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customer service perspective, and not having a voice mail help, would require additional people, because we are looking at having in our state a separate customer service unit, where some other states have not done that, have privatized their system and not been happy with the customer service people.

SENATOR VRTISKA: Well, let me ask you then, you're saying that the person that's receiving this has been very unhappy with the service they've been getting? Is that what you're saying?

SENATOR BROWN: No, in some places where they've privatized the system, they don't believe that private company provides enough in terms of the customer service.

SENATOR VRTISKA: Okay.

SENATOR BROWN: What happens is that the person paying receives a bill, that helps them...helps determine problems, and then there is a voice-activated system so that they can check on what the status is. If those things are not sufficient, then...and they need to spend more time, then there's a real person that helps determine if there are problems.

SENATOR VRTISKA: Okay, well I... You know, this thing is so difficult and we've talked about this, we've heard a lot of discussion on both sides of the issue. And this is one of those issues again, and I guess I've said this before and it looks like I'm going to repeat it, this is such a difficult thing to really get a grasp of, and I would surmise that many people on the floor don't really understand the issue, except the only thing they understand clearly is that we're going to lose some money if we don't bow down to Uncle Sam and do what he asks us to do. And that leads me to my point that I don't like to be pressured into this kind of thing. And I guess, given that situation, I'm probably going to support the bracket motion just so we can...

SPEAKER KRISTENSEN: One minute.

SENATOR VRTISKA: ...we can get a better hold on exactly what we're trying to do. I wish it could be made a little more clearer, because apparently, even in the committee, there was a