

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of :  
Proposed amendment to Rule :  
24-4.110, F.A.C., Customer :  
Billing for Local Exchange :  
Telecommunications Companies: :  
(cramming and truth in :  
billing.) :

UNDOCKETED



PROCEEDINGS:       **RULE DEVELOPMENT WORKSHOP**  
Tallahassee, Florida

BEFORE:            COMMISSIONER J. TERRY DEASON  
                      COMMISSION SUSAN F. CLARK,  
                      COMMISSIONER JULIA L. JOHNSON  
                      COMMISSIONER E. LEON JACOBS, JR.

DATE:               **Tuesday, February 16, 1999**

TIME:               Commenced at 6:05 p.m.  
                      Concluded at 6:40 p.m.

PLACE:             Betty Easley Conference Center  
                      Room 148  
                      4075 Esplanade Way  
                      Tallahassee, Florida

REPORTED BY:       JOY KELLY, CSR, RPR  
                      Chief, FPSC Bureau of Reporting

DOCUMENT NUMBER-DATE  
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1 **IN ATTENDANCE:**

2 **DIANA CALDWELL**, FPSC Division of Appeals.

3 **RICK MOSES** and **ANN SHELFER**, FPSC Division of  
4 Communications.

5 **DICK DURBIN**, FPSC Division of Consumer  
6 Affairs.

7 **CHARLIE BECK** AND **EARL POUCHER**, Office of  
8 Public Counsel.

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**I N D E X**

**WITNESSES**

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**P R O C E E D I N G S**

(Workshop convened at 6:05 p.m.)

**COMMISSIONER DEASON:** We'll call the workshop to order. Could I have the notice read, please?

**MS. CALDWELL:** Notice was given in the January 23rd, Florida Administrative Weekly, that a rule development workshop related to customer billing will be held at the Betty Easley Conference Center, 4075 Esplanade Way in Tallahassee, Florida at 6 p.m.

**COMMISSIONER DEASON:** Thank you.

Appearances.

**MR. BECK:** My name is Charlie Beck. Also with me this evening is Mr. Earl Poucher in the audience. We're with the Office of Public Counsel, 111 West Madison Street, Room 812, Tallahassee, Florida.

**MS. CALDWELL:** Diana Caldwell, Senior Attorney, Division of Appeals, Public Service Commission.

**COMMISSIONER DEASON:** Thank you.

Let me take this opportunity to welcome everyone to the workshop this evening. We appreciate you're taking your time to come and share your viewpoints with us.

1           The purpose of this workshop is to hear from  
2 members of the public concerning their experiences  
3 with what has commonly been referred to as cramming,  
4 which is the practice of placing unauthorized charges  
5 on one's telephone bill.

6           We're here to get input from you concerning  
7 experiences with this problem, and suggestions to the  
8 Commission to address this problem. This is a  
9 preliminary step for the Commission ultimately to go  
10 to a formal rulemaking proceeding. We're at the  
11 information gathering stage in this process. This is  
12 the fourth of six workshops the Commission will be  
13 holding through the state.

14           We have prepared a video presentation which  
15 I think is approximately seven to eight minutes long.  
16 This presentation provides a lot of background  
17 information and is in a question-and-answer format.  
18 We think it's very informative. And if now is an  
19 appropriate time, we will view that presentation.  
20 (Video presentation viewed.)

21           **COMMISSIONER DEASON:** Okay. Thank you.

22           Let me announce that members of our staff  
23 are seated to the table to my left, your right.  
24 Ms. Caldwell introduced herself earlier. If any of  
25 you have any questions, if you wish to speak to

1 someone one-on-one, any of those members of our Staff  
2 would be more than glad to assist you. Mr. Durbin is  
3 also seated at the table. Mr. Durbin, raise your  
4 hand. (Complies) He's also available to assist  
5 customers in matters. Mr. Beck, from Public Counsel's  
6 Office, he introduced himself earlier. He's appointed  
7 by the Legislature to represent consumers in matters  
8 before the Commission. He has been, and continues to  
9 be, actively involved in the cramming and slamming  
10 issues at the Commission. And Mr. Poucher and his  
11 office, his hand is raised, he's also available to  
12 assist customers with questions that you may have.

13 Let me ask our Staff, are you prepared to do  
14 a summary of the rule proposal as it now exists?

15 **MR. MOSES:** Yes, sir.

16 **COMMISSIONER DEASON:** Please proceed.

17 **MR. MOSES:** What we've tried to do -- and  
18 this is just a draft rule in its infancy and it will  
19 probably change as we see the different people come up  
20 and testify as we get more experienced with the  
21 cramming -- but what we're trying to do is put the  
22 controls of the billing system back in the customer's  
23 hands.

24 The first revision provides for a billing  
25 block option for customers to allow them to be billed

1 only by their presubscribed local, local toll and  
2 their long distance toll service providers. The  
3 telephone number would be provided by the local  
4 exchange company to its contracted billing agents.  
5 Therefore, those people would know not to bill  
6 anything other than the authorized charges.

7           Subsection 12 of the Rule is revised to  
8 incorporate the changes from the 1998 Legislature;  
9 that it defined the information services as 900 and  
10 976 numbers. However, this definition of information  
11 services is somewhat limited.

12           Subsection 14 is the Truth in Billing  
13 Section of the Rules. It's added to prohibit  
14 misleading or unclear advertising that may induce  
15 callers to be use the service and then be charged for  
16 hidden fees later.

17           There's a new rule that's been put in which  
18 requires the customer service number to be answered.  
19 It requires the companies to maintain and answer their  
20 toll free customer service number for customers to be  
21 able to contact the company for further information on  
22 the service they may or may not have used. It also  
23 requires that all advertisements not be misleading,  
24 and that all rates and surcharges be disclosed to the  
25 caller.

1           That's the summary of the rules.

2           **COMMISSIONER DEASON:** Thank you, Mr. Moses.

3           Let me review for a moment the procedure  
4 we're going to follow. All of those members of the  
5 public who wish to make a statement to the Commission,  
6 you need to have signed in. And Mr. Beck has names of  
7 those persons who wish to make a statement. When he  
8 calls your name, we ask that you come forward to the  
9 table to my right. You'll notice there's a court  
10 reporter also seated at that table. Your comments  
11 will become part of the record. So that our comments  
12 can become part of the record, it's necessary you be  
13 sworn in as a witness. This is not meant in any way  
14 to intimidate, but it's just a procedural matter which  
15 we have to follow.

16           So in a moment I'm going to ask all members  
17 of the public who do wish to testify to stand and  
18 raise your right hand and be sworn in. Let me ask, are  
19 there any other preliminary matters before we hear  
20 from the public?

21           **MS. CALDWELL:** No, sir.

22           **COMMISSIONER DEASON:** Okay. I'm going to  
23 ask then, all members of the public who wish to make a  
24 formal statement to please stand and raise your right  
25 hand.



1 (Witnesses collectively sworn.)

2 Mr. Beck, you may call your first witness.

3 **MR. BECK:** Thank you, Commissioner Deason.

4 First witness is Janice Cooper Jones.

5 **COMMISSIONER DEASON:** If you could, just  
6 begin by giving us your name for the record and your  
7 address, please, and then you may proceed with your  
8 statement.

9 - - - - -

10 **JANICE COOPER JONES**

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

14 **DIRECT STATEMENT**

15 **WITNESS JONES:** My name is Janice Cooper  
16 Jones, 2901 Marie Street, Tallahassee, Florida.

17 I live with my dad. He's hearing impaired.  
18 And he got his bill one day last week and it had  
19 USP&C, Inc. in the Sprint bill, and he was not sure  
20 what it was. So I called the company and the company  
21 said that it was phone use. Well, they couldn't  
22 explain to me what the phone use was about. So that  
23 night -- no, the next day my dad asked my brother  
24 about it and he says I don't know nothing about it.  
25 But we called and they recorded my brother's voice and

1 his name. And my brother says, "If I agreed on the  
2 service, wouldn't they give me a number to use?" But  
3 they didn't. And they really could not explain to us  
4 on what was going on with that.

5 And I feel like that we've been slammed.  
6 And I think also Sprint should be able to regulate the  
7 billing on who they use -- bill for, and have more  
8 authority on who can authorize on having any services  
9 on their billing. And that's all I have to say.

10 **COMMISSIONER DEASON:** Okay. Thank you. Let  
11 me ask a question, if you don't mind.

12 You called Sprint and they could not explain  
13 what the billing was, for example; is that correct?

14 **WITNESS JONES:** Right. And they told me to  
15 call USP&C. And USP&C couldn't really tell me what it  
16 was about except phone use.

17 **COMMISSIONER DEASON:** Did you subsequently  
18 call Sprint back to indicate that you received no  
19 valid explanation, and that you were disputing the  
20 charge?

21 **WITNESS JONES:** I went Saturday and talked  
22 to them and they kind of hem-hawd around.

23 **COMMISSIONER DEASON:** So right now it's not  
24 been resolved; is that correct?

25 **WITNESS JONES:** Well, I didn't pay. I just

1 paid my regular phone bill -- well, my dad's phone  
2 bill. Dick Durbin told me, when I went to Sprint, to  
3 tell them to recourse the charges to USP&C and I told  
4 them that.

5 **COMMISSIONER DEASON:** So Mr. Durbin is aware  
6 of this and he's assisting you?

7 **WITNESS JONES:** He's working on it and he's  
8 a very helpful man.

9 **COMMISSIONER DEASON:** Okay. We're glad to  
10 hear that. We hear that quite often concerning  
11 Mr. Durbin. Commissioners, other questions?

12 **COMMISSIONER JACOBS:** When you reached the  
13 company, were they able to tell you what services they  
14 provided?

15 **WITNESS JONES:** Just voice mail.

16 **COMMISSIONER JACOBS:** And --

17 **WITNESS JONES:** No telephone number for  
18 anybody to use that voice mail.

19 **COMMISSIONER JACOBS:** Okay. And that was my  
20 next question. Did they have an account that you were  
21 associated with or any kind of tracking information  
22 for you?

23 **WITNESS JONES:** No, sir. Onliest thing they  
24 did was they recorded my brother's voice and his name  
25 and he does not remember agreeing on that service.

1           **COMMISSIONER JACOBS:** Okay.

2           **COMMISSIONER DEASON:** Did they volunteer to  
3 play that recording for you?

4           **WITNESS JONES:** Yes, sir.

5           **COMMISSIONER DEASON:** They did play that for  
6 you?

7           **WITNESS JONES:** Yes, sir.

8           **COMMISSIONER DEASON:** There was no  
9 indication he was subscribing to a service? He did  
10 not say yes, he wants a certain service at a certain  
11 rate?

12           **WITNESS JONES:** Onliest thing I can remember  
13 is him saying is Andy Cooper. That's all.

14           **COMMISSIONER DEASON:** Does Staff have any  
15 questions? Mr. Beck?

16                           **EXAMINATION**

17 **BY MR. BECK:**

18           **Q**     How much was the charge for?

19           **A**     \$46.14.

20           **MR. BECK:** Thank you.

21           **COMMISSIONER DEASON:** I just request that  
22 you continue working with Mr. Durbin, and hopefully  
23 this matter can be resolved. And we appreciate you  
24 coming out and telling us your experience.

25           **WITNESS JONES:** Thank you.

1                   **COMMISSIONER DEASON:** Thank you. Mr. Beck.

2                   **MR. BECK:** Next witness is Ms. Surley.

3   - - - - -

4   **SURELY**

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

8   **DIRECT STATEMENT**

9                   **WITNESS SURELY:** Hi. Surely is my legal  
10 name. I only have one name. I just wanted to make  
11 sure that's clear.

12                   I actually received a letter from you  
13 because -- from whoever.

14                   **COMMISSIONER DEASON:** From the Public  
15 Service Commission?

16                   **WITNESS SURELY:** I'm sorry. I'm real  
17 unclear about who is who.

18                   **COMMISSIONER DEASON:** We're the members of  
19 the Commission sitting up here, and our staff is  
20 seated to the left. And please don't be nervous.  
21 We're here to hear from you. Just be calm and at  
22 ease. We're here to hear what you have to say.

23                   **WITNESS SURELY:** Well, I received a letter  
24 because this last year I had been crammed.

25                   The way it began -- actually, I didn't

1 remember all of the letters of the name of this  
2 company that came on the bill, but when I heard your  
3 previous witness say USP&C, it's now coming back to  
4 me.

5           It began because I had seen a commercial on  
6 television that said -- I don't know, it costs so much  
7 a month and you get your dogs to go to the vet twice a  
8 year. And it was like a dog insurance company or  
9 something, and I was just curious. So I called the  
10 800 number to find out what it was about. I got a  
11 recording. I left my name and my address. I didn't  
12 leave my husband's name, which is the name on our  
13 phone bill. And when the recording asked for the  
14 phone number I hung up.

15           Soon after that, about the same time that I  
16 received my next phone bill, I also received a letter  
17 from this pet insurance company that said, "Here's  
18 your nice little plastic card and this is what you get  
19 for \$10 a month. And we're billing you in your phone  
20 bill." And I called the company and I called Sprint  
21 and told Sprint I wasn't paying it. Whenever it got  
22 cleared up, they would be able to take it off their  
23 records but it wasn't coming from me.

24           I called the company. They were pretty  
25 stupid about the whole thing. They had no idea why I

1 was being billed, but they were sure it was a valid  
2 bill and they'd go ahead and look into it.

3 I didn't receive any information from them.  
4 But when I called Sprint I told them I would call the  
5 Commission and report it all. So eventually it got  
6 cleared up.

7 I received a letter from the Commission that  
8 explained to me this was being taken care of and  
9 Sprint would be taking it off the bill; that this  
10 company was being notified. And then I got a very  
11 confused letter from the company that said they  
12 weren't to blame; somebody else caused it, but they'd  
13 make sure it wasn't going to be billed to me anymore.  
14 I received, I think, two bills with it on it and  
15 refused to pay either one.

16 **COMMISSIONER DEASON:** The letter indicating  
17 that it was not their fault and that you wouldn't be  
18 billed again, that letter was from whom?

19 **WITNESS SURELY:** My understanding was that  
20 that letter was from the dog insurance company. I'm  
21 not sure. And I think they were blaming USP&C, or it  
22 was from USP&C and they were blaming this other  
23 company. I'm really not -- it was a very confusing  
24 letter. But as the Commission had told them, they  
25 should not be billing me, they decided they wouldn't

1 and they wouldn't charge me for the previous two  
2 months that they had. So that was pretty much the end  
3 of that.

4 I believe that many people -- and I'm  
5 thinking of probably my father, my husband's father --  
6 would never understand in their bill that USP&C -- it  
7 says USP&C fee, or charge. That is something that  
8 doesn't belong there.

9 I'm one of those people that calls the phone  
10 company every month and says, "What is this? What is  
11 this? What is this?" That's the only way I found out  
12 it was something that didn't belong in my bill.

13 So my concern is for the people that are  
14 getting billed that don't look at their bills, that  
15 don't even realize, because the bills are very  
16 confusing -- this is one of my great concerns -- the  
17 bills have become so confusing we don't know how to  
18 look for something that doesn't belong there.

19 I guess I would feel that it's important  
20 that I have a say in what's being charged to me. And  
21 that if that means blocking or freezing anything  
22 that's not supposed to be there -- and if I want  
23 somebody to charge me on my phone company, I have to  
24 give written notice to the phone company, or I have a  
25 password, code or whatever that can do that. It's



1 inconvenient but it's necessary. It would probably  
2 stop all of that, you know, from happening.

3 I guess that's all that I have. My biggest  
4 concern is that the phone company present us with a  
5 bill that's easy to read so we even know that we're  
6 being crammed.

7 **COMMISSIONER DEASON:** We appreciate that.

8 The process we're involved with here is  
9 ultimately to lead to a rule proceeding. And Staff  
10 reviewed a proposal that they are working on. And I  
11 think both of you have comments, I think, would be  
12 addressed by Staff's proposal. One would be to have  
13 the billing be clear as to exactly what the service is  
14 and not be misleading as to that. And, also, I think  
15 there would be an option for a freeze to eliminate the  
16 possibility of such charges appearing on the bill.  
17 And I think that's the two points that you indicated  
18 you would like to see.

19 Are there other questions, Commissioners?

20 **COMMISSIONER JACOBS:** Have you spoken with  
21 your brother? Does he recall how this transaction  
22 occurred?

23 **WITNESS SURELY:** Who?

24 **COMMISSIONER JACOBS:** You indicated -- I'm  
25 sorry, that was a lady previous.

1           **WITNESS SURELY:** This transaction, I know  
2 how it occurred.

3           **COMMISSIONER JACOBS:** I'm sorry.

4           **WITNESS SURELY:** I called an 800 number. I  
5 gave them my address and they found the phone number,  
6 husband's name and went from there.

7           **COMMISSIONER JACOBS:** Do you recall how they  
8 found the phone number? Do you know how they found  
9 out the phone number?

10           **WITNESS SURELY:** I didn't ask anybody. I  
11 assumed that's probably -- isn't there reverse  
12 directories everywhere?

13           **COMMISSIONER CLARK:** We may have caller ID.

14           **COMMISSIONER JACOBS:** Of course.

15           **WITNESS SURELY:** I actually don't have  
16 caller ID.

17           **COMMISSIONER CLARK:** No, but they would.

18           **WITNESS SURELY:** Now I'm blocked. I also  
19 have an issue with this caller ID thing and I have a  
20 block on mine. So can they get my number any way if  
21 they are an 800 number?

22           **COMMISSIONER CLARK:** My recollection is that  
23 line blocking is not available to everyone.

24           **MR. MOSES:** Line blocking would have to be  
25 dialed as an access code before every call, and the

1 only other people --

2           **WITNESS SURELY:** There's a little device you  
3 can buy to put on your line as it comes into your  
4 home.

5           **MR. MOSES:** I don't think that would  
6 function properly to block the call where they could  
7 not identify the automatic number identification.

8           **WITNESS SURELY:** It blocks it to other  
9 people I know with line blocking but maybe because  
10 it's an 800 number.

11           **MR. MOSES:** Right.

12           **WITNESS SURELY:** I also would like to see  
13 line blocking available. I'm from Washington state.  
14 You just call the phone company and say, "I'm not into  
15 this," and they don't let your number come up on  
16 people's ID.

17           **COMMISSIONER JACOBS:** The only restriction  
18 for the telemarketer -- well, I guess there's no  
19 restriction on them acquiring the number, but the only  
20 restriction as to calling would be the statute that  
21 deals with that, I guess. I guess my question then  
22 becomes what good does that do if they can get your  
23 number and sell it?

24           **MR. MOSES:** The statute addresses the  
25 900/976 information-type things, so if you called one

1 of those and they were to strip off our ANI off of the  
2 line they couldn't charge you for it just because they  
3 pulled that number off. You would have to consent to  
4 that. But otherwise it doesn't do a whole lot of  
5 good.

6 **COMMISSIONER CLARK:** And when we consider  
7 those rules we concluded that line blocking should  
8 only be available to law enforcement and certain  
9 social services, such as, I guess, homes for abused  
10 people, and things like that. We chose a different  
11 route in Florida --

12 **WITNESS SURELY:** I understand that.

13 **COMMISSIONER CLARK:** -- with respect to  
14 blocking that ID. But we did have lots of hearings.

15 **WITNESS SURELY:** I don't agree with your  
16 conclusion. Not at all.

17 **COMMISSIONER CLARK:** I'm aware that other  
18 states have done it otherwise.

19 **WITNESS SURELY:** Can you explain to me why?  
20 Why not let us block our lines. If we think --  
21 Constitutionally, you know -- I believe that it's  
22 important that I have freedom of speech. It's also  
23 important that I have freedom of privacy. I don't  
24 believe that my name and my phone number should get  
25 displayed anywhere until that person picks up the

1 phone. I don't have the right to say that in Florida.

2 **COMMISSIONER CLARK:** What I'd rather do is  
3 sort of not give my version of the Commission's  
4 rationale on that, but we do have the order, the  
5 rulemaking, where we set out our consideration of the  
6 arguments pro and con on that and why we chose the  
7 particular route we did.

8 **MR. MOSES:** One thing to keep in mind, if  
9 you're making a call to an 800 number or any type of  
10 marketing service that you suspect may be going to use  
11 your number, you can dial a number previous to dialing  
12 it to block your ANI from being processed, and that's  
13 listed in the front of your telephone book. It will  
14 tell you the access code to dial; it's a \*68 or \*67.

15 **WITNESS SURELY:** Is there a charge?

16 **MR. MOSES:** There's no charge. And that's a  
17 per-call block. That's not permanent or anything.  
18 It's for that call. But that would block that for  
19 you.

20 **WITNESS SURELY:** Okay. And that works on  
21 the 800 numbers?

22 **MR. MOSES:** Yes, it does.

23 **WITNESS SURELY:** Because I am blocked  
24 everywhere else. That's what I don't understand is  
25 why I'm not blocked there?

1                   **COMMISSIONER CLARK:** You know, I'm not  
2 comfortable that you may be blocked everywhere else  
3 but on the 800 number, and I would ask Mr. Durbin to  
4 kind of talk to you and make sure so that you don't  
5 think you're blocked to other people when, in fact,  
6 you're not.

7                   **WITNESS SURELY:** I know that my daughter  
8 has -- she different than me, yeah, she has ID and she  
9 doesn't get my number.

10                   **COMMISSIONER CLARK:** Is she local?

11                   **WITNESS SURELY:** No. Although she's -- her  
12 phone states -- she lives in Arizona -- her phone  
13 states that she doesn't receive blocked calls so I  
14 have to dial \*82. So I'm assuming --

15                   **COMMISSIONER CLARK:** What does \*82 do?

16                   **WITNESS SURELY:** \*82 then eliminates my  
17 block and allows her to read that it's from me.

18                   **COMMISSIONER CLARK:** And you say you have a  
19 device; you've installed a device on your phone?

20                   **WITNESS SURELY:** Yes. You get them at  
21 Wal-Mart, \$7 I think. You put it on the line, one of  
22 the incoming lines, and that's it. It blocks  
23 everything in your home.

24                   **COMMISSIONER CLARK:** It must, when it hears  
25 the dial tone -- it must be an automation of that \*67.

1 It must do it every time you pick it up.

2           **WITNESS SURELY:** Yeah. You have to listen  
3 for the dial tone. There's a beeping and then there's  
4 four dial tone signals and then you hear the dial  
5 tone. And so my concern is because this won't block  
6 me to 800, would the other one?

7           **MR. MOSES:** The only thing I can think of is  
8 that device may be sensitive to the dialing pattern.  
9 And because it's an 800 number, they may not have that  
10 device programmed to where it does that it for 800  
11 numbers. You might want to check the instructions on  
12 it or check with the vender that sold it. Because it  
13 may be just looking for a "1" and an area code or  
14 something else. I don't know. It doesn't sound like  
15 --

16           **WITNESS SURELY:** I know in Washington state,  
17 even though the phone company would block us if we  
18 called, 800 numbers were not part of that. They were  
19 still -- we weren't blocked to them.

20           **COMMISSIONER DEASON:** Of course, if they had  
21 your address and your last name they probably could  
22 have gone to another resource and gotten the telephone  
23 number even if your caller ID --

24           **WITNESS SURELY:** Actually, they had my name,  
25 which is not on the phone bill; they just had the

1 address. There must be a reverse directory that would  
2 allow them to find it.

3 **COMMISSIONER DEASON:** Any other questions?  
4 Ms. Caldwell.

5 **EXAMINATION**

6 **BY MS. CALDWELL:**

7 Q You mentioned that you called the phone  
8 company pretty much every month to inquire. Are there  
9 different charges on there, on the bill, that you want  
10 to find out about? And then how helpful are they?

11 A Well, I'm not with Sprint anymore because  
12 they were not helpful. I'm with KMC, I think, is the  
13 new local company here. And my phone bill is very  
14 consistent. But what's happened is I have separated  
15 my long distance company from my local company. And  
16 my bill is the same every month. There's not been a  
17 problem since I separated that and since I got out of  
18 Sprint, actually.

19 Q Also, at the time that you filed the  
20 complaint with the Commission, did you provide them  
21 with any information as far as -- did you give them  
22 copies of these letters?

23 A I believe it's possible I may have faxed  
24 something to them, because I received this  
25 notification in the mail or I may have just given



1 them -- I'm sorry, I really am not sure.

2 Q Okay. Did you ever call USP&C or did you  
3 just call the insurance company?

4 A I can't tell you for sure whether I called  
5 USP&C or I called the insurance company. I called an  
6 800 number that was provided. Hhum. It must have  
7 been the dog company because I think it was provided  
8 in the information that they had sent me.

9 Q Through the letter. So you called them  
10 through the letter?

11 A As as soon as I got the letter I called  
12 them. Then I called Sprint and said you're going to  
13 get a bill from me and it shouldn't be happening.

14 Q Did you ask for any information from  
15 Sprint -- did you ask them for any other 800 numbers  
16 from Sprint or did you use the letter that came to you  
17 separately?

18 A I'm not sure. I'm sorry. It's possible I  
19 did get an 800 number from them and I can't remember.

20 Q Thank you.

21 **COMMISSIONER DEASON:** Thank you. Mr. Beck?

22 **MR. BECK:** Ms. Surely was the last witness,  
23 Commissioner.

24 **COMMISSIONER DEASON:** Okay. Let me ask, are  
25 there any other members of the public who have not

1 signed up but who do wish to make a statement, if  
2 you'll please stand. (No response)

3 Let the record reflect there are no other  
4 members of the public who wish to make a statement.

5 Staff, can you bring us kind of up-to-date  
6 where we are at this point and what the procedure is  
7 that we'll follow in this process?

8 **MS. CALDWELL:** Currently there are three  
9 more workshops scheduled. The next one will be in  
10 West Palm Beach, March the 8. The following, Tampa,  
11 will be April the 6th, I think, and then April the 7th  
12 will be Orlando. That will wrap up the consumer  
13 position of it. I think we intend to have one more  
14 workshop with the industry at that time that we can  
15 really sit down and have a different draft of the  
16 rules that we can discuss with the industry. And then  
17 the Staff will then be writing a recommendation and  
18 proposing these rules to the Commission.

19 **COMMISSIONER DEASON:** In closing, let me  
20 indicate that the information sheet entitled "Special  
21 Report," that the last page of that -- it is printed  
22 on yellow paper, the last page of that is designed so  
23 that it can be detached. And if you wish to provide  
24 some written comments to the Commission, you can avail  
25 yourself of that; simply dettach that page, provide

1 your comments, fold it and mail it to the Commission.  
2 You also can call the Commission if you think of  
3 anything that you wish to share with us.

4           Is there anything else to come before the  
5 Commission at this time? Very well. Appreciate your  
6 attendance and provision. This workshop is now  
7 adjourned.

8           (Whereupon, the workshop concluded at  
9 6:40 p.m.)

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1 STATE OF FLORIDA)  
2 COUNTY OF LEON )

## CERTIFICATE OF REPORTER

3 I, JOY KELLY, CSR, RPR, Chief, Bureau of  
4 Reporting, Official Commission Reporter,

5 DO HEREBY CERTIFY that the Rule Development  
6 Workshop was heard by the Florida Public Service  
7 Commission at the time and place herein stated; it is  
8 further

9 CERTIFIED that I stenographically reported  
10 the said proceedings; that the same has been  
11 transcribed by me; and that this transcript,  
12 consisting of 27 pages, constitutes a true  
13 transcription of my notes of said proceedings.

14 DATED this 22nd day of February, 1999.

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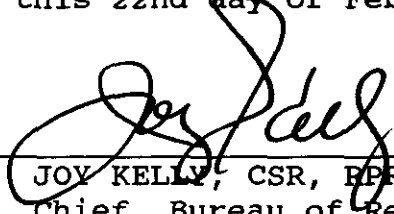
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JOY KELLY, CSR, RPR  
Chief, Bureau of Reporting  
Official Commission Reporter  
(850) 413-6732

\$	answered 7/18 Appeals 2/2, 4/19 Appearances 4/12 appointed 6/6 appreciate 4/23, 12/23, 17/7, 27/5 appropriate 5/19 April 26/11 area 23/13 arguments 21/6 Arizona 22/12 assist 6/2, 6/4, 6/12 assisting 11/6 associated 11/21 ATTENDANCE 2/1, 27/6 Attorney 4/19 audience 4/15 authority 10/8 authorize authorized 7/6 automatic 19/7 automation 22/25 available 6/4, 6/11, 18/23, 19/13, 20/8	26/18, 26/24, 27/1, 27/2, 27/5, 28/3, 28/5 Commissioner's 21/3 COMMISSIONER 1/13, 1/14, 1/15, 4/3, 4/11, 4/21, 5/21, 6/16, 8/2, 8/22, 9/3, 9/5, 10/10, 10/17, 10/23, 11/5, 11/9, 11/12, 11/16, 11/19, 12/1, 12/2, 12/5, 12/8, 12/14, 12/21, 13/1, 13/14, 13/18, 15/16, 17/7, 17/20, 17/24, 18/3, 18/7, 18/13, 18/14, 18/17, 18/22, 19/17, 20/6, 20/13, 20/17, 21/2, 22/1, 22/10, 22/15, 22/18, 22/24, 23/20, 24/3, 25/21, 25/23, 25/24, 26/19 Commissioners 11/11, 17/19 Communications 2/4 Companies 1/7, 7/19 company 7/4, 7/21, 9/20, 11/13, 14/2, 14/8, 14/17, 14/20, 14/24, 15/10, 15/11, 15/20, 15/23, 16/10, 16/23, 16/24, 17/4, 19/14, 23/17, 24/8, 24/13, 24/15, 25/3, 25/5, 25/7 complaint 24/20 Complies 6/4 con 21/6 concern 16/13, 17/4, 23/5 concerns 16/16 Concluded 1/18, 20/7, 27/8 conclusion 20/16 Conference 1/19, 4/9 confused 15/11 confusing 15/23, 16/16, 16/17 consent 20/3 consideration 21/5 consistent 24/14 constitutes 28/8 Constitutionally 20/21 Consumer 2/5, 26/12 consumers 6/7 contact 7/21 continue 12/22 continues 6/8 contracted 7/4 controls 6/22 convened 4/2 COOPER 3/5, 9/4, 9/10, 9/15, 12/13 copies 24/22 correct 10/13, 10/24 costs 14/6 Counsel 2/8, 4/15 Counsel's 6/5 COUNTY 28/2 course 18/14, 23/20 court 8/9 crammed 13/24, 17/6 cramming 1/7, 5/3, 6/9, 6/21 CSR 1/22, 28/3 curious 14/9 Currently 26/8 Customer 1/6, 4/8, 7/18, 7/20 customer's 6/22 customers 6/5, 6/12, 6/25, 7/20
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