic
5 relief.

6 The Lifeline offering would be beneficial to
7 our businesses because many of the recipients are
8 customers of the businesses for which we serve. The
9 waiver of these costs would give these consumers more
10 revenue in which to shop with these businesses.

11 You're favorable consideration to this
12 request would not only satisfy Southern Bell, but give
13 economic relief for the black business community.

14 Thank you very much.

15 MR. SHREVE: Thank you.

16 CHAIRMAN DEASON: Thank you, ma'am.

17 - - - - -

18 MR. SHREVE: Russ Marchner.

19 RUSS MARCHNER

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

23 WITNESS MARCHNER: Good evening, Mr.
24 Chairman, members of the august panel, I'm Russ
25 Marchner, M-A-R-C-H-N-E-R, the executive director of

1 the Dade County League of Cities. Our president, Ruth
2 Campbell, vice mayor of Homestead, asked me to appear
3 here tonight. Oh, by the way, my address is 7480
4 Fairway Drive, Office 206, Miami Lakes.

5 Ruth Campbell asked me to appear here tonight
6 on her behalf because she has been at meetings all day
7 long, God bless her.

8 But the first thing I wanted to mention is we
9 are very proud of one of our graduates who sits among
10 you; Luis Lauredo was a member of the Dade League of
11 Cities when he was an elected official in Key Biscayne
12 a short time ago. So we're glad to have at least some
13 local government representation.

14 Southern Bell has been a good neighbor in
15 this community for years. I'd hate to tell you how
16 many years that I know of, but yes, I will; 1963. They
17 have been a full-time player and leader in our
18 community. Whenever we wanted some particular project,
19 on behalf of the citizens of the local government,
20 Southern Bell has been there. They also are quick to
21 identify problems which they know would have an adverse
22 effect upon local government and personally bring them
23 to my attention.

24 As far as I know, the rate changes before you
25 do not affect the income of the local governments

1 within our franchise agreements, but I'm primarily here
2 to support Southern Bell, to support the way they have
3 made our life easier throughout South Florida.

4 Thank you very much.

5 CHAIRMAN DEASON: Thank you, sir.

6 - - - - -

7 MR. SHREVE: Mr. Eads.

8 JACK EADS

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

12 WITNESS EADS: Thank you. I'm Jack Eads,
13 E-A-D-S. 405 Biltmore Way, Coral Gables.

14 I simply wanted to share with you my
15 perspective, personal perspective of Southern Bell in
16 their abilities to be responsive and attentive, not
17 only Hurricane Andrew and the aftermath, and that was
18 certainly significant in us being able to get back on
19 line very rapidly; certainly they played a great deal,
20 great role in that effort.

21 But we also find them very cooperative to
22 work with and willing to work with the City in most any
23 way they can. They are, as mentioned before, a good
24 corporate citizen and I was certainly glad to hear Russ
25 Marchner say before me that this wasn't going to affect

1 the income to the City, the proposal that's before you.

2 But at any rate, my point tonight was to be
3 here to share with you the comments on the ability to
4 work with Southern Bell.

5 Thank you.

6 COMMISSIONER LAUREDO: Mr. Eads, I don't
7 think I have the right to object to any of these
8 witnesses. Don't you have anything nice to say about
9 the Public Service Commission? (laughter)

10 Never mind, it's my sick sense of humor.

11 WITNESS EADS: I did enjoy your comments
12 earlier about this building and what went into it. I
13 just have to look around a few minutes. I didn't think
14 it looked quite this way when it was bought. I think
15 the City of Miami did a great job with it.

16 COMMISSIONER LAUREDO: We were a lot younger
17 then.

18 WITNESS EADS: Thank you.

19 - - - - -

20 MR. SHREVE: Jay Stein.

21 JAY STEIN

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

25 WITNESS STEIN: I'm Dr. Jay Stein, 9699 N.E.

1 Second Avenue, Miami Shores. I'm the president of the
2 Miami Shores Property Owners Association.

3 First, as an orthopedic surgeon, I had three
4 experiences last year to call for service on my
5 residential phone. The first was an interesting
6 disconnecting that occurred during phone calls. It
7 sounded like someone was listening in; at times the
8 phone went dead. Graciously two members of the
9 Southern Bell repair service came out, on time, met me
10 at the residence, went through the phone lines which
11 come to the house and in a few moments time diagnosed
12 my problem as being my home burglar alarm system
13 cutting in on the phone line: a problem which was not
14 their's really to fix, but very gracious of them to
15 promptly diagnose.

16 The second interestingly was an outside phone
17 jack on a patio that shorted out and made the phone
18 lines inoperable. The gentlemen said he had to go into
19 the wall to change the jack. There wasn't enough
20 additional cord to advance. But instead of taking upon
21 himself where he would enter the wall, had the
22 graciousness to call me so that where he entered it I
23 could more readily repair. I had the matching paint on
24 one side of the wall but not on the other.

25 The third was a week ago Saturday, when my

1 neighbor decided to plant the hedge up the side of the
2 telephone pole and cut both of the incoming lines on a
3 Saturday afternoon. I am an orthopedic surgeon. I
4 cover emergencies; I take calls on the weekend. My
5 home phone to me is an important portion of my ability
6 to serve my practice. I called Service, mentioned that
7 my neighbor -- she said had there been any digging near
8 by? And I said, "Oh, yes, right next to the telephone
9 pole outside." My neighbor came over, apologized and
10 said he would try to fix the telephone wires that were
11 cut. I said possibly Southern Bell could do better.
12 The lady that answered mentioned that the typical
13 service took but six more days and I mentioned that
14 that would be a problem. 7:45 on Sunday morning the
15 gentlemen called me that the lines had been repaired.

16 What I want to say to you is I appreciate the
17 fact that we're speaking about the cost of service, but
18 I think we also very much need to recognize the quality
19 of the repair service that this Company has been able
20 to show. They don't know me. But they did come out.
21 They did three jobs; they did them well; they did them
22 promptly. They never knew that those three repairs
23 isolated would be part of a Public Service Commission
24 hearing tonight.

25 As the president of the property owners

1 association, this proposal, I attempted to review.
2 We're not experts on this. It certainly seems more
3 than reasonable.

4 Expanded local service was available in
5 Chicago when I was in high school. My parent's
6 purchased it. It was called "call pack." It allowed
7 us to call an area miles away as suburbia expanded with
8 a reduced charge per call in a near local calling area.
9 In fact, that's what's happened to southern Florida.
10 We make those regional calls. This allows us an option
11 to have a decrease of costs on those local calls within
12 a 40 mile area. We feel that these proposals and
13 options are in keeping with the reasonable choices by
14 the public.

15 And I think, in conclusion, this was not part
16 of a hurricane, not part of a disaster; the service
17 that we have been given by Southern Bell for the
18 telephone is the best service that I get in my office;
19 better service than I get on my x-ray equipment, my
20 copy machine. I'd love if they would fix all these
21 other things as well and as promptly as they do. And I
22 don't get a bill for every repair call like I do from
23 those other companies.

24 Thank you.

25 MR. SHREVE: Thank you, Doctor.

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MR. SHREVE: Mr. Richard Alayon.

RICHARD ALAYON

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

WITNESS ALAYON: Good evening, ladies and gentlemen, my name is Richard Alayon. A-L-A-Y-O-N. I'm here on behalf of the Hialeah Chamber of Commerce, and also, after hearing so many interesting and somewhat exciting comments at times, I think I wish to say something on my own.

On behalf of the Hialeah Chamber of Commerce I can tell you that we heartily support the Southern Bell plan. We believe, as the other chambers of commerce do, that it increases the opportunities for creation of new businesses and it gives people the choice. Small business people need that choice. They need to be able to chose the option of what best suits their type of business, individually.

As many of you know, Southern Bell has been with us for a very long time. I'm a Cuban immigrant. I came to this country when I was four years old. I have seen Southern Bell grow. I have seen Southern Bell deal with what I consider to be one of the most

1 unusual catastrophes I've ever faced and my family has
2 ever faced.

3 I live on 10040 S.W. 71st Avenue. For the
4 last eight years, or prior to September 1, 1991, for
5 the last eight years I lived in the New York City
6 Metropolitan area. And I must say that the sister Bell
7 company there does not come close to Southern Bell in
8 terms of service, in the terms of the way they handled
9 this most unusual catastrophe.

10 I'm not entirely familiar with all of the ins
11 and outs of this proposal. I assume that the proposal
12 would be negative for some people and positive for
13 others. But then again, they have the choice and they
14 can evaluate which option is the best option for them.

15 I know I will look at those options and I
16 thank Southern Bell for providing them for us, but most
17 of all I thank Southern Bell for having the planning to
18 be in place to deal with Hurricane Andrew.

19 I hope that my family and I will never have
20 to live through that hurricane again, but I thank the
21 Company for having the ability to go out there and
22 restore our phone service. My child is asthmatic and I
23 can tell you, without the ability to call our doctor as
24 promptly as we did during that catastrophe, I'm not
25 sure how he would have done.

1 Thank you.

2 MR. SHREVE: Thank you, sir.

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4 MR. SHREVE: Bonita Argos.

5 BENITA ARGOS

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

9 WITNESS ARGOS: Gentlemen: My name is Benita
10 Argos; that's B-E-N-I-T-A A-R-G-O-S. I live at 1345
11 West Avenue on Miami Beach.

12 I'm president of the Miami Beach Homeowners
13 Association. I'm board member of the Taxpayers
14 Association. I'm board member of our Civic League.

15 The first thing I knew about this hearing
16 tonight was Saturday's paper, Section 5B in the Miami
17 Herald. And when I looked at the address and I looked
18 at the time, I said, "They don't really want the
19 general public to come here." Two days notice in the
20 newspaper, six o'clock in the evening when people are
21 either leaving work, running home to eat supper, or
22 it's too late for certain people to come out. I think
23 all of these hearings, if you really want to have
24 public input, should be one hearing in the daytime and
25 one hearing in the evening. That satisfies everybody.

1 That's number one.

2 The second thing is you have to look at
3 neighborhoods and what people perceive to be safety.
4 This is not a central area, in my opinion, to hold one
5 of these. I would say the Metro Dade Building
6 downtown, our government center, would be one place.
7 Somewhere between Kendall and Homestead would probably
8 be another for that area. Somewhere in North Miami
9 Beach or North Miami for that area, and somewhere on
10 Miami Beach for our area not having to cross the
11 causeways to come over here. That's another.

12 The next thing is if I hadn't opened up my
13 telephone bill today that came, here's the thing that
14 came today announcing this meeting. The Miami Herald
15 story really wasn't that complete to give you rate
16 charges or anything, but it gave you a little enough to
17 peak my interest that I thought for the first time it's
18 important enough to come here.

19 First of all, let me say this: I have stock
20 in Southern Bell, and I think it's a very good company
21 and it pays a good rate of return.

22 Now, everyone needs good telephone service. It is
23 the life blood of our whole country, I would say.
24 Business and residential. But hearing all the praises
25 as far as the hurricane of Southern Bell, yes, they did

1 a fabulous job. But like this other lady said here
2 before, that's their job. And maybe they did, in a lot
3 of instances, go way out of their way when they didn't
4 have to and they should be congratulated for that.

5 But for every telephone line that's down,
6 they lose revenue, so it's more in their corporate
7 interest to see that all the lines are functioning and
8 everybody is paying for its use.

9 I feel this is like a carrot and a stick.
10 The carrot has been to the poor people and the people
11 that want to call Ft. Lauderdale and vice versa, I
12 guess. I didn't have that much time to digest that
13 whole thing. And I assume that everything was not in
14 the material we were handed when we came here.

15 But the stick is the permanent charge
16 locally. Now, what percentage of people who live in
17 the Ft. Lauderdale or Dade will be using this versus a
18 permanent local call? And I know it's an option, but
19 what is an option today becomes something permanent for
20 everybody tomorrow and that's exactly what worries me,
21 because the telephone companies have been trying to get
22 this here for years: Call per minute; per minute call.
23 And I'm definitely against it.

24 Everybody here has been singing a lot of
25 corporate praises for the Chamber of Commerce, and

1 naturally Southern Bell, as well as other telephone
2 companies, are usually members of the Chamber of
3 Commerce and lot of this is self-serving.

4 I would like to bring to their attention
5 business-wise our mail has gotten -- a first class
6 stamp is now 29 cents an ounce. People have gone to
7 faxes because the mail has become too expensive. What
8 will it cost all these corporation people fax-wise per
9 minute call, to fax something, which they don't have
10 that charge now? I don't think anybody even thought of
11 this. So that will cost businesses, and even private
12 people, a lot more money.

13 As far as charges for different services,
14 every time I call to change something or put something
15 on, I get slapped with a \$9 charge, then I have \$3.50,
16 I believe, we pay a month, if I want to have them come
17 out, if they need to check lines or something. A lot
18 of these things they think Southern Bell is charging
19 for is very outrageous. I think the charges for all of
20 the service is way, way too much.

21 The service is good and the innovation is
22 good but not when it costs this kind of money.

23 Now Lifeline. That's the carrot to the poor
24 people; reduction in their basic service. But where
25 you reduce somebody's basic service somebody else has

1 to make up for it, so it's not evenly thrown out across
2 the board. In other words, the loss of income has to
3 be made up somewhere because the telephone company is a
4 business and they want to make money and their
5 stockholders expect profits. So that's another thing.

6 But on a whole, what really got me down here
7 and what really disturbed me was the announcement about
8 the option on the return of -- the option paying
9 cheaper long distance rates on calls within 40 miles of
10 your home.

11 First of all, that part of it is something
12 separate and should not be tied in with a return for
13 per-minute charge on local calls. All I have to say is
14 if I can, and there's any breath in me, I would fight
15 that tooth and nail. I think it's outrageous. I think
16 there's something wrong with that.

17 Your telephone is your lifeline. There are
18 millions of people here in Dade County, elderly; they
19 use the phone; they talk to people, it's like having
20 another person in their homes. And it is wrong to
21 allow this to happen, and I would like to see the
22 Public Service Commission put a stop to that thought
23 even now and even though it's an option. It is really
24 not an option; it's a prelude to something that will
25 eventually become permanent.

1 Thank you.

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MR. SHREVE: Elaine Adler

4

ELAINE ADLER

5

was called as a witness on behalf of the Citizens of

6

the State of Florida and, having been duly sworn,

7

testified as follows:

8

WITNESS ADLER: Good evening, ladies and

9

gentlemen. I'm Elaine Adler, I'm a resident of Broward

10

County and I'm the president of the Avontura Market

11

Council. I'm the former president of a Chamber of

12

Commerce, so yes, I'm one of those chamber of customers

13

types. 15 years I was president of the Chamber, and

14

yes, Southern Bell was always there.

15

And I am not here, I did not drive through

16

I-95 traffic where there was a horrible crash and take

17

all the side roads because I had to. I came because I

18

wanted to.

19

And Southern Bell has been certainly the best

20

corporate citizen. Corporate citizen; it translates to

21

good business. Good business translates to jobs for

22

the everyday people and that's why I'm here.

23

Avontura is an unincorporated area in the

24

northeastern portion of Dade County. We've got 4.2

25

square miles that we call Avontura but packed into

1 those 4.2 square miles we've got 25,000 year-round
2 residents and 31,000 in-season residents. That's a lot
3 of people. Our organization is dedicated to promoting
4 this community, and we do this in conjunction with the
5 residential organizations that are already in place,
6 and, of course, our organization.

7 Everybody has spoken. The hour is late.
8 There have been a number of people that have spoken and
9 spoken quite eloquently about each and every one of
10 these rate issues. We are in full support in the
11 Avontura Marketing Council. Dr. Stein, the orthopedic
12 surgeon, spoke eloquently about the quality of service.
13 We agree with him wholeheartedly. Dorothy Baker and a
14 number of other people, Dorothy from the Miami Dade
15 Chamber spoke about the issue of the economic
16 development and the rate reduction; we agree with them
17 wholeheartedly.

18 There's one other issue that I just want to
19 address again. The optional expanded local service
20 plan. I believe in choices, as has been said before.
21 I cannot understand why Southern Bell would not be
22 allowed to enter into this arena. It is optional. If
23 Southern Bell -- actually the question is not if, when
24 Southern Bell has this service to offer, there is no
25 doubt that the quality of service will be the same as

1 the quality of service that they have provided
2 throughout the years for businesses and residents
3 alike. Thank you.

4 MR. SHREVE: Thank you.

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6 MR. SHREVE: Mr. Bill Cullom.

7 BILL CULLOM

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

11 CHAIRMAN DEASON: How many more witnesses do
12 you have?

13 MR. SHREVE: This is the last one.

14 WITNESS CULLOM: Commissioners and panelists,
15 my name is Bill Cullom. I live at 8445 S.W. 151 Street.
16 I'm the president and chief executive officer of the
17 Greater Miami Chamber of Commerce, which is a
18 countywide chamber. We have in excess of 3,000
19 companies; we have 5800 individuals who are active in
20 the Chamber, and our Chamber represents over 400,000
21 employed people in Dade County.

22 We're here -- I'm here on behalf of the
23 Greater Miami Chamber to be fully supportive of the
24 proposal that Southern Bell has before you.

25 I would like to say that I have had the

1 opportunity not only to work with Southern Bell for the
2 last 12 years in my job, in the last 12 years, in the
3 1980s, this community created in excess of 200,000 new
4 jobs. In working with Southern Bell we were able to do
5 that efficiently. Our job is an infrastructure Chamber
6 to make sure that we have the infrastructure to bring
7 the companies in. The 1990s and 1991 we lost 38,000
8 jobs. We lost Eastern and Pan Am, and, therefore, we
9 have a big job the rest of the '90s to beat our record
10 of 200,000 companies; that we want to bring in 200,000
11 jobs in 1990.

12 But I must tell you that during the time of
13 the storm, we had 200 companies that were members of
14 the Chamber that were severely damaged. I worked with
15 Southern Bell and their people on a day-to-day basis
16 trying to get those people in. Some of the companies,
17 such as Equitable, operated by Jose Sequed, (ph) had
18 175 agents out of work in the Day Tran Center, and
19 within one week we had to move to the CenTrust and back
20 with telephones. The services that we did for Jose
21 Sequed and those 175 people are just unbelievable.
22 This happened with many of the other 200 companies.

23 I want to welcome you to Miami but I do tell
24 you that the business community is fully supportive of
25 Southern Bell.

1 COMMISSIONER LAUREDO: Mr. Cullom, since he
2 is the last witness, I want you to know that I'm the
3 only Commissioner that is not from or about or
4 immediately reside permanently in the area of
5 Tallahassee, and there have been a lot of distinguished
6 people speak before you today. As a local person I
7 know that. I think that Mr. Cullom is probably the
8 most outstanding of those for the public service he has
9 done for this community. But the reason I bring it up
10 is not to praise his good works but to tell you that
11 the City of Tallahassee will be gaining a great asset.
12 As I understand and believe, you're going to be moving
13 there in the next year as president of the Tallahassee
14 Chamber of Commerce, and I think that most of the
15 people here are permanent residents and you're taking
16 an great asset from Miami.

17 WITNESS CULLOM: Well, a lot of people have
18 given me a hard time about that decision. But I spent
19 20 years in the trucking business with Ryder Truck
20 Rental. I started my career in Tallahassee, and this
21 is the home office here in Miami. I will draw my
22 retirement on March of 1994, and shortly thereafter,
23 about a month, I will be in Tallahassee. I'm going to
24 be working with Mr. Lacher a great deal during that
25 year, but I'm looking forward to coming to Tallahassee

1 and serving the citizens up there. And thank you very
2 much for your comments.

3 MR. SHREVE: That's of the last witness that
4 signed up.

5 CHAIRMAN DEASON: Let me inquire at this
6 point. Are there other individuals from the public who
7 have not had an opportunity to testify who wish to
8 address the Commission at this time? Please come
9 forward. These lights -- it's difficult to see in the
10 audience.

11 Sir, I take it you were not here when the
12 other witnesses were sworn; is that correct?

13 MR. DAN: I have to say I failed to sign in
14 on the green piece of paper. (Witness sworn.)

15 - - - - -

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

20 CHAIRMAN DEASON: Please state your name and
21 address.

22 WITNESS DAN: Mike Dan. I live at 1551 N.E.
23 167th Street, North Miami Beach. I'm very pleased to
24 be here tonight.

25 COMMISSIONER LAUREDO: She wants you to spell

1 your last name.

2 WITNESS DAN: D-A-N.

3 I'm pleased to be here tonight in front of
4 everybody here. All the Chambers of Commerce, the
5 Commissioners, yourselves.

6 In hearing all the testimony, I've heard most
7 every speaker say they are not an expert in what they
8 have heard, but they are getting a lot of good
9 compliments. And I, too, compliment Southern Bell in
10 the excellent work they have done. But in looking at
11 this proposed call option I see a \$30 maximum usage
12 charge per month for businesses per line. I see a \$5
13 decrease for the first year, with a proposal of a 5%
14 inflationary increase taking a way from that decrease.
15 So, in essence, I'm looking at a \$30 increase per line
16 per month. This, to me, minus the \$5 savings,
17 translates into a \$25 increase per line or possibly one
18 of the greatest rate hikes I've ever dreamed/heard of.

19 This to me is not a rate reduction. It may
20 be a rate reduction for maybe 5 to 15% of the
21 population, but the balance of every single businessman
22 here, business woman here, in the entire state of
23 Florida, is in for one of the biggest rate hikes they
24 ever dreamed possible.

25 I'm reading right here on Page 2 of the PSC

1 special report on this standard option. I don't think
2 anyone should believe for one second that we're here
3 about a rate decrease when this is a massive, massive
4 rate increase. If I'm wrong, please tell me where I'm
5 wrong. I thank you.

6 COMMISSIONER LAUREDO: I didn't catch -- you
7 were going a little fast -- your example again, please.

8 WITNESS DAN: I'm reading right here that
9 this usage rate of 2 cents per minute.

10 COMMISSIONER LAUREDO: Are you on standard
11 option?

12 WITNESS DAN: Yes, sir. If every telephone
13 user, whether it's a homeowner or a business -- let's
14 say you talk for a hour a night, whether we have a
15 teenager, ourselves or a family member, if we're on the
16 phone for an hour a night, that's 30 hours a month at 2
17 cents a minute, that's \$1.20 a hour. That's \$35 just
18 for one hour of use per day. So right here where it
19 says the maximum increase is \$30, wow, so you're going
20 to give -- Southern Bell is proposing to give a \$5
21 decrease per line on the service end, but on the usage
22 end it's going to increase it to 30 per line. I don't
23 understand how you can call this a rate decrease. I'm
24 in favor of the Bell companies making money. I really
25 want you to do well, but how well? At whose expense?

1 I'm in favor of a few increases but let's be honest
2 with each other: Who is misleading who? How many
3 Chambers have been patted on the back to say, "Hey,
4 this is a decrease." But it's not a decrease; it's a
5 massive increase. Let's call a spade a spade. Let's
6 be honest with the public. Don't dare call this a
7 decrease when it's really a massive increase. And
8 Southern Bell, how many million dollars increase do you
9 project this to be? I mean I would like to hear a few
10 answers.

11 By the way, the extended calling area
12 reduction is legitimate, but to tie it to a massive
13 increase, that's not a reduction, that's a total
14 increase. Am I wrong? Let me hear it from someone
15 here on the board. President Lacher?

16 CHAIRMAN DEASON: Sir, I'm right here.
17 (Indicating)

18 I'm just looking at the same sheet you have
19 in front of you, and as I read this, this is one of the
20 options, which is being proposed by Southern Bell.
21 This is not a mandatory service but for those customers
22 who believe they would benefit under this, this is an
23 option which they may chose. And it's not a -- for
24 business it's not a \$30 increase but that would be the
25 maximum bill per business customer who choose that. It

1 would not be a \$30 increase over the current rates, but
2 if they chose this option, the most they would pay for
3 local service would be \$30 per line. And if there were
4 any usage above that, it would be capped over \$30.

5 Now, that's my basic understanding. But if
6 you have further questions, I suggest you perhaps could
7 speak to one of our representatives from our Consumers
8 Affairs Department. They are the individuals that put
9 this information together on this handout and they can
10 give you some more.

11 WITNESS DAN: President Lacher, is that
12 correct, that it is a maximum of \$30 per line and not a
13 \$30 increase minus the \$5 decrease?

14 MR. LACHER: I don't have the sheet in front
15 of me. I think Mr. Shreve would be quick to correct me
16 if I didn't say this is our proposal; it's not yet
17 approved but yet that is the cap per line. It's not a
18 \$30 increase.

19 WITNESS DAN: But that's just usage.

20 MR. LACHER: No, that's the total, I believe.
21 I don't have a sheet in front of me. If we're
22 agreeable, I'd be glad to have one of our staff people
23 sit down and go over the proposal with the gentleman.

24 COMMISSIONER LAUREDO: Would you be satisfied
25 if we had one of the company people meet with you right

1 now. Because I think you have a good question.

2 WITNESS DAN: If I'm wrong, tell me I'm
3 wrong.

4 MR. LACHER: We'd be glad to clear up the
5 confusion. But it is a proposal.

6 MR. SHREVE: If I could, I believe -- at
7 least that maximum is an usage charge.

8 WITNESS DAN: And it's over and above a line
9 charge.

10 MR. SHREVE: That's right. I think someone
11 can explain it to you but I don't think you're wrong.
12 But the other thing I would like, as Mr. Lacher
13 mentioned, this is a proposal and it has not been
14 approved. Bell would love to have it approved.

15 We're here because our office, the Attorney
16 General, the AARP feels that their revenues and their
17 rates should be reduced much, much more than the
18 proposal that they have brought up, by a great deal.
19 And I think a lot of people have been confused about
20 that tonight.

21 We're not arguing that their rates should not
22 come down by this small amount they have offered in
23 certain areas, but that they overall should be reduced
24 much, much more in the hundreds of millions of dollars.

25 WITNESS DAN: I agree. But as long as we

1 don't mix up the word "reduction" with a real hidden
2 increase.

3 MR. SHREVE: I couldn't agree with you more.

4 COMMISSIONER LAUREDO: I hope you do meet
5 with the Company now. Don't feel bad that it's
6 confusing. It's confusing even to the Commissioners.
7 And these are proposals. These are not the
8 Commission's proposals; the Company's proposal.

9 But I think you need to have a meeting before
10 you leave with them and have them explain it. Mr.
11 Shreve would probably want to join that, I imagine, so
12 you can get the information. That's why we hold these
13 meetings. We've held six all over the state to hear
14 from regular citizens like you to find out what it is
15 you don't understand and how we can explain it, and
16 that's why the Company is here.

17 WITNESS DAN: I've seen an interest of a
18 Southern Bell rate decrease with strings attached to it
19 recently that is really another increase for the
20 Wattsaver, which for some businesses it's excellent.
21 But if they don't realize what they are saying yes to,
22 they are paying for what they guarantee, and, in
23 essence, it sometimes doubles their costs. It's not
24 always the decrease that we hoped it would be.

25 At any rate, I thank you for the opportunity

1 to be here.

2 MR. SHREVE: Thank you, sir. That's it.

3 CHAIRMAN DEASON: Is there anyone else in the
4 audience who would like to address the Commission and
5 have not had the opportunity? (No response)

6 I do not believe there are any indications of
7 people wishing to testify, and that being the case, I'd
8 like to take this opportunity to thank all of those who
9 took time out of their schedules to come and to share
10 your thoughts and comments with the Commission, and we
11 appreciate that.

12 And with that, this hearing is concluded.

13 Thank you.

14 (Whereupon, the hearing concluded at 8:25 p.m.)

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F L O R I D A)
:
C O U N T Y O F L E O N)

CERTIFICATE OF REPORTER


I, JOY KELLY, CSR, RPR,

DO HEREBY CERTIFY that the hearing in this cause, Docket No. 920260-TL, was heard by the Florida Public Service Commission at the time and place herein stated; it is further

CERTIFIED that I reported in shorthand the said proceedings; that the same has been transcribed under my direct supervision, and that this transcript, consisting of 98 pages, constitutes a true and accurate transcription of my notes of said proceedings; it is further

CERTIFIED that I am neither of counsel nor related to the parties in said cause and have no interest, financial or otherwise, in the outcome of this docket.

IN WITNESS WHEREOF, I have hereunto set my hand at Tallahassee, Leon County, Florida, this 22nd day of January, A. D., 1993.



JOY KELLY CSR, RPR
Official Commission Reporter
FPSC Bureau of Reporting
(904) 488-5981

The Miami Herald

PUBLISHED DAILY
MIAMI - DADE - FLORIDA

ETJ

STATE OF FLORIDA
COUNTY OF DADE:

Before the undersigned authority personally appeared

JOYCE SHEEHAN

who on oath says that he/she is

ACCOUNT REPRESENTATIVE

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

The Miami Herald, Dec. 26, 1992; Jan. 2, 1993
El Nuevo Herald, Dec. 26, 1992; Jan. 2, 1993

Affiant further says that the said The Miami Herald is a
newspaper published at Miami, in the said Dade County,
Florida and that the said newspaper has heretofore been
continuously published in said Dade County, Florida,
each day and has been entered as second class mail mat-
ter at the post office in Miami, in said Dade County,
Florida, for a period of one year next preceding the first
publication of the attached copy of advertisement; and
affiant further says that he has neither paid nor pro-
mised any person, firm or corporation any discount,
rebate, commission or refund for the purpose of securing
this advertisement for publication in the said newspaper.

.....
Sworn to and subscribed before me this.....*8th*.....
day of *January*, A.D. 19.....*93*.....
My commission expires.....
NOTARY PUBLIC STATE OF FLORIDA
COMMISSION EXPIRES FEBRUARY 1, 1994
BONDED THRU GENERAL INS. #100

Shirley J. Bate

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. *920260-TC* EXHIBIT NO. *6*
COMPANY: *Sa Bell*
WITNESS: _____
DATE: *1/8/93*

STATE OF FLORIDA
COUNTY OF DADE:

Before the undersigned authority personally appeared

JOYCE SHEEHAN

who on oath says that he/she is

ACCOUNT REPRESENTATIVE

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

The Miami Herald, Dec. 26, 1992; Jan. 2, 1993
El Nuevo Herald, Dec. 26, 1992; Jan. 2, 1993

Affiant further says that the said The Miami Herald is a newspaper published at Miami, in the said Dade County, Florida and that the said newspaper has heretofore been continuously published in said Dade County, Florida, each day and has been entered as second class mail matter at the post office in Miami, in said Dade County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Joyce Sheehan
Sworn to and subscribed before me this *8th*
day of *January*, A.D. 19 *93*
My commission expires.....
NOTARY PUBLIC STATE OF FLORIDA
MY COM. EXPIRES FEBRUARY 4, 1994
BONDED THRU GENERAL INS. CO.

Shirley J. Bate

**LEGAL NOTICE
NOTICE OF PUBLIC HEARING**

The Florida Public Service Commission has scheduled a public hearing in Docket No. 920260-TL. The purpose of this docket is to review Southern Bell's operations under its rate stabilization plan and to consider Southern Bell's proposed price regulation plan and its related rate restructuring, including the proposed optional Expanded Local Service Plan, a reduction in intraLATA access charges and certain custom calling feature rates, a restructuring of service order charges and implementation of a Lifeline Plan.

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

Monday, January 11, 1993 - 6:00 PM
Manuel Artime Center
900 S.W. First Street
Miami, Florida

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

STATE OF FLORIDA
COUNTY OF DADE:

Before the undersigned authority personally appeared
JOYCE SHEEHAN

who on oath says that he/she is
ACCOUNT REPRESENTATIVE

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

The Miami Herald, Dec. 26, 1992; Jan. 2, 1993
El Nuevo Herald, Dec. 26, 1992; Jan. 2, 1993

Affiant further says that the said The Miami Herald is a
newspaper published at Miami, in the said Dade County,
Florida and that the said newspaper has heretofore been
continuously published in said Dade County, Florida,
each day and has been entered as second class mail mat-
ter at the post office in Miami, in said Dade County,
Florida, for a period of one year next preceding the first
publication of the attached copy of advertisement; and
affiant further says that he has neither paid nor pro-
mised any person, firm or corporation any discount,
rebate, commission or refund for the purpose of securing
this advertisement for publication in the said newspaper.

Joyce Sheehan
Sworn to and subscribed before me this *8th*
day of *January* A.D. 19 *93*
My commission expires.....
STATE OF FLORIDA
NOTARY PUBLIC
BONDED THRU GENERAL INV. NO.

Shula J. Bate

LEGAL NOTICE
NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a public
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Counsel, the citizens' representative in matters before the
Commission, will be available at least 30 minutes prior to each
hearing in order to meet members of the public who wish to
testify. Prior to that time, inquiries should be directed to the
Office of Public Counsel, c/o Florida House of Representatives,
the Capitol, Tallahassee, Florida 32399-1300.



STATE OF FLORIDA
COUNTY OF DADE:

SABADO DE DICIEMBRE 26 DE 1992
EL NUEVO HERALD

Before the undersigned authority personally appeared

JOYCE SHEEHAN

who on oath says that he/she is

ACCOUNT REPRESENTATIVE

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

The Miami Herald, Dec. 26, 1992; Jan. 2, 1993
El Nuevo Herald, Dec. 26, 1992; Jan. 2, 1993

Affiant further says that the said The Miami Herald is a newspaper published at Miami, in the said Dade County, Florida and that the said newspaper has heretofore been continuously published in said Dade County, Florida, each day and has been entered as second class mail matter at the post office in Miami, in said Dade County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Joyce Sheehan

Sworn to and subscribed before me this 8th

day of January, A.D. 1993

My commission expires.....

NOTARY PUBLIC STATE OF FLORIDA
MY COM. EXPIRES ON JAN. 1, 1994
BONDED THRU GENERAL INS. CO.

Shula Jo Bate

NOTIFICACION LEGAL ANUNCIO DE AUDIENCIA PUBLICA

La Comisión Pública de la Florida ha fijado una audiencia pública en el sumario de procedimientos No. 920260-TL. El propósito de esta acción es examinar las operaciones de Southern Bell bajo su plan de estabilización de tarifas y considerar su plan propuesto de regulación de precios y su consecuente reestructuración de tarifas, incluyendo el propuesto plan opcional de Servicio Local Extendido, una reducción en los costos de acceso al intraLATA y tarifas de ciertos servicios especiales de llamada, la reestructuración de cargos por cambios de servicio, y la implementación de un Plan de Vida.

Para la comodidad del público, la Comisión Pública de la Florida ha también programado la siguiente audiencia:

Lunes, enero 11, 1993 — 6:00 PM
Manuel Artime Center
900 S.W. Primera Calle
Miami, Florida

Se invita al público a presentarse a la dirección y hora arriba mencionados para testificar según sus intereses en dicho asunto. Todos aquellos que deseen hacerlo, deberían, si es posible, presentar facturas u otra documentación relacionada con el servicio telefónico que reciben. Se urge al público ser puntual. Si no hay público presente, la audiencia será diferida. El Concejo Público, y el representante civil en esta materia ante la Comisión estarán a la disposición por lo menos 30 minutos antes del comienzo de cada audiencia, para poder hablar con miembros del público que deseen testificar.

Anteriormente a dicha fecha y horario, cualquier averigüación deberá dirigirse a la Oficina de Consejo Público, c/o Florida House of Representatives, Capitolio, Tallahassee, Florida 32399-1300.

STATE OF FLORIDA
COUNTY OF DADE:

Before the undersigned authority personally appeared

JOYCE SHEEHAN

who on oath says that he/she is

ACCOUNT REPRESENTATIVE

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

The Miami Herald, Dec. 26, 1992; Jan. 2, 1993
El Nuevo Herald, Dec. 26, 1992; Jan. 2, 1993

Affiant further says that the said The Miami Herald is a newspaper published at Miami, in the said Dade County, Florida and that the said newspaper has heretofore been continuously published in said Dade County, Florida, each day and has been entered as second class mail matter at the post office in Miami, in said Dade County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Joyce Sheehan
Sworn to and subscribed before me this *8th*
day of *January*, A.D. 19 *93*
My commission expires.....
NOTARY PUBLIC IN AND FOR THE STATE OF FLORIDA
MY COMMISSION EXPIRES 12.31.1994
BONDED THRU GENERAL INS. CO.

Shula J. Bate

SABADO 2 DE ENERO DE 1993
EL NUEVO HERALD

**NOTIFICACION LEGAL
ANUNCIO DE AUDIENCIA PUBLICA**

La Comisión Pública de la Florida ha fijado una audiencia pública en el sumario de procedimientos No. 920260-TL. El propósito de esta acción es examinar las operaciones de Southern Bell bajo su plan de estabilización de tarifas y considerar su plan propuesto de regulación de precios y su consecuente reestructuración de tarifas, incluyendo el propuesto plan opcional de Servicio Local Extendido, una reducción en los costos de acceso al intraLATA y tarifas de ciertos servicios especiales de llamada, la reestructuración de cargos por cambios de servicio, y la implementación de un Plan de Vida.

Para la comodidad del público, la Comisión Pública de la Florida ha también programado la siguiente audiencia:

Lunes, enero 11, 1993 — 6:00 PM
Manuel Artime Center
900 S.W. Primera Calle
Miami, Florida

Se invita al público a presentarse a la dirección y hora arriba mencionados para testificar según sus intereses en dicho asunto. Todos aquellos que deseen hacerlo, deberían, si es posible, presentar facturas u otra documentación relacionada con el servicio telefónico que reciben. Se urge al público ser puntual. Si no hay público presente, la audiencia será diferida. El Concejo Público, y el representante civil en esta materia ante la Comisión estarán a la disposición por lo menos 30 minutos antes del comienzo de cada audiencia, para poder hablar con miembros del público que deseen testificar.

Anteriormente a dicha fecha y horario, cualquier averiguación deberá dirigirse a la Oficina de Consejo Público, c/o Florida House of Representatives, Capitolio, Tallahassee, Florida 32399-1300.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 920260-72 EXHIBIT NO. 7
COMPANY: S Bell
WITNESS: S Bell
DATE: 7/2/53

STATE OF FLORIDA)
)
COUNTY OF DADE :)

Personally appeared before me the undersigned, Jorge H. Consuegra, to me well-known, who being duly sworn deposes and says that he is Credit Manager of Diario Las Américas, newspaper of general circulation, published daily except Monday, in Miami, Dade County, Florida. Affiant further says that the above named newspaper has continuously published daily except Mondays in Dade County, Florida, for more than one year immediately preceding first publication of said Legal Notice or advertisement and was during all such time and now is entered as second class mail matter in the United States Post Office in Miami, Dade County, Florida, and that the Legal Notice or Advertisement, all copy of which is hereto attached, was published in

DIARIO LAS AMERICAS

on the following days:

INV. # 221936

P.O. # _____

ORDERED: Agency

12/27/92
Signed e/p Oscar Chan

Sworn to and subscribed before me this 08 day of January
19 93, in Miami, Dade County, Florida.

* TEARSHEET ATTACHED

Amount \$ 319.20

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. _____ EXHIBIT NO. _____
COMPANY/ WITNESS: _____
DATE: _____

Graciela A. Forte

Notary Public
NOTARY PUBLIC STATE OF FLORIDA
MY COMMISSION EXP. NOV. 17, 1993
BONDED THRU GENERAL INS. UND.

Graciela A. Forte

**AVISO LEGAL
NOTIFICACION DE AUDIENCIA PUBLICA**

La Comisión de Servicios Públicos de la Florida ha programado una audiencia pública con relación al Expediente No. 920260-TL. El propósito de dicho expediente es de revisar las operaciones de Southern Bell bajo su plan de estabilización de tarifas y considerar la propuesta de Southern Bell de un plan de regulación de precios y la reestructuración de tarifas relacionada con el mismo, incluyendo el propuesto Plan Opcional de Servicios Locales Ampliados, las reducciones de los cargos de acceso en intraLATA y ciertas tarifas del Servicio de Llamadas Especiales, una reestructuración de los cargos aplicables a ordenas de servicio, y la aplicación de un Plan Lifeline.

Para la conveniencia del público, la Comisión de Servicios Públicos de la Florida ha programado una audiencia sobre estos servicios, vease los siguientes detalles:

**Lunes, 11 de enero de 1992 - 6:00 p.m.
Centro Manuel Airtime
900 S.W. 1 Street
Miami, Florida**

A dicha hora y en dicho lugar, el público podrá testificar en relación a esta tema. Todo el que desee presentar testimonio en la audiencia debe, si es posible traer facturas u otros documentos relacionados a su servicio telefónico. Se le urge a los clientes que lleguen a tiempo. Si no se presentan clientes, la audiencia quedará suspendida. El Abogado público, que representa a los ciudadanos ante la Comisión, se encontrará disponible por lo menos 30 minutos antes de la audiencia para poder reunirse con los miembros del público que desean testificar. Antes de la dicha fecha, preguntas relacionadas deben ser dirigidas a las oficinas del Abogado Público; Office of Public Counsel, c/o Florida House of Representatives, the Capitol, Tallahasee, Florida 32399-1300.

STATE OF FLORIDA)
)
COUNTY OF DADE :)

Personally appeared before me the undersigned, Jorge H. Consuegra, to me well-known, who being duly sworn deposes and says that he is Credit Manager of Diario Las Américas, newspaper of general circulation, published daily except Monday, in Miami, Dade County, Florida. Affiant further says that the above named newspaper has continuously published daily except Mondays in Dade County, Florida, for more than one year immediately preceding first publication of said Legal Notice or advertisement and was during all such time and now is entered as second class mail matter in the United States Post Office in Miami, Dade County, Florida, and that the Legal Notice or Advertisement, all copy of which is hereto attached, was published in

DIARIO LAS AMERICAS

on the following days:

INV. # 221937

P.O. # _____

ORDERED: Agency

1/3/93
Signed J. O. [Signature]

Sworn to and subscribed before me this 08 day of January
19 93, in Miami, Dade County, Florida.

* TEARSHEET ATTACHED

Amount \$ 319.20.

Graciela A. Forte

Notary Public
NOTARY PUBLIC STATE OF FLORIDA
MY COMMISSION EXP. NOV. 17, 1998
BONDED THRU GENERAL INS. UND.

Graciela A. Forte

**AVISO LEGAL
NOTIFICACION DE AUDIENCIA PUBLICA**

La Comisión de Servicios Públicos de la Florida ha programado una audiencia pública con relación al Expediente No. 920260-TL. El propósito de dicho expediente es de revisar las operaciones de Southern Bell bajo su plan de estabilización de tarifas y considerar la propuesta de Southern Bell de un plan de regulación de precios y la reestructuración de tarifas relacionada con el mismo, incluyendo el propuesto Plan Opcional de Servicios Locales Ampliados, las reducciones de los cargos de acceso en intraLATA y ciertas tarifas del Servicio de Llamadas Especiales, una reestructuración de los cargos aplicables a ordenas de servicio, y la aplicación de un Plan Lifeline.

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**Lunes, 11 de enero de 1992 - 6:00 p.m.
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900 S.W. 1 Street
Miami, Florida**

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