

1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION
3
4 TRANSCRIPT OF PROCEEDINGS
5 Public Hearing

6 March 27, 2000
7 Springfield, Missouri
8 Volume 2

9 In the Matter of an Investigation)
for the Purpose of Clarifying and)
10 Determining Certain Aspects)
Surrounding the Provisioning of) Case No.
11 Metropolitan Calling Area Service) TO-99-483
after the Passage and)
12 Implementation of the)
Telecommunications Act of 1996)
13

14
15 NANCY DIPPELL, Presiding,
16 SENIOR REGULATORY LAW JUDGE.

17 CONNIE MURRAY,
18 ROBERT G. SCHEMENAUER

19 COMMISSIONERS.
20

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26 Phonetic spellings are signified by: (ph.).
27 Exactly as stated: (sic).

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

2 JUDGE DIPPELL: First of all, I'd like to
3 thank the City of Springfield for allowing us
4 to use their facility this evening. And I will
5 note that the views that are expressed here
6 tonight are not necessarily those of the City.

7 The Missouri Public Service Commission has
8 set at this time a local hearing in our Case
9 No. TO-99-483. This hearing was ordered by the
10 Commission, and a notice of the hearing was
11 sent out by our Commission's information
12 officer to the local newspapers and county
13 commissions in the area. And I hope that all
14 of the notices got out. It looks like we got a
15 good crowd tonight, so I'm feeling good about
16 that.

17 Prior to commencing the hearing, the
18 actual public hearing portion, I wanted to give
19 a brief explanation. And you may -- some of
20 you who have been here for the informational
21 part of the meeting may have already heard some
22 of this information, but I'm just going to give
23 a brief explanation of the agency.

24 The Missouri Public Service Commission is
25 a state agency which regulates the rates

1 charged by investor-owned utility companies in
2 Missouri to ensure that those rates are just
3 and reasonable. The quality of service and the
4 degree of safety employed are also regulated by
5 the Commission.

6 The Public Service Commission is made up
7 of five commissioners who are appointed by the
8 governor to hear and decide the cases such as
9 this one. Two of the commissioners are here
10 this evening, and they are Commissioner Robert
11 Schemenauer to my right and Commissioner Connie
12 Murray to my left.

13 The Commission employs a staff of
14 engineers, accountants, attorneys, financial
15 analysts and other specialists in the field of
16 utility regulation and relies on their
17 expertise. And some of those individuals are
18 also here this evening. Bill Voight was
19 speaking to you earlier.

20 And, Bill, is there anyone else from your
21 staff here? Oh, I'm sorry. Amonia Moore to my
22 far right, and Ms. Kardis, Julie Kardis, to her
23 left are both members of our staff.

24 And so I hope that those of you -- most of
25 you that are present had an opportunity to come

1 to the informational meeting that was held in
2 the hour immediately before this public hearing
3 and heard some of what they had to say about
4 their regulation of public utilities.

5 Also at the front of the room we have Mike
6 Dandino from the Office of the Public Counsel,
7 and you've had other members --

8 MR. DANDINO: Barbara Meisenheimer.

9 JUDGE DIPPELL: And Barbara Meisenheimer
10 at the back of the room is also from the Office
11 of the Public Counsel. It's the job of the
12 public counsel to represent the public in a
13 hearing before our Commission, and you may want
14 to speak to those representatives after the
15 hearing is over if you have additional
16 questions.

17 There's also some representatives of some
18 of the companies that are involved. And I'll
19 just have various company members raise their
20 hands. Maybe we've got some here on the
21 front. Very good.

22 They can also -- I'm sure that the various
23 company members will be sticking around after
24 the hearing if you have specific questions for
25 their companies.

1 In this case the Commission was asked to
2 investigate for the purpose of clarifying and
3 determining certain aspects surrounding the
4 metropolitan calling area service after the
5 passage and implementation of the
6 Telecommunications Act of 1996. A formal
7 evidentiary hearing in this matter will be held
8 on May 15th and is scheduled for that entire
9 week. And that hearing will be held in
10 Jefferson City.

11 Those hearings are very much like a trial
12 that you might see at the courthouse. And in
13 those situations the various parties, including
14 the staff of the Public Service Commission,
15 Office of the Public Counsel, and the
16 telecommunications companies will be presenting
17 expert witnesses to testify and justify the
18 positions that they are taking in this case.
19 Some of that direct testimony has already been
20 filed in commission offices. It's been written
21 and prefiled, and the cross-examination will
22 take place at that evidentiary hearing.

23 Tonight the companies and the staff and
24 the public counsel are not on trial, and they
25 are not really hear at this point to answer

1 questions. This part of tonight is for you-all
2 to talk to the commissioners. And it's more of
3 a fact-finding mission on the part of the
4 Commission and we want your input. We hope to
5 take the comments from this evening, and we
6 will -- we have a court reporter taking down
7 what you say, and we'll swear each of you in
8 before you actually testify so that it becomes
9 facts in the record, and the commissioners can
10 use that information to base their decision on
11 later in this case. So your comments are
12 important to us and we look forward to hearing
13 from you.

14 The procedure this evening is basically
15 that Mr. Dandino and Ms. Meisenheimer have been
16 collecting a list of people who have said that
17 they want to testify. We'll go down that
18 list. As your name is called, if you'll come
19 forward and be seated in front of the court
20 reporter here. You may want to sit into the
21 second chair so that commissioners can see you
22 a little better. But speak into the microphone
23 there, and the court reporter will take down
24 what you say.

25 There may be some questions from

1 Mr. Dandino in the beginning, for example, like
2 your address and your name and so forth. And
3 then the commissioners may have some questions
4 for you before you sit down. You can then
5 proceed to make whatever statements you make
6 after you are sworn in, but please remain at
7 the seat until you are excused in case the
8 commissioners have any additional questions.

9 Again, this does become a part of our
10 formal record upon which a final decision will
11 be made, and we look forward to hearing your
12 input.

13 Before we begin with witnesses, are there
14 any elected officials that would like to be
15 recognized and come forward?

16 MR. FERGUSON: My name is Bill Ferguson.
17 I'm an alderman for the south ward of Walnut
18 Grove. I don't have any particular statements
19 at this time.

20 JUDGE DIPPELL: Okay. Thank you, sir.

21 MR. JOHNSON: My name is Iver Johnson, and
22 I'm an alderman from Ash Grove, Missouri. And
23 I will be speaking subsequently.

24 JUDGE DIPPELL: Thank you. Were there
25 any --

1 MR. RANDY: Ray Randy, alderman at Ash
2 Grove.

3 MR. CHUDOMELKA: Tom Chudomelka, eastern
4 commissioner of Christian County.

5 MR. GRUBAUGH: Neal Grubaugh, alderman,
6 Ozark.

7 MR. SPINABELLA: Mark Spinabella,
8 alderman, Ozark.

9 JUDGE DIPPELL: Okay, then. I believe --
10 let's see. Do we have any attorneys from the
11 companies that will be asking questions this
12 evening?

13 Okay. Then I believe, Mr. Dandino, if
14 you'd like to go ahead and call your first
15 witness, the first member of the public.

16 MR. DANDINO: Thank you, your Honor.
17 Mr. Carl Locke.

18 Mr. Locke, if you'd come over here, and
19 let me move this chair out of your way. Sit in
20 that other chair.

21 If you would, sir, spell your name for the
22 court reporter.

23 MR. LOCKE: C-a-r-l, L-o-c-k-e.

24 JUDGE DIPPELL: Would you please raise
25 your right hand, sir.

1 CARL LOCKE,
2 called as a witness on behalf of the public,
3 having been first duly sworn, testified as
4 follows:

5 JUDGE DIPPELL: You may proceed,
6 Mr. Dandino.

7 EXAMINATION

8 BY MR. DANDINO:

9 Q. Once again, state your name and address for the
10 record, please.

11 A. Carl Locke, 1618 Highway 215, Brighton 65617.

12 Q. Mr. Locke, do you presently subscribe to MCA
13 service?

14 A. Yes. I subscribed when it first started.

15 Q. And what is your local telephone company?

16 A. AllTel.

17 Q. Now, sir, just go ahead and give your comments
18 to the Commission in your own words.

19 A. Well, I've been very pleased with the service.
20 I would be certainly welcome for it to remain
21 as is. I would also be acceptable -- it would
22 be agreeable to a slight increase, possibly \$2,
23 if that would expand the service and give us
24 access to the nonsubscribers in the tier 2
25 communities.

1 JUDGE DIPPELL: Okay. Is there anything
2 else?

3 THE WITNESS: I don't believe so.

4 JUDGE DIPPELL: All right. Commissioner
5 Murray, did you have any questions?

6 COMMISSIONER MURRAY: I don't believe so.
7 I'm going to try to keep my questions to a
8 minimum because we obviously have a lot of
9 people that would like to tell us their
10 feelings.

11 JUDGE DIPPELL: Okay.

12 COMMISSIONER MURRAY: I'll repeat that. I
13 have no questions. I'm going to attempt to
14 keep my questions to a very minimum because we
15 have so many people that wish to speak
16 tonight. Thank you.

17 JUDGE DIPPELL: Mr. Schemenauer, did
18 you --

19 COMMISSIONER SCHEMENAUER: Thank you,
20 Judge.

21 EXAMINATION

22 BY COMMISSIONER SCHEMENAUER:

23 Q. Mr. Locke, you said you lived in Pleasant Hope
24 or Morrisville?

25 A. I'm on the Pleasant Hope side.

1 Q. Pleasant Hope. And you are completely
2 satisfied with the service the way it is?

3 A. Very satisfied with it.

4 COMMISSIONER SCHEMENAUER: I have no
5 questions. Thank you.

6 JUDGE DIPPELL: Are there any other
7 questions from representatives, councilmen?

8 Thank you, Mr. Locke.

9 I will take this opportunity to say that
10 if someone else has testified -- since we have
11 a lot of people tonight, and I will have to --
12 we scheduled this hearing from 6:30 to 8:30,
13 and we really have to cut things off at 8:30.
14 But I will tell you that if someone came up and
15 said something and you just want to come up and
16 say, yeah, I really agreed with what he said,
17 that's okay, too.

18 MR. DANDINO: But we do need you to come
19 up and be sworn in and to give your name, even
20 if you just want to say I agree with the
21 previous speaker. That way it can be on the
22 record.

23 Next witness, Jeanne McFall, please.

24 Hi, Ms. McFall. Have a seat, please.

25 Please spell your name for the court reporter.

1 MS. McFALL: Jeanne, J-e-a-n-n-e,
2 M-c-F-a-l-l.

3 JUDGE DIPPELL: Ms. McFall, would you
4 please raise your right hand.

5 JEANNE McFALL,
6 called as a witness on behalf of the public,
7 having been first duly sworn, testified as
8 follows:

9 JUDGE DIPPELL: Thank you.

10 EXAMINATION

11 BY MR. DANDINO:

12 Q. Please state your name and address for the
13 record.

14 A. Jeanne McFall, 1324 East Warren Avenue, Ozark,
15 Missouri.

16 Q. What is your local telephone company?

17 A. (417) 581-62 -- 6283, and also 581-8500.

18 Q. Now, are those MCA numbers?

19 A. Correct.

20 Q. Do you subscribe to MCA?

21 A. Correct.

22 Q. From what company?

23 A. GTE service.

24 Q. Okay. Now, just tell the Commission your
25 comments. Thank you.

1 A. We've been through probably a couple of changes
2 in the service since it started in our area.
3 We had an 820 prefix, and we now have a 581
4 prefix. And the prefix is what's recognizing
5 that it is a toll free call from Springfield.
6 And I don't know exactly what you're proposing,
7 because I wasn't able to understand at the very
8 end because it was cut off. We just want to
9 know if we're going to be able to keep those
10 prefixes.

11 And the other question is, Ozark is the
12 only one that is eliminated from being the very
13 outlying area in yellow, and is there a reason
14 for that, other than it has GTE service and not
15 Southwestern Bell service?

16 JUDGE DIPPELL: Okay. I'm not going to be
17 able to answer your questions, but I hope that
18 you'll be able to talk to Mr. Voight
19 afterwards, perhaps, and he can answer more
20 specifically what -- the questions with regards
21 to what the staff or some of the other people
22 have proposed or planned. But what we are
23 interested in is what kind of service you have
24 and want and believe is necessary.

25 Were there any other questions,

1 Mr. Dandino?

2 Q. (By Mr. Dandino) The only other question I
3 would have is, if you had to change your
4 numbers again, change your prefixes, change
5 your phone numbers, would it be -- would you be
6 more inclined to -- in order to keep the MCA
7 service, you wouldn't -- you know, what's
8 important to you, to keep the phone numbers or
9 to have MCA service?

10 A. Both.

11 Q. Both equally?

12 A. Equally.

13 Q. And if a new company offered you service and to
14 go with them you'd have to change your number,
15 you'd be less inclined to do that?

16 A. That's correct.

17 MR. DANDINO: That's all I have, your
18 Honor. Thank you.

19 THE WITNESS: Thank you.

20 JUDGE DIPPELL: Hold your seat just one
21 moment.

22 Commissioner Murray, did you have any
23 questions?

24 COMMISSIONER MURRAY: Yes. I just wanted
25 to -- I just wanted to clarify that what you've

1 seen tonight has been a proposal that staff --
2 the staff of our commission has put forth.
3 There have been no decisions made at this
4 point, and there are many parties to the case
5 so that there are many things that are being
6 considered. And we don't have a plan that we
7 can put forth and say this is what is going to
8 happen. We're just gathering information at
9 this point.

10 JUDGE DIPPELL: Mr. Schemenauer?

11 COMMISSIONER SCHEMENAUER: Thank you.

12 EXAMINATION

13 BY COMMISSIONER SCHEMENAUER:

14 Q. You're satisfied with the service you have now;
15 is that correct, Ms. McFall?

16 A. That's correct.

17 Q. If the service were to change to give you a
18 larger calling scope or improve your service
19 somewhat, and the cost was minimum, a dollar or
20 something a month, you wouldn't object to
21 that?

22 A. What would it be for a business?

23 Q. I don't know. There's all kinds of proposals
24 out there, and some of them are to change the
25 calling scopes to pass on some cost to the

1 consumers.

2 A. If we could call possibly Branson, Buffalo,
3 Bolivar, that would make a difference. But if
4 you're talking just the next outlying area, I
5 don't think it would be of a great benefit to
6 us at this point.

7 Q. You would like to see the calling scope go out
8 further than it is now?

9 A. If the rate is going to be increased, yes.

10 JUDGE DIPPELL: Thank you very much.

11 Do you have another witness, Mr. Dandino?

12 MR. DANDINO: The next witness, Wanda
13 Arthur.

14 Please spell your name for the court
15 reporter.

16 MS. ARTHUR: W-a-n-d-a, A-r-t-h-u-r.

17 JUDGE DIPPELL: Could you please raise
18 your right hand.

19 WANDA ARTHUR,
20 called as a witness on behalf of the public,
21 having been first duly sworn, testified as
22 follows:

23 JUDGE DIPPELL: Thank you.

24 EXAMINATION

25 BY MR. DANDINO:

1 Q. Ms. Arthur, please state your name and address
2 for the record. And speak directly into the
3 microphone. You can pull it down closer to
4 you.

5 A. Wanda Arthur, 601 North 12th Avenue, Ozark.

6 Q. And what is your local telephone company?

7 A. I'm with GTE.

8 Q. And are you a subscriber to MCA service?

9 A. Yes, I am.

10 MR. DANDINO: That's all I have, your
11 Honor.

12 Q. (By Mr. Dandino) Please just tell the
13 Commission your comments.

14 A. Basically I'm just here to say that I'm pleased
15 with the service I have now. We feel like
16 we've fought long and hard to get an MCA
17 service. I can remember the hardships that we
18 had when we didn't have it in doing business
19 and would like to see it stay. I agree with
20 what the previous witness said, that we would
21 like to see -- if it -- if there's an increase
22 in rate, we'd like to see an increase in area
23 also.

24 JUDGE DIPPELL: Commissioner Murray, did
25 you have any questions?

1 COMMISSIONER MURRAY: I have no
2 questions. Thank you.

3 JUDGE DIPPELL: Commissioner Schemenauer?

4 COMMISSIONER SCHEMENAUER: The only
5 comment I wanted to share with you is, in the
6 testimony that I've read so far, I have not
7 seen anyone suggesting that the MCA be
8 abolished. I haven't seen that anywhere.

9 THE WITNESS: Right. We got notice of
10 this or found out about it late this afternoon,
11 and we weren't really sure just what the
12 hearing was about. So that was basically why
13 we were here.

14 COMMISSIONER SCHEMENAUER: I think all the
15 parties have taken the position they want to
16 improve it in some way. So --

17 THE WITNESS: And definitely keep it.

18 COMMISSIONER SCHEMENAUER: Okay.

19 JUDGE DIPPELL: Thank you very much.

20 MR. DANDINO: And, Ms. Arthur, just one I
21 did want to follow up on. I was told that, as
22 Ms. McFall had a question about whether the
23 plan as proposed by the staff would change any
24 of the exchange numbers or telephone numbers,
25 it will not have any effect on that.

1 THE WITNESS: Okay. Good.

2 JUDGE DIPPELL: I'm sorry. Were there any
3 other questions from council members?

4 Okay. Thank you.

5 MR. DANDINO: Next witness is Jones &
6 Company.

7 MS. McFALL: We've already spoken.

8 JUDGE DIPPELL: That was Ms. McFall.

9 MS. McFALL: I've already spoke. I was
10 the manager of that office.

11 MR. DANDINO: Okay.

12 Ed -- is it Westerman?

13 MR. WESTERMAN: I'll pass.

14 MR. DANDINO: Pardon me?

15 MR. WESTERMAN: I'll pass.

16 MR. DANDINO: Okay. You don't want to be
17 on the record?

18 Myra McVay, please.

19 JUDGE DIPPELL: If there's anyone that
20 came in late that didn't get an opportunity to
21 sign the witness list, if we have time when we
22 get to the end of the list, I'll ask if there's
23 other people that would like to come forward.

24 MR. DANDINO: Please spell your name for
25 the court reporter.

1 MS. McVAY: M-y-r-a, M-c-V-a-y.

2 JUDGE DIPPELL: Would you raise your right
3 hand, ma'am.

4 MYRA McVAY,
5 called as a witness on behalf of the public,
6 having been first duly sworn, testified as
7 follows:

8 JUDGE DIPPELL: Thank you.

9 EXAMINATION

10 BY MR. DANDINO:

11 Q. Please state your name and address for the
12 record, please.

13 A. Myra McVay, and I -- I live at Willard. I just
14 moved. 700 South -- oh, goodness.

15 UNIDENTIFIED FEMALE: Main.

16 A. -- Main. I'm originally from the Walnut Grove,
17 Ash Grove area, so it's -- I'm really
18 interested in this because I've been working
19 to -- we worked to get what we had for about 22
20 years before we ever got to where we didn't
21 have to pay those exorbitant rates. And
22 we're -- I think most of us are perfectly clear
23 about wanting to keep what we have. Now
24 then -- and I don't really think it's fair to
25 charge Springfield and MCA 1 for what we want.

1 And, furthermore, I would like to see that
2 the COS people who were cut off the service --
3 I'd like to see another MCA, you know, maybe a
4 three zone around, and take them in would be my
5 hope, because I know they desperately need it,
6 too.

7 Oh, and another -- my concern -- another
8 concern of mine is the method of notifying us
9 for this -- for this hearing. It was just a
10 little short notice in the paper that someone
11 found after they had heard something on the --
12 a Cracker Barrel Sunday morning. And we didn't
13 know a thing about it until then. And that
14 notice was about an inch and a half long or
15 maybe 2 inches, and that's not enough
16 notification for a hearing like this that
17 concerns so many people.

18 I do not think that Southwestern Bell
19 should be on a -- I do think that Southwestern
20 Bell should be on an even playing field and be
21 able to enter a long -- a long distance field
22 if AT&T, MCI, and so forth are going to do
23 that. And I don't think our rates should be
24 raised just because other companies want a
25 piece of the MCA pie. Thank you.

1 JUDGE DIPPELL: Mr. Dandino, did you have
2 any other questions?

3 MR. DANDINO: No, I didn't, your Honor.

4 JUDGE DIPPELL: Any other questions from
5 counsel?

6 Okay. Hold your seat just one moment,
7 ma'am.

8 I was going to ask about the notice, would
9 you have felt that a -- would you have found a
10 notice in your bill to have been any better
11 notice of this event?

12 GENERAL PUBLIC: Yes.

13 JUDGE DIPPELL: Just the witness that is
14 testifying, please.

15 THE WITNESS: Sometimes I don't read my
16 telephone bill, and honestly, on Sundays, we're
17 all so busy that that little tiny notice is not
18 enough. I think that we should -- I think that
19 the public service should have a -- have it on
20 the radio and television so we would know. I
21 think the whole area would know that way.
22 Otherwise, we did an awful lot of calling
23 today.

24 JUDGE DIPPELL: Okay. I appreciate those
25 comments.

1 Commissioner Murray, did you have any
2 questions?

3 COMMISSIONER MURRAY: No questions.

4 JUDGE DIPPELL: Commissioner Schemenauer?

5 COMMISSIONER SCHEMENAUER: No questions.

6 JUDGE DIPPELL: Thank you very much.

7 MR. DANDINO: Thank you, Ms. McVay.

8 Tony Love.

9 Please spell your name for the court
10 reporter.

11 MR. LOVE: A-n-t-h-o-n-y, L-o-v-e.

12 JUDGE DIPPELL: Would you please raise
13 your right hand, sir.

14 ANTHONY LOVE,
15 called as a witness on behalf of the public,
16 having been first duly sworn, testified as
17 follows:

18 EXAMINATION

19 BY MR. DANDINO:

20 Q. Please state your name and phone number for the
21 record.

22 A. Anthony Love, 788-2657.

23 Q. What's your street?

24 A. 206 East Monroe. You asked for the phone
25 number.

1 Q. Oh, okay. I wanted the address though. And
2 that's in Walnut Grove?

3 A. Walnut Grove, correct, 65770.

4 Q. And what is your local telephone company?

5 A. Southwestern Bell.

6 Q. And are you an MCA subscriber?

7 A. Yes. I have been since 1993.

8 Q. Please make your comments to the Commission.

9 Thank you.

10 A. I have to admit (sic) with a lot of the people
11 that have expressed a -- an appreciation of
12 having this MCA program, but I'd like to object
13 to just about any kind of an increase, whether
14 it be a dollar or two. Consider across the
15 board, there's thousands of people that are
16 going to be adding that cash into -- from his
17 pocket. It seems to me like we're -- already
18 paid for the wire, haven't they? And they have
19 the service. Why are we expected to pay more
20 for the same service? I don't understand that
21 at all.

22 Now, I don't mind paying for the service.
23 I did pay for AOL; it was a service; but
24 because of costs and rise in gas prices, rising
25 taxes, I had to let it go. And it just seems

1 to me to be a little unfair having to pay the
2 same thing -- pay more for the same service.

3 Q. Mr. Love, if you would -- if the service was
4 expanded -- or you want to keep it just the
5 same as it is now and at the same price; is
6 that right?

7 A. That could be agreeable.

8 Q. Okay. And if it was expanded, you think that
9 a -- expanded to, let's say, another tier, that
10 probably those people should pay -- are you
11 saying those people should pay for it more than
12 the people that already have it?

13 A. Well, let me answer that by stating that I grew
14 up in California, southern California, and the
15 two area codes that they had there for years
16 and years and years, 714 and 213, covered
17 millions of people. And I don't see why the
18 outlying areas are excluded from this MCA now.

19 MR. DANDINO: That's all I have, your
20 Honor.

21 JUDGE DIPPELL: Did you have any further
22 comments, Mr. Love?

23 THE WITNESS: On page 6 of the handout it
24 referred to the criticism of the prefixes
25 having to be changed. And my feeling is, from

1 what I've read and heard so far, that if we
2 were to expand, like you were just stating, the
3 area, or to increase it by either a dollar or
4 two or double it, whichever they decide to do,
5 the prefix is going to change again anyway.

6 Q. (By Mr. Dandino) Well, Mr. Love, the -- right
7 now, when we're talking about the prefix
8 changing, the way I understand it, and maybe
9 the staff can explain it a little more, is that
10 if you're an MCA customer, you have one certain
11 prefix. If you do not subscribe to MCA, you
12 get another prefix. If they would expand it to
13 the outer or, you know, to another level, the
14 existing customers are not going to have their
15 prefix changed. The -- and it wouldn't make
16 any difference, the way I understand it,
17 whether you're a subscriber or not, so there
18 would be no need to change your prefix or
19 telephone number if it was expanded.

20 A. Then why bring it up?

21 Q. Well, one of the criticisms of the current MCA
22 program is if you do not subscribe to MCA and
23 if you wanted that service, you'd have to
24 change your telephone number. Or if you are on
25 MCA and you felt that it got too expensive,

1 kind of like the AOL, and you wanted to get rid
2 of it, you'd have to change your number because
3 they no longer have that. In this plan,
4 whether -- or the staff's proposal plan, no
5 matter -- it doesn't make any difference. If
6 you subscribe to MCA, someone -- you could call
7 someone, whether they're not a subscriber, and
8 it's not a toll call, except for if you are not
9 a subscriber and you call another
10 nonsubscriber, then that's a toll charge; is
11 that correct?

12 A. Well, I know --

13 Q. That's the best I can do.

14 A. And I know for certain, like a lot of these
15 people, that not having the service costs a lot
16 of money.

17 Q. That's right.

18 A. That's all I've got to say.

19 JUDGE DIPPELL: Thank you. Are there any
20 other questions from counsel?

21 MS. KARDIS: Yes. Can Bill Voight make a
22 statement?

23 JUDGE DIPPELL: I'm going to hold that
24 right now. I kind of let Mr. Dandino go into
25 an explanation there out of courtesy, but I

1 don't want to get into too much explanation of
2 everybody's position, because that's what the
3 evidentiary hearing is all about.

4 What we're here for tonight is to get the
5 comments from the public and not the comments
6 from the lawyers. So I'm going to -- I'm going
7 to ask him to hold that, and if Mr. Love has
8 further questions afterwards, Mr. Voight would
9 be happy to try to explain the staff's position
10 to you at that time.

11 Commissioner Murray, do you have
12 questions?

13 MR. MURRAY: No questions.

14 JUDGE DIPPELL: Commissioner Schemenauer?

15 COMMISSIONER SCHEMENAUER: Just so I can
16 clarify something, Mr. Love.

17 The service that you currently have you're
18 satisfied with, and you think it's at a
19 reasonable price, and you'd like it to stay the
20 same. There are over 30 interveners in this
21 case, most of them are telephone companies, and
22 everybody has a suggestion on how to improve
23 this service. We haven't made any
24 determinations and won't until months after the
25 hearing when they present all the evidence.

1 But I think -- I think most of the interveners
2 are interested in their welfare, so they want
3 to improve the service. I don't really think
4 that anybody's going to do away with it or harm
5 it in any way.

6 And the MCA in Kansas City and St. Louis
7 cover a lot larger areas geographically, but
8 there are a lot more people there. So I think
9 expansion in the Springfield MCA area will
10 probably depend on the population and how far
11 it's going out. And so I think the -- the
12 testimonies in this is one of the
13 considerations. So I just want to assure you
14 nothing's been prejudged on anything.

15 JUDGE DIPPELL: Thank you, Mr. Love.

16 MR. DANDINO: Thank you, sir.

17 Blakemore? Vickie Blakemore?

18 Please spell your name for the court
19 reporter.

20 MS. BLAKEMORE: V-i-c-k-i-e,
21 B-l-a-k-e-m-o-r-e.

22 MR. DANDINO: Ms. Blakemore, if you could
23 move a little closer to that microphone, so
24 we've -- maybe if you push it down right there
25 it would help.

1 JUDGE DIPPELL: Would you please raise
2 your right hand.

3 VICKIE BLAKEMORE,
4 called as a witness on behalf of the public,
5 having been first duly sworn, testified as
6 follows:

7 JUDGE DIPPELL: Thank you. Please speak
8 up just a little bit.

9 THE WITNESS: Okay.

10 EXAMINATION

11 BY MR. DANDINO:

12 Q. State your name and address for the record.

13 A. Vickie Blakemore, 5667 South 60th Road, Walnut
14 Grove.

15 Q. And who is your local telephone company?

16 A. Southwestern Bell.

17 Q. And do you subscribe to MCA service?

18 A. Yes, I do.

19 Q. Just go ahead and give the commissioners your
20 comments.

21 A. Well, I agree with most of the people here that
22 we have a good plan now, and I wouldn't like to
23 see a raise at all. And if we had to have one,
24 not very much at all. But I -- we really have
25 fought hard for this for 22 years, and I don't

1 think the commission really gave it to us. It
2 was Bell Telephone so tired of us fighting them
3 that they gave it to us. So we don't see the
4 need to change it or really have to pay any
5 more for it. And that's just about all I
6 have.

7 JUDGE DIPPELL: Are there any further
8 questions, Mr. Dandino?

9 MR. DANDINO: No further questions, your
10 Honor.

11 JUDGE DIPPELL: Any other questions from
12 counsel?

13 MS. KARDIS: No questions.

14 JUDGE DIPPELL: Commissioner Murray, did
15 you have questions?

16 COMMISSIONER MURRAY: No questions.

17 JUDGE DIPPELL: Commissioner Schemenauer?

18 COMMISSIONER SCHEMENAUER: No questions.

19 JUDGE DIPPELL: Thank you very much,
20 Ms. Blakemore.

21 MR. DANDINO: Linda Voris.

22 Please spell your name for the court
23 reporter.

24 THE WITNESS: L-i-n-d-a, V-o-r-i-s.

25 JUDGE DIPPELL: Would you please raise

1 your right hand, Ms. Voris.

2 LINDA VORIS,

3 called as a witness on behalf of the public,

4 having been first duly sworn, testified as

5 follows:

6 EXAMINATION

7 BY MR. DANDINO:

8 Q. Please state your name and address for the
9 record, please.

10 A. Linda Voris, 303 East 565th Road, Walnut Grove,
11 Missouri.

12 Q. Ms. Voris, who's your local telephone company?

13 A. Southwestern Bell.

14 Q. And are you presently a subscriber to MCA
15 service?

16 A. Yes, I am.

17 Q. Go ahead and give your comments to the
18 commissioners.

19 A. Okay. I feel that the existing MCA plan works
20 well. I'm satisfied with it the way that it
21 is. I feel like having the 788 prefix instead
22 of the 994 prefix that the other Walnut Grove
23 customers that are not subscribers have
24 identified as being toll free to the other
25 MCA 1 and MCA customers. I'm not so much

1 interested in this proposal to increase my
2 phone bill so that MCA and MCA 1 customers can
3 call our green area, the MCA 2 area, toll
4 free. I cannot see how that would really
5 benefit us.

6 It's my understanding that the people in
7 the MCA and MCA 1 areas, they get MCA with
8 their basic charge. Only the green area pays
9 an additional charge. We can call Springfield
10 MCA and the MCA 1 area toll free because they
11 are all subscribers automatically if they have
12 a phone. It's in their basic charge. That's
13 all I have.

14 JUDGE DIPPELL: Thank you. Mr. Dandino?

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

17 JUDGE DIPPELL: Are there other questions
18 from counsel?

19 Stay in your seat for just one moment
20 more.

21 MS. KARDIS: No questions.

22 JUDGE DIPPELL: Commissioner Murray?

23 COMMISSIONER MURRAY: No questions.

24 JUDGE DIPPELL: Commissioner Schemenauer?

25 COMMISSIONER SCHEMENAUER: No questions.

1 JUDGE DIPPELL: You may be excused. Thank
2 you.

3 MR. DANDINO: Nancy Parson, please.

4 JUDGE DIPPELL: Would you go ahead and
5 spell your name for the court reporter.

6 MS. PARSON: N-a-n-c-y, P-a-r-s-o-n.

7 JUDGE DIPPELL: And would you please raise
8 your right hand.

9 NANCY PARSON,
10 called as a witness on behalf of the public,
11 having been first duly sworn, testified as
12 follows:

13 JUDGE DIPPELL: Thank you.

14 EXAMINATION

15 BY MR. DANDINO:

16 Q. Please state your name for the record, and
17 address.

18 A. Nancy Parson, 994 Cottonwood Road, Rogersville,
19 Missouri 65742.

20 Q. And who is your local telephone company?

21 A. GTE.

22 Q. And are you a subscriber to MCA service?

23 A. Yes, sir, I am.

24 Q. Go ahead and make your comments.

25 A. All right. I hate to take up time, but I would

1 like to apologize to Mr. Dandino. I came
2 flying in the room here when this -- the
3 informational meeting started and asked him to
4 stop because there were people over at the
5 other building who could not get in. The
6 message in the paper said 840 Boonville, and
7 that is the address of that building over
8 there.

9 JUDGE DIPPELL: Okay. Thank you.

10 A. The notice is in the paper. I did read a
11 notice one day this week or last week, and I
12 can't find it. But it did tell about a 5:30
13 informational meeting. Then there was a notice
14 in the paper yesterday. Both of them were very
15 short. I had no idea what I was coming to
16 tonight except that I thought you were doing
17 away with my MCA, and that made me furious, so
18 I wanted to be here.

19 I'm very satisfied with my MCA. I do live
20 in the MCA 2 area, Ozark, even though my
21 address is Rogersville. I am not going to be
22 happy if my rates are raised. I feel like I'm
23 getting my money's worth for what I'm paying
24 for. It is a hinderance to call numbers that
25 aren't MCA numbers and you don't know that they

1 aren't. But I would not be happy to have my
2 prefix changed because I've already had an 820
3 prefix, then it was changed to 581, and I
4 certainly don't want to have to go through that
5 again to change it to another thing.

6 I would think that if it was mandatory for
7 everyone to be on MCA and pay the price that I
8 pay, which is a charge plus a monthly charge,
9 that there would be no need to raise rates
10 because that would take in all these other
11 people paying the same thing I am. There's
12 just an old saying at our house, if it ain't
13 broke, don't fix it, and that's the way I feel
14 about it.

15 JUDGE DIPPELL: Thank you.

16 Mr. Dandino, did you have anything
17 further?

18 MR. DANDINO: I have no further questions.

19 JUDGE DIPPELL: Are there any other
20 questions from counsel?

21 MS. KARDIS: No questions.

22 JUDGE DIPPELL: Commissioner Murray?

23 COMMISSIONER MURRAY: No questions.

24 JUDGE DIPPELL: Mr. Schemenauer?

25 COMMISSIONER SCHEMENAUER: No questions.

1 JUDGE DIPPELL: Thank you very much.

2 MR. DANDINO: The next witness -- I
3 apologize. I cannot read the last name. Tom
4 on Harpers Hill.

5 MR. CHUDOMELKA: Chudomelka.

6 MR. DANDINO: Please spell your name for
7 the court reporter.

8 MR. CHUDOMELKA: Tom Chudomelka,
9 C-h-u-d-o-m-e-l-k-a.

10 JUDGE DIPPELL: Would you please raise
11 your right hand.

12 TOM CHUDOMELKA,
13 called as a witness on behalf of the public,
14 having been first duly sworn, testified as
15 follows:

16 EXAMINATION

17 BY MR. DANDINO:

18 Q. Please state your name and address for the
19 record.

20 A. Tom Chudomelka, 1952 Harpers Hill Road, Ozark,
21 Missouri.

22 Q. And, sir, who is your local telephone company?

23 A. GTE.

24 Q. And are you an MCA subscriber?

25 A. Yes, I am.

1 Q. Please make your comments.

2 A. Okay. I'd like to reference page 8 of the
3 handout.

4 JUDGE DIPPELL: Excuse me, sir. We've had
5 some other references to the handout, and I
6 will tell you that the commissioners have not
7 received the handout that was given at the
8 informational meeting. If that was -- it may
9 have been in bits and pieces in the staff's
10 testimony as it was submitted, but they didn't
11 get that particular handout.

12 THE WITNESS: Do they have a current map
13 of the current MCA areas?

14 JUDGE DIPPELL: I'm sure -- that's in the
15 record, yes.

16 THE WITNESS: All right. Then I will
17 reference that.

18 A. Although you may not have it in front of you,
19 I'd like to point out that the Ozark calling
20 area is an MCA 2, although, in places it
21 borders the principal zone. And much of it
22 borders the MCA 1 calling area, which means
23 instead of having what we believe should be an
24 \$11.40 charge a month, including local
25 services, we pay a local service charge and the

1 additional MCA 2 charge. We believe this is an
2 error and would like to see that fixed. And
3 I'm not only speaking for myself, but also from
4 the Christian County Commission which has
5 discussed this at length at different times.

6 I'd also like to point out that the
7 enlarged -- if there is an enlarged calling
8 area, that it would seem -- well, the
9 investment from the companies is already
10 there. And although there may be added
11 service, there may not necessarily be added
12 cost to that service. We have, of course,
13 Christian County in this area, or much of
14 Christian County, which is the fastest growing
15 county in the state of Missouri. And a number
16 of people moving in that use this will only
17 help their revenue and not hurt it.

18 Also we would hope that there would be no
19 increase in the MC 2 calling area because we
20 believe that the MC 1 and the principal zone,
21 and especially the principal zone, if they are
22 going to be allowed to call out, too, MCA 2
23 nonsubscribers should help pay for that
24 service.

25 And also we'd like to ask the Commission

1 to please look at the area, not necessarily the
2 people served, in Kansas City and St. Louis by
3 the same tiers.

4 That's all I have.

5 JUDGE DIPPELL: Thank you.

6 Mr. Dandino, did you have additional
7 questions?

8 MR. DANDINO: Yes, sir.

9 Q. (By Mr. Dandino) You are a member of the
10 Christian County Commission?

11 A. That's correct. I'm eastern commissioner.

12 Q. And does the county itself, the administrative
13 county, subscribe to MCA service or do they
14 have something different?

15 A. Yes, we subscribe to the MCA Tier 2 plan.

16 Q. So if they would be included in the central
17 core, that would be a savings for the county?

18 A. Absolutely. Although we wouldn't -- and I
19 don't believe that we should necessarily be in
20 the central core -- well, it would be in the
21 new -- I'm sorry. That's right. It would be
22 in the new -- on the new plan. And we believe
23 it should be.

24 MR. DANDINO: That's all I have, your
25 Honor. Thank you, sir.

1 JUDGE DIPPELL: Are there additional
2 comments or questions from counsel?

3 MS. KARDIS: No.

4 JUDGE DIPPELL: Commissioner Murray?

5 COMMISSIONER MURRAY: No questions.

6 JUDGE DIPPELL: Commissioner Schemenauer?

7 COMMISSIONER SCHEMENAUER: Thank you,
8 Judge.

9 EXAMINATION

10 BY COMMISSIONER SCHEMENAUER:

11 Q. Mr. Chudomelka, does anyone in Christian County
12 have any problems with MCA in their area? I
13 know Christian County -- does that take in
14 Sparta and Highlandville?

15 A. Yes, it does, and Clever and Billings.

16 Q. And they are all satisfied with the service the
17 way it is?

18 A. I've not heard any negative comments toward it,
19 no.

20 Q. And it doesn't affect your 911 service any at
21 all or the --

22 A. I don't believe the MCA does. Of course, we
23 are serviced by two local carriers, GTE and
24 Southwestern Bell. And that in itself has
25 created some hurdles. Not necessarily

1 problems, but some -- some logistics that we
2 had to work out. But that all seems to be
3 working correctly.

4 COMMISSIONER SCHEMENAUER: That's all I
5 have. Thank you.

6 JUDGE DIPPELL: Thank you, sir.

7 MR. DANDINO: Thank you, Commissioner.

8 Rich Lee.

9 Please spell your name for the court
10 reporter.

11 MR. LEE: R-i-c-h, L-e-e.

12 JUDGE DIPPELL: Would you please raise
13 your right hand, sir.

14 RICH LEE,
15 called as a witness on behalf of the public,
16 having been first duly sworn, testified as
17 follows:

18 EXAMINATION

19 BY MR. DANDINO:

20 Q. Please state your name and address for the
21 record.

22 A. It's Rich Lee, 1423 North Jefferson Avenue in
23 Springfield.

24 Q. And who is your local telephone provider?

25 A. The firm I represent has all of the local

1 carriers, Sprint, Southwestern Bell, AllTel,
2 GTE. So we have all as -- providers in the
3 areas that we touch.

4 Q. What company do you represent?

5 A. I have a large medical concern that I
6 represent.

7 Q. And would you want to state that for the
8 record, the name?

9 A. Not necessarily, no.

10 Q. And does your company subscribe to MCA service?

11 A. In some locations we do. In other locations we
12 have similar programs or products that have
13 different acronyms or have different full term,
14 as far as names. And then we have some areas
15 that we do not have.

16 Q. Are you primarily served by any particular
17 company?

18 A. The core is served by Southwestern Bell, but
19 all of the local -- as far as local on the
20 other end, which most of these patrons or
21 persons here have spoken of, are -- is GTE.

22 MR. DANDINO: That's all I have, your
23 Honor.

24 JUDGE DIPPELL: Thank you.

25 Would you like to make a comment, sir?

1 THE WITNESS: Well, I'm a full-time
2 professional. I do nothing but
3 telecommunications. I've been trained by some
4 of the largest companies, and it -- to me it is
5 confusing. I have tracked and tried to keep up
6 with MCA, EAS, COS, SLC, and any other acronym
7 that you would want to throw at it, and unless
8 you know the origin of the acronym, a lot of
9 times you get lost in what it becomes because
10 in telecommunications, SLC is subscriber line
11 carrier. It doesn't mean a federal EUCL as far
12 as a charge. But it can become that.

13 I'm curious because this affects on a
14 business rate what my firm has to look at,
15 which is my responsibility to try to be
16 informed and to try to administer. And with
17 COS going away, with changing within an area
18 code of the NXX, and dealing with lots of
19 different things that sometimes are technical
20 issues with technical hardware and software
21 releases, sometimes it's not being farsighted
22 enough in the implementation of plans.

23 So those are all the outcomes, I feel, and
24 those have been the challenges, even since 1993
25 with the implementation and then the benefit of

1 MCA.

2 Likewise, it's a very difficult challenge
3 to administer a higher cost line for everything
4 at a premise or a location when you don't
5 necessarily have all of your calling to an MCA
6 area. We have strived to abide by the
7 regulations and the law. And sometimes it's
8 difficult to determine how much calling, how
9 much margin, how much profit, or how much
10 business constitutes a businessline versus a
11 residential line.

12 It also is difficult to deal with the fact
13 that you may have five, six, or eleven lines,
14 depending on how many doctors or how many
15 practitioners you have at a location. Yet, if
16 you are going to have MCA, you have to have it
17 on all that are on that bill. And as you might
18 suspect, all of those lines are not used for
19 like an MCA call. Yet, you're subsidizing or
20 you're paying rates that are higher because
21 they happen to be at the same premise or the
22 same bill when, in fact, that seems to be
23 something that's a bit misapplied, whereas a
24 household or a business and a household
25 business, a home office, those kinds of things

1 come into play.

2 And, likewise, you've also got everything
3 else to be considered nowadays with regard to
4 use of voice type technologies or legacy
5 hardware and software which these people refer
6 to as the lines being paid for. Yet, they are
7 being used for not a three-minute voice call,
8 but they are being used for four-, six-,
9 eight-, twelve-hour or even dialed-up-all-the-
10 time data calls or AOL calls or MSN or anything
11 to do with the internet.

12 Likewise, we as a business have to weigh
13 and keep up with each and every thing that is a
14 product or a tariffed item or something that
15 becomes, in this case, a short notice to try to
16 figure out what is going to be discussed in a
17 forum such as this.

18 So I appreciate the commissioners being
19 here, and I appreciate you conducting this,
20 because I do believe that the more it is
21 discussed, the more that can be understood.

22 JUDGE DIPPELL: Thank you.

23 Mr. Dandino, did you have anything
24 further?

25 MR. DANDINO: I have no further questions.

1 JUDGE DIPPELL: Were there other questions
2 from counsel?

3 MS. KARDIS: No further questions.

4 JUDGE DIPPELL: Commissioner Murray?

5 EXAMINATION

6 BY COMMISSIONER MURRAY:

7 Q. I just wanted to ask you if -- you said that
8 all of your businesses or all of your lines
9 within one business have to subscribe to MCA if
10 you are in an optional MCA area?

11 A. If it's on the same bill and it's at the same
12 premise and it applies, yes.

13 Q. And that's in the optional area?

14 A. I believe that would be the optional, yes.

15 I -- I've never really, I don't think,
16 evaluated it on the not optional, because it's
17 so close to the same price, the local and the
18 MCA 1.

19 Q. Okay. And you mentioned use of the MCA calling
20 area for access to internet service providers.
21 Does your business -- is your internet service
22 provider somewhere within the MCA that would
23 not be a local call if it were not designated
24 as an MCA area?

25 A. We -- we have a lot of different providers, and

1 some would be in the core or the primary zone.
2 And there could be others that would be within
3 an optional zone as a local call, I -- I
4 believe.

5 COMMISSIONER MURRAY: Thank you.

6 JUDGE DIPPELL: Commissioner Schemenauer?

7 COMMISSIONER SCHEMENAUER: No questions.

8 JUDGE DIPPELL: And I've got just one
9 question for you, sir. I'm sorry. You may
10 have answered this already and I just didn't
11 quite catch it, but the firm that you speak of,
12 are you an owner or a partner or principal
13 or --

14 THE WITNESS: I just direct
15 telecommunications.

16 JUDGE DIPPELL: Okay. And do you
17 personally subscribe to MCA service?

18 THE WITNESS: I do not personally.

19 JUDGE DIPPELL: Okay. Thank you.

20 MR. DANDINO: Thank you, Mr. Lee.

21 Shirley Crain -- or Sherry Crain.

22 Please spell your name for the court
23 reporter.

24 MS. CRAIN: S-h-e-r-r-y, C-r-a-i-n.

25 JUDGE DIPPELL: Could you please raise

1 your right hand, ma'am.

2 SHERRY CRAIN,

3 called as a witness on behalf of the public,

4 having been first duly sworn, testified as

5 follows:

6 EXAMINATION

7 BY MR. DANDINO:

8 Q. Please state your name and address for the
9 record.

10 A. Sherry Crain, 11477 West Farm Road 48, Walnut
11 Grove, Missouri 65770.

12 Q. Ms. Crain, are you a subscriber to MCA?

13 A. Yes.

14 Q. And who is your local telephone company?

15 A. Southwestern Bell.

16 Q. Go ahead with your comments, please.

17 A. All right. I, too, was involved 22 years ago
18 when we tried to get this for our area. I have
19 had it since its inception. I'm very pleased
20 with it. The commissioner -- and I'm sorry, I
21 didn't -- I don't remember what your name is,
22 but --

23 JUDGE DIPPELL: Let me just refresh
24 everybody's memory because it's been a while.
25 This is Commissioner Schemenauer, and this is

1 Commissioner Murray, and my name's Nancy
2 Dippell.

3 THE WITNESS: Thank you.

4 A. Commissioner Schemenauer has stated on a couple
5 of occasions the phrase "minimal cost." And
6 \$13 I do not consider to be a minimal cost.
7 I'm now paying 11.45. That would more than
8 double what I am now paying. So I would like
9 to speak to minimal cost being a minimal cost.
10 I hardly think doubling -- more than doubling
11 what we are now paying could be considered
12 minimal.

13 And then I think the -- speaking to the
14 being able to call people who are not in the
15 MCA would be a nice thing. And I think if
16 that's something that they want to give to us
17 on what we are paying, that would be
18 wonderful. I don't think an increase of any
19 kind would be something that we would be
20 interested in. Thank you.

21 JUDGE DIPPELL: Thank you. Could you
22 remain seated just one moment?

23 THE WITNESS: Sorry.

24 JUDGE DIPPELL: Mr. Dandino, did you have
25 any additional questions?

1 MR. DANDINO: No, your Honor.

2 JUDGE DIPPELL: Were there any additional
3 questions from counsel?

4 MS. KARDIS: No questions, your Honor.

5 JUDGE DIPPELL: Commissioner Murray?

6 COMMISSIONER MURRAY: No questions.

7 JUDGE DIPPELL: Commissioner Schemenauer?

8 COMMISSIONER SCHEMENAUER: Thank you,
9 Judge.

10 When I asked the question whether or not
11 expanded service would be worth a minimal
12 increase, I wasn't advocating that. I was
13 trying to get a response from the folks to see
14 where they are at, I mean if they are satisfied
15 or not, whether they think they're paying
16 enough or they want to pay any more, or whether
17 they are wanting to increase their scopes for
18 another dollar or two. And no one has made any
19 decisions. And I assure you, my mind is not
20 made up.

21 So I just want to let you know, I'm trying
22 to get your input of your intent on it. And I
23 understand your position. You're satisfied
24 where you are at, and you don't want to go any
25 higher.

1 THE WITNESS: Correct.

2 MR. DANDINO: But you would go lower,
3 correct?

4 THE WITNESS: Yes.

5 JUDGE DIPPELL: Thank you very much.

6 MR. DANDINO: Thank you, Ms. Crain.
7 Lon Covington, please.

8 Please spell your name for the court
9 reporter.

10 MR. COVINGTON: Lon, L-o-n,
11 C-o-v-i-n-g-t-o-n.

12 JUDGE DIPPELL: Would you please raise
13 your right hand, sir.

14 LON COVINGTON,
15 called as a witness on behalf of the public,
16 having been first duly sworn, testified as
17 follows:

18 EXAMINATION

19 BY MR. DANDINO:

20 Q. Please state your name and address for the
21 record.

22 A. Lon Covington, 3239 Southern View, Ozark,
23 Missouri.

24 Q. And who is your local telephone company?

25 A. GTE.

1 Q. And are you a subscriber to MCA?

2 A. Yes, sir.

3 Q. Okay. Go ahead and make your comments to the
4 Commission, sir.

5 A. Okay. I'd just like to say that I am very
6 satisfied with the service the way it is, and I
7 would desire that it not be changed. At the
8 opening of the meeting a comment was made that
9 this was one of the options, it could stay the
10 same, and they were not here to take it away,
11 so that's what we're interested in. That's
12 what I'm interested in.

13 And I tend to be a little concerned if
14 someone offers me something that's going to be
15 great and improve my world and doesn't cost but
16 a dollar a month, or something like that. I
17 tend to be a little worried. Maybe I'll
18 understand it more later, but right now I would
19 prefer that it remain the same.

20 JUDGE DIPPELL: Thank you.

21 Mr. Dandino, do you have any further
22 questions?

23 MR. DANDINO: I have no further questions.

24 JUDGE DIPPELL: Ms. Kardis?

25 MS. KARDIS: No questions.

1 JUDGE DIPPELL: Commissioner Murray?

2 COMMISSIONER MURRAY: No questions.

3 JUDGE DIPPELL: And Commissioner

4 Schemenauer?

5 COMMISSIONER SCHEMENAUER: No questions.

6 JUDGE DIPPELL: Thank you, sir.

7 MR. DANDINO: Thank you, Mr. Covington.

8 Fred Hall.

9 Please spell your name for the court
10 reporter.

11 MR. HALL: Fred Hall, F-r-e-d, H-a-l-l.

12 JUDGE DIPPELL: Could you please raise
13 your right hand, sir.

14 FRED HALL,
15 called as a witness on behalf of the public,
16 having been first duly sworn, testified as
17 follows:

18 JUDGE DIPPELL: Thank you.

19 EXAMINATION

20 BY MR. DANDINO:

21 Q. Please state your name and address for the
22 court reporter.

23 A. Fred Hall, 619 North Washington, Walnut Grove,
24 Missouri.

25 Q. And, Mr. Hall, are you a customer -- are you an

1 MCA subscriber?

2 A. Yes, sir.

3 Q. And you are a customer of what company?

4 A. Southwestern Bell.

5 Q. Okay. And did I understand that you are also
6 an alderman for the City?

7 A. No.

8 Q. Oh, I'm sorry.

9 A. No, thank you.

10 Q. Go ahead with your comments, sir.

11 A. I am pleased to be given the chance to speak
12 here tonight. I'm very pleased with the MCA
13 program in Walnut Grove. Over the years it's
14 meant a lot to me. I just retired as an
15 over-the-road driver, and the ability to have a
16 24-hour call coming in without having to be
17 collect was a -- was a great benefit. I've
18 never heard any negative response.

19 We have some people present in the
20 building tonight, specifically Ms. McVay, the
21 champion of the cause a few years ago, and the
22 subject of the notice in the paper, which I'd
23 like to reiterate, it was not adequate in my
24 opinion. If it weren't for a couple or three
25 people in the crowd tonight, there wouldn't be

1 a handful of people here. The notice was very
2 short and very minute.

3 One of the things that -- I would like to
4 see, first of all, the MCA stay as it is. One
5 of the things that -- if I might impress the
6 panel there with, the real problem we have in
7 our community is the seniors, and I'll speak on
8 their behalf tonight.

9 Trying to balance a budget between the
10 pharmaceuticals, food, rent, and gas, they --
11 there is a mass confusion about programs within
12 the phone systems, how to pick the right
13 provider. I've had calls to my home from
14 people that are very bright, but -- but there's
15 so much confusion. I wish there was some way
16 we could go back and start all over, you know,
17 after the divestiture of Ma Bell. This is one of
18 the things that I think haunts us all, even
19 including me.

20 So if that was -- would be my best shot at
21 you-all tonight, to try to -- try to -- if --
22 whatever happens, is to try to make this thing
23 simplified to where the people can understand
24 what they are purchasing. That's -- that's the
25 big problem I see in our community right now.

1 JUDGE DIPPELL: Thank you.

2 Mr. Dandino, did you have additional
3 questions?

4 MR. DANDINO: Yes, your Honor.

5 Q. (By Mr. Dandino) Mr. Hall, what would you --
6 if there was a change or an effort to try to
7 simplify any of the telephones, whether it's
8 MCA or any other plans, and try to reach, as
9 you said, the elderly community, do you have
10 any suggestions on how we can -- how is the
11 best way to reach the community?

12 A. Well, you know, you have the TV ads continually
13 telling you you can do this for so many cents a
14 minute and this program. A lot of them are
15 confusing, there's no question.

16 They've been, I think, recently forced to
17 have to change some of their wording on their
18 ads when a lot of people are really up against
19 it when it comes to financial, trying to make
20 and keep the phone without having to pay the
21 very much limit. I can't give you an answer
22 except to try to get the plan simplified. You
23 know, every company should be responsible to
24 make these things where they -- a senior
25 understands, or anyone, including me, what they

1 are buying in the way of a provider. That
2 would be my best wish for you-all.

3 Q. Would you think it would be beneficial for the
4 Commission to -- whenever they adopt the -- if
5 they adopt a plan or authorize a service, that
6 the Commission itself would send out something,
7 kind of a generic explanation rather than as a
8 sales pitch? Would that be beneficial?

9 A. Yeah, I think that's a good idea, yes, sir.

10 Q. And do you think -- would it be also helpful if
11 you had that type of information about the MCA
12 service and other calling plans in the
13 telephone directory where they can refer to
14 it?

15 A. Well, if -- I think I understand your
16 question. When these hearings come up for
17 proposed changes, I have to go back to my other
18 statement, the mass confusion. I think
19 everybody understands MCA. You know, it took a
20 while. A lot of people, it took a while, but
21 they do understand it, and they understand that
22 there are some certain areas that they can't
23 call without a toll. But simplification is
24 what we all need.

25 Q. If they put something like -- require the

1 telephone companies to put it in their -- in
2 the phone bill, a generic explanation, would
3 that be beneficial?

4 A. Anything that would help explain what goes on
5 monthly, yes, sir.

6 MR. DANDINO: That's all I have, your
7 Honor. Thank you.

8 JUDGE DIPPELL: Are there any other
9 questions from counsel?

10 MS. KARDIS: No questions.

11 JUDGE DIPPELL: Commissioner Murray?

12 COMMISSIONER MURRAY: I would just say to
13 Mr. Hall, we couldn't agree with you more. We
14 do need simplification for all of us. This is
15 a very complicated industry, and with the
16 advent of competition, it becomes more
17 complicated every day. But we at the
18 Commission do attempt to be aware that we do
19 need to do more public education on these
20 issues, and we are working in that direction.

21 THE WITNESS: Thank you.

22 JUDGE DIPPELL: Commissioner Schemenauer?

23 COMMISSIONER SCHEMENAUER: Thank you,
24 Judge.

25 Your simplicity plea -- I mean I

1 understand it, and I'm very sympathetic to it.
2 I have a hard time myself trying to figure out
3 how come I can call the capital of California
4 for a nickel a minute, and call the capital of
5 Missouri, it's 12 cents a minute or 15 cents a
6 minute from the same company. So we're working
7 on that to try to get this thing simplified and
8 cleaned up. But it's a long road, and I don't
9 know if I'll be around when the end of it
10 comes. But we're working on it. Thank you.

11 THE WITNESS: Thank you, sir.

12 JUDGE DIPPELL: Thank you, sir. You may
13 be excused.

14 THE WITNESS: Thank you very much.

15 MR. DANDINO: Thank you, Mr. Hall.

16 Sarah Pilgrim.

17 Please spell your name for the court
18 reporter.

19 MS. PILGRIM: S-a-r-a-h, P-i-l-g-r-i-m.

20 JUDGE DIPPELL: Would you please raise
21 your right hand, ma'am.

22 SARAH PILGRIM,
23 called as a witness on behalf of the public,
24 having been first duly sworn, testified as
25 follows:

1 EXAMINATION

2 BY MR. DANDINO:

3 Q. Please state your name and address.

4 A. Sarah Pilgrim, 304 Franklin, Walnut Grove,
5 Missouri 65770.

6 Q. Who is your local telephone company?

7 A. Southwestern Bell.

8 Q. And are you a subscriber to the MCA service?

9 A. Yes, sir.

10 Q. Go ahead. Your comments, please.

11 A. Okay. It's been commented on several times
12 tonight about the -- the notice or the lack of
13 notice. The little notice that came out in the
14 Springfield paper Sunday morning -- Ms. McVay
15 is who I think made a lot of Walnut Grove
16 aware. She happened to see it. Some people
17 sitting next to me pointed out that it wasn't
18 in the outlying papers at all. You know,
19 there's several outlying papers that I think --
20 I feel it should be in because many people
21 don't take the Springfield paper.

22 Also the time listed in the paper, 6:30 to
23 8:30, and the address was 840 Boonville. I
24 think it -- I hope in the future when there are
25 meetings that whoever is responsible for

1 publicizing the meetings -- I hope it'll get
2 better because -- I mean get better service
3 from you because that made us suspicious right
4 off. I'll just have to tell you, I -- I was so
5 upset all day because I thought I was going to
6 lose my local -- my MCA, you know. It's --
7 it's wonderful to have this.

8 Another thing, I -- I have a question, if
9 I can. This -- this hearing is put on by the
10 Missouri Public Service Commission; is that
11 right?

12 JUDGE DIPPELL: That's correct.

13 THE WITNESS: Who are the constituents?
14 Who are your constituents?

15 JUDGE DIPPELL: The Missouri Public
16 Service Commission is in charge of regulating
17 the publicly-owned utilities, so we service
18 both the customers and the companies.

19 A. Okay. Well, the reason I asked, like I say, I
20 was pretty upset. So I phoned my
21 representative, E-mailed, and also my senator.
22 And I received a fax from Senator Westfall that
23 I feel should have been available to the -- to
24 all the public. I have several copies of it if
25 you would like to see it. I'd love for you to

1 see it.

2 JUDGE DIPPELL: If you'd like to put it in
3 the record, that would be fine.

4 THE WITNESS: Do I just hand this to you
5 or who do I give it to?

6 MR. DANDINO: I'll take that.

7 JUDGE DIPPELL: I'll just mark that as
8 Exhibit 1 for the public hearing and that way
9 it will be in the transcript.

10 (Public Hearing Deposition Exhibit 1
11 marked for identification.)

12 MR. DANDINO: Your Honor, at this time I'd
13 just like to offer it in the record as
14 Exhibit 1.

15 JUDGE DIPPELL: Thank you. We don't have
16 an opportunity for the people to make
17 objections as such as evidence, but I would --
18 since the witness is referring to it, I'll let
19 her put it in the transcript if you want it to
20 be evidence at the evidentiary hearing.

21 MR. DANDINO: Sure. I'll have to
22 separately introduce it. I meant only for this
23 record.

24 JUDGE DIPPELL: Thank you.

25 THE WITNESS: I don't understand. You

1 don't want me to read it, do you?

2 JUDGE DIPPELL: I'm just trying to say
3 that I want it to be in the record since that's
4 what you're testifying from.

5 THE WITNESS: Okay.

6 JUDGE DIPPELL: Whether or not it can be
7 considered evidence without the attorneys
8 having an opportunity to object, we'll deal
9 with that as -- at the evidentiary hearing.

10 THE WITNESS: Okay. So I just move on
11 from that? Because I have a couple more
12 things.

13 MR. DANDINO: Yes, please do.

14 THE WITNESS: Okay. Thank you.

15 A. It has been rumored, and it's worried about,
16 the fact that there is talk of change, that
17 perhaps one of the options might be that we
18 wouldn't have two-way service, we would only
19 have one-way service. It -- like those of us
20 who live in Walnut Grove could call
21 Springfield, but Springfield could not call
22 us. And I -- we do not want that. I mean that
23 would just be -- I hope that that option will
24 be struck because that's not a good option.

25 I think it's very unfair for those of us

1 who live down here in the corner of southwest
2 Missouri to have to -- to have to do pittance
3 for those people who live in the big cities of
4 Kansas City and St. Louis. I feel like if
5 there's a problem in Kansas City and St. Louis
6 that it should be dealt with in those areas,
7 you know, not make us have to give up what we
8 feel like is a very good thing to -- to
9 compensate for what's going on in the big
10 cities.

11 And I do appreciate you letting me talk.

12 JUDGE DIPPELL: We appreciate you being
13 here. Just hold your seat for just one
14 moment.

15 Mr. Dandino, did you have any additional
16 questions?

17 MR. DANDINO: No, your Honor. Thank you.

18 JUDGE DIPPELL: Ms. Kardis?

19 MS. KARDIS: No questions.

20 JUDGE DIPPELL: Commissioner Murray?

21 COMMISSIONER MURRAY: No questions.

22 JUDGE DIPPELL: Commissioner Schemenauer?

23 COMMISSIONER SCHEMENAUER: No questions.

24 JUDGE DIPPELL: Just let me address this
25 just briefly. I saw you looking towards the

1 staff when you were speaking of the notice, and
2 I will let everyone know that I'm responsible
3 for the notice. So I do apologize for the
4 incorrect address. That's just my
5 unfamiliarity with the City of Springfield, not
6 realizing that the person -- the address of the
7 person handling the scheduling of the room was
8 a different building. And I will make sure
9 that that gets corrected in future public
10 hearings.

11 Also, you made a comment about a
12 newspapers. And we did order -- and I will
13 speak to our information officer to make sure
14 that he did, but I believe all of the
15 newspapers that are in the Secretary of State's
16 office directory should have received notice.
17 That does not mean they publish it, but they
18 did receive notice, and then they choose
19 whether or not to publish that notice or not.

20 MR. DANDINO: Your Honor, if I may, also,
21 the Office of Public Counsel sent out a press
22 release on Wednesday to all the media in the
23 area, not only to the newspapers, but also
24 radio stations, television from down to Joplin
25 up to Lebanon in order to try to encourage

1 people to come to this hearing. And, again,
2 sent out a copy of the handout to those same
3 media on Friday trying to encourage, you know,
4 some type of coverage on that. But once,
5 again, as your Honor said, we can send it to
6 them, but they don't necessarily have to print
7 it or announce it. And then sometimes they
8 don't even print it accurately.

9 JUDGE DIPPELL: So I do appreciate the
10 fact that people that saw it got the word out.
11 And we do have a good crowd, and I do
12 appreciate that. And I just wanted to let you
13 know we're always willing to try to improve
14 where we can. So we do take your comments to
15 heart. Thank you.

16 THE WITNESS: Thank you.

17 MR. DANDINO: Dennis Overall.

18 Please spell your name for the court
19 reporter.

20 MR. OVERALL: Dennis Overall,
21 O-v-e-r-a-l-l. I reside in Springfield. I own
22 a business in Springfield.

23 JUDGE DIPPELL: Can I swear you in before
24 you begin to testify, sir?

25 DENNIS OVERALL,

1 called as a witness on behalf of the public,
2 having been first duly sworn, testified as
3 follows:

4 JUDGE DIPPELL: Thank you.

5 EXAMINATION

6 BY MR. DANDINO:

7 Q. Sir, could you give your name and address for
8 the record?

9 A. My name is Dennis Overall, reside at 1655 South
10 Ingram Mill Road here in Springfield,
11 Missouri. I own a business here in town. I do
12 not feel like an increase is needed on
13 anybody's phone bill. I do not see anything in
14 this plan that says we're going to have new
15 wires, new -- new equipment or anything. I
16 think everything needs to stay as it is. Any
17 changes to senior citizens on a fixed budget or
18 people on minimum wage would affect this quite
19 a bit.

20 I also would like to address a problem
21 that I've tried to get addressed, and I haven't
22 had much luck with it. And that is when we go
23 to a pay phone, and we have an emergency
24 situation where we need to interrupt a phone
25 line, we are charged \$1.85 to interrupt a

1 busy. A lot of people don't know that. It's
2 not printed in the phone book. And I do feel
3 like that if there's going to be any charges to
4 anybody in a phone book, it should at least be
5 printed. That's all I can say.

6 JUDGE DIPPELL: Thank you.

7 Mr. Dandino?

8 MR. DANDINO: I have no further questions.

9 JUDGE DIPPELL: Any other questions
10 from counsel?

11 MS. KARDIS: No questions.

12 JUDGE DIPPELL: Commissioner Murray?

13 COMMISSIONER MURRAY: Just one.

14 EXAMINATION

15 BY COMMISSIONER MURRAY:

16 Q. You said that you have a business?

17 A. Yes.

18 Q. I wanted to ask, are you an MCA subscriber for
19 your business or your residence or both?

20 A. Business.

21 Q. Business, all right.

22 COMMISSIONER MURRAY: Thank you.

23 JUDGE DIPPELL: And, Commissioner
24 Schemenauer, did you have any questions?

25 COMMISSIONER SCHEMENAUER: No.

1 JUDGE DIPPELL: Thank you, sir.

2 MR. DANDINO: Thank you, sir.

3 Iver Johnson, please.

4 You might want to pull over to that other
5 mike there. I think that's the live one.

6 Please spell your name for the court
7 reporter, sir.

8 MR. JOHNSON: My first name is spelled
9 I-v-e-r. Last name is Johnson, J-o-h-n-s-o-n.

10 JUDGE DIPPELL: Would you please raise
11 your right hand, sir.

12 IVER JOHNSON,
13 called as a witness on behalf of the public,
14 having been first duly sworn, testified as
15 follows:

16 EXAMINATION

17 BY MR. DANDINO:

18 Q. Please state your name and address for the
19 record.

20 A. My name is Iver Johnson. I reside at 904
21 Auburn Drive in Ash Grove, Missouri.

22 Q. And are you a subscriber to MCA?

23 A. Yes, sir, I am.

24 Q. And who is your local telephone company?

25 A. Southwestern Bell.

1 Q. And I believe you are an alderman; is that
2 correct?

3 A. Yes, sir, I am.

4 Q. For that city?

5 A. For the City of Ash Grove, yes.

6 Q. Yes, the City of Ash Grove. Go ahead with your
7 comments, sir.

8 A. I have just a few points here, and they will be
9 brief.

10 First of all, I'd like to state that we
11 are very pleased with the service that we have
12 in our MCA 2 area. We would not desire to see
13 any change to that. If -- if the commissioners
14 feel that there is a need for additional
15 competition for other phone companies to have
16 access, we think that's fine so long as
17 competition does not wind up costing us more
18 money.

19 At this point, the \$2 proposed surcharge
20 for the change to the MCA 1 area represents
21 approximately a 20 percent increase in the
22 service charge that we are already paying in
23 the MCA 2 area. We feel that is a patently
24 unfair procedure to provide access to other
25 telephone companies, and we strongly voice an

1 objection to it.

2 We desire not to have to change telephone
3 numbers again. In our particular area the
4 subscribers to the MCA 2 have a 751 prefix, and
5 those who do not have a 672 prefix. People are
6 used to that, and it would be unfortunate if
7 all of the telephone numbers would have to
8 change just to make this accommodation. So if
9 there's some way that that could be prevented,
10 that would be our request.

11 We see the need to expand the area beyond
12 the MCA 2 limits that are currently set. As an
13 example, for our community, the City of Ash
14 Grove, we have a school district that
15 encompasses an area significantly wider than
16 the city limits. And those people communicate
17 with and are a part of the community, even
18 though they are in somewhat of a rural setting
19 with country-type homes. It would be
20 beneficial to them also to have this type of
21 service available.

22 When you consider that a telephone is no
23 longer a luxury -- a telephone today is an
24 absolute necessity. It's necessary for
25 medical, access to major cities such as the

1 hospitals in Springfield, and whatever can be
2 done to improve that access to the local
3 residents will provide greater service to
4 people here in Missouri. And that's our
5 request.

6 The last point that I would like to
7 address concerns the proposed \$2 charge for
8 converting the MCA 1 principal area to include
9 the City of Springfield. And by doing that, to
10 make that benefit to the residents of
11 Springfield to have access to nonoptional
12 subscribers at no cost and ask the people in
13 the MCA 2 areas to bear that cost seems quite
14 unfair.

15 When you consider the population of
16 Springfield alone, it's close to 160,000
17 people. Our community is just over 1100.
18 Springfield outpopulates us by more than 150 to
19 1. If you take the entire MCA area that
20 surrounds Springfield, the MCA 2 area, and look
21 at the total population there, you're looking
22 at somewhere close to 30,000 people.
23 Springfield alone, not including these
24 peripheral cities right around, but Springfield
25 alone, outpopulates the entire MCA area at

1 least five to one or perhaps even greater.

2 If there's to be an increase in rates
3 to -- to make this whole process work, if
4 that's necessary to raise money for capital
5 costs, it would seem more appropriate to
6 possibly rearrange the basic rate in the
7 Springfield MCA 1 area. A small increase to
8 the greater population could more easily be
9 born than asking an almost 20 percent increase
10 to a lesser population in the outlying areas.

11 And I might add that the people in the
12 outlying areas benefit the City of Springfield
13 as the principal area because they do their
14 shopping there for major items, for major
15 services, for medical services, all of those
16 things these people are dependent upon, and we
17 must contact the principal area for that. So
18 whatever we do benefits the commerce of the
19 principal area. And I would ask that the rate
20 structure be looked at and possibly be
21 considered as to equity.

22 And I will thank you for listening.

23 JUDGE DIPPELL: Thank you very much.

24 Mr. Dandino?

25 MR. DANDINO: No further questions, your

1 Honor.

2 JUDGE DIPPELL: Is there anything further
3 from counsel?

4 MS. KARDIS: No questions.

5 JUDGE DIPPELL: Commissioner Murray?

6 COMMISSIONER MURRAY: No questions.

7 JUDGE DIPPELL: Commissioner Schemenauer?

8 COMMISSIONER SCHEMENAUER: Yes.

9 EXAMINATION

10 BY COMMISSIONER SCHEMENAUER:

11 Q. Just that when you mentioned the proposed \$2
12 increase, where did you read that? I mean --

13 A. It was mentioned here that that would be a
14 possibility.

15 Q. You mean in the handout that you have?

16 A. Yes, sir.

17 Q. Okay. I --

18 A. It said somewhere in the range of perhaps a 1
19 to \$2 increase. And in some of the more
20 outlying areas it suggested rates as high as a
21 2 to \$6 increase.

22 Q. And that's one of the proposals that is before
23 us?

24 A. Yes, it's in the handout.

25 Q. It's this one?

1 A. Yes, sir.

2 Q. Well, those are -- I mean there will probably
3 be a whole lot of proposals in this case, and
4 we will address them as -- you know, as they
5 come before us. But --

6 A. I would quote you here in one sentence. It
7 says, "If such projections are accurate" -- and
8 this is a projection, "most customers,
9 approximately 97 percent, would experience a
10 rate increase of \$2 or less per month in their
11 MCA rate. A small percentage of MCA
12 subscribers, approximately 2 percent, may
13 receive a rate increase ranging from 2 to \$6,
14 and then a small group of 1 percent may
15 experience a rate increase ranging from 6 to
16 \$13 per month."

17 And all I'm asking is that the
18 commissioners study the rate structure and find
19 an equitable method by which this can be
20 apportioned equally or more fairly among all of
21 the subscribers in the general metropolitan
22 area.

23 Q. Okay. And I understand you completely. You
24 are not in favor of increasing the MCA rates
25 for anyone, correct?

1 A. Not if it's absolutely necessary, no, sir.

2 Q. All right. You mentioned one of the proposals
3 before us, and you are on the record as
4 opposing that, and I hear you. Thank you.

5 A. Thank you, sir.

6 JUDGE DIPPELL: Thank you very much.

7 MR. DANDINO: Thank you, Mr. Johnson.

8 Bill Ferguson, please.

9 MR. DANDINO: Please spell your name for
10 the court reporter.

11 MR. FERGUSON: Bill, B-i-l-l,
12 F-e-r-g-u-s-o-n.

13 JUDGE DIPPELL: Would you please raise
14 your right hand, sir.

15 BILL FERGUSON,
16 called as a witness on behalf of the public,
17 having been first duly sworn, testified as
18 follows:

19 JUDGE DIPPELL: Thank you.

20 EXAMINATION

21 BY MR. DANDINO:

22 Q. Please state your name and address for the
23 record.

24 A. Bill Ferguson, 214 South Washington, Walnut
25 Grove.

1 Q. And who is your local telephone company?

2 A. Southwestern Bell.

3 Q. Okay. And are you an MCA subscriber?

4 A. I am.

5 Q. And you are an alderman with the City?

6 A. I am an alderman. And I would like to speak in
7 both capacities, as a citizen and as an
8 alderman.

9 Q. Please do. Go ahead.

10 A. As a citizen, we are happy with the MCA program
11 as it stands, real concerned with the option of
12 competition increasing prices. That's normally
13 adverse to the information that you'd expect to
14 hear.

15 I have one issue as an alderman that I
16 need to bring up, and one constituent that was
17 concerned that the increase to them would be
18 extreme because they do not currently subscribe
19 to MCA, and their concern was that they would
20 have to. Being on a fixed income, they were
21 very concerned about that and would expect, in
22 their opinion, that everybody's phone bill is
23 going to go up if competition makes the prices
24 go up.

25 JUDGE DIPPELL: Is that all of your

1 comments?

2 THE WITNESS: That's all my comments.

3 JUDGE DIPPELL: Mr. Dandino?

4 MR. DANDINO: I have nothing further.

5 JUDGE DIPPELL: Are there any other
6 questions from counsel?

7 MS. KARDIS: No questions, your Honor.

8 JUDGE DIPPELL: Commissioner Murray?

9 COMMISSIONER MURRAY: No questions.

10 JUDGE DIPPELL: Commissioner Schemenauer?

11 COMMISSIONER SCHEMENAUER: No questions.

12 JUDGE DIPPELL: Thank you very much, sir.

13 MR. DANDINO: Neal Grubaugh.

14 Mr. Grubaugh, please spell your name for
15 the court reporter.

16 MR. GRUBAUGH: N-e-a-l, G-r-u-b-a-u-g-h.

17 JUDGE DIPPELL: Would you please raise
18 your right hand, sir.

19 NEAL GRUBAUGH,
20 called as a witness on behalf of the public,
21 having been first duly sworn, testified as
22 follows:

23 EXAMINATION

24 BY MR. DANDINO:

25 Q. Please state your name and address.

1 A. Neal Grubaugh, 804 East Dawn, Ozark, Missouri.

2 Q. And who is your local telephone company?

3 A. GTE.

4 Q. And are you an MCA subscriber?

5 A. Yes, I am.

6 Q. And you are an alderman for the City of Ozark?

7 A. I am.

8 Q. Okay. Please go ahead with your comments,
9 sir.

10 A. I just don't want to take any more of your
11 time. I just want to say that I agree with
12 most with what has been said before. We are
13 pleased that there is no plan to do away with
14 MCA. The only question that I have asked, and
15 I will speak for myself as well as the
16 constituents of the city that have spoken with
17 me, is when we live practically close in on the
18 principal area, we still have to pay the basic
19 rate or the residential rate as well as the
20 optional rate. And that's the one question
21 that they asked, and that's basically mine. I
22 want to agree with the people, and I won't take
23 the time to -- for -- other than that.

24 JUDGE DIPPELL: Thank you, sir.

25 Any further questions, Mr. Dandino?

1 MR. DANDINO: No, your Honor.

2 JUDGE DIPPELL: Counsel?

3 MS. KARDIS: No questions.

4 JUDGE DIPPELL: Commissioner Murray?

5 COMMISSIONER MURRAY: No questions.

6 JUDGE DIPPELL: Commissioner Schemenauer?

7 COMMISSIONER SCHEMENAUER: No questions.

8 JUDGE DIPPELL: Thank you, sir.

9 MR. DANDINO: Thank you.

10 Mark Spinabella.

11 Please spell your name for the court
12 reporter, sir.

13 MR. SPINABELLA: M-a-r-k,
14 S-p-i-n-a-b-e-l-l-a.

15 JUDGE DIPPELL: Would you please raise
16 your right hand, sir.

17 MARK SPINABELLA,
18 called as a witness on behalf of the public,
19 having been first duly sworn, testified as
20 follows:

21 JUDGE DIPPELL: Thank you.

22 EXAMINATION

23 BY MR. DANDINO:

24 Q. Please state your name and address for the
25 record, sir.

1 A. Okay. Mark Spinabella, 1609 Melanie Court,
2 Ozark, Missouri.

3 Q. Who is your local telephone company?

4 A. GTE.

5 Q. And are you an MCA subscriber?

6 A. Yes, I am.

7 Q. Please go ahead with your comments.

8 A. I'm not going to say too much. Like Neal said,
9 I'd like to keep our numbers the same in
10 Ozark. I'm also alderman for our area. And
11 I'd like to look at changing to MCA 1 for Ozark
12 instead of MCA 2 due to our proximity to
13 Ozark -- to Springfield. I'd like no rate
14 increase and might look into including Branson
15 into the MCA 2 service area.

16 And the biggest thing, I was at our local
17 newspaper today, and they still have not got
18 the -- or received the fax. So I don't know
19 what happened on the breakdown of
20 communication.

21 JUDGE DIPPELL: Okay. Thank you. I will
22 investigate that.

23 THE WITNESS: The City Hall did get it but
24 not the newspaper.

25 JUDGE DIPPELL: Thank you.

1 Did you have anything further Mr. Dandino?

2 MR. DANDINO: No.

3 Q. (By Mr. Dandino) Oh, Mr. Spinabella, are you
4 an alderman for the City?

5 A. Yes, I am.

6 MR. DANDINO: Okay. Thank you. That's
7 all I have.

8 JUDGE DIPPELL: Any further questions from
9 counsel?

10 MS. KARDIS: No questions.

11 JUDGE DIPPELL: Commissioner Murray?

12 COMMISSIONER MURRAY: No questions.

13 JUDGE DIPPELL: Commissioner Schemenauer?

14 COMMISSIONER SCHEMENAUER: No questions.

15 JUDGE DIPPELL: Thank you, sir.

16 THE WITNESS: Thank you.

17 MR. DANDINO: Your Honor, I don't have any
18 other witnesses.

19 Is there anyone else that's not testified
20 that wishes to testify now?

21 Seeing none, your Honor, I have no further
22 questions.

23 JUDGE DIPPELL: Thank you very much.

24 Well, I would say again that I appreciate
25 all of you coming out this evening, giving up

1 your evening to put your input in here.
2 Members of the staff, and there are some
3 representatives from the various companies, and
4 also Mr. Dandino and his staff are going to be
5 around right after, immediately after, if you
6 have specific questions.

7 Again, the commissioners appreciate you
8 being here.

9 Would you like to say anything in closing
10 Commissioner Murray?

11 COMMISSIONER MURRAY: I believe you
12 covered it, Judge Dippell. We do appreciate
13 your time, and we do take your comments
14 seriously. And the other commissioners who
15 were not here tonight will be reading the
16 transcript, so your comments will be shared
17 with all of the commissioners.

18 JUDGE DIPPELL: Commissioner Schemenauer,
19 did you want to make closing comments?

20 COMMISSIONER SCHEMENAUER: I'd just like
21 to thank everybody for coming, and we do hear
22 and we do listen, and we appreciate all your
23 comments.

24 JUDGE DIPPELL: Thank you very much. I'll
25 bring the hearing to a conclusion then. We can

1 go off the record.

2 Thank you.

3 (Proceedings concluded at 8:10 p.m.)

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1 STATE OF MISSOURI)
) ss
2 COUNTY OF CHRISTIAN)

3

4 CERTIFICATE

5

6 I, MARILYN DULABAN, Registered Merit
7 Reporter, Registered Professional Reporter,
8 Certified Shorthand Reporter and Notary Public
9 within and for the State of Missouri, do hereby
10 certify that I was personally present at the
11 taking of the proceedings as set forth in the
12 caption sheet hereof; that I then and there
13 took down in stenotype the proceedings had at
14 said time; and that the foregoing is a full,
15 true, and correct transcript of such notes so
16 made at said time and place.

17

18

19

20 _____
 MARILYN DULABAN, RMR, RPR, CSR
 Notary Public

21

22 My commission expires: November 26, 2003.

23

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