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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of : DOCKET NO. 910163-TL  
: :  
Investigation into the :  
integrity of SOUTHERN BELL :  
TELEPHONE AND TELEGRAPH :  
COMPANY'S repair service :  
activities and reports. :  
-----

DEPOSITION OF: CHARLIE CHASTEEN  
  
TAKEN AT THE INSTANCE OF: Florida Public Service  
Commission  
  
PLACE: 666 N.W. 79th Avenue  
Room 640  
Miami, Florida  
  
TIME: Commenced at 11:50 a.m.  
Concluded at 1:10 p.m.  
  
DATE: Monday, April 19, 1993  
  
REPORTED BY: JOY KELLY, CSR, RPR  
Chief, Bureau of Reporting

## 1 APPEARANCES:

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10 the Citizens of the State of Florida.

11 JEAN R. WILSON, FPSC Division of Legal  
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14 Commission Staff.

15

## 16 ALSO PRESENT:

17 STAN GREER, FPSC Division of Communications

18 CARL VINSON, FPSC Division of Research &  
19 Regulatory Review

20 TERRILL BOOKER, FPSC Division of  
21 Communications

22 WALTER BAER, Office of Public Counsel

23 WAYNE TUBAUGH, Southern Bell

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25

I N D E X

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WITNESS

Name:

CHARLIE DAVID CHASTEEN	
Examination by Ms. Richardson	6
Examination by Mr. Vinson	68
Examination by Mr. Anthony	80

EXHIBITS

Number:

Identified

1	No Access Maintenance Troubles	54
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S T I P U L A T I O N

IT IS STIPULATED that this deposition was taken pursuant to notice in accordance with the applicable Florida Rules of Civil Procedure; that objections, except as to the form of the question, are reserved until hearing in this cause; and that reading and signing was not waived.

IT IS ALSO STIPULATED that any off-the-record conversations are with the consent of the deponent.

1 CHARLIE DAVID CHASTEEN

2 appeared as a witness and, after being duly sworn by  
3 the court reporter, testified as follows:

4 EXAMINATION

5 BY MS. RICHARDSON:

6 Q And if you would, please, state your name and  
7 spell it, so we'll have it accurately for the court  
8 reporter.

9 A My full name is Charlie David Chasteen. Do  
10 you want me to spell all three of them or just the last  
11 name?

12 Q Just the last one, unless we've got an  
13 unusual spelling on the first two.

14 A Last name is C-H-A-S-T-E-E-N. I go by David,  
15 not Charlie, by the way.

16 Q Okay. And your address, Mr. Chasteen?

17 A

18  
19 Q And your phone number.

20 A Work or home?

21 Q Home number will be fine.

22 A

23 Q And that's a 305 area code?

24 A Yes, it is.

25 Q Can you tell me what your present position is

1 with the Company?

2 A I'm a manager with Southern Bell on the  
3 Network Department.

4 Q Does that give you responsibility for  
5 installation and maintenance?

6 A Yes, it does.

7 Q And which IMC do you work at?

8 A North Dade.

9 Q North Dade. And how long have you held this  
10 position?

11 A Over ten years. I couldn't give you the  
12 exact number.

13 Q In the same maintenance center in North  
14 Dade?

15 A No, no. No. I've only been up there two  
16 years, I think. I'm not quite sure.

17 Q 1990? '91?

18 A It was '90 or '91, I'm not quite sure.

19 Q Okay. And where were you before that?

20 A Here in Miami Metro.

21 Q Okay. Also as a manager in the IMC?

22 A Right. Not in the IMC, no.

23 Q No? Where were you when you were in Miami --

24 A I'm outside. I'm in charge of the  
25 installation and maintenance on the outside.

1 Q Thank you. Outside I&M.

2 A Right.

3 Q Okay. And in Miami-Metro, did you perform  
4 the same work that you're presenting doing now

5 A Right, pretty close to the same.

6 Q Do you have any of the same work crew now  
7 that you had then?

8 A We split that division. I'm trying to think  
9 what went one way -- I would probably say, yes, I would  
10 have to have some, I would assume.

11 Q Okay. And your duties, you manage outside  
12 repair forces?

13 A And installation, right.

14 Q And installation. So you're in charge of  
15 installing new service as well as repairing trouble  
16 reports?

17 A Right.

18 Q Does that cover residence and business?

19 A Right.

20 Q Okay. Do you also deal with, say, state or  
21 public offices at all?

22 A If they are in our general area and they have  
23 a problem, of course.

24 Q Okay. So you just cover the whole thing in  
25 your area?

1 A Right.

2 Q All right.

3 A I have geographic responsibilities of anybody  
4 that's in there associated with my job. If they have a  
5 problem, or installation or a service request, is what  
6 we call them, then my people handle it.

7 Q Okay. Are you a first level, second level?

8 A Second level. Or Level 5 is what we really  
9 are.

10 Q Okay. Pay Grade 5?

11 A Right.

12 Q All right. And were you also a second level  
13 at Miami Metro?

14 A Pay Grade 5 sounds better.

15 Q Pay Grade 5. I'm sorry.

16 A That was just -- I just said Pay Grade 5  
17 instead of second level, that's all.

18 Q Okay.

19 A You date yourself when you say first or  
20 second level. That's what I was told.

21 Q Well, I just dated myself.

22 A And me, too, though.

23 Q Okay. What did you do before you were a Pay  
24 Grade 5 in charge of outside I&M forces for the  
25 Company? And that's been about ten years, so that

1 would be maybe '83 or so?

2 A We're guessing now, okay. I can tell you  
3 what I have done in my career. I'm not quite sure -- I  
4 was a first level. I was a craftsman for about seven  
5 and a half years. I started in 1962. I was a  
6 craftsman for approximately seven years or eight years,  
7 somewhere in there. I became a manager as a first  
8 level, which is now Pay Grade 3. I did that for a  
9 while. Then I was what they call a step and a half or  
10 a Pay Grade 4 to date. I did that for a while and then  
11 Pay Grade 5. First level, second level or 3, 4 and 5s,  
12 that's what we call them, basically, we are all related  
13 to the outside work force.

14 Q Okay. So all of your experience with the  
15 Company has been dealing on the outside, the I&M on the  
16 outside?

17 A Well, as a craftsman I've been inside and as  
18 a manager I have been inside. You have a little bit of  
19 everything.

20 Q All right. And I don't understand craftsman  
21 then. What are the duties of a craftsman?

22 A That's in relation to the job I had at the  
23 time, was an install/repairman, is a craftsman, or the  
24 old telephone man. I started with the Company in the  
25 frame, that's the one that does all the -- provides the

1 dial tone to the field people. I was a craft title. I  
2 was also what they call a toll test deskman. They  
3 handled the long distance network. That's when we were  
4 part of AT&T and had that.

5 Q Okay. All right. I'd like to move up to  
6 Miami Metro. Can you tell me who your immediate  
7 supervisor was in the Miami Metro center?

8 A In what time frame? I couldn't give you --  
9 let me just tell you who I had working there.

10 Q All right.

11 A The last person I had there was a Rudy Leon.

12 Q And he was above you?

13 A Right.

14 Q Okay.

15 A He was there, and we split the division or  
16 district, so he was the last one that was in charge of  
17 Miami Metro.

18 Q All right. Now, would he be a Pay Grade 6?

19 A He is a 6, yeah.

20 Q Okay. What would his title be as a Pay Grade  
21 6 there, would it be an operation manager?

22 A Operation manager.

23 Q Would he have responsibility for more than  
24 just Miami Metro?

25 A No.

1 Q As an operation manager?

2 A No.

3 Q He only oversaw the Miami Metro center.

4 A Right.

5 Q All right.

6 A You're talking about the test center or the  
7 whole geographic --

8 Q The whole geographic center.

9 A Right, he had it all, right

10 Q Okay. And do you know who his immediate  
11 supervisor was then up the chain of command?

12 A Linda Isenhour.

13 Q Linda Isenhour. As general manager?

14 A Right.

15 Q All right. Then, is that the same now for  
16 North Dade or has that changed?

17 A Linda Isenhour is the same.

18 Q Linda Isenhour is the he same, but who is  
19 your operations manager now?

20 A In North Dade it's Ralph Delavega.

21 Q How many people do you have working for you  
22 right now?

23 A About 125.

24 Q Okay. And those are installer repairmen? Or  
25 do you have construction crews?

1           A     No. I have the installer repairman. I have  
2 what they call a systems technician, where they do the  
3 corporate work, the work for ourselves. That's our own  
4 group of people that do in-house work.

5           Q     Okay.

6           A     I have a group of people that do megalinks.  
7 I don't know if you know anything about megalinks.

8           Q     I don't know anything about megalinks.

9           A     They do the high tech end of the business.

10          Q     Okay. Is that fiberoptics high tech?

11          A     They do that, yes, they do. They install,  
12 repair it.

13          Q     All right. Well, I'm really pretty much  
14 concerned with installation and repair and/or sales.  
15 Have you been involved at all in sales for the Company?

16          A     Yes, I have.

17          Q     Okay. And do you know what period of time?  
18 Can you give me a date?

19          A     Not really, you know.

20          Q     Are you still involved in sales?

21          A     No.

22          Q     Okay. Was it while you were in Miami Metro  
23 that you were involved in sales?

24          A     Yes.

25          Q     What about in North Dade at all, that's 1990.

1 A No.

2 A Just Miami Metro?

3 A Right.

4 Q Okay. And let me see. You weren't real  
5 sure, but Miami Metro immediately preceded North Dade,  
6 so you there at least there in 1990. About how many  
7 years? Do you know about how many years?

8 A Prior to that in Miami Metro? We've done so  
9 much splitting -- well, as long as it's been Miami  
10 Metro, five years.

11 Q About five years. Okay.

12 A Maybe more than that. I'm not quite sure.

13 Q I've got about, that's fine. If you're not  
14 real sure, but you can get close.

15 A Well, we went through a process for the last,  
16 probably, ten years of downsizing the divisions. We're  
17 down to three now. Whereas, before we had, you know,  
18 13 or 14. And it's a process that we've gone through  
19 for probably ten years. So I was in that process,  
20 other than I was working. I can give you geographic  
21 location, but it might have been called something else.

22 Q Okay. In your responsibilities, did you also  
23 have responsibility for cable repair?

24 A At one time in Miami Metro I did for a year.

25 Q Okay. All right. Have you talked to anyone

1 about your deposition here today?

2 A Yes, I have.

3 Q And who did you talk to?

4 A Where did he go?

5 Q One of the attorneys?

6 A Him and some of the people I work with and my  
7 boss.

8 Q Okay. And what did you and your boss  
9 discuss?

10 A I told him I had to come down here. We had  
11 meetings, or whatever. You know, you give him your  
12 calendar of events. He plans his, and I plan mine.  
13 That's all. Plus he talked to me in relation to when  
14 the letters came out that certain people are going to  
15 be deposed; some of them work for me. I brought them  
16 in and gave them a copy of the letter, and told them,  
17 you know, what their rights were by what the letter  
18 stated.

19 Q All right. Can you tell me what the letter  
20 told you?

21 A It said you're going to be deposed. You have  
22 a right to be represented by an attorney. We will pay  
23 for an attorney up to \$150 a hour. We have a list of  
24 attorneys for you to chose from. There will be an  
25 attorney representing -- he's there to represent the

1 telephone company, not you. They didn't say not you,  
2 but if you read it that's what it says.

3 Q And are you represented here today by an  
4 attorney?

5 A No, I'm not.

6 Q Okay. So when you talked to your people, is  
7 that basically what you told them, the ones that we'll  
8 be talking to today?

9 A Right.

10 Q All right. Did anyone give you any  
11 assurances that if you told us what you know, assuming  
12 you know some allegations of falsification, that you  
13 would not be disciplined from what you told us today?

14 A No.

15 Q No one gave you those assurances.

16 Okay. Do you have any expectations of being  
17 disciplined from what you tell us today?

18 A No.

19 Q Okay. Did anyone discuss with you the fact  
20 that you were under oath and that perjury charges might  
21 be applied if you lied to us today?

22 A No.

23 Q Okay. Are you familiar with the perjury  
24 statute at all, that you could be liable?

25 A I've got a general idea. I'm not a lawyer,

1 but I know if you're under oath you're supposed to do  
2 the best you can to tell the truth.

3 Q Okay.

4 A If you don't and are found guilty, then  
5 whatever happens, happens.

6 Q All right. For your information the law  
7 states that it would be five years jail time or a  
8 \$5,000 fine, either or both. Okay.

9 MR. ANTHONY: Actually, I think the law  
10 states up to five years or up to \$5,000.

11 MS. RICHARDSON: Up to. Up to. Thank you  
12 for the clarification.

13 MR. ANTHONY: You're welcome.

14 WITNESS CHASTEEN: See, I told you I wasn't a  
15 lawyer.

16 MS. RICHARDSON: No, but you've got plenty  
17 here, so --

18 WITNESS CHASTEEN: I can see that.

19 Q (By Ms. Richardson) All right. Just,  
20 generally, what do you know about falsification of  
21 customer repair records?

22 A How much time do you have?

23 Q I've got all day, if you know that much.

24 A I do, too, then. I've read a lot in the  
25 newspaper. I have had some firsthand dealings with it.

1 As far as -- that's about it, I guess as far as --

2 Q Okay. Let's start on the firsthand dealings  
3 with it. What do you know specifically and personally  
4 about falsification of customer trouble repairs?

5 A I have had some people that have falsified  
6 some records, and they are not here anymore.

7 Q Tell me in what manner they falsified the  
8 record, and let's start off with who.

9 A Where is the lawyer at?

10 MR. ANTHONY: I'm right here.

11 WITNESS CHASTEEN: Am I supposed to give her  
12 names or not?

13 MR. ANTHONY: We're going to argue about  
14 whether or not this is kept confidential later. You  
15 can give her names now.

16 WITNESS CHASTEEN: Because it doesn't matter  
17 to me.

18 MR. ANTHONY: Go ahead, and give the name,  
19 that's fine.

20 A Okay. Don't ask me dates, okay, because I  
21 can't remember the dates. We'll start with

22

23 We had a process, if you want, me and two or  
24 three other people went through -- we had some customer  
25 complaints that the line was mostly fixed, and it

1 wasn't fixed. And we started investigating an  
2 individual, and through a process of talking to  
3 individual customers, looking at his work reports and  
4 all of that, found out they were falsified and  
5 terminated him.

6 Q Okay. And would that be while you were in  
7 Miami Metro or North Dade?

8 A Miami Metro.

9 Q During that period of time in Miami Metro.  
10 And you were his direct supervisor?

11 A No.

12 Q How did you become involved, then?

13 A I'm really not quite sure who told me or  
14 whatever it was -- where I got the information that he  
15 was involved, I don't know if his first level told me  
16 that or somebody on my staff told me that. But all of  
17 us as a group, meaning the first level, my staff and  
18 myself did some various reporting and some field  
19 interviews with customers and stuff like that.

20 Q All right. And is he the only one?

21 A No.

22 Q Who else?

23 A A guy named

24 Q And , or

25 A It's Y something.

1 Q Okay. Was it the same kind of problem?

2 A Basically, yeah. He was falsifying records,  
3 saying he did certain things and he didn't do them.

4 Q Was he trying to build up his work record and  
5 take time off on the sly?

6 A I asked him that question. And, well, until  
7 this day he said he never did anything wrong, so I  
8 never got an answer that I was satisfied with.

9 Q All right. And was he also terminated?

10 A Yes, he was.

11 Q All right. And who else?

12 A Those two. We have another one. I think his  
13 name is

14 Q Okay. And was his also an individual  
15 instance of repair falsification?

16 A Oh, yeah. His was sales.

17 Q His was sales. And how was he falsifying  
18 sales?

19 A He showed that he made them and he didn't  
20 make them through different customer contacts and  
21 interviews and what have you, and he was -- I  
22 terminated him, too.

23 Q All right. And how did you get involved in  
24 sales? Was this in Miami Metro?

25 A Yes.

1 Q All right. And how did you and the people  
2 under you get involved in sales?

3 A How did we get involved with sales?

4 Q Uh-huh. I mean, if you were installer  
5 repair people, it's to me --

6 A Through different sales programs that the  
7 Company had.

8 Q Okay. Were you trained? Were you given  
9 specific sales training?

10 A We were given overviews of the sales program.

11 Q Okay. By whom?

12 A Our staff. If you want individual names, I  
13 couldn't tell you who they were.

14 Q Okay. And how long were these individual  
15 overviews? Were they an hour meeting, or did they take  
16 a couple of days, a week?

17 A No, there a couple of hours, you know.

18 Q A couple of hours. And what kind of things  
19 were you asked to sell?

20 A ESS features.

21 Q Special services features like call  
22 forwarding?

23 A Well, those are called ESS features.

24 Q Okay. ESS. I'm sorry, I didn't quite hear  
25 you, and I want to make sure that she gets down what

1 you're saying.

2 A If you don't hear me speak up.

3 Q It's not only that, but it's getting into a  
4 lot of acronyms, sometimes it's --

5 A Your call waiting and your call forwarding,  
6 three-way calling, things like that.

7 Q Okay. And did you sell maintenance plans,  
8 inside wiring maintenance plans?

9 A Yes, we did.

10 Q All right. And how was that done? Were you  
11 all told to work together on this or give so much time  
12 to it or do it individually? How was it structured?

13 A You're talking about giving so much time to  
14 the sales, where we went out and talked to a group of  
15 people, meaning the install repairman, and tell them  
16 that if they had an opportunity to talk to their people  
17 to try to, you know, the customers as they met them.

18 Q So then installer repair people, you would  
19 tell these individuals. Someone came down and told you  
20 about the sales program?

21 A Right.

22 Q And said, "Now, you go out and tell your  
23 people about the sales program."

24 A Right.

25 Q You're outside field people. And when they

1 make a contact with the customer, they are to sell that  
2 customer a new service or a maintenance plan. Is that  
3 how it worked?

4 A Not exactly. They are explained to them and  
5 attempt to sell it, right.

6 Q Okay. Attempt to sell.

7 A Right.

8 Q All right. And how much time were they  
9 supposed to give to selling as opposed to repairing or  
10 installing new service?

11 A There wasn't a time element placed on it.

12 Q Okay. Were they supposed to keep track, a  
13 record of their time? Are they supposed to log their  
14 time in with the Company, keep some kind of record on  
15 how much time they spent repairing or installing a  
16 particular service?

17 A Yes.

18 Q All right. Were you given instructions for  
19 them so that you could tell them that they were  
20 supposed to spend -- maybe a different code for sales?  
21 When they were doing sales they were supposed to record  
22 that as sales work?

23 A You know, sales should be incidental to the  
24 job you're doing, which is according to the time  
25 reporting is seven minutes or less. They only report

1 quarter hours. And if it goes into eight, they roll it  
2 to the next quarter. If it's less than that, you would  
3 absorb it into whatever work duties you're doing.

4 Q Okay. What if it took him 20 minutes to sell  
5 an item, and he managed to sell a maintenance plan  
6 within 20 minutes. Would he be given any special  
7 instruction, the ST, on how to record that time?

8 A I don't believe I've ever run across that, so  
9 you know -- that question that way.

10 Q Okay. Was it ever brought up? Did anyone  
11 ever ask, "Aren't we supposed to be recording this  
12 under a sales time or something?"

13 A Not to my knowledge it wasn't, no.

14 Q Okay. When you were advised to go out and  
15 tell your people to do sales, were you advised about  
16 recording, maybe keeping track of how much time was  
17 spent on sales?

18 A The only thing we told them, or I'm the one  
19 that had told them, is sales associated with the  
20 job-site visit should be incidental. We didn't expect  
21 them to spend a lot of time, you know, badgering the  
22 customer. You know, we have these sales items to sell,  
23 and it should go through your normal routine while  
24 you're working with them.

25 Q Okay. And while you were a manager and your

1 people were selling, did some of these sales programs  
2 give awards and prizes?

3 A Yes, they did.

4 Q Did you ever receive any?

5 A Yes, I did.

6 Q What did you receive?

7 A A trip.

8 Q A trip. Where did you go?

9 A You know where I went. You know as much  
10 about this as I do.

11 Q No, I'm not sure. Tell me.

12 A I want to the Virgin Islands, I think it was.

13 Q Virgin Islands. St. Thomas, was it? Just  
14 somewhere down there?

15 A I don't know. St. Thomas. I'm not quite  
16 sure.

17 Q Virgin Islands is close enough.

18 A Right.

19 Q Was this a week-long cruise?

20 A Yes, it was.

21 Q Okay. Was that the only award or prize you  
22 received?

23 A To my knowledge, it is.

24 Q Okay. And do you remember when that was?

25 A Do I remember when it was? No.

1 Q Well, it was before 1990 and sometime after  
2 what, 1980, '81, 82, '85, '88?

3 A It was before 1990. I'm not sure of the  
4 year. I really don't know.

5 Q Okay.

6 A These guys could probably tell you exactly  
7 what it is.

8 Q We may have to ask them to do that for us.

9 A Okay.

10 Q All right. Who else was on that cruise with  
11 you?

12 A On the boat I was on or on the whole cruise?

13 Q Well, on the whole cruise or on the boat?

14 A My wife, George Fortner and his wife, Missy  
15 Perrera.

16 Q Pererra, P-E-R-E-R-R-A?

17 A It starts with a P, yes. Paul Singer.

18 Somebody named Knowles, I can't remember his first  
19 name.

20 Q K-N-O-W-L-E-S?

21 A Yes. There were some more, and I'm trying to  
22 -- I can't remember all of them.

23 Q During this period when you were selling and  
24 the people under you were selling, do you know of  
25 anyone who falsified sales records?

1 A Yes.

2 Q Okay. Can you name those people for me?

3 A the guy I fired.

4 Q How did he falsify sales records?

5 A He showed that he made sales and he didn't.

6 Q Without actually contacting the customer?

7 A Right.

8 Q And how would he get a record? How would he  
9 come up with the names to show that he had sales? I  
10 mean, doesn't he have to turn in some kind of a report  
11 that he sold --

12 A Right. Right. He has to fill out some  
13 information.

14 Q Where did he get the information from?

15 A He can get it from the telephone book. He  
16 can get it from, you know --

17 Q Did you ever investigate or have security  
18 investigate to find out how he was doing this?

19 A I don't know if I gave it to security or I  
20 did it all.

21 Q How did you find out that he was falsifying?  
22 What sent up a red flag to you?

23 A A complaint from the commercial.

24 Q A business customer called and said, "We  
25 didn't order this."?

1 A I believe it was a residence customer.

2 Q And they just said "I didn't order this  
3 service. Why is it here?"

4 A Right.

5 Q Is that what it was? And you just had one  
6 phone call and you investigated it?

7 A Right.

8 Q And that was the only phone call you ever got  
9 the entire time? The only reason you ever had to  
10 investigate? There were no other problems that you  
11 were aware of?

12 A On him that was it.

13 Q About what other people?

14 A There were some more.

15 Q Who were they?

16 A

17 Q And what was he doing?

18 A Adding stuff to customers' records without  
19 talking to the customer.

20 Q What was he doing, adding maintenance plans  
21 or services?

22 A He might have been adding it all. I'm not  
23 sure if he was adding one of them or all of them.

24 Q Okay.

25 A Adding some type of service that he didn't

1 contact the customer, I can answer you to that.

2 Q Okay. And who else?

3 A

4 Q Can you spell her last name?

5 A I believe.

6 Q Okay. And was she doing the same kinds of  
7 things --

8 A Right.

9 Q -- adding services to customers' bills  
10 without their knowing it?

11 A Right. She was terminated also.

12 Q Okay. And is all of this in Miami Metro, all  
13 of these people?

14 A Yes.

15 Q Was there anyone else?

16 A Seemed like there was another one.

17 Q So what, five people?

18 MR. ANTHONY: Five people what?

19 Q (By Ms. Richardson) Have you named five  
20 people for me?

21 A Right.

22 Q Was it your recall that there were about five  
23 people --

24 A Right.

25 Q -- who were terminated for falsifying sales?

1 A No.

2 Q Disciplined for falsifying sales?

3 A Three of them were sales and one of them was  
4 a combination sales and --

5 Q Repair?

6 A Basically, repair, yeah. Padding the bill is  
7 what we call it. Showing work to cover his hours that  
8 he wasn't on the job. We call it other things, but,  
9 you know, we'll keep it nice.

10 Q The next question is, then, the people that  
11 had accrued all these false sales, did that go toward  
12 your getting the cruise, the award of the cruise, did  
13 that count into the --

14 A I have no idea. I would say no. I didn't  
15 win the cruise, by the way.

16 Q Oh. How did you come to go then?

17 A Because nobody else went. It's a pecking  
18 order. I actually was third place. And you either  
19 took it or didn't take it. And the other two, one  
20 didn't like the water and the other one didn't like  
21 people. (Laughter)

22 Q And you liked water and liked people, so you  
23 got to go?

24 A Yeah.

25 A Okay. So in that case I guess you could say

1 I never really got anything except by default.

2 Q Were you disciplined at all for your  
3 supervision of these people who falsified sales?

4 A No.

5 Q Okay. Were you involved in any investigation  
6 other than just personal? Did it go beyond you, the  
7 investigation? Did security get involved?

8 A Yes, they did. Not on all of them. They got  
9 involved on, I believe,

10 Q All right. Did you bring security in or did  
11 someone else tell you security was coming to  
12 investigate?

13 A I think on I think  
14 security came in. I think they got the complaint on  
15 that one.

16 Q Okay. And then notified you that there was a  
17 problem.

18 A Right.

19 Q And then you brought whatever investigation  
20 -- how did you contribute to that? Did you contribute  
21 to that investigation?

22 A Oh, yeah. I worked with them, provided them  
23 anything they needed, you know, in relation to any type  
24 of documents that we had, interviews with them. And  
25 then finally get their report and go through it with my

1 bosses and make a decision. And then I'm the one that  
2 terminates them. Security doesn't.

3 Q All right. Did you find during this time  
4 when your people were involved in sales that you were  
5 having trouble covering your force-to-load on repair  
6 and installation because your people were so involved  
7 in sales?

8 A No.

9 Q Did you have any trouble in meeting your  
10 out-of-service index?

11 A Nothing to do with sales had anything to do  
12 with it.

13 Q Okay. But you have had maybe some trouble in  
14 the past in meeting the out-of-service index?

15 A I think we're having trouble right now.

16 Q Okay. What would that be caused by?

17 A More work than you have people to do it.

18 Q Has that always been the case or is that just  
19 recently?

20 A No. It comes -- it goes with the weather a  
21 lot of times. You had a hurricane in here that wiped  
22 you right out. It takes care of all of your resources  
23 for all of your states.

24 Q Okay. Other than the hurricane, which is  
25 admittedly a unique experience for the Company, other

1 than that, have you had any experience with meeting the  
2 repair process with your force-to-load?

3 A Generally it's associated with, you know, a  
4 severe storm or something like that. Hopefully, no  
5 more like Andrew. We had another one here, I believe  
6 it was in March. I was on vacation when the -- I guess  
7 it's not nice to say in South Florida -- the blizzard.  
8 It took care of the rest of the portion of us, but, you  
9 know, farther up in, you know, Alabama, Georgia, and  
10 North Carolina, stuff like that.

11 Q Okay. Were you involved in any boiler rooms  
12 in the sales campaign? Were you aware of them?

13 A I'll have to ask you the same question that  
14 was asked before when they asked me about boiler rooms.  
15 What's your interpretation of boiler rooms?

16 Q Take a bunch of people and put them in a room  
17 with a bunch of phones and tell them to start calling  
18 and making sales.

19 A Okay. In that case, yes.

20 Q All right. And where was that?

21 A In Miami Metro.

22 Q And who was in charge of that?

23 A I'm not quite sure, you know, as far as an  
24 individual.

25 Q Was it a manager put in charge?

1 A It definitely would be a manager, yes.

2 Q Would Rudy Leon have been involved in that?

3 A I don't think when Rudy was there there were  
4 any sales going on at the time at all. He was only  
5 there a short period of time. In fact, it might not  
6 even have been a year.

7 Q Okay. Who was before Rudy? Who preceded  
8 Rudy as a Pay Grade 6 operations manager?

9 A It was John Benedict, and he was a Pay Grade  
10 7.

11 Q B-E-N-E-D-I-C-K, T?

12 A T.

13 Q D-I-C-T?

14 A Right.

15 Q Okay. And he was a Pay Grade 7?

16 A Right.

17 Q Was Mr. Benedict involved in the boiler room?

18 A I could say involved, I guess he was, yeah.

19 Q Okay. Do you know if he was in charge of the  
20 boiler room, of setting it up?

21 A As far as directly in charge, I don't know  
22 that for a fact, no. He's got 300 or 400 people  
23 working for him.

24 Q Do you know if Ms. Isenhour knew about it?

25 A I don't know if she did or not, no.

1 Q How did you know about it?

2 A I've talked to them every morning, usually.

3 Q Mr. Benedict, you mean?

4 A No, the boiler room. I stopped in there and  
5 talked to them.

6 Q Who was there when you talked to them?

7 A I have no idea now.

8 Q You can't remember one single conversation in  
9 the boiler room --

10 A I can remember the conversations, but I can't  
11 remember the people who were there.

12 Q About how many people would be there?

13 A Anywhere from a couple to six or eight, or  
14 something like that.

15 Q Would they be primarily maintenance  
16 administrators or service techs?

17 A It could have been a combination of either  
18 one.

19 Q Were there any business office sales persons  
20 there?

21 A No.

22 Q So they were all people dedicated to  
23 installation and repair in the boiler room?

24 A I believe so, yes.

25 Q Would that also be the manager whose name you

1 can't remember?

2 A Would he be dedicated? Is that -- they were  
3 all out of the Network Department, yes, so I guess,  
4 yes.

5 Q So it would be somebody associated with  
6 network?

7 A Right.

8 Q Was it male or female?

9 A We didn't have an individual that was, say,  
10 directly that was their office. You know, you had an  
11 overseer, if that's --

12 Q Okay. Do you remember the overseer?

13 A Yeah. Me.

14 Q Okay. So you were in charge or the overseer?  
15 Let me say not in charge, but you were the overseer of  
16 the boiler room yourself, personally.

17 A I guess you could say I was, yeah.

18 Q All right. Then would that make your Pay  
19 Grade 7, or your manager directly above you responsible  
20 then, also, for the boiler room?

21 A He's responsible for everything that goes on  
22 underneath him, yeah.

23 Q Okay. And how long did this boiler room  
24 operate?

25 A A short period of time. I really couldn't

1 give you a --

2 Q A year?

3 A No.

4 Q Less than a year, more than a year?

5 A No, long less than a year, yes. Maybe a  
6 month.

7 Q Five months?

8 A No. Maybe a month

9 Q Why did it stop?

10 A Well, it was nonproductive. It was something  
11 to get out of. We didn't have a threshold or a number  
12 or a numerical number, if you didn't do this many you  
13 were failing to meet a quota or something like that.  
14 It was a bunch of people that got together, that  
15 volunteered to try to do something in the sales effort,  
16 and it became a social club with very little benefit to  
17 the Company and was done away with.

18 Q However, it made enough money that an award  
19 was given for a cruise. Didn't that take a lot of  
20 points?

21 A I have no idea --

22 MR. ANTHONY: Wait a second. I am going to  
23 object because there's no predicate that the award of  
24 the cruise relates to that boiler room. There's  
25 nothing in the record that says that.

1                   WITNESS CHASTEEN: I was going to answer  
2 that, too.

3           Q        (By Ms. Richardson) Okay. Does the cruise  
4 relate to the boiler room?

5           A        Not as far as I know it doesn't.

6           Q        Were you given any awards or citations,  
7 merits, whatever, for the work that was done in the  
8 boiler room?

9           A        None.

10          Q        Okay. Let me switch gears here for a minute  
11 then. Let's go over to the repair side.

12                   And you have already cited two or three  
13 incidents of individual people who have falsified  
14 repair records and that you fired. Okay. I don't want  
15 to talk about them anymore, so my questions are going  
16 to relate to other incidences that you may or may not  
17 know of.

18          A        Okay.

19          Q        Okay. Either in your work in Miami Metro  
20 and/or North Dade, and if you would specify which one,  
21 if it applies, do you know of a practice of creating  
22 fictitious trouble reports in order to meet the  
23 out-of-service-over-24-hour index?

24          A        No, I don't.

25          Q        Do you know what it means to build the base?

1 Have you ever heard --

2 A Yes.

3 Q What have you heard about building the base?

4 A Do I -- same thing you just asked me, do I  
5 know what it means, and I was told what it meant.

6 Q Told by who?

7 A Just basically, it has to do with numbers.  
8 If you take 10% of ten, then that's one, if you take  
9 10% of a hundred -- so if we're looking at percentage  
10 -- if you had two mistakes out of 10, you're 20%; two  
11 out of 100 is 2%. So that's building the base. If you  
12 only had ten, then 90 would be building the base.  
13 That's how it was explained to me. If that's wrong,  
14 then explain it again.

15 Q No. I want to go with what you understand.  
16 Now, I'd like to know who explained it to you.

17 MR. ANTHONY: Wait a second. To the extent  
18 that it was explained to you by a lawyer in any  
19 interview with you, I'm going to instruct you not to  
20 answer the question based on privilege. To the extent  
21 that you learned it from some other source, you're free  
22 to answer the question. Okay, Mr. Chasteen?

23 WITNESS CHASTEEN: No, I did not learn it  
24 from a lawyer.

25 MR. ANTHONY: Okay.

1 Q (By Ms. Richardson) Who instructed you on  
2 building the base or explained it to you?

3 A One of the lawyers, one of our lawyers. Now,  
4 which one it was --

5 MR. ANTHONY: Wait a second, Mr. Chasteen. If  
6 one of Southern Bell's lawyers discussed it with you, I'm  
7 instructing you not to answer Ms. Richardson's questions  
8 based on privilege.

9 WITNESS CHASTEEN: Okay.

10 Q (By Ms. Richardson) Okay. Now, just to go  
11 through the formality of this, Mr. Chasteen, you have  
12 been instructed not to answer my question. Do you have  
13 knowledge that is relevant to the question I asked.  
14 "Yes" or "no".

15 MR. ANTHONY: The question was who discussed  
16 the topic with him.

17 MS. RICHARDSON: Yes.

18 MR. ANTHONY: And I'm saying, to the extent --

19 MS. RICHARDSON: You raised an objection, and  
20 I need to know if he has information "yes" or "no," and  
21 then if he's refusing to answer, because only he can  
22 testify. And I need to have that in the record.

23 MR. ANTHONY: He's already said that he was  
24 told about it. I said to the extent it comes from a  
25 lawyer, he's not to answer.

1 MS. RICHARDSON: Okay.

2 Q (By Ms. Richardson) Then are you refusing to  
3 answer my question, based upon --

4 A No, I'm going to answer your question. And  
5 he's not going to like it.

6 MR. ANTHONY: No, you're not going to answer  
7 the question.

8 WITNESS CHASTEEN: Let me just explain  
9 something.

10 MR. ANTHONY: If it has to with an interview --

11 WITNESS CHASTEEN: I'm not going to get into  
12 it. I'm just going to answer. A lawyer did exactly  
13 what you're doing. I don't remember who he was.

14 MR. ANTHONY: Okay, Mr. Chasteen, any  
15 discussions between you and the Company's lawyers are  
16 privileged. I'm instructing you now --

17 WITNESS CHASTEEN: I just told her.

18 MR. ANTHONY: I'm instructing you not to  
19 discuss those conversations. It's privileged; it's the  
20 Company's privilege. The Company is telling you not to  
21 discuss that with Ms. Richardson. Okay?

22 WITNESS CHASTEEN: Okay.

23 MR. ANTHONY: Thank you.

24 Q (By Ms. Richardson) Now, Mr. Chasteen,  
25 outside of any conversations you had, okay, or any

1 information that an attorney may have told you, I don't  
2 want to know what the attorney told you, okay.

3 A Okay.

4 Q Get that set aside. Okay, Mr. Anthony's  
5 objection relates to what the attorney told you.  
6 Outside of that --

7 MR. ANTHONY: Or what he told the attorney.  
8 Both are privileged. You can ask any underlying  
9 knowledge, but the subject matter of that conversation  
10 is privileged. I am going to instruct him not to  
11 answer. Now, you can ask him about the details, any  
12 other knowledge he has. And he can tell you separately  
13 what knowledge he has, even if he told the lawyers. He  
14 just can't tell you what he told the lawyers. Am I  
15 making myself clear? I think you confused me.

16 MS. RICHARDSON: Yeah. I think we're finally  
17 in agreement on that. Let's see if we can do a  
18 hypothetical sample and see if we all understand and if  
19 Mr. Chasteen understands, because he's the main one.

20 Q (By Ms. Richardson) All right. Let's take  
21 just as a hypothetical, if you had a supervisor tell  
22 you in 1988 to back up the time on out-of-service  
23 reports to keep them from going over 24 hours, and that  
24 actually occurred, okay. Then you talked to a Company  
25 attorney in 1992. All right. And you had this

1 discussion where you told the Company attorney that  
2 your supervisor in '88 told you to back up the times  
3 and you did so. Okay. Now, today, I'm asking you a  
4 question, has a supervisor or anyone ever told you to  
5 back up the times? Mr. Anthony raises an  
6 attorney-client privilege objection, okay.

7 Can you answer my question or not? Is your  
8 understanding of the privilege that whether or not you  
9 can answer my question?

10 MR. ANTHONY: Let me explain to you. If Ms.  
11 Richardson asks you did anybody tell you to back up the  
12 time, you can answer that question. You simply cannot  
13 relate what you told the lawyer or what the lawyer told  
14 you, okay?

15 MS. RICHARDSON: And so if I ask you then --  
16 I don't ask you what did you tell Mr. Anthony, I ask  
17 you do you know of anyone who has ever instructed you  
18 to back up the time, would you feel free to answer my  
19 question?

20 WITNESS CHASTEEN: Sure.

21 MS. RICHARDSON: Okay.

22 MR. ANTHONY: And, of course, that question  
23 was just a hypothetical. It doesn't assume that you  
24 know of any such thing.

25 WITNESS CHASTEEN: I don't know why you all

1 are getting -- I thought the only question you asked me  
2 was did I understand what building the base was.

3 Q (By Ms. Richardson) That's where we are  
4 right now, and let's go back to it.

5 A And I said, "Yes, I do now."

6 Q Okay. Let's go back to it.

7 A Let's start off from there, and now let's go  
8 somewhere.

9 Q Good. Thank you.

10 All right. Now that we've finished with our  
11 little legalese.

12 Outside of any discussions that you've had  
13 with company counsel and the three individuals that  
14 you've named, are you aware of anyone who has created  
15 fictitious trouble reports in order to build the base?

16 A No.

17 Q Okay.

18 MR. ANTHONY: I'm sorry. Can we just -- my  
19 understanding was there were two individuals that  
20 Mr. Chasteen named who had false trouble reports? Mr.

21

22 WITNESS CHASTEEN: Three. One had a  
23 combination, right?

24 MS. RICHARDSON: He couldn't remember the  
25 name.

1 MR. ANTHONY: Who is the combination?

2 WITNESS CHASTEEN: I gave you the names of  
3 them.

4 MS. RICHARDSON: Did you give me all three?

5 MR. ANTHONY: Who is the combination. I'm  
6 sorry.

7 WITNESS CHASTEEN: is your  
8 combination.

9 Q (By Ms. Richardson) Thank you

10 A , and were 100%  
11 falsifying customer reports, period. Whether they were  
12 -- I guess they were repair, yeah, because that's what  
13 they said, they fixed something.

14 Q How can you create a fictitious trouble  
15 report? How can that be done? Do you have any idea?

16 A What you can do is call repair yourself and  
17 say, "I'm having trouble with my phone," such and such  
18 and such, and that creates a trouble report. I can  
19 call one in on yours.

20 Q So you could call a trouble in on anybody's  
21 number, essentially, and create a report.

22 A Right.

23 Q How would you be guaranteed that that would  
24 be assigned to you if you're outside person, that you  
25 would get to work on it?

1           A     You can't today, but you used to be able to  
2 call and say "I'm working on" -- say, "Mr. Chasteen's  
3 phone. The neighbor comes out saying they are having  
4 trouble with their phone. Would you see if you have a  
5 report." They'd say, "Yeah, I've got one right here.  
6 Could you preassign that one to me." It's not called  
7 preassign; it's called something else now.

8           Q     Predispatch out, pending dispatch?

9           A     It means the same thing. In other words,  
10 they are going to give it to you. When you go through  
11 your computer it will be there waiting on you.

12          Q     Okay. Are you aware of the rule that the  
13 Company has to clear out-of-service reports within 24  
14 hours?

15          A     Yes, I am.

16          Q     To at least 95% of the time?

17          A     Right.

18          Q     All right. Were you given statuses on  
19 whether or not you were meeting that objective?

20          A     Yes.

21          Q     And how often was that done?

22          A     On an average once a week, probably.

23          Q     Once a week. And who would give you the  
24 status.

25          A     Somebody in the maintenance center would send

1 it to us.

2 Q Okay. Would it be your immediate supervisor  
3 or just whoever is in charge at the maintenance center  
4 of these kind of reports?

5 A It's faxed to us, so I wouldn't -- you know,

6 Q Okay. Was any emphasis ever placed on your  
7 meeting the index?

8 A Oh, there's emphasis based on all of your  
9 indexes.

10 Q Okay. Were you ever given any directions --  
11 let me back up.

12 When you were given this report, did you ever  
13 miss the index? Were you ever told that you had missed  
14 the index?

15 A Of course.

16 Q All right. And were you told to explain why  
17 you missed the index?

18 A We discussed them in, you know, our staff  
19 meetings and all of that as far as every index that we  
20 have.

21 Q Okay. Are you familiar with disposition and  
22 cause codes?

23 A Yes, I am

24 Q All right. Can you just generally tell me  
25 what your understanding of the disposition and a cause

1 code is?

2 A One is what's wrong with it, and one is what  
3 caused it on the maintenance side.

4 Q All right. And are those codes loaded or  
5 input at some point on a trouble report?

6 A On the completion of it, yes.

7 Q On the completion. All right. And are you  
8 aware of any disposition and cause codes that would  
9 exclude a trouble report from being counted in that  
10 out-of-service index?

11 A There are some, yes.

12 Q All right. Can you identify any of them?  
13 Not by number but just by general description?

14 A I'm trying to think what they are. Some have  
15 to do with customer action, I believe, and the others  
16 are acts of nature or God, or something. I'm not quite  
17 sure.

18 Q Flood?

19 A It may very well be.

20 Q Okay. Have you ever had anyone instruct you  
21 to use exclude codes in order to prevent a report from  
22 being counted in the out-of-service?

23 A No.

24 Q Have you heard the term "backing up the  
25 time"?

1 A Yes, I have.

2 Q And in what context have you heard that  
3 particular term?

4 A I read it in the newspaper, for one.

5 Q Okay. Are you familiar with anyone who has  
6 purposely, intentionally backed up a clearing time so  
7 that a trouble report wouldn't go out-of-service-over-  
8 24-hours?

9 A No, I'm not.

10 Q Have you ever instructed anyone to do that?

11 A To do what?

12 Q To back up the time on purpose to keep a  
13 report from going out of service over 24-hours?

14 A No.

15 Q Has anyone ever told you to do that?

16 A No, they haven't.

17 Q Have you ever been inside the maintenance  
18 center?

19 A Oh, yeah. I was inside for about -- I was,  
20 probably, six to eight months I was in charge of what  
21 used to be the beach until it shut down.

22 Q Okay. Were there ever days when individual  
23 MAs or STs were told that there would not be any  
24 out-of-services today, don't status any out-of-service?

25 A No.

1 Q Do you know whether or not when a phone goes  
2 out of service over 24 hours that that customer is due  
3 a rebate or not for that?

4 A Do I know if they are? Yeah, they are.

5 Q They are. Would an exclude code, one of  
6 those excludable disposition and cause codes prevent  
7 that rebate, do you know?

8 A Yes, it would.

9 Q Okay. Do you know of anyone who has  
10 intentionally improperly statused out-of-service  
11 reports in order to meet that particular index?

12 A No, I don't.

13 Q Okay. Do you know of anyone who has ever  
14 instructed their people to do so?

15 A No, I don't.

16 Q Have you ever instructed anyone to do so,  
17 improperly status a report in order to meet the index?

18 A No, ma'am.

19 Q Are you familiar with autoscreener rules?

20 A No, not the rules. I know what autoscreener  
21 is.

22 Q Okay. What's you're understanding of what  
23 autoscreener is?

24 A It's a mechanized system that looks at a  
25 trouble report and handles it without human

1 intervention.

2 Q Okay. Does it screen a report? Does it  
3 determine whether it's out-of-service or in service?

4 A That's all I can tell you about it. That's  
5 all I know.

6 Q Okay. So, then, it bypasses the MA station  
7 and goes directly to your people?

8 A Right.

9 Q Okay. Do you get those autoscreener reports  
10 differently than you do the ones that come through the  
11 MAs who screen?

12 A You mean the process you're asking me?

13 Q Yeah.

14 A Well, I would think the fact that one is  
15 mechanized, that it's not touched by humans and the  
16 other one is, is the only difference I know of.

17 Q Okay. But they come to you through the same  
18 pipeline? In other words, you get them off the same  
19 screen. You don't know necessarily --

20 A You mean whether it was human screened or --

21 Q Right.

22 A I wouldn't know that, no. There may be  
23 something on there to tell you but -- I have no idea.

24 Q Okay. You said you worked with cable for  
25 about a year.

1 A Right.

2 Q Okay. In working with cable, are cable  
3 reports generally statused out-of-service or affecting  
4 service up front?

5 A It depends on the trouble report, how the  
6 customer reports it as to whether it's out-of-service  
7 or not.

8 Q Okay. In your experience do most of them  
9 come to you as out-of-service, most of the cable?

10 A Most of them in the cable repair end of the  
11 business, yes.

12 Q They get dispatched as out-of-service. You  
13 don't close them out as out-of-service.

14 A Well, they are not out-of-service when we  
15 close them out. Are you trying to trick me here?

16 Q No.

17 A I'm not quite sure what you're asking there.

18 Q All right. Let me rephrase the question.

19 A You call me and somebody has cut the cable  
20 and you're out of service. When they're dispatched on  
21 it it's out-of-service; when they close it out you're  
22 back in service.

23 Q Okay. When the trouble report is statused  
24 when it comes to you, is it generally already statused  
25 as out-of-service or is that something your cable

1 people would do after they've been ot there and looked  
2 at it?

3 A No, it should be statused before you get it.

4 Q Before you get it.

5 A Right.

6 Q Okay. Mr. Chasteen, I have an exhibit here,  
7 I'll give you copy so you can take a look at it.

8 Before we get to that, I want to backtrack for just a  
9 minute and see if you know.

10 On the boiler room, I asked you lot of  
11 questions about recording time, work time and so on.  
12 Do you know in the boiler room if there was any special  
13 reporting of time? How those individuals in the boiler  
14 room reported their time?

15 A I don't know for a fact, no.

16 Q Okay. Since you were the overseer, were you  
17 given any directions on telling people how to record  
18 their time that they spent in the boiler room?

19 A I don't remember at all, no.

20 Q Okay. Do you know if they were recording  
21 their time to repair or installation?

22 A I didn't look at their time sheets, so I have  
23 no idea what they recorded.

24 Q Okay. All right. Looking at the exhibit,  
25 which has your name handwritten in the upper left-hand

1 corner, and has a title of "No Access Maintenance  
2 Troubles," okay, is that your name, Dave Chasteen, is  
3 that you?

4 A Yes, it is.

5 Q Okay. Have you seen this memo before?

6 A I probably have. I couldn't, you know --

7 Q Okay. Who is it from?

8 A Ronnie Brent.

9 Q Ronnie Brent.

10 A Right.

11 Q Okay. And who is Mr. Ronnie Brent?

12 A I was a Level 5 in charge of the maintenance  
13 center at Miami Metro.

14 Q Okay.

15 THE REPORTER: Do you want to mark this?

16 MS. RICHARDSON: Please, Exhibit 1. We'll  
17 mark it as Exhibit 1.

18 (Deposition Exhibit No. 1 marked for  
19 identification.)

20 Q (By Ms. Richardson) All right. And it has  
21 some information in there about no-access service  
22 orders. And I'm reading from the last two photographs;  
23 "If you get a service order through your CAT that has a  
24 p.m. access time and it is in the a.m., call an MA to  
25 take the service order back. If it is a valid NAS or

1 no access, you make the commitment time, NAS the  
2 service order in your CAT." Can you explain what Mr.  
3 Brent is telling you to do there?

4 A Well, it says here, "If you receive a service  
5 order through your CAT," that's a craft access  
6 terminal, that's what we call a CAT. That's any piece  
7 of hardware that you have that allows you to access the  
8 computer inside. If you get one with a p.m. access and  
9 it's in the a.m., then you can't no-access it and the  
10 customer doesn't expect you there until the p.m. They  
11 can't do anything with it, so you have to call an MA.  
12 She can remove it from you and then you can pick up  
13 your next trouble.

14 Q Okay.

15 A Let me keep going. Then it says now, if it's  
16 a valid no access, which means you go out there, it's a  
17 p.m., you go in the p.m. and the customer is not there,  
18 that's a valid no access. You no access and go through  
19 your normal procedures. That's what this is saying.

20 Q What happens to those, the statusing on those  
21 service orders when they get tossed back into the  
22 hopper? Do they just get held again and sent to  
23 another pending dispatch --

24 A You have got two different service orders  
25 there, so which one do you want?

1 Q Okay. The a.m., when you're not no accessing  
2 it; you're sending it back, you're having the MA take  
3 it back.

4 A Okay. So you have gone out mistakenly in the  
5 a.m. and it's a p.m. access? She will take it back,  
6 and it will be put back in the pool in the p.m.

7 Q All right. Would it count as your having  
8 made the commitment if you called it up in your CAT in  
9 the morning?

10 A No. You can't make a commitment in p.m., you  
11 can't no-access prior to the -- it's like, unless I'm  
12 not explaining myself.

13 Q No.

14 A You can't no-access something unless -- if  
15 you are there prior to when the customer expects you.

16 Q Okay. In terms of the CAT script, when is it  
17 determined, at what point is it determined, when you  
18 pull that trouble up on your CAT, that you have met the  
19 commitment? That the CAT can count that as a  
20 commitment met and not a missed appointment?

21 A When you have completed it and closed it out.

22 Q Okay. So you actually have to clear it. I  
23 mean not clear it, because this is a service order,  
24 actually install it and have dial tone before the  
25 commitment is considered met?

1           A     Right. And you close it out and ask for your  
2 next task.

3           Q     All right. That last sentence, "Any  
4 maintenance trouble with a future due date status it to  
5 no access."

6           A     Where are we at?

7           Q     The last sentence.

8           A     Oh, okay. Way down there.

9           Q     Way down at the bottom. Can you explain that  
10 to me?

11          A     In the maintenance world, when we talk to the  
12 customer, we don't give you a calendar date on a  
13 trouble. We advise you that we will have your trouble  
14 fixed by 5:00, by this. It doesn't say that we're  
15 going to be there at 5:00. We're going to have you  
16 back in service by 5:00. So your commitment in that  
17 case would be 5:00, you may finish it. You may be  
18 there at 11:00 in the morning to try to do this, and if  
19 we locate and the trouble is inside, is what they are  
20 telling you, then you've made your commitment.

21          Q     Okay. What's a "future due date status"  
22 then?

23          A     That has to do with service orders. A  
24 service order has a specific date. It says "I'll be  
25 there Thursday," whatever Thursday is of this week. It

1 doesn't say that I'll be there Wednesday. It says I'll  
2 next task.

3 Q All right. That last sentence, "Any  
4 maintenance trouble with a future due date status it to  
5 no access."

6 A Where are we at?

7 Q The last sentence.

8 A Oh, okay. Way down there.

9 Q Way down at the bottom. Can you explain that  
10 to me?

11 A In the maintenance world, when we talk to the  
12 customer, we don't give you a calendar date on a  
13 trouble. We advise you that we will have your trouble  
14 fixed by 5:00, by this. It doesn't say that we're  
15 going to be there at 5:00. We're going to have you  
16 back in service by 5:00. So your commitment in that  
17 case would be 5:00, you may finish it. You may be  
18 there at 11:00 in the morning to try to do this, and if  
19 we locate and the trouble is inside, is what they are  
20 telling you, then you've made your commitment.

21 Q Okay. What's a "future due date status"  
22 then?

23 A That has to do with service orders. A  
24 service order has a specific date. It says "I'll be  
25 there Thursday," whatever Thursday is of this week. It

1 say, 5:00. So if I show up at 11:00 in the morning,  
2 that's what this is saying, on the date with a  
3 commitment of 5:00 in the afternoon and we find the  
4 trouble inside your house, then this is what it's  
5 telling you to close it out. And it says we've made  
6 our commitment.

7 Q Okay. And then that last line, then, really  
8 refers to what you're talking about. It has nothing to  
9 do with installation necessarily?

10 A Right, it's trouble.

11 Q It's strictly trouble. Okay.

12 A Did I lose you or do you want to try it  
13 again?

14 Q No. Give me a second to take a thought here.  
15 What I'm trying to figure out is if they had a future  
16 due date why it wouldn't be CON, C-O-N, instead of no  
17 access.

18 A I don't know what CON means.

19 Q Okay. Are you familiar with routine days and  
20 nonroutine days or no routine days; routining of  
21 trouble?

22 A No.

23 Q Would you consider some work to be routine,  
24 maybe tree trimming?

25 A We don't trim trees.

1 Q You don't trim trees. That's a special  
2 organization with the Company that does that?

3 A We don't trim trees, except for right-of-ways  
4 and stuff like that. And it has nothing to do with the  
5 Company. It's an outside contractor that does it.

6 Q Well, what about if a tree is hanging over a  
7 wire and it's about to, maybe a limb fall on it, that  
8 kind of thing?

9 A If it's in your yard, that's your  
10 responsibility, not the Company's.

11 Q Okay. What about routining a protector?

12 A We do that. They are supposed to do that  
13 every time they visit one.

14 Q Okay. When you clear, your people are  
15 outside and they've cleared a report, do they close it  
16 at the same time?

17 A I would say no. It's impossible, first of  
18 all, to do it at the same time.

19 Q You mean physically impossible with a CAT?  
20 It's a two-step process?

21 A Right. Well, you don't clear anything with a  
22 CAT. That's information that you provide the computer  
23 back and forth, and it says, "I did this." The  
24 computer provides you information; you provide the  
25 computer back information on the status of what you are

1 working on. It physically does nothing, except it's a  
2 trade of information.

3 Q Okay.

4 A So if I put up a -- if I establish service to  
5 you, then you could have service until I physically  
6 tell the computer that I did this and nothing changes  
7 as far as the statusing or anything like that, the  
8 information provided to the computer. When I say it's  
9 a two-step, you have to do something, then go in the  
10 computer and say that I did this work.

11 Q Okay. And when you go in the computer, would  
12 you enter the clear and close time at the same time?

13 A It's all the same time.

14 Q There's not two entries, there's only one  
15 entry is what you're saying?

16 A Right.

17 Q Okay. Has that always been the case?

18 A Oh, no.

19 Q Okay. Let's go back, then. When you were in  
20 Miami Metro were you working with the CAT at that time?

21 A We had them for five years or something. I'm  
22 not quite sure. We have had them for a few years,  
23 right.

24 Q Okay. So you had them when you were in the  
25 Miami Metro?

1           A     Right.

2           Q     All right.  And then when you finished the  
3 work, your people finished the work, what were they  
4 instructed to do on finishing the work with your CAT  
5 scripts to show that they had done the work?

6           A     Close it out.

7           Q     All right.  Entering, let's say -- did you  
8 have to enter -- when you called the script up to close  
9 this out, did you have to enter the exact date and time  
10 that it was  --

11          A     Do you want me to just answer what I think  
12 you're digging at through just real fast

13          Q     All right.

14          A     The old system had two:  cleared and closed.  
15 You had two times.  The new system has been  
16 eliminated, you only have one time.  Whenever you're  
17 finished, you close it out and you're ready for the  
18 next job.  That's the time that goes in there.  If you  
19 make a mistake, it still makes that time.

20                   Under the old system we had a clear and  
21 close.  What they were told, and I'm one of guys that  
22 told them -- remember, you have two times in there.  If  
23 you finish the trouble and reestablish your service and  
24 you have to do additional work, and cable is one of  
25 them.  We may have a cut cable we put back together.

1 Everybody in -- whoever it was cut and out of service  
2 now has service. But we may have to do splice work, we  
3 may have to fill a hole back up, whatever we have to  
4 do, which has nothing to do with the customer service.  
5 So there's two different times there.

6 I tell the same thing I've told to people, be  
7 aware of your commitment times. You may have a lousy  
8 job you're out there working on, you get finished right  
9 about noon. You're dirty, you're hot and sweaty. I'm  
10 going back to the office, and get cleaned up, eat lunch  
11 and close this thing out. Remember the time you gave  
12 these people service, which could have been noon, even  
13 though you closed it out at 1:00.

14 I've had people working for me, they call you  
15 the next morning and say, "Guess what? I'm on  
16 vacation. You know what I forgot to do? I've still  
17 got a damn trouble in my log." Give me all the  
18 information -- they may not talk to me, but they will  
19 talk to one of -- usually they don't talk to me. "They  
20 have service. I did this, this and this," and we take  
21 care of it and go through the computer. So, yeah, the  
22 time was backed up.

23 Q Okay. Generally, just as sort of a general  
24 in your experience, about how much lag time would there  
25 be between a clear and close, would you expect there to

1 be?

2 A Fifteen minutes probably on an average.

3 Q Okay. And that would be sort of the routine  
4 tests of splicing and covering --

5 A Well, you're doing your paper work and  
6 whatever, right.

7 Q Okay. What's the longest period of time that  
8 you've experienced?

9 A That I've experienced? Over the whole  
10 weekend.

11 Q Okay.

12 A Somebody calls you Monday and say they are on  
13 vacation, "Guess what? I had a trouble Friday or a  
14 service request and could you take care of it?"

15 Q Would that happen fairly frequently or would  
16 that be --

17 A They only do it once.

18 Q Okay.

19 A Okay. But with 200 or 300 people out there  
20 to say -- the individual wouldn't be frequent. The  
21 occasions may be frequent. Okay.

22 A Okay.

23 A Does that answer what you were looking for?

24 Q Uh-huh. I think so.

25 Did you have occasion to see people who would

1 take out-of-service reports and close them out within  
2 the 24-hour period and then within, say, five minutes  
3 to a hour open an employee-originated report in order  
4 to finish the work?

5 A Not to my knowledge, no.

6 Q Okay.

7 Q Have you ever heard of anyone giving  
8 instructions to do that?

9 A No.

10 Q Okay. Do you know of anyone who has ever  
11 used another person's employee code to status work?

12 A Not on purpose, no.

13 Q Are you familiar with the test-OK status?

14 A I know what it means.

15 Q Okay. And what, generally, does it mean to  
16 you?

17 A It means where a customer might have had a  
18 report and we tested it and we find no trouble.

19 Q Okay. Is it -- would it be proper for  
20 test-OKs to be closed out as out as out-of-service?

21 A Would it be proper for them? A test-OK to me  
22 is a test okay. Whether it was proper -- you mean it  
23 was already stasured?

24 Q No, it wasn't. It was an affecting service  
25 and it was a test-OK. Now, would it be proper to take

1 it and status it as an out-of-service?

2 A You're asking me would we change it  
3 out-of-service to -- no.

4 Q Affecting service to an out-of-service when  
5 it was test-OK.

6 A No.

7 Q Okay. Do you know of anyone who has taken  
8 test-OK reports and changed them to out-of-service?

9 A No.

10 Q Okay. Do you know whether or not it's  
11 possible to exclude a report?

12 A Yes, I do.

13 Q Under what conditions would you exclude a  
14 report?

15 A I'd have to get the book out and read it to  
16 you. There are conditions; third-party calls.  
17 Somebody that works in the test center could tell you,  
18 but I do know there is a process you go through or a  
19 practice associated with excludable.

20 Q Would it be proper to exclude an  
21 out-of-service report?

22 A I don't have the practice in front of me, so  
23 I don't know.

24 Q Okay.

25 A I only handle -- my job is with dispatch

1 troubles to the field, okay.

2 Q All right. Do you ever have occasion with  
3 your field forces or do your field forces ever have  
4 occasion to exclude reports when they close them out?

5 A No, they can't.

6 Q Okay. In terms of using a CAT and clearing,  
7 when you get through, when your outside person has  
8 cleared the report, does he test that report to make  
9 sure the lines were working?

10 A It's an automatic test.

11 Q It's an automatic test.

12 A Right.

13 Q Does he run that test right off the  
14 customer's line? Or does he go out to an outside --

15 A No, no, it has to be on the customer's line.

16 Q Has to be?

17 A Yeah.

18 Q Okay. Is it possible at all to close out a  
19 trouble report using someone else's phone number to  
20 dial into the system?

21 A I can give you a trouble report, and you can  
22 close it out right here from Orlando's trouble.

23 Q Okay.

24 A Okay. I'm not quite sure what you're saying.

25 Q All right.

1           A     It's an access to a computer. That's all it  
2 is. It's only a link for you to have access into a  
3 computer and provide this computer information. It's  
4 no different from you picking up that phone, calling  
5 your office and saying, "Write this down for me." The  
6 only difference, you're doing it through a computer.  
7 Or go next door and pick up that phone and call your  
8 office, and say, "Write this down for me." So I'm not  
9 quite sure if that answer is what you're looking for or  
10 not.

11                     The same reason I fired people for closing  
12 out troubles that didn't exist, so the computer has  
13 nothing to do with it. Or we're not on the same page.

14           MS. RICHARDSON: Mr. Chasteen, at this moment  
15 I don't think I can think of any more questions for  
16 you. If staff jogs my memory, then I may have one or  
17 two before you go, but we'll let Commission staff ask  
18 you some questions.

19                     WITNESS CHASTEEN: Before I go. You mean  
20 they do do something down here?

21           MS. RICHARDSON: Yes, other than listen, yes  
22 they do. And I appreciate it. Thank you very much, if  
23 I don't get a chance to say that.

24                                     EXAMINATION

25           BY MR. VINSON:

1 Q I've got just a few questions. I'll probably  
2 be very brief.

3 You mentioned that, I believe, in the  
4 and sales falsification that that was -- that  
5 those instances were brought to your attention by the  
6 security organization? That they discovered it and  
7 they came to you; is that correct?

8 A Right.

9 Q Okay. Do you recall how the security  
10 organization became aware of their activity?

11 A Somebody contacted them.

12 Q Okay. The somebody would be? A complaint,  
13 possibly?

14 A Of course.

15 Q Okay. So a customer complaint is most likely  
16 the way the security --

17 A Right. Somebody complained. I didn't get  
18 the information who complained and what the process  
19 was. I don't know if it was an employee that called  
20 them or a customer that called them or who called them.  
21 I'm sure it was brought out, but I don't remember.

22 Q Okay. And then at the time you were  
23 answering one of Ms. Richardson's questions, you were  
24 listing name and name. And I  
25 believe you said there seems like there was another

1 person?

2 A Right.

3 Q Okay. Could you tell me anything you  
4 remember about that?

5 A I gave it to her.

6 Q Okay. So that name was --

7 A One person, it was two did it both.

8 Q Okay.

9 A Trouble reports and sales.

10 MS. RICHARDSON:

11 A That's when I said there's somebody else.

12 That was

13 Q (By Mr. Vinson) Right.

14 At the time that these false sales were being  
15 reported by these three employees, were you, as their  
16 manager, receiving a report that gave you information  
17 on the level of their sales?

18 A No. They weren't doing it at the same time.

19 Q Okay. I believe and were after

20

21 A Right.

22 Q In time.

23 A Right.

24 Q Okay. In any of the three cases, were you  
25 receiving a periodic report that gave you the sales

1 results for those employees?

2 A We got monthly reports, right.

3 Q Is that the 2011 report? It doesn't matter  
4 the name of the report.

5 Okay. So as a result of receiving these  
6 updates, were you suspicious at all of the sales  
7 activity of these three employees?

8 A By looking at that report you're saying?

9 Q Right

10 A No.

11 Q Were they among of the sales leaders for the  
12 district or area?

13 A I don't remember.

14 Q Was there anything that you recall that was  
15 wrong with using a boiler room, as we've defined it, as  
16 far as the Company's procedures at the time?

17 A No.

18 Q So that actually using a bank of telephones  
19 and making outward-bound calls to customers was not  
20 against procedures that you understood at the time.

21 A No.

22 Q Do you recall if and did  
23 use that form of making sales, using the telephones  
24 from company facilities, calling out to customers?

25 A Two did and one didn't.

1 Q Okay. Which was which?

2 A didn't. The other two did.

3 Q So was in the field contacting  
4 customers in person?

5 A Right. No, the other two were not in a  
6 boiler room. They are individuals. They were  
7 full-time, I mean, that's all -- they were sick and  
8 hurt and couldn't work, that's what we call them. So  
9 that's what we had them doing, a little bit of  
10 everything. But they were inside. They were not doing  
11 their regular job.

12 Q But they were not in a boiler room; they were  
13 just using phones?

14 A Right.

15 Q Making calls but not through a boiler room,  
16 per se.

17 A No.

18 Q At the time that the -- let's just separate  
19 the incidences. At the time of violations,  
20 was there a policy, or guidelines, for managers to use  
21 to direct them in handling a fraudulent act on the part  
22 of an employee?

23 A I have been here 31 years and we have had  
24 guidelines on the same -- as far as how you can handle  
25 individuals, yes.

1 Q Okay. And what would the guidelines have  
2 been at that time?

3 A I mean we're talking a fat book on personnel  
4 responsibilities.

5 Q Okay.

6 A Guidelines, you know, you have labor relation  
7 guidelines, you have federal guidelines.

8 Q What was the first thing you can recall doing  
9 when you became aware that may have been  
10 involved in some unethical behavior?

11 A Repeat that.

12 Q What was the first thing that you can recall  
13 doing when you had reason to believe that --

14 A Do you want to record that or do you want me  
15 to just tell you exactly?

16 Q Exactly what you did.

17 A I said, "You've got to be shitting me."

18 Q To

19 A No.

20 Q Okay. Who were you talking to at the time?

21 A To his boss.

22 Q And that was whom?

23 A Jim Edie.

24 Q I'm sorry?

25 A Jim Edie, E-D-I-E.

1 Q E-D-I-E. And Mr. Edie came to you and said  
2 what?

3 A Well, he was standing right there.

4 Q And how did he tell you about the --

5 A No, no, I got it from security. Right.

6 Q Okay. And then you talked to Mr. Edie?

7 A Right.

8 Q Did he --

9 A You asked me what I said, and that's what I  
10 said.

11 Q Okay. Could you characterized your  
12 conversation with Mr. Edie, what you asked him, what  
13 information was exchanged?

14 A Basically, I just couldn't believe anybody  
15 would do that. This was about a year after I had fired  
16 which was well-known what he got fired from, and  
17 I didn't believe it. I mean, I believe it, don't get  
18 me wrong. It was just hard to fathom why it would  
19 happen.

20 Q How about the first incident with Mr. Jones,  
21 what was the first thing you did in that incident when  
22 you found out about it?

23 A Are you switching people or what?

24 Q Yes, I'm trying to close in on -- I'm trying  
25 to go back to the first person.

1 A You went back to the first person.

2 Q Now, I'm with the first person, right.

3 A Now, are you with is the person  
4 that security involved me in, and I talked to Jim Edie.

5 Q Okay.

6 A But then you asked me what about nd  
7 I'm --

8 Q Right. Jones was the one where you were  
9 talking to Mr. Edie?

10 A Right.

11 Q And let's go back to the first one, which  
12 would be

13 A Okay. You said back to

14 Q Right, I'm sorry.

15 A Okay.

16 Q We're at the first incidence with

17 What did you do when you first found  
18 out about that, the improper behavior that he was  
19 engaging in?

20 A and me have had a problem prior  
21 to this. I mean he has a -- he had a history of --  
22 he's got a track record, if that's what you want to  
23 call it, somebody that needs to be watched, and I  
24 happened to be watching him.

25 Q And through watching him you were able to

1 detect his sales violations?

2 A Right.

3 Q But did you also receive complaints from  
4 customers on

5 A No, not that I'm aware of. Maybe during the  
6 process, but I was way ahead of that process.

7 Q When you detected there was something wrong  
8 with sales activities, you did what?

9 A I'm going to give you the best I can do it.  
10 There was about a one-month time frame -- and  
11 you all are lawyers. I think some of you are. I know  
12 you are. You have to go through a process of basically  
13 you're innocent until proven guilty. I'm a manager. I  
14 have to make sure that, in fact, as a manager I've  
15 given you enough information - education, if you want  
16 to call it -- to do your job and do it correctly. It  
17 makes sure the corporation, in fact, has got their rear  
18 end covered, and that's what this is all about.

19 So I went back to him and I talked to his  
20 supervision, which is Stan Barnett. I brought him in  
21 and told him there seems to be a problem here, and I  
22 made sure that you know that you have to contact the  
23 customer. You have to make sure they are aware of what  
24 they are paying for. And, you know, to make a long  
25 story short he -- during the process there was a

1 lawsuit, and I believe it was PAC Tel that was sued  
2 like 1.2 million, or something. We got a flier  
3 associated with, basically, falsifying records, if you  
4 want to call it that, doing something.

5 In the process I gave him a copy of that --  
6 which he says I didn't -- and talked to him, you know,  
7 make sure your -- he said, oh, yeah there is no  
8 problem. We went through this and I started checking  
9 some of his work reports. I did some field visits.  
10 The process of elimination takes a little bit of -- a  
11 lot of leg work to make sure you, in fact, don't sit  
12 before a federal arbitrator and it looks like you have  
13 not -- don't have your ducks in a row, that you left a  
14 step out.

15 My argument has always been, you know, they  
16 can do anything they want, but if I miss 1 through 10,  
17 we lose it. I didn't lose that one. He ain't here.

18 Q Do you feel that the Company procedures on  
19 how to handle a situation like this prepared you well  
20 to resolve the situation?

21 A Oh, yeah. I think they do -- probably the  
22 best job they do in relation to how to handle labor  
23 problems is we have a number, we discuss it constantly.  
24 If I have a labor problem with you, what they give us  
25 is basically a feel of what the rest of the world is

1 doing. You know, we don't represent just South Florida  
2 here. And you have to get into mediation; you're  
3 talking about somebody that's dealt with a lot of labor  
4 organizations, and that's what you have to look for if  
5 you are going to start taking discipline. That's what  
6 I tried to explain to all my managers. If you are  
7 going to do something and start a guy down the road to  
8 eliminate him, you need to be prepared two years from  
9 now that you can't say, "Well, I don't remember." .  
10 Write it all down. So they do a good job of preparing  
11 us to do the dirty work, if you want to call it that.  
12 I think they do.

13 Q I have one other question completely  
14 unrelated.

15 When you were mentioning the ability to  
16 report a false trouble report and then have it assigned  
17 to yourself, let's say your service technician?

18 A Right.

19 Q And you said that you can't do that any  
20 longer, can you explain how that --

21 A The procedures were changed.

22 Q Okay. Could you elaborate on that a little  
23 bit?

24 A I can give you an overview, the best I know  
25 it.

1 Q Okay.

2 A Before you had a procedure, you could call in  
3 and just talk to you, and you would do it. Just say  
4 you happened to be my buddy, you could do it if you  
5 wanted to.

6 What they did, they took a group of people in  
7 there and empowered so many people. Everybody can't do  
8 it. You just can't say you five do it today, and you  
9 have five do it tomorrow. There is a regular  
10 procedure; only certain individuals can do it. And  
11 that's as simple as that.

12 I mean, there are a lot of processes that are  
13 also in the computer world that you can check to see,  
14 monitor to see if, in fact, it's being done correctly  
15 or not. And I'm sure you all know, you know, more  
16 about this probation that we're on, and there's -- you  
17 know, we just went through some audits. We're going  
18 through them constantly to see, in fact, that we are  
19 following the new procedures, the catch-alls if you  
20 want to call them.

21 Q Okay. So let's say a service tech was to  
22 call in a false trouble report, and he was to ask an MA  
23 at the maintenance center, "Now, go ahead and send this  
24 one out, dispatch this one out to me; I'm right there  
25 in the neighborhood." What would happen to prevent

1 that from being dispatched to that --

2 A You can't do it. I guess the computer locks  
3 them out. I don't know how. There's only certain  
4 functions in a computer they can allow anybody to do.  
5 I'm not a computer programmer, but, you know, you can  
6 allow certain individuals to do certain things and  
7 certain individuals not to do certain things. There's  
8 passwords and all of that.

9 MR. VINSON: Those are the only questions I  
10 have. Thank you.

11 MR. ANTHONY: Mr. Chasteen, I hate to do this  
12 to you. I have one question.

13 EXAMINATION

14 BY MR. ANTHONY:

15 Q In response to one of Ms. Richardson's  
16 questions, she was talking about test-OKs and  
17 out-of-service. I just want to clarify something. If  
18 a trouble report comes in and it tests okay, is it  
19 still possible that the customer may be out of service,  
20 even though it tests okay?

21 A Yeah.

22 Q Thank you. That's all I have.

23 A We only -- I'll elaborate. We only test the  
24 network. If you have a telephone that's defective,  
25 which is not causing any trouble -- you could have a

1 mounting cord, the dog bit it in half. Or, in my case,  
 2 my daughter's bird. So you call in and say, "My is  
 3 dead." We test it. The test will come back okay.  
 4 There's no trouble on the line. It's balanced. It  
 5 does everything up to the network that we're  
 6 responsible for. We wouldn't see your set -- you can  
 7 find the same thing. You could have one where you  
 8 unplugged your set. So, yeah, it could test-OK and  
 9 you'd be completely out of service.

10 MR. ANTHONY: Thank you, Mr. Chasteen.

11 (Whereupon, the deposition concluded at 1:10  
 12 p.m.)

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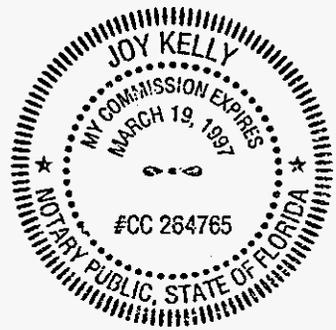
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C O U N T Y O F L E O N )

CERTIFICATE OF OATH

I, the undersigned authority, certify that  
CHARLIE DAVID CHASTEEN personally appeared before me  
and was duly sworn.

WITNESS CHASTEEN: my hand and official seal  
this 29 day of April, 1993.

  
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JOY KELLY  
Notary Public - State of Florida



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

3  
4 I, JOY KELLY, Official Commission Reporter  
and Registered Professional Reporter,  
5 DO HEREBY CERTIFY that I was authorized to  
and did stenographically report the foregoing  
deposition of CHARLIE DAVID CHASTEEN;

6 I FURTHER CERTIFY that this transcript,  
7 consisting of 81 pages, constitutes a true record of  
the testimony given by the witness.

8 I FURTHER CERTIFY that I am not a relative,  
employee, attorney or counsel of any of the parties,  
9 nor am I a relative or employee of any of the parties'  
attorney or counsel connected with the action, nor am I  
financially interested in the action.

10 DATED this 29 day of April, 1993.

11  
12   
13 JOY KELLY, CSR, RPR  
Chief Bureau of Reporting  
Telephone No. (904) 488-5981

14  
15  
16 STATE OF FLORIDA)  
: COUNTY OF LEON )

17  
18 The foregoing certificate was acknowledged  
before me this 29<sup>th</sup> day of April, 1993, by JOY  
19 KELLY, who is personally known to me.

20  
21   
22 PATRICIA A. CHURCH  
Notary Public - State of Florida  
23  
24  
25

Notary Public, State of Florida  
My Commission Expires April 20, 1995  
Bonded Thru Troy Fain - Insurance Inc.



1           this is to certify that I, CHARLIE DAVID CHASTEEN,  
 2 have read the foregoing transcription of my testimony,  
 3 Pages 6 through 81, given on April 19, 1993 in Docket  
 4 No. 910163-TL, and find the same to be true and  
 5 correct, with the exceptions, and/or corrections, if  
 6 any, as shown on the errata sheet attached hereto.

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*Charlie David Chasteen*  
 CHARLIE DAVID CHASTEEN

Sworn to and subscribed before me this

13<sup>th</sup> day of May, 1993

*Joanne P. Barry*  
 NOTARY PUBLIC

State of Florida

My Commission Expires:

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