

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

3 In the Matter of : DOCKET NO. 941281-TL
4 Petition by subscribers of :
5 the Groveland Exchange for :
6 Extended Area Service (EAS) :
7 to the Orlando, Winter Garden:
8 and Windermere Exchanges. :
9 -----

MORNING AND AFTERNOON SESSIONS

VOLUME 1

Pages 1 through 186

12 PROCEEDINGS: HEARING

13 BEFORE: CHAIRMAN SUSAN F. CLARK
14 COMMISSIONER JULIA L. JOHNSON
15 COMMISSIONER DIANE K. KIESLING

16 DATE: Thursday, April 18, 1996

17 TIME: Commenced at 10:00 a.m.
18 Concluded at 6:52 p.m.

19 PLACE: E. L. Puryear Building
20 Community Center
21 243 South Lake Avenue
22 Groveland, Florida 34736

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1 MR. PIERSON: Robert Pierson, on behalf of the
2 Commission Staff, 2540 Shumard Oak Boulevard,
3 Tallahassee, Florida.

4 CHAIRMAN CLARK: Mr. Wagner, I assume you are
5 representing those subscribers who are in favor of EAS.

6 MR. WAGNER: Yes.

7 CHAIRMAN CLARK: My name is Susan Clark. I
8 currently serve as the chairman of the Public Service
9 Commission. With me today are two other members of the
10 Commission. To my left is Commissioner Julia Johnson,
11 and to my right is Commissioner Diane Kiesling.

12 Some of you may not know that Julia Johnson is
13 from this area, from Clermont. She is delighted to be
14 back down here close to her home town.

15 The purpose of our hearing today is to
16 determine whether or not the extended area service or
17 some other alternative toll relief plan should be
18 implemented between Groveland, Florida, and Orlando,
19 Florida. We will also include consideration of
20 Windermere and Winter Garden because we want to avoid
21 what we call "leap-frogging" by Groveland. We want to
22 avoid that. That's why we will be considering those
23 exchanges as well.

24 For the first part of this hearing, we are
25 having a public hearing where we take comments from

1 you-all about this case and the community of interest
2 that exists or does not exist between this area and
3 Orlando.

4 Anyone who wishes to express their opinion, I
5 hope you have signed up in the back of the room, signed
6 up on one of these cards. I will take you in order that
7 you signed up as soon as we start taking that public
8 testimony. I should tell you that I will swear you in.
9 That way, we can rely on what you say as evidence in
10 this case and we can base our decision on that evidence.

11 After all members of the public who have
12 signed up to speak have spoken, we will begin what we
13 call the technical portion of our proceeding. During
14 this portion, we will receive testimony and other
15 evidence from the parties of record in this case.

16 I invite you to stay for that technical
17 hearing and get an idea of those things that we look at
18 and how we conduct proceedings. It's not often that we
19 come down to this area, so it's your opportunity to see
20 how we do business at the Public Service Commission.

21 Finally, at six o'clock, we will hold another
22 public hearing to allow those who weren't able to come
23 here during the day to provide us testimony. I should
24 point out in addition to presenting your testimony here
25 today, you can also send your comments or give us your

1 comments on the back of this blue sheet that you are
2 handed. There's a sheet of paper for you to give your
3 comments, and then you can mail it in to the Commission
4 or you can turn it in at the table back there.

5 I would like to introduce members of our staff
6 that are with us today to help us conduct this
7 proceeding. They are also available to answer your
8 questions at any time, and please feel free to talk to
9 them.

10 Let me point out the two people in the back of
11 the room. Right now at the table is Melinda Pace. She
12 is with our Consumer Affairs Department. Next to her in
13 the blue dress is Sandy Simmons. She is with our
14 clerk's department. And up here at the table Mr. Bob
15 Pierson, who is our staff attorney. He's already
16 introduced himself. And with him is Ann Shelfer. She's
17 our expert on these matters. She can probably tell you
18 anywhere in the state who they can call and for what
19 price.

20 I'd also like to indicate to you that there
21 are other people with the telephone companies involved
22 that are not their attorneys but are nonetheless people
23 who are involved in this proceeding. One of those is
24 Sandy Sims, who is -- not Sandy; I'm sorry -- Nancy
25 Sims, in the back. She's with Southern Bell. And

1 Ben Poag is also in the back. He's with Sprint-United.
2 They can probably answer your questions also.

3 When you come up here, I need for you to speak
4 clearly and slowly. We do have a court reporter that
5 doesn't normally report commission proceedings, so we
6 need to be courteous to her. She is Katy Trofimov --
7 close enough, okay? So, if you would, speak slowly and
8 clearly so she'll be able to get your testimony onto the
9 transcript.

10 Mr. Pierson, let me ask you, are there any
11 other preliminary matters I need to take up at this
12 time?

13 MR. PIERSON: I'm not aware of any.

14 CHAIRMAN CLARK: Okay. Let me ask everyone
15 who has signed up to provide testimony if you would
16 please stand and raise your right hand, and then I'll
17 swear you all in, and we'll begin calling you in the
18 order you have signed up. So if you would all stand and
19 raise your right hand.

20 In this matter before the Public Service
21 Commission, do you swear to tell the truth, the whole
22 truth, and nothing but the truth?

23 (The witnesses were duly sworn.)

24 CHAIRMAN CLARK: Thank you very much. You can
25 be seated. And the first person I have on my list is

1 Mr. John Snoles, S-n-o-l-e-s. Would you come forward
2 and, if you would, pronounce your name for us. And
3 you'll need to come right here. If you will sit up here
4 and speak into the microphone. If you will give us your
5 name and address for the record. And if I butchered
6 your name, would you please pronounce it again and spell
7 it for us?

8 WITNESS SNOLES: My name is John Snoles,
9 S-n-o-l-e-s. I live at 6015 Heritage Drive, Groveland,
10 Florida.

11 Last fall I needed a small piece of a gasket
12 for the thermostat in my car, and I called several area
13 places, and -- you had to buy a kit and so forth. So I
14 called Orlando, and the people thought they had one and
15 put me on hold. Eventually, they got -- took care of
16 their customer and got back to me, and they had the
17 piece, which was the gasket. The cost was under thirty
18 cents. My phone bill was almost a dollar.

19 And so you see why -- we also have a daughter
20 and do doctors in Orlando that we call, and we get a lot
21 of holds. And that's all I've got to say. I'm for the
22 extended service.

23 CHAIRMAN CLARK: Okay.

24 MR. SNOLES: Thank you very much.

25 CHAIRMAN CLARK: Thank you, Mr. Snoles. If

1 you'd just wait a second. As part of this proceeding,
2 we allow the parties who are participating to ask
3 questions, and let me just check and see if anyone has
4 any questions.

5 Are there questions of Mr. Snoles?

6 Thank you very much for providing testimony.

7 The next witness is Roger Freeman.

8 WITNESS FREEMAN: Good morning. My name is
9 Roger Freeman, and my address is 19544 North County
10 Road 33, Groveland, Florida. I'm here to speak on
11 behalf of EAS, in two hats, one as a family man. I have
12 a daughter that lives in the Orange County area, which
13 lives in one of the exchanges that hopefully that we'll
14 be getting; and my parents live in the Ocoee-Winter
15 Garden area.

16 I was raised in that area, and all my friends
17 basically are over there. I have some here, of course,
18 but not nearly as many as I did over there, since I was
19 raised and went to high school there and that's where I
20 graduated.

21 I think that I probably make, on a personal
22 basis, probably twenty to thirty dollars' worth of calls
23 per month to that area, speaking with my daughter and my
24 family.

25 Now, from a business point of view, I'm a

1 custom home builder. Most of the customers that we have
2 are coming -- probably 80 to 90 percent are coming out
3 of the Orlando area. These people have ties to the
4 Orlando area. They're leaving family there. We're
5 doing a lot of retirees that are moving in to some of
6 our homes, and the retirees have left their kids and
7 their grandkids over there. And they enjoy talking to
8 the grandkids probably more than the kids, which is, I
9 guess, normal.

10 I'm building a lot of homes for individuals
11 that are starting to commuter -- "computer commute," I
12 guess would be the way to phrase it. They're trying to
13 work three days at home, two driving and commuting back
14 and forth.

15 One of the aspects for me as a businessman is,
16 I will make a number of calls per day. We build houses
17 also in the Windermere area. We've got two going there
18 right now. And I probably make four to ten calls per
19 day into the Windermere area, just trying to make sure
20 that things are going properly, that supplies are
21 arriving at the correct time.

22 The thing that I've seen since moving out
23 here -- and I'm a resident of Orange County, which I
24 moved out here, I believe, in around '89 -- is that this
25 area is becoming more and more entwined and becoming

1 part of Orlando. Orlando has grown now to where
2 Pine Hills and Ocoee basically meet, Ocoee and Winter
3 Garden meet, Winter Garden and Oakland meet. We've got
4 a small void before we get into Clermont.

5 If you happen to ever attend a Magic game, you
6 will see -- I think everybody, all 16,000, must live in
7 Lake County, because every one of them -- it takes me an
8 hour and a half to get home after every game.

9 So there's people that I'm not building houses
10 for that I promise you are living here. When I first
11 moved out here and I went through downtown Groveland,
12 any time of the day, no big deal, nice flow of traffic,
13 I get in here at four and five o'clock in the afternoon,
14 and I might as well almost have stayed in Orlando.

15 I follow out through Groveland, I go on
16 through Mascotte, and they're continuing still west. I
17 do not know where they live, but I know that people are
18 coming to this area in record numbers.

19 The other home builder members that I've spoke
20 to are building a tremendous amount of homes for persons
21 out of Orange County, which are trying to eliminate the
22 congestion. I know from personal experience that the
23 intertwinement -- my suppliers, many are in Orlando now.
24 It's just -- we are part of Orlando. We're the rural
25 part of Orlando.

1 But I think this EAS is an absolute necessity.
2 I'm thrilled that we're getting the opportunity to speak
3 on behalf of it. I was very envious when the 394
4 exchange in Clermont -- I'm not sure; I guess it's 242
5 also -- got the opportunity to talk locally.

6 I can tell you that I have had three homes
7 that have refused to move out into this area because
8 they needed the exchange to deal with the computer work
9 that they do. I've got one that we're looking at now
10 that they're looking into their company furnishing them
11 an 800 number where they can commute and work.

12 So I'm absolutely for it, and I'll answer any
13 questions that anybody has pertaining to it, if anyone
14 has any.

15 CHAIRMAN CLARK: Thank you, Mr. Freeman.

16 Are there any questions?

17 Thank you very much.

18 Mr. Craig Stephens.

19 WITNESS STEPHENS: Good morning. My name is
20 Craig Stephens, 2104 Spice Avenue, Orlando, Florida.

21 I'm in favor of this because I recently have
22 had my employment moved to Lake County, the Groveland
23 area, and all my family still resides in Orlando. I
24 still reside in Orlando. I make several phone calls a
25 day concerning soccer leagues, Little League, doctor

1 appointments, dentist appointments; my wife, three, four
2 times a day. I am all in favor of this.

3 CHAIRMAN CLARK: Thank you, Mr. Stephens.

4 Any questions of Mr. Stephens?

5 Are you sure you want your wife to be able to
6 call you more than four times a day?

7 WITNESS STEPHENS: It's a "must."

8 CHAIRMAN CLARK: Thank you.

9 Mr. Dan Brown.

10 WITNESS BROWN: My name is Dan Brown. The
11 address is 411 Enka Avenue, Orlando, Florida. And I
12 also have -- my employment has moved to Groveland,
13 Florida. And all aspects of my life revolve around the
14 Orlando area.

15 I mean, everything -- doctor, my family,
16 everything is in Orlando, so there's a number of calls
17 per day that -- not only including personal life, but
18 also business, that we make calls directly to Orlando,
19 Winter Garden, Windermere areas, and I'm all in favor of
20 the extended service.

21 CHAIRMAN CLARK: Thank you, Mr. Brown.

22 Are there questions of Mr. Brown?

23 Thank you very much -- Mr. Brown, just a
24 minute. Commissioner Johnson has a question.

25 COMMISSIONER JOHNSON: Over here, Mr. Brown.

1 With respect to your employment, who is your
2 employer and how many people are employed by this
3 particular employer?

4 WITNESS BROWN: Our employer is Carroll Fulmer
5 Company, Incorporated. And I would say -- are you
6 concerned with just people in the Groveland area that
7 work in Groveland?

8 COMMISSIONER JOHNSON: I was more concerned
9 with people in your situation where they're living in
10 Orlando but they work in Groveland.

11 WITNESS BROWN: I'm not sure exactly how many
12 people work at Carroll Fulmer that live in Orlando. I
13 mean, I know there are several. I'm not sure of the
14 exact figure, though.

15 COMMISSIONER JOHNSON: Okay. Thank you.

16 MR. WAGNER: Commissioner, if I might,
17 Mr. Fulmer could probably direct himself to that.

18 CHAIRMAN CLARK: That would be great,
19 Mr. Wagner.

20 And Mr. Fulmer is going -- he already provided
21 testimony, and he'll be testifying later; is that right?

22 MR. WAGNER: That's correct.

23 CHAIRMAN CLARK: Okay. Thank you, Mr. Brown.

24 WITNESS BROWN: Thank you.

25 CHAIRMAN CLARK: Mr. Howard Stockton.

1 WITNESS STOCKTON: Good morning. My name is
2 Howard Stockton. I'm the executive director for the
3 Clermont Area Chamber of Commerce, 691 West Montrose
4 Street.

5 I'm here representing the board of directors
6 and the chamber. We have over twenty members of our
7 organization who have businesses in the Clermont --
8 excuse me, the Mascotte and Groveland area -- Peoples
9 State Bank, Cherry Lake Tree Farms, a number of others.

10 Our board would recommend approval of this.
11 We found that when the exchange for the Clermont area of
12 242 and 394 went through, the businesses in the Clermont
13 area significantly profited from that activity. And we
14 have every belief that if the same thing were true for
15 the 429, that the business people here would definitely
16 find an improvement in their business, and it would be
17 to their advantage, and I think to the community as
18 well. As long as the business has profited, certainly
19 so would the community.

20 That's basically what I have to say. and I
21 think ths -- just one other comment. The Clermont Area
22 Chamber of Commerce will be voting tomorrow to become
23 the South Lake Chamber of Commerce, and I think all the
24 businesses through Groveland and Mascotte will be
25 represented better by our group, and I hope that that

1 will benefit business and the community.

2 I'll answer any questions if you have them.

3 CHAIRMAN CLARK: Thank you. Any questions of
4 Mr. Stockton?

5 Thank you very much.

6 WITNESS STOCKTON: You're welcome. Thank you.

7 CHAIRMAN CLARK: Ms. Shirley Anderson --
8 Ms. or Mrs. Shirley Anderson.

9 WITNESS ANDERSON: My name is Shirley
10 Anderson. I live at 4022 East Cardinal Pines Drive in
11 Mascotte.

12 Last July I moved to Mascotte from the Orlando
13 area. I do have some serious health problems. And even
14 though I have a doctor in Clermont, they have
15 recommended that all my specialists that I have to see
16 on a regular basis -- that I keep the ones that I have
17 in Orlando, so it's very necessary for me to make a
18 number of calls to doctors in the Orlando area.

19 And if you've ever called a doctor, you know
20 that you're going to get put on hold. It's just
21 inevitable that you're going to get put on hold and have
22 to wait awhile.

23 I also have a number of family that lives in
24 the Orlando area, and I'm very much in favor of the EAS
25 program.

1 CHAIRMAN CLARK: Thank you very much,
2 Ms. Anderson.

3 Questions?

4 Thank you.

5 Effie Mae Baker.

6 WITNESS BAKER: Good morning. My name is
7 Effie Mae Baker. I live at 19901 North County Road 33.
8 And I'm very much in favor of the EAS. My mother, which
9 is 78 years old, lives in the Orlando area. She likes
10 to call me, and I like to call her every day and check
11 on her because she's not in very good health.

12 My sisters, my daughter, my grandchildren, my
13 whole family live in the Ocoee, Winter Garden area.

14 And my phone bill is outrageous, so I'm very
15 much in favor of this. And I'll be happy to answer any
16 questions you might have of me.

17 CHAIRMAN CLARK: Questions? No.

18 Thank you very much, Ms. Baker.

19 WITNESS BAKER: Thank you.

20 CHAIRMAN CLARK: Bobbie Holland.

21 WITNESS HOLLAND: My name is Bobbie Holland.
22 I live at 4022 East Cardinal Pines Drive, Mascotte. I
23 would like for this to pass because I, too, have doctors
24 that still are in the Orlando area, and especially
25 for -- I have some elderly relatives that still live

1 there that I try to check on daily due to their health.
2 And again our phone bill sometimes gets kind of
3 atrocious because when you talk to elderly, it's not
4 just "Hello. How are you?" It gets lengthy sometimes.
5 So I'd like to see this pass.

6 CHAIRMAN CLARK: Okay. Any questions?

7 Thank you, Ms. Holland.

8 Robert Timmons.

9 WITNESS TIMMONS: My name is Robert Timmons.
10 I live at 5913 Heritage Drive, Groveland, Florida.

11 I will make my testimony very brief. I'm in
12 favor of the petition. I will mail to your office in
13 Tallahassee my reasons for this favoring of the
14 petition.

15 CHAIRMAN CLARK: Mr. Timmons, we're here to
16 hear from you, so if you could just briefly tell us why
17 you believe we need the EAS. And let me also ask you to
18 touch on the fact that, as part of the EAS, frequently
19 the rates are increased by some amount, and I wish you
20 would address why you feel you need EAS to Orlando and
21 tell me how you feel about it if it requires an increase
22 in rates.

23 WITNESS TIMMONS: I would pay the increase in
24 rates.

25 My first reason, I have family in Orlando.

1 My second reason, I think the business
2 community of Groveland and Mascotte needs this service.
3 Clermont was able to obtain this service. I don't think
4 there's too much difference between Clermont and
5 Groveland and Mascotte. It's almost like one. In fact,
6 the executive secretary of the Clermont Chamber of
7 Commerce said that they are voting to change the chamber
8 to a "South Lake" in place of "Clermont."

9 As you drive to Orlando, you see all this
10 housing going up. I live just a mile and a half from
11 the county industrial park. We have three nice
12 businesses in the industrial park. They are tied to
13 Orlando. So this area is more and more being tied to
14 Orlando, and I think from the community standpoint, from
15 the business standpoint, it would be very beneficial.

16 I also know that this area has a lot of senior
17 citizens which will tend to not want an increase, but by
18 the same token, we have to have the business community.
19 We have to have this a viable part of Florida, and I
20 think this is one way to go. I'm strongly in favor of
21 it.

22 CHAIRMAN CLARK: Okay. Any questions of
23 Mr. Timmons?

24 Thank you very much.

25 WITNESS TIMMONS: I'm retired, been retired

1 for fifteen years. I retired as a real estate broker.
2 I was in business for about thirty years, self-employed
3 for thirty years, so I know what this means to
4 businesses.

5 CHAIRMAN CLARK: Thank you.

6 Fred Wolf.

7 WITNESS WOLF: I am Fred Wolf. Good morning.
8 I live at 6026 Unity Pass, Groveland, Florida.

9 And I'm the cry in the wilderness this
10 morning, I guess, because I do not need this service. I
11 probably make from one to three calls to the Orlando
12 area a year, and any increase in my phone bill will not
13 be -- will be more than what I pay now in toll calls.

14 Usually when I call Orlando, I also check to
15 make sure there's an 800 number where I want to call, so
16 it doesn't cost me anything to call anyway.

17 I just can't vote in favor of it, although a
18 lot of my friends are, I know. But I think there are a
19 lot of seniors that -- who would be hurt by the extra
20 charge.

21 CHAIRMAN CLARK: Mr. Wolf, let me ask you
22 something. You mentioned 800 numbers. Do a lot of
23 businesses in Orlando maintain 800 numbers and allow you
24 to reach them that way?

25 WITNESS WOLF: I think a lot of them do.

1 CHAIRMAN CLARK: I'm asking Mr. Wolf.
2 Certainly when you come up to testify, you can tell me
3 something contrary, but our court reporter can't get
4 everyone's comment unless they're up here.

5 WITNESS WOLF: Maybe they're calling the wrong
6 businesses.

7 CHAIRMAN CLARK: Thank you, Mr. Wolf.

8 Are there any questions?

9 Thank you very much.

10 Jim Fowler.

11 WITNESS FOWLER: My name is Jim Fowler. I
12 live at 371 Sloans Ridge Road, Groveland, Florida.

13 We just recently moved out to Groveland in the
14 last six months and lived in Orlando about fifteen
15 years. And I'm semi-retired. I still have business
16 connections that I have to make phone calls on; plus we
17 have children and grandchildren that live in Orlando,
18 and we talk to them two to three times every week.

19 So we are in favor of this program, so we
20 would like to see it approved. Thank you.

21 CHAIRMAN CLARK: Thank you, Mr. Fowler.

22 Questions?

23 Tim Peters.

24 WITNESS PETERS: Good morning. Tim Peters,
25 5043 Autumn Ridge Lane in Windermere, Florida.

1 I am the general manager of American Hotel
2 Register Company. We moved out to Groveland, Florida,
3 in the Lake County Industrial Park at 27 and 19. Half
4 of my employees -- I should say nine out of ten
5 employees live in the West Orange area, from Ocoee to
6 Windermere to Metro West. They make phone calls. On a
7 weekly basis, I would say over 25 phone calls go to
8 them. And I'm more concerned about what it takes their
9 family to call us in Groveland.

10 I am in favor of the extended service. Thank
11 you.

12 CHAIRMAN CLARK: Thank you. About how many
13 people do you employ?

14 WITNESS PETERS: We have ten, ten employees.
15 Nine out of the ten are --

16 CHAIRMAN CLARK: Oh, okay. Nine out of ten
17 probably have to make a long distance phone call to
18 their home?

19 WITNESS PETERS: Yes.

20 CHAIRMAN CLARK: Okay. Any questions?
21 Mr. Wagner.

22 MR. WAGNER: Madam Chairman, I'd like to point
23 out Mr. Peters' prefiled testimony on behalf of the 429
24 subscribers. And I would just as soon, at this point in
25 time, go ahead and -- to save time, perhaps put his

1 testimony in, even though it's not the technical
2 portion, if there's no objection, to save him from
3 having to -- I know it's irregular, but obviously he
4 signed up as a member of the public also.

5 CHAIRMAN CLARK: Well, Mr. Wagner, let me see
6 if we can get that done.

7 Mr. Wahlen, do you --

8 MR. WAHLEN: We don't have any objection. If
9 it would make the transcript easier, we could just put
10 it in during the technical portion of the hearing.

11 CHAIRMAN CLARK: All right. Mr. Carver?

12 MR. CARVER: No objection.

13 CHAIRMAN CLARK: Mr. Pierson?

14 MR. PIERSON: No problem.

15 CHAIRMAN CLARK: All right. Why don't we do
16 this. We will, at this point, stipulate your prefiled
17 testimony in the record, but we will do that later on.
18 We have a stipulation, when your turn comes up, I will
19 do that, but you may be excused from appearing further.
20 Thank you.

21 WITNESS PETERS: Thank you.

22 MR. WAGNER: Thank you, Madam Chairman.

23 CHAIRMAN CLARK: Thank you, Mr. Wagner.

24 Otto Wright.

25 WITNESS WRIGHT: My name is Otto Wright. I

1 have a business at 147 East Broad Street here in
2 Groveland. And I am in favor of the AES (sic).

3 We have several phone calls that we have to
4 make in our business. Basically, I looked at the last
5 telephone -- AT&T alone, I had 92 calls last month.
6 That was just AT&T, and I have three lines coming in,
7 including an 800 number.

8 So I'm sure that the -- my billing last month
9 was right at \$400, and that includes the three lines,
10 which is a fax line and a computer.

11 Businesses are moving into this area, and I
12 think it warrants the extended service over here because
13 we have several occasions, as it was stated before, that
14 people refuse to move into this area because it's long
15 distance, and it has a big effect on this area.

16 CHAIRMAN CLARK: Mr. Wright, when you said
17 your phone bill was \$400, was that the long distance
18 portion of the phone bill?

19 WITNESS WRIGHT: No, no, no. That's
20 basically -- the 92 phone calls was to AT&T. I had
21 several Orlando calls. From Sprint, United, and the
22 combination, at least a hundred calls a month.

23 CHAIRMAN CLARK: What is your estimate of the
24 cost per month that you would avoid if we had some sort
25 of EAS service?

1 WITNESS WRIGHT: I brought a phone bill. This
2 is the Sprint. The Orlando line was -- let's see.
3 Well, I can't add them all up here, but basically most
4 of them was -- 35.44 on this one. And 18.83 for the 800
5 number. United Telephone was \$195. Most of those were
6 the Orlando exchange. BellSouth Mobility -- I had that
7 one, and basically there wasn't many on that.

8 But the AT&T -- I had 92 calls at 407, which
9 is 72.29. That was just the Orlando call.

10 CHAIRMAN CLARK: Okay. Mr. Wagner, does
11 Mr. Wright also have testimony and do we want to do the
12 same thing?

13 MR. WAGNER: I don't want to make a habit of
14 it, but, yes, ma'am.

15 CHAIRMAN CLARK: Okay. At the appropriate
16 time, we will stipulate the prefilled testimony of
17 Mr. Otto Wright into the record.

18 And, Mr. Wright, you do not have to come back
19 to these proceedings. You're excused.

20 WITNESS WRIGHT: Thank you.

21 CHAIRMAN CLARK: Thank you.

22 WITNESS WRIGHT: Was there any questions?

23 CHAIRMAN CLARK: A good point.

24 Are there any questions of Mr. Wright? No.

25 Thank you very much.

1 Kelly Stephens.

2 WITNESS STEPHENS: Good morning. I'm Kelly
3 Stephens, a businessman in Orlando. I'm president of
4 Florida Utility Trailers. We have been in business
5 since 1977 and seen tremendous growth in central
6 Florida, including a number of our customers moving into
7 this area that we service and products that we sell out
8 this way.

9 It would make it a lot easier for them to do
10 business with us and us with them, and so we vote in
11 favor of this extended service. And I think it would be
12 a good business growth as we see the growth of this area
13 merging in with the Orlando area, and so we'd speak in
14 favor of it.

15 CHAIRMAN CLARK: Thank you, Mr. Stephens.

16 Are there any questions?

17 Thank you very much.

18 Jessie Chavers.

19 WITNESS CHAVERS: Hello. My name is Jessie
20 Chavers, and I live at 8040 Cherry Lake Road in
21 Groveland, Florida.

22 Approximately a year ago, I made a call to
23 United-Sprint and tried to find out information on how
24 much it would cost me to get a Clermont line, as I only
25 live less than one-half mile from the 394 exchange.

1 We have a business, electrical business, that
2 we've had for seventeen years in Orlando. We've lived
3 in Groveland approximately three years. The cost to get
4 a Clermont line for calls to be local into Orlando did
5 not warrant me -- it was just astronomical. I could not
6 afford to go through with that procedure, and I just
7 didn't see that it was financially feasible, as to my
8 long distance calls that I was already making.

9 CHAIRMAN CLARK: Let me ask a question. You
10 live in Groveland, but your business is in Orlando?

11 WITNESS CHAVERS: Yes, ma'am.

12 CHAIRMAN CLARK: And you were looking into
13 putting a line in your home so you could call directly
14 to Orlando?

15 WITNESS CHAVERS: Yes. We have a resident
16 line, and we also have a business line in our home now
17 in Groveland.

18 CHAIRMAN CLARK: How many people do you employ
19 in your electric business, and are they in a similar
20 situation where they live in Groveland and --

21 WITNESS CHAVERS: No, our employees live in
22 Orlando, and our office is in Orlando. I also have a
23 small office in our home where I do a lot of interaction
24 between our office manager. I do not necessarily work
25 in the office in Orlando, but we do have a common fax

1 line and we do speak regularly, and it would just be
2 very beneficial for us to have a local call into the
3 Orlando area.

4 CHAIRMAN CLARK: Okay. Any questions of
5 Ms. Chavers?

6 Thank you very much.

7 WITNESS CHAVERS: Thank you.

8 CHAIRMAN CLARK: Herbert Hodges.

9 WITNESS HODGES: My name is Herbert Hodges. I
10 reside at 638 Blue Street, Groveland, Florida. I
11 recently moved here from Miami in December. And I am
12 against the EAS service.

13 I am retired. I retired early, came up to
14 take care of my mom. And as seniors -- and most of you
15 here are seniors as residents. And some of you, of
16 course, do make calls to Orlando, and that can be
17 exceptions to the rules.

18 I did a little mathematical play here with
19 some numbers, because when you're talking about toll
20 free, I want to come back to this word "free" because
21 you've got to keep that in mind.

22 This service would cost each residential home
23 a 42 percent increase, \$12.41 per month, rather than the
24 \$8.73 that we now pay. That \$12.41-a-month charge would
25 last for two years. Then it would drop to \$10.20, which

1 is what the current rate is for Clermont and Mineola,
2 and is the highest rate in the United system. That
3 increases \$3.86 a month whether you call Orlando or not.
4 And, believe me, once you get a charge, they never drop.
5 It never goes away.

6 Twenty-five cents per call, divided into \$3.86
7 is fourteen calls per month or 3.5 calls a week. I
8 would think that an alternative toll relief, a billing
9 of 25 cents per call, regardless of the length of the
10 call or regardless of the number of calls would serve
11 residential customers far better.

12 The business community, of course, is
13 clamoring for this, understandably. Number one, it's
14 much easier for a business to recoup any costs that it
15 may cost them. And in this case, it would jump 45
16 percent. But then there's 800 numbers, faxes, and of
17 course always passing to the customers any additional
18 cost.

19 Senior citizens who are on social security
20 don't need to pay \$3.86 a month and not use that
21 service.

22 There are a couple of questions that I would
23 like to ask the Commission.

24 CHAIRMAN CLARK: Go ahead.

25 WITNESS HODGES: It says under the special

1 report of the PSC booklet, leaflet here, that the routes
2 in this docket did not qualify for a flat rate, two-way
3 non-optional EAS; however, the Groveland/Orlando route
4 met the MAMs requirement but fell short on the
5 distribution requirement.

6 What is the distribution requirement?

7 CHAIRMAN CLARK: What that involves is, we
8 look at the number of calls being made to an area, and
9 we look at how it's disbursed, how many people are
10 actually making the call, so that it isn't one or two
11 subscribers who are driving a large volume of traffic,
12 that it is disbursed among the people in the area.

13 Let me ask Ann Shelfer to be more explicit on
14 that.

15 MS. SHELPER: The MAM -- what that means is,
16 that's the average calls per month. And say there are a
17 hundred customers. You may have one that make none; you
18 may have ten that make a hundred; but on average, the
19 rules require that there must be at least three. That's
20 the portion. That's the MAMs that met the rule.

21 The second portion of the rule says that at
22 least 50 percent of the customers in Groveland must make
23 at least two calls. That shows the Commission that it's
24 not, like Chairman Clark was saying, driven by some
25 high-volume users, because you can drive the average up.

1 It fell short of that. And it was significantly close,
2 though.

3 And the purpose, just what -- today is an
4 opportunity to show the Commission that there may be
5 other criteria that they should consider, which is
6 admissible under the rules.

7 WITNESS HODGES: The second part of my
8 question is, since the distribution was so close to
9 qualifying, another traffic study on this route during a
10 different time period was conducted by United. The
11 additional study indicated that the MAMs still met the
12 requirements but the number of customers making two or
13 more calls per month again fell short.

14 CHAIRMAN CLARK: What frequently happens in
15 various areas of the state is that calling patterns
16 change depending on what time of year you look at. And
17 this is primarily, I think, due to people who are
18 seasonal residents. And if we look at it when they are
19 here, we get one figure or statistics, and if we look at
20 them when they're not here, it's another one.

21 And in this case, we had someone inquire about
22 the validity of the time of year we looked at the
23 traffic studies, so we chose another period to look at
24 the traffic studies.

25 WITNESS HODGES: So then, quite frankly, it

1 says here that it falls short. Then the calls per month
2 aren't quite what is needed. So apparently even though
3 some people who come up here said that, you know, they
4 are making a lot of calls to Orlando, again I say there
5 are exceptions to every rule. There are not that many
6 calls being made.

7 Again, I would be in favor of billing at
8 25 cents per call regardless of the number of calls or
9 regardless of the length of the call.

10 Mr. Wolf, who spoke, I thought had a good
11 point, and I agreed with him in some of the things that
12 he said. So I would not be in favor of this new EAS
13 exchange service.

14 CHAIRMAN CLARK: Thank you, Mr. Hodges.

15 One thing I would point out to you is,
16 although the traffic studies do give us an indication of
17 the community of interest, there are other factors that
18 we consider in determining whether or not there should
19 be EAS or an alternative toll plan, which is what the
20 25-cent plan is.

21 WITNESS HODGES: Yes.

22 CHAIRMAN CLARK: And I appreciate your coming
23 out here and giving us your views, and particularly
24 indicating which plan you're in favor of.

25 WITNESS HODGES: Thank you.

1 CHAIRMAN CLARK: Thank you.

2 Questions of Mr. Hodges?

3 Mr. Hodges, could Ms. Shelfer ask you a
4 question?

5 WITNESS HODGES: Yes.

6 MS. SHELFER: I would just like to address the
7 25-cent plan. And this starts getting technical when we
8 talk about interLATA, but one of the reasons that this
9 particular case was set for hearing is because there's a
10 LATA line that divides Groveland and Orlando, and at the
11 time this was before the Commission, there was a
12 prohibition, federal prohibition with Southern Bell,
13 where they cannot carry over that LATA the 25-cent call.
14 And there is still federal legislation that requires
15 Southern Bell to do a checklist before they can carry
16 interLATA traffic. I have no idea when that can be met,
17 so --

18 WITNESS HODGES: So right now, then, what we
19 are saying is that there is a problem as far as that is
20 concerned with Southern Bell about the installation of
21 the 25-cent calls, and you have no idea as to when it
22 can be cleared up?

23 MS. SHELFER: No. It goes before the Federal
24 Communications Commission. I'm not even sure Southern
25 Bell knows when that can happen.

1 WITNESS HODGES: Who represents Southern Bell
2 here?

3 MS. SHELFER: Mr. Carver.

4 WITNESS HODGES: Mr. Carver.

5 MR. CARVER: Yes, I do, and we don't know the
6 date. They're - excuse me. I'm sorry. I have a little
7 bit of a cold.

8 The way the federal legislation is designed,
9 there are particular things that have to occur, not
10 necessarily things that we would do, but things like the
11 existence of competition and other entrants into
12 telecommunications. And after these things happen, then
13 we can go back at the federal level and request relief
14 from the restrictions of crossing LATA boundaries. So
15 that will happen at some point in the future, but as I
16 sit here today, we really don't know when that would be.

17 WITNESS HODGES: Southern Bell is not
18 concerned about speeding that process? It won't help
19 them at all?

20 MR. CARVER: We would like for it to happen as
21 quickly as possible. I mean, we certainly would like to
22 carry the traffic, and we hope we can as soon as
23 possible. But, again, it's restrictions at the federal
24 level, and it's just a question of how long it would
25 take to get relief from those.

1 WITNESS HODGES: So rather than wait for this
2 process to take place, then we are trying to hurry to
3 get the EAS through?

4 MS. SHELFER: If the Commission determines
5 that Groveland should be balloted for EAS, the
6 determination will not be that they get it. Every
7 subscriber in Groveland will have an opportunity to
8 vote. The vote will determine whether EAS is
9 implemented, but I can tell you that your neighboring
10 community of Mount Dora has been waiting since 1991 to
11 get the 25-cent calling to Orlando, and they still do
12 not have it.

13 CHAIRMAN CLARK: Mr. Hodges, the
14 telecommunications market, probably more than at any
15 other time, is in a real state of flux because of the
16 legislation that was passed at the federal level. And
17 we have to do some things to comply with that
18 legislation, as do the phone companies.

19 And we're busy trying to understand it and
20 trying to carry it out, but we have had this docket
21 pending for a while, and we felt we needed to go forward
22 and determine if there was a community of interest.

23 There's good news for the people of the state
24 of Florida. We have a commissioner, Commissioner
25 Johnson, who serves on the joint board, who will be

1 working on some of those federal policies and making
2 sure that they are consistent with what we think is
3 needed in the state of Florida.

4 But we appreciate your comments on which plan
5 you would prefer be implemented.

6 WITNESS HODGES: Thank you. But I would
7 certainly, of course -- and I'm sure that the Commission
8 will bear the responsibility of making certain that all
9 customers of this area are given and served good and
10 proper notice as to the benefits of this plan.

11 CHAIRMAN CLARK: Absolutely, Mr. Hodges. We
12 will review that notice, and it will be put in the phone
13 bills if we decide it's appropriate to conduct a ballot.
14 Thank you.

15 COMMISSIONER JOHNSON: Mr. Hodges, just a
16 second. With respect to one of the questions that you
17 had asked Southern Bell, we had a decision a couple
18 weeks ago, if not a month, on some 25-cent plans that we
19 had approved that had been balloted and that had passed,
20 but because of the issue that staff has just addressed
21 with you, because of the interLATA boundary, we couldn't
22 do anything about it.

23 But we did ask or request that Southern Bell
24 file a petition with the FCC to make a determination as
25 to whether or not they would allow Southern Bell to

1 actually implement those plans on an expedited basis. I
2 am not sure if Southern Bell -- if they've taken that
3 action just yet, or the status of that, but it was my
4 understanding that they were going to petition the FCC
5 to determine whether or not, on an expedited basis, they
6 could get that relief that you have requested under the
7 25-cent plan.

8 MR. CARVER: I'm not sure what the status of
9 that is, but I can check and hopefully give you an
10 answer a little bit later in the day.

11 COMMISSIONER JOHNSON: Okay. Because that was
12 one of the issues. We had ruled on the 25-cent plan, as
13 you have suggested, kind of a pure plan, and I know our
14 staff had recommended that maybe Southern Bell could go
15 to the FCC and let them understand the predicament that
16 our customers are in and see if they would be more
17 responsive to that on an expedited basis. So that could
18 happen sooner than later, and that being we could have
19 an answer. I don't know if they're going to say
20 something we want to hear, but I think that the industry
21 and BellSouth -- that they are taking that effort to
22 find out for the particular customers.

23 WITNESS HODGES: So you are going to find out
24 about that today, you said, right?

25 MR. CARVER: Yes, I'll check on it and

1 hopefully have something a little bit later today on the
2 status of that.

3 COMMISSIONER JOHNSON: And I just want to make
4 clear, too, that you all understood that whatever we
5 vote on today and whatever the plan might be,
6 particularly if it involves some sort of an additive,
7 and I know you went through the numbers from eight
8 dollars and something to twelve dollars --

9 WITNESS HODGES: Yes.

10 COMMISSIONER JOHNSON: -- that you will and
11 the other customers will have another opportunity --
12 your destiny is still kind of in your hands -- to vote
13 on that and determine whether or not that is something
14 that really is good for this community.

15 WITNESS HODGES: Absolutely. Thank you.

16 CHAIRMAN CLARK: Thank you.

17 MS. SHELFER: Commissioner.

18 CHAIRMAN CLARK: Yes.

19 MS. SHELFER: Excuse me.

20 Commissioner Johnson, that interLATA order has
21 not been issued yet. I believe it goes out today.

22 CHAIRMAN CLARK: Dorothy Pachio -- Pachio.

23 WITNESS PACHICO: Good morning. My name is
24 Dorothy Pachico.

25 CHAIRMAN CLARK: Pachico. I wasn't even

1 close. Excuse me.

2 WITNESS PACHICO: That's okay. Everybody does
3 it.

4 I live in Groveland at 5915 Bible Camp Road,
5 and I work in Winter Park, so I have a real commute.
6 But I also have children at home that I need to be in
7 contact with. And I have a mother who is not in good
8 health. I've just moved her down here with me.

9 So I probably make probably ten calls a week
10 from Winter Park. And there are probably twice that
11 many calls that come from Groveland to my office in
12 Winter Park. For me, it would be very beneficial, and
13 I'm totally in favor of it.

14 CHAIRMAN CLARK: Thank you. Any questions?
15 Thank you very much.

16 WITNESS PACHICO: Thank you.

17 CHAIRMAN CLARK: Connie Causey or is it
18 "Causeau"? I can't --

19 WITNESS CAUSEY: My name is Connie Causey. I
20 live at 2426 Bay Lake Loop Road, Groveland. I'm for the
21 extended service. I halfway calculated the 25-cent toll
22 charge. And for my husband and I, that would not be
23 feasible because sometimes we get hold calls or --
24 anyway, my husband has a business in the home. He makes
25 a minimum of probably fifteen calls a week to just

1 Orlando.

2 I call my mom most every day because my
3 stepfather is just recently deceased, and she lives in
4 an area where the crime is rising. She calls me also.

5 My granddaughter's two specialists are in
6 Orlando. So for us the extended service would be better
7 than the 25-cent toll charge, and I'm in favor of it.

8 CHAIRMAN CLARK: Okay. Any questions?

9 Thank you very much.

10 Wayne Turner.

11 WITNESS TURNER: Good morning. I also have
12 some prefiled testimony. I don't know if you want us to
13 wait or you want to proceed with this at this point in
14 time.

15 CHAIRMAN CLARK: Let me just check with the
16 attorneys.

17 Will we be able to stipulate that testimony
18 into the record? Okay.

19 We'll do that at the appropriate time. If you
20 want to go ahead and give some comments now, and then
21 you can be excused, but we will make sure that your
22 prefiled testimony is inserted in the record at the
23 appropriate time.

24 WITNESS TURNER: Okay. Again, Wayne Turner.
25 My business is at 200 East Broad Street in Groveland.

1 I'm president of Peoples State Bank. Presently we
2 employ about forty employees. Three of those employees
3 live in the Orlando area. From time to time they are
4 required to call their homes, check on their children,
5 and so forth.

6 Presently our corporate legal counsel is
7 located in Orlando. Our CPA firm is located in Orlando.
8 Our correspondent bank is located in Orlando. Our
9 computer data processing company is located in Orlando.
10 So we do extensive calling back and forth to those
11 areas.

12 In November of last year, we made
13 approximately 389 calls into that service area -- 489,
14 excuse me, in December; 387 in November and 430 in
15 January. We average, probably since that time, at least
16 four hundred calls per month into that exchange.

17 We are in support of this extended service,
18 and we'd hope that it would be decided at that point in
19 time.

20 I would be glad to answer any questions.

21 CHAIRMAN CLARK: Mr. Turner, let me ask you a
22 question. One of the things our traffic study indicated
23 was, there wasn't a distribution that met our rules;
24 there weren't a lot of people making these calls.

25 Do you think that there are -- are they using

1 alternative methods to reach Orlando?

2 Let me just ask. And if they use an 800
3 number, does that show up on a traffic study?

4 MS. SHELFER: No.

5 CHAIRMAN CLARK: No, it doesn't.

6 Do you know if there are people implementing
7 alternative services so customers and people they may
8 need to reach in this area would not have to make long
9 distance calls?

10 WITNESS TURNER: None of the companies that we
11 deal with have them, so I would say no, they are not.

12 CHAIRMAN CLARK: Okay. Thank you, Mr. Turner.
13 Susie Westbrook.

14 All right. That sounds like a good idea.

15 Someone in the back indicated we should go on
16 to the next person and come back to her.

17 Julia Rogers.

18 WITNESS ROGERS: Okay. My name is Julia Fay
19 Rogers, and I have a real estate office here in
20 Groveland, called "Julia Fay Rogers Realty." It's at
21 224 South Main Street. And I guess you can say I have
22 every kind of phone there is.

23 I've got 429 numbers. I've got 394 numbers.
24 And every one of my associates has 429 numbers. But we
25 have what we call a FedEx foreign line that I had put

1 into my office because most of my customers are from the
2 Orlando area. I advertise heavily in the Orlando
3 Sentinel. And in order for them to call me without
4 being a charge to them, I install a FedEx number, and it
5 probably only costs me a couple hundred dollars a month,
6 which I could probably save.

7 And also a lot of time the customers that do
8 call do not want to come into a 429 exchange number
9 because it's too costly for them to move over here and
10 then have to run their businesses, and at times it does
11 cost us, you know, money.

12 And I do know that we don't have a number of
13 doctors or dentists in this area, and most of the older
14 people, young people, and just about everybody either
15 has to go into Clermont or Winter Garden and the Orlando
16 area.

17 And it certainly could benefit our community
18 to bring us in new business as well as probably help
19 us if we need to go to the doctor for a little bit of
20 help. That's it.

21 CHAIRMAN CLARK: Ms. Rogers, let me ask you
22 something. How do you call the Orlando area? Do you
23 have an 800 number you use?

24 WITNESS ROGERS: No, I've got a foreign line,
25 if you know what that is. It's called a FedEx line.

1 And it costs me -- if I call next door to my attorney,
2 it costs me so much a minute. I don't care what I do,
3 when I pick up that telephone, it costs me.

4 CHAIRMAN CLARK: Let me be clear.

5 You have a number people in Orlando can call
6 you, and it doesn't charge --

7 WITNESS ROGERS: It doesn't cost them. It
8 costs me, because I advertise heavily in the Orlando
9 Sentinel.

10 CHAIRMAN CLARK: But in terms of your calling
11 into Orlando, do you again use that foreign exchange
12 line that way, too?

13 WITNESS ROGERS: Yes, ya'an. I've got to do
14 that or use a 429 number. I mean, you know -- and it's
15 cheaper to use the -- well, it's supposed to be cheaper
16 to use the FedEx number to call -- you know, they charge
17 me so much a minute for incoming calls. They charge me
18 so much a minute for outgoing calls. If I call long
19 distance on a 429 number, it costs me more per minute
20 than using my FedEx number.

21 CHAIRMAN CLARK: Okay. Thank you, Ms. Rogers.
22 Are there any questions?

23 Thank you.

24 Is Susie Westbrook here?

25 WITNESS WESTBROOK: I'm back. Hi, my name is

1 Susie Westbrook, and I live at 3409 Story Lane,
2 Groveland.

3 My husband's employment is in Orlando, and our
4 medical insurance comes through his employment. And
5 that medical insurance says you have to use their
6 doctors which are all in Orlando. So everything we do
7 is in Orlando -- medical, dental, my husband's work.
8 And then our family is in Orlando -- my father, my
9 mother, and my brother. So everything is long distance,
10 and it would be easier if it wasn't; it would be
11 cheaper.

12 CHAIRMAN CLARK: Okay. Any other questions?
13 Thank you, Ms. Westbrook.

14 WITNESS WESTBROOK: Thanks.

15 CHAIRMAN CLARK: Lorrie Reid.

16 WITNESS REID: My name is Lorrie Reid,
17 R-e-i-d. I live at 12530 San Juan Road, Groveland.

18 I'm definitely in favor of this. I brought
19 along three phone bills. The first one was \$58. Then
20 it was \$89, and \$98. My husband works also in Orlando,
21 the same medical problem. As far as insurance, we have
22 to call Orlando for doctors and whatnot.

23 You had asked about alternatives to calling.
24 My husband and I both have cellular phones, and we've
25 both got Orlando numbers so that we could call Orlando.

1 It costs us less to call on our cellular phones than it
2 would if we used our regular phone every day. And
3 that's -- still we have a 98-dollar phone bill this
4 month.

5 I'm a stay-at-home mom, but I also supplement
6 our income doing freelance accounting, bookkeeping work.
7 And a lot of my clients, if you want to call it that,
8 are people my husband works with in Orlando. So they
9 call me on my cellular phone so they don't have to be
10 charged a toll call to call me.

11 So I'm definitely in favor of it. We spend,
12 as I said, a hundred dollars a month in regular phone
13 bills and then another fifty, sixty dollars a month in
14 cellular calls, so it would be a big savings for us.

15 CHAIRMAN CLARK: Ms. Reid, do you know of
16 anyone else who employs something like the cellular
17 phone purchased out of Orlando to avoid the long
18 distance calls?

19 WITNESS REID: I do have a friend, but she
20 lives in the 394 exchange. She had her cellular phone
21 prior to them getting their free service, so, yeah,
22 there's -- I'm sure there's more than me.

23 CHAIRMAN CLARK: And you've checked it and
24 made sure that it is advantageous to you to do your
25 phone calling that way?

1 WITNESS REID: Well, my husband works for
2 Disney, so we get a corporate rate on the phone service,
3 so it is a little less expensive on the cellular rate
4 than the average person, but with some of the calling
5 plans that they have available nowadays, you have free
6 weekend calling and all this good stuff. There's a lot
7 of times --

8 CHAIRMAN CLARK: It works out to your benefit?

9 WITNESS REID: Yeah. There's a lot of times
10 it's much more advantageous to use the cellular phone.

11 CHAIRMAN CLARK: Okay. Are there any
12 questions of Ms. Reid?

13 Thank you very much.

14 Keith Brooks.

15 WITNESS BROOKS: Good morn'ing, Chairman,
16 Commissioners, fellow Groveland and Lake County
17 constituents. My name is Keith Brooks. I've been the
18 acting postmaster at the Groveland post office for the
19 last year and a half, and I can verify everyone's
20 address that's been up here previously as being correct.

21 I'd like to speak on behalf of my own
22 personal, not that of the postal service, so this is my
23 own personal opinion. I'm a single father of two
24 parents -- a single father of two children, one in high
25 school and one in middle school. And continuously

1 through the week, I always get calls, "Dad, I'm going to
2 the library. Dad, I'm going to play basketball. Dad,
3 can I do this? Dad, can I do that?"

4 And, in turn, it ends up on my bill where I
5 live, but I don't have a problem with that. I live in
6 Kissimmee. So I end up getting a long distance service
7 charge, but that's okay. I don't have a problem.

8 The problem exists when they leave messages
9 for me, where I have to contact them back to either
10 approve or disapprove what they want to do, and which
11 had led me to get my own calling card, because in the
12 postal service, you're not allowed to make your own
13 personal calls on our phone. So I've, in turn, got a
14 Sprint card, and I use my own card that way.

15 In reference to Mr. Hodges, living in
16 Kissimmee, a couple years ago, they implemented the
17 25-cent charge on the calls going to the Orlando area.
18 At first I was ecstatic about that, thinking, oh, great;
19 25 cents a call; that'd be fantastic -- versus three
20 dollars on my bill.

21 Well, when you start thinking 25 cents a call,
22 well, it's, "Okay. No problem. I'll call Orlando.
23 I'll call Orlando." After you get past twelve calls,
24 that goes into that three-dollar charge.

25 I, now, looking at hindsight, which is always

1 20/20, would have preferred them just to add the
2 three-dollar charge to my phone bill, because that way I
3 could make as many calls as I want and not have to worry
4 about twelve calls and then, after that, pay the 25-cent
5 additional fee.

6 Here at the post office -- my main office, my
7 district manager is in the Lake Mary area, and our main
8 processing plant is in the Orlando area, Trade Port
9 Road. Throughout the course of a day, I make
10 approximately five to six calls to any of those division
11 heads, possibly managers, asking questions, giving
12 information pertaining to the mail service that I'm
13 getting. We average approximately 106 to 150 calls per
14 month going into the Orlando area, and most of those are
15 to the district manager's office.

16 Many times we have customers who have moved
17 recently from the Orlando area out to the Groveland
18 area, and many times I have to call that particular post
19 office in which they had received their mail in order to
20 get information for them, to ensure that their mail is
21 being forwarded, or if they're having any other problem
22 with their mail. So there's many days that we go and we
23 call into Orlando just to check on some of the
24 customers' mail here in the Groveland area.

25 Like I said earlier, we have many, many

1 problems that go on dealing with the mail, and most of
2 those problems are solved by getting the information
3 from Orlando. We have a computer system in our office
4 which we also have hooked up to the phone lines, and,
5 you know, that, as well, costs. So from a personal
6 standpoint, I would be in favor of this.

7 CHAIRMAN CLARK: Thank you, Mr. Brooks.

8 Any questions?

9 Thank you very much.

10 Mr. Bill Mattison.

11 WITNESS MATTISON: My name is Bill Mattison.
12 I'm here representing Smith Nurseries at 300 Atlantic
13 Avenue.

14 We're for EAS. We do a good bit of -- a good
15 volume of work in Orlando, sell a good bit of product
16 over there. We have a lot of telephone traffic to
17 Orlando and around Orlando in Orange County. So we're
18 for it.

19 Personally, I'm for it. I have family in
20 Orlando and Winter Park, and I call there probably three
21 to four times a week.

22 I noted with interest your first witness. He
23 spoke about calling to Orlando and being put on hold.
24 And I think -- I address this to the audience as well as
25 to the Commission -- there's probably nobody in this

1 audience that has called Orlando, called their doctor or
2 attorney or CPA or a government office or a business,
3 and not been put on hold. It doesn't take very long on
4 hold to run your long distance calls up. So I think it
5 would be very beneficial to go to this EAS.

6 CHAIRMAN CLARK: Thank you, Mr. Mattison.

7 Any questions?

8 Thank you very much.

9 Charles Brown. Mr. Brown, you have been sworn
10 in, have you not?

11 WITNESS BROWN: Yes, ma'am.

12 CHAIRMAN CLARK: Good. Thank you.

13 WITNESS BROWN: My name is Charles Brown, and
14 I'm here representing Orlando Mack Sales & Service at
15 2200 West Land Street Road in Orlando, Florida. We're
16 the Mack truck dealer in this area. We have nine
17 counties. Lake County is one of the counties that is
18 our area of responsibility.

19 We have a lot of customers that are in the 429
20 exchange. We have a lot of customers that travel
21 through the 429 exchange. I have outside parts
22 salespeople that are out in this area, working. And
23 we're in favor of the extended service to help make it
24 easier for our customers to do business with us and to
25 hopefully keep our costs down.

1 And as the lady had stated before, I called my
2 office from my cell phone when I got here, because I'd
3 come from Tampa this morning, and there was no charge
4 for it.

5 CHAIRMAN CLARK: Thank you, Mr. Brown.

6 Questions of Mr. Brown?

7 Thank you.

8 Mrs. Gustave Schmidt.

9 WITNESS SCHMIDT: Mrs. Gustave Schmidt, 1261
10 South Kansas in Groveland.

11 I'm opposed to this because we don't use the
12 service that much. And, I mean, I can understand all
13 these new businesses coming in and wanting it, but they
14 knew they didn't have it when they came. So I don't
15 think we retired people, that have lived here for years
16 and years, should be burdened with an extra bill.

17 CHAIRMAN CLARK: Questions of Ms. Schmidt?

18 Thank you very much.

19 Stanley Sloan. Mr. Sloan, just let me ask
20 you, were you here when everyone was sworn in?

21 WITNESS SLOAN: Yes.

22 CHAIRMAN CLARK: Okay. Let me indicate to
23 those people who I am going to call after Mr. Sloan, if
24 you were not sworn in, will you please let me know.

25 Go ahead, Mr. Sloan.

1 WITNESS SLOAN: I'm Stanley Sloan, Mayor of
2 Mascotte. I come here with mixed emotions about this
3 today because, as in most cases, I'm caught in the
4 middle. For the businesses, I certainly am in favor of
5 it and I'm not against progress, but for a large number
6 of our citizens, I have some reservations.

7 We have a large number of our residents in our
8 area who live on a meager, very meager income, at the
9 poverty level or below, and a lot of them would probably
10 never use this service at all.

11 I know my mom is 87 years old. All of her
12 doctors are either in the Clermont area or Leesburg.
13 And I know that because I take care of her on most of
14 those trips that she makes. And she, as other senior
15 citizens in the area, live on fixed income.

16 And so here today, I am probably the only
17 voice that some of these people will have here. And in
18 my working in the community and going through the
19 community, I've had dozens of people who are not able to
20 be here today who are against this unless there is some
21 fair and equitable way that the charges could be meted
22 out.

23 And so I think, to be fair to all concerned, I
24 would be in favor of some type of vote in our community
25 or by the citizens. I'm not against it, per se. I

1 think there needs to be a fair way to charge everybody
2 concerned.

3 I know that -- I don't think it would be fair
4 for some of our citizens to have to pay for the phones
5 which the businesses use.

6 So, briefly, that's what I wanted to say, and
7 I don't want to take up a lot of your time, so thank you
8 very much.

9 CHAIRMAN CLARK: Thank you, Mr. Sloan. Let me
10 just assure you that we are -- if we make a decision
11 that EAS is appropriate, it will -- whatever we do will
12 be subject to a vote.

13 WITNESS SLOAN: Yes, very good.

14 CHAIRMAN CLARK: One of the things that we
15 will be looking at is the 25-cent plan.

16 WITNESS SLOAN: That sounds good.

17 CHAIRMAN CLARK: And one thing that favors the
18 25-cent plan is, those people who make the call get
19 charged for it.

20 WITNESS SLOAN: Right.

21 CHAIRMAN CLARK: One of the difficulties, as
22 Ms. Shelfer mentioned, is the LATA boundary. And when
23 it goes across the LATA boundary, there are existing
24 prohibitions instituted at the federal level that causes
25 problems in bringing that about. But that being said,

1 let me assure you that it will be put to a vote of the
2 subscribers.

3 WITNESS SLOAN: Okay. Very good. I was in
4 favor of that.

5 CHAIRMAN CLARK: Thank you.

6 COMMISSIONER JOHNSON: Mr. Sloan, I do have a
7 question for you.

8 WITNESS SLOAN: Yes.

9 COMMISSIONER JOHNSON: Although I'm from the
10 area, I haven't been back in a long time, and I was
11 just -- you were talking about the population in
12 Mascotte. What is the population there, and what's the
13 percentage of seniors?

14 WITNESS SLOAN: We have between twenty-two and
15 twenty-five hundred at this point. We're growing. We
16 have five housing developments in progress now, so I'm
17 not sure as to the exact number of residents we do have.
18 And, again, I cannot tell you the exact number of
19 retirees we have.

20 COMMISSIONER JOHNSON: Okay. I thought that
21 there was -- in a previous job, I thought there was a
22 retirement community coming on line there.

23 WITNESS SLOAN: I'm not aware of it, if there
24 is.

25 COMMISSIONER JOHNSON: I know they have the

1 Lennar Properties, which will be about 5,000, in
2 Clermont, but I thought there was something in Mascotte.

3 WITNESS SLOAN: Not that large.

4 COMMISSIONER JOHNSON: Okay. Thank you.

5 CHAIRMAN CLARK: Mr. Wagner, did you have a
6 question?

7 MR. WAGNER: I just wanted to clarify.

8 Mayor Sloan, you do agree that the people in
9 the 429 exchange should be the ones that ultimately make
10 the decision as to whether or not they get the EAS
11 service, do you not?

12 WITNESS SLOAN: They get to vote on it, yes,
13 sir.

14 MR. WAGNER: Okay. Thank you.

15 CHAIRMAN CLARK: Thank you, Mr. Sloan.

16 Mr. James Morcom.

17 WITNESS MORCOM: My name is James Morcom, and
18 I live at 6103 Millstream Drive in Groveland, and I am
19 for extended service.

20 My family lives in the Windermere area. And
21 they are elderly, and I do have responsibilities to take
22 care of them and make sure that they get medical
23 attention.

24 And, you know, I grew up there and have a lot
25 of family and friends there and make a lot of phone

1 calls to that area, so I do have a sizable phone bill
2 going to that Orlando area, and I do approve of this
3 service if we can get it.

4 CHAIRMAN CLARK: Okay. Mr. Morcom, you were
5 sworn in, were you not?

6 WITNESS MORCOM: Yes, I was.

7 CHAIRMAN CLARK: Good.

8 Any questions?

9 Thank you very much.

10 Frank Russell.

11 WITNESS RUSSELL: My name is Frank Russell. I
12 live at 6147 Jim Payne Road in Groveland, and I'm for
13 the change. I'm divorced and have two kids that I get
14 two days a week. The other five days a week they're in
15 Ocoee, so I have an opportunity to make a lot of calls.

16 I brought one of my old phone bills, so --
17 it's not the highest, but this is a good average,
18 \$176.73. Twenty dollars of that's for basic service, so
19 I would certainly see a savings.

20 As a matter of fact, I went ahead and turned
21 off my long distance now. I'll take a quarter down to
22 IJ and make a phone call, if I need to, or use a prepaid
23 phone card, so, you know, I don't know how that's going
24 to affect your traffic patterns.

25 CHAIRMAN CLARK: You use a prepaid phone call

1 when you call from the pay phone?

2 WITNESS RUSSELL: No, no. If I have to call,
3 like, at a late hour, from my house.

4 CHAIRMAN CLARK: Okay. All right.

5 Any questions of Mr. Russell?

6 COMMISSIONER JOHNSON: I want to make sure I
7 understood, because I just didn't hear the last part of
8 your comment. You said that your toll -- you've have
9 that disconnected?

10 WITNESS RUSSELL: Yes, uh-huh. We've got
11 blocks on long distance now.

12 COMMISSIONER JOHNSON: Okay. And then you
13 were also stating when you wanted to make a long
14 distance call, you could drive to --

15 WITNESS RUSSELL: Right. I just drive a mile
16 and a half down the road and use a pay phone. It's a
17 lot cheaper.

18 COMMISSIONER JOHNSON: Oh, into the Clermont
19 exchange.

20 WITNESS RUSSELL: Uh-huh. (Indicates
21 affirmatively.)

22 COMMISSIONER JOHNSON: Okay.

23 CHAIRMAN CLARK: Thank you, Mr. Russell.

24 Marie Tighe. Have I pronounced your name
25 correctly?

1 WITNESS TIGHE: Correct.

2 CHAIRMAN CLARK: It's T-i-g-h-e, right?

3 WITNESS TIGHE: Right. I have not been sworn
4 in, but "I do."

5 CHAIRMAN CLARK: All right. Anyone else who
6 has signed up to provide testimony on these sheets, if
7 you've not been sworn in, please stand and raise your
8 right hand.

9 CHAIRMAN CLARK: In the matter before the
10 Public Service Commission, do you swear to tell the
11 truth, the whole truth, and nothing but the truth?

12 (The witnesses were duly sworn.)

13 CHAIRMAN CLARK: Thank you. You may be
14 seated. Go ahead, Ms. Tighe.

15 WITNESS TIGHE: Thank you.

16 Marie Tighe. I work with Cherry Lake Farms,
17 7836 Cherry Lake Road, and I'm basically representing
18 that 429 area code exchange -- not area code, but -- I
19 physically live in Mount Dora, 810 North Tremaine, and I
20 will address that later.

21 We have over two hundred employees at Cherry
22 Lake Farms. We live all over everywhere, some in
23 Orlando, some Mascotte, Bushnell, Mount Dora --
24 everywhere. And I'm sure they have families as well in
25 Orlando. I, myself, have family in Orlando. My husband

1 has family in Orlando.

2 Our business is an international business, and
3 we also do business with nurseries, from the tree farm
4 side, to the southeast portion of the United States.
5 However, our largest customer is in Orlando.

6 Our phone bill usually ranges from three to
7 six thousand dollars a month, which is a lot, so we
8 would like to incur any kind of savings that we can.

9 We are in the midst of getting a diskette
10 program, so therefore I did not physically -- I wasn't
11 prepared to speak today. I didn't know I was going to,
12 but I felt obligated.

13 Our phone bill is 50 pages long. And in order
14 for me to go through the phone bill and search out the
15 122 exchange numbers would have taken more time than my
16 job would have allowed.

17 All of our attorneys with the business and our
18 insurance companies are located in Orlando, so we make
19 countless phone calls. Only one that I recall right now
20 has an 800 number.

21 We do business with small nurseries on the
22 tree farm side. We export, but this is not an
23 international issue.

24 On the tree farm side, we do business with
25 small nurseries, Kmarts, Wal-Mart's, Home Depots, and not

1 only in the south portion of Orlando but all over
2 Orlando, all over the southeast area. Because of this,
3 our phone bills are quite large.

4 Personally, I live in Mount Dora. We live
5 very, very close to Orlando; however, still we pay the
6 25 cents for long distance into Orlando. This is not an
7 answer. We have at least 30 phone calls to family,
8 doctors, businesses, shopping around, and it's a
9 considerable amount of money every month just for small
10 phone calls. No matter whether you talk 30 seconds, one
11 minute, or 30 minutes, it's still 25 cents, and it does
12 mount up, so that is not an answer.

13 We in Lake County are victims. We are victims
14 of a lot of things because we're in Lake County and,
15 because of the fact that we have a lot of fixed-income
16 people, they tend not to shop around.

17 Everything in Lake County is more expensive.
18 And we know that, but we end up -- especially on the
19 fixed-income people or poverty level that was discussed
20 earlier, we pay the price because we don't want to make
21 the long distance phone calls to Orlando to shop around
22 and take the time and the money to be on hold to save
23 money.

24 We've already been through an area code change
25 here. We were changed from 904 to 352, so we're victims

1 there, especially with our businesses. We've had to
2 change stationery, which is an additional cost, business
3 cards, and letting all of our customers know.

4 Our customers in the Orlando area that call us
5 are put on hold. They complain. We do have an 800
6 number; however, we use that for our own employees to
7 try to help them with their long distance. But we have
8 not passed it out to our customers. If we did, we would
9 incur an extra very large expense, but we want to keep
10 our customers happy as well. And we are very busy, and
11 people get on hold. They play phone tag back and forth.
12 So every time a phone tag, three, four times you try to
13 get back with someone, you're still charged long
14 distance.

15 More being victim as far as even the mail
16 system -- sorry, Keith -- and I just have discussed with
17 him about the mail program. Even though we have a
18 runner, in order for us to get our mail service early in
19 the morning, it's our cost to us, \$430-plus a year.
20 Now, it seems to me that if we pick up our mail, we
21 shouldn't be charged that, but we are.

22 What I would recommend is, if we're very close
23 to this fine line being discussed, why don't you give
24 the service free of charge for two months and let the
25 public know, and then analyze the call volume. I'm sure

1 that you would find call volume would increase,
2 especially with fixed-incomes people.

3 Businesses are obliged to make the phone calls
4 and are returned as well, but I know fixed income -- my
5 grandmother's fixed income, and you just don't make the
6 phone calls because you know you're not going to -- you
7 don't want the charge on it.

8 In our company, we -- like some other people
9 had said, we can afford to make the monthly fee, and we
10 would gladly pay that, not only to lower our phone bill
11 but also to keep our customers happy. But I would still
12 recommend to waive a fee of all and that the 25 cents
13 per call is not an answer. Thank you.

14 CHAIRMAN CLARK: Thank you, Ms. Tighe.

15 Questions?

16 Thank you very much.

17 Marvin Puryear.

18 WITNESS PURYEAR: Good morning. I'm Marvin
19 Puryear, of 304 East Broad Street, here in Groveland. I
20 am a real estate broker. We have a real estate office
21 here. I am from this area. I grew up on the lake out
22 here, and my grandfather built the building we're
23 sitting in.

24 I have seen the change in South Lake County
25 over the past twenty-some-odd years. We have a

1 tremendous percentage of our business coming from the
2 Orlando area. I work directly with people moving in and
3 out of the area. I personally live in Orange County,
4 till my home is built. And we have advertised
5 after-hour numbers, and on a daily basis I receive calls
6 not during after hours but during business hours on my
7 home phone because people don't want to make the call --
8 the long distance call here.

9 We have recently installed an 800 number
10 because of the fact we have so many complaints of our
11 customers because they live out of area. They don't
12 want to take the toll charge.

13 We are just beginning to see the growth of
14 South Lake County, which is the fastest-growing part of
15 Lake County. We're booming, and it has just started.

16 Over the next ten years will be a tremendous
17 increase. We have well over thirty subdivisions, many
18 of them brand new, in what used to be orange groves, and
19 it's just going to increase from here on.

20 So, personally, my wife works in Orange
21 County. We also call there on a daily basis, back and
22 forth. And the area here is directly tied into
23 Orange County, either personally, through medical,
24 family business. It's become a direct link into the
25 Orlando area. Again, the majority of our business are

1 folks coming from Orlando out here, and it will just be
2 a matter of time before this happens anyway.

3 CHAIRMAN CLARK: Thank you. Any questions?

4 Thank you, Mr. Puryear.

5 WITNESS PURYEAR: Thank you.

6 CHAIRMAN CLARK: Sayward Sherbourne.

7 WITNESS SHERBOURNE: Good morning. My name is
8 Sayward Sherburne. I'm the city manager for the
9 government of Groveland. And my address is 156 South
10 Lake Avenue.

11 I'm here representing Mayor Doris Thompson of
12 the City of Groveland and one of our business entities.
13 Mayor Thompson has asked me to share with you her
14 desires to see the implementation of the 25-cent toll.
15 She is in favor of it.

16 The government of Groveland, at city hall, has
17 a record -- really, a negligible record of calls to the
18 Orange County area, although we do receive quite a few.

19 As to the business entity that asked me to
20 speak on their behalf, that's R. C. Dunn Oil Company.
21 They also apologize for not being able to be here, but
22 they asked me to inform you that they, too, are in favor
23 of this structure, not necessarily the twenty-five or
24 the three, but of the change.

25 CHAIRMAN CLARK: Let me be clear. Does the

1 mayor support the 25-cent plan?

2 WITNESS SHERBURNE: Yes, ma'am.

3 CHAIRMAN CLARK: Does she support a flat-rate
4 plan if that involves an increase in rates?

5 WITNESS SHERBURNE: I'm sure she would. She
6 only mentioned the 25-cent plan.

7 CHAIRMAN CLARK: Okay. Thank you.

8 Do you have anything further?

9 WITNESS SHERBURNE: No, ma'am.

10 CHAIRMAN CLARK: Any questions?

11 Thank you.

12 WITNESS SHERBURNE: Certainly.

13 CHAIRMAN CLARK: Ladies and gentlemen, we've
14 been going for an hour and a half. I do have three more
15 people that have signed up.

16 Let me ask the court reporter. Do you think
17 you can hang on for three more people before we take a
18 break? Good.

19 All right. Bazel Hart.

20 WITNESS HART: Good morning. My name is Bazel
21 Hart. I live at 1190 Chestnut Street, Clermont. I am
22 representing South Lake Refuse Service and Commercial
23 Refuse, who operate out of the Groveland area. We
24 service twenty-thousand-some-odd residential garbage
25 customers. In excess of fourteen thousand of those are

1 in Orange County. We maintain an FX line and two 800
2 numbers. We are in favor of the extended service.

3 I'll be glad to answer any questions.

4 CHAIRMAN CLARK: Thank you, Mr. Hart.

5 Any questions of Mr. Hart?

6 You indicated the business is located in
7 Groveland?

8 WITNESS HART: Yes, ma'am, at 109 Sampey Road.

9 CHAIRMAN CLARK: Okay. Thank you very much.

10 WITNESS HART: Thank you.

11 CHAIRMAN CLARK: Scott Wynn. Mr. Wynn, were
12 you sworn in?

13 WITNESS WYNN: Yes, ma'am.

14 CHAIRMAN CLARK: Good.

15 WITNESS WYNN: Good morning, Commissioners.

16 My name is Scott Wynn, and I'm an attorney here in
17 Groveland. I live at 244 West Orange Street, which is
18 right across from the park here. My law office is at
19 145 East Broad Street in Groveland.

20 I'd like to make a couple of points. One is
21 that we need the free service to promote growth in this
22 area. We're getting so many families from Orange
23 County. This would just be another consideration to
24 them in moving into the area. You know, if they have
25 children that want to call them at work after their

1 children get off school, or if they want to check on
2 their children, they can do so.

3 If they have a consideration of moving into
4 the Clermont area or a suburb of Clermont and moving
5 into Groveland, you know, we're at a disadvantage over
6 here.

7 South Lake County is becoming more and more
8 unified or consolidated than it once was. We have a
9 consolidated high school now. The Chamber of Commerce
10 is going to change its name, I understand, from Clermont
11 Area Chamber of Commerce to the South Lake Chamber of
12 Commerce, so more and more, the two communities are
13 becoming unified or consolidated. And I think this
14 would just be an added factor to promote that
15 consolidation or unity between the two communities.

16 Groveland is already kind of an extension of
17 Clermont. People go to get their groceries in Clermont.
18 Any kind of services, you have to go to Clermont anyway.
19 To get a birthday card, or a veterinarian or anything,
20 you have to go to Clermont. So we're more or less an
21 extension of Clermont, and I think that would just
22 promote more unity between the two communities.

23 The boundary line that exists now as to where
24 the free service goes, in my opinion, is an unnatural
25 and illogical boundary line. The more natural and

1 logical boundary line would be at the county line
2 between Lake and Sumter Counties because there's not
3 that much traffic and business that interacts between
4 Sumter County and South Lake County, but there is quite
5 a bit of business that goes on between Mascotte and
6 Groveland and Orange County.

7 It would benefit my business quite a bit. I
8 do a lot of calling to Orlando to different attorneys on
9 different cases. There seems to be more and more
10 attorneys in Orange County who are handling cases in
11 Lake County, and if I have to call them or they have to
12 call me, it's always long distance. So I think it would
13 benefit those attorneys as well to be able to call over
14 here on certain things.

15 So I just think it would really be a benefit
16 to the community. I think it would be more logical to
17 include us. You know, we've always been kind of the
18 ugly stepsister to Clermont. And four years ago I
19 thought we were supposed to get it, along with Clermont,
20 and somehow we get left out of the loop, as we always
21 do, so I would just urge you to let the community vote
22 on it and to approve it. I think it would benefit us a
23 great deal. Thank you.

24 CHAIRMAN CLARK: Thank you, Mr. Wynn.

25 Any questions?

1 MR. WAHLEN: Can I ask one question?

2 CHAIRMAN CLARK: Mr. Wynn, would you just --

3 MR. WAHLEN: I just wanted to make sure. You
4 mentioned free service a couple of times. You do
5 understand that under the EAS plan, there would be an
6 increase in local rates?

7 WITNESS WYNN: I understand that.

8 MR. WAHLEN: Okay. I just wanted to make sure
9 that we were clear on that.

10 WITNESS WYNN: I understand. Thank you.

11 CHAIRMAN CLARK: Thank you, Mr. Wynn.

12 I apologize. David Wroten. I'm sorry. You
13 should have gone a little bit earlier, and I just got
14 you out of order. I apologize.

15 WITNESS WROTEN: That's okay. My name is
16 David Wroten. I live at 5836 Empire Church Road.

17 I am one of those few people that use a mobile
18 phone, and I make almost all of my long distance calls
19 in Orlando on my mobile phone, I have a sister, and I do
20 do business in Orlando.

21 Basically, I'm definitely for it. It will
22 increase the activity in people who call us. Currently
23 we do 95 percent out of all our business in the
24 Lake County area, strictly because customers will not
25 pay the tolls to call us.

1 If it was enacted, I'm sure I would make more
2 calls on individual customers, bring more revenue into
3 Lake County. I also believe, just by enacting this, it
4 will increase our property values tremendously, because
5 people will not buy out here. It was one of the reasons
6 why we didn't think about moving to Lake County
7 originally. We lived in Orlando, and we said, "Man, our
8 phone bill will be outrageous." We've lived with it for
9 ten years, but -- that's basically it for us.

10 CHAIRMAN CLARK: Okay. Thank you, Mr. Wroten.
11 Mr. Ray Gilley.

12 WITNESS GILLEY: Good morning.

13 CHAIRMAN CLARK: Good morning.

14 WITNESS GILLEY: My name is Ray Gilley. I'm
15 president of the South Lake Development Council. I also
16 serve on the Industrial Development Authority for Lake
17 County government.

18 I've been very active in the economic
19 development throughout the state and certainly a lot in
20 Lake County since moving here in 1990. We've been
21 actively promoting the South Lake area for economic
22 development, economic and community development. And
23 part of that, what we do, is what we call community
24 readiness or community development. And we've seen just
25 an increase -- a tremendous increase in activity in the

1 394 area, of which I live.

2 We think that the EAS option for the 429
3 exchange would certainly benefit this area tremendously
4 and all the people in this area. It would certainly
5 benefit all the businesses, those that are here and
6 those that we would hope to attract to the area to
7 provide all of the services that people need locally as
8 well as services that they can export to the greater
9 Orlando area.

10 The unemployment rate in Lake County has, over
11 the years, been high, especially in the South Lake area.
12 And it's already been mentioned -- the socioeconomic
13 status of some of the people that live over in this
14 area.

15 We believe that additional employment
16 opportunities would be available, enhanced employment
17 opportunities would be available. It would certainly
18 help us in our ability to promote the South Lake area.
19 We would not have to apologize for the fact that it
20 would be a toll call to the Orlando area.

21 So we are in favor of the people in the 429
22 exchange having the right to choose which way that they
23 would like to go, and we would hope they would choose
24 the 429 exchange option.

25 CHAIRMAN CLARK: Thank you very much,

1 Mr. Gilley.

2 Any questions?

3 COMMISSIONER JOHNSON: Commissioners, what
4 Mr. Gilley forgot to mention is that he's an employee
5 with Florida Power Corp. and has done an excellent job
6 with respect to handling their consumer issues and has
7 been very involved in the community. I think he was a
8 little fearful we might talking about retail --

9 WITNESS GILLEY: Right.

10 CHAIRMAN CLARK: Yes, maybe we can promote
11 development that way, Mr. Gilley. I won't indicate to
12 your employers that you advocated that. Thank you very
13 much for testifying today.

14 WITNESS GILLEY: You're welcome.

15 CHAIRMAN CLARK: We have one more person who
16 signed up. Sybil Myers. Ms. Myers, as you're coming
17 up, have you been sworn in? Okay.

18 (The witness was duly sworn.)

19 CHAIRMAN CLARK: Thank you.

20 WITNESS MYERS: I am for EAS.

21 CHAIRMAN CLARK: Ms. Myers, are you from
22 Groveland?

23 WITNESS MYERS: I'm sorry. I'm Sybil Myers.
24 I live at 18645 Tuscanooga Road, Groveland.

25 I am for this service. I can see both sides

1 as far as the elderly people or people on fixed incomes
2 not being able to afford the increase, because my mother
3 lives in Orlando; she, too, lives on a fixed income.
4 She really thinks a lot before she calls me because of
5 her phone bill being high. And like it was brought out
6 before, older people sometimes -- and we younger
7 people -- talk about things over and over again, but the
8 elderly will repeat themselves a lot. So when I call my
9 mother, I have to just try to call, make sure she's
10 okay, and then, you know, tell her I love her and get
11 off the phone.

12 But I'm concerned with her because I can't
13 afford to call her every day, yet she could fall or hurt
14 herself or something, and if I haven't called her, you
15 know, she might lay there for a day or two before
16 someone comes in to check on her, where if I call her
17 and I talk to her, at least I know she's all right for a
18 day until I can talk to her again.

19 But my phone bill runs -- it seems like I
20 can't get it less than \$70 a month, and no matter how
21 hard I try, with the basic service being about twenty-
22 something dollars. And I also have True Savings, which
23 knocks off some.

24 The main reason I came up here, because all
25 this has been brought out before, is -- it's a question

1 that I have and maybe a lot of other people have to the
2 Public Service Commission, is the fact that for those
3 who cannot or feel that it's not justifiable to pay more
4 than 25 cents per call, or, you know, the ones that feel
5 like they can pay that because, you know, they don't
6 call very much, is there some way that they would have a
7 choice to having that 25-cents call, yet the people who
8 make more calls, you know, more than twelve or thirteen
9 calls -- why couldn't they sign up for the increase of
10 three to four dollars. I mean, you're allowed call
11 waiting and call forwarding. You know, you can choose
12 things like that. Why can't you choose this service?

13 CHAIRMAN CLARK: I think it has to do with
14 technically whether it can be done or not. But we do
15 have some toll plans that allow people to choose a
16 higher -- it's called Optional EAS. I'm not sure if we
17 it here, but to some extent, I'm getting beyond my
18 expertise and I'd like to ask Ann Shelfer to answer your
19 question on that.

20 MS. SHELFER: Just historically dealing with
21 local exchange companies, their billing systems usually
22 are not capable of doing both. They can do one or the
23 other. And in reference to the optional plans,
24 Southern Bell still runs into the problem where they
25 cannot offer any type of optional plan or 25-cent plan

1 across the LATA. So you do not have any of that type of
2 service here now, but -- no, the best of my knowledge,
3 they can't do it.

4 And one of the things I'd like to clarify is,
5 if the Commission determines that a ballot was
6 appropriate and it was put to vote, it's majority rule.
7 So if it were to pass, everyone pays it, whether they
8 voted in favor of it or not. And I just wanted to
9 clarify that. It's not an optional --

10 WITNESS MYERS: I understand that that's the
11 way the case would be, but I'm saying that a lot them
12 would probably vote --

13 MS. SHELFER: Against it.

14 WITNESS MYERS: -- for it, of course, if they
15 had a choice that they could pay either -- you know,
16 they could take either one.

17 MS. SHELFER: Yes. Unfortunately, I don't
18 think the billing system is technically capable of doing
19 both.

20 WITNESS MYERS: Okay.

21 CHAIRMAN CLARK: Thank you, Ms. Myers.

22 That concludes the public testimony at this
23 point. That's --

24 MR. WAGNER: Madam Chairman.

25 CHAIRMAN CLARK: I've gone through my list.

1 Mr. Wagner.

2 MR. WAGNER: Yes. I wonder if it might be
3 possible -- I know it might be a little bit irregular,
4 but I know there are some people here, because they had
5 asked me, they said they did not want to speak but they
6 are supporting it. I wonder if it might be possible to
7 have the chair ask for a show of hands of those
8 people --

9 CHAIRMAN CLARK: That's fine.

10 MR. WAGNER: -- who are here that would be
11 affected by it -- I'm not asking people who are not
12 affected by it for a show of hands -- rather than stand
13 up, because some people are already standing.

14 CHAIRMAN CLARK: That's fine. Would those who
15 are in the audience who are in favor of this just raise
16 your hand?

17 CHAIRMAN CLARK: That's all right. Thank you
18 very much.

19 We are going to take a --

20 COMMISSIONER KIESLING: Why don't you just ask
21 how many are opposed?

22 CHAIRMAN CLARK: Oh, that's a good point.
23 Those people who are opposed to it?

24 Mr. Hodges. Okay.

25 And I know there was one other person that --

1 at least one other person that came -- two more. I have
2 them in my notes, so I'm sure I can find them.

3 Let's do this. We're going to go ahead and
4 take a fifteen-minute break at this point.

5 Let me just ask a question. It may be
6 appropriate for us to go ahead and take our lunch break
7 right now. Is there any objection to taking a lunch
8 break? Staff, can you think of any reason we shouldn't
9 do that?

10 Why don't we do that. We will go ahead and
11 take our lunch break from now and come back at one
12 o'clock and begin the technical hearing at that time.
13 Thank you-all for coming out.

14 (Thereupon, lunch recess taken at 11:55 a.m.)

15 CHAIRMAN CLARK: We'll reconvene the hearing.
16 This is the technical portion of the hearing.

17 Mr. Pierson, are there any preliminary matters
18 we need to take up?

19 MR. PIERSON: Just one, Madam Chairman. I was
20 handed a copy of a petition in support of EAS from
21 Groveland to Orlando, and I have handed that to the
22 court reporter, and I would like to have that marked as
23 Exhibit Number 1, if I may.

24 CHAIRMAN CLARK: All right. The petition from
25 people in Groveland --

1 MR. PIERSON: Yes, ma'am.

2 CHAIRMAN CLARK: -- which was delivered to the
3 court reporter, will be marked as Exhibit 1, and it will
4 be admitted in the record without objection.

5 (Exhibit No. 1 marked for identification.)

6 MR. PIERSON: Thank you.

7 CHAIRMAN CLARK: All right. My prehearing
8 order indicates the witnesses who will be going first
9 are the witnesses you are going to be sponsoring,
10 Mr. Wagner; is that correct?

11 MR. WAGNER: That's correct.

12 CHAIRMAN CLARK: All right. Why don't we do
13 this. There were some individuals who were here this
14 morning that we've agreed to stipulate their testimony
15 into the record. Why don't we go through that now.

16 MR. WAGNER: Okay. I believe the first one
17 was Tim Peters. Mr. Peters was the representative for
18 the American Hotel Register.

19 CHAIRMAN CLARK: Okay. I have the direct
20 prefiled testimony of Mr. Tim Peters, consisting of
21 three pages. We will -- his testimony, prefiled
22 testimony, will be inserted in the record as though
23 read, by stipulation; and cross-examination of that
24 witness is waived.

25

1 **Testimony of Tim Peters**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 1, 1996**

7 **Q. Please state your name and business address.**

8
9 **A. My names is Tim Peters and my business address is**
10 **7920 American Way, Groveland, Florida 34736**

11
12 **Q. By whom are you employed and in what capacity?**

13
14 **A. I am employed by American Hotel Register as the**
15 **Warehouse Manager at our location in Groveland,**
16 **Florida.**

17
18 **Q. What is your educational background and**
19 **professional experience?**

20
21 **A. I graduated from Arizona State with a degree in**
22 **Management and I hold a Masters Degree in**
23 **Industrial Management from Northwestern. I have**
24 **worked for American Hotel Register for eight years.**
25 **Prior to that I worked for three years with Quill**

1 Corporation. Prior to that I worked for Avon
2 Products in manufacturing and distribution.

3

4 Q. What is the purpose of your testimony?

5

6 A. I wish to support the request before the Public
7 Service Commission for subscribers of the Groveland
8 Exchange for Extended Area Service to allow calls
9 to the Orlando, Winter Garden and Windermere
10 exchanges.

11

12 Q. What is your position in this Docket?

13

14 A. Our business, American Hotel Register, is a 130
15 year old hospitality supplier which supplies the
16 hospitality and other industries with approximately
17 27,000 different types of products. From our
18 location in the Lake County Central Park we service
19 the Southeast United States. The number of calls
20 that I make to the Orlando, Winter Garden and
21 Windermere exchanges for business probably exceed
22 25 per week.

23

24 In addition, nine of our 10 employees live in the
25 Orlando, Winter Garden and Windermere exchanges.

1 Therefore any calls which they make from work or
2 which they have to make from their home to work
3 currently incur long distance charges.

4

5 Also, personally I live in Windermere and any calls
6 that I make or which my wife makes back and forth
7 presently require us to pay for it as a long
8 distance call.

9

10 Q. Does this conclude your testimony?

11

12 A. Yes.

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1 MR. WAGNER: We also had Mr. Otto Wright.
2 Mr. Wright is a Realtor, and his testimony is
3 approximately four pages.

4 CHAIRMAN CLARK: The prefiled direct testimony
5 of Mr. Otto Wright, consisting of four pages, will be
6 entered in the record as though read, through
7 stipulation, and cross-examination -- further
8 cross-examination of Mr. Wright is waived.

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1 **Testimony of Otto Wright**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 1, 1996**

7 **Q. Please state your name and business address.**

8

9 **A. My name is Otto Wright. I am the owner of All-**
10 **Right Realty, Inc. located at 147 E. Broad Street,**
11 **Groveland, Florida 34736.**

12

13 **Q. Mr. Wright, you are self-employed as a Realtor?**

14

15 **A. That's correct. I hold a real estate broker's**
16 **license, and operating through All-Right Realty,**
17 **Inc. deal in acreage, commercial and residential**
18 **real estate. I have been in the real estate**
19 **business in the Groveland-Clermont area for**
20 **approximately 12 years.**

21

22 **Q. Please state your educational background.**

23

24 **A. I hold a two-year Associate Degree in Business from**
25 **the College of Commerce in South Bend, Indiana.**

1 Q. What is the purpose of your testimony?

2

3 A. The purpose of my testimony is to give my support
4 to the request before the Public Service Commission
5 for subscribers of the Groveland Exchange for
6 Extended Area Service to allow calling to the
7 Orlando, Winter Garden and Windermere exchanges and
8 likewise from those exchanges to the Groveland
9 exchange.

10

11 Q. What is your position?

12

13 A. I support the request because it would be very
14 beneficial to my business. I have customers in the
15 Orlando area and I make approximately 15 calls a
16 week to Orlando. I also have to maintain an 800
17 number to be able to get calls from the Orlando
18 area. Obviously if calls could be made without
19 long distance charges I would not need to maintain
20 the 800 number.

21

22 Also I believe that there is some potential
23 business that I do not get simply because I have to
24 be selective in the long distance calls that I
25 make. As a small business man I don't have the

1 luxury of being able to afford unlimited long
2 distance charges. Therefore, I do not
3 automatically return calls to potential prospects
4 unless I am certain that they have an interest in
5 acreage or property that I might be marketing.
6 Thus I believe that there is some potential
7 business that I am losing or not getting simply
8 because I cannot afford to make all the calls that
9 I would need to make to avail myself of every
10 possible opportunity. I also have one sales
11 associates who resides in Ocoee and his calls to
12 and from the office are therefore long distance
13 calls.

14
15 I believe it is important for a small business like
16 mine in order to prosper and even survive to have
17 free access to those markets which I service which
18 includes Orlando, Winter Garden and Windermere.
19 That access now has restrictions which are placed
20 upon me by the additional cost incurred as a result
21 of the present long distance charges between the
22 429 exchange and the Orlando, Winter Garden and
23 Windermere areas. I would therefore very much
24 appreciate the elimination of the toll charges for
25 those calls. I am also aware that there would be a

1 monthly charge put on my bill for that Extended
2 Area Service, but believe it would be preferable to
3 the charges that I am now having to pay.

4

5 Q. Does that conclude your testimony?

6

7 A. Yes.

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1 MR. WAGNER: And the last one we had was
2 Mr. Wayne Turner. His testimony consists again of
3 barely four pages. His answer "yes" is on the fourth
4 page.

5 CHAIRMAN CLARK: All right. The prefiled
6 direct testimony of Mr. Wayne Turner will be inserted in
7 the record as though read, by stipulation, and further
8 cross-examination of Mr. Turner is waived.

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1 **Testimony of Wayne Turner**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 1, 1996**
7 Q. Please state your name and business address.
8
9 A. My name is Wayne Turner, and my business address is
10 200 E. Broad Street, Groveland, FL 34736.
11
12 Q. By whom are you employed and in what capacity?
13
14 A. I am employed by the Peoples State Bank of
15 Groveland, Florida as the President and Chief
16 Executive Officer.
17
18 Q. Please state your educational background and
19 professional experience.
20
21 A. I graduated with a B.S. Degree in Business
22 Administration from Florida Southern. I am a
23 graduate of the Graduate School of Banking,
24 University of Wisconsin. Before coming to the
25 Peoples State Bank in Groveland I served with a

1 bank in Bradenton, Florida. Prior to that I served
2 for six years with a savings and loan association
3 in Lakeland, Florida and prior to that I was with a
4 bank in Bradenton for 10 years.

5

6 Q. What is the purpose of your testimony?

7

8 A. The purpose of my testimony is to support the
9 request before the Public Services Commission for
10 subscribers of the Groveland Exchange for Extended
11 Area Service to allow calling to the Orlando,
12 Winter Garden and Windermere Exchanges without
13 incurring long distance charges.

14

15 Q. What is your position in this Docket?

16

17 A. I support the petition because of the strong tie
18 that the bank has with the Orlando, Winter Garden
19 and Windermere areas. The bank's professionals
20 such as attorneys, CPA's are in Orlando. The
21 company that handles the bank's data and computer
22 business and our other banking services are located
23 in Orlando. In addition, we anticipate an expanded
24 market in Orlando and likewise will have the need
25 to call back and forth to those exchanges from

1 Groveland. We presently have loan customers in the
2 Winter Garden area and in order for them to make
3 inquiries or contact the bank they must presently
4 make a long distance call. The bank also has
5 employees in the Winter Garden and Windermere area
6 and these employees have children. These employees
7 have a need to be able to call back and forth
8 between the exchanges without long distance
9 charges.

10

11 In addition, our correspondent banks, SunTrust and
12 Independent Bankers' Bank of Florida are located in
13 Orlando. We are also a participating bank with the
14 Bank of Winter Park. I can tell you that in
15 November we made approximately 387 calls into those
16 exchanges. In December it was 489 calls and in
17 January of this year it was 430 calls. As you can
18 see it would be a great benefit to the bank and to
19 our customers and employees to be able to call into
20 the Orlando, Winter Garden and Windermere exchanges
21 without having to incur long distance charges. I
22 therefore wholeheartedly support the petition
23 presently before the Commission.

24

25 Q. Does that conclude your testimony?

1 A. Yes.

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1 CHAIRMAN CLARK: Okay. Does that cover all
2 those witnesses we had this morning?

3 MR. WAGNER: Yes, the witnesses for this
4 morning. We also had some additional testimony that I
5 think was accepted in the pretrial order. I think those
6 are noted.

7 CHAIRMAN CLARK: All right. My prehearing
8 order indicates Mr. Bob Hayden, Mr. Ted Williams,
9 Mr. Gary Williams, Miss Doris Thompson, and Joseph
10 Stanley -- that the parties have stipulated that the
11 testimony of these witnesses will be placed in the
12 record without their having to appear.

13 MR. WAGNER: That's correct.

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1 **Testimony of Bob Hayden**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 13, 1996**

7 **Q. Please state your name and business address.**
8

9 **A. My name is Bob Hayden and my business address is**
10 **7525 American Way, Groveland, Florida 34736.**
11

12 **Q. By whom are you employed and in what capacity?**
13

14 **A. I am presently employed by Marriott Distribution as**
15 **Division Director of Operations. Marriott**
16 **Distribution has nine distribution centers**
17 **throughout the United States. One of them is**
18 **located in the Lake County Central Park.**
19

20 **Q. Would you please give us an idea of your**
21 **educational background and your working background?**
22

23 **A. I have a Business Degree from Dallas Baptist**
24 **University in Dallas, Texas and I am currently**
25 **enrolled in the MBA Program at Dallas Baptist**

1 University, Dallas, Texas. Prior to coming to work
2 for Marriott Distribution I served as a consultant.
3 Prior to that I worked for Pro Source for 11 years
4 as an area General Manager in charge of a business
5 which had approximately \$250,000,000.00 in annual
6 sales.

7

8 Q. Would you please tell me what the purpose of your
9 testimony is and what your position is with regard
10 to the request pending before the Public Service
11 Commission for Extended Area Service from the
12 Groveland Exchange to the Orlando, Winter Garden
13 and Windermere exchanges?

14

15 A. I wholeheartedly support the request before the
16 Public Service Commission. Marriott Distribution
17 is a distributor of food products to hotels,
18 hospitals and other businesses. Our location in
19 the Lake County Central Park operates out of a
20 126,500 square foot distribution center. From that
21 location we will be servicing Columbia Hospitals,
22 Howard Johnsons, Ritz Carltons, all of the Marriott
23 hotels, Merrill-Lynch cafeterias, Steak and Ales
24 and Bennigan's.

25

1 We are presently hiring employees and anticipate
2 that a great number of those employees will be
3 coming from the area serviced by the Orlando,
4 Winter Garden and Windermere exchanges. As an
5 example, I have hired a Director of Distribution
6 who lives in Orlando. His job requires him to be
7 on call 24 hours a day, seven days a week.
8 Obviously, any calls by him from the Orlando,
9 Winter Garden and Windermere exchanges to his place
10 of employment and from work into those exchanges
11 would necessitate long distance calls. For those
12 employees who will be living in the Orlando, Winter
13 Garden and Windermere exchange area who will have
14 children in school there, it would be a long
15 distance call in case of a school emergency or
16 medical emergency involving those children when a
17 parent or parents are at work. In addition, for
18 something as simple as a child calling a parent to
19 let them know they were home from school or a
20 parent calling to make sure that the children had
21 arrived home from school safely that would likewise
22 be a long distance call. Thus, from the advantage
23 of my potential employees the non-optional Extended
24 Area Service would definitely be a needed service
25 which they would utilize.

1 In addition, Ryder Trucking in Orlando handles all
2 of our fleet services, and we therefore anticipate
3 a high volume of calls between the two exchanges in
4 that regard.

5
6 Further, the supplier of our material handling
7 equipment and other services and products will be
8 coming out of the Orlando, Winter Garden and
9 Windermere exchanges. Thus, any calls that we make
10 to them and that they make to us would require long
11 distance charges. To eliminate those charges for a
12 flat rate, non-optional toll would certainly be
13 beneficial not only for our business but also for
14 those businesses that we will be dealing with on a
15 daily basis. We also anticipate, as past
16 experience has dictated, numerous calls from
17 customers both those that they will initiate to us
18 and that we will initiate to them.

19
20 So from a standpoint of our potential employees,
21 customers and suppliers of services, I believe that
22 those community of interest factors justify
23 surveying for a non-optional Extended Area of
24 Service but also the ultimate granting of that
25 Extended Area of Service.

1 Q. Does this conclude your testimony?

2

3 A. Yes, it does.

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1 **Testimony of Ted Williams**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 5, 1996**

7 **Q. Please state your name and address.**

8

9 **A. My name is Ted Williams and my address is 850 North**
10 **Howey Road, Groveland, Florida 34736.**

11

12 **Q. By whom are you employed and in what capacity?**

13

14 **A. I am employed by Sumter Electric as the Eastern**
15 **Division Manager. I have the responsibility for**
16 **all of Lake County. I have worked for them for 22**
17 **years.**

18

19 **Q. Please state your educational background and**
20 **professional experience.**

21

22 **A. As I stated I have worked for Sumter Electric for**
23 **22 years and I have a B.S. Degree from the**
24 **University of Nebraska.**

25

1 Q. What is the purpose of your testimony?

2

3 A. The purpose of my testimony is to lend the support
4 of Sumter Electric to the request before the Public
5 Service Commission for the subscribers of the
6 Groveland Exchange for Extended Area Service which
7 would allow calling to the Orlando, Winter Garden
8 and Windermere exchanges without long distance
9 charges.

10

11 Q. What is your position in this Docket?

12

13 A. Sumter Electric currently makes and receives
14 numerous phone calls each week from developers for
15 new projects that are under development and those
16 calls come and go to the Orlando, Winter Garden and
17 Windermere exchanges. We also have requests from
18 new customers from those areas and questions
19 regarding billings and other accounting matters and
20 other general matters. It would be very beneficial
21 for Sumter Electric to be able to make those calls
22 and to have people be able to make calls to us
23 without incurring the long distance charges.

24

25 Q. You understand don't you that if the EAS were

1 granted that there would be an additional monthly
2 charge?

3
4 A. Yes I realize that but I believe that charge would
5 be preferable to the condition as it now exists
6 which requires us to pay long distance charges
7 every time we call into those exchanges or every
8 time someone from those exchanges calls Sumter
9 Electric in the 429 exchange. I therefore very
10 much support the petition that is in this docket
11 before the Public Service Commission.

12
13 Q. Does that conclude your testimony?

14
15 A. Yes.

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1 **Testimony of Gary Williams**

2 **Docket No. 941281-TL**

3 **Extended Area Service**

4 **Groveland Exchange to Orlando, Winter Garden**

5 **and Windermere Exchanges**

6 **February 5, 1996**

7 **Q. Please state your name and business address.**

8

9 **A. My name is Gary Williams and my business address is**
10 **619 State Road 50, Groveland, Florida 34736.**

11

12 **Q. By whom are you employed and in what capacity?**

13

14 **A. I am employed by Marian Farms, Inc. and I am their**
15 **comptroller. Marian Farms, Inc. is a tree farm and**
16 **peat mining business. We sell wholesale to**
17 **landscapers, city, county and state governments and**
18 **developers, etc. I have been with Marian Farms,**
19 **Inc. since 1987.**

20

21 **Q. What is your educational background and**
22 **professional experience?**

23

24 **A. I have a four year accounting degree from Louisiana**
25 **State Universit,. Prior to working for Marian**

1 Farms I was a comptroller for an orthopedic clinic
2 in Orlando.

3

4 Q. What is the purpose of your testimony?

5

6 A. The purpose of my testimony is to establish that I
7 have an interest and that there are other community
8 interest factors (other than interchange traffic
9 patterns) which should be considered by the
10 Commission in granting the Extended Area Service
11 from the Groveland Exchange to the Orlando, Winter
12 Garden and Windermere exchanges. I support the
13 effort to implement the Extended Area Service as
14 our current expenses for being able to call back
15 and forth to the Orlando, Winter Garden and
16 Windermere area is approximately \$600.00 per month.
17 Granting of the Extended Area Service would lessen
18 that bill and would result in what I believe would
19 be an increase in business, so we very definitely
20 support the request for Extended Area Service.

21

22 Q. You understand of course that there would be a
23 charge for this service?

24

25 A. Yes I do, but I believe it would be preferable to

1 the expenses and inconvenience which we now
2 experience.

3

4 Q. Does this conclude your testimony?

5

6 A. Yes.

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1 **Testimony of Doris Thompson**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 1, 1996**
7 **Q. Would you please state your name and address?**
8
9 **A. My name is Doris Thompson and my address is 717 Oak**
10 **Lane, Groveland, Florida 34736.**
11
12 **Q. By whom are you employed and in what capacity?**
13
14 **A. I am the Vice-President of Thompson Steel and have**
15 **held that position since 1990. I am also the Mayor**
16 **of the City of Groveland.**
17
18 **Q. What is the purpose of your testimony?**
19
20 **A. The purpose of my testimony is to support the**
21 **request before the Public Service Commission for**
22 **subscribers of the 429 Groveland Exchange for**
23 **Extended Area Service to allow calls to the**
24 **Orlando, Winter Garden and Windermere exchanges**
25 **without incurring long distance charges.**

1 Q. What is your position in this Docket?

2

3 A. I support the effort for Extended Area Service.
4 Personally, all the physicians which I utilize are
5 located in Winter Garden. Therefore, any time that
6 I need to contact them for any reason it is a long
7 distance call.

8

9 In addition, the City Manager for the City of
10 Groveland makes several calls per week to the
11 Orlando, Winter Garden and Windermere exchanges and
12 it would be beneficial to the City if they could
13 make those calls without having to pay a long
14 distance charge for each call.

15

16 Q. Does that conclude your testimony.

17

18 A. Yes.

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1 BellSouth Telecommunications, Inc.
2 Testimony of Joseph A. Stanley, Jr.
3 Before the Florida Public Service Commission
4 Docket No. 941281-TL
5 February 26, 1996

6
7
8 Q. Please state your name and business address.

9
10 A. I am Joseph A. Stanley, Jr. My business address is 3535
11 Colonnade Parkway, Birmingham, Alabama 35243.

12
13 Q. By whom are you employed?

14
15 A. I am employed by BellSouth Telecommunications, Inc. as a
16 Director in the Consumer Services Organization.

17
18 Q. Please give a brief description of your background and
19 experience.

20
21 A. I graduated from Auburn University with a Bachelor of
22 Science degree in Industrial Engineering and from the
23 University of Alabama in Birmingham with a Masters in
24 Business Administration. I have 27 years experience in
25 the telephone industry and am currently responsible for

1 developing tariffs and pricing for local exchange and
2 toll residential service in the nine BellSouth states.

3

4 Q. Have you previously testified before this Commission?

5

6 A. Yes, I testified during the hearing on BellSouth's
7 Extended Calling Service (ECS) filing last year.

8

9 Q. What is the purpose of your testimony?

10

11 A. The purpose of my testimony is to address the issues
12 identified in Docket No. 941281-TL. These issues
13 include whether a sufficient community of interest
14 exists between Groveland and Orlando to justify a plan
15 that would provide toll relief and what the revenue
16 impact would be on BellSouth.

17

18 Q. Which routes associated with this Docket involve
19 BellSouth exchanges?

20

21 A. The only route involved is Groveland to Orlando.
22 Orlando is a BellSouth exchange.

23

24 Q. Did BellSouth conduct traffic studies on this route?

25

1 A. No, BellSouth did not conduct traffic studies on the
2 route from Orlando to Groveland. This is an interLATA
3 route; Orlando is in the Orlando LATA and Groveland is
4 in the Gainesville LATA. Data is not available to
5 BellSouth on interLATA routes. The Commission
6 recognized this and in Order No. PSC-95-0596-FOF-TL,
7 dated May 11, 1995, relieved BellSouth of the
8 requirement to file traffic data on the interLATA route
9 in this Docket.

10

11 Q. Does BellSouth have a position as to whether sufficient
12 community of interest exists between Orlando and
13 Groveland to justify non-optional flat rate Extended
14 Area Service (EAS)?

15

16 A. No. In the absence of traffic data, we do not have any
17 evidence to know whether a sufficient community of
18 interest exists. We are not aware of any other
19 significant community of interest consideration that
20 would justify flat rate EAS. The Commission in Order
21 No. PSC 95-0875-FOF-TL did state that while United's
22 traffic study did support the M/A/M (Messages per Access
23 Line per Month) requirements set forth in Rule
24 25-4-060(3), the distribution requirement of at least
25 50% of the subscribers in the petitioning exchange

1 making 2 or more calls per month was not met.

2

3 Q. Does BellSouth think that an alternative plan, such as
4 Extended Calling Service, should be recommended as a
5 method to provide toll relief?

6

7 A. No. We do not. Since this is an interLATA route,
8 BellSouth would be required to obtain waivers in order
9 to provide service between Orlando and Groveland. The
10 only such waivers that we have been successful in
11 obtaining are for non-optional flat rate EAS.

12

13 If EAS is not approved, and the Commission wishes to
14 consider an ECS alternative, then the issues would seem
15 to be the same as for the routes considered in the
16 Commission Staff's workshop on January 23, 1996 where a
17 modified ECS (MECS) plan was presented. The MECS plan
18 includes a per message rate for residence and per minute
19 rate for business (as described in BellSouth's existing
20 ECS tariff) and also includes a 10% additive in the
21 access line rate of the petitioning exchange. The
22 petitioning exchange would also be required to be
23 balloted, with the results of the ballot determining
24 whether a waiver be requested. The Groveland to Orlando
25 route was not included in the routes that were discussed

1 during the workshop by the Commission Staff.

2

3 Q. If non-optional flat rate EAS or an alternative plan,
4 such as modified ECS was Ordered, what would be the
5 revenue effect to BellSouth?

6

7 A. Without supporting data, we are unable to determine our
8 access revenue loss. BellSouth would incur additional
9 cost associated with either leasing or constructing
10 facilities between Orlando and Groveland, since today we
11 are prohibited from transporting those calls. We can
12 not estimate this cost since we do not know the traffic
13 volumes.

14

15 Q. What effect will the passage of the Federal legislation
16 have on BellSouth's ability to provide a "calling plan"
17 between Orlando and Groveland?

18

19 A. At this time it is unknown what effect the new
20 legislation will have. We do feel that it will be some
21 time before BellSouth will be allowed to compete in the
22 interLATA long distance market, and then only under the
23 guidelines that will be set forth by the FCC.

24

25 Q. Please summarize your testimony.

1

2 A. BellSouth does not feel that non-optional flat rate EAS
3 is warranted between Orlando and Groveland. The rule is
4 clear on the requirements, and traffic data provided by
5 United does not appear to meet those requirements. If
6 the Commission still believes that some toll relief is
7 justified, then we recommend that an alternative plan
8 such as ECS be considered.

9

10 Q. Does this conclude your testimony?

11

12 A. Yes.

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1 MR. CARVER: Madam Chairman. If I could just
2 raise one issue related to Mr. Stanley's testimony.

3 CHAIRMAN CLARK: Yes.

4 MR. CARVER: Before the parties into entered
5 into the stipulation, I inquired, and no one had any
6 cross-examination questions; however, if there's
7 anything related to BellSouth that the Commission would
8 like to ask, Ms. Sims is present, and she could take the
9 stand to answer those questions if necessary.

10 CHAIRMAN CLARK: Okay. Thank you, Mr. Carver.
11 That's helpful. Okay. Then we are back to our order of
12 witnesses, and Mr. Carroll Fulmer is our first witness.

13 MR. WAGNER: Madam Chairman, if I could, Alvin
14 Jackson, who is here, has another conflict at two
15 o'clock, and I don't anticipate that Carroll is going to
16 take that long, but if we could take Mr. Jackson at this
17 point in time, it would facilitate things and allow him
18 to get on with his schedule.

19 CHAIRMAN CLARK: All right. Is there any
20 objection from the other parties?

21 MR. WAHLEN: We don't have any objection. I
22 was just -- I talked to Mr. Carver, and we wouldn't have
23 any objection to having all of the subscriber testimony
24 inserted into the record as though read and waive
25 cross-examination, if that would help us move along this

1 afternoon.

2 CHAIRMAN CLARK: Mr. Wagner or the staff, do
3 you need to cross-examine those witnesses? Staff.

4 MR. PIERSON: I believe we have a couple
5 questions for Mr. Fulmer.

6 CHAIRMAN CLARK: Okay.

7 MR. WAHLEN: Well, then maybe Mr. Fulmer could
8 take the stand, and we don't have any objection to the
9 others being handled in that manner.

10 CHAIRMAN CLARK: Just so I'm clear, the
11 parties at this point are willing to stipulate into the
12 record the prefiled testimony of Mr. Welton Cadwell,
13 Mr. Alvin Jackson, Mr. Albert Smith, and
14 Mr. Cole Whitaker; is that correct?

15 MR. WAHLEN: That's correct.

16 CHAIRMAN CLARK: All right. Without
17 objection, the prefiled testimony of the witnesses I
18 just read will be entered in the record as though read.

19

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1 **Testimony of Welton G. Cadwell**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February , 1996**

7 **Q. Please state your name and address.**
8

9 **A. My name is Welton G. Cadwell and my business**
10 **address is 315 W. Main Street, Tavares, Florida**
11 **32778.**
12

13 **Q. By whom are you employed and in what Capacity?**
14

15 **A. I am the Chairman of the Board of County**
16 **Commissioners for Lake County, Florida. My**
17 **responsibilities in that position are therefore**
18 **quite broad and would encompass all of the duties**
19 **normally associated with that position.**
20

21 **Q. Please state your educational background and**
22 **professional experience.**
23

24 **A. I graduated from Gupton-Jones College, Atlanta,**
25 **Georgia, with an A.S. degree. I am also a licensed**

1 funeral director in the State of Florida. I served
2 on the City Council of Umatilla, Florida for two
3 years and served as City Administrator for
4 Umatilla, Florida for five years. I am the past-
5 president of the Lake County League of Cities. I
6 am a member of the Board of Directors of the Metro-
7 Orlando Economic Development Commission of Mid-
8 Florida. I am a member of the Industrial
9 Development Authority of Lake County. I am
10 Chairman of the Transportation Disadvantaged Board
11 and I have served six years on the East Central
12 Florida Regional Planning Council.

13

14 Q. What is the purpose of your testimony?

15

16 A. The purpose of my testimony is to address the
17 issues in Docket 941281-TL before the Florida
18 Public Service Commission which is a petition by
19 subscribers of the Groveland Exchange for Extended
20 Area Service (EAS) to the Orlando, Winter Garden
21 and Windermere exchanges. My testimony is to
22 establish that there are other community of
23 interest factors which should be considered by the
24 Commission (other than inter-exchange traffic
25 patterns) to warrant further proceedings.

- 1 Q. I am handing you a document entitled "Resolution"
2 and would ask if you recognize this and could you
3 identify it for us?
4
- 5 A. Certainly. This is a Resolution by of the Board of
6 County Commissioners of Lake County, Florida
7 supporting the Extended Area Service proposed in
8 this Docket. This Resolution was duly adopted on
9 June 20, 1995 and is signed by the then Chairman,
10 Rhonda H. Gerber.
11
- 12 Q. What interest would the Lake County Commission have
13 in this EAS petition?
14
- 15 A. The Board of County Commissioners is the owner of
16 an industrial park located at the intersection of
17 State Highways 19 and 27 within the Groveland
18 Telephone Exchange. It would be a definite
19 economic benefit to those businesses in the park to
20 have the EAS service and a definite economic
21 incentive to those business who are considering the
22 industrial park. We are located only 30 minutes
23 from Orlando by the use of the Sunshine State
24 Parkway. We also anticipate that businesses
25 locating within this park will have employees who

1 live not only in Lake County but will have
2 employees who live in the Orlando, Winter Garden
3 and Windermere exchanges with children in school in
4 those areas. If the calling system is left as it
5 is it would be a long distance call to check on
6 children in school, for emergencies that might
7 arise while the parents are at work and likewise it
8 would be a long distance call for something as
9 simple as children calling their parents to let
10 them know that they had arrived home safely after
11 school. In addition, there are businesses and
12 shopping facilities in the Orlando, Winter Garden
13 and Windermere exchanges which we believe would be
14 utilized by the businesses within the industrial
15 park, their employees, and the other inhabitants of
16 the Groveland exchange.

17

18 Q. Commissioner Cadwell, would you please summarize
19 your testimony?

20

21 A. While the objective inter-change traffic patterns
22 may not be completely present in this case, I
23 believe that there are subjective community of
24 interest factors sufficient to warrant
25 implementation of a flat-rate, non-optional EAS on

1 the requested route. At least I believe that they
2 are sufficient to allow for a survey to be made of
3 the subscribers of the Groveland exchange.

4

5 Q. Does that conclude your testimony.

6

7 A. Yes.

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1 **Testimony of Alvin B. Jackson, Jr.**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February , 1996**
7 **Q. Please state your name and address.**
8
9 **A. My name is Alvin B. Jackson, Jr. and my business**
10 **address is 315 W. Main Street, Tavares, Florida**
11 **32778.**
12
13 **Q. By whom are you employed and in what capacity?**
14
15 **A. I am the Lake County Economic Development**
16 **Coordinator responsible for coordinating and**
17 **directing economic development activities for Lake**
18 **County through the Economic Development Commission**
19 **of Mid-Florida. I serve as a liaison between the**
20 **management of the Economic Development Commission**
21 **and leadership of Lake County to respond to the**
22 **needs of clients requesting assistance with new**
23 **industry for Lake County or expansion of current**
24 **industry. I assist other economic development**
25 **commission staff members in the development of**

1 literature to help promote Lake County. I also
2 serve as Secretary to the Lake County Industrial
3 Development Authority. In that capacity I gather
4 data regarding the available industrial buildings,
5 office buildings and development sites that have
6 been permitted for the construction of industrial
7 and office buildings. I also serve with the
8 Economic Development Commission's film and
9 television office and am an ombudsman with county
10 and city authorities to insure appropriate progress
11 in the permitting of those projects.

12

13 Q. Please state your educational background and
14 professional experience.

15

16 A. I graduated from the University of Maryland with a
17 Bachelor of Arts - Government and Politics (Public
18 Administration). From 1993 until the present I
19 have served as the Lake County Economic Development
20 Coordinator. Prior to that from 1990 until 1993 I
21 was Human Services Director for the City of Eustis.
22 I have with me, if you like, a copy of my resume.

23

24 Q. Certainly, we'll attach that to your testimony
25 since it appears that it is rather extensive.

1 A. Thank you.

2

3 Q. What is the purpose of your testimony?

4

5 A. The purpose of my testimony in this Docket Number
6 941281-TL is to establish that there are other
7 community of interest factors (other than inter-
8 change traffic patterns) which should be considered
9 by the Commission and which warrant further
10 proceedings such as a survey of the subscribers of
11 the Groveland Exchange for Extended Area Service to
12 the Orlando, Winter Garden and Windermere
13 exchanges. My testimony is based upon my
14 experience with the economic development of Lake
15 County and in particular with the development of
16 the Lake County Central Park.

17

18 Q. Would you tell us what Lake County Central Park is?

19

20 A. Lake County Central Park is a 508 acre industrial
21 park located at the intersection of State Highways
22 19 and 27 within the Groveland telephone exchange
23 which also has immediate access to the Florida
24 Turnpike.

25

1 Q. What is your position in this Docket?

2

3 A. I support the effort to implement the Extended Area
4 Service. In my position as Coordinator of Economic
5 Development I receive inquiries from companies
6 wishing to locate in the mid-Florida area and
7 companies in the Orlando area who are looking to
8 relocate in the area of Lake County because of its
9 proximity to the Orlando area. Three good examples
10 of these which are currently operating out of or
11 will in the near future be operating out of the
12 Lake County Central Park are Carroll Fulmer & Co.,
13 Inc., a trucking company of general commodities and
14 one of the top 200 motor carriers in the United
15 States; American Hotel Register, a 130-year-old-
16 hospitality leader which supplies hotels throughout
17 the world with 27,000 different products from
18 offices not only in Central Park but at various
19 locations; and Marriott International, Inc. which
20 supplies products and services to Wendy's, Outback
21 Steakhouse, Sizzler International and other multi-
22 unit restaurant chains. Marriott is going to be
23 occupying a 126,500-square-foot-regional
24 distribution center in the park. Much of their
25 business has and will be done with businesses in

1 the Orlando, Winter Garden and Windermere
2 exchanges. To have the EAS service available to
3 them and other prospective businesses seeking to
4 locate in the park would be attractive and provide
5 an additional incentive in marketing. You must
6 realize that we are only 30 minutes from Orlando
7 and approximately 45 minutes to Orlando
8 International Airport.

9
10 We market ourselves as being in the metro-Orlando
11 region and in fact the Metro-Orlando Economic
12 Development Commission of Mid-Florida serves
13 Orange, Seminole, Lake and Osceola Counties.

14
15 I very much believe that the extended area of
16 service requested in this petition would be very
17 valuable not only to the businesses in the
18 Groveland exchange but also to the individuals
19 living in the Groveland exchange as it will allow
20 both the businesses and the individuals to have
21 freer access to services, goods and the markets in
22 the areas comprising the Orlando, Winter Garden and
23 Windermere exchanges.

24
25 I believe that the granting of the EAS service or

1 more particularly having a subscriber survey to
2 determine the customer interest would show that
3 there are sufficient community of interest factors
4 to allow the Extended Area Service. Most certainly
5 my work in the economic development area, because
6 of the various businesses and individuals that I
7 come in contact with, supports the need for this
8 extended service and supports the fact that there
9 is a sufficient community of interest.

10

11 Q. Does that conclude your testimony.

12

13 A. Yes.

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1 **Testimony of Albert K. Smith**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 1, 1996**

7 **Q. Please state your name and address.**

8

9 **A. My name is Albert K. Smith and my business address**
10 **is 115 Atlantic Avenue, Mascotte, Florida 34753.**

11

12 **Q. By whom are you employed and in what capacity?**

13

14 **A. I am the owner of Smith's Nursery, which is a**
15 **general nursery and landscaping business located in**
16 **Mascotte, Florida within the 429 exchange. I have**
17 **been in business there for 23 years.**

18

19 **Q. What is the purpose of your testimony?**

20

21 **A. The purpose of my testimony is to support the**
22 **request presently before the Public Service**
23 **Commission for subscribers of the Groveland**
24 **Exchange for Extended Area Service to allow calling**
25 **into the Orlando, Winter Garden and Windermere**

1 exchanges without incurring long distance charges.

2

3 Q. What is your position in this Docket?

4

5 A. I support the effort to implement the Extended Area
6 Service. I probably make at least 25 calls a week
7 to the Orlando, Winter Garden and Windermere
8 exchanges. There are, however, times that I do not
9 call simply for economic reasons. That is if I
10 don't believe that it will result directly in me
11 obtaining business I hesitate making a call. I
12 believe that if I had free access without toll
13 calling it would greatly help and expand my
14 business.

15

16 We also order materials and chemicals for our
17 business from other businesses in the Orlando,
18 Winter Garden and Windermere exchanges and it would
19 be extremely beneficial to me not to have to pay
20 the long distance charges. I am aware that if we
21 get the Extended Area Service there would be an
22 added expense to my bill, but I feel as though it
23 would still be beneficial to me for the continued
24 growth, expansion and operation of my business.

25

1 Q. Does that conclude your testimony?

2

3 A. Yes

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1 **Testimony of Cole Whitaker**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 1, 1996**
7 **Q. Please state your name and business address.**
8
9 **A. My name is Cole Whitaker and my business address is**
10 **45 W. Washington Street, Orlando, Florida 32801.**
11
12 **Q. By whom are you employed and in what capacity?**
13
14 **A. I am the owner of Cole Whitaker Realty located at**
15 **the address just given. Cole Whitaker Realty deals**
16 **in commercial property and I have held a broker's**
17 **license in Florida since 1983.**
18
19 **Q. Please state your educational background and**
20 **professional experience.**
21
22 **A. I graduated with a Bachelor of Science Degree from**
23 **Southern Methodist University in 1981 and I have**
24 **been licensed in the state of Florida as a real**
25 **estate broker since 1983.**

1 Q. What is the purpose of your testimony?

2

3 A. The purpose of my testimony is to support the
4 request before the Public Service Commission for
5 subscribers of the Groveland Exchange (429
6 exchange) for Extended Area Service to allow
7 calling to the Orlando, Winter Garden and
8 Windermere exchanges without incurring long
9 distance charges.

10

11 Q. What is your position in this Docket?

12

13 A. I support the effort to implement the Extended Area
14 Service. I own two tracts of real property in the
15 429 exchange which are located adjacent to the Lake
16 County Central Park. The two tracts which I own
17 are for commercial use and development. One is
18 approximately 205 acres in size and the other is
19 approximately 80 acres in size. These are located
20 in the approximate area of the intersection of
21 State Highways 19 and 27 and the Sunshine State
22 Parkway. I have owned these parcels since 1987.

23

24 It would certainly be a great benefit in developing
25 and attracting businesses and commercial operations

1 to this property for them to be able to call from
2 the 429 exchange to the Orlando, Winter Garden and
3 Windermere exchanges without incurring long
4 distance charges. I understand and appreciate that
5 if the Extended Area Service is granted that there
6 would be an additional monthly charge, but firmly
7 believe that this charge would be preferable to the
8 condition as it now exists which would require
9 businesses located in the 429 exchange to pay long
10 distance charges every time they needed to call
11 into the Orlando, Winter Garden and Windermere
12 exchanges. I therefore wholeheartedly support the
13 petition presently before the Commission and would
14 ask that those people within the 429 exchange be
15 given the opportunity to be surveyed further for
16 this service.

17

18 Q. Does that conclude your testimony?

19

20 A. Yes.

21

22

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1 MR. WAGNER: Madam Chairman, point of
2 clarification. In Mr. Cadwell, he's the chairman of
3 Lake County Commission. There was a resolution. I
4 assume that that's included with that.

5 CHAIRMAN CLARK: Why don't we mark that as an
6 exhibit. And let me ask staff.

7 Do I have a copy of that resolution? Should I
8 have a copy of that resolution?

9 MR. WAGNER: It should have been attached to
10 the testimony. If it was not -- Cadwell. I'm sorry.

11 COMMISSIONER KIESLING: It is not attached --
12 it's not attached to mine.

13 MS. SHELFER: It is not attached to mine.

14 MR. WAGNER: I have one copy. I can assure
15 sure you I will -- and I'll give it to the Commission
16 so --

17 CHAIRMAN CLARK: Before we conclude, we'll
18 make sure we get that marked as an exhibit, okay?

19 MR. WAGNER: I can give you this copy right
20 now, if you'd like.

21 CHAIRMAN CLARK: All right. Let's mark it as
22 Exhibit 2. And what is it? Is it a resolution?

23 MR. WAGNER: Yes. It's a Resolution of the
24 Lake County Commission.

25 CHAIRMAN CLARK: Okay. A Resolution of the

1 Lake County Commission, dated June 20th, 1995. It will
2 be marked as Exhibit 2, and it will be admitted in the
3 record without objection.

4 (Exhibit No. 2 marked for identification.)

5 CHAIRMAN CLARK: Okay. Then, Mr. Wagner, I
6 believe we should call Mr. Fulmer to the stand.

7 MR. WAGNER: Yes, ma'am.

8 CHAIRMAN CLARK: Thank you, Mr. Jackson.
9 Are you sworn in, Mr. Fulmer?

10 WITNESS FULMER: Yes. Yes, ma'am.

11 CHAIRMAN CLARK: Good. Go ahead and give us
12 your name. What we usually do is, ask you a few -- we
13 read your prefiled testimony, but why don't you go ahead
14 and give us your name and address, and then we'll deal
15 with your prefiled testimony.

16 WITNESS FULMER: Okay. My name is Carroll
17 Fulmer. My address, 8340 American Way, Groveland,
18 Florida 34736.

19 And I did have prefiled testimony by my
20 attorney.

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CARROLL FULMER

was called as a witness on behalf of the Subscribers of the Groveland Exchange and, having been duly sworn, testified as follows:

DIRECT EXAMINATION

BY MR. WAGNER:

Q Mr. Fulmer, you did prefiled testimony in this case?

A I believe you did on my behalf.

Q Okay. And have you had a chance to review that testimony?

A Yes, I have.

Q And are there any changes, deletions, or corrections that you would like to make into that testimony?

A Not that I can think of.

MR. WAGNER: Can we have him summarize -- do you want him to summarize?

CHAIRMAN CLARK: Yes.

MR. WAGNER: He can do that if you'd like.

CHAIRMAN CLARK: What we'll do, we'll go ahead and insert -- the prefiled testimony of Mr. Carroll Fulmer, consisting of eight pages, will be inserted in the record as though read.

1 **Testimony of Carroll L. Fulmer**
2 **Docket No. 941281-TL**
3 **Extended Area Service**
4 **Groveland Exchange to Orlando, Winter Garden**
5 **and Windermere Exchanges**
6 **February 14, 1996**

7 **Q. Please state your name and your business address.**
8

9 **A. My name is Carroll L. Fulmer and my business**
10 **address is 8340 American Way, Groveland, Florida**
11 **34736.**
12

13 **Q. Where do you reside, Mr. Fulmer?**
14

15 **A. I live at 8971 Charleston Park, Orlando, Florida**
16 **32819-4439.**
17

18 **Q. Please tell us by whom you are employed and in what**
19 **capacity.**
20

21 **A. I am Chairman of the Board of Carroll Fulmer Group,**
22 **Inc. and of Carroll Fulmer & Co., Inc. as well as**
23 **Chairman of the Board for approximately 14 other**
24 **corporations which are wholly owned subsidiaries of**
25 **Carroll Fulmer Group, Inc. or independent**

1 corporations. My responsibilities include (along
2 with the other Board members) establishing general
3 corporate policy with respect to matters such as
4 business activities, products, pricing and
5 services, financing for the corporations,
6 initiating extraordinary corporate transactions
7 such as purchase and sale of assets, acquiring
8 related businesses and general supervision of the
9 corporate officers and personnel.

10

11 Q. Please state your educational background and
12 professional experience.

13

14 A. I graduated from Ridge Spring High School in Ridge
15 Spring, South Carolina. I have been self-employed
16 since ¹⁹⁵³~~1953~~. I have been primarily engaged in the
17 business of a transportation broker and related
18 trucking industry operations. Since 1981 we have
19 been operating as a common carrier and as an exempt
20 and regulated Interstate Commerce Commission
21 broker. Carroll Fulmer & Co., Inc., the
22 operational company for Carroll Fulmer Group, Inc.
23 operates 18 offices throughout the United States
24 and provides the services I just mentioned for
25 shipments in the United States and Canada.

1
2 I am a member of the National Agricultural
3 Transportation League and am past Chairman of the
4 Board of that organization. I am a member of the
5 American Trucking Association and various other
6 trucking industry affiliates. I served on the
7 National Safety Committee of the American Trucking
8 Association. I am a member of the City of Orlando
9 Naval Training Center Reuse Commission Committee.
10 More personally I am a member of the St. Paul's
11 Evangelical Lutheran Church of Orlando. I serve on
12 the Board of Visitors for the Southern Seminary,
13 was an original founding director of Orlando
14 Lutheran Towers, a retirement and nursing home
15 facility located in Orlando, and past Chairman of
16 the Board of that organization. I have served with
17 the Boy Scouts of America and also with the Orange
18 County Zoning and Planning Board. I served in the
19 Naval Reserves for eight years and received an
20 Honorable Discharge in 1959.

21

22 Q. Mr. Fulmer, what is the purpose of your testimony
23 here today?

24

25 A. The purpose of my testimony is to address the issue

1 of the community of interest factors other than
2 traffic studies which would justify the surveying
3 and ultimate granting of non-optional Extended Area
4 Service from the Groveland exchange to the Orlando,
5 Winter Garden and Windermere exchanges.

6

7 Q. What is your position with regard to the petition
8 before the Public Service Commission in this
9 Docket?

10

11 A. My position both personally and from a business
12 standpoint is that I wholeheartedly support the
13 proposed non-optional Extended Area Service.

14

15 Personally I reside in Orlando with my wife and, as
16 earlier noted, our business is located in the
17 Groveland 429 exchange within the Lake County
18 Central Park. Thus whenever I am at work and need
19 to make calls to my wife or if she is at work and I
20 might be at home, those calls all incur long
21 distance charges. In addition, because of the
22 recent relocation of our family business, several
23 of my children are relocating in the Groveland area
24 and for us to be able to make calls to them and for
25 them to be able to make personal calls to us will

1 necessitate long distance charges.

2

3 From a business standpoint, we chose last year to
4 relocate to Lake County because our business had
5 grown more quickly than we had anticipated and we
6 out grew our existing business facility located in
7 Orlando. Because we are in the trucking business
8 we need to be located in proximity to major
9 highways and interstates. That type of property
10 for our facilities was not available at a
11 reasonable cost in the Orlando area so we had to
12 look to Lake County. We chose to relocate in Lake
13 County because we knew we would have employees who
14 would choose to remain in the Orlando area and
15 drive to the site which we presently occupy. Thus
16 we were able to retain most of our employees
17 notwithstanding the fact that we moved our business
18 operations.

19

20 We presently have approximately 67 employees in our
21 Lake County office of which approximately 34
22 percent reside in the Orlando, Winter Garden and
23 Windermere exchanges. They have children enrolled
24 in school there or have doctors located in those
25 areas, etc. Obviously, when it becomes necessary

1 for them to attend to emergencies such as a child's
2 illness or something requires them to stay at home
3 for them to contact us it is a long distance call.
4 Likewise, if for example, they want something as
5 routine as their children calling them when they
6 get home from school to make sure they are OK, that
7 again is a long distance call. They also make
8 necessary calls from our place of business for
9 personal use and that requires or incurs additional
10 long distance charges.

11

12 A great number of our customers are located in the
13 Orlando exchange area and in order to maintain that
14 business we have to maintain an "800" number which
15 we would not have to have if we had the Extended
16 Area Service available. When we originally
17 considered relocating to Lake County, Mr. Skip
18 Baker who was employed by United Telephone
19 indicated that we would be in the Clermont exchange
20 and thus not incur long distance charges for calls
21 back to the Orlando, Winter Garden and Windermere
22 area. He even gave us a reserved telephone number
23 of 394-0000. Subsequent to that time after having
24 made financial and other commitments for moving the
25 business was when I became aware that we were

1 actually going to be in the Groveland exchange and
2 would incur long distance charges for calls to the
3 Orlando, Winter Garden and Windermere exchanges.
4 In addition, not only are our customers located in
5 the Orlando area, but people who supply us with
6 professional services such as legal advise, CPA's
7 are located in the Orlando exchange. This means
8 from a business standpoint that our cost of
9 operation are larger than they necessarily would be
10 with the Extended Area Service.

11
12 We anticipate remaining in our present location for
13 a considerable period of time. When we purchased
14 there it was with the thought of being able to
15 accommodate a significant expansion of our
16 business. With such expansion will come additional
17 employees, and although we anticipate hiring some
18 locally within the area, we very much anticipate a
19 considerable number of them will be from the
20 Orlando, Winter Garden and Windermere exchange
21 areas. This is especially true in light of the
22 present traffic congestion in the early morning and
23 evening hours in the Orlando area. Our present
24 employees within those exchanges do not incur that
25 congestion because of their ability to travel on

1 the Florida State Turnpike and Highway 27 to reach
2 our location at its intersection with Highways 19
3 and 27.

4
5 In short, it just makes good sense both personally,
6 that is from my individual standpoint, and from the
7 standpoint of my employees and business to have the
8 Extended Area Service. I very much recognize that
9 there would be a monthly charge added to our phones
10 for this service, but likewise believe that it is
11 preferable to the charges which we are presently
12 incurring. For the reasons that I have spoken
13 about, I would ask that the Public Service
14 Commission determine that there are sufficient
15 community of interest factors other than the
16 traffic studies to justify surveying for non-
17 optional Extended Area Service.

18

19 Q. Does that conclude your testimony?

20

21 A. Yes.

22

23

24

25

1 CHAIRMAN CLARK: And, Mr. Fulmer, you can give
2 a summary of that testimony if you would like.

3 WITNESS FULMER: Well, I think that it's a
4 very unfortunate situation that we are in here, in
5 that when I came here to Lake County and was looking for
6 a place to put our business from Orange County, I
7 searched out -- our bank required that we inquire of the
8 phone company and the gas company and the telephone
9 company and everything, the facilities that were
10 available, before they would offer us a mortgage to buy
11 the property.

12 And I called the office of the phone company
13 and found out -- first, the county commissioner's office
14 told me what phone company was there. And I was
15 pre-given a number by Mr. Skip Baker of 394-0000 --
16 would be my phone number. And we went through all the
17 process with the other -- other utilities and found out
18 who they were, SECO and different ones. And only after
19 we got our property -- I knew that -- I became aware
20 that 394 and the 242 number was -- the 242 exchange in
21 Clermont was a local phone to Orlando. We were very
22 concerned about that because we knew we would have a lot
23 of calls back and forth and customers in Orlando and
24 also employees in Orlando that would come with us.

25 And when we got down to -- at a later date we

1 found out that we were not in that exchange, we could
2 not get that phone number, and it certainly would have
3 made an impact on where we located. We might have
4 located in Clermont rather than the Lake County
5 Industrial Park.

6 And I hate to say that, because the people in
7 charge of Lake County Industrial Park have done nothing
8 but a triple-A job in selling Lake County and the park.
9 The sign -- I kidded Alvin Jackson that their letters
10 were wearing off the sign. He had it for sale.

11 But, in fairness, they've done nothing but
12 good for us, but it was really unfortunate that we got
13 this number, and then it didn't work, and so we had to
14 do otherwise. And that's why we're here today, is
15 because of that.

16 But certainly everything that everybody said
17 this morning, back and forth, is applicable to us and my
18 employees. About 34 percent of them are still commuting
19 from Orlando and the Winter Garden area. We now have
20 more Lake County employees than we do Orange County
21 employees. But still there's -- about 24, 25 is
22 commuting from the Orlando area.

23 And I wish that we could have had that clear,
24 communicated a little differently to us. But that's
25 really the only thing that we have there, is the phone

1 problem. Everything else has worked beautifully, and I
2 wish -- I hope that it will give the people of this 429
3 exchange the right to vote on it.

4 I believe that it will be approved if you can
5 see your way to give them the right to vote on it,
6 because I think that it will mean so much for the county
7 and so much for the park. It's just -- it will mean a
8 lot economically, and economically it brings people into
9 here, and it brings dollars into Lake County and so
10 forth.

11 CHAIRMAN CLARK: Okay. Thank you,
12 Mr. Fulmer.

13 Mr. Wahlen, do you have any questions?

14 MR. WAHLEN: No, ma'am.

15 CHAIRMAN CLARK: Mr. Carver?

16 MR. CARVER: No, ma'am.

17 CHAIRMAN CLARK: Mr. Pierson?

18 MR. PIERSON: Thank you, Madam Chairman.

19 CROSS-EXAMINATION

20 BY MR. PIERSON:

21 Q Mr. Fulmer, you stated in your prefiled
22 testimony on Page 6, at Lines 16 through 25, that you
23 were initially assigned a telephone number in the
24 Clermont exchange. Do you recall that?

25 A Yes, I do.

1 Q Do you recall the name of the individual who
2 assigned you that number?

3 A Yes, I do. He was in my office. Mr. Skip
4 Baker.

5 Q Oh, it's in there, in your testimony, anyway.
6 I apologize.

7 A I believe he was out of the Winter Park
8 office. I'm not sure. I had never met him. I called
9 for information, and he was the one that I got.

10 Q Do you recall his position with United?

11 A No, I -- you know, I never dealt with United.
12 I didn't know anybody in United, so I really don't know.
13 I probably have his card in the office. I have met with
14 numerous United people since that time. I have probably
15 eight or ten different cards in the file, but I do not
16 know -- I guess he was a sales rep, by him calling on
17 me. I wouldn't want to try to guess.

18 Q At what point in time did you become aware
19 that you were actually located in the Groveland
20 exchange?

21 A Okay. After we closed on the property, one
22 day I was in my car, and I needed to call my office.
23 And so I stopped at that blue tent over there and used
24 the pay phone. And when I called my office, it wasn't a
25 local call, and it had 429.

1 And I said, "Wait a minute." I was supposed
2 to have a local line over here. It's not Clermont. So
3 I got to checking, and it wasn't a Clermont exchange.
4 And so that's when I started checking further. And then
5 I talked with someone -- I met with someone out of
6 Ocala, and I met one time with the county. They brought
7 in a group of people from United, and -- I believe it
8 was at a Commerce -- a Chamber of Commerce group that
9 some United people attended, and I met with them. And
10 that was when I really found out that I was outside the
11 394, which I thought I was in.

12 Q What is that blue tent you were talking
13 about?

14 A That is -- I believe it's called the "Welcome
15 Center" or something. It's not the official one, but
16 it's the blue tent right there on 27 as you come off
17 Exit 285 at the turnpike. I think it's called some kind
18 of welcome center.

19 Q How close is that tent located to your
20 office, your -- the company?

21 A I believe it's less than a half a mile. It's
22 the next business from my business. It's within a half
23 a mile, I would think.

24 Q When did United inform you that you could not
25 have that number?

1 A Well, when they met with me, they apologized
2 and said the gentleman was no longer with the company
3 and said that -- they apologized. And I accepted that.
4 I had closed on the property. I didn't have a lot of
5 choices on what I could do, so I had to go forward with
6 it. But it was some time after we had closed that I
7 made that call to my office, only to find out that it
8 wasn't a Clermont number.

9 Q Are you willing to pay a \$9.13 additive for
10 EAS?

11 A For twenty-five lines. Yes, sir. My calls
12 run about -- I had it checked before we came here.
13 We're averaging twenty-five to twenty-six hundred calls
14 per month to Orlando, and from somewhere between two
15 thousand to twenty-five hundred calls inbound on our 800
16 line. Our computer shows where the calls come from and
17 so forth, and goes to, and that's what -- we had it
18 analyzed. It shows that's what we're averaging,
19 somewhere between four thousand and five thousand calls
20 a month in a two-way conversation.

21 And all of our -- not all of our calls, but a
22 heavy portion of our calls are much less than a minute.
23 Many of them are faxes. We have ten fax machines in my
24 office, and each department has a fax machine. So a fax
25 will last, today's fax machines, twenty to thirty

1 seconds. They'll do a page. And that's why if you've
2 only got a one-page -- most of our orders are only
3 single-page orders, and it would go through in twenty or
4 thirty seconds.

5 And I'm on a ten-cent-a-minute rate, so
6 therefore it'll cost me, maximum, ten-cents to make a
7 call to Orlando if I don't talk over a minute or I don't
8 use a fax over a minute. That's why the 25-cent call
9 wouldn't save me any money at all. It would probably
10 cost me money.

11 Q You're talking about an optional --

12 A Yes. I'm sorry. I'm talking about the
13 optional.

14 Q Are you aware that that would be ten cents
15 for the first minute and six cents for each succeeding
16 minute?

17 A Oh, I thought that what they talked about
18 earlier was straight 25 cent. I thought --

19 Q That's for residential.

20 A Okay. No, I'm currently paying -- my long
21 distance, both ways, is ten cents a minute, in and out.
22 So on short calls, I mean, you call it a dime a call, is
23 about what it cost you.

24 Q Then if it was six cents for each successive
25 minute, you would actually save money under that plan,

1 wouldn't you?

2 A If I paid ten for the first and six for each?

3 Q Yes.

4 A I don't think so. If I only talk a minute,
5 and I got ten cents a minute, it will only cost me a
6 dime. If I go the second minute, it's going to cost me,
7 what, sixteen cents -- or twenty cents. Excuse me.
8 Yeah. Right.

9 Yes, I understand what you're saying now. But
10 most of my calls, as I stated earlier, are one minute or
11 less because we're dealing with orders, and it's a
12 single page, usually, that's going in or out, or a
13 confirmation of an order. Someone sends an order, and
14 we zip it back confirmed "Yes," and that takes very
15 little time.

16 MR. PIERSON: Thank you. I have nothing
17 further.

18 WITNESS FULMER: Thank you.

19 CHAIRMAN CLARK: Mr. Wagner, any redirect?

20 MR. WAGNER: Yeah. I would just like to ask
21 Mr. Fulmer to clarify -- I think he's set it out from
22 his business standpoint.

23 REDIRECT EXAMINATION

24 BY MR. WAGNER:

25 Q But clarify for us, please, how this affects

1 you, personally.

2 A Well, personally, my wife is in Orlando I'm
3 here. It's long distance. I don't know. It affects me
4 somewhat, but more business than it does personally, but
5 it does affect me somewhat personally -- for doctors,
6 dentists. Everybody -- I think that's been said all
7 morning. For all professional help, most everything we
8 do -- our CPAs and legal advice. And I have a doctor
9 and a dentist in Orlando, the same as everybody else
10 does, a tremendous amount of them.

11 MR. WAGNER: Thank you.

12 CHAIRMAN CLARK: Thank you.

13 Thank you, Mr. Fulmer.

14 WITNESS FULMER: Thank you.

15 MR. WAGNER: Madam Chairman.

16 CHAIRMAN CLARK: Yes.

17 MR. WAGNER: Just one point. I had
18 originally thought we would use the map behind, but
19 that's a duplicate of -- it's actually a blow-up of
20 United Tel, without some fancy stuff, up there. So I
21 assume their map is going to be in. I'd like the
22 Commission to be aware of where the boundaries are, at
23 least, for this.

24 And I also have a list that I got from Ann
25 Shelfer of the exchange numbers, and I was going to use

1 Mr. Fulmer to put that in. I just would like to make
2 sure that the Commission is aware of the exchanges that
3 we're talking about and not overlook that.

4 And this was not attached as an exhibit, but
5 I think it was listed as coming in under Mr. Fulmer's
6 testimony. I don't know if there's any objection to it
7 or not.

8 MR. WAHLEN: We don't have any objection to
9 it as long as we understand what it is.

10 CHAIRMAN CLARK: Let me back up a minute.

11 Let's go ahead and indicate -- let me be clear,
12 Mr. Wagner. You think the map that is attached to --

13 MR. WAHLEN: Ms. Harrell's testimony.

14 CHAIRMAN CLARK: What?

15 MR. WAHLEN: Ms. Harrell's testimony.

16 CHAIRMAN CLARK: Ms. Harrell's testimony --
17 is adequate for purposes of informing the Commission
18 where the lines are and what we're talking about in
19 terms of service.

20 MR. WAHLEN: It is a duplicate -- the one --
21 at least the copy that I have that's attached to her
22 testimony is a duplicate of what you have behind you
23 there.

24 CHAIRMAN CLARK: When she takes the stand, we
25 will be entering those into the record as exhibits.

1 So we don't need to enter the exhibits -- the
2 map of Groveland that was attached to Mr. Fulmer's
3 testimony?

4 MR. WAGNER: Originally Ms. Shelfer had given
5 me a map, and it was kind of busy. It showed a broader
6 area. So when I looked at what United had filed, it was
7 much simpler and much cleaner.

8 Yeah, that's the map there, that Commissioner
9 Kiesling has, that originally I was intending to use,
10 but the one behind I think is simpler and lays it out
11 just with the affected areas.

12 CHAIRMAN CLARK: All right. Would you tell
13 me what the other item is you'd like to have identified
14 as an Exhibit?

15 MR. WAGNER: Yes. This is the exchanges for
16 Orlando, Windermere, and Winter Garden that would be
17 affected, as I understand it, if the EAS, the Extended
18 Area Service, was granted. At least that's the way it
19 was represented to me.

20 CHAIRMAN CLARK: All right. So Exhibit --
21 we'll mark it as Exhibit 3, and it will be titled the
22 exchanges that will be affected by this proceeding if
23 EAS is implemented in this docket.

24 MR. WAGNER: That's correct.

25 CHAIRMAN CLARK: Okay. That will be marked

1 as Exhibit 3 and admitted without objection.

2 MR. PIERSON: Chairman Clark.

3 CHAIRMAN CLARK: Yes.

4 MR. PIERSON: If I may, this exhibit is
5 actually the NXX codes. It's not the exchanges. It's
6 the NXX codes by exchange.

7 CHAIRMAN CLARK: And will you make sure the
8 court reporter has that? And it will be marked as
9 Exhibit 3.

10 Mr. Wagner, we probably need to go back to
11 Mr. Jackson's testimony because he did attach his
12 resume, and I think we should identify and admit into
13 the record Mr. Alvin Jackson's resume, which was
14 attached to his prefiled testimony. It will be marked
15 as Exhibit 4, and it will be admitted in the record
16 without objection. That's Mr. Jackson's resume that's
17 attached to his prefiled testimony. Okay.

18 (Exhibit No. 3 and 4 marked for
19 identification.)

20 That concludes Mr. Fulmer's testimony, and he
21 is excused. And the next witness I have is Ms. Harrell.

22 MR. WAHLEN: That's correct. United calls
23 Sharon Harrell.

24 CHAIRMAN CLARK: Ms. Harrell, you were sworn
25 in, were you not?

1 WITNESS HARRELL: Yes, I was.

2 CHAIRMAN CLARK: Good.

3 - - - - -

4 SHARON E. HARRELL

5 was called as a witness on behalf of United Telephone
6 Company of Florida and, having been duly sworn,
7 testified as follows:

8 DIRECT EXAMINATION

9 BY MR. WAHLEN:

10 Q Would you please state your name.

11 A My name is Sharon E. Harrell.

12 Q And by whom are you employed?

13 A I'm employed by Sprint-United Telephone of
14 Florida.

15 Q Ms. Harrell, did you prepare and cause to be
16 filed in this docket prepared direct testimony
17 consisting of ten pages?

18 A Yes, I did.

19 Q Do you have any corrections to your
20 testimony?

21 A Yes, I do.

22 Q Would you please make them at this time?

23 A Yes. Mr. Wahlen provided a handout that
24 supersedes --

25 Q That's your exhibit. Do the testimony first,

1 and then we'll do the exhibit.

2 A I'm sorry. On Page 8 of my direct testimony,
3 Line 25, the last entry -- it shows \$58,728. The
4 corrected number should be 30,648.

5 Q Do you have any other changes to your
6 testimony?

7 A No, I do not.

8 Q If I were to ask you the questions contained
9 in your testimony today, would your answers be the same?

10 A Yes, they would.

11 MR. WAHLEN: We would like Ms. Harrell's
12 testimony inserted into the record as though read.

13 CHAIRMAN CLARK: The prefiled direct
14 testimony of Sharon Harrell will be inserted in the
15 record as though read.

16

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UNITED TELEPHONE COMPANY
OF FLORIDA
CENTRAL TELEPHONE COMPANY
OF FLORIDA
DOCKET NO. 941281-TL
FILED: 2/26/96

BEFORE THE PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY

OF

SHARON E. HARRELL

1
2
3
4
5 Q. Please state your name, business address and title.

6
7 A. My name is Sharon E. Harrell. My business address is Post
8 Office Box 165000, Altamonte Springs, Florida, 32716-5000.

9
10 I am Tariff Manager - Exchange Services for United
11 Telephone Company of Florida ("Sprint-United") and Central
12 Telephone Company of Florida ("Sprint-Centel"). This
13 docket only involves Sprint-United.

14
15 Q. Please describe your previous work experience.

16
17 A. I began my career in 1964 when I joined United Telephone of
18 Ohio as a long distance operator. In 1973, I transferred
19 to the position of Service Representative in the Business
20 Office. In 1977, I relocated to Florida and began work as
21 a long distance operator with United Telephone of Florida.
22 I transferred to the Business Office in 1978 as a Service
23 Representative. In 1980 I was promoted to the position of
24 Business Office Supervisor. I moved to the Staff
25 Administrator Customer Service position in 1986. In that

1 position I was responsible for providing support and
2 direction to eight business offices and two collection
3 offices for United.

4

5 I began my present assignment in 1993.

6

7 Q. Have you previously testified before the Commission?

8

9 A. Yes. I was the witness for Sprint-United and Sprint-Centel
10 in Docket No. 920837-TL, which dealt with the proper
11 tariffing of telephone service for elevators and common
12 areas within residential facilities.

13

14 Q. What is the purpose of your testimony?

15

16 A. The purpose of my testimony is to address the issues in
17 this docket. My testimony is based upon traffic studies
18 conducted by United in this docket involving the interLATA
19 long distance route between the Groveland exchange and the
20 Orlando, Winter Garden and Windermere exchanges.

21

22 Q. Have you prepared an exhibit to accompany your testimony?

23

24 A. Yes. Exhibit ____ (SEH-1) is a composite exhibit
25 consisting of two documents. This exhibit was prepared by

1 me or under my direction and supervision for presentation
2 in this docket.

3
4 Q. What is Sprint-United's basic position in this docket?

5
6 A. Two separate traffic studies were completed on these
7 routes. The results of both studies reflected sufficient
8 messages per access line per month ("M/AMs") on the
9 Groveland to Orlando route. However the frequency
10 distribution, or number of subscribers making 2 or more
11 calls per month fell short of the minimum requirements of
12 the existing FPSC Rules to qualify for balloting for flat
13 rate, non-optional Extended Area Service ("EAS") between
14 Groveland and Orlando. Rather, the calling patterns on
15 this route support the implementation of an Extended
16 Calling Service ("ECS") Plan.

17
18 The traffic studies also reflected that the Groveland to
19 Winter Garden and Groveland to Windermere routes failed to
20 meet either minimum requirement as set forth in the
21 existing FPSC Rules to qualify for balloting for flat rate,
22 non-optional EAS.

23
24 Q. Please explain more fully the results of the traffic
25 studies conducted by United.

1 A. The original traffic study was conducted in October 1994,
2 and a second study was conducted in March 1995. In both
3 studies, the requirement of at least 3 M/A/Ms was met on
4 the Groveland to Orlando route. However, the number of
5 customers making 2 or more calls per month fell short of
6 the 50% requirement in the Commission's rule.

7

8 Here are some additional observations based on customer
9 usage data on the Groveland to Orlando route:

10

11 • 41% of residence customers did not make any
12 calls.

13

14 • 52% of residential customers made less than 2
15 calls per month

16

17 The implementation of non-optional plans allows high volume
18 users to benefit at the expense of low volume users. And,
19 generally, business customers benefit at the expense of
20 residential customers. For these reasons United supports
21 the implementation of ECS rather than a non-optional plan.

22

23 Implementing an ECS Plan would place the burden of paying
24 for the calls on those customers who are placing the calls.

25

1 Q. Is there sufficient community of interest on the Groveland
2 to Orlando route to justify balloting for flat rate EAS?

3
4 A. No. The Florida Public Service Commission Rule
5 25-4.060(3), Florida Administrative Code, requires a
6 preliminary showing that there is a community of interest
7 sufficient to warrant further EAS proceedings. Because the
8 Groveland exchange has less than half the access lines of
9 the Orlando exchange, one-way traffic may be used to
10 establish a preliminary finding of a sufficient community
11 of interest. A sufficient community of interest exists
12 when the calling rate exceeds 3 M/A/Ms and 50% of the
13 subscribers in the exchange make 2 or more calls per month.
14 The Groveland traffic satisfied the M/A/M criteria, but
15 fell short of the requirement that at least 50% of the
16 Groveland subscribers make 2 or more calls per month.

17
18 Q. What other community of interest factors should be
19 considered in determining if either an optional or
20 non-optional InterLATA toll alternative should be
21 implemented?

22
23 A. In addition to considerations provided for in the
24 commission rules, there are some factors often mentioned by
25 subscribers desiring EAS. Such factors may include the

1 location of schools, fire/police departments,
2 medical/emergency facilities, and county government.

3
4 All schools, emergency services and governmental agencies
5 for the Groveland exchange are located in Lake County and
6 can be accessed toll free. Therefore, these traditional
7 community of interest factors are not applicable for the
8 implementation of flat rate, non-optional EAS on the
9 Groveland to Orlando route.

10
11 In addition to the above factors, there is the issue
12 regarding the Windermere and Winter Garden exchanges and
13 the need to incorporate them in this EAS issue. The
14 traffic study results do not support including these
15 routes. However due to the issue of leapfrogging, we
16 would agree that only the Winter Garden exchange should be
17 included with any offering of flat rate non-optional EAS
18 with the 25/25 plan and regrouping.

19
20 Since the Windermere exchange would be involved only when
21 calls from the southern most point of the Groveland
22 exchange were placed to the Orlando exchange, United does
23 not believe the Windermere exchange should be included. A
24 map showing the locations of these exchanges may be found
25 in document 2 of my composite exhibit..

1 Q. If a sufficient community of interest is determined, what
2 alternative plans should be considered?

3

4 A. If the Commission determines that a sufficient community of
5 interest exists, United believes the best solution is an
6 ECS Plan, or as this is an InterLATA route, a modified ECS
7 Plan.

8

9 The second alternative would be that subscribers should be
10 surveyed for flat rate, non-optional EAS with the 25/25
11 additive and regrouping.

12

13 Q. Please explain the 25/25 EAS plan with regrouping.

14

15 A. The 25/25 EAS plan with regrouping provides a mechanism to
16 provide flat rate EAS while offering a partial recovery of
17 costs to the Company.

18

19 Under this plan, an additive is calculated based on the
20 additional calling scope gained. For the Groveland
21 subscribers, the additive would be based on the number of
22 lines in the Orlando and Winter Garden exchanges. There
23 are approximately 370,000 lines in the combined exchanges,
24 which would place the exchange in United's Rate Group 5.
25 The additive for each type of line is computed by

1 multiplying 25 percent times the various access line rates
2 in rate group 5. This amount is then added to the
3 Groveland rate. In addition, if enlarging the local
4 calling area causes the requesting exchange to regroup, the
5 rate for the new rate group would also apply. In this
6 case, the addition of the Orlando exchange to the
7 Groveland exchange local calling area would result in a
8 regrouping of the Groveland exchange to United's Rate
9 Group 6.

10

11 Q. What is the economic impact of the 25/25 EAS plan with
12 regrouping on subscribers?

13

14 A. Subscribers in the Groveland exchange would be charged an
15 additive to their basic monthly rate as shown on document
16 1 of my composite exhibit. In addition, the exchange would
17 be regrouped to United's Rate Group 6, which would result
18 in an increase in the basic local service rate. Rate
19 information is also reflected on Document 1 of my composite
20 exhibit.

21

22 Q. What is the economic impact of the 25/25 EAS plan with
23 regrouping on United?

24

25 A. The estimated revenue impact to United would be ~~\$50,720~~ ^{\$30,648}

1 annually. These dollars do not reflect the additional
2 costs for the facilities that will have to be installed or
3 leased from an IXC to carry the traffic. Also to be
4 considered are the costs for directories, the directory
5 assistance three call allowance, and the cost of
6 programming to convert the existing toll traffic to local
7 traffic, or other administrative costs associated with the
8 implementation of the toll alternative.

9
10 Q. What is the economic impact of implementing an ECS Plan or
11 MECS ("Modified Extended Calling Service") Plan?

12
13 A. Based on the monthly calling volume reflected in the
14 traffic studies, the estimated annual revenue impact to
15 United would be a loss of \$85,000. As with the
16 implementation of EAS, these dollars do not reflect the
17 additional costs for facilities that may be required to
18 carry the traffic, or the costs for switch translations,
19 directories, the directory assistance allowance, or other
20 administrative costs associated with the implementation of
21 the toll alternative.

22
23 Q. Should subscribers be required to pay an additive as a
24 prerequisite to implementation of EAS?

25

- 1 A. Yes. If the Commission orders non-optional flat rate EAS,
2 it should order the 25/25 plan with regrouping, as
3 discussed in my testimony.
4
- 5 Q. If EAS is determined to be appropriate, should the
6 customers be surveyed?
7
- 8 A. Yes. If a non-optional plan is determined to be
9 appropriate, then the subscribers should be surveyed. All
10 subscribers should have a voice in the implementation of
11 such a plan, since all subscribers will pay for the plan if
12 implemented.
13
- 14 Q. Does that conclude your direct testimony?
15
- 16 A. Yes.

1 Q (By Mr. Wahlen) Now, Ms. Harrell, when you
2 submitted your testimony, did you also submit two
3 exhibits, SEH-1 and SE -- oh, I'm sorry, it's one
4 exhibit with two pages?

5 A Yes, I did.

6 Q And do you have any corrections to the first
7 page of that exhibit?

8 A Yes, I do.

9 Q And are those -- is the document that I
10 handed out a corrected version of Document 1 of SEH-1?

11 A That's correct.

12 Q Would you just highlight for the Commission
13 the changes to your Document Number 1?

14 A Yes. In the 25/25 Additive column, the R1
15 rate on the original reflected 2.18. The corrected rate
16 is 2.37. The B1 rate reflected \$3.80, and the corrected
17 rate is \$5.57. And on the PBX rate, it reflected 10.25,
18 and it should be 11.13.

19 On the Total Additive column, the R1 rate
20 reflected 3.68, and the correct rate is 3.87. And the
21 PBX rate reflected 10.33, and the correct rate is 18.21.

22 And on the New Rate column, the R1 rate showed
23 12.41; it should be 12.60. The B1 rate reflected 27.83;
24 the correct rate is 29.60. And on PBX, the rate shown
25 was 58.31; and the correct rate is 59.19.

1 Q Do you have any other changes to your
2 Document 1 of your exhibit?

3 A No, I do not.

4 Q Do you have any changes to Document 2 of your
5 exhibit?

6 A No, I do not.

7 Q And is Document 2 of your exhibit a version
8 of the map that Mr. Wagner has provided us as a
9 demonstrative aid today?

10 A Yes, it is.

11 MR. WAHLEN: Commissioner Clark, we would ask
12 that Revised Document 1 of Sharon Harrell's exhibit and
13 Document 2 of Sharon Harrell's exhibit be identified as
14 a composite exhibit.

15 CHAIRMAN CLARK: They will be identified as
16 Composite Exhibit 5.

17 (Composite Exhibit No. 5 marked for
18 identification.)

19 Q (By Mr. Wahlen) Ms. Harrell, would you
20 please summarize your testimony?

21 A Yes. United conducted two traffic studies on
22 the route between Groveland and the Orlando, Windermere,
23 and Winter Garden exchanges. There were sufficient
24 messages per access line per month on the Groveland to
25 Orlando route; however, the frequency distribution or

1 number of subscribers making two or more calls fell
2 short of the minimum requirements of the rules to
3 qualify for balloting for flat-rate, non-optional EAS.
4 Rather, the calling patterns on the Groveland to Orlando
5 route support the implementation of calling service plan
6 ECS.

7 A non-optional plan allows high volume users
8 to benefit at the expense of low volume users. Business
9 customers generally benefit at the expense of
10 residential customers. United supports the
11 implementation of ECS rather than a non-optional plan.

12 That concludes my summary.

13 MR. WAHLEN: Thank you.

14 Ms. Harrell is available for
15 cross-examination.

16 CHAIRMAN CLARK: Do we also need to identify
17 or enter into the record the traffic study?

18 MR. WAHLEN: My understanding is that that
19 will be done during the staff's cross-examination.

20 CHAIRMAN CLARK: All right. Go ahead. Thank
21 you.

22 I'm sorry. I got ahead of you, Mr. Wagner.
23 Do you have any questions?

24 MR. WAGNER: Yes, ma'am, just a few for
25 clarification.

1 CROSS-EXAMINATION

2 BY MR. WAGNER:

3 Q Ms. Harrell, on Page 4 of your testimony, on
4 Line 11, you made some observations there, and the first
5 one says that 41 percent of the residence customers did
6 not make any calls. Am I to assume from that, then,
7 that the 59 percent did make a call?

8 A At least one call, yes.

9 Q Okay. And that is a majority, is it not?

10 A Yes, it is.

11 Q Okay. Let me ask you, are you against the
12 people in the 429 exchange being surveyed to determine
13 whether or not they want the EAS service?

14 A No, we are not. If the Commission should
15 determine that there is sufficient criteria to support
16 surveying, then we do feel that if they're going to
17 permit EAS, a survey should be conducted.

18 Q Okay. Calling your attention to Pages 8 and
19 9 of your testimony, I want to make sure I understand
20 this correctly. If the EAS service with the 25/25 was
21 approved, that had a result -- I believe you corrected
22 the figure to say \$30,648 annually of revenue impact?

23 A Based strictly on the local service revenue
24 versus the loss of access revenue, yes. That does not
25 include any cost associated with facilities.

1 Q Right, I understand that.

2 What does "revenue impact" infer? What are
3 we talking about? Is that lost profit or just total
4 revenue?

5 A This is just looking at total revenue, the
6 difference in the dollars between local service dollars
7 and access dollars.

8 Q Okay. And I'm assuming that your profit on
9 that would be considerably less; is that correct?

10 A Yes, sir.

11 Q And if I understood also, again in your
12 testimony, on Line 14 of Page 9, you indicated that if
13 they went to the ECS plan or a modified ECS plan, that
14 the annual revenue impact would actually be considerably
15 greater; is that correct?

16 A That's correct.

17 Q And again, the same question, I assume that
18 your revenue impact is not your profit?

19 A That's correct. This is simply the
20 difference between local service revenues and -- or the
21 25-cent revenue and the access revenue.

22 Q Would the investment costs that you had
23 alluded to, I think, in your earlier testimony a few
24 minutes ago -- would those be the same between both
25 plans? I'm talking about trunking charges and the

1 network costs and those things.

2 A Normally the ECS plans don't require
3 additional trunking, they don't always require that.
4 There is not normally the increase in usage that there
5 is when you implement EAS.

6 Q On Page 6 of your testimony, you talk
7 about -- and let me get the correct line -- on Line 6 of
8 Page 6 -- actually Line 4 -- you talk about our
9 traditional community of interest factors. You would
10 agree that those are not the only community of interest
11 factors, would you not?

12 A Yes, I would agree with that. These are just
13 the ones that normally are brought before the Commission
14 for review.

15 Q And am I correct -- again historically, do
16 you know whether or not the Commission has allowed full
17 cost recovery on routes on which the flat EAS was
18 approved?

19 A It's my understanding that normally full cost
20 recovery is not allowed.

21 Q Now, I think earlier in the day the
22 Commission Staff, I think, had indicated that there was
23 a problem with the interLATA or the possibility of the
24 interLATA routes. Is it possible that if the Commission
25 were to say they went for one of the others, other than

1 the Extended Area Service plan, isn't it possible that,
2 in essence, it would be denying a kind of toll relief
3 to this exchange?

4 MR. WARLEN: To the extent that that calls
5 for interpretation of all the federal laws, I'll object,
6 but if she can answer, I don't have any objection with
7 that.

8 A I don't know that it would be a full denial.
9 It certainly would cause a delay to the customers.

10 MR. WAGNER: I don't have any further
11 questions.

12 CHAIRMAN CLARK: Thank you. Staff.

13 MR. PIERSON: Thank you, Madam Chairman.

14 CROSS-EXAMINATION

15 BY MR. PIERSON:

16 Q Mr. Wagner just referred you to Page 9 and
17 that \$85,000 in lost revenue. Would you agree that that
18 is without stimulation?

19 A Yes, it is.

20 Q And would you also agree that on most ECS
21 routes there is stimulation?

22 A Yes, there is.

23 Q Do you have any estimate of what the
24 stimulation might result in?

25 A No, I don't.

1 CHAIRMAN CLARK: Ms. Harrell, is that because
2 you haven't looked at it or have you looked on it at any
3 other -- do you have access to any other data where some
4 ECS has been implemented to determine what the
5 stimulation has been?

6 WITNESS HARRELL: We certainly have access.
7 I just did not look at that.

8 CHAIRMAN CLARK: Okay.

9 Q (By Mr. Pierson) Is that a figure you could
10 arrive at?

11 A Yes, I believe we could.

12 MR. PIERSON: Could we get that as a late-
13 filed exhibit?

14 CHAIRMAN CLARK: Let me be sure, Mr. Pierson.
15 You would like them to estimate the revenue impact --
16 estimate what the stimulation would be in the revenue
17 impact if an ECS plan is ordered for this route; is that
18 correct?

19 MR. PIERSON: That's correct.

20 CHAIRMAN CLARK: Do you understand what we're
21 looking for?

22 WITNESS HARRELL: Yes.

23 CHAIRMAN CLARK: That will be marked as -- I
24 think it's Late-Filed Exhibit 6.

25 MR. PIERSON: Thank you.

1 Q (By Mr. Pierson) May I refer you to your map
2 that's attached to your testimony? And in your
3 testimony, you stated that including the Windermere
4 exchange to avoid leap-frogging, only the southernmost
5 portion of the Clermont exchange would be leap-frogging
6 through Windermere; isn't that correct?

7 A The southernmost portion of the Groveland
8 exchange?

9 Q Yeah, I'm sorry. Groveland exchange.

10 A Yes.

11 Q Thank you. Isn't it more like about
12 50 percent, according to that map, roughly? In fact, it
13 looks to me like it might even be more than 50 percent.

14 MR. PIERSON: That's Document Number 2
15 attached to her testimony.

16 A I would agree with your statement.

17 Q (By Mr. Pierson) Do you still believe, then,
18 that Windermere should not be included to avoid
19 leap-frogging?

20 A Yes, we do.

21 Q Can you explain that a little further?

22 A One of the other items we looked at was
23 that -- where it's located in reference to some of the
24 major routes, and Route 50 is considered a major route
25 for Orlando. It is about through the center of Orlando.

1 And Windermere is south of Route 50.

2 Also we looked at the calling, the traffic
3 studies themselves, for the traffic between the
4 Groveland and Windermere exchange. In neither direction
5 did it support any type of demand for calling.

6 Q Do those traffic patterns have anything to do
7 with leap-frogging?

8 A No, they would not. It's just a toll call
9 between those two points so that there would be no
10 leap-frogging issue there at this point.

11 COMMISSIONER KIESLING: Excuse me. Let me
12 ask a question to clarify that. If I understood from
13 the customer testimony that I heard this morning, the
14 Clermont exchanges had been given some kind of toll
15 relief. I assume it's EAS, but I'm not sure. Is that
16 the entire Clermont area as delineated on the map?

17 WITNESS HARRELL: Yes.

18 COMMISSIONER KIESLING: And as part of that,
19 was Windermere included in the Clermont EAS?

20 WITNESS HARRELL: Yes, it was.

21 COMMISSIONER KIESLING: Thank you.

22 Q (By Mr. Pierson) I realize this is outside
23 the scope of your testimony, but I'm going to ask it
24 anyway, subject to objection. Do you have any
25 explanation about how Mr. Fulmer was originally given a

1 394 telephone number?

2 A Nothing that I can corroborate. I did
3 investigate that. I understand now from his testimony
4 why I couldn't find anyone named Skip Baker, because
5 he's no longer with the company. But we did try to
6 check that out. I did check on the number to see if it
7 had been assigned to him at one time. Unfortunately,
8 with the electronic systems we have, now the number,
9 since August of '95, is working for another customer, so
10 the previous history is not available to me, so I could
11 not -- I could not find any way to either corroborate or
12 disprove the statements.

13 Q What happened to Mr. Baker?

14 A I don't know. They have no record. We have
15 a lot of Bakers, but I couldn't find anyone named
16 "Skip," nor could I find anyone who knew anyone by that
17 name that worked this area, so I really had no luck at
18 all in trying to get any facts on it.

19 The other thing we did do was go into our
20 systems that the service representatives use on line
21 when a customer calls for a new service, and we had
22 several of them key in the address of American Way, and
23 each and every time it came up, it was showing the
24 Groveland exchange. That's not to say there might not
25 have been a problem that's been corrected, but that's --

1 that was tested as well.

2 COMMISSIONER JOHNSON: Are you testifying
3 that there is no one in the company that can corroborate
4 or verify, because I thought he testified that he had
5 spoken with other representatives of United with respect
6 to the problem. Are you saying that there's no one at
7 the company now that is aware or was aware of the
8 problem?

9 WITNESS HARRELL: There were others who
10 stated that they knew that Mr. Fulmer had thought he had
11 the same calling scope as Clermont, but they could not
12 corroborate with me that it was because he thought he
13 was in Clermont. It was simply understood that his
14 location had that same calling scope. But I couldn't
15 verify anything more than that.

16 COMMISSIONER JOHNSON: So what you can't
17 verify is that he was given that 394-0000 number?

18 WITNESS HARRELL: And it's such an odd number
19 that we really don't doubt that. We simply wanted to be
20 able to verify it for the record, but I could not do
21 that.

22 CHAIRMAN CLARK: Mr. Pierson.

23 MR. PIERSON: Yes, thank you.

24 I'm having Ann hand out a copy of the traffic
25 study that we have already alluded to. It is a

1 confidential document.

2 CHAIRMAN CLARK: All right. The confidential
3 traffic study will be marked as Exhibit 7.

4 (Exhibit No. 7 marked for identification.)

5 MR. PIERSON: And I just want to remind all
6 the parties that numbers and things like that should not
7 be spoken aloud.

8 CHAIRMAN CLARK: Do you have any further
9 questions of this witness?

10 MR. PIERSON: Yes.

11 Q (By Mr. Pierson) Ann and I, as well as the
12 panel up here, all have pretty much inherited this case.
13 I understand there was a supplemental traffic study that
14 was performed.

15 A That's correct.

16 Q Was that filed with the Commission?

17 A It was my assumption that it was, yes. I'll
18 have to verify that.

19 MR. PIERSON: I would like to have that
20 included as part of this exhibit, or maybe even a
21 separate one, since --

22 CHAIRMAN CLARK: Why don't we make it a
23 separate exhibit, a late-filed exhibit.

24 MR. PIERSON: Yes. If we have it at the
25 Commission, we'll just inform Records that that's part

1 of the record.

2 And if not, could you get a copy of that to
3 us?

4 WITNESS HARRELL: Yes.

5 CHAIRMAN CLARK: Late-Filed Exhibit Number 8
6 will be a subsequent traffic study done for the same
7 routes as covered in the traffic study in Exhibit 7.
8 Okay.

9 Q (By Mr. Pierson) Ms. Harrell, did you
10 perform this traffic study?

11 A No, I did not.

12 Q Was it performed under your supervision?

13 A It was performed prior to my coming to this
14 department.

15 Q Are you familiar with it?

16 A Yes, I am.

17 Q Can you pretty much attest to the numbers
18 that are used therein?

19 A Yes.

20 Q Would you turn to the two-way study, the
21 Schedule 2? It's after the cover page; it's the second
22 page. Line Number 1, Column G -- is that correct?

23 A The study that I reviewed had -- the second
24 study had dot-48 on the study that I reviewed.

25 Q Didn't you give another -- didn't you say it

1 was 51 percent in your testimony?

2 A That was, the number of customers making one
3 or more calls was higher. This is two or more.

4 Are you asking to when he referred to the
5 information on mine that there were customers that made
6 no calls, therefore that meant that 50-some percent
7 made --

8 Q Yeah, I was referring to Mr. Wagner's
9 question.

10 A That meant they made at least one call. This
11 is -- the 47 percent is two or more calls. Is that what
12 the question is?

13 Q Let me check just a second here.

14 COMMISSIONER KIESLING: Well, while he's
15 checking right here, I'm looking at Schedule 2, which is
16 the one he told me to look at, and I don't see the
17 percentage that you just gave on there.

18 WITNESS HARRELL: It's on Schedule 1.

19 COMMISSIONER KIESLING: Okay. Well, he had
20 asked about Schedule 2. That's why I was trying to get
21 clear.

22 WITNESS HARRELL: Schedule 2 is making one or
23 more calls, right?

24 COMMISSIONER KIESLING: No.

25 MR. PIERSON: Yes.

1 COMMISSIONER KIESLING: Yes. Yes.

2 CHAIRMAN CLARK: All right. Ms. Harrell,
3 she's with us now.

4 COMMISSIONER KIESLING: I'm here.

5 Q (By Mr. Pierson) You stick by that number,
6 though, in Column G; is that correct?

7 A The traffic study would be correct, yes.

8 MR. PIERSON: Thank you. That's all I have.

9 MR. WAHLEN: We'd move Exhibit 5.

10 CHAIRMAN CLARK: You don't have any redirect?

11 MR. WAHLEN: No redirect.

12 CHAIRMAN CLARK: All right. Mr. Carver, I'm
13 sorry, did you have any questions?

14 MR. CARVER: No, ma'am; no questions.

15 CHAIRMAN CLARK: Okay. Exhibit 5 and
16 Exhibit 7 will be entered in the record without
17 objection.

18 MR. PIERSON: Thank you.

19 CHAIRMAN CLARK: And, Mr. Wahlen, when can we
20 have Late-Filed Exhibit 6 and Late-Filed Exhibit 8?

21 MR. WAHLEN: Ten days.

22 CHAIRMAN CLARK: Okay. And they will be
23 subject to objection at that time, but they will be
24 entered in the record, subject to objection, at this
25 point.

1 Thank you, Miss Harrell. You're excused.

2 WITNESS HARRELL: Thank you.

3 CHAIRMAN CLARK: That concludes our
4 testimony, does it not?

5 MR. PIERSON: I believe so.

6 CHAIRMAN CLARK: Is there anything further we
7 need to take up at this time?

8 MR. WAHLEN: I just have one thing. I do
9 have extra copies of Ms. Harrell's revised documents for
10 any members of the public that would like a copy of it.

11 CHAIRMAN CLARK: Okay. Thank you,
12 Mr. Wahlen.

13 Well, that concludes the technical portion of
14 our hearing. We will reconvene here at six o'clock to
15 take further public testimony on this proceeding.

16 Thank you very much.

17 (Hearing recessed at 1:52 p.m.)

18 - - - - -
19 (Transcript continues in sequence in
20 Volume 2.)

21

22

23

24

25