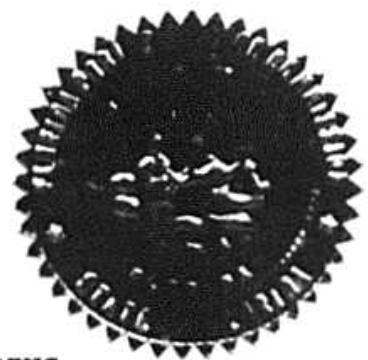


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of	:	DOCKET NO. 971058-TL
	:	
Request for review of	:	
proposed numbering	:	
plan relief for 305	:	
area code.	:	



PROCEEDINGS: KEY WEST SERVICE HEARING

BEFORE:

CHAIRMAN JULIA L. JOHNSON
 COMMISSIONER SUSAN F. CLARK
 COMMISSIONER JOE GARCIA

DATE: Friday, October 3, 1997

TIME: Commenced at 10:10 a.m.
 Concluded at 7:30 p.m.

PLACE: Marriott Casa Marina Resort
 Conch & Duck Room
 1500 Reynolds Street
 Key West, Florida

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

DOCUMENT NUMBER-DATE
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1 **APPEARANCES:**

2

3 **NANCY WHITE, LARRY WHIPPLE, TERENCE BALL,**
4 **BellSouth Telecommunications, Inc. Museum Tower**
5 **Building, Suite 1910, 150 West Flagler Street, Miami,**
6 **Florida 33130, appearing on behalf of BellSouth.**

7 **JOHN BOWMAN, Florida Public Service**
8 **Commission, Division of Legal Services, 2540 Shumard**
9 **Oak Boulevard, Tallahassee, Florida 32399-0870,**
10 **appearing on behalf of the Commission Staff.**

11 **CHARLES BECK, Office of Public Counsel, Claude**
12 **Pepper Building, Tallahassee, Florida, appearing to sponsor**
13 **the Citizens of the state of Florida.**

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I N D E X

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1 Telecommunications.

2 MR. BALL: Terence Ball, BellSouth

3 Telecommunications.

4 MR. BECK: My name is Charlie Beck, Office
5 of the Public Counsel, Claude Pepper Building,
6 Tallahassee, here to sponsor public witnesses.

7 MR. BOWMAN: John Bowman, on behalf of the
8 Commission Staff.

9 CHAIRMAN JOHNSON: My name is Julia Johnson.
10 I'm the Chairman of the Florida Public Service
11 Commission. To my left, Commissioner Joe Garcia, and
12 to my right, Commissioner Susan Clark.

13 We're here today to hear from you, the
14 public with respect to how you feel about the need for
15 the area code change and how it should be structured.
16 One of the things that we decided and thought might be
17 helpful would be to allow the Company the opportunity
18 to do a presentation, to go over the need for the area
19 code, what considerations were taken into account when
20 they developed the proposals, and Staff will also give
21 you an overview of the issues and the criteria that
22 the Commission will consider when we make our final
23 determination.

24 For purposes of background, generally when
25 we're dealing with area code issue and number

1 distribution, the companies, all of the stakeholder
2 companies, cellular, beeper, long distance and local
3 companies, they get together and look at the issue
4 once they determine that there is a shortage and there
5 will be need for change and they try to reach
6 consensus on how that change can be achieved. In this
7 instance they did reach consensus and the consensus
8 was for an overlay plan. That would require customers
9 to keep their 305, but the new area code would be
10 overlaid on top of that so that residents would have
11 perhaps more than one area code in their home or
12 business.

13 Generally they, and they did in this
14 instance, submit that consensus plan to the
15 Commission. Our involvement, or we became more
16 involved because we received comments and concerns
17 from interested consumers and interested businesses.
18 Generally, if there was no concern or if there's no
19 issue before the Commission, we would accept that
20 consensus plan because they are the stakeholders that
21 are developing these issues and dealing with an issue
22 that must be dealt with and that is a shortage of
23 numbers. But, of course, in this instance because we
24 received concerns from customers, we did open this
25 docket up and felt that it would be best that we

1 talked with the customers, understood their concerns,
2 and that we factored that into our deliberations. So
3 your comments today will be made an official part of
4 the record. So for that purpose we'll have to swear
5 you in. But your comments, your concerns, your
6 thoughts and ideas will be a part of the official
7 record upon which we can base our decision.

8 So with that in mind, if there are
9 witnesses, customers who would like to testify, I'll
10 swear the witnesses in, but I'll wait until after the
11 presentations. One of the Commissioners just
12 suggested that we may have more witnesses come in
13 after the presentation, and to give us an opportunity
14 to just do that at one time I'll wait until then.

15 So I will allow the Company, then, to begin
16 your presentation. If you have any questions
17 regarding the presentation, we'll save those to the
18 end and then allow you to address the Commission, the
19 Staff or the Company about their proposal.

20 MR. BALL: Good morning. First, as an
21 introduction here, area code -- I'll be using the term
22 NPA and NXX a lot. The NPA is the first three digits
23 of your 10-digit phone number, followed by a 3-digit
24 NXX and a 4-digit line code, as you can see in the
25 example below.

1 We received a forecast from the North
2 American Numbering Council representative indicating
3 that the area code 305 would exhaust sometime
4 September 1998. The red line you see is the limit of
5 usable numbers in the area code, and the yellow line
6 is the forecasted growth, so the industry has to make
7 some changes pretty quick.

8 Just as a little reference, just to show you
9 what is happening in the industry, this graph here is
10 the number of new area codes in North America, which
11 includes the Carribbean. As you can see from 19 --
12 excuse me -- from 1984 to about 1994 it was just one Z
13 and two Zs and then after 1994, growth in area codes
14 has been pretty much exponential.

15 The increase in area codes is the result of
16 the growth of cellular telephones, computer modems,
17 facsimile machines, multibusiness lines, pagers and
18 lines by new network providers in the marketplace.

19 Some background information, the area code
20 305 consists of 11 exchanges, showing here in color.
21 You can see Miami, it's pretty much the biggest one.

22 This slide here represents the usage of NXXs
23 in the area code 305. Dark red are the highest
24 density of NXX usage and the light ones are the lowest
25 density. You can see its pretty much densest in North

1 Dade and Central Dade.

2 So the objective here is to provide the
3 longest possible relief with our solution; minimize
4 the dialing impacts on the customers, and minimize
5 technical and operational impacts for the
6 code-holders, the industry itself.

7 Two generally investigated solutions are a
8 geographical split and an overlay, which I will
9 explain both.

10 The typical geographical split, the NPA is
11 divided into two distinct geographic areas. The goal
12 being that both geographic areas in the future reach
13 exhaust at the same time. Usually these splits are
14 done by jurisdictional, fiscal, natural boundaries.
15 The advantage of the split is that the 10-digit
16 dialing is only required where area codes differ. And
17 in a typical plan, since your splitting 50/50, 50% of
18 the call patterns would be ten digits. New additional
19 lines will always have the area code of each
20 individual split area.

21 The disadvantages is that 50% of the people
22 are going to require number changes. And as I said,
23 there are still 50% ten-digit dialing across the
24 split, and all affected customers, of the 50% of those
25 that have to change their numbers, they must change

1 their advertisements and stationery to reflect the new
2 area code. What I'd like to show you is a few
3 illustrative splits. The first few are not really
4 viable options but they are more to demonstrate some
5 of the patterns that went into the investigation. The
6 first option here is just an attempt to demonstrate
7 what would happen if we just left Miami and North Dade
8 in one area code and split off South Dade and Monroe
9 County. You can see by the differences in exhaust
10 dates, 2001 that the green area, 305 would exhaust
11 very rapidly so it wouldn't really provide the
12 solution we need. The red area would continue on for
13 quite a long time.

14 This, again, is an illustrative one. In
15 this one North Dade remains with South Dade and Monroe
16 County, and the Miami exchange is left alone. This,
17 too, does not provide needed relief. As you can see,
18 the relief, the two splits split at quite different
19 times. So the Miami exchange itself must be split.

20 And one more just to show some of the other
21 problems associated with the split, and this one here
22 is attempt made to keep all downtown areas of Miami
23 together. And what I'm demonstrating here is if you
24 pick any one of these western wire centers it will
25 split the area code into two distinct portions. While

1 there's nothing technically wrong with that, it is
2 very confusing. As you can see, there is no
3 jurisdictional or physical boundary that delineates
4 one area from another in most all of these splits so
5 far.

6 These wire centers, by the way, are the
7 areas where all BellSouth's lines come back to one
8 central location. These boundaries can't be changed.

9 So a north-south split is not viable because
10 if you pick any one of these wire centers it will
11 split the new area code into two distinct sections.
12 There was one split that came up that provides a
13 pretty good 50/50 split, and it has in some respects a
14 physical boundary, although it is by no means exact.
15 The Dolphin Expressway, 836, runs along this area
16 north or south of that line in general but not right
17 on it, and it provides a good split between the two
18 area codes. As you can see, the exhaust dates,
19 forecasted exhaust dates are equal. And the problem
20 being you can see here, this is downtown Miami right
21 where my pointer is, so downtown Miami would be split
22 in two under that circumstance.

23 On the geographical split, in summary, for
24 305 the Miami exchange must be split, and the
25 east/west split is not a viable option because it

1 splits the new area code into two distinct areas which
2 would be very difficult to understand for the
3 customers. And, also, there are very few geographic
4 boundaries that can be used or jurisdictional that can
5 be used as a split.

6 And there's still 10-digit dialing all over
7 Dade County.

8 Now, on an overlay what we do is we leave
9 all of the telephone numbers alone and just introduce
10 a new area code. As one of these wire centers
11 exhausts its numbers, for a new competitor comes into
12 the market, that doesn't have codes right now, we
13 start using those numbers at this location. The
14 disadvantages of an overlay are that in some cases new
15 additional lines at an existing business or residence
16 might have a number with a new area code. Some people
17 who only do local dialing might not even know their
18 area code, and 10-digit dialing would be required on
19 all calls; whereas, in a split, it would be 50% of the
20 calls. This is mandated by the FCC, the 10-digit
21 dialing. So even though it's not a technical
22 restriction, the FCC requires 10-digits dialing on an
23 overlay.

24 The advantages of an overlay is that it
25 served the same geographic area. Customers don't have

1 to split up their community of interest. The growth
2 is assigned to the new NPA and the remaining 305 NPA
3 numbers, so it's best utilization of numbers and the
4 FCC does require the 10-digit local dialing.

5 And subsequent to that investigation, as was
6 stated, the telecommunications reached a concensus
7 that the NPA should be relieved by an overlay.

8 MR. GREER: My name is Stan Greer. I'm an
9 employee at the Commission Staff.

10 The Commission has addressed -- has been
11 asked to address area code relief officially twice,
12 and they have established various criteria that we use
13 to look at the proposals that are before us and what
14 we should do as far as the next relief plan.

15 One of the areas the Commission looks at is
16 the competitive concern. The Commission is required
17 to -- what we try to do is try to minimize the
18 competitive impacts and you look at the different
19 impacts for each plan. The types of things are the
20 impact on the development on local competition;
21 advantages and disadvantages for a specific industry
22 segment, such as wireless; advantages for specific
23 technology.

24 Another aspect we looked at, of course, is
25 the impacts to customers. How easily will they be

1 able to understand one proposal versus another;
2 changes to the customers' telephone numbers; effect on
3 any community of interest that may be impacted by a
4 specific plan; implementation costs; stationery
5 changes, that type of thing; changes in dialing
6 pattern, whether you dial 7 or 10, and also whether or
7 not implementation of a plan gives adequate time for
8 customer education. All of these are very important
9 when the Commission makes their decision.

10 Another aspect which is somewhat similar to
11 the competitive concerns is the impacts to carriers.
12 What are their costs? Wireless, as Mr. Ball
13 mentioned, have to do some reprogramming. Which plan
14 minimizes those kind of things, availability of
15 numbers and whether or not the carriers will have
16 numbers in time to provide their services when they
17 want to.

18 And one of the other final parts is how long
19 will an area code relief last? Does it provide
20 efficient use of numbering resources and do we not
21 have one area code lasting for a long time? The
22 availability of NPAs is getting very small, and we'll
23 have to do some kind of industry-wide change here
24 probably within the next 10 to 15, 20 years.

25 Also, look at the number of future options.

1 If we do one plan, what possibly could happen on the
2 next relief, and try to allow for a very long
3 permissive dialing period, whether it's dialing both
4 numbers in a geographic split or whether it's dialing
5 7 or 10 digits in a overlay situation.

6 As Mr. Ball indicated, there has been
7 numerous area codes implemented. In 1995 we had four
8 area codes in Florida. This will be the tenth area
9 code that we will implement in Florida. And as you
10 can see the areas are starting to break up into very
11 small areas.

12 **CHAIRMAN JOHNSON:** Now, for any of you who
13 have signed up to testify, or that would like to sign
14 up to testify, we're going to have to swear you in.
15 We have a court reporter who is actually taking down
16 everything that is being said. So as you come forward
17 to the podium if you could state your name and address
18 for the record that would be helpful. But at this
19 point in time I'd just need to swear in all of the
20 witnesses who would like to testify. If you could
21 stand up as a group and raise your right hand.

22 (Witnesses collectively sworn.)

23 **CHAIRMAN JOHNSON:** Public Counsel will be
24 calling the names of the witnesses to testify this
25 morning. And, again, if you have questions regarding

1 the presentation or any other questions, we can also
2 entertain those.

3 Public Counsel, if you could call the first
4 witness.

5 MR. BECK: Thank you, Chairman Johnson.

6 Commissioner McCoy.

7 - - - - -

8 MERIU MCCOY

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

12 DIRECT STATEMENT

13 WITNESS MCCOY: My name is Meriu McCoy. I'm
14 a city Commissioner for the city of Key West, and I
15 live at 88 Hillton Haven Drive in Key West.

16 I sponsored a resolution with the city of
17 Key West to object to these changes, and we in Key
18 West in Monroe County understand change. It's
19 happening to us every day.

20 But my main concern was I was in the tourist
21 industry for 30 years. I owned a small mom and pop
22 motel, and I know with two different area codes in
23 this county, the small businesses, the small motels,
24 the dive shops, the little things that take care of
25 our tourist industry are going to be in big trouble

1 because there are going to be two area codes and the
2 confusion for our tourists -- we can't educate all
3 over the United States and Europe. We're not able to
4 do that that well, and your educational programs are
5 going to be directed locally. Furthermore, as these
6 tourists come into this area they are still going to
7 be further confused.

8 Now, I understand the 10-digit dialing,
9 although as I see it, there's not going to be much
10 10-digit dialing up in Dade County but there certainly
11 would be in Monroe County, and that confuses me a
12 little. I don't quite understand that.

13 **COMMISSIONER GARCIA:** Would you like us to
14 address that question right now?

15 **WITNESS McCOY:** You could do it later on and
16 let me get through my thing.

17 It is my opinion that this change -- and,
18 again, we are prepared to live with 10-digit dialing,
19 but to change our area code would put a real hardship
20 on our industry.

21 I was also a member at one time of the
22 Tourist Development Council, so I'm familiar with this
23 industry. I will come back to that at the end of my
24 pledge here.

25 I think you should understand that the

1 expansion ability in Monroe County cannot be compared
2 to Dade County. We are under a critical state
3 concern. Our growth is severely limited, and our
4 growth is about maxed out, and we won't continue to
5 grow and expand. We don't have the problems that Dade
6 County has. In fact, they ought to pay attention to
7 some of the things we're doing.

8 In Miami, Commissioner Johnson, I saw -- you
9 said in our paper today that in Miami they don't mind
10 an overlay. And they're perfectly happy with all of
11 that. And their chambers of commerce are satisfied
12 with it, and I think that's wonderful. Keep it in
13 there; keep it up in Dade County. They want it. We
14 don't.

15 I'm going to ask you, you mentioned physical
16 boundaries. You kind of danced around the physical
17 boundary of Monroe County and the Florida Keys, and
18 maybe possibly some into Homestead there. That is a
19 physical boundary that is feasible. And as I
20 understand from talking to some telephone people,
21 there are exchanges, equipment, stations or whatever
22 that are down in low South Florida that could be made
23 into one area. And again, understand this area is not
24 going to be having extreme expansion like Dade County
25 will.

1 I'm asking you not to do this to us. We
2 are -- we have one industry in this county, in this
3 city; one industry, that's it. There's a little
4 fishing and a few other little things, but they are
5 still all tied into tourism. Tourism is our bread and
6 butter. We are a one-factory county. The factory is
7 tourism, and we have to address that. It's how we
8 eat. We're different. And I know that there are
9 other small counties with similar situations to ours,
10 and I think you have to address that while you're
11 addressing the growth that is happening in the larger
12 areas. I don't question your need to address the
13 growth. I'm just questioning how you're going to do
14 it, and I think a consideration should be made for the
15 little tail ends like us. Thank you very much.

16 CHAIRMAN JOHNSON: Thank you, ma'am.

17 COMMISSIONER GARCIA: Maybe I'll use some of
18 the Commissioner's questions to ask Southern Bell to
19 address those specifically so that she understands
20 exactly why it is that that overlay has to some degree
21 been a concensus issue in the industry at least.

22 WITNESS McCOY: That was not my question. I
23 understand 10-digits and overlay. What I don't
24 understand is not having it in Dade County.

25 COMMISSIONER GARCIA: Okay.

1 I'm asking you not to do this to us. We
2 are -- we have one industry in this county, in this
3 city; one industry, that's it. There's a little
4 fishing and a few other little things, but they are
5 still all tied into tourism. Tourism is our bread and
6 butter. We are a one-factory county. The factory is
7 tourism, and we have to address that. It's how we
8 eat. We're different. And I know that there are
9 other small counties with similar situations to ours,
10 and I think you have to address that while you're
11 addressing the growth that is happening in the larger
12 areas. I don't question your need to address the
13 growth. I'm just questioning how you're going to do
14 it, and I think a consideration should be made for the
15 little tail ends like us. Thank you very much.

16 CHAIRMAN JOHNSON: Thank you, ma'am.

17 COMMISSIONER GARCIA: Maybe I'll use some of
18 the Commissioner's questions to ask Southern Bell to
19 address those specifically so that she understands
20 exactly why it is that that overlay has to some degree
21 been a concensus issue in the industry at least.

22 WITNESS McCOY: That was not my question. I
23 understand 10-digits and overlay. What I don't
24 understand is not having it in Dade County.

25 COMMISSIONER GARCIA: Okay.

1 MR. WHIPPLE: My name is Larry Whipple. I'm
2 with BellSouth.

3 The overlay plan, all existing telephone
4 numbers would stay the same. They would not change.
5 That would require -- it would require a 10-digit
6 local dialing, though. When we run out of 305
7 telephone numbers -- as we ran out of them, whenever
8 they ran out in different locations, they would
9 require a telephone number in the new NPA. So with
10 the overlay plan, the existing telephone numbers would
11 not change. Key West would keep 305 telephone
12 numbers.

13 COMMISSIONER GARCIA: Let me ask you a
14 question. How many numbers are there in the Keys
15 area, from Homestead down. Give me a ballpark figure
16 of how many are being used in that area.

17 MR. BALL: Number NXXs?

18 COMMISSIONER GARCIA: Yeah.

19 MR. WHIPPLE: About nine, wasn't it?

20 MR. BALL: Eight in Key West.

21 COMMISSIONER GARCIA: Okay. Not NXXs. Give
22 me a number of just lines.

23 MR. BALL: Lines in Key West.

24 COMMISSIONER GARCIA: Not in Key West, in
25 the Keys, Monroe County.

1 MR. BALL: 100,000.

2 COMMISSIONER GARCIA: 100,000.

3 MR. WHIPPLE: I don't have that number right
4 off hand, but each of the little --

5 COMMISSIONER GARCIA: If someone has the
6 answer, just come up to the microphone. I know there
7 are some BellSouth employees here who might be able to
8 give us a good idea of what that number is. How many
9 NXXs also I would like to know.

10 Come up to this mike here if you'd like and
11 just state your name for the record.

12 CHAIRMAN JOHNSON: Were you sworn?

13 MR. PHILLIPPS: No, I wasn't.

14 CHAIRMAN JOHNSON: To make this a part of
15 the record, if we wanted to use this information, let
16 me go ahead and swear you in.

17 (Witness sworn.)

18 - - - - -

19 CHRIS PHILLIPPS

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

23 DIRECT STATEMENT

24 WITNESS PHILLIPPS: There's approximately
25 170,000 telephone numbers available in the Keys, and

1 we've got about 80,000 working lines today.

2 COMMISSIONER GARCIA: Okay. And how many
3 NXXs?

4 CHAIRMAN JOHNSON: Could you go back over
5 that?

6 WITNESS PHILLIPPS: All right. In Key West
7 there's five NXXs, 292, 293, 294, 5 and 6. Sugarloaf
8 has two, 744 and 745. Big Pine is 872. Marathon has
9 289 and 743.

10 CHAIRMAN JOHNSON: Two?

11 WITNESS PHILLIPPS: Two. That would be
12 20,000 lines. Islamorada has 644 and 645. Key Largo
13 has 851 and 852. 451 is -- Largo Sound has 451 and
14 452 and North Key Largo is 367. I think that's about
15 17, and there's 10,000 lines in each.

16 MR. WHIPPLE: That's only BellSouth, though.

17 CHAIRMAN JOHNSON: You said earlier -- I
18 guess -- were you saying in all of Monroe County that
19 there are 176,000 lines available but 80,000 in use;
20 is that --

21 WITNESS PHILLIPPS: 170,000 telephone
22 numbers and 80,000 working lines.

23 MR. WHIPPLE: That would be 17 NXXs.

24 COMMISSIONER GARCIA: What is -- if
25 BellSouth could answer that, could you explain the --

1 I guess some people have a question what the
2 difference is between working phone numbers and lines.
3 Could you explain that for us just to get in?

4 WITNESS PHILLIPPS: Well, beeper companies
5 buy 100 or 1,000 lines at a time from us, and they are
6 not really working. The telephone numbers are eaten
7 up, but there's no telephone on the end of the line.

8 COMMISSIONER CLARK: Just so I'm clear, I
9 understood 170,000 to be the total number available
10 that you can -- you have a finite number within an
11 NXX.

12 WITNESS PHILLIPPS: Yes.

13 COMMISSIONER CLARK: And for the number of
14 NXXs in the Keys, that would allow for 170,000
15 numbers.

16 WITNESS PHILLIPPS: True.

17 COMMISSIONER CLARK: Okay. Can you use an
18 NXX that's, say, normally used for Marathon? Could it
19 be used in a area where there's more growth, say Key
20 West? Can you use different NXXs in different central
21 offices?

22 WITNESS PHILLIPPS: I don't think so, no.

23 MR. WHIPPLE: No, you can't do that.
24 Today's technology keeps the NXX with a specific
25 central office.

1 WITNESS PHILLIPPS: But there's 50,000 lines
2 available in Key West or 50,000 telephone numbers.

3 COMMISSIONER GARCIA: But in Dade County,
4 for example, I do know that my neighborhood doesn't
5 have the same NXX that I do.

6 MR. WHIPPLE: Right. Like he says, in Key
7 West there's five different NXXs. You can have 292,
8 293, so on, so forth.

9 COMMISSIONER GARCIA: They have to be out of
10 the same central office.

11 MR. WHIPPLE: These are all out of the same
12 central office in Key West.

13 COMMISSIONER CLARK: Let me ask you then,
14 where is the most growth in the Keys?

15 WITNESS PHILLIPPS: Key West.

16 COMMISSIONER CLARK: All right. How many
17 lines do you have available in Key West?

18 MR. PHILLIPPS: About 20,000 lines. And we
19 gain about a thousand a year.

20 COMMISSIONER GARCIA: Let me follow that
21 question, then. What is your expected growth within
22 the next -- well, obviously, it's a yearly growth, I
23 guess, would be 5% more or less if it's a thousand.
24 But in Monroe County, what is your expected growth in
25 the next ten years, because, obviously, you must have

1 that figure if you drew out those. What is that?

2 MR. WHIPPLE: It would be growing a thousand
3 lines a year.

4 COMMISSIONER GARCIA: Yes, but that's only
5 in Key West, right?

6 MR. WHIPPLE: That's correct. That's only
7 in BellSouth. New telephone companies, competitive
8 local exchange carriers coming into Key West would
9 require --

10 COMMISSIONER GARCIA: And when they come in
11 they take an entire NXX?

12 MR. WHIPPLE: Correct.

13 COMMISSIONER CLARK: Let me ask you a
14 question about that. Do you have to give new phone
15 companies an entire NXX?

16 MR. WHIPPLE: Correct.

17 COMMISSIONER GARCIA: You have to.

18 MR. WHIPPLE: Have to.

19 COMMISSIONER CLARK: By the FCC.

20 MR. WHIPPLE: Right.

21 COMMISSIONER GARCIA: By this Commission on
22 or by the FCC?

23 MS. WHITE: Well, I think it's both FCC,
24 this Commission and technology requires it. I think
25 we're working on a way to split up NXXs, but I think

1 that's still in the future.

2 MR. WHIPPLE: Technology called "number
3 portability," which a first phase of it will be
4 starting in early next year, in the future years would
5 allow numbers to be swapped around, but that
6 technology will not be available for a number of
7 years.

8 COMMISSIONER CLARK: So it's really
9 technology, not the FCC or the Commission, the Florida
10 Public Service Commission.

11 MR. WHIPPLE: We have to reserve telephone
12 numbers for the new CLECs that are coming in.

13 COMMISSIONER CLARK: Okay. Is there a set
14 amount that they get to reserve?

15 MR. WHIPPLE: They typically get one NXX per
16 exchange. As in Miami, with three exchanges, they
17 would have gotten one for each in Miami. It depends
18 upon the area they want to serve.

19 COMMISSIONER CLARK: They can get as little
20 as a hundred lines, can't they?

21 MR. WHIPPLE: We sell customers hundreds of
22 lines as at a time. Typically, like the beeper
23 companies we talked about, but the CLECs get a full
24 NXX each time.

25 COMMISSIONER CLARK: Okay.

1 **MS. WHITE:** The Federal Telecommunications
2 Act requires nondiscriminatory access to telephone
3 numbers for assignment to the other ALECs service
4 customers, so that's why they get the NXXs. I mean,
5 that's why they get an entire NXX.

6 **COMMISSIONER CLARK:** Well, I don't see how
7 that requires it, but maybe the Staff can educate me
8 more about that. I'm just trying to see if there's --
9 are we efficiently utilizing the NXX numbers.

10 **CHAIRMAN JOHNSON:** The Commissioner raised a
11 question or a concern about more 10-digit dialing
12 being required in Monroe County than in Dade. Could
13 you respond to that? And if I've mischaracterized it,
14 Commissioner, please come forward.

15 **MR. WHIPPLE:** With the overlay plan,
16 10-digit dialing would be required throughout the NPA,
17 Monroe and Dade Counties, period.

18 **COMMISSIONER GARCIA:** Everybody would be
19 required.

20 **MR. WHIPPLE:** Everybody would be dialing
21 10-digits for local telephone calls. With the split
22 plan, as an example, the Dolphin Expressway split
23 plan, the new NPA would be south of that line
24 including downtown Miami, South Dade and the Keys,
25 which would require a complete telephone number change

1 in the Keys which I think would be a much more
2 dramatic affect than just adding --

3 COMMISSIONER GARCIA: Let me stress that, so
4 you're saying that if we were to go with a geographic
5 split that is the only way we get 7-digit dialing.

6 MR. WHIPPLE: Correct.

7 COMMISSIONER GARCIA: And in that particular
8 case everybody would get 7-digit dialing in terms of
9 the Keys for local calls within their NPA. In Dade
10 County, though, you'd probably still have a lot of
11 overlay because it splits the county right in half.

12 MR. WHIPPLE: Typically, the few examples I
13 looked at the central offices close to the split would
14 be dialing roughly 50% of the calls 10-digits and 50%
15 7-digits. But even as an example in Hialeah, I looked
16 at, roughly a third of the calls they make would be
17 crossing that NPA boundary line, and require 10-digit
18 calls. And that's one of the major problems with a
19 split, customers being in confusion of where am I
20 going to dial 10-digits and where I don't have to dial
21 10-digits, besides all of the other economic effects
22 that people talk about.

23 COMMISSIONER GARCIA: So if we went that
24 way, if we went the route of your geographic split, at
25 least on the plans that you showed up there, everyone

1 in the Keys and South Dade would require a number
2 change. So the mom and pop hotels, all the big
3 hotels, everybody would require an area code change.

4 MR. WHIPPLE: You'd have the same problems
5 we talked about in 954.

6 COMMISSIONER GARCIA: And it would be in a
7 pretty short time frame, because we are in a big hurry
8 in terms of when these numbers exhaust. When exactly
9 do they exhaust according to your predictions?

10 MR. WHIPPLE: Roughly next September. We've
11 set a date of July 1st as a mandatory date to give a
12 little edge there.

13 CHAIRMAN JOHNSON: But that's assuming --
14 okay, that's assuming a geographic split and giving
15 Monroe County the new area code.

16 MR. WHIPPLE: Monroe would get it. Also
17 South Dade and roughly the south from the middle of
18 Miami south would get the new area code, because that
19 is the smaller number. When you split it, it has a
20 smaller number of telephone numbers, but then they
21 both grow to about the same number in roughly 2009,
22 2010, if I remember. If we split -- the one split
23 that he showed, showing South Dade and the Keys
24 splitting off, the difference there was the north half
25 of that split still exhausts in 2001; whereas, the

1 south half does not exhaust until roughly 2038.

2 **COMMISSIONER GARCIA:** And 2038, that type of
3 exhaust goes against the guidelines that are provided
4 by the -- what organization is it, North American
5 Dialing Council?

6 **COMMISSIONER CLARK:** Numbering.

7 **COMMISSIONER GARCIA:** Numbering Council.

8 **MR. WHIPPLE:** That is the inefficient use of
9 the NPAs.

10 **COMMISSIONER GARCIA:** Let me ask you, I'm
11 sure its in our literature, but let's go ahead and
12 address it. What we're doing here, if we went to an
13 overlay, is not what is usually done. In fact, there
14 are no other examples of an overlay in Florida,
15 correct?

16 **MR. WHIPPLE:** That is correct. There are in
17 other states, in Georgia, Atlanta; the state of
18 Maryland, that has gone to an overlay plan already.

19 **COMMISSIONER GARCIA:** And in those case they
20 have been prompted because of the difficulty in terms
21 of geographic boundaries or jurisdictional boundaries,
22 correct?

23 **MR. WHIPPLE:** Correct.

24 **COMMISSIONER GARCIA:** They're usually within
25 cities or within counties and no way to break them up.

1 **MR. WHIPPLE:** Correct.

2 **COMMISSIONER CLARK:** Ms. White, I think I
3 understood now what the nondiscriminatory access to
4 phone numbers requires that, because BellSouth will
5 take an entire NXX for itself, so it has to make it
6 available to any competitive carrier.

7 **MS. WHITE:** That's correct.

8 **COMMISSIONER CLARK:** Okay.

9 **CHAIRMAN JOHNSON:** Thank you, sir.

10 **COMMISSIONER GARCIA:** Commissioner, I hope
11 we addressed your questions to some degree that you
12 had. If you do have them, clearly, you know, the
13 microphone is there, and if you want to ask them, this
14 would be a perfect time to do it, if you have any
15 question left to make of the Company, because we've
16 got them all here.

17 **WITNESS McCOY:** I'm not an engineer, and I
18 don't fully follow everything they are saying, and I
19 don't think any layman here does.

20 **COMMISSIONER GARCIA:** That usually happens.

21 **WITNESS McCOY:** Okay. I believe that where
22 possible, geographical areas should be considered.
23 Now 2038, to us, is a long time and that's the best
24 number you could come up with. And I don't know why
25 that's so bad. And I want to stress again, we're not

1 going to have the growth that other areas have.

2 **COMMISSIONER GARCIA:** All right. Why don't
3 we address that because that's always a difficult
4 question. Why doesn't the Company, because they did
5 it in Miami, and I'd appreciate that they answer that
6 question. Why exactly can't we give -- you know, the
7 Keys are an entity to themselves, many believe they
8 should be a nation to themselves. So the Conch
9 Republic has that, and why is it we can't just give
10 them their own area code?

11 **MR. WHIPPLE:** That gets back to the
12 efficient use of the NPAs.

13 **COMMISSIONER GARCIA:** And how about exhaust?
14 I think you should address the exhaust --

15 **MR. WHIPPLE:** The exhaust on the north half
16 of the split would exhaust in two years.

17 **COMMISSIONER GARCIA:** I mean, exhaust of
18 numbers.

19 **MR. WHIPPLE:** Well, we're running out of
20 NPAs is the other biggest problem.

21 **COMMISSIONER GARCIA:** NPAs are area codes.
22 He is an engineer, so let's try to use more -- less
23 technical terms so that we're all on the same --

24 **WITNESS McCOY:** We don't want you to change
25 our area code. We just want you to give 305 to us and

1 work it out with Dade County.

2 **MR. WHIPPLE:** With the overlay plan, you
3 would keep 305, your local telephone would not change.

4 **WITNESS McCOY:** We only want 305.

5 **MR. WHIPPLE:** That's where it comes into the
6 efficient use of the telephone numbers. That's not an
7 efficient use.

8 **WITNESS McCOY:** Again, a consideration of
9 service, this is a service industry, and service is
10 part of the communication industry, the service that
11 they give their customers. Now, let us look at the
12 other side of the coin.

13 We don't grow in expansion, but we do have a
14 lot of tourists that come here and that's our big
15 worry, and it's a reasonable worry.

16 **MR. WHIPPLE:** I understand. One of the
17 things that may help you understand if you -- with the
18 overlay plan you would keep your existing telephone
19 numbers.

20 **WITNESS McCOY:** I understand that.

21 **MR. WHIPPLE:** As Mr. Phillipps said, the
22 growth is so slow down here he has 20,000 spare
23 telephone numbers right now. You may not get a new
24 NPA in Key West for quite a number of years.

25 **WITNESS McCOY:** I'd like to have my rear end

1 covered better than that. (Laughter)

2 **COMMISSIONER GARCIA:** Maybe the Company
3 could address, because they did in Dade County, could
4 you explain what is happening nationally with the
5 numbers. Clearly, the guidelines are there for a
6 reason. Could you explain what the problem is in
7 terms of running out of numbers and things of that
8 nature?

9 **MR. WHIPPLE:** The problem that we have,
10 running out numbers numbers in Dade and Monroe County
11 is exacerbated nationwide. The one graph that Terry
12 showed, we were using three to five NPAs a year or
13 area codes, until roughly 1994. And since that time
14 the usage of them has gone -- I'm trying to remember
15 what the number was -- in the 20s -- up to 40 area
16 codes a year in the United States. That rate would
17 exhaust all the area codes in the United States, I
18 believe within 20 years is the number, and the council
19 is looking at what do we do when this happens.

20 We're just one local problem with the
21 expansion of telecommunications and this is happening
22 nationwide.

23 **COMMISSIONER CLARK:** I'd like to ask a
24 question with respect to -- as I understand it, most
25 of the growth is in Key West and there are 20,000

1 lines available. How many lines are there within a
2 NXX?

3 MR. WHIPPLE: 10,000.

4 COMMISSIONER CLARK: Ten thousand. So you
5 have two NXXs available.

6 MR. WHIPPLE: That's correct.

7 COMMISSIONER CLARK: Have you given any
8 consideration to -- let me ask it this way: It's your
9 view that you cannot share an NXX between competing
10 companies until you have a permanent solution to
11 number portability?

12 MR. WHIPPLE: Correct.

13 COMMISSIONER CLARK: Then if a competitive
14 carrier comes into Key West, they are automatically
15 going to take ten thousand lines, aren't they?

16 MR. WHIPPLE: Correct.

17 COMMISSIONER CLARK: So it seems to me that
18 we're going to have exhaust faster than we would
19 predict if we have a competitive carrier come in.

20 MR. WHIPPLE: I just don't know what their
21 plans are.

22 COMMISSIONER CLARK: Let me ask a different
23 question. Are there any NXXs within the whole 305
24 area code that are not currently assigned to a central
25 office, and would it be possible to assign them all to

1 Key West in order to facilitate -- to recognize their
2 slower growth in terms of population and to give them
3 a longer time with the 305 area code?

4 **MR. WHIPPLE:** I do know there are vacant
5 NXXs in 305. There is some legal responsibility that
6 we need to save some for CLECs. But the idea of
7 assigning a couple extra to the Key West area to
8 ensure all the numbers would stay 305 for some period
9 of time could be done physically. I don't know what
10 the legalities of that are, to tell you the truth.

11 **COMMISSIONER CLARK:** Ms. White, I'd like for
12 you to explore that so we could perhaps do the
13 overlay, but maybe give you a longer period of time
14 that recognizes you're not growing as much, and we'll
15 see if that can work out in some way.

16 **COMMISSIONER GARCIA:** I'd also like to have
17 from the Company your predicted growth and how it
18 breaks out per NXX that you currently have, per, I
19 guess -- is it a central office, per office that you
20 have down in the Keys. Let us know what you see that
21 as and let us know what you see that being in a yearly
22 time frame of growth so that we can take a look at
23 that.

24 **MS. WHITE:** For just the Keys, or for just
25 Key West?

1 **COMMISSIONER GARCIA:** Yeah.

2 **MS. WHITE:** Just the Keys?

3 **COMMISSIONER GARCIA:** Just the Keys. Not
4 just Key West but just the Keys.

5 **COMMISSIONER CLARK:** Commissioner McCoy,
6 could you come back up? I just want to ask you
7 something. (McCoy back up)

8 **MS. WHITE:** If we could find a copy machine,
9 I believe we have that last thing you asked for, the
10 predicted growth for just the Keys. It's attached to
11 testimony, earlier testimony.

12 **COMMISSIONER GARCIA:** Well, no, if we have
13 got it in the record, I just want to make sure -- I
14 don't think we want to do that now.

15 **MS. WHITE:** It's attached to Mr. Baeza's
16 direct testimony.

17 **COMMISSIONER GARCIA:** Good. Thank you.

18 **COMMISSIONER CLARK:** I just want to
19 understand your view of growth in the Keys. You would
20 agree that it's predominantly in Key West?

21 **WITNESS MCCOY:** Not necessarily, no. Key
22 West has a finite number left of housing starts. And
23 we're using them up faster than we have time, and it
24 is under 200 and that's not growth.

25 **COMMISSIONER CLARK:** Well, maybe there is

1 growth in numbers because residences and businesses
2 are asking for more than one line.

3 **WITNESS McCOY:** That can happen. But,
4 again, there is a limit to that even. I mean there
5 is. I doubt seriously if there will be any more hotel
6 permits in this city. I can't say absolutely, but I
7 would guess that the chances of a new hotel starting
8 up in here, other than the ones that have already been
9 permitted and there are several of those in the works,
10 but any entirely new start, I doubt very much if that
11 will happen.

12 **COMMISSIONER CLARK:** What information would
13 you have about the rest of the Keys, where else might
14 there be --

15 **WITNESS McCOY:** The Monroe County planning
16 can give you some startling planning department --
17 they are again under critical state concern. The
18 state has mandated these things. This is no choice of
19 ours. The state has mandated it, and they have not
20 even given us the funds to implement all of these
21 growth restrictions. So we are tight here. I mean --
22 and, again, depending on only one industry, these
23 other areas do have other industries, true. They have
24 a large tourism, but they are not like us. It's the
25 only game we've got.

1 **COMMISSIONER CLARK:** Thank you.

2 **CHAIRMAN JOHNSON:** Thank you.

3 **MR. GREER:** Commissioners, as a
4 participant of the North American Numbering Council,
5 the projected exhaust for the North American Numbering
6 Plan, which is the available area codes that we have,
7 as of the end of 1996 was 2,025. The Council is
8 looking at a mechanism to do numbers pooling which is
9 essentially sharing NXXs between multiple companies.
10 That's something they are looking at right now.

11 **CHAIRMAN JOHNSON:** Thank you, Mr. Greer.

12 Call the next customer.

13 **MR. BECK:** The next witness is Tom Sawyer.

14 - - - - -

15 **TOM SAWYER**

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

19 **DIRECT STATEMENT**

20 **WITNESS SAWYER:** My name is Tom Sawyer, 1411
21 First Street, Key West.

22 Former mayor of Key West, sat on the Monroe
23 County Advertising Council and also the TDC, I think
24 Commissioner McCoy stated it very well about our
25 economy. It is tourism, and I think each and every

1 one of you when you dial an area you know where you're
2 dialing right now. If you're dialing 305 you know
3 you're dialing Monroe County. The recent change to
4 954 to Fort Lauderdale, that area in Broward County,
5 you know where that's at. If you have an overlay,
6 it's going to be total confusion.

7 I have a couple of comments I want to make
8 on some of the discussion that was going on earlier.

9 Comments kept being made about the efficient
10 use of the block numbers -- and, pardon me, I don't
11 know all of the terminology, I speak conch, not NPXs
12 or NXXs, or whatever it is -- but I don't think that
13 is right now the efficient use. And I understand when
14 somebody comes into the market you have to give them
15 some numbers, but this is a problem. I just recently
16 read an article in a magazine that I received. It's
17 happening everywhere and I understand that.

18 Plain and simple, in Key West leave Monroe
19 County alone. Whatever you take out of Dade County
20 and change that 305 area code to another one, then
21 those are numbers that are going to come to this 305
22 area which would be Monroe County. To me it's plain
23 and simple.

24 I don't think that we will ever outgrow the
25 305 area code with the numbers that's out there. The

1 county has a rate of growth ordinance. You try to
2 come down here and pull a permit to build something.
3 It's almost impossible. There are some restrictions
4 right now on growth to where you cannot build in
5 areas. And I don't know when that's going to be
6 lifted.

7 First of all, let me say that when Chris
8 gave the numbers of 170,000 available and only 80,000
9 being in use, that kind of tells me we have a long way
10 to go before we even reach that 170,000. You give a
11 block of 10,000 off to some other company. I think
12 it's easier to change the technology than it is to
13 change the confusion and our livelihoods which is
14 dependent upon tourism in Monroe County.

15 First, let me thank you for coming down
16 because my first objection was that there were a
17 concensus of the powers-to-be that got together. And
18 I read a report, and I don't know if it's true because
19 I don't always believe everything I read, but there
20 was a vast number that was supposed to attend that
21 meeting, and it was a less than the majority that
22 attended the meeting. But the powers-to-be decided
23 that the overlay was the best thing for us. It's not.
24 So I objected to that, and I also objected that there
25 was not going to be a public hearing until there was

1 an article in the paper which talked about 10-digit
2 dialing. And I don't think anybody really objects to
3 the 10-digit dialing. What we object to is the change
4 in having two area codes in one county.

5 So with that, I thank you for coming down --

6 **COMMISSIONER GARCIA:** Let me ask you
7 something, Mr. Sawyer, because you made a good point.
8 The objection of the members or the citizens of the
9 Conch Republic are not that they -- they are bothered
10 by 10-digit dialing. In other words, if we give that
11 up as a given, that isn't the biggest objection. The
12 biggest objection is that you would have other area
13 codes in with your area codes. In other words, it
14 would be 10-digit dialing and different numbers,
15 correct?

16 **WITNESS SAWYER:** I remember when it used to
17 be 5-digit dialing, and I even have some old phone
18 bills -- because I like to collect old things -- that
19 had two digits in Key West. So we could go way back.
20 I know there's got to be change. But if you look at
21 the economy of Monroe County and, again, when you dial
22 an area code you know where you're calling right now.

23 In the Keys, the Conch Republic, it's a
24 great place. We want people to be able to pick up a
25 number and, hopefully, it will be 305. But even if

1 that has to change, as long as it's the same area code
2 for everybody. There is a problem --

3 **COMMISSIONER GARCIA:** Let me ask you this.
4 There was something that I have been considering which
5 I haven't even asked questions on, but what if we were
6 to change all the numbers in the Keys, but everyone in
7 the Keys had the same number.

8 **WITNESS SAWYER:** Me, personally, I don't
9 object to that, and I don't think most people will
10 object. I object when they speak for us telling us
11 that the overlay is good for us. I do not agree with
12 that. I'll tell you why.

13 I'm a small business person. If I decide to
14 put in another line, now I have to come back and have
15 a 305 10-digit number and then a 98-whatever, on
16 another number. So that is going to require a change
17 in stationery, that is going to require a change in
18 advertising specialties, whatever the case may be. I
19 thought I'd give a plug there.

20 But I don't think that there's really an
21 objection to having 10-digit dialing with all the same
22 area codes. And speaking for myself, let Dade County
23 do what they want to do, you guys do everything you
24 want to them, but leave us with 305 and we'll be happy
25 for the rest of our lives.

1 **COMMISSIONER GARCIA:** Let me ask a question
2 based on that because it was something I had thought
3 of. What if we were to take the Monroe County, and
4 understanding that there's a limit obviously on the
5 number of NXXs available in 305, if we were to give
6 them -- trying to use the proper words here -- their
7 new existing NXXS would be changed to the new area
8 code, whatever that number would be. And that each
9 one of those we'd give them enough growth to last
10 them, say, 15 years under that new area code. In
11 other words, we would be able to assign them enough
12 numbers so that we would meet their growth over the
13 next 15 years. They change their number, they'd still
14 have 10-digit dialing, but we would be able to
15 guarantee that they would keep that number for
16 somewhere in the neighborhood of 15 years from now, or
17 15 or 20. Because I'm sure that the growth there -- I
18 agree with the Commissioner, it's going to stop at
19 some point, unless we start building Keys. So would
20 that be technically possible?

21 **MR. WHIPPLE:** Technically, yes. That would
22 be possible. Have to do that on directory change,
23 but, again, that would require everybody to change
24 their telephone numbers and all the --

25 **COMMISSIONER GARCIA:** Right. Understanding

1 that, Mr. Sawyer, I'm just addressing your point
2 because --

3 **WITNESS SAWYER:** I understand that and
4 that's what they've done throughout the rest of
5 Florida.

6 **COMMISSIONER GARCIA:** This is very
7 different. You're speaking to someone who pushed very
8 hard to have that geographic split. And these guys
9 came in in the Broward-Dade split and they thought
10 overlay was the way to go. Being someone who lived in
11 Dade County and understood a little bit of that, I
12 pushed very hard for a geographic split and,
13 fortunately, we got. And I think the people of
14 Broward County are very happy about that. Initially
15 they wanted to hang me in effigy over there, but they
16 realized that it was the best way to go. Now we're
17 looking at something different, and my thinking is,
18 and I want to make sure that everyone understands it,
19 is that instead of -- there's not enough numbers left
20 in 305 where I could guarantee you that you wouldn't
21 have to change or someone down the line. Now, what
22 I'm thinking is --

23 **WITNESS SAWYER:** There is if you take the
24 305s from Dade County.

25 **COMMISSIONER GARCIA:** No, because the growth

1 in Dade County is growing so quickly that if we were
2 to take those out right now, we'd have to -- and I
3 want the Company to address that now -- we'd probably
4 have to change their numbers in the next few days, and
5 that's not possible. There has to be an education
6 campaign because they live from their businesses
7 there, too, as you can imagine.

8 **WITNESS SAWYER:** Can I just ask something?

9 **COMMISSIONER GARCIA:** Sure.

10 **WITNESS SAWYER:** As I understand it, the
11 overlay is the 305 number, okay, and then you're going
12 to add a brand-new area code within that area.

13 **COMMISSIONER GARCIA:** The overlay basically
14 is it's when 305 runs out, the very next number will
15 be that new number. So if you're the unlucky guy at
16 the end of the line, you may buy the last phone number
17 and it will be 305 and the one next one, your fax
18 line, in that same house may be the new number.

19 **COMMISSIONER CLARK:** You are correct, that
20 the same geographic area will have 305 and any new
21 ones that exhaust, any new numbers will have the new
22 area code. You are correct.

23 **WITNESS SAWYER:** Okay. Let me go on record
24 personally -- and I think a great number of people
25 would agree with me -- give us a new area code. Punch

1 it in SUN, whatever those numbers come out, and we'll
2 love it.

3 **COMMISSIONER GARCIA:** My thinking was that
4 perhaps, because they have the room with the new area
5 code, and obviously all of the NXXs that you currently
6 have now they could build around it, and they could,
7 in theory -- or at least I would hope that the
8 engineers will be able to say, "All right. The Keys.
9 We're going to guarantee them this number for 10, 15,
10 20 years." And, obviously, it would take a chunk out
11 of that new area code, but you would be certain that
12 in this area that would mix up. We can't do that in
13 Dade County. I just want -- that's why I asked them
14 the question. Because I'd like them to explore that
15 possibility because that might be something we could
16 do.

17 Although you will find, Mr. Sawyer -- and I
18 hope you won't be running for public office soon
19 again -- that there will be people who will want to
20 kill you for having suggested that you have to change
21 your number. So it's just something that, you know,
22 if it's not one thing it's another. But when we did
23 the Fort Lauderdale -- Broward -- I mean, Broward/Dade
24 County, the people from Broward said, you know, we're
25 the same geographic area, most of my business is --

1 and they were insulted and angered that they had to
2 change their number and that they weren't considered
3 part of the same whole.

4 **WITNESS SAWYER:** But now they recognize how
5 smart you were and they'll do the same with me.

6 Growth being the issue, and I understand --
7 and, please, our economy is based on tourism. And
8 it's awful easy to get into the habit, and I know
9 Ms. Johnson was quoted about, you know, change, nobody
10 really likes it. And I don't think we're really
11 arguing that point. We want to remain as the same
12 area code to make it plain and simple, so when you
13 know you need to dial somebody in Monroe County, hit
14 S-U-N -- I keep saying that, maybe that area code is
15 available, and we can make a play on that and
16 everybody will be happy.

17 I will tell you that Monroe County has its
18 history for a long time. And we've talked about this.
19 And that's why it's so great to have you down. You
20 know, our county, we had to pay for toll calls. A
21 couple of years ago it was changed, and now for 25
22 cents you can call, you know, in different areas and
23 we've always been taken aback by that. And we hope
24 very seriously that you guys -- and I know with the
25 questions that you're asking, some hard effort is

1 going to be made in this and, hopefully, we'll come up
2 with a solution.

3 A comment was made earlier that there's been
4 ten -- that this is the tenth area code in Florida.
5 Okay. It's the tenth area code, but it's the first
6 overlay. Let's make the tenth area code change from
7 Monroe County, and then the eleventh you can do your
8 first overlay.

9 Excuse me while I gather my thoughts here.

10 The graph that was put up on there about the
11 splits, you know, the Dolphin Expressway and stuff
12 like that, and I know you have to work your numbers,
13 but, again, plain, simple terms, you had a Dade/Monroe
14 County line. They put a border up there one time.
15 That's when we became the Conch Republic. Let's put
16 the border there again. We know that we have to call
17 into Dade County, we have to hit a different area
18 code; plain and simple.

19 It's economics. We appreciate that you're
20 not going to turn your back on us, and the only thing
21 I'll ask you is when you want -- we want to make it
22 easy for you to call home. So dial that S-U-N and
23 give us our own area code or let us keep 305.

24 Thank you very much for coming down.

25 **CHAIRMAN JOHNSON:** Thank you.

1 MR. BECK: Thank you.

2 MR. BECK: Duke Pomtim.

3 UNIDENTIFIED SPEAKER: I'd like to waive if
4 I may.

5 MR. BECK: Sure. Gary Addleman.

6 UNIDENTIFIED SPEAKER: I'll pass at this
7 time.

8 MR. BECK: Edward Black.

9 - - - - -

10 EDWARD BLOCK

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 BLOCK: Good morning. My name is
16 Edward Block, 1300 Tropical Avenue, Key West. I'm a
17 member of the Monroe County Telecommunication
18 Authority. As you all here at the tables would
19 understand, we are an authority with very little
20 authority since the passage of the 1996 Federal
21 Telecommunications Act. But we're still here and
22 alive.

23 We have no position on this issue, but I
24 have a couple of questions. I might say that the
25 principle focus of the Authority and the reason it was

1 created had to do with cable television and not
2 telecommunications. We do have a couple of questions.

3 By the way, in due respect to Mr. Sawyer, I
4 go back to no digit dialing. There was an operator on
5 the other end.

6 Staff has referred to looking into what's
7 going to be done when there are no area codes left.
8 Can you tell me a little further about what that world
9 would look like? What those possibilities are?

10 **MR. GREER:** Well, there's one proposal that
11 I have seen that essentially adds a new digit to the
12 area code and a new digit to the NXX. There could be
13 various other proposals which -- adding those new
14 digits essentially switches you from 10 digits to 12.
15 Some mechanism will have to happen around 2000. As I
16 said, the end of '96 it was 2025, but if the codes
17 keep going the way they are going it's probably going
18 to be a lot sooner than that, and that would need to
19 be an industry-wide implementation.

20 **WITNESS BLOCK:** Another question, please.
21 If you have an overlay, and you have people in
22 different area codes in the same geographic entity, I
23 presume that you would get a spike in directory
24 assistance calling. If we are in the same community
25 and two different area codes, we will we be charged if

1 the number we're seeking is in the other area code?

2 MS. WHITE: I think it's a --

3 UNIDENTIFIED SPEAKER: It sounds like a
4 legal question.

5 MS. WHITE: Thanks a lot.

6 WITNESS BLOCK: No, it's a consumer
7 question.

8 MS. WHITE: I think at least for the first
9 several months when you dial the number you would get
10 a recording saying the new area code for this number
11 is 123, so please redial the number. So I don't think
12 it is for the first several months that you would have
13 anything -- you would need DA because it would appear
14 as a recording on the number when you called it.
15 That's part of the implementation plan of any new area
16 code, is that there are recordings put on the numbers
17 to let you know there has been a change and is a new
18 area code.

19 COMMISSIONER CLARK: Mr. Block, are you
20 asking if subscribers as a whole will have to bear the
21 burden if there is an increase in directory assistance
22 calls?

23 WITNESS BLOCK: Yes, either by direct charge
24 or what goes into the rate base. But I was assuming
25 it would be a price, excuse me.

1 **COMMISSIONER CLARK:** Clarify how we do
2 directory. Aren't their a certain number --

3 **MS. WHITE:** Directory is -- I think you get
4 three free a month.

5 **COMMISSIONER CLARK:** Yes, three free calls a
6 month, and then after that --

7 **MS. WHITE:** After that I believe it's a
8 quarter.

9 **COMMISSIONER CLARK:** A quarter for each
10 inquiry. Yes, I think after the time it goes into
11 effect and there's no longer the intercept, if you
12 dial it wrong and have to call directory assistance,
13 if you exceed your three per month there would be a
14 charge for that. Okay?

15 **WITNESS BLOCK:** Yeah.

16 **CHAIRMAN JOHNSON:** Let me ask a question of
17 the Company that's somewhat related. I know generally
18 when we do the geographic split we start off with a
19 permissive dialing period where you can use either
20 area code for several months and then after that you
21 get the intercept message and oftentimes it's been a
22 year's worth of informational and educational process
23 for the customers. But how does that work with an
24 overlay? Because we aren't really sure of when the
25 overlay is going to be implemented because you have to

1 use up all the other numbers first. How does that
2 process work?

3 **MR. WHIPPLE:** Right now for an overlay plan
4 we'd start permissive 10-digit dialing the 1st of
5 January 1998. Mandatory 10-digit dialing would begin
6 July 1st, 1998.

7 **CHAIRMAN JOHNSON:** But you won't have new
8 numbers right a way.

9 **MR. WHIPPLE:** No.

10 **COMMISSIONER CLARK:** I think the question --
11 the question is would you have a longer intercept on
12 the overlay so people knew they need to try the number
13 with the new area code.

14 **MS. WHITE:** Right. I think if you dial the
15 number and it's in the new area code, you would get
16 the intercept message saying, "The area code number
17 has changed, please dial the new one and here it is."
18 Now as far as I know that intercept message stays on
19 there for as long as or until the number is
20 reassigned. So unless -- say you were dialing what
21 used to be 305-123-4567 and that number changed --
22 well, it won't, that's right.

23 **COMMISSIONER CLARK:** It won't in a overlay,
24 though.

25 **MR. GREER:** Commissioners, I think that's

1 true in a split, but in an overlay I'm not for sure
2 how the intercept would work because the number does
3 not change so there's no change.

4 **MS. WHITE:** I think I have to look that up.

5 **MR. GREER:** And as far as the permissive
6 dialing period, it's my understanding the permissive
7 dialing period is permissive to dial either 7 digits
8 or 10 digits. That's the permissive dialing period,
9 not typically when you see a split where you can dial
10 either area code to reach a number.

11 **CHAIRMAN JOHNSON:** What traditionally or
12 generally how long of a period do we have for
13 receiving the intercept message? I'm assuming that's
14 kind of within our control to make that?

15 **MR. GREER:** In a geographic split the
16 intercept generally is put on the number until it is
17 reassigned into the new area code. For an overlay,
18 I'm not for sure how you would do it, an intercept,
19 because the number doesn't change.

20 **COMMISSIONER GARCIA:** You'd probably get a
21 recording you need to dial 10-digits.

22 **MR. GREER:** Yes, correct.

23 **MS. WHITE:** That's exactly right because the
24 intercept -- if you dialed 7 digits, the intercept
25 will come on and say you need to add the area code to

1 that. And I just don't know how long that intercept
2 would stay on. I'd have to check into that.

3 **CHAIRMAN JOHNSON:** If you could explore
4 that, because it goes to the gentlemen's question of
5 how do we inform the public, and there will be a lot
6 of confusion, and will they have to pay for it by
7 calling directory assistance? Can we somehow assist
8 them for a reasonable period of time?

9 **MS. WHITE:** Well, as I said, in the
10 geographic split scenario we do keep the interception
11 on even after the mandatory time is done until the
12 number is reassigned. So I don't see why we couldn't
13 work out some kind of --

14 **MR. GREER:** And the intercept for whether
15 they dial seven or ten will probably always stay on.

16 **MS. WHITE:** Yeah, that's what I'm being told
17 by my people, it will pretty much always be there.

18 **CHAIRMAN JOHNSON:** Okay.

19 **MS. WHITE:** In which case there would be no
20 need to call DA.

21 **CHAIRMAN JOHNSON:** Did you understand that?

22 **WITNESS BLOCK:** Yes.

23 **CHAIRMAN JOHNSON:** We finally got to an
24 answer. Did you understand it?

25 **WITNESS BLOCK:** Yes. I think there is a

1 potential for a considerable consumer issue there if
2 once we get through the initial period, that you will
3 still continue to not know, you know, within your
4 community, you know, whether it's Area Code 305 or
5 whatever the new one may be, and you have to
6 continually go to directory assistance and pay by the
7 call for those charges. So that's -- but I did get a
8 sufficient answer to my question. Thank you.

9 One last question, just for clarification.
10 I think I understand the answer, but many of the
11 community representatives who have preceded me here
12 have talked about the limits of growth in Monroe
13 County and that's certainly correct, and represents a
14 problem. But I think they are thinking physical
15 growth, you know, hotels, retail shops. I think when
16 these sides of the table think of growth they are
17 thinking of numbers and lines, and those two figures
18 don't correlate at all.

19 As a simple example, I have three numbers --
20 sorry, two numbers, three lines in my home now just
21 because I use a computer and a modem. That shortly
22 will be five. I haven't built anything. And so
23 the -- if I'm correct, I'm asking you to clarify that
24 you have two different rates of growth here.

25 **COMMISSIONER GARCIA:** Mr. Block, I want to

1 ask you, because I asked Mr. Sawyer, how would you
2 feel about having your phone number changed? Would
3 that be a problem? What if in order to try to keep
4 the identity of Monroe County with their own area
5 code, at least for some time, we sort of forced a
6 number change for everyone living in the Keys?

7 **WITNESS BLOCK:** Well, I somewhat duck the
8 question because I'm retired. I'm not in business and
9 have never been in business in Key West, but I think
10 that would be a lovely outcome to have our own
11 geography in a single area code. The notion of
12 retaining 305 here, of course, that's the best
13 possible solution. But I think to have one area code
14 still strikes me as a better solution for us.

15 **COMMISSIONER GARCIA:** Thank you.

16 **CHAIRMAN JOHNSON:** Thank you, Mr. Block.

17 **MR. BECK:** Robert Tischenkel.

18 **CHAIRMAN JOHNSON:** We're going to allow some
19 follow-up questions for the witnesses that have
20 previously testified, but we're going to wait until we
21 exhaust the list of those who have not testified.

22

23

24

25

1 "Whereas, these new telephone dialing
2 obstacles will create confusion and hurt the city's
3 economy.

4 "Be it resolved that the Florida Public
5 Service Commission is hereby urged to refrain from
6 imposing an additional area code and additional
7 telephoning dialing obstacles on the citizens of Key
8 West and Monroe County."

9 That reflects a lot of the things that have
10 already been said to you.

11 I just wanted to take a moment on behalf of
12 Commissioner McCoy to expand a little bit more on the
13 growth limitation problem here. And I do think that
14 actual growth limitation in terms of population does
15 correlate to growth limitation or growth in terms of
16 number of numbers available. And that's a study that
17 ought to be done if it hasn't been done already.

18 The city of Key West is under a state
19 statute and the Department of Community Affairs has
20 imposed limitations on growth. There are 400 building
21 permits remaining until the year 2002; some hundred of
22 those are already reserved. Monroe County itself is
23 under the same limitation. I don't have the exact
24 numbers available, but they are about the same and
25 they also go to the year 2002. After that there's no

1 plan available for additional growth. There's nothing
2 underway or on the books yet about what's going to
3 happen after that and we're all concerned about these
4 issues because of that.

5 I would urge you, before you make any
6 decision about a new telephone system here, that you
7 work in coordination with the Department of Community
8 Affairs to understand their numbers. They have a
9 Marathon office. We work closely with them and, of
10 course, senior staff in Tallahassee is very familiar
11 with the Monroe County situation here.

12 I do have a question. You've talked a lot
13 about geographical split in terms of area codes, and
14 forgive me if this has already been addressed in
15 technical language that I didn't pick up, but can
16 there be a geographical split in terms of overlay?
17 Can the overlay just be just in Dade County where
18 there will be a greater impact of growth and not put
19 in place here where perhaps there are only some
20 hundreds of numbers that would be subject to the
21 overlay because of our growth limitation?

22 MS. WHITE: No one knows the answer to that
23 question, either technically or legally, but that's
24 sure something we can get an answer for.

25 COMMISSIONER GARCIA: That's what I was

1 asking, professor. I'd asked that of them, and I hope
2 that they will have some more information when we go
3 to the technical hearing that we can discuss on this.
4 The problem is that I don't know if we can keep you in
5 305, the growth -- in other words, if we were to
6 squeeze out the growth on the 305 to accommodate you,
7 I think it would create an undue hardship, perhaps, on
8 Dade County, and what they've got. But clearly it's
9 something that we're going to look at and maybe it's
10 possible.

11 **MR. GREER:** Commissioners, there's something
12 known as a distributed overlay, which only overlays a
13 portion of the area code. One of problems that you
14 run into when you do those types of things is you have
15 to project the growth of the area that's not overlaid
16 and reserve some codes out of the old area code to
17 deal with that growth.

18 **WITNESS TISCHENKEL:** And that's exactly what
19 I'm recommending that you do.

20 **CHAIRMAN JOHNSON:** Why did you say that's a
21 problem? It probably would be uniquely lucky for
22 Monroe, easy to do, because everyone has been
23 projecting their growth rate. Do you mean growth in
24 terms of real growth or lines?

25 **MR. GREER:** Line growth. Line growth. And

1 you also have to look at things such as, you know,
2 where does the overlay start and stop, and those kind
3 of things. And we run into the -- like in Atlanta,
4 you know, they split around the beltway around Atlanta
5 and made the donut, if you will. And although they
6 overlaid both the old area code and the new area code
7 in Atlanta, they could have just done downtown Atlanta
8 and would have had a geographical boundary, so to
9 speak, of what that overlay would cover. And the wire
10 centers are spread so that you may not have that,
11 depending on how they are laid out.

12 **WITNESS TISCHENKEL:** Let me conclude
13 quickly. There's a concensus among the parties to
14 this action about how to solve the problem, but
15 there's also a concensus among community leaders here
16 that the overlay should be the last ditch effort and
17 anything else should be tried before that. There's a
18 concession here that the 10-digit dialing would be
19 amenable to that, and it seems to me from the last
20 discussion we have just had that there are other
21 options before you can impose the overlay on Monroe
22 County.

23 Thank you for your time.

24 **COMMISSIONER GARCIA:** Mr. Tischenkel, can I
25 ask you, and I don't want to put you on the spot,

1 because you work for a group of eclectic people, but
2 what if we were to change the Keys area code, how
3 amenable would you be to that?

4 **WITNESS TISCHENKEL:** Again, as everybody
5 else has told you, that would be fine with me.

6 **MR. BECK:** Virginia Panico.

7 **CHAIRMAN JOHNSON:** And could you also spell
8 your last name for us?

9 **WITNESS PANICO:** Certainly.

10 **VIRGINIA PANICO**

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 PANICO:** Good morning. My name is
16 Virginia Panico, P-A-N-I-C-O. I'm the executive vice
17 president of the Key West Chamber of Commerce, 402
18 Wall Street. We represent over 750 businesses in this
19 community.

20 Just also to let you know, I was a previous
21 hotelier. I had two properties on the Island and also
22 past city Commissioner.

23 I submitted a letter on behalf of the board
24 of directors of the Key West Chamber of Commerce on
25 August 5th, 1997, that did, hopefully, make it into

1 the public record before the deadline because it was
2 faxed to your office and hard copy was mailed up. I
3 do have a copy with me today if you'd like to present
4 it or I could read it again into the record. It's up
5 to you.

6 **CHAIRMAN JOHNSON:** I'm almost positive that
7 that letter was placed in the correspondence side of
8 our record, that it did, indeed, make it and Staff is
9 confirming that.

10 **MR. GREER:** It did.

11 **WITNESS PANICO:** Fine. Then I'll just go on
12 to some issues that I have. First of all, I need
13 clarification because we're having a little discussion
14 back here. When you say a new area code,
15 Commissioner, and you say a new area code for the
16 whole area and all the numbers have to be changed, do
17 you mean our existing private telephone numbers will
18 have to be changed also, all 10-digits?

19 **COMMISSIONER GARCIA:** No, no. I was just
20 talking about the area code change. You're existing
21 numbers would not change. The only reason I say your
22 numbers would have to be changed is I'm referring to
23 the -- clearly, there would be some cost involved if
24 you're a hotelier, and your brochures -- it's no
25 longer 305; whatever your number is, it will be your

1 new number.

2 **WITNESS PANICO:** Okay. I just wanted to
3 make sure that the folks kept the existing phone
4 numbers they have now because that would be difficult
5 to get that one across.

6 I cannot express more sincerely my thoughts
7 and how much I agree with Mayor Sawyer, previous Mayor
8 Sawyer, Tom Sawyer, and Commissioner Meriu McCoy. The
9 only, the one and only economics of this county, let
10 alone Key West, is tourism. There is no manufacturing
11 other than Key West Aloe. There is just tourism. We
12 have tried other areas of economic growth and it's
13 just not here. What we have to sell is the sun, the
14 water, the ambiance, the environment, the tropical
15 atmosphere. It would be devastating to this county.
16 And that's our only source of revenue. Every business
17 works off tourism. The trickle-down effect, whether
18 it be the gas stations, the dress shops, the food
19 stores, who can't wait for the season to come, because
20 they'll make more money with more people grocery
21 shopping. The people that come here to open up their
22 homes in November and stay through April, what we call
23 our snowbirds, we need these folks and we need our
24 tourists. It would be devastating for them to be
25 confused with two different area codes. We do have

1 our fishing that has gone downhill. We do have our
2 Navy base, but the numbers in the Navy base are less
3 and less and less. And some day I wouldn't be
4 surprised to see the Navy base gone because of the
5 closures of bases and whatnot.

6 And I just can't stress the economics and
7 demographics of this county because of the tourism.
8 There's no business or no person, whether they are a
9 citizen or a senior citizen, that tourism doesn't
10 touch in a favorable manner because it is the
11 lifeblood of this community.

12 The other issue is the demographics. I
13 could help you with any demographics you need. We are
14 the economic development office for the county. I
15 have an economic development analysis person on board.
16 I could show you where the population, whether it be
17 in Key West or in the county, has declined. It has
18 not grown. When we talk about growth I know what all
19 the telecommunications are coming on line about the
20 new numbers and new whatever we might need. I mean, I
21 know I've added on new faxes and new equipment and
22 modems and Internet and Web Site, and all that, which
23 I'm not that familiar, but I know it takes all these
24 telephone lines. But there is not going to be any
25 more growth. You can go to the city planning board,

1 you can go to the county plan board and you can find
2 out what we mean by no new growth. Yes, there are a
3 couple of hotels that are permanent, but you will not
4 see any new growth in this county. The citizens of
5 this county are committed to that. There's no doubt.
6 No more hotels, no more commercial. We need some
7 affordable housing, but we have no more land and we
8 cannot fill. And it's the environment that we're
9 mostly concerned with, so we're not going to try and
10 even do that.

11 I can't express that enough about the growth
12 and that our population has declined.

13 With ROGO (phonetic), with the hurricane
14 plan, the comp plan in the county, comp plan in the
15 city, all of the blocks are in place. The Department
16 of Community Affairs, DEP, everybody, it's there.
17 We're lucky if we can get affordable housing built in
18 this community, and that's not going to increase
19 people coming to this community. It will just take
20 four or five people living together in three rooms and
21 let two of them live together in two other rooms. The
22 people are here, but it's a matter of giving them a
23 way to live, a better environment.

24 I'm not going to repeat anything other than
25 what I've said, because I understand that we're not

1 going to run out of numbers here. I totally agree 305
2 should be kept here. Yes, we're being selfish and
3 greedy. But because of our only industry is tourists
4 and because of what Commissioner McCoy said, how do
5 you educate tourists that are coming in maybe for the
6 first time and the only time? It would be impossible
7 to try and educate them because the day trippers are
8 in and out, two days, three days, whatever.

9 The thing I'm really concerned about is how
10 much it's going to cost us every time we pick up the
11 phone to dial 411 because of your change, not our
12 change? I mean, there needs to be some consideration
13 in maybe giving a little bit more directory assistance
14 freebies because -- if this is going to be a problem.

15 We are quite concerned with this. It is of
16 the utmost importance to us at this time. We would --
17 I mean to answer your question, Commissioner, I think
18 if we had to really bite the bullet we would accept a
19 totally new area code for this area. We would prefer
20 naturally to keep 305. It would make us happy. Don't
21 split it. Do not do the overlay. It would be mass
22 confusion because of the influx of 50,000 people
23 coming into this community every day and season and a
24 minimum of 20 to 30 every day at this time of the
25 year. Thank you very much for your time.

1 coming out in the future, which might make some of
2 these problems incidental in the future.

3 I want to reemphasize the problem in Key
4 West, as Commissioner McCoy and Mr. Sawyer and
5 Virginia has illustrated, tourism is our number one
6 economy. We don't have anything else. We're just
7 like one big company; tourist company. And everybody
8 else goes along with that. All of our income to run
9 the city government and the county governments and all
10 depend upon tourist dollars. We're already paying
11 taxes that's out of this world already, so we can't
12 hardly tax anybody anymore. We have to have income to
13 pay them that and that comes from tourists.

14 Key West is unique. Mayor Wardlow had the
15 right idea when he said secede from the Union. We are
16 like a different country almost. We could put a sign
17 up at the border saying, "You're now entering the
18 Conch Republic. The end of the continental land of
19 the United States," or whatever. We're a very narrow
20 island. If I wanted to communicate with my neighbors
21 all I need to do is get a 5-foot string and two tin
22 cans and I can talk to them. It's sort of hard to
23 believe in the modern technology we have; that I'd
24 have to have a whole different area code to talk to my
25 next door neighbor. Or even in the same room, if my

1 son wants his own phone, I have to have another area
2 code. That doesn't sound right.

3 I would wish you would look at allocating a
4 certain block of numbers, something like that, and I
5 probably understand you have to allocate blocks of
6 numbers to competitors and people that's coming in.
7 I'm not suggesting that the City of Key West buy a
8 block of numbers and start its own telephone system.
9 I don't know whether that would solve the problem or
10 not. But we have an electric company that we own that
11 we've got lines running around. We were thinking
12 about doing some things with that.

13 But we do need to keep our identity. We do
14 need to figure out if we can keep our own area code.
15 As far as your telephone numbers, the way we would
16 work it here in Key West -- and what set us off on
17 this to start with -- we're getting used to the habit
18 of calling in the public and asking their opinion with
19 public forums and getting public input. Our citizens
20 are getting used to that. And they're demanding that,
21 and as city officials we're doing the same thing.

22 What we would do to handle this area code,
23 we'd have public forums, we'd call in people. We'd
24 say, "Hey, this is the options we have. You can go to
25 the overlay, you could go to this. What do you think

1 about going to a new area code and changing?"

2 And from a cost standpoint, overall cost
3 standpoint, it wouldn't take a lot of money to change
4 our business cards -- I'm speaking from the city's
5 standpoint -- we don't buy that much stationery in a
6 year. It would be easy to put overlays in there.
7 It's not a big expense. I don't think they've major
8 hotel chains here that prints out millions, thousands
9 of brochures or anything, although it would be an
10 expense.

11 I think it would be readily the easy thing
12 to sell, to get our own area code if we had to. If
13 you cannot allocate a block of numbers for this area,
14 and the rate of growth -- I want to echo that. For
15 instance, we only have 471 buildings of any sort,
16 residential-type buildings. We can build until the
17 year 2000 and something -- and already only --
18 Commissioner McCoy was accurate, only 200 were left.
19 All the other 200-something are already committed. So
20 we're limited to growth. The only growth is going to
21 be if everybody wants another beeper, another
22 extension or another cell phone or something.

23 There are not going to be any more hotel
24 rooms or anything beyond what is committed over the
25 next several years unless the whole rate-of-growth

1 ordinances changed, and there's a whole lot of changes
2 in the whole system. We're not going to grow.

3 Monroe County is in the same boat. We're
4 dealing with Monroe County now, asking them to get
5 together and let's swap some units so we can get some
6 affordable housing here for our citizens. They have a
7 finite number of units, too, and it's in the hundreds
8 also. So we're limited in growth.

9 We just need a good block of numbers to get
10 us through for the next 20 years or a different area
11 code. Thank you.

12 **CHAIRMAN JOHNSON:** Thank you.

13 **MR. BECK:** Brian Carman.

14 - - - - -

15 **BRIAN CARMAN**

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

19 **DIRECT STATEMENT**

20 **WITNESS CARMAN:** I'm Brian Carman, 22 Aster
21 Terrace, Key West. I'm a local businessman. I'm a
22 Motorola dealer and I am also guilty of sucking up
23 your numbers. I'm also an EXTEL dealer.

24 I will tell you this, that the tail doesn't
25 wag the dog and I don't expect you to change your

1 plans based on me. But as I sell these units to my
2 customers they intend to communicate both through the
3 cell system and through a direct radio connect. As I
4 split the area codes up on an overlay in the future,
5 it's going to wreck havoc with my customers. That's
6 speaking as a businessman. As a resident, and a long
7 term one at that, I have to echo former Mayor Sawyer
8 and Commissioner McCoy, please don't do this to us.
9 It's something that's going to hurt us. It's going to
10 wreck our identity and maybe Meriu and I should start
11 a "Bubba Bell System" and we'll put our own in. Thank
12 you.

13 **MR. BECK:** Thank you. Brent Robbins.

14

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15

BRENT ROBBINS

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

19

DIRECT STATEMENT

20

WITNESS ROBBINS: Good morning. Brent
21 Robbins, 1016 Watson Lane, Key West.

22

Just for myself, personally, it doesn't make
23 any sense making these changes. I think there's more
24 than enough numbers out there and to add another line,
25 add another area code, makes no sense to me at this

1 point in time.

2 On behalf -- I'm also a director of a youth
3 agency that has three offices in the state of -- or in
4 the county of Monroe; between Key Largo, Marathon and
5 Key West it would wreak havoc.

6 Our programs go down when parents and youth
7 try to contact us and what we're doing, when we're
8 doing things. And we go out and start changing our
9 numbers, start changing our sites for better locations
10 and we keep changing those telephone numbers and they
11 can't get ahold of us, it makes it very, very
12 difficult to serve the youth of Monroe County.

13 Then we can go to our donors. When people
14 want to donate money to us or donate office supplies
15 or anything to us, they can't get ahold of us because
16 every time you're changing your number; where are you?
17 Where is your location? It's difficult. Very, very
18 difficult. And this is just going to add to that
19 difficulty.

20 Again, I ask you, don't make that change.
21 But if you do have to make the change give us an area
22 code. Keep it as much continuity as possible. We
23 start changing that and it causes problems all the way
24 down the line, and especially nonprofit. We don't
25 have that type of money to keep changing our

1 stationery, business cards, things like this. That's
2 a major expense for us because our expenses need to go
3 back to serving the youth of the community. We start
4 taking that away because they have to get stationery
5 and different things like that, because we are a
6 business, also, and we do have to communicate on a
7 written basis. It's just an added expense we don't
8 need. Thanks.

9 **CHAIRMAN JOHNSON:** Thank you.

10 **WITNESS ROBBINS:** One other thing to add
11 about the study, I do agree that we need to have our
12 own study for Monroe County, but also what are the
13 military needs? We do have a large military base
14 here, not just the Navy but also the Air Force and
15 their intelligent communications. Maybe they can have
16 a overlay. Let them have that because of their
17 special needs. Leave the residents alone.

18 **MR. BECK:** Thank you. Wally Veliz.

19 **WALLY VELIZ**

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

23 **DIRECT STATEMENT**

24 **WITNESS VELIZ:** I am Waldo Veliz, and I'm at
25 1420 7th Street here in Key West. And I'm not here to

1 tell you about the tourist industry and the effect
2 this would have on all of the businesses because I'm
3 sure no matter where you would go you would hear the
4 same thing. My only question is this: If we would go
5 to the overlay -- and I understand at no point would
6 we ever outgrow or grow to the point where we would
7 outgrow 305. We don't need our own area code per se,
8 and I understand the company's position that they can
9 better use that with someone else.

10 What I do suggest is that I believe we can
11 still set a geographical line at the county line,
12 let's say, because everything to the north of that
13 would be fed out of Homestead and everything to the
14 south of that would be fed out of North Key Largo or
15 Key Largo.

16 When someone calls in from the Keys,
17 Sugarloaf, wherever, they automatically give their
18 address and they're assigned a Sugarloaf number, a Big
19 Pine number, a Marathon number. Same thing could be
20 done if they say they are from this location, that
21 they are automatically given a 305 number. You would
22 still have the overlay but the overlay would stop at
23 the Dade County line.

24 If someone disconnects then that 305 area
25 code would be reserved for Monroe County up to the

1 point where we have sufficient -- to handle the
2 supposedly 70,000 surplus lines that we have, or
3 telephone numbers we have now. If Chris's numbers are
4 correct, and I assume they are, we're looking at a
5 thousand lines per year, you're looking at a 70-year
6 allocation of numbers. So to change the numbers would
7 be ludicrous. I don't see any reason why we have been
8 even discussing that.

9 The question here is -- we're looking at is
10 area code. There's no reason why we should change the
11 area code for the reasons I just stated. I think it's
12 a doable situation from my point of view. Of course,
13 I've always argued with Southern Bell because having
14 spent 32 years with them -- and, of course, you always
15 feel like you've got a better idea. So I find myself
16 not opposing Southern Bell but trying to work with
17 them as a ex-employee.

18 I think that it's doable. I think that if
19 the business offices and order takers are trained that
20 when someone calls from the Keys they are
21 automatically placed in the 305 area code. Everything
22 else would be an overlay situation because Dade County
23 is a different animal. That way nobody has to get
24 hurt. At some point, with the amount of growth that's
25 going to be projected for Dade County, there's not to

1 say at some point we'll be adding another area code.
2 We'll be having three area codes in Monroe County.
3 Not necessary. I think the same way we regulate and
4 assign central office numbers and central office
5 lines, that the same could be done for the area code.

6 So I would like to suggest that we look at
7 that and we have more than enough technical expertise
8 within Southern Bell to do that and that's increased
9 since I got out.

10 But I think that it's something we can look
11 at. I think with the proper planning and something
12 that would require absolutely nothing to do with
13 Monroe County -- we would not even be involved in the
14 equation; everything would take place in Dade County.

15 So, again, I would like to thank you all for
16 taking the time to come down and listen to us. It's
17 something that, of course -- it's been mentioned that
18 we're a different animal, and we are. We're at the
19 end of the road, and enough things trickle downhill
20 that we don't like to see any more come down. Work
21 with us, Southern Bell, do what you can do. I think
22 if we get into the assignment business and control the
23 outlay of numbers I think that we can --

24 **COMMISSIONER GARCIA:** What's your last name?

25 **WITNESS VELIZ:** Veliz. V-E-L-I-Z.

1 **COMMISSIONER GARCIA:** Mr. Veliz, I wanted to
2 ask you, I asked a few of the other customers who
3 testified, you wouldn't mind as long as you were able
4 to keep the identity, dialing 10-digits and changing
5 your area code as long as you could keep that area
6 code to identify the Monroe area.

7 **WITNESS VELIZ:** Of course if you ask me has
8 the Chairman --

9 **COMMISSIONER GARCIA:** As opposed to what
10 we're considering in an overlay.

11 **WITNESS VELIZ:** As the Honorable Chairman
12 said in the newspaper that nobody likes change. We're
13 no different. I mean quite frankly, we were here
14 first. You know? And to the victor goes the spoils.
15 And everything came from Monroe County, so -- yes, I
16 think that, of course -- do I have an alternative?
17 No. I would not like to, but I would think that the
18 305, there's no reason why you would have to change us
19 because then you're getting into a geographical thing.
20 Keep us in the 305. It's going to be less of a change
21 for us, that if you try to do some other area, which
22 is going to be larger. The effect and the impact on
23 Southern Bell from a cost-wise would be less or stay
24 the same.

25 **COMMISSIONER GARCIA:** Let me ask the company

1 to have some information and see if we could assign
2 enough NPAs so that we could cover growth in the lower
3 Keys. Obviously initially --

4 COMMISSIONER CLARK: NXX.

5 COMMISSIONER GARCIA: I'm sorry.

6 WITNESS VELIZ: Numbers.

7 COMMISSIONER GARCIA: I'm getting worse, not
8 better. NXXs.

9 MR. WHIPPLE: We're working on that.

10 WITNESS VELIZ: Excuse me, what did he say?

11 COMMISSIONER GARCIA: He's already working
12 on that. They're going to try to give it at the
13 technical hearings so that we can study that as one of
14 the possibilities.

15 WITNESS VELIZ: That we would remain the
16 305, we remain our phone numbers, they would still
17 have the benefit of the overlay but do it at the
18 county line.

19 COMMISSIONER GARCIA: Right.

20 WITNESS VELIZ: Great. Thank you very much.

21 CHAIRMAN JOHNSON: Thank you. Are there any
22 other witnesses?

23 MR. BECK: We had two people earlier who
24 passed.

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DUKE PONTIM

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

DIRECT STATEMENT

WITNESS PONTIM: Duke Pontim, 911 West Indies Drive, Ramrod Key.

Instead of not "in my backyard," is there a way of taking -- because it's going to happen to everybody -- and that's getting information and find out who you want to talk to -- is it technically available to call area code X and get Y and Z for information? In other words, if you call up a business --

COMMISSIONER GARCIA: You're sounding like the engineers.

WITNESS PONTIM: You call anywhere now and because of all of the changes of the area codes you get a "not listed" so then you have to go back and say okay, did he move to this area code or did he move to this area code? Then you redial another area code to get the business you're trying to find, and at a good chance you eventually eliminate all the area codes. It could be trying to call to New Jersey.

COMMISSIONER CLARK: You're asking if you

1 dialed 1-305, what is it, 555-1212 --

2 WITNESS VELIZ: Right.

3 COMMISSIONER CLARK: -- if you called that
4 would you also get the number that's the new area
5 code?

6 WITNESS VELIZ: Well, like Broward got
7 sucked out and it's right on the line, I don't know
8 which one it is.

9 COMMISSIONER CLARK: That's a good question.

10 WITNESS PONTIM: You would resolve --
11 instead of trying to change the source, you resolve
12 the problem.

13 COMMISSIONER CLARK: What do we do?

14 MR. WHIPPLE: That's the first time that's
15 come up. But I'm sure technically we can just direct
16 those calls to the same operators that handle that
17 information; part of the same database. It's going to
18 have to be for the same geographic area.

19 COMMISSIONER GARCIA: That's a good idea,
20 and we should consider that.

21 WITNESS PONTIM: Not even this state
22 overall -- the whole industry is changing so fast that
23 you can't keep up with where people are.

24 COMMISSIONER GARCIA: You're absolutely
25 right. And the directory assistance in this area --

1 (simultaneous conversation)

2 **WITNESS PONTIM:** You're talking about
3 splitting downtown Miami; now you're talking about
4 splitting people's desks. If you could just give the
5 solution of how to find that number, because that's
6 all we're talking about.

7 **COMMISSIONER GARCIA:** And I happen to know
8 that I think if 411 in the 305 area code, you can get
9 any number from the north of Dade all the way to Key
10 West is given by that directory assistance, and you
11 make a very good point.

12 **WITNESS PONTIM:** I'm sure with computers, it
13 could go either side of the area codes and
14 automatically find your number.

15 **CHAIRMAN JOHNSON:** Thank you.

16 **MR. WHIPPLE:** Those are done by geographic
17 areas as you said, so it will pick up any telephone
18 number, whether it's the old NPA or new NPA.

19 **WITNESS PONTIM:** Did you say it does it now?

20 **MR. WHIPPLE:** Not now.

21 **WITNESS PONTIM:** Okay. But you could.

22 **MR. WHIPPLE:** I'm saying the directory
23 assistance, when you call directory assistance you ask
24 for a specific city, Fort Lauderdale, Miami, whatever.
25 If you called Miami and there were two NPAs for Miami

1 you would get any telephone number in Miami, whatever
2 the NPA was in.

3 (Inaudible response from audience.)

4 MR. WHIPPLE: Oh, I understand. But it's
5 still going to have to go to the same geographic area.
6 And one NPA is going to have to handle it or one
7 directory assistance.

8 COMMISSIONER GARCIA: He's making a very
9 good point in terms of that if you do have an overlay
10 plan, it would be important that that state directory
11 assistance, the one that Commissioner Clark was
12 talking about, the 555-1212 operator, would be able to
13 handle both area codes that came in, either area code
14 that came in to that same area.

15 COMMISSIONER CLARK: You'll make sure.

16 MS. WHITE: What we'll do is check for the
17 555 number as well as the 411.

18 COMMISSIONER GARCIA: Thank you.

19 MR. BECK: Mr. Addleman, did you want to
20 testify also?

21

22

23

24

25

1 **GARY ADDLEMAN**
2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

5 **DIRECT STATEMENT**

6 **WITNESS ADDLEMAN:** Gary Addleman, 604
7 Simonton Street.

8 **COMMISSIONER CLARK:** I'm sorry, your last
9 name?

10 **WITNESS ADDLEMAN:** Addleman.
11 A-D-D-L-E-M-A-M.

12 One question I've got regarding the 10-digit
13 dialing, it was stated that the technology is here
14 where we can, even with the overlay, have 7-digit
15 dialing but it's an FCC reg. What is the process
16 where we appeal that if we did maintain the 305 area
17 where we would only have the one area code down here,
18 why can't we have the 7-digit dialing if the
19 technology is there?

20 **COMMISSIONER GARCIA:** I was going to ask
21 that also.

22 **COMMISSIONER CLARK:** I think we can -- one
23 of the things, it's been instituted as a matter of
24 having fair competition because -- especially in a new
25 overlay situation it's more likely that the new

1 carriers that come in to provide service will wind up
2 with a new area code and it may be seen as less
3 desirable by potential customers, and, therefore, put
4 them at a competitive disadvantage. And I think
5 that's the reason. And the fact that the old
6 telephone company has 7-digit dialing but if you want
7 to use the new one you have to use 10-digit, that
8 would be seen as a disadvantage.

9 **COMMISSIONER GARCIA:** I think Mr. Addleman
10 is making the point --

11 **WITNESS ADDLEMAN:** What I'm saying, if we go
12 ahead and keep the same NPA for Monroe County and give
13 new NXXs for the competitors coming in, they will
14 still be in the 305 area, they'll still have the
15 ability to have the 7-digit dialing. They still will
16 be in the same ballpark.

17 **COMMISSIONER GARCIA:** In theory we can --
18 his argument whether we go 305 or a new area code for
19 all of Monroe County, we can, in theory, keep
20 7-digital dialing because --

21 **COMMISSIONER CLARK:** I think we can then.

22 **MS. WHITE:** You can as long --

23 **WITNESS ADDLEMAN:** It's the FCC reg, and
24 what I'm asking, what is the process to appeal that to
25 the FCC?

1 **COMMISSIONER GARCIA:** No, no. The FCC I
2 don't think would have a problem with that. The FCC's
3 problem comes into -- the ruling on the FCC has to do
4 with competition. In other words, if I was a new
5 carrier coming in I can't be assigned a 10-digit
6 number. But if all carriers would have enough NXXs
7 for them within an area code, they should be able to
8 stay 7-digit dialing.

9 **WITNESS ADDLEMAN:** So you're saying that if
10 it would be adopted, that we would continue having
11 7-digit dialing.

12 **COMMISSIONER GARCIA:** There's a chance of
13 that. I was putting the worst scenario possible but I
14 had considered that, because if we are keeping it
15 within the same geographic area, same area code, no
16 new area code intrusion, then there would be no
17 competitive disadvantage because nobody would have to
18 get a different area code, therefore, different
19 10-digit dialing.

20 **MS. WHITE:** That would be true only until
21 the NXXs ran out. If all of a sudden 60 companies
22 came into Key West and wanted to compete, then you're
23 going to run out of NXX codes and everybody would have
24 to go to 10-digit dialing.

25 **MR. GREER:** The FCC's mandate was

1 essentially where you implement an overlay, you do
2 10-digit dialing, period. And Pennsylvania tried to
3 take it to the FCC and get that appealed to retain
4 7-digit dialing within an overlay situation and the
5 FCC said no.

6 **COMMISSIONER GARCIA:** What you said is fine.

7 **COMMISSIONER CLARK:** I'd like to explore
8 that question.

9 If it appears to be possible to take some of
10 the vacant NXXs and assign them to the Keys so that
11 the point in time that they would exhaust is further
12 out, would the FCC require 10-digit dialing in the
13 Keys?

14 **MS. WHITE:** I don't think so as long as all
15 the companies are being treated the same.

16 **WITNESS ADDLEMAN:** And the possibility of 60
17 companies coming in down here, that's not going to
18 happen. You're not going to see that kind -- they
19 will go into the major metropolitan areas. They will
20 go into Miami, they'll go into Fort Lauderdale.
21 That's where the gravy will be where they can pick it
22 up. You might see one or two companies trying to come
23 in, but you're not going to see massive influx of
24 these companies coming down.

25 **COMMISSIONER GARCIA:** You'd be surprised.

1 When we put on our calendar that we were coming to Key
2 West, people were fighting to come on this trip.

3 WITNESS ADDLEMAN: Thank you.

4 CHAIRMAN JOHNSON: Did you have anything
5 else to add, Mr. Greer?

6 MR. GREER: I just wanted to clarify that if
7 the overlay came all the way to the Monroe County
8 line, then 10-digit dialing would have to be
9 implemented north of the county line and you could
10 possibly retain 7-digit in Monroe County.

11 MS. WHITE: Well, correct, because
12 technically I guess you wouldn't have a overlay in
13 Monroe County. It's that distributed overlay that you
14 were talking about earlier.

15 WITNESS ADDLEMAN: Yes.

16 CHAIRMAN JOHNSON: Okay.

17 MS. WHITE: You'd have 10-digit dialing
18 between Monroe and Dade.

19 MR. GREER: Yes.

20 CHAIRMAN JOHNSON: Are there any other
21 customers.

22 MR. BECK: Chairman Johnson, that's all of
23 the persons who have signed up ahead of time.

24 CHAIRMAN JOHNSON: Okay. We don't have any
25 other customers that are signed up, but I think there

1 was at least one gentlemen that testified before that
2 would like to testify.

3 **WITNESS SAWYER:** I just have a question that
4 I want answered.

5 Tom Sawyer. I had a question that wasn't
6 answered and that was in the beginning, when the
7 powers-to-be got together around the table, how many
8 of those powers-to-be was invited, and then how many
9 actually participated to make a decision as to what is
10 best for us?

11 **CHAIRMAN JOHNSON:** I think you're referring
12 to the industry meeting?

13 **WITNESS SAWYER:** Yes, ma'am.

14 **CHAIRMAN JOHNSON:** BellSouth, any
15 information on that?

16 **MS. WHITE:** Since BellSouth is currently the
17 North American Numbering Plan Administrator for this
18 area, we called a meeting of all of the companies and
19 holders of NXX codes in the 305 area code.

20 The list shows that approximately 59
21 individuals representing approximately 37 companies
22 were invited to the industry meeting. 23 individuals
23 representing ten companies actually showed up.

24 **WITNESS SAWYER:** So it was a total of how
25 many companies in the beginning?

1 MS. WHITE: 37 companies were invited.

2 WITNESS SAWYER: 37 were invited. Ten
3 showed up and the decision -- I assume it was
4 unanimous of those ten?

5 MS. WHITE: No, it was majority.

6 WITNESS SAWYER: It was just a majority. So
7 a minority decided what the majority is supposed to
8 do.

9 MS. WHITE: I think the vote was 8 to 2.

10 WITNESS SAWYER: Yeah. Who were the ten?

11 MS. WHITE: Who were the ten? Let's see, I
12 think I have that: AT&T Long Distance, AT&T Wireless,
13 BellSouth Cellular, BellSouth Mobility, BellSouth
14 Telecommunications, Nextel, PageNet, Priority
15 Communications, Sprint and Sp-int PCS.

16 WITNESS SAWYER: Who were the two that was
17 against it? Were they the little guys?

18 MS. WHITE: No, actually I believe it was
19 AT&T Long Distance and AT&T Wireless. I'm not
20 convinced of that, but I believe that's the case.

21 MR. BALL: That's the case.

22 WITNESS SAWYER: I'll have to remember that.

23 I lost my train of thought. The one other
24 thing you read out of the FCC, I don't know if it's
25 expanded on another chapter, just what you read

1 briefly, my interpretation of that is you have to
2 provide equal access to all competitors, but I don't
3 know that it says you have to give them a block of
4 10,000. Can you reduce that block and say if I start
5 up, you know, and come to you and need some numbers, I
6 mean you don't have to give me 10,000, or if we're in
7 a area of Monroe County maybe you have a thousand,
8 we're only growing a thousand a year. And I guess
9 that would be my question. That would save some more
10 of those numbers for the area instead of putting them
11 out there in purgatory and nobody ever seeing them
12 again.

13 **MS. WHITE:** Legally we have to give
14 alternative local exchange companies what we give
15 ourself. We give ourself blocks of 10,000 because I
16 believe technically that's as low as we can go. But
17 they are working on methods of breaking up that 10,000
18 but I just don't know what the status of that is.

19 **WITNESS ADDLEMAN:** Put a little bonus in
20 there and that technology will improve quickly.

21 **MR. WHIPPLE:** Well, there's a system called
22 local number portability that we'll start implementing
23 next year, the first phase of, but it will be quite
24 some number of years before all the legality and
25 technicalty problems about really taking away the

1 telephone number from a specific location -- basically
2 you could take your telephone number anywhere in the
3 future that they are looking at. But the details of
4 that are still being worked on. I'm sure it will be a
5 number of years before that finishes.

6 **WITNESS SAWYER:** Thank you. And the area
7 code, "SUN" is good, but also "FUN", either one.

8 **CHAIRMAN JOHNSON:** Anyone else that would
9 like to speak?

10 **WITNESS McCOY:** One minute. Very quickly, I
11 would like to refer to technology.

12 Ten years ago nobody believed that the Intel
13 chip would be where it is now, and that kind of
14 technology is continuing.

15 Secondly, our druthers. Of course we
16 druther nothing happen and it stay its way. We know
17 better than that. But the next thing would be to keep
18 the 305 code; retain 7 digit. We can't do that then
19 keep 305 and go to the 10-digit.

20 Changing our area code altogether is like
21 you're going to be very sick unless you take the
22 castor oil and it would be the castor oil.

23 So 305 is our druther, and our second
24 druther is 305 and 10-digits. Thank you.

25 **CHAIRMAN JOHNSON:** Thank you very much.

1 Any others that would like to speak this
2 morning? Well, I'd like to thank you all for coming
3 out. Again, the information that you provided, the
4 suggestions that you have given us, we will take that
5 back with us as we have our final deliberations and
6 we're going to try to come up with a method of
7 resolving this that is most fair to all and has the
8 least impact on all of the customers.

9 Thank you very much again. I appreciate
10 your comments.

11 (Whereupon the hearing adjourned at
12 11:58 a.m., and recovened at 6:40 p.m.)

13 - - - - -

14 **CHAIRMAN JOHNSON:** Good evening everyone.
15 We're going to begin the 6:30 public hearing today.
16 Can't hear me? Louder. I know, the room is so
17 crowded. (Laughter) For those in the back --
18 (Laughter)

19 Counsel, could you please read the notice?

20 **MR. BOWMAN:** By notice issued September 12th
21 the service hearing was set for this time and place,
22 in Docket 971058, in re: request for review of
23 proposed numbering plan relief for 305 area code. The
24 purpose of the hearing is set out within.

25 **CHAIRMAN JOHNSON:** Thank you. We'll take

1 appearances.

2 **MS. WHITE:** Nancy White, Larry Whipple and
3 Terence Ball for BellSouth Telecommunications.

4 **MR. BECK:** Charlie Beck, Office of the
5 Public Counsel, Claude Pepper Building, Tallahassee,
6 here to sponsor witnesses.

7 **MR. BOWMAN:** John Bowman for Commission
8 Staff.

9 **CHAIRMAN JOHNSON:** I'm Julia Johnson. I'm
10 the Chairman of the Florida Public Service Commission.
11 I'll be chairing this proceeding tonight.

12 The gentlemen standing is Commissioner Joe
13 Garcia and the commissioner seated to my right is
14 Commissioner Susan Clark.

15 We're here today to hear from you. Let me
16 give you a little background. We're going to also
17 have the company give a brief presentation to help
18 inform you as to how we got to where we are today.
19 And also our Staff representative will go through what
20 kinds of issues and the criteria that we will use when
21 we make our final decision.

22 Several months ago the companies that are
23 stakeholders, or number holders in this case, had a
24 meeting to discuss the issue of the shortage and the
25 fact that the numbers were exhausting in that

1 particular area code. After their deliberations and
2 discussions, they determined that the overlay plan,
3 which would require 10-digit dialing, and would
4 basically overlay a new area code on the 305 area
5 code, was the best plan to adopt for this area.

6 They submitted a letter to the Commission
7 explaining that that would be the position and that
8 would be the implemented plan if there were no
9 objections.

10 Several weeks later we did receive some
11 concerns from both citizen groups and from businesses
12 affected in the region, and we determined that the
13 best thing to do would be to look at all of the
14 options, hear from the customers, and make a
15 determination as to how we should implement a new
16 plan, what that plan should be. But at this point
17 it's like starting over. Certainly we're hearing
18 their plan but we are also here to hear from you, your
19 suggestions and your comments.

20 So I'm going to allow the company
21 representatives to provide an overview of the issues
22 and allow Staff to speak and then I'll swear the
23 witnesses in because understand that your testimony
24 will be a part of the official record that we can use
25 and rely upon in making our final determination. So

1 at the appropriate time I'll ask you to stand and
2 we'll swear you in and take your testimony. Thank you
3 again. BellSouth.

4 MR. BALL: Good evening. To begin, I just
5 wanted to find -- you'll see the letters "NPA" and
6 "NXX" thrown around a lot this evening. NPA is the
7 area code we're discussing, 305, the first three
8 digits of the --

9 CHAIRMAN JOHNSON: Excuse me --

10 MR. ST. PETER: Would you identify yourself?

11 MR. BALL: Terence Ball.

12 MR. ST. PETER: Terence Ball.

13 MR. BALL: I'm with BellSouth.

14 MR. ST. PETER: Capacity?

15 MR. BALL: Planning.

16 MR. ST. PETER: Thank you.

17 MR. BALL: The NPA is the first three digits
18 of the 10-digit phone number, followed by the
19 three-digit NXX and then the 4-digit line.
20 (Indicating on projected slide.)

21 We received the forecast -- what you're
22 looking at here is the growth of NXXs in 305, the red
23 line being the exhaust limit. You can only get about
24 a little under 800 NXXs out of a NPA. And the yellow
25 line is the forecasted growth. So it's expected to

1 exhaust in September of '98.

2 This problem of area code exhaust is pretty
3 much nationwide. You can see up between 1994 and 1984
4 there were only one, two or three area codes that were
5 initiated and then from there it's grown up to over 40
6 a year, exponential growth.

7 And the reason for that growth is increase
8 use of telephones, cellular telephones, computer
9 modems, facsimile machines, multiple business lines,
10 pagers and new entrants into the marketplace.

11 Some background on 305 exchange -- excuse
12 me, the 305 NPA. These are the exchanges in the NPA.
13 You can see Miami is the biggest one in there. The
14 Keys having five.

15 This is a map that shows the density of NXX
16 usage in the area code 305, the dark red being the
17 most NXXs being used and the light areas being the
18 least. You can see they are concentrated in North and
19 Central Dade.

20 When we plan to relieve an area code, we
21 like to provide the longest relief period possible,
22 minimize the dialing impacts on the customers and
23 minimize technical and operational impacts of the
24 code-holders.

25 We've looked at, in detail, two ways of

1 achieving relief: the geographic split and the
2 overlay, and I'll explain each.

3 On geographic split, the NPA is divided into
4 separate geographic areas, with the goal of each area
5 reaching exhaust in the future at the same time.
6 Usually that split is done along the physical natural
7 boundaries or jurisdictional boundaries.

8 Advantages of the split is that the 10-digit
9 dialing is only required in dialing from one NPA into
10 the other, one area code into the other. Typically
11 about 50% of the calls would be across the split,
12 would require 10-digit dialing. Ones inside the NPA
13 would only require 7-digit dialing. And new
14 additional lines would be generated with the same NPA
15 as existing lines. That is, a residence or a business
16 getting additional lines would always have the same
17 NPA.

18 The disadvantage is that about 50% of the
19 numbers will require number changes. Those in the new
20 NPA, on a geographic split, would be required to have
21 an area code change.

22 **COMMISSIONER GARCIA:** The number would
23 remain the same, just the first three --

24 **MR. BALL:** The first three digits of those
25 10 digits I showed you would change for about 50% of

1 the phones.

2 Cellular phones have to be reprogrammed --
3 again, about 50% of them would have to be reprogrammed
4 for the new NPA. You would still have 10-digit
5 dialing about 50% of the time across that NPA split,
6 and anybody in the new area code area would have to
7 change their stationery, advertising and such to
8 reflect their new area code.

9 I'd like to show you a few illustrative
10 splits. The first one here, just to show you the
11 problem a little bit, is the North Dade exchange and
12 the Miami exchange left with 305 and everything south
13 coming into a new NPA.

14 You can see here these two dates are the
15 exhaust dates of the two areas. The red area would
16 not exhaust until 2038 and the green area would
17 exhaust almost immediately.

18 Again, illustrative. This one is just the
19 Miami exchange. You could theoretically put the new
20 NPA in North Dade and everything south of Miami.
21 This, too, does not make an even split because the red
22 area would exhaust in 2020 and the green 305 would
23 exhaust in 2004.

24 In an effort to keep downtown Miami as one
25 NPA, and to illustrate something else, what I've done

1 here is taken this wire center and included it in
2 downtown Miami. It's a pretty reasonable split but
3 you'll see it splits the area code, the new area code
4 into two distinct regions. That's a problem with if
5 we include in the 305 any one of these western wire
6 centers, we'll split the new NPA into two areas which
7 would be extremely confusing. Also on that slide, the
8 boundaries, you can see these are just following
9 streets through Miami; there's really not a good
10 boundary.

11 Now, this split here is a pretty good split.
12 This line here is generally the 826, the Dolphin
13 Expressway, from about here to here (indicating) and
14 on one side or the other it's pretty close to the wire
15 center boundaries. That's a very good split. It,
16 however, does split the city of Miami into two
17 distinct area codes.

18 So on the geographic split we have to split
19 you want Miami exchange because it's just too big.
20 The east-west splits don't really work because those
21 western wire centers will always split it out into two
22 portions. There are very few geographic boundaries in
23 Dade County that can be used, and we're still going to
24 have a lot of 10-digit dialing.

25 In a overlay plan what we do is just leave

1 all of the area code 305 numbers alone, and just as
2 the 305 numbers exhaust at particular central
3 offices -- and these are the little areas here -- as
4 they exhaust we add a new NPA, a new area code on top
5 of it. So all of the 305s would stay the same. When
6 the 305s run out, we just start another area code.
7 This is also the most efficient utilization of
8 numbers.

9 Okay. Disadvantages of an overlay. It's
10 like we've stated, could theoretically have two
11 locations with one -- one location with two area codes
12 in it. Local people used to local 7-digit dialing are
13 not going to know their area code right up front, know
14 that they're going to have to dial 10 digits. And of
15 course, all dialing will be 10 digits, not just 50% of
16 them, which is mandated by the FCC.

17 The advantages of it is that it serves the
18 same geographic area. The community of interest is
19 kept together. The growth is assigned to the new NPA
20 after the 305 was exhausted, so it uses the best use
21 of numbers, and the FCC does, however, require
22 10-digit dialing.

23 As was stated earlier, the industry met on
24 June 30th and reached a consensus that the overlay
25 would be the best means of relief for the area code.

1 Thank you.

2 CHAIRMAN JOHNSON: Mr. Greer.

3 MR. GREER: My name is Stan Greer. I'm a
4 supervisor with the Division of Communications at the
5 Commission.

6 The Commission has been asked to review two
7 area code reliefs in a formal manner. Through those
8 proceedings they have developed certain criteria that
9 they look at when they have such an area code relief
10 proposal before them. One of the areas is competitive
11 concerns, and the competitive concerns is the
12 potential impact on the development of local exchange
13 competition, which is right now in the early stage of
14 development. Advantages, disadvantages for any
15 industry segment. And advantages or disadvantages of
16 any particular technology such as maybe wireless or
17 wireline, depending on that.

18 The other area that the Commission looks at
19 is the impact of customers. A very important area.
20 The Commission looks at whether a specific proposal is
21 easy to understand as far as customer confusion with a
22 specific plan or not. Changes to customer's telephone
23 numbers; which one minimizes those types of problems.
24 Effects on community of interest. And as specific
25 implementation cost for customers such as changing

1 your stationery, changes in customer dialing patterns.
2 Do you dial 7 digits? Do you dial ten? What the
3 impacts are there and what's the least impact to the
4 customers. Adequate time for customer education.
5 Does a specific proposal give the time for the
6 Commission and the industry to educate the customers
7 on all of the specific changes associated with a
8 specific plan?

9 The Commission also looks at the specific
10 impacts to carriers; what kind of costs are associated
11 to a carrier for a specific plan such as the
12 reprogramming of cellular phones that is necessary for
13 the split, the availability of efficient numbers,
14 availability of numbers for the carriers to use when
15 they are providing service to their customers.

16 And the last criteria the Commission really
17 focuses on is the length of area code relief. Does a
18 specific plan provide efficient use of numbers in the
19 short term and long term? And does the number of
20 future options for an area code relief -- what's the
21 difference between whether you can do a split the next
22 time or whether you can do a split, an overlay, or
23 just the different options that may be available for
24 the Commission in future reliefs.

25 And the third thing is the allowance for

1 appropriate permissive dialing periods. Does it
2 give -- does a specific plan give enough time to let
3 the customers get comfortable with, if they have to
4 dial the new area code or if they have to dial
5 10-digits; the time associated with allowing them to
6 get comfortable with that.

7 Florida in the past, since 1995, May of '95,
8 has gone from four area codes to -- this will be their
9 tenth, and most of these area codes have some type of
10 exhaust date in the 2000-2005 time frame, so it's a
11 continuing problem we're going to have to be dealing
12 with in Florida for the next -- probably forever.

13 **CHAIRMAN JOHNSON:** Thank you, Mr. Greer. At
14 this time we'll begin the public comments. If you'd
15 like to testify if you could stand and raise your
16 right hand I'll swear you in at this time.

17 (Witnesses sworn collectively.)

18 **CHAIRMAN JOHNSON:** Thank you. You may be
19 seated. Public Counsel, you can call the first
20 witness.

21 **MR. BECK:** First witness Carolyn McCloud.
22
23
24
25

1 which include 150 providers; mainly all of the after-
2 school programs, all the preschools, all child care
3 centers, all the family child care homes, and we talk
4 to parents each and every day that are looking for
5 child care.

6 I'm also a trainer for this agency and I do
7 a lot of the training in the preschools and one of my
8 jobs is to teach preschool children their phone
9 numbers. And one of the big issues is that with
10 having to know a 10-digit phone number, it will become
11 very difficult for children to enter kindergarten
12 knowing their phone number, which is one of the
13 readiness issues, and one of the real safety issues
14 for children.

15 But even as an agency, at this point Monroe
16 County, which is a very small population compared to
17 Dade County, certainly -- and I do understand the
18 challenges in a very dense metropolitan area. But in
19 Monroe County, which is really a very rural area, it
20 makes sense to us, to me, and to our agency that we
21 would have one area code in this area that would serve
22 Monroe County. Even if that means changing our area
23 code, I would think if you survey this area, from my
24 random sampling you would get a consensus that the
25 people in this county want one area code. They don't

1 want to dial 10-digits.

2 It's a real safety issue for children in
3 this area when you're calling neighborhoods, and
4 especially in a very transient region like ours, it
5 wouldn't take long to be totally confused on area
6 codes.

7 At this point it's possible for me to know
8 many areas in my head that I know automatically
9 because it's 7 digits. But if I'm challenged to know
10 10 digits, I'd find it overwhelming and I would have
11 to look up more and more of the numbers that I call
12 randomly. A lot of our relationship is with
13 Tallahassee and all of my contacts up there have
14 recently changed their area code. That's no problem
15 for me because I know they have all changed. But if I
16 don't know that some of them changed, or may have
17 changed, I would be constantly having to look up those
18 new numbers.

19 So I think that the reasons are overwhelming
20 to keep one area code here even if we have to change
21 that, in addition to the phone book having ten
22 numbers, but I really do think for children it is very
23 important for them to know their phone number. And if
24 they have to know 10-digits, that's not possible.

25 The new brain research, which our phone

1 system is built on, says adults can only remember
2 seven numbers. It's really challenging to have to
3 remember ten, especially if it's a next door neighbor,
4 or your school, or all of the changes that we have in
5 our numbers.

6 So I don't know what our chances are, but I
7 very much am in favor of keeping just a seven number
8 dialing system here in Monroe County. That there
9 should be a way we can get an area code for this
10 county that would serve this county. But does not
11 serve our county well in our area of work to have two
12 area codes that our neighbors exchanging numbers,
13 especially when you're dealing with anything dealing
14 with schools, children, or agencies that serve just
15 this county. I would be very happy to dial a
16 different area code for Dade County but in this county
17 I would like it to be just one area code.

18 I am surprised because I did not find one
19 person that disagreed with this viewpoint in my
20 sampling of the people that we deal, with both at the
21 School Board, at the Children's Coalition, at the
22 Early Childhood Council, they really did not think it
23 was going to happen but it's obvious that it was very
24 close to happening in this community.

25 **COMMISSIONER GARCIA:** There was good turnout

1 this morning.

2 WITNESS McCLOUD: I had heard that.

3 COMMISSIONER GARCIA: And a lot had
4 expressed your same point of view about willingness to
5 change their area code if that meant you can keep
6 it --

7 WITNESS McCLOUD: Even if you need to sample
8 it, I think you would find that most citizens here --
9 and I would be surprised if that's not true -- that
10 most people would agree they would rather change here.

11 My one question would be how many areas are
12 there -- have there been overlays done? Every area I
13 have been connected with there's been either a total
14 change of that area, but I don't know of any in my
15 knowledge where there are overlays. Are there?

16 COMMISSIONER GARCIA: It's a new concept
17 that's being done I think only in four places across
18 the country.

19 MR. WHIPPLE: I believe it is.

20 COMMISSIONER GARCIA: Five places across the
21 country. And it happens when you get right down to
22 core area that's pretty much in relationship with each
23 other. It's much more difficult to break up those
24 areas. As you noticed when they showed the map of
25 Dade County, it's much tougher there.

1 But this morning we did express, and the
2 company is going to get back to us, about the
3 possibility of doing exactly what you said. Even if
4 we had to change the area code, could we reserve part
5 of the new area code with enough foresight to keep the
6 same area in 7-digit dialing in Monroe County for the
7 next 15 to 20 years, and maybe even possibly have 7
8 digits. And, again, we are very thankful that you
9 guys pressed the issue as hard as you did.

10 **WITNESS McCLOUD:** Thank you. I really do
11 think that most citizens here would agree that that
12 would serve our community much better to have 7-digit
13 dialing remain in this community. So, thank you for
14 your time.

15 **CHAIRMAN JOHNSON:** Ma'am, let me be clear on
16 something you stated earlier. We appreciate you
17 coming out and testifying and particularly talking to
18 others in the community.

19 The concensus position would be that of
20 those that you spoke with, they were all amenable --
21 or certainly no one wants change, but if there is
22 change, they were amenable to the change in area code,
23 they just did not want the overlay.

24 **WITNESS McCLOUD:** I did not see anyone
25 object to changing the area code, no one. It was the

1 overlay they were objecting to.

2 **CHAIRMAN JOHNSON:** Okay. Thank you.

3 **MR. BECK:** Thank you. Gae Ganister.

4 **WITNESS McCLOUD:** Gae had to leave. She had
5 to go home to her children.

6 **MR. BECK:** John A. St. Peter.

7 - - - - -

8 **JOHN ST. PETER**

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

12 **DIRECT STATEMENT**

13 **WITNESS ST. PETER:** John A. St. Peter. I am
14 a marketing consultant. I work out of Pirates Cove,
15 and that's located right down off Front Street at the
16 Key West Original Cigar Factory.

17 I just had one question on one of the maps
18 you had, and can I just ask you to -- join us with
19 that again. That was the map that showed -- I believe
20 showed, okay, that the eastern -- I think it was the
21 eastern -- I'm only here since November and I'm
22 staying so you're stuck with me -- I believe it was
23 the eastern half of Key West was red in terms of close
24 to saturation.

25 **MR. BALL:** Right.

1 **WITNESS ST. PETER:** Would you throw that up
2 there just a second? I have one other map I wanted to
3 ask you for so maybe I can attempt to be intelligent.

4 **COMMISSIONER GARCIA:** From the looks of the
5 map, I want to congratulate him. He's done a
6 fantastic job on his presentation, and it is markedly
7 better than when he began. This time I understood
8 everything he said. (Laughter)

9 **WITNESS ST. PETER:** While we're waiting for
10 that.

11 **MR. BALL:** Okay.

12 **WITNESS ST. PETER:** Oh. Okay. That's pink
13 or red?

14 **MR. BALL:** That's pink. That's not
15 saturation. Red is saturation.

16 **WITNESS ST. PETER:** Red is what?

17 **MR. BALL:** Red is just the most.

18 **WITNESS ST. PETER:** The most. But we're
19 approaching exhaustion.

20 **COMMISSIONER GARCIA:** No. It has to do with
21 number of NXX usage. There are more -- in this one
22 area I believe there are how many?

23 **MR. BALL:** Five.

24 **COMMISSIONER GARCIA:** Five NXXs.

25 **WITNESS ST. PETER:** First three digits.

1 **COMMISSIONER GARCIA:** Correct. Not the area
2 code but the first three digits. And you'll notice
3 how much heavier it is in downtown Miami where it's
4 definitely red.

5 **WITNESS ST. PETER:** Okay. There's no doubt
6 from a marketing standpoint that to change an area
7 code, or to assign a new area code to a given area,
8 okay, is much easier to do than to assign the overlay
9 mechanism. Because you're going to have in the same
10 neighborhood, across the street, from what I
11 understand, you're going to have one house, if it gets
12 a new number, is going to have one Zip Code -- one
13 area code, and the house across the street is going to
14 have the existing area code; is that correct?

15 **MR. BALL:** Yes, that can happen.

16 **WITNESS ST. PETER:** That's certainly
17 presents many problems. So I certainly -- and I've
18 spoken with a number of people, restaurants here and
19 other businesses that have been concerned about that.

20 I guess my other questions are more
21 technical. What is -- I'm in the process of ordering
22 about 12 or 15 digital cellular phones. Are there
23 special type of specifications we're going to need if
24 we order these new phones in terms of that they are
25 going to have the area code -- which they are always

1 going to have to dial up, even if it's 305 versus 299,
2 okay -- plus the three digits plus the four digits and
3 then if we want to put a code or not.

4 MR. BALL: No.

5 WITNESS ST. PETER: No. Okay. How about
6 autodialers, when you have answering machines with
7 autodialers, will we need extra spaces for them or
8 that's no problem?

9 MR. WHIPPLE: You would have to preprogram
10 them for 10-digits.

11 WITNESS ST. PETER: I'm sorry?

12 MR. WHIPPLE: You'd have to reprogram them
13 for all 10-digits.

14 WITNESS ST. PETER: Let's say, for instance,
15 you run a bank of autodialers that then go to a paging
16 system and they use a code afterwards, you need a
17 three-digit code afterwards to identify which system
18 to get back to, you'd have to have a large capacity
19 for redial.

20 MR. WHIPPLE: It's not my area of expertise
21 but most normal redialers I've seen held 10-digits
22 without any problem --

23 WITNESS ST. PETER: That's all? Just ten.
24 That won't work.

25 MR. WHIPPLE: Ten or 11 depending upon the

1 long distance factor in there, if you have to dial 1.
2 So not -- to my knowledge that would not be a problem
3 but, again, that's not my area of expertise.

4 **WITNESS ST. PETER:** Yeah, because you'd need
5 a minimum of 13 storage spaces then. Because a lot of
6 people have them already and if they have to dial the
7 area code every time -- these units aren't cheap.
8 They can run anywhere from let's say 199 to 599. So
9 that's another impact.

10 **MR. BALL:** Excuse me. It was not one of the
11 impacts that I heard from the other RBOCs.

12 **CHAIRMAN JOHNSON:** Could we check into that
13 to make sure that's not going to be a problem. And if
14 so, what determines what --

15 **WITNESS ST. PETER:** Many companies that do
16 24-hour emergency service, okay, use an answering
17 machine that has an auto redialer, okay, which then
18 has a code to tell them which answering machine when
19 they get paged to call. Am I coming across?

20 **MR. BALL:** Uh-huh.

21 **WITNESS ST. PETER:** They have three pagers,
22 three answering machines, okay. They may have 01.
23 When they get paged, they get that number, they get
24 01; they call that answering machine. If it's 02 then
25 they call that answering machine. If it's 03 then

1 they call that answering machine. That's what I'm
2 questioning.

3 **COMMISSIONER GARCIA:** Just for your
4 knowledge, though, for example, alarm systems, which
5 are programmed to only dial 7-digits will have to be
6 reprogrammed. In other words, the alarm company will
7 physically have to come into your house to teach or
8 train the machine to dial 10-digits.

9 **WITNESS ST. PETER:** Reprogram it.

10 **COMMISSIONER GARCIA:** Reprogram it. I went
11 through the pagers, went through that.

12 In your geographical breakdown, okay, we
13 keep talking Miami, Dade and all this, okay? In the
14 consideration to give a new Zip code -- Zip Code --
15 sorry, area code -- if you take Key West and let's say
16 Stock Island and assign that one area code, even if
17 it's a new one, okay. That's easy. We take a rubber
18 stamp on places that are tight on the budget, they
19 can't put up new stationery, et cetera, or new mail --
20 a lot of direct mail goes out of here -- they can
21 stamp it until that runs out, and then they save a lot
22 of money and they don't have a lot to lose.

23 **COMMISSIONER GARCIA:** The problem is that
24 the guidelines for giving out new area codes, if you
25 notice the map that he showed how there's a huge

1 increase in the distribution of area codes, you can't
2 just give a new area code or an area code, 305 let's
3 say, just to the Keys because of the long exhaust
4 date. It violates the guidelines of the North
5 American Numbering Council.

6 And so if we were just to give it to the
7 lower Keys, and in the case that the company drew, if
8 I'm not mistaken you included the Homestead area or
9 South Dade area, even in that one it went out to the
10 year 2038 and that's way too long by the guidelines.

11 WITNESS ST. PETER: 2038 would not be
12 allowable.

13 COMMISSIONER GARCIA: Correct.

14 MR. WHIPPLE: The big problem is that the
15 other half of the split would only last a couple of
16 years and you'd have to go back and do something
17 again. That's not an even use of that code.

18 WITNESS ST. PETER: Let me throw out another
19 thought. In computer software they have --

20 MR. BALL: That's what the Commissioner was
21 discussing. In this slide here, although the South
22 Dade and Monroe County had their own area code here
23 and you can see the disproportionate life spans of the
24 two areas.

25 WITNESS ST. PETER: Okay.

1 run out of area codes not when it's predicted. I
2 think Stan said the number at some point, but the
3 predicted run out of new area codes is somewhere 2025
4 or in that ballpark. We'd run out way before then.
5 Run out of area codes; not numbers, just area codes in
6 general.

7 **WITNESS ST. PETER:** By 2025.

8 **COMMISSIONER GARCIA:** So you wouldn't even
9 reach that date.

10 **WITNESS ST. PETER:** We're talking technology
11 is evolving so rapidly, okay, we haven't even tipped
12 the iceberg in terms of splitting area codes. There's
13 something called "packing" in software. You may be
14 familiar with it, okay? There may be a system coming
15 up in the software world, Bill Gates --

16 **MR. BALL:** Well, it's simpler than that.
17 It's just numbers. It's just numbers. It's not --
18 this is not science, it's just numbers. You've only
19 got between -- you know, that's three digits. When
20 those three digits run out, you're out.

21 **WITNESS ST. PETER:** But there's something
22 called half spaces in digits, okay? That's why I
23 asked you about packing, okay? When it comes to
24 software --

25 **MR. BALL:** I'm listening.

1 **WITNESS ST. PETER:** What I'm saying is by
2 2025 the geniuses at Bell Lab, okay, which still
3 exists and is very, very effective will probably come
4 up with software, okay, which will identify a split in
5 number. Like you'll have 305, you'll dial 305 and it
6 will reroute, okay, in effect a new 305, that we won't
7 identify. It's like imaginary numbers they use in the
8 phone company. When I was with Muscular Dystrophy we
9 used to run telethons and we got one number everybody
10 called in. That number never existed. Have you put
11 up a telethon telephone bank? They assign you a
12 number, then you can have 100, 200, 300 phones off of
13 that. And the funny part is that number technically
14 doesn't exist, at least that's what I was told by a
15 vice president of AT&T. That system by that time --
16 we're only in 1997, we're primitive.

17 **COMMISSIONER GARCIA:** Problem is we're going
18 to run out of numbers. As much as the technology that
19 you may say or we may achieve, and if everything that
20 you say were possible the problem is we run out of
21 numbers.

22 **WITNESS ST. PETER:** By 2025.

23 **COMMISSIONER GARCIA:** No, no. We run out of
24 numbers in this area code.

25 **WITNESS ST. PETER:** By when?

1 **COMMISSIONER GARCIA:** In this particular
2 area code when is it?

3 **WITNESS ST. PETER:** The 305.

4 **COMMISSIONER GARCIA:** No, September of 1998.

5 **WITNESS ST. PETER:** Wait a second. What
6 about the new -- if we got a new area code -- I got it
7 right that time -- a new area code, XXX, we would have
8 a -- we'd have it to 2038.

9 **MR. BALL:** Dade County here is going to need
10 a new one right a way, three area codes instead of
11 two.

12 **WITNESS ST. PETER:** They get a NXX which
13 gives them to what year?

14 **MR. BALL:** If you do this plan, this area
15 here gets XXX.

16 **WITNESS ST. PETER:** 2038.

17 **MR. BALL:** The green one keeps 305, okay?
18 We're going to have to come back immediately
19 afterwards and get another area code.

20 **WITNESS ST. PETER:** Okay. Is there another
21 area code available to them?

22 **MR. BALL:** We're running out.

23 **WITNESS ST. PETER:** Have we run out? Have
24 we run out is the question.

25 **MR. BALL:** Not yet.

1 **WITNESS ST. PETER:** Okay. If we get a
2 number do we have an answer? If we can give them a
3 new area code instead of 305, how long will they be
4 good for?

5 **COMMISSIONER CLARK:** Mr. St. Peter, I think
6 what the problem is, if every area that had to have a
7 new area code asked for the same thing, we would run
8 out of area codes much faster than we would by being
9 judicious in their use of the area code. And I think
10 they predict 2025 by the guidelines they have set out,
11 and the guidelines --

12 **WITNESS ST. PETER:** Thank you very much,
13 sir.

14 **COMMISSIONER CLARK:** -- are that you can't
15 have a very long time to exhaust. And I think it
16 should be pointed out that we tried at one time when
17 we had the area codes split in Tallahassee and
18 Jacksonville, we opted for one that had a long
19 exhaust. And the information came back to us that
20 they were unhappy with that and perhaps they would
21 overrule us. By getting that information we
22 reconsidered it and decided on a plan that was in
23 keeping with the guidelines.

24 **WITNESS ST. PETER:** My only thought,
25 Commissioner Clark, is that, number one, we can't

1 stick our heads -- and I'm not saying that's what's
2 taking place here -- but I still have to say it, I'm
3 guilty, -- still sticking our heads in the sand.

4 Technology and software -- basically the
5 communications industry, wireless and wire, is
6 evolving so rapidly that what is happening today is
7 not remotely related to what is going to happen
8 tomorrow. And if we have until 2025, okay, and if
9 that argument were to be used by the Commission with
10 this other body, okay, they may have a different ear.

11 The fact is that technology for packing,
12 okay, and subselection of the same number and
13 rerouting, okay, in computers right now, today,
14 exists. It's existed for about five years now, maybe
15 a little bit more. Maybe we're recalcitrant in being
16 willing to address that today isn't a constant; that
17 there's a tomorrow.

18 **COMMISSIONER CLARK:** That we ought to have
19 more faith in technology addressing our problem?

20 **WITNESS ST. PETER:** Respect for our
21 technology. Faith I don't know about. When my
22 electric goes off, I don't have faith. When my phone
23 dies, I don't have faith. I do have respect it's
24 going to come back on.

25 **COMMISSIONER CLARK:** I think what I have

1 been hearing is more likely to happen is everybody
2 will get a phone number that they can take with them
3 whenever they go, and you really won't have area
4 codes.

5 But I think it would be important to
6 indicate to you that this morning we had some
7 discussion going on about what is called distributed
8 overlay.

9 MR. GREER: I want to correct that. It's
10 called a concentrated growth overlay. The official
11 name of the guideline.

12 COMMISSIONER CLARK: Okay.

13 WITNESS ST. PETER: I'm sorry, concentrated
14 growth overlay.

15 MR. GREER: Essentially that would put an
16 overlay in, like, all the way down to Miami and leave
17 Key West 305 and 7-digit dialing and all of that kind
18 of stuff.

19 WITNESS ST. PETER: Vote for that one. Have
20 I got any hands up? Come on.

21 COMMISSIONER CLARK: Mr. St. Peter, what
22 we're trying to do is recognize the fact that Monroe
23 County is not going to grow like -- in terms of number
24 of telephones like the Dade area, and maybe we can
25 reserve some NXXs in the area code for down here for

1 growth so that it's much longer before you would have
2 any change in the area code.

3 **WITNESS ST. PETER:** That's the first three
4 digits.

5 **COMMISSIONER CLARK:** Right. That's the
6 exchange number.

7 **WITNESS ST. PETER:** Code number.

8 **COMMISSIONER GARCIA:** I tried to explain it
9 to Ms. McCloud. What the idea would be is it may not
10 be possible to still do it with the 305 simply because
11 it's going too quickly -- be exhausted so quickly,
12 there may not be enough NXXs -- to give long enough
13 life to the Keys with their own 7-digit dialing plan.
14 So what we may have to do is go with the new area code
15 in the Keys, and it would be in, theory, a geographic
16 split, in theory; that there would be enough NXXs to
17 be able to accommodate the growth of the Keys
18 somewhere in the neighborhood of 15 to 20 years, you'd
19 still keep 7-digit dialing, but that area code would
20 not be exclusive to the Keys. In the Keys it would be
21 exclusive.

22 **COMMISSIONER CLARK:** It's a geographic split
23 with an overlay.

24 **COMMISSIONER GARCIA:** Exactly. In Dade
25 County --

1 **WITNESS ST. PETER:** Concentrated overlay.
2 Ah, the buzzword.

3 **COMMISSIONER GARCIA:** In Dade County you'd
4 still get 10-digit dialing and then the new numbers
5 would still have that. And I know that in the Keys
6 they don't care what happens in Dade County. But in
7 this case, Monroe would be spared that. The only
8 difficulty -- at this point we didn't know that, but
9 the difficulty might be that the area code would
10 change on all numbers in the Keys.

11 **WITNESS ST. PETER:** There was no problem.
12 You heard?

13 **WITNESS McCLOUD:** What was that?

14 **WITNESS ST. PETER:** There was no problem
15 with changing the area code if it was consistent.
16 Okay. Well, you've got the votes. You've got a
17 unanimous vote here. (Laughter)

18 I'd just like to say, I hope I didn't sound
19 negative, okay. But technology -- you have it. Okay.
20 Sometimes you have to push it, okay. The PSC's job
21 here, okay, is to see that we maximize uniqueness of
22 the geographical area, the expenses that are involved
23 with this integration of zip codes and all of the
24 negatives. Really so far I haven't heard any
25 positives other than it was because we didn't think

1 about the future, or we just put blinders on in terms
2 of other issues. That's what I heard tonight. It's
3 not critical, it's just how I perceive it.

4 So we ask that this concentrated -- sir what
5 was that term again?

6 **MR. GREER:** It's a concentrated growth
7 overlay.

8 **WITNESS ST. PETER:** Concentrated growth
9 overlay certainly seems like the solution for Monroe
10 County.

11 We love Miami and Dade. Don't think we
12 don't care about Miami-Dade. I do a lot of business
13 up there; I have friends up there; I'm sure you have
14 contacts up there -- you know, we may be the Conch
15 Republic but we still are connected. We have that
16 bridge, that umbilical cord.

17 **COMMISSIONER GARCIA:** So far.

18 **WITNESS ST. PETER:** We always will. We are
19 the southernmost part of the continental United States
20 and we're going to stay that way. Thank you for your
21 time and listening to me. You have a nice evening.

22 **CHAIRMAN JOHNSON:** Thank you, Mr. St. Peter.

23 **WITNESS ST. PETER:** One last question. I
24 hope this isn't out of order.

25 There was an article today, something about

1 35 cent possibility potential, that the payphones may
2 go to the 35 cents, and whether or not the PSC has a
3 role in that.

4 **CHAIRMAN JOHNSON:** As of October 7th --
5 well, the FCC issued an order basically deregulating
6 the pricing of those coin pay telephones.

7 **WITNESS ST. PETER:** Are they thqe privately
8 owned.

9 **CHAIRMAN JOHNSON:** It's all of them.

10 **WITNESS ST. PETER:** Even if they are
11 operated by -- do we have a commitment from BellSouth
12 that they will not raise their rates?

13 **MR. BALL:** It's a different company.

14 **WITNESS ST. PETER:** Different division of
15 the company.

16 **MR. BALL:** It's owned by BellSouth.

17 **CHAIRMAN JOHNSON:** You're going to need to
18 speak into the microphone.

19 **MR. BALL:** You don't have a commitment.

20 **WITNESS ST. PETER:** I want to go back. You
21 said different company. Edify me, please.

22 **MS. WHITE:** BellSouth Public Communications
23 is an affiliated company of BellSouth
24 Telecommunications.

25 **WITNESS ST. PETER:** Who is the holding

1 company?

2 MS. WHITE: BellSouth Corporation.

3 WITNESS ST. PETER: Answer is.

4 MS. WHITE: BellSouth Telecommunications
5 cannot make a commitment on that.

6 WITNESS ST. PETER: Okay. Who do we speak
7 to at what company? Who is the Chairman of the Board,
8 CEO?

9 MS. WHITE: BellSouth Public Communications.
10 I don't know what is title president is Jim Hawkins.
11 H-A-W-K-I-N-S.

12 WITNESS ST. PETER: BellSouth
13 Communications.

14 MS. WHITE: BellSouth Public Communication.

15 WITNESS ST. PETER: That's an interesting
16 name. We have the Public Service Commission, and of
17 course they got around that by saying they are a
18 subsidiary but independent. Okay. They're not
19 independent. They are a public service. They are in
20 public locations.

21 Can we ask that the Public Service
22 Commission voice some opinion on that, at least voice
23 a sensitivity, use that delicate term.

24 CHAIRMAN JOHNSON: We're doing at least two
25 things. One, one of the requirements under the order

1 is that at least give the customers notice. We have
2 had a lot of people calling us we're not even going to
3 know when we walk up to a phone how much it costs.
4 There is a requirement they put a notice as to how
5 much the coin charge will be.

6 **WITNESS ST. PETER:** Right.

7 **CHAIRMAN JOHNSON:** And also they are allowed
8 to raise the rates for 411, whereas it had in the past
9 been free.

10 **WITNESS ST. PETER:** That's right. Put a
11 charge for information.

12 **CHAIRMAN JOHNSON:** In addition, what we're
13 asking consumers, because we put out the public
14 information that change was occurring and we're asking
15 consumers to let us know, particularly those rates,
16 when they believe that those rates are increasing,
17 whether or not -- and if they believe they are
18 unreasonable -- and also we're looking to make sure
19 there aren't pockets of communities where the rates
20 are higher than others.

21 **WITNESS ST. PETER:** I.e., redlining. Ugly
22 term.

23 **CHAIRMAN JOHNSON:** But accurate. Our
24 authority allows us or the Act allows us to then
25 communicate our concerns as to unreasonable rates and

1 discriminatory charges to the FCC. But what they've
2 said is let's see if the market will work. We're
3 going to kind of be the police to see if the market
4 works. If it does not work, then we'll make our
5 reports to the FCC to try to either reregulate or try
6 to get regulation back in our hands.

7 **WITNESS ST. PETER:** Will this be a proactive
8 or reactive participation by the PSC?

9 **CHAIRMAN JOHNSON:** As you can see by reading
10 that article that is the result of our proactive
11 communication to the citizenry. And we will continue
12 that to kind of monitor to make sure that the rates
13 charged are not unreasonable, unfair or
14 discriminatory.

15 **WITNESS ST. PETER:** Appreciate that. One
16 last question. The president's first name.

17 **MS. WHITE:** James.

18 **WITNESS ST. PETER:** Spell it.

19 **MS. WHITE:** J-A-M-E-S.

20 **WITNESS ST. PETER:** And the phone number.

21 **MS. WHITE:** I have no idea.

22 **WITNESS ST. PETER:** Where are they located?

23 **MS. WHITE:** Located in Atlanta, Georgia, and
24 if you give me your phone number I'll be happy to call
25 you with the address and the phone number.

1 **WITNESS ST. PETER:** Okay. Thank you so much
2 for you time and patience. Keep up the good work.

3 **CHAIRMAN JOHNSON:** Thank you.

4 **MS. WHITE:** I was wrong about that. They
5 are in Birmingham, Alabama. But I'll still get you
6 the address and phone number.

7 **CHAIRMAN JOHNSON:** Any other witnesses here
8 to testify?

9 Seeing none, I'd like to thank Ms. McCould
10 and Mr. -- is it St. Peters?

11 **WITNESS ST. PETER:** Singular. One is
12 enough.

13 **CHAIRMAN JOHNSON:** St. Peter for
14 participating in our hearing this afternoon. Your
15 comments have been made a part of our official record
16 and we can use those when we make our final decision.
17 And we want you to know your concerns and your
18 thoughts have been heard and will be factored into
19 that decision.

20 Thank you very much, and this hearing is
21 adjourned.

22 (Whereupon, the hearing concluded at
23 7:30 p.m.)

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1 STATE OF FLORIDA)
: CERTIFICATE OF REPORTER
2 COUNTY OF LEON)

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

5 DO HEREBY CERTIFY that the Key West Service
6 Hearing in Docket No. 971058-TL was heard by the
7 Florida Public Service Commission at the time and
8 place herein stated; it is further

9 CERTIFIED that I stenographically reported
10 the said proceedings; that the same has been
11 transcribed by myself; and that this transcript,
12 consisting of 136 pages, constitutes a true
13 transcription of my notes of said proceedings.

14 DATED this 8th day of October, 1997.

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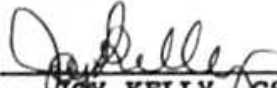
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