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1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION
3 TRANSCRIPT OF PROCEEDINGS
4 PUBLIC HEARING
5 January 18, 2006
6 Innsbrook, Missouri

7 Volume 3

8 In the Matter of a Request)
9 for Expansion of the St. Louis) Case No. TO-2005-0141
10 Metropolitan Calling Area Plan) (consolidated with
11 to Include the Exchanges of) Case No. TO-2003-0298)
12 Washington, Union, Wright City)
13 St. Clair, Marthasville,)
14 Beaufort, Foley and Warrenton)

15
16 NANCY DIPPELL, Presiding
17 SENIOR REGULATORY LAW JUDGE
18 STEVE GAW,
19 ROBERT M. CLAYTON III,
20 COMMISSIONERS

21 APPEARANCES:
22 Larry W. Dority, CenturyTel counsel
23 Mike Dandino, Office of the Public Counsel
24 Marc Poston, Staff Counsel
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I N D E X

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Witness Name

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Richard Alyn Whitnah

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Richard House

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Susan Leonard

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Sandra Kilgore

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Dennis Kramme

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Kevin Kuhlmann

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

2 JUDGE DIPPELL: Let's go ahead and go on the
3 record and we can get started. This is Case Number
4 TO-2005-0141 in the matter of a request for expansion
5 of the St. Louis Metropolitan Calling Area plan to
6 include the exchanges of Washington, Union, Wright
7 City, St. Clair, Marthasville, Beaufort, Foley, and
8 Warrenton.

9 First of all, before we begin, I want to
10 thank the Innsbrook Conference Center for allowing us
11 to use their facilities this evening and to state
12 that any of the opinions expressed here tonight are
13 not those of the conference center, but they were
14 gracious enough to allow us to use their room.

15 The Public Service Commission has set this
16 time for a local public hearing in this case. We
17 regulate the rates charged by investor-owned utilities
18 in Missouri to ensure that those are just and
19 reasonable. The Commission also regulates the quality
20 of service and safety of the operations of
21 investor-owned utilities.

22 The Commission is made up of five
23 Commissioners, two of whom are here today. The
24 Commissioners are appointed by the governor to fixed
25 terms and confirmed by the senate.

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1 The Commissioners employ a staff of engineers,
2 accountants, attorneys and other experts in the field of
3 utilities.

4 My name is Nancy Dippell. I'm a regulatory
5 law judge. I'm assigned to this matter, and it's my
6 job to run this hearing this evening.

7 I'd like to introduce the Commissioners that
8 are here with me this evening, commissioner Steve Gaw
9 and Commissioner Robert Clayton. In addition, we have a
10 court reporter who will be taking down the comments made
11 here tonight so that the other Commissioners can read
12 those and that they can become a part of the official
13 record in the case.

14 We also have some staff members here with us
15 today. We have counsel for staff, Marc Poston, and
16 Gregg Ochoa, who's with our public relations office.
17 I believe you met, Mike Scheperle, he is also here
18 with staff.

19 We have some members of CenturyTel here
20 tonight.

21 Mr. Dority, would you like to introduce
22 yourself and the others?

23 MR. DORITY: I'd be happy to. Thank you,
24 Judge. My name is Larry Dority. I'm the local counsel
25 for CenturyTel. My office is in Jefferson City,

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1 Missouri. I gave introductions to the members
2 beforehand, but some of you weren't here, and let me, if
3 I could, ask those folks to stand.

4 Arthur Martinez is our director of government
5 relations. George Carney, in the back, is the manager
6 of our North Missouri area for CenturyTel of Missouri.
7 Don Neely is with public affairs, and we also have with
8 us Susan Leonard and Pamela -- Susan Leonard who is
9 standing up, is with our marketing group, and then
10 Pamela Anderson is also with us this evening. She's
11 from our Public Affairs Division.

12 JUDGE DIPPELL: Thank you. I don't believe
13 anyone is here for AT&T, is that correct?

14 MR. DORITY: Yes, there is.

15 JUDGE DIPPELL: Oh, I'm sorry. I didn't see
16 you.

17 MR. OLSON: Jason Olson is here.

18 JUDGE DIPPELL: And also with us is Mr. Mike
19 Dandino, with the Office of the Public Counsel. He
20 represents the public before the Commission.

21 And the purpose of this hearing is to
22 receive comments from you regarding public counsel's
23 application to expand the calling area. This is your
24 opportunity to comment, and your remarks will become
25 part of the official record in the case.

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1 Were there any elected officials present
2 that I didn't get to introduce?

3 MR. ENGELAGE: Arden Engelage, Southern
4 District Commissioner of Warren County.

5 JUDGE DIPPELL: Okay. Were there any other
6 elected officials?

7 I'll first ask -- I'll try to take people in
8 the order in which you signed up on the list, and if
9 anyone didn't sign up and you later decide that you
10 would like to testify, I'll give you an opportunity
11 after we call the people on the list.

12 When you come forward, I'll ask you to stand at
13 the microphone if you're able, and I'll swear you in, or
14 you may take an affirmation if you prefer. And I'll ask
15 you to spell your name for the court reporter and to
16 give your address, and then you'll be able to make your
17 comments. And there may be questions from the
18 Commissioners or the attorneys in the case when you're
19 finished, so I'll ask you to remain until you're
20 excused.

21 Also, if you just want to get up and say you
22 agree with the previous speaker, that's all right as
23 well.

24 I'll also ask that while someone is testifying
25 that the members of the audience refrain from making

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1 comments or applause and outbursts, those kinds of
2 things, so as not to intimidate the speakers.

3 Do you have anything you want add?

4 COMMISSIONER GAW: I just thank you all for
5 coming tonight. These public hearings mean a tremendous
6 amount to us in trying to understand the need -- and
7 particularly in these kinds of cases, the need in the
8 community and how strong individuals and groups feel
9 about changes, so it's important tonight to hear from
10 you.

11 I'm glad that those of you who are here and
12 took time away from a very busy schedule that everyone
13 has are here to express their opinion.

14 Please let us know what you think and help
15 us to get the information that you think is important
16 for us. Thank you.

17 JUDGE DIPPELL: Thank you.

18 Commissioner Clayton, do you have --

19 COMMISSIONER CLAYTON: I would only add to that
20 that it's a pleasure to be here. This is my first
21 time to this part of Missouri. This is a wonderful
22 facility, and I appreciate those of you who have come
23 out tonight to share your opinions, or possibly learn
24 what we do at the Public Service Commission.

25 Everything that is said here tonight will be

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1 made part of the permanent record of this case and it
2 will be taken back and the other Commissioners -- there
3 are three other Commissioners who could not be here
4 tonight -- we have other public hearings that are going
5 to be going on in later parts of the week, and we kind
6 of share these responsibilities, but because it is part
7 of the record, the other Commissioners will have the
8 ability to review the testimony that is presented. So
9 feel free to state what you'd like on the record.

10 As far as what the judge said about outbursts,
11 sometimes these public hearings get kind of dull, so
12 feel free to go ahead and chime right in.

13 JUDGE DIPPELL: You're usurping my
14 authority.

15 Okay. Then we can go ahead and begin with the
16 first witness.

17 Richard Alyn -- is it Whitash?

18 MR. WHITNAH: Whitnah.

19 JUDGE DIPPELL: Whitnah. Okay. I'm good at
20 mispronouncing everybody's last name. Would you please
21 raise your right hand.

22 Do you solemnly swear or affirm that the
23 testimony you are about to give in this hearing will be
24 the truth, the whole truth and nothing but the truth?

25 MR. WHITNAH: I do.

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1 JUDGE DIPPELL: If you could spell your name
2 for the court reporter and give us your address.

3 MR. WHITNAH: It's W-h-i-t-n-a-h. The address
4 is 326 Driftwood, which is St. Peters, Missouri, 63376.

5 JUDGE DIPPELL: Go ahead with your comments.

6 MR. WHITNAH: I'm here as a representative
7 for businesses in the community. I work for U.S.
8 Title Company. My role at the company is as support
9 IT, as well as telecommunications.

10 We have 40 companies -- I'm sorry, 40
11 businesses units throughout the area, St. Charles, St.
12 Louis, Warren County, Lincoln County and Franklin
13 County.

14 We have an issue with -- one of our deals is
15 that we'd like to provide a better customer service, as
16 someone closing on a home inside St. Louis may be moving
17 out to Lincoln County, so there's a lot of interaction
18 via the telephone that way. We also have a lot of
19 communications within the areas.

20 So what we have set up in those offices, I
21 normally have to set up two phone lines. I have a
22 MCA line, if it's available, and/or a -- you know, a
23 local line, local exchange.

24 In many of these areas such as we're discussing
25 tonight, Union, Washington and Warrenton, MCA has not

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1 previously been available, so for us, the work-around
2 solution has been to pay for a foreign exchange line.
3 Maybe something run out of Harvester. That's costing
4 the company approximately \$125 a month per line.

5 So the price you're quoting here for seven --
6 70.70 per month is certainly reasonable and definitely a
7 benefit for us.

8 Other options that have been provided to us is
9 business unlimited lines. That does great. I've had
10 \$1600 phone bills, just from transactions in my
11 Washington, Union sites. The constant connection back
12 and forth, that's a long-distance call each way.

13 I'm sorry these aren't the exact figures. I
14 didn't prepare to speak tonight.

15 So the business unlimited works great for
16 outbound, but it doesn't provide a good service for our
17 customers. So it's certainly in our customers' interest
18 to provide them with a number that they could call in
19 locally without incurring large fees.

20 Other ways we've kind of worked around this is
21 getting a PRI line for our larger offices. Some of my
22 sites consist, you know, of two, three users, which are
23 PRI, and certainly much overkill for that.

24 JUDGE DIPPELL: Can you tell me what a "PRI"
25 line is?

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1 MR. WHITNAH: It's basically a digital line
2 that comes through, uses the Internet, you speak into
3 that. There's a large up-front cost for equipment, and
4 you need a phone system for it. So it's not just your
5 standard line run into the house.

6 And predominantly we usually have, you know,
7 just standard POTS lines, which would be a standard
8 analogue line that would run into a normal home, and we
9 would have anywhere from four to eight lines for a
10 business.

11 And so the PRI line is a substantial expense
12 because that's -- you have to buy it in bulk. So
13 it's overkill for our offices where we may have only
14 two or three people.

15 So this would certainly benefit our phones,
16 and I just wanted to voice my support for it.

17 JUDGE DIPPELL: Thank you.

18 Commissioner Gaw, do you have questions?

19 COMMISSIONER GAW: You're in -- you say
20 you're in St. Peters?

21 MR. WHITNAH: That's my home residence, yes.

22 COMMISSIONER GAW: Okay. The business that
23 you're dealing with from the central location is
24 located where?

25 MR. WHITNAH: Our main -- our corporate

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1 headquarters is in New Jersey. U.S. Title in itself,
2 the corporate headquarters is in Clayton, Missouri.

3 COMMISSIONER GAW: Okay. Give me an idea on
4 what -- what business sites that you have that would
5 be impacted by this expansion, if you could.

6 MR. WHITNAH: I have two sites in Union,
7 Missouri. We have a substan-- about a 12-person site
8 in Warrenton, downtown Warrenton, and I have one in
9 Washington. And it's -- I mean, we're all through
10 the -- the zone that's already there for the Tier 5,
11 I have four or five offices throughout the current
12 zone. Proposed expansion, I have four sites at the
13 moment.

14 COMMISSIONER GAW: That's what I'm looking
15 for. Now, what are you paying -- do you know what
16 you're paying in the -- currently in the Tier 5 sites
17 that you have?

18 MR. WHITNAH: In the Tier 5 sites?

19 COMMISSIONER GAW: If you know.

20 MR. WHITNAH: I couldn't give you an exact
21 figure. Troy, as a matter of fact, I'm working on a
22 solution for them. I'm paying around \$800 a month
23 for some calls in --

24 COMMISSIONER GAW: Okay. That's outside of
25 any MCA?

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1 MR. WHITNAH: Right.

2 COMMISSIONER GAW: Within the Tier 5, do you
3 know what you're paying?

4 MR. WHITNAH: Approximately -- I -- it just
5 would be a guess. I really don't know.

6 COMMISSIONER GAW: That's okay. That's
7 okay. Maybe --

8 MR. WHITNAH: I'd certainly be happy to
9 provide that to you at a later date.

10 COMMISSIONER GAW: Well, someone here in
11 this room knows, I assume. If one of the attorneys
12 could share that with me.

13 MR. DANDINO: What? In Tier 5?

14 COMMISSIONER GAW: Currently in Tier 5, what
15 the cost is.

16 MR. DANDINO: Tier 5 is 70.70.

17 COMMISSIONER GAW: For business?

18 MR. DANDINO: For business. I'm sorry. And
19 the residential is 32.50.

20 COMMISSIONER GAW: Okay. So \$70, is that
21 right?

22 MR. DANDINO: \$70.70.

23 COMMISSIONER GAW: That's on top of the
24 standard phone?

25 MR. DANDINO: Right.

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1 COMMISSIONER GAW: Yeah. Okay.

2 MR. DANDINO: And any other of the DLS
3 charges.

4 COMMISSIONER GAW: And that's the number
5 that you're referring to when you say you could --

6 MR. WHITNAH: I currently -- I want to cut
7 them over to avoid this cost, but previously what I had
8 is I had two lines with a foreign exchange, which I paid
9 \$125 apiece for those two lines. Those lines came out
10 of Harvester.

11 And what this would replace here is, opposed to
12 me paying \$125 on top of my standard phone line, we
13 would have paid \$70.

14 COMMISSIONER GAW: Okay. Now you're saying
15 that you speak for, I think you said, other businesses,
16 perhaps. Is it just -- are you speaking for your group
17 of businesses --

18 MR. WHITNAH: I'm speaking for my group of
19 businesses. I support 40 offices throughout the
20 whole St. Louis region here.

21 COMMISSIONER GAW: Have you had discussions
22 with other business people in your general area about
23 this topic?

24 MR. WHITNAH: I work with a -- Ideacom
25 Midwest, which is a phone company, we've discussed

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1 it, as well as, you know, I've had discussions with
2 not actual business owners themselves, some real
3 estate agents I have, but not actually on this topic.

4 COMMISSIONER GAW: Okay. I'm just looking to
5 see whether or not you felt that there was a general
6 mood out there that would be supportive of it or not.

7 MR. WHITNAW: I haven't really spoken to a
8 lot of others.

9 COMMISSIONER GAW: That's okay. In regard
10 to those areas that you mentioned that you do have
11 business sites and that would be impacted by this
12 expansion, do you know what phone companies serve
13 those sites, the common company that is the incumbent
14 company?

15 MR. WHITNAW: It's predominantly CenturyTel,
16 though most of those, other than the one in Franklin
17 County, is SBC. The Union and Washington offices are
18 both SBC. Warren County, Warrenton, Wentzville and Troy
19 offices are all CenturyTel.

20 COMMISSIONER GAW: Okay. That's all I have
21 right now, but thank you very much for your comment.

22 COMMISSIONER CLAYTON: I don't think I have
23 any questions, but does everyone know what a "POTS"
24 line is here? Plain old telephone service.

25 JUDGE DIPPELL: Mr. Dandino, did you have

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1 any questions you wanted to ask?

2 MR. DANDINO: Yes. Thanks a lot. Thanks
3 for coming out. I appreciate it. Just a couple
4 questions. If you subscribed to the MCA number,
5 would changing the phone numbers of your business be
6 a burden to you or --

7 MR. WHITNAH: It would certainly be a marketing
8 expense because of all the tele- -- the Yellow Page ads,
9 the marketing tools that we put out there. We would
10 certainly love to keep the current extension. As well
11 as business cards for all of our employees would have to
12 change. There would be a substantial expense to the
13 company up-front to add another prefix to that.

14 MR. DANDINO: Well, I live in St. Peters too
15 and do business with a St. Peters garage over in old
16 town, Main Street, and they have two numbers they use.
17 One is an MCA number, and one is a regular number. Is
18 that something you could consider?

19 MR. WHITNAH: That's something we do in all of
20 our sites where all of our St. Charles -- or anything in
21 St. Charles County, Lincoln County, Warren County, all
22 -- it may take two separate numbers for each of those
23 sites.

24 And I don't know if -- part of this proposal
25 might be a question that I have is if we would be able

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1 to port any numbers over to MCA.

2 MR. DANDINO: That's something you'd have to
3 talk to the companies about.

4 MR. WHITNAH: Right. That would certainly
5 be a benefit to us as a user; it would save marketing
6 costs.

7 MR. DANDINO: And you also mentioned
8 something about just changing the prefix. You may
9 not -- from the last hearing we had, it was -- there
10 was some indication that because it's sequential
11 numbering, they may not be able to give you exactly
12 those other four, but you'll have to talk to the
13 companies on that.

14 Your business is -- you do a lot of
15 transmission of documents, I'm sure.

16 MR. WHITNAH: Correct.

17 MR. DANDINO: Do you use e-mail for that or
18 a fax?

19 MR. WHITNAH: It's a combination of both.
20 With the technology changes, e-mail is becoming more
21 and more predominant. We're doing a lot of where we
22 fax to other services as opposed to another fax
23 machine.

24 MR. DANDINO: So the use of some of those --

25 MR. WHITHAH: We're very highly fax intensive

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1 in the businesses that I support. A fax may very well
2 consist of 70 pages.

3 MR. DANDINO: And does that contribute to your
4 high long-distance bills?

5 MR. WHITNAH: It does because we normally
6 use a local line for all of our fax lines so we don't
7 pay those foreign exchange line costs. Normally
8 they're inbound faxes that we get as opposed to
9 outbound, which would certainly make our customers
10 happier if we could provide them with one.

11 MR. DANDINO: Is that \$125 foreign exchange,
12 is that on top of the basic local rate?

13 MR. WHITNAH: Yes. That's not a hard
14 figure. That's -- I'm going by memory, but it's
15 somewhere in that neighborhood.

16 MR. DANDINO: Okay. Thank you very much.

17 JUDGE DIPPELL: Mr. Poston, any questions?

18 MR. POSTON: No questions.

19 JUDGE DIPPELL: Nothing?

20 Mr. Whitnah, thank you. We appreciate it.

21 Richard House.

22 Do you solemnly swear or affirm that the
23 testimony you are about to give in this hearing will be
24 the truth, the whole truth and nothing but the truth?

25 MR. HOUSE: I do.

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1 JUDGE DIPPELL: If you could state your full
2 name and spell it for the court reporter and give us
3 your address.

4 MR. HOUSE: Richard House, R-i-c-h-a-r-d,
5 H-o-u-s-e, 7836 South Highway 94, Marthasville,
6 Missouri, 63357. And geographically I live in
7 Dutzow.

8 JUDGE DIPPELL: I'm sorry. What was that?

9 MR. HOUSE: D-u-t-z-o-w.

10 JUDGE DIPPELL: Okay.

11 MR. HOUSE: First off, I'd like to thank you
12 folks for the opportunity to even talk about some of
13 our problems here.

14 For 35-plus years we have dealt with being able
15 to call one exchange and one exchange only, 433
16 exchange. That's the only thing we can do without a
17 toll call.

18 And believe me, there's -- any criticisms
19 that I levy tonight, there's nothing personal, it's
20 just a degree of frustration we've dealt with over
21 these years.

22 Today -- and I understand geographic lines have
23 to be set for whatever services the various companies
24 have, but seven miles from where I live geographically
25 the folks have the luxury of a thing called metropolitan

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1 calling plan, where you can have a distinctive ring for
2 your fax, which I cannot have.

3 Today, to use my fax, I have to know when it's
4 coming in to not pick it up on the wrong floor to
5 receive a fax.

6 These folks can call out of their district;
7 however, they cannot call me, but they can call out of
8 their district without it being a toll call.

9 Today, right today, between my regular phone
10 service, my long-distance minutes, my Internet plan, my
11 average bill is running just about \$125 a month. And --
12 because we never -- even though you say you have those
13 minutes, you never come in right on the exact.

14 And I believe in today's atmosphere -- I have
15 no idea what the -- what the system's logics are of
16 these phone companies, but then again, I look at today's
17 technology and I don't understand why there can't be
18 logic written that would support some of these services
19 -- and I got to hear tonight that there are some other
20 things besides MCA that possibly will be available to us
21 through CenturyTel. But I can't believe there's not
22 logic that can be written to give us some of those
23 opportunities.

24 The community of interest for me is that I
25 have those opportunities to deal in financial

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1 interests in St. Louis and St. Louis County without
2 the burden of all of those additional costs.

3 What I would like to see is maybe packages
4 available to me where I could lump together those
5 long distance costs, Internet costs, my basic plan,
6 and possibly other things, but today, if I could have
7 the opportunity to do business in St. Louis and St.
8 Louis County and St. Charles, use my Internet and my
9 fax and my regular phone service, I'd be very, very
10 appreciative.

11 JUDGE DIPPELL: Thank you.

12 Commissioner Gaw, did you have questions?

13 COMMISSIONER GAW: Mr. House, thank you for
14 coming.

15 First of all, your bill that you're discussing,
16 is that a residential or business bill?

17 MR. HOUSE: That's a residential.

18 COMMISSIONER GAW: Okay. And have you --
19 you were here earlier and heard at least some of the
20 things that were discussed about possibilities on MCA
21 expansion, right?

22 MR. HOUSE: Yes.

23 COMMISSIONER GAW: Can you give me feedback
24 about what you thought about that proposal? And
25 specifically, do you think that's something you would

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1 want? Would it be -- and if you have any reservations
2 about it, whatever you want to say about that too.

3 MR. HOUSE: Yeah, I'm not sure it's a
4 question of want. Do I want it? No, I do not want
5 it.

6 COMMISSIONER GAW: Okay.

7 MR. HOUSE: It would be a burden for myself,
8 the way that I do business. Again, I share with the
9 gentleman that was up here previous, I'd have to do a
10 lot of changes. There's multiple checking accounts, a
11 lot of correspondence that I do.

12 You know, the folks from CenturyTel said that
13 there are some other possibilities; MCA is not carved in
14 stone and is not the only proposal. So no, I would not
15 like to do it. Would I do it? If there was nothing
16 else absolutely available to me, I would consider it.

17 COMMISSIONER GAW: You mentioned that the
18 folks that live close to you having some things that
19 you want but cannot access. Can you tell me whether
20 or not those things include this calling that you
21 would be receiving if this expansion took place, or
22 is it something different?

23 MR. HOUSE: The total details of the
24 metropolitan calling plan, I'm not really sure how
25 that works, but I do know that they have access to

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1 St. Charles County, they have access to St. Louis
2 County, they have a distinctive ring for their fax,
3 and it's approximately \$35 a month, which I can tell
4 you, boy, that's a great deal. It would be a great
5 deal for me, because I'm spending a lot more money
6 than that. And again, that's within seven miles of
7 me.

8 COMMISSIONER GAW: Can you give me a
9 community that would --

10 MR. HOUSE: Augusta.

11 COMMISSIONER GAW: Augusta. Okay. Can
12 someone tell me where Augusta is located within the
13 current boundaries on MCA?

14 MR. DANDINO: Be in -- it's at the edge of
15 Tier 5.

16 MR. KRAMME: Be right here (indicating).

17 COMMISSIONER GAW: Okay. Thank you. Now
18 for purposes of the record, is it -- do we have an
19 identification of who was speaking there?

20 JUDGE DIPPELL: Please tell me your name
21 again, sir.

22 MR. KRAMME: Dennis Kramme, K-r-a-m-m-e.

23 JUDGE DIPPELL: Mr. Kramme, he spoke at the
24 last hearing, and he was pointing out on the MCA
25 calling area map there that Augusta is located in the

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1 -- is that Tier 4?

2 MR. DANDINO: Tier 5.

3 COMMISSIONER CLAYTON: Tier 5.

4 JUDGE DIPPELL: It's Tier 5. Okay.

5 MR. DANDINO: But due west.

6 COMMISSIONER CLAYTON: Say it's downriver from
7 Marthasville.

8 MR. HOUSE: By the way, that was seven miles
9 road miles.

10 COMMISSIONER GAW: Okay. So if that's a
11 Tier 5 MCA provision, you think that some of the
12 things that you're aware of that occur in Tier 5
13 would be of advantage to you if you get it for the
14 price --

15 MR. HOUSE: Some of those things.

16 COMMISSIONER GAW: Some of them. You want
17 to go through those things real quick again that you
18 think are helpful?

19 MR. HOUSE: The opportunity without a toll
20 charge to be able to call St. Charles County and St.
21 Louis County and some of the neighboring communities,
22 the distinctive ring for fax, some of those things that
23 relate to Internet hookups. Those things would be of
24 great interest to me.

25 COMMISSIONER GAW: Okay. Now, your local

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1 incumbent carrier is who?

2 MR. HOUSE: CenturyTel.

3 COMMISSIONER GAW: CenturyTel. And can
4 someone tell me who the incumbent is in --

5 MR. HOUSE: CenturyTel.

6 COMMISSIONER GAW: In Augusta?

7 MR. HOUSE: Yes.

8 COMMISSIONER GAW: Thank you. All right.
9 That's helpful to me.

10 MR. HOUSE: And I use a different company
11 for long distance. I use Verizon for my long
12 distance.

13 COMMISSIONER GAW: That's fine. I think
14 that's all I have. Thank you very much again.

15 JUDGE DIPPELL: Commissioner Clayton?

16 COMMISSIONER CLAYTON: I just have a couple
17 of questions. And I did want to recognize, you're
18 the second Marthasville person to testify. We did
19 have a hearing in Washington last week, and we only
20 had a handful of people show up. One came from
21 Marthasville, which was helpful.

22 I wanted to ask you about your willingness
23 to change phone numbers, which would be required to
24 access an MCA plan. Is that something that is --
25 that you'd considered?

1 MR. HOUSE: Well, I'd consider it, but it
2 would still -- again, I have the same problem as the
3 previous gentleman. It would be a burden, and
4 there's costs associated with that. If there would
5 be another program available to me, I would look
6 very, very close at it.

7 COMMISSIONER CLAYTON: Okay. Can you say with
8 any certainty, given the existing MCA where you have to
9 change your number and what you have today, do you have
10 any idea which way you would go? Certainly price would
11 depend on that, but --

12 MR. HOUSE: That's true, and again, I would
13 consider very strongly MCA, but it would not be a
14 good choice for me.

15 COMMISSIONER CLAYTON: Do you have -- the
16 Internet service that you're talking about, is that a
17 broadband service or is that a dial-up service?

18 MR. HOUSE: It's broadband.

19 COMMISSIONER CLAYTON: It is a broadband?
20 And you receive that from CenturyTel?

21 MR. HOUSE: From CenturyTel.

22 COMMISSIONER CLAYTON: Do you have other
23 options of broadband or -- type of Internet in
24 Marthasville?

25 MR. HOUSE: Not in -- not in --

1 COMMISSIONER CLAYTON: No cable?

2 MR. HOUSE: No. And there's no plans. Again,
3 you hear the buzzword "population density." The
4 population density isn't such that Charter hasn't even
5 got us on a future forecast. No opportunity.

6 COMMISSIONER CLAYTON: I'm from Hannibal, and I
7 understand. You're talking about calling scopes, I
8 mean, we have people who live just outside of town, New
9 London or Center, and a phone call, calling six, seven,
10 eight miles, it's a long-distance for all those people.

11 There are options that are available as you get
12 closer to a metropolitan area. They're not perfect
13 options, but in some cases there are more options than
14 what are available out --

15 MR. HOUSE: Geographically, we're in a
16 unique area. Even a cell phone is useless to me at
17 my residence.

18 COMMISSIONER CLAYTON: Why is that?

19 MR. HOUSE: No service.

20 COMMISSIONER CLAYTON: No service. So
21 wireless service would not be a -- would not be an
22 equal to a wire-line service. It's -- you can't even
23 look to getting rid of your wire-line service to use
24 wireless service?

25 MR. HOUSE: That's correct. I'm locked in.

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1 If I don't have a hard-wired service, I can't
2 communicate from my residence.

3 COMMISSIONER CLAYTON: Is that the case for
4 most of the people who live in Marthasville?

5 MR. HOUSE: Well, again, I don't live --

6 COMMISSIONER CLAYTON: Oh, you live in some
7 other town.

8 MR. HOUSE: I live in Dutzow. And in that
9 area, that's it.

10 COMMISSIONER CLAYTON: Okay. Thank you very
11 much.

12 JUDGE DIPPELL: Commissioner Gaw?

13 COMMISSIONER GAW: Is it important to you to
14 be able to receive calls from other individuals
15 without them paying a toll in certain areas, or is
16 this mainly a call-out issue for you?

17 MR. HOUSE: Well, it's a consideration, but I'm
18 looking at this a little selfishly right now.

19 COMMISSIONER GAW: That's fine.

20 MR. HOUSE: I would love to have that
21 luxury. I would really appreciate that luxury, but I
22 also am looking at my financial situation where
23 Number One has to think about Number One right now.
24 But I would like to see family, friends and business
25 associates be able to call me without using the

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1 Internet.

2 I'd love to get a land line to myself to
3 where I could talk on the phone without having to use
4 the Internet. Right now we get a lot of Internet
5 communications because of the cost associated with
6 that business, and it's a little bit of an
7 inconvenience.

8 COMMISSIONER GAW: So, just for my purposes,
9 make sure I'm following you, is the calling in to you
10 as important as the calling out?

11 MR. HOUSE: No.

12 COMMISSIONER GAW: So it's more important to
13 have the call out without --

14 MR. HOUSE: That's correct.

15 COMMISSIONER GAW: -- without the toll?

16 MR. HOUSE: That's correct.

17 COMMISSIONER GAW: Is the Internet
18 communication that you're referring to Internet
19 communication that is in any way voice, or is it all
20 just e-mail?

21 MR. HOUSE: No, I'm lucky that I can even
22 operate the e-mail.

23 COMMISSIONER GAW: That's fine.

24 MR. HOUSE: But no, it's not voice.

25 COMMISSIONER GAW: And the Internet service, I

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1 think you've already said that you have is dial-up?

2 MR. HOUSE: No, it's DSL.

3 COMMISSIONER GAW: It is DSL?

4 MR. HOUSE: It is DSL.

5 COMMISSIONER GAW: How far does the DSL
6 extend out of your area? Do you know?

7 MR. HOUSE: And I am not sure.

8 MR. KRAMME: Not far.

9 COMMISSIONER GAW: Well, he says he's from
10 -- he's from Hannibal. I'm from Moberly, and we
11 don't have what Hannibal has, so I don't know what
12 that says.

13 How close are you to Defiance?

14 MR. HOUSE: That's about another five or six
15 miles on the other side of Augusta, so I'm probably
16 13 miles.

17 COMMISSIONER GAW: Thank you very much.

18 JUDGE DIPPELL: Mr. Dandino?

19 MR. DANDINO: Mr. House, thanks a lot for
20 coming out, and I know some priests who consider
21 Dutzow, St. Vincent's Parish there, as the paradise
22 of --

23 MR. HOUSE: That's my home -- home parish.

24 MR. DANDINO: The question I -- does unlimited
25 long-distance service, does that help -- does that help

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1 you? Is that what you have from Verizon?

2 MR. HOUSE: No, I buy minutes.

3 MR. DANDINO: Okay. And you say -- if you
4 don't mind me asking, how many minutes do you buy
5 from them?

6 MR. HOUSE: I'm not sure.

7 MRS. HOUSE: 300.

8 MR. HOUSE: 300. Which we very seldom come
9 in under 300.

10 MR. DANDINO: Is it considerably over 300?

11 MR. HOUSE: It's -- it runs over
12 appreciably, and I just have never, you know,
13 increased it.

14 MR. DANDINO: I think that's all I have.
15 Thank you, sir.

16 JUDGE DIPPELL: Mr. Poston?

17 MR. POSTON: No questions. Thank you.

18 JUDGE DIPPELL: Mr. Dority?

19 MR. DORITY: Thank you, Judge. I don't have
20 any questions for Mr. House, but he did reference a
21 statement that one of our people had indicated
22 earlier, when we were in the Q and A portion.
23 CenturyTel is looking at some other options to
24 perhaps bring into the marketplace.

25 I don't want to burden the record, but

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1 perhaps there are some folks that weren't here at the
2 end of the Q and A, and I don't know if it would help
3 clarify the record if we could just take a second
4 and explain what Mr. House was referencing, or we
5 could do that later.

6 I don't want to interject something here that
7 is inappropriate, but I just thought if -- the
8 Commissioners and he had not had a chance to hear what
9 he's talking about, we'd be happy to just make that --

10 MR. HOUSE: I think that could impact some
11 of the folks that are going to testify here.

12 JUDGE DIPPELL: Mr. House, you may be
13 excused, then.

14 Would there be any objection?

15 MR. DANDINO: I have no objection, your
16 Honor.

17 JUDGE DIPPELL: All right. Mr. Dority --

18 COMMISSIONER CLAYTON: Is what he's going to
19 supply, is it something that's going to be
20 complicated or would require to be in writing, or is
21 it --

22 MR. DORITY: No, it's not. I mean, I
23 think --

24 JUDGE DIPPELL: If you want to give a brief
25 explanation, Mr. Dority, then go ahead.

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1 MR. DORITY: Yes. If it's all right, I would
2 ask Miss Leonard -- Susan, if you would come up and
3 perhaps just very briefly -- and we described it as kind
4 of a 10,000-foot overview earlier, just to give people
5 an idea of the type of thing that we're looking at as a
6 possibility.

7 This is Susan Leonard with CenturyTel.

8 MS. LEONARD: Yes. We --

9 JUDGE DIPPELL: Ms. Leonard, why don't I go
10 ahead and just swear you in and then it will be
11 official testimony.

12 MS. LEONARD: Okay.

13 JUDGE DIPPELL: Do you solemnly swear or affirm
14 that the testimony you are about to give in this hearing
15 will be the truth, the whole truth and nothing but the
16 truth?

17 MS. LEONARD: I do.

18 JUDGE DIPPELL: Go ahead.

19 MS. LEONARD: Prior to this, we were talking in
20 the Q and A, we are currently offering a service that's
21 called Simple Choice, and it's a bundle package where it
22 includes the local line, custom calling features, your
23 voice mail, and then unlimited long distance, for about
24 40 to \$45 dollars a month for the residential, and then
25 you would have discounted DSL, in addition to those

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1 services, if you wanted to have additional services.

2 But for the residential customers that are
3 more interested in calling out rather than having the
4 calls coming in to them, perhaps that would be a
5 solution that they would be interested in.

6 MR. DORITY: And that -- and, Susan, correct
7 me if I'm wrong, but that is unlimited toll calling
8 nationwide?

9 MS. LEONARD: Nationwide, except for Hawaii
10 and --

11 MR. DORITY: And that of course would not
12 require any change of telephone number, as the MCA
13 does.

14 JUDGE DIPPELL: Thank you.

15 COMMISSIONER GAW: Now, what would that --
16 do you have something for business?

17 MS. LEONARD: What we discussed is the MCA
18 to the business, because I think they're going to be
19 more interested in choosing, but if people here tell
20 us, certainly I'm very open.

21 COMMISSIONER GAW: What is that?

22 MS. LEONARD: The MCA?

23 MR. DORITY: M-C-A.

24 MS. LEONARD: I'm sorry. The MCA.

25 COMMISSIONER GAW: Okay. Thanks.

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1 MR. DORITY: Thank you, Susan.

2 JUDGE DIPPELL: Thank you.

3 COMMISSIONER CLAYTON: And I don't know -- for
4 the people who came in after the Q and A, I don't know
5 if you were handing out cards, or somebody was handing
6 out cards to where they could call somebody and talk if
7 they -- if people are interested in these things. I
8 don't know if you did that or not, but -- MR.

9 DORITY: Yes, we -- I think Gregg indicated that we
10 would be happy to stay afterwards and visit with folks
11 and we'll make sure we give them the information.

12 JUDGE DIPPELL: Thank you.

13 Let's move on, then, to the next witness.
14 Sandra Kilgore.

15 Do you solemnly swear or affirm that the
16 testimony you are about to give in this hearing will be
17 the truth, the whole truth and nothing but the truth?

18 MS. KILGORE: Yes.

19 JUDGE DIPPELL: Go ahead. If you'll spell
20 your name for the court reporter and give us your
21 address.

22 MS. KILGORE: Okay. S-a-n-d-r-a,
23 K-i-l-g-o-r-e, 106 Schemmer Road, S-c-h-e-m-m-e-r,
24 Wright City, Missouri, 63390.

25 JUDGE DIPPELL: Go ahead with your comments.

1 MS. KILGORE: Okay. Thank you for this
2 opportunity. We live in Lincoln County, which is
3 about eight miles south of Wright City. I know that
4 a portion of Troy, Missouri, and Moscow Mills have
5 the metropolitan line where they can call into St.
6 Louis. That's only less than ten miles from us.

7 And DSL is not available to us. Dial-up is
8 not available to us, under CenturyTel, who is our
9 current provider, telephone provider.

10 And I would just like to go on record to say
11 that we would be very interested in metro line because
12 we do a lot of calling into the St. Louis region. The
13 only place we can currently call that is toll-free is
14 Foristell. So I would just be very interested in, you
15 know, any type of plan, or even a change in our prefix,
16 if that's what it would -- we would need to do to get a
17 metro line.

18 JUDGE DIPPELL: Okay. Thank you.

19 Commissioner Gaw, did you have questions?

20 COMMISSIONER GAW: Ms. Kilgore, did you have
21 something else before I asked a question? I thought
22 you might be continuing.

23 MS. KILGORE: No.

24 COMMISSIONER GAW: The issue in regard to your
25 calling, is it an issue mainly of calling out or also

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1 getting calls in?

2 MS. KILGORE: Primarily calling out.

3 COMMISSIONER GAW: Okay. And your calling
4 out, is it generally, is the plan a desire to get
5 into some of the areas closer into the metro?

6 MS. KILGORE; Yes.

7 COMMISSIONER GAW: Okay. So the MCA that's
8 there in what's called Tier 5, is that something that
9 you know very much about at this stage?

10 MS. KILGORE: I'm sorry, no, I don't. I'm
11 sorry, we were late getting here, so I'm not aware of
12 the Tier 5 --

13 COMMISSIONER GAW: That's okay.

14 MS. KILGORE: -- the MCA program.

15 COMMISSIONER GAW: But you've already said
16 that you wouldn't mind if you had to change your
17 telephone number.

18 MS. KILGORE: No, it wouldn't be that much
19 of a burden, I don't think, for us.

20 COMMISSIONER GAW: Okay. And have you seen
21 any of the amounts that have been floated around as
22 possible amounts?

23 MS. KILGORE: No.

24 COMMISSIONER GAW: Okay. Is there -- is there
25 some particular amount that you think would be more than

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1 what you would be willing to pay? Have you thought
2 about that very much?

3 MS. KILGORE: Somewhat. I mean, we're paying
4 -- we have one provider for cell phone, we have one
5 provider for our dial-up. We have, as I said,
6 CenturyTel for local toll and long distance. So I
7 imagine anything less than, say, 45 or \$50 a month would
8 be a bargain, because we're currently paying about 125,
9 130.

10 COMMISSIONER GAW: Okay. When you say 125
11 to 130, is that including your cell phone?

12 MS. KILGORE: No.

13 COMMISSIONER GAW: That's just your land
14 line?

15 MS. KILGORE: That would be our land line
16 and Internet, because it's difficult finding a local
17 access number. There have been providers where we've
18 had to pay per minute --

19 COMMISSIONER GAW: Really?

20 MS. KILGORE: -- and they were routing us
21 through Harvester, so...

22 COMMISSIONER GAW: Wow. Do you have DSL?

23 MS. KILGORE: No.

24 COMMISSIONER GAW: So it's dial-up?

25 MS. KILGORE: Yes, it's dial-up.

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1 COMMISSIONER GAW: And is the cell phone of
2 use to you in dialing into the metro?

3 MS. KILGORE: Yes.

4 COMMISSIONER GAW: Are you utilizing it in
5 a significant amount to do that?

6 MS. KILGORE: Yes.

7 COMMISSIONER GAW: Okay, now help me here.
8 Why, if you're -- if you normally can use your cell
9 phone, is it important to also be able to have this
10 feature on your land line?

11 MS. KILGORE: I would like the option.

12 COMMISSIONER GAW: Okay.

13 MS. KILGORE: And then for safety reasons, or
14 if I'm at home and I need to get in touch with the
15 doctor, I don't have to have worry about a long-distance
16 call.

17 COMMISSIONER GAW: Okay. Is the -- is it
18 accurate to say that -- that your cell phone is at
19 times used, then, to call into the metro region but
20 it is not your exclusive telephone of choice for that
21 purpose?

22 MS. KILGORE: Correct.

23 COMMISSIONER GAW: Is it important to you --
24 I may have asked you this. Excuse me if I have. Is
25 it important to you to be able to have people able to

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1 call you from the metro area?

2 MS. KILGORE: Most of them can at this time.

3 They pay a flat fee a month, and so they're not
4 charged per minute for toll. So I'm more concerned
5 at this time with us being able to call out.

6 COMMISSIONER GAW: Do you know what the -- when
7 you say they're charged a flat fee, do you know whether
8 or not that is as a result of them having a particular
9 long-distance package that has unlimited minutes?

10 MS. KILGORE: Yes. That's correct.

11 COMMISSIONER GAW: And do you have access to a
12 long-distance package that would be of that nature?

13 MS. KILGORE: No, not at this time. No, we
14 don't.

15 COMMISSIONER GAW: Okay. Tell me again
16 where you're located?

17 MS. KILGORE: We're actually about five
18 miles north of Wright City, but we're in Lincoln
19 County.

20 COMMISSIONER GAW: Close to what highway?

21 MS. KILGORE: We're at Highway WW and
22 Highway J.

23 COMMISSIONER GAW: Okay. I think that's all
24 I have. Thank you, Ms. Kilgore, for coming out.

25 COMMISSIONER CLAYTON: Hang on. Before you go

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1 anywhere, Mr. Dority, do you know whether CenturyTel
2 offers an unlimited package for long distance in that
3 exchange?

4 MR. DORITY: If I could ask, which exchange,
5 ma'am, is it?

6 MS. KILGORE: Wright City, 745.

7 COMMISSIONER CLAYTON: Is that Wright City?

8 MS. KILGORE: Yes.

9 MS. LEONARD: That is the plan that I was
10 just talking about earlier. That's what we were
11 looking at --

12 MR. DORITY: That's one of the areas that
13 we're looking at in implementing the new -- this is
14 the area we were talking about.

15 COMMISSIONER CLAYTON: That has -- did that
16 have DSL in it?

17 MS. LEONARD: You can add it if you wanted
18 it --

19 COMMISSIONER CLAYTON: If you don't add it,
20 how much was it? If you don't add the DSL, how much
21 was it?

22 MS. LEONARD: Forty to \$45, which includes
23 the line.

24 COMMISSIONER CLAYTON: That's total for line
25 and long distance?

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1 MS. LEONARD: Exactly.

2 COMMISSIONER CLAYTON: Now, Judge, if I may
3 ask Mr. Dandino a question?

4 JUDGE DIPPELL: Sure.

5 COMMISSIONER CLAYTON: In the hearing that
6 we had last week in Washington, the agreement in
7 those exchanges is a -- is you pay for your line plus
8 32.50?

9 MR. DANDINO: That's correct.

10 COMMISSIONER CLAYTON: For residential phone?

11 MR. DANDINO: That's correct.

12 COMMISSIONER CLAYTON: So the line with fees
13 and everything would run around 20 bucks?

14 MR. DANDINO: For a basic line?

15 COMMISSIONER CLAYTON: Yes.

16 MR. DANDINO: Yes.

17 COMMISSIONER CLAYTON: For residential
18 service?

19 MR. DANDINO: Right. And then on top of it
20 would be 32.50.

21 COMMISSIONER CLAYTON: So 50 bucks. You all
22 are offering what, a \$45-deal?

23 MS. LEONARD: Yeah, we're thinking 40 to 45.

24 COMMISSIONER CLAYTON: You're thinking 40 to
25 45, or you're offering?

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1 MS. LEONARD: That's what --

2 MR. DORITY: The prices haven't been nailed
3 down yet. This is something that we're looking at
4 rolling out in --

5 COMMISSIONER CLAYTON: Oh, so this isn't
6 available yet?

7 MR. DORITY: No, sir, it's not, but it's one of
8 the things that we want to try to get some customer
9 feedback on this evening to certain needs.

10 COMMISSIONER CLAYTON: How does that sound
11 to you, Ms. Kilgore?

12 MS. KILGORE: That sounds promising. I've
13 been calling and asking, and they told me to keep
14 calling and keep asking.

15 COMMISSIONER CLAYTON: Who told you to keep
16 calling?

17 MS. KILGORE: CenturyTel.

18 COMMISSIONER CLAYTON: Is that right?

19 MS. KILGORE: Yes.

20 COMMISSIONER CLAYTON: Did they do that?

21 MS. KILGORE: Yes. To keep calling and asking.
22 They said, You're kind of in that little wedge where
23 there's just not anything right now.

24 COMMISSIONER CLAYTON: Are you -- you're in
25 -- are you in the country?

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1 MS. KILGORE: Yes, in the rural, it's rural.

2 COMMISSIONER CLAYTON: Do you have access to
3 DSL where you are?

4 MS. KILGORE: No.

5 COMMISSIONER CLAYTON: Do you have access to
6 any broadband through cable, wireless?

7 MS. KILGORE: No.

8 COMMISSIONER CLAYTON: How about wireless
9 service? Does it work where you live?

10 MS. KILGORE: There are days that, no.

11 COMMISSIONER CLAYTON: Is wireless a
12 substitute for a wire-line phone? Could you give up
13 a wire line and just operate on your day-to-day basis
14 with a cell phone?

15 MS. KILGORE: I guess I could, but I like my
16 land-line phone.

17 COMMISSIONER CLAYTON: Why is that?

18 MS. KILGORE: For emergencies and things
19 like that, because we're in an area where if I pick
20 up my cell phone and I call 911, they're going to
21 dispatch me to St. Louis.

22 COMMISSIONER CLAYTON: That would be a cheap
23 ambulance ride, wouldn't it?

24 I don't think I have any other questions.

25 Thank you for coming, Ms. Kilgore.

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1 MS. KILGORE: Thank you.

2 COMMISSIONER GAW: Just one quick follow-up
3 to that last one. In regard to you using your land
4 line, I think I heard you say something to the effect
5 -- and I want to see if this is right -- that you are
6 concerned sometimes about your cell phone
7 reliability?

8 MS. KILGORE: Uh-huh.

9 MS. COMMISSIONER GAW: Is that accurate?

10 MS. KILGORE: Yes.

11 COMMISSIONER GAW: And that's part of the
12 reason that you'd be reluctant to give up your cell
13 phone -- your land line for a cell phone?

14 MS. KILGORE: Yes.

15 COMMISSIONER GAW: Thank you.

16 JUDGE DIPPELL: Just one more.

17 MR. DANDINO: Ms. Kilgore, thank you for
18 coming. I appreciate it.

19 About how far from I-70 do you live?

20 MS. KILGORE: Probably about 5 miles.

21 MR. DANDINO: Five miles north?

22 MS. KILGORE: Yes.

23 MR. DANDINO: Okay. So five miles north of
24 the interstate?

25 MS. KILGORE: Yes.

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1 MR. DANDINO: You have trouble with the cell
2 phone and the availability of the Internet?

3 MS. KILGORE: Yes.

4 MR. DANDINO: Okay. Thank you. That's all
5 I have.

6 JUDGE DIPPELL: Mr. Poston, any questions?

7 MR. POSTON: No.

8 JUDGE DIPPELL: Mr. Dority, did you have any
9 questions?

10 MR. DORITY: No, thank you.

11 JUDGE DIPPELL: Thank you.

12 That was all the witnesses I had signed up.

13 Is there anyone else who wishes to testify this
14 evening?

15 Mr. Kramme, would you like to --

16 MR. KRAMME: Yes.

17 JUDGE DIPPELL: Do you solemnly swear or affirm
18 that the testimony you are about to give in this hearing
19 will be the truth, the whole truth and nothing but the
20 truth?

21 MR. KRAMME: Yes, I do.

22 JUDGE DIPPELL: If you could state your name
23 and spell it for the court reporter.

24 MR. KRAMME: Dennis, D-e-n-n-i-s,
25 K-r-a-m-m-e.

1 JUDGE DIPPELL: And could you give us your
2 address again.

3 MR. KRAMME: 2317 Highway D, Marthasville,
4 Missouri, 63357.

5 JUDGE DIPPELL: Thank you. Go ahead with
6 your comments.

7 MR. KRAMME: Really the comment I wanted to
8 make was in regards to DSL service, that question's
9 been asked of several of the other folks, and I
10 believe, Mr. Brown (sic), I think I've got an idea
11 where you live, and I'm not sure how he can get DSL.
12 We live just on the other side of the hill and we
13 cannot, and I've called all week and tried to arrange
14 that.

15 My daughter is going to college and needs to
16 access a fast Internet, and all we can get is dial-up
17 that works half the time. And our cell phone to use
18 we have to go out by the fish pond and then turn to
19 the north.

20 COMMISSIONER CLAYTON: Facing east, looking
21 at the --

22 JUDGE DIPPELL: Commissioner Gaw, Mr. Kramme
23 testified at our previous hearing. Did you have any
24 questions that you wanted to ask?

25 COMMISSIONER GAW: He said a whole lot there

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1 in a very short period of time, and I understood
2 every one of those little examples, I think, from
3 personal experience.

4 So can you tell me, Mr. Kramme, if this
5 proposal that CenturyTel may have on the table at
6 some point in time, is that something that's
7 attractive to you?

8 MR. KRAMME: I would sign up tonight. Yes.

9 COMMISSIONER GAW: Now, I didn't hear
10 whether CenturyTel said that as a part of that they
11 were extending their DSL service. Did I hear that?

12 MR. KRAMME: I did not hear that.

13 MR. DORITY: I don't know that you want a
14 lawyer trying to explain the technical aspects of the
15 availability of DSL. I know there are some
16 constraints on the ability to offer DSL service in
17 terms of the length of the cable from the central
18 office and some other things that may well be an
19 impediment here, but we'll be happy to visit with
20 Mr. Kramme to try to --

21 COMMISSIONER GAW: Perhaps he might -- it
22 might be something that could be worked out, if you
23 all have a chance to visit with him.

24 MR. DORITY: We would be happy to do that.
25 Sure.

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1 COMMISSIONER GAW: I want to wish you good
2 luck because it hasn't done me any good, but I don't
3 have CenturyTel.

4 And then beyond that, is that option
5 potentially as attractive or more attractive to you
6 than the MCA extension?

7 MR. KRAMME: Yes.

8 COMMISSIONER GAW: More attractive?

9 MR. KRAMME: More attractive, yes.

10 COMMISSIONER GAW: And I guess my other
11 question, and I don't know, since this is just
12 something you all are floating, is that --

13 MR. DORITY: It's something more than
14 floating. It's something that our marketing people
15 have been working on very vigorously, and I think
16 we're looking at hopefully rolling that out in the
17 very near future.

18 COMMISSIONER GAW: And once it's rolled out,
19 what assurances will we have that it will continue to
20 be where you rolled it out and the price would stay
21 similar to what it was when you rolled it out?

22 MR. DORITY: I think that's part of the
23 whole marketing considerations. I mean, intuitively,
24 as I indicated earlier, we want to make our customers
25 as happy as we can, and if that's -- we're hopefully

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1 getting it out at a price that they would find
2 reasonable.

3 COMMISSIONER GAW: Just asking, since I have
4 seen plans offered and then they go away, and I have
5 -- I know if we establish the MCA, while the price
6 may or may not be able to be under any regulatory
7 oversight, the actual area, once it will be
8 established would be there.

9 Is there something that might potentially
10 come from CenturyTel that would give some similar
11 assurance of permanency, if you have this as an
12 alternative, or in lieu of an MCA extension for
13 residential?

14 MR. DORITY: I -- I really can't speak to
15 that this evening.

16 COMMISSIONER GAW: I assumed that you couldn't,
17 but I asked the question so if there would be something
18 similar, you would be thinking about it.

19 MR. DORITY: Yes, sir, I understand.

20 COMMISSIONER GAW: I'm sorry, Mr. Kramme. I
21 interrupted your time. That's all the questions I
22 have. Thank you, sir.

23 COMMISSIONER CLAYTON: Mr. Kramme, just to
24 repeat what you said the other night, because I think
25 it's important that the participants here have an

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1 opportunity. What you said, whether or not you were
2 in support of the plan that was at least placed on
3 the table in Washington and what concerns that you
4 had, just that you express very briefly, could you
5 repeat that?

6 MR. KRAMME: We live just seven miles across
7 the river, very similar to Mr. Brown, and to call
8 Washington we have the option of a calling plan to
9 that one exchange for I believe it's \$30 a month
10 extra on our phone bill. Please don't take that away
11 because we would have a horrendous phone bill if we
12 didn't have that.

13 But Senator Griesheimer had mentioned making it
14 a mandatory MCA plan where everybody had to be in it at
15 a much lower cost, hopefully, and that way you could
16 call anywhere in the entire area to each other back and
17 forth for no toll. And I personally would be in favor
18 of that. I'm not sure if all my neighbors would be,
19 but I personally would be.

20 COMMISSIONER CLAYTON: Thank you. I don't
21 have any other questions.

22 MR. DANDINO: I don't have any questions.

23 JUDGE DIPPELL: Mr. Poston?

24 MR. POSTON: No.

25 JUDGE DIPPELL: Is there anyone else who

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1 wished to testify?

2 I don't see anyone else.

3 Commissioners, did you have any closing
4 remarks that you wanted to make?

5 COMMISSIONER GAW: Just a second.

6 (WHEREIN, Commissioner Gaw and Commissioner
7 Clayton have a discussion off the record.)

8 COMMISSIONER GAW: Let me ask Mr. Kramme one
9 more question. Sorry.

10 I don't think I asked you how important it was
11 for people to be able to call you toll-free. Is that an
12 issue for you?

13 MR. KRAMME: It's an issue. I'm sort of
14 like some of the other folks, it's -- I guess I'm a
15 little selfish that, you know, I first look out for
16 what my phone bill is going to be, but, you know, it
17 would be nice.

18 I don't have a business that I receive a lot of
19 calls, but my daughter does live in Labadie and she has
20 some sort of a plan through SBC where she can call us
21 toll-free. So when we want to call her, we call, hang
22 up, and she calls back toll-free. You know, play the
23 games.

24 COMMISSIONER GAW: Thank you.

25 MR. KUHLMANN: Real quick on that -- I

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1 guess you want me to stand up and testify?

2 JUDGE DIPPELL: Yeah, if you don't mind.

3 MR. KUHLMANN: Okay.

4 JUDGE DIPPELL: Do you solemnly swear or affirm
5 that the testimony you are about to give in this hearing
6 will be the truth, the whole truth and nothing but the
7 truth?

8 MR. KUHLMANN: I do.

9 JUDGE DIPPELL: If you could give us your
10 name and spell it.

11 MR. KUHLMANN: Kevin Kuhlmann,
12 K-u-h-l-m-a-n-n. You want my address?

13 JUDGE DIPPELL: Your address?

14 MR. KUHLMANN: Okay. The address I'll be
15 using is 1835 Highway F, Innsbrook, Missouri.

16 JUDGE DIPPELL: Go ahead.

17 MR. KUHLMANN: My question -- I'm sorry I
18 came in late tonight, but with regard to the map that
19 you've got up there, Innsbrook, the Village of, where
20 is it included in the tier? Is it included in the
21 Tier 5 right there, or is the possible location of
22 where Innsbrook would be on there is where pretty
23 much Warren County, where it states "Warren"?

24 MR. DANDINO: It would be in the proposed
25 Tier 6.

1 MR. KUHLMANN: Okay. And too, with regard
2 to the CenturyTel issue is the city -- I'm the city
3 administrator for Innsbrook, so I just received the
4 Simple Plan network, I was just offered that, where
5 we used to have I think it was about a \$90 phone bill
6 a month on a business line, plus we were paying for
7 long distance, which averaged anywhere between \$10
8 and \$50, depending on how much the phone was being
9 used that month and who we were calling.

10 Since then we were contacted by CenturyTel
11 to see if we wanted to join the Simple Plan, and I
12 think right now we're paying \$89 a month, and that
13 includes unlimited long distance, as well as, you
14 know, on top of that, we will have our DSL service.

15 And currently right now there's only a
16 portion of Innsbrook that is being serviced by DSL
17 from CenturyTel, but it's there.

18 With regard to speaking with a number of
19 residents, I would probably say somewhere along the
20 lines of probably 25 to 30 plus or minus residents, that
21 the majority of my residents that live out here are
22 previous St. Louis, St. Louis County, St. Charles County
23 residents and have moved out here as a resort community
24 or a retirement community, however you want to look at
25 it, and, you know, not only miss the ability to call

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1 whomever, whenever, and why, but their lives and
2 businesses are still in the St. Louis area.

3 And it's -- you know, it becomes very
4 complicated, since we are right on that borderline
5 between the metropolitan calling area, the
6 nonmetropolitan calling area and whatnot, that it's --
7 it's something that they would be very interested in
8 looking into and in wanting, not to mention that we have
9 about 12- to 1300 properties out here that are
10 nonresidential that are weekend homes, if you will, for
11 people who would also be in the same boat as to wanting
12 to possibly enter into that with their phone service.

13 Speaking to CenturyTel directly, I'm not sure
14 how we were contacted as far as the business line with
15 the Simple Choice, if it hasn't been rolled out
16 officially yet, but I signed up for it about a month
17 ago, and we have it and it's --

18 MR. DORITY: I'll let Susan, if I may --

19 JUDGE DIPPELL: Yeah.

20 MR. DORITY: I think we're talking -- may be
21 talking apples and oranges here --

22 MR. KUHLMANN: We might be, and I'm not sure.
23 That's the reason why I'm starting to stand up and talk
24 is it's, Wait a minute here, some things are -- because
25 I know a lot of residents, if we're talking 40 to \$45

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1 for a St. Louis metro line, if you will, or at least
2 something provided that's similar, comparable to a metro
3 line, I don't think they'd blink an eye at it.

4 As far as -- I live in St. Charles County, and
5 I went through I guess when Wentzville was added to the
6 metro area, and I remember calling Wentzville to Lake
7 St. Louis, having a toll call and being charged for
8 that, and it's kind of ironic that was pretty much where
9 most of my calling was, but my phone bill was also twice
10 as much, and it was running around about \$80 a month,
11 whereas when the metro line came through, it dropped
12 down to about 25, 30 bucks a month and I could call
13 anybody and everybody that I wanted to.

14 So, I mean, I know a lot of people in the 745
15 exchange do a lot of calling, you know, not only to each
16 other or 456 exchange, but you know, there's also the
17 625 or 265s and 327s, and then go on into St. Louis.
18 And I know it would be mostly beneficial, especially for
19 me being a business and a municipality, but it would
20 also be of benefit to my residents to have a form of
21 service, whether it be what we're talking about here
22 tonight or whether it be a service provided by our local
23 carrier. Frankly, I don't think they care who provides
24 it or who regulates it. I just think they want to be
25 able to pick up the phone and dial.

1 And with regard to some of the other questions
2 that we have, we do have a problem with Internet access
3 out here at Innsbrook. You know, the local carriers
4 only provide a local service, YHTI or -- I can't think
5 of all of them off the top of my head, but the dial-up
6 networks, you know, they've only got so many numbers
7 that you can call that would be a local dial-up before
8 you run out of -- or you can plug those arteries, if you
9 will, whereas, if we were to open it up to where they
10 could call a different exchange and it would be local,
11 that would possibly free up some of the limited
12 resources that some of those companies have. That's
13 with regard to the Internet service.

14 DSL, I understand it is -- you know, you
15 have to have so many certain spots so that you can
16 keep the speed up or whatever.

17 I have one more and I'm drawing a blank on
18 it. Oh. Cell phones. Cell phones, southern Warren
19 County, the same as southern St. Charles County, the
20 geographics down here are just terrible as far as
21 trying to get cell phone coverage.

22 My community is firmly against cell phone
23 towers, yet they want to be able to have cell phone
24 access. It's promoting some problems with the
25 planning and zoning, as we go forward and try to

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1 provide the ability to use the cell phones, but then
2 again, each corporation wants to have their cell
3 towers so that they can provide better service than
4 the other person, as opposed to sharing cell phone
5 towers or whatnot.

6 And I know that's all federally regulated and
7 whatnot also, but it would be nice to be able to come up
8 with a certain plan, because we're only five miles south
9 of I-70 here, and as soon as you come over the hill,
10 especially which you came here tonight, is if you don't
11 have T-Mobile and maybe Sprint, you start dropping off
12 very quickly.

13 If you're lucky enough -- we are at one of the
14 higher points out at Innsbrook -- you will get a signal
15 here, but you know, that's -- that's the beast of what
16 we deal with geographically down here.

17 So those are just my few quick comments, you
18 know, and whatever CenturyTel has done for me,
19 thanks. It's been a big help as far as being able to
20 control my monthly budgeted phone expense.

21 I do know the largest corporation who runs the
22 conference center out here, their local line out here is
23 a St. Louis number so that they can call toll-free out
24 here. And I'm not sure how they've got it all
25 completely set up, but I'm sure they would be all for

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1 having some form of line to where if they call out here,
2 or if somebody from St. Louis calls out here, it's not a
3 long-distance phone call for them either, and vice
4 versa, since they do a lot of business in Clayton.

5 I have nothing else, your Honor.

6 JUDGE DIPPELL: Thank you.

7 Commissioner Gaw, did you want to ask any
8 questions?

9 COMMISSIONER GAW: If you were to gauge what
10 you think people would view as preference, would it
11 be to have a Tier 6 out in here of the MCA, or in
12 lieu of that, have something that would be similar to
13 what was suggested might be proposed earlier from
14 CenturyTel from a residential standpoint?

15 MR. KUHLMANN: I think probably from the
16 residents that I've spoken with, their wants and
17 expectations are more of an expansion of the
18 metropolitan area, and that just being that they know
19 what they're getting, if you will, whereas, you're not
20 really sure what plans the phone company is going offer
21 at this stage. And I've even got a little ring tone on
22 my fax machine now, so it's -- you know, it's -- so it's
23 just the little things that make running a small office
24 kind of nice.

25 You know, it's -- I think probably they would

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1 be expecting something like an expansion, but then
2 again, it's one of those things that if CenturyTel goes
3 forward with this plan, the marketing of it is
4 everything, getting it out and then getting it known to
5 the consumer and letting them know exactly what's being
6 offered and how it's going to be packaged and what's
7 going to be offered as a viable alternative to expanding
8 the metro area. You know, I don't think they'd have an
9 issue with either/or.

10 I think we're talking roughly about the same
11 price per month, give or take a few dollars, if
12 that's what happens, with roughly about the same
13 services, from what I can gather.

14 COMMISSIONER GAW: You visit with the
15 residents around here all the time, I'm sure, with
16 your position.

17 MR. KUHLMANN: Uh-huh.

18 COMMISSIONER GAW: Do you think that there
19 would be a significant number of the residents that
20 would opt into a Tier 6 plan?

21 MR. KUHLMANN: Yes. Yes.

22 COMMISSIONER GAW: 50 percent or --

23 MR. KUHLMANN: At least. At least. And I
24 don't believe that any one of them would have an
25 issue with changing their number. I mean, it would

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1 be an inconvenience, but I think possibly going
2 through tier expansions in the other parts of the
3 counties over the years, it's -- they would forego
4 the inconvenience of a number change to have the
5 added features and the money savings ability. I
6 mean, I've done it twice now, so...

7 COMMISSIONER GAW: Thank you very much for
8 taking the time to come out.

9 JUDGE DIPPELL: Mr. Clayton?

10 COMMISSIONER CLAYTON: Your constituents,
11 Mr. Kuhlmann, are -- of Innsbrook would be -- is it
12 fair to say that the majority of your residents would
13 be transplants from elsewhere, either having a second
14 home or retirement?

15 MR. KUHLMANN: 70 percent.

16 COMMISSIONER CLAYTON: 70 percent. So their
17 circumstances would probably be significantly
18 different than someone living in Marthasville or
19 someone in Wright City. They would have kind of a
20 different take on -- a different take on what they
21 would need for their regular communication services,
22 wouldn't they?

23 MR. KUHLMANN: I think their expectations would
24 be a little bit different just because they've had it
25 before and want it again, whereas those in Marthasville,

1 Warrenton, Wright City may have never had these
2 services, so they've been left wanting or from hearsay
3 from someone about, you know, We're able to call Cousin
4 Joey anytime day or night without having to have a
5 special plan through a long-distance service, or
6 something of that nature. It was always a local call.

7 But, I mean, it's -- I see that it possibly
8 would be just a little bit different, that their
9 expectations -- since they probably would come from,
10 whether they're out of the St. Louis MSA or whether
11 they're from there and come out here, their expectations
12 are a little bit different due to the fact that that's
13 what they -- the services they had been provided with
14 they no longer have, and they would like to have it
15 again or continue to have it.

16 COMMISSIONER CLAYTON: Thank you. No
17 further questions.

18 JUDGE DIPPELL: Mr. Dandino?

19 MR. DANDINO: Mr. Kuhlmann, thanks a lot for
20 testifying here tonight. I want to clarify something on
21 the Internet availability.

22 One of the things that was always mentioned in
23 the -- either in the petitions or in the conversations
24 from the Innsbrook people was -- and this has been years
25 ago -- is their access to the Internet, their long

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1 distance, and you're saying they -- it's just -- dial-up
2 is the only form?

3 MR. KUHLMANN: No. Currently, right now,
4 Innsbrook is -- and not to sound like a spokesman for
5 CenturyTel, but I mean, slow Internet access drives me
6 nuts, so I've been promoting your DSL service left and
7 right to those who can get it, just for the fact that,
8 you know, for \$10 more a month, they don't have to sit
9 there and dial up.

10 But some of the problems that I've been
11 talking with some of the dial-up customers is that it
12 is a local 745 number that they've been calling, and
13 therefore they're either getting a busy signal or
14 their service that they're receiving is beyond snail
15 slow. It's almost nonexistent as far as uploads or
16 downloads.

17 MR. DANDINO: What percentage of the lots
18 out here have -- have to use dial-up?

19 MR. KUHLMANN: Well, take the DSL service
20 providers -- and I'm not sure where the fingers of the
21 DSL service within the city go, take the number of those
22 folks and subtract that off of the number of residents
23 that I have out here. So, I mean --

24 MR. DANDINO: I was just wondering a rough
25 number.

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1 MR. KUHLMANN: I don't have a number. I
2 wouldn't want to put a number there. I know maybe
3 five people aside from myself that have the DSL
4 service.

5 MR. DANDINO: Who provides the law
6 enforcement services to the city?

7 MR. KUHLMANN: To the city? It's the
8 county, Warren County.

9 MR. DANDINO: Can the people in Innsbrook
10 reach them or the sheriff with a --

11 MR. KUHLMANN: With 911.

12 MR. DANDINO: -- with a local number?

13 MR. KUHLMANN: The current -- the way it is
14 when you dial 911 is -- oh, are you talking about
15 just dialing the sheriff's office?

16 MR. DANDINO: Yeah.

17 MR. KUHLMANN: It's long distance.

18 MR. DANDINO: What about -- what hospital
19 services the area?

20 MR. KUHLMANN: It would probably be Doctors
21 Hospital, or whatever it's called this week, or St.
22 Joseph West.

23 MR. DANDINO: Lake St. Louis?

24 MR. KUHLMANN: Right.

25 MR. DANDINO: And that would be a toll call?

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1 MR. KUHLMANN: Yes.

2 MR. DANDINO: What about, government offices
3 would be in Warrenton?

4 MR. KUHLMANN: All toll calls. The only
5 toll that -- or the only calls that we have other
6 than currently within our city limits is Wright City,
7 and that's the only other local call that we have.

8 MR. DANDINO: Where do the people in
9 Innsbrook mostly do their business and shopping at?

10 MR. KUHLMANN: Shopping could be anywhere
11 between I guess Warrenton, Wentzville and Lake St.
12 Louis now, there's new shopping centers coming
13 online. Businesses, if they're not in business for
14 themselves, doing business out of their home office,
15 I would say the majority commute to the St. Louis
16 area.

17 MR. DANDINO: That's all I have. Thanks so
18 much.

19 JUDGE DIPPELL: Mr. Poston?

20 MR. POSTON: Nothing.

21 JUDGE DIPPELL: Mr. Dority?

22 MR. DORITY: Mr. Kuhlmann, thank you for
23 testifying this evening.

24 Subject to Miss Leonard correcting me, I think
25 the discrepancy may flow from what you've described, I

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1 believe, as a business product offering, and what we're
2 talking about rolling out would be available to
3 residential.

4 And I think I'm hearing you say that if
5 CenturyTel does the right job in marketing that,
6 getting the word out, you think a package similar to
7 what you receive and priced around \$40 would be very
8 viable to your constituents; is that correct?

9 MR. KUHLMANN: I called the same day I got
10 the postcard.

11 MR. DORITY: Thank you, sir.

12 JUDGE DIPPELL: Thank you very much.

13 Is there anyone else who wanted to speak?

14 Commissioners, did you have anything
15 further?

16 COMMISSIONER GAW: Just thank you all very,
17 very much for your time and for your comments, and
18 all of them will be taken into account. We look
19 forward to being able to get to a conclusion on a
20 decision on this. I hope that happens very quickly.
21 And again, it's very nice for you all to -- from our
22 standpoint, for us to be able to hear from you.
23 Thank you.

24 COMMISSIONER CLAYTON: I would thank everyone
25 for coming tonight as well. Telecommunications is

1 certainly a different world than what it was ten years
2 ago, fifteen years ago, twenty years ago, and it's
3 become very complex and complicated in figuring out what
4 plans are out there, what services, who's providing
5 what. Things are changing.

6 But coming to a hearing like this you can
7 really hear what people have to say, what they're
8 looking for. Sometimes we lose sight of that, so I
9 appreciate everyone coming out tonight and assure you
10 that these comments were very helpful.

11 JUDGE DIPPELL: Thank you all -- oh, Mr.
12 Dandino?

13 MR. DANDINO: Once again, I wanted to thank
14 everyone for coming. It's really great.

15 We have a -- the Office of the Public Counsel
16 put together a survey and it's at the end of the table,
17 and we'd really appreciate it, if you want to pick one
18 of these up and look through it, and if you could send
19 it to our office, or give a couple copies to some of the
20 people that couldn't be here tonight. Our address and
21 fax number are on the bottom, and it would sure help us,
22 you know, better represent you.

23 That's all I have. Thank you.

24 Thank you, your Honor.

25 JUDGE DIPPELL: Thank you.

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1 Thank you all for coming this evening.

2 That concludes the hearing. We can go off the

3 record.

4 (WHEREIN, the hearing was concluded at

5 7:22 p.m.)

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