

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the integrity of SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S repair service activities and reports.

DOCKET NO. 910727-TL

In re: Investigation into SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S complaine with Rule 25-4.110(2), F.A.C., Rebates.

FILED: 04/28/93

DEPOSITION OF:

WILLIAM L. WATERS

TAKEN AT THE INSTANCE OF:

The Staff of the Florida Public Service Commission

PLACE:

605 West Garden Street Pensacola, Florida 32501

TIME:

Commenced at 9:30 a.m. Concluded at 10:15 a.m.

DATE:

Tuesday, May 11, 1993

REPORTED BY:

Angela E. Harrell, CP, Registered Professional Reporter

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REGISTRATION/REPORTING

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APPEARANCES:

JANIS SUE RICHARDSON, Staff Counsel, 111 West Madison Street, Tallahassee, Florida 32399, Telephone No. (904) 488-9330, appearing on behalf of the Office of Public Counsel.

JEAN R. WILSON, Staff Counsel, Stan L. Greer, Engineer and Terrill Booker, Engineer, 101 East Gaines Street, Fletcher Building, Room 226, Tallahassee, Florida 32399, Telephone No. (904) 487-2740, appearing on behalf of the Florida Public Service Commission.

ROBERT G. BEATTY, Esquire, 150 West Flagler, Suite 1910, Miami, Florida 33130, Telephone No. (305) 530-5564, appearing on behalf of Southern Bell.

BURTON E. STRUBHAR, Esquire, 3298 Summit Boulevard, Suite 31-B, Telephone No. (904) 432-7001, appearing on behalf of William Waters.

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STIPULATION

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.

7

1 WHEREUPON,

2

WILLIAM L. WATERS

3 was called as a witness and after having been first duly  
4 sworn, was deposed and testified as follows:

5

6

## EXAMINATION

8

7 BY MS. RICHARDSON:

8 Q Would you please state your name and spell it  
9 for the reporter?

10 A William L. Waters, W-I-L-L-I-A-M, W-A-T-E-R-S.

11 Q Thank you. Your address?

12 A

13 Q Is that a company address?

14 A That's my address.

15 Q Okay. Is that in Pensacola?

16 A

17 Q Your zip code?

18 A

19 Q Your phone number?

20 A At home?

21 Q Yeah.

22 A

23 Q Are you represented by an attorney here today?

24 A Yes, ma'am.

25 Q I'll ask him to put his appearance on the

8 1 record.

2 MR. STRUBHAR: Burton Strubhar. B-U-R-T-O-N,  
3 S-T-R-U-B-H-A-R. My address is 3298 Summit Boulevard,  
4 Suite 31-B, Pensacola, Florida 32503.

5 MS. RICHARDSON: And your phone number?

6 MR. STRUBHAR: 904-432-7001.

7 BY MS. RICHARDSON:

8 Q Thank you. Mr. Waters, what's your position  
9 with the company?

10 A Cable repairman.

11 Q Cable repairman. How long have you done that?

12 A Out of thirty-eight years I probably done it  
13 about thirty-three.

14 Q So you've been with the company thirty-eight  
15 years?

16 A A little over, yes, ma'am.

17 Q Has all of that time been here in Pensacola?

18 A Uh-huh (affirmative), except a few trips out of  
19 town.

20 Q Have you talked to anyone about your deposition  
21 here today other than your attorney or the attorney for the  
22 company?

23 A Just hearsay. I heard them talking about it at  
24 work this morning, but I ain't really got no discussion, but  
25 I heard them talking about it.

8

1 Q Did you hear them talk about some of my  
2 questions, some of their answers?

3 A No, ma'am. The only one I heard was about the  
4 fellow that was here yesterday, the ex-boss Poucher being  
5 here.

6 Q Mr. Poucher may be here later this afternoon.  
7 You're going to miss him this morning.

8 A Good.

9 Q I'll tell him. Has anyone advised you that you  
10 would not be disciplined based on your answers here today?

11 A Yes, ma'am.

12 Q Has anyone told you about the possible criminal  
13 penalties that could apply if you perjure your testimony here  
14 today?

15 A Yes, ma'am.

16 Q Have you given a statement to a company  
17 investigator or attorney in the past?

18 A Yeah.

19 Q Can you remember when that was?

20 A You mean the year?

21 Q If you can, or about how long ago.

22 A No. It's been a couple of years ago probably at  
23 least. I don't remember. It's probably been a couple of  
24 years I would say.

25 Q And did you just give one statement or did you

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have to give it twice?

A I believe I come down here twice, I believe, seems like.

Q To this building where we're at?

A Yeah.

Q Do you know who you talked to the first time?

A Well, Mr. Stringer is one of them. It was a bunch of people here. They had different lawyers from Miami and everywhere. They was all down here.

Q Who is Mr. Stringer?

A He's our security man.

Q Was there anyone in the room other than security and attorneys for the company?

A I don't guess so. I can't answer that. But it was a bunch of them, but now I guess they was all here. I really don't know, but I guess so.

Q Are you in the union here?

A I was. I'm not now.

Q Was there someone from the union there?

A No.

Q Were any of your supervisors there?

A Same time I was?

Q Uh-huh (affirmative).

A I didn't see any.

Q What about the second time you gave a statement?



8

1 A No, ma'am, same thing. I didn't see them.

2 Q Just company attorneys and security people?

3 A And Craft people. I seen some of them waiting  
4 to go in, but no supervisors.

5 Q No one in the room with you, no other Craft with  
6 you?

7 A No.

8 Q Tell you what. I would like to know who your  
9 first-level manager is, Mr. Waters, right now.

10 A Right now, my immediate supervisor?

11 Q Yes.

12 A Mike Kelly.

13 Q Mike Kelly. How long has Mr. Kelly been your  
14 supervisor?

15 A Probably a year and a half, something like that.  
16 He come from Kentucky.

17 Q Okay. Who was it before Mr. Kelly?

18 A Malcolm Peacock.

19 Q Malcolm Peacock. How long was Mr. Peacock here?  
20 I've got it wrong. Is it Peacock, P-E-A-C-O-C-K?

21 A Yes.

22 Q How long was Mr. Peacock your first-level  
23 manager?

24 A I worked for him two or three different times,  
25 sometimes four, five months. I worked for everybody in

8           1       Pensacola, if you ask me, all of them. Because they change  
2           2       them every six months or two years or whatever.

3           Q       Okay. Let's go back to about 1980 and if you  
4           4       can do that and figure out who your managers, first level,  
5           5       were from about 1980 forward.

6           A       '80 to '84?

7           Q       Who was there from maybe '80 to '84?

9

8           A       You mean the head man?

9           Q       No. Your first level, the guy that directly  
10          10       supervised you.

11          A       I had probably ten in that time. And some of  
12          12       them twice or three times.

13          Q       Okay.

14          A       Let's see. I had Bob May. He died before then,  
15          15       I reckon. I had probably Donald Spencer. Johnny Lovelace.  
16          16       Teeters, Harold Martin, and Peacock throwed in there a time  
17          17       or two in between. Oh, Reaves. I guess that's about all I  
18          18       can remember. I don't know.

19          Q       What's Mr. Reaves' first name or is it Mrs.?

20          A       It's Mr. J.T. Reaves.

21          Q       Was that Osborne Teeters?

22          A       Yeah.

23          Q       I would like you to do just about the same thing  
24          24       for second levels. Who is your second-level manager?

25          A       Right now?

9

1 Q Yeah.

2 A Devito.

3 Q Is that Tony?

4 A Yeah.

5 Q How long has Mr. Devito been your second year  
6 manager?

7 A He probably hadn't been but a year, maybe a  
8 year. I don't know for how long.

9 Q Who was it before Mr. Devito then?

10 A Lord have mercy. I can't think of the name. I  
11 can't remember his name right now. I don't remember.

12 Q Okay. Can you remember any other second levels  
13 you had back to about 1980?

14 A Yeah, Ray Shoup.

15 Q S-H-O-U-P?

16 A I think it's S-H-U. I'm not sure. And I can  
17 see them all. I can't think of the name. It's been too  
18 long. Humphreys.

19 Q Bill Humphreys?

20 A Yeah, he was one. I just can't remember the  
21 names of the other people.

22 Q That's pretty good. Who is your operation  
23 manager right now?

24 A Right now?

25 Q Yes.

9           1           A           I guess Mr. Mann. No, Mr. St. Amant right now.

          2           Q           Was it Mr. Mann in the past?

          3           A           Mr. Mann and, I believe, Poucher.

          4           Q           Mr. Poucher?

          5           A           Mr. Mann. We have had a bunch of them too. I

          6           can't remember them either.

          7           Q           Okay. Now, I think you said you were a cable

          8           repairman?

          9           A           Yeah.

         10          Q           Tell me what you do, what your work involves.

         11          A           Right now?

         12          Q           Yes, sir.

         13          A           Right now for the last couple of years I been

         14          doing clearing defective repairs, CDR. I very seldom shoot

         15          trouble any more.

         16          Q           How long have you been clearing defective

         17          repairs?

         18          A           Probably steady past twenty-three years.

         19          Q           Is that considered rehab work?

         20          A           No, ma'am. This is like somebody wants a phone

         21          put in. They don't have a clear cable repair. We go out and

         22          clear one to put the phone in.

         23          Q           So it works with installation more than with

         24          repair?

         25          A           No. I work on cables. I repair them, but it's

9

1 not like I'm working on a customer report. It's nothing -- I  
2 don't go through a test board like MA's. Mine is like --  
3 it's no service involved until we give them service, new  
4 service.

5 Q All right. Before you were clearing defective  
6 repairs?

7 A I was clearing troubles. I was a cable splicer  
8 three different times..

9 Q All right. Shooting cable trouble. So would  
10 you receive a report from the maintenance center saying this  
11 line is out?

12 A Yes, ma'am.

13 Q Then they would dispatch you?

14 A Right.

15 Q All right. When you worked cable troubles, was  
16 that maybe from 1980 up to when you were doing clearing  
17 defectives?

18 A 1959 to then.

19 Q To the last two years sometime?

20 A Yeah.

21 Q Okay. Are you aware of the requirement that the  
22 company clear out-of-service reports within twenty-four hours  
23 at least ninety-five percent of the time?

24 A What again?

25 Q I didn't tell you this, but let me tell you if

9

1 you don't understand any question I ask you, say I don't know  
2 or please ask me again or say it different.

3 A Okay.

4 Q If at any time I say something and you decide  
5 you want to talk to your attorney about it, we can get the  
6 court reporter to stop taking notes and we can go off the  
7 record and you can talk to him.

8 A Okay.

9 Q Do you know if there's a requirement that the  
10 company complete the repair on an out-of-service report  
11 within twenty-four hours at least ninety-five percent of the  
12 time?

13 A I know it now.

14 Q When did you find this out?

15 A When all this investigation started.

16 Q Okay. When you made your first statement, about  
17 that time?

18 A Uh-huh (affirmative).

19 Q Do you know whether or not a customer is due a  
20 rebate if they're out of service more than twenty-four hours?

21 A I do now.

22 Q About the same time you learned about the other?

23 A Right.

24 Q When you were out working cable, did you also  
25 have responsibility for clearing and closing reports, trouble

9

1 reports?

2 A On my end, yes, ma'am.

3 Q On the cable troubles that you worked were any  
4 of these with residences, homes and businesses?

5 A Oh, yeah.

10

6 Q When you worked cable, did you also work the  
7 street cables from the trunk back to the facility, just the  
8 big cables that run down?9 A Oh, yeah, every cable. It didn't matter where  
10 the trouble is. Big cables, little cables or what, you got  
11 to fix it.12 Q What kind of cable trouble would you work with  
13 the home or private home?

14 A What kind?

15 Q Yeah, what kind would those be?

16 A Lord, it could be a thousand things.

17 Q Give me one or two. I don't need a thousand.

18 A Well, cut cable, a squirrel bite or ants.

19 Q Would that be in the drop wire?

20 A No, no. I don't fool with drop wire. Cable.

21 Q Okay. Well, I am showing my ignorance. Which  
22 cable going from where to the home?23 A The cable goes to the resident's house and  
24 there's a terminal on the pole. From the terminal to the  
25 house is a drop. Okay. Another department handles that.

10

1 From the cable from the house to the central office, that's  
2 what we work on.

3 Q You mean the terminal to the central office?

4 A All the way to the central office.

5 Q Did you ever go inside a home to do repair?

6 A No, ma'am. Not ordinarily, but sometimes they  
7 get behind and they want you to go out and maybe work in  
8 houses just shortly, just to help them out for a short time.

9 Q Okay. You've done that, the housework sort of  
10 as a relief worker?

11 A Right. They still do that.

12 Q They still do that?

13 A Yeah.

14 Q So throughout then your period of time you've  
15 been working on cable, you actually clear and close a report  
16 yourself or do you call that in?

17 A I call it in.

18 Q Do you have a CAT terminal?

19 A Well, I got one, but it's -- I got no batteries  
20 in it. Never used it, no. I got one on my truck they give  
21 me three or four years ago, but they never -- we ain't never  
22 used them.

23 Q Do you know why you don't use them?

24 A Why? Because probably ain't smart enough, but  
25 nobody has used them hardly. They got one or two people that



1 do. I don't want to use it. I don't like it. If I got a  
2 choice, I ain't going to use it. Let's put it like that.

3 Q Have you ever heard the phrase backing up the  
4 time, Mr. Waters?

5 A Yeah.

6 Q What does that mean to you?

7 A It's -- well, now, what it means to me?

8 Q Uh-huh (affirmative).

9 A Just, I guess, backing up the time. I've heard  
10 that phrase.

11 Q Okay. How have you heard it used?

12 A Just what you said.

13 Q Which time are we talking about?

14 A Lordy mercy. You mean like who said it or what  
15 time?

16 Q Yeah, who said it.

17 A I don't remember. Just like in a room of  
18 people, you know. I don't remember.

19 Q Was it in a morning session when the workmen  
20 come in to get their jobs?

21 A No. Just more or less outside, you know, going  
22 to work or something. I just heard it, you know, but I don't  
23 remember who said it.

24 Q Okay. I want to show you a document, Mr.  
25 Waters. This is Citizens' Third Set of Interrogatories dated

10

1 June 6th, 1991, item number one.

2 An interrogatory is a question that I put down  
3 in writing and I mail it to the company and the company puts  
4 down a written answer and sends it back to me. Okay. And my  
5 question was basically for the company to tell me the names  
6 of employees who had information about falsifying completion  
7 times on repair reports.

8 The company sent back the names of a bunch of  
9 people that may have information about backing up clearing  
10 times. Okay.

11 A Yes, ma'am.

12 Q What I'm going to do is go off the record and  
13 you'll get a chance to look at this. If you want to talk to  
14 your attorney about it, you'll have a chance to do that.

15

16

17

18

19 what you're allowed to see. Okay. I'll let you read it for  
20 yourself.

21 (An off the record discussion was held.)

22 THE WITNESS: I read it. Don't mean a whole lot  
23 to me.

24 BY MS. RICHARDSON:

25 Q

10

1 A

2 Q

3

4 trouble reports.

5 A What information?

6 MR. BEATTY: If any at all.

7 BY MS. RICHARDSON:

8 Q What you can tell me.

9 A I couldn't tell you nothing about backing up  
10 clearing times. I mean, it's not my job. I mean what I do I  
11 just tell them. If I tell them, that's all I can do. I  
12 don't have no way of backing up no time.

11

13 Q You mean telling a maintenance administrator?

14 A Yeah. I just tell them when I done it. That's  
15 all I can do.

16 Q All right. What's your definition of a clearing  
17 time? What's a clearing time?

18 A When people can use their telephone.

19 Q Do you know of any manager that's encouraged you  
20 to show a clearing time for an out-of-service report so that  
21 it clears before the twenty-four hours?

22 A No, ma'am.

23 Q Okay. Have you ever had Mr. Teeters tell you  
24 not to miss that twenty-four hour report even if you had to  
25 back up clearing times?

11

1 A No. The only time I was worked with Teeters I  
2 was loaned to him. I wasn't working for him. I was loaned  
3 to him. I worked out of a different yard at the time I  
4 worked for Teeters. I never did -- he never was my boss, but  
5 I was loaned to him for a while.

6 Q When you called in on an out-of-service report  
7 and you were over that twenty-four hours, has that ever  
8 happened? Have you ever had a report go out longer than  
9 twenty-four hours?

10 A Oh, sure. Plenty of them.

11 Q When you call those in, does the maintenance  
12 administrator question you about what time you clear that  
13 report?

14 A Yeah. On every one I call in, I have to tell  
15 them. They question me on every one I call in. They want to  
16 know when I cleared it.

17 Q Do you know if any of them ever change the  
18 clearing time you gave them?

19 A No, ma'am. I can't say, no.

20 Q Do you know if any of them ever went and showed  
21 their supervisor and asked their supervisor what time they  
22 should close?

23 A No.

24 Q Did any of them make comment to you, Mr. Waters,  
25 this is over twenty-four hours and I'm going to have to check

11

1 with my supervisor before we close this out?

2 A Oh, yeah. They had to get supervisors to sign  
3 them when they was over twenty-four hours as far as I know.  
4 I guess that's what they had to do because they had to leave  
5 the line and go get the supervisor to sign it because it was  
6 over twenty-four hours.

7 Now, I guess that's what they were doing. I  
8 didn't ask them. That's what I presumed in my mind they was  
9 doing, but I can't give you any answer of what they was  
10 talking about because I never did ask them. But I presume if  
11 it's over twenty-four hours, they had to go get the  
12 supervisor's permission or something. He had to sign it  
13 anyway.

14 Q Okay. And how long was this done? How long was  
15 this occurring?

16 A I don't know. Probably a long time.

17 Q Is that still happening now when you call in?

18 A No.

19 Q Do you know when it stopped happening?

20 A No. I really couldn't give you no date when it  
21 started, but I do know they don't do it any more.

22 Q Did it stop maybe about the time you gave your  
23 first statement?

24 A It could have, but I couldn't tell you for sure.  
25 I couldn't answer that for sure.

11

1 Q All right. Have you ever had an MA tell you  
2 when she got back from talking with the supervisor, we're  
3 going to show this one minute before the twenty-four hour  
4 clock is being cleared then?

5 A No. They hadn't told me.

6 Q Did you ever have a supervisor bring you the  
7 trouble report copies that you had worked on that were over  
8 twenty-four hours and then question you about each individual  
9 one?

10 A No, ma'am.

11 Q Okay. Have you ever been disciplined for  
12 missing the twenty-four hour requirement?

13 A No, ma'am.

14 Q Have you ever received a B-Form for your  
15 handling of a trouble report?

16 A No, ma'am.

17 Q Do you know anybody that has?

18 A For handling a trouble report?

19 Q Uh-huh (affirmative), for not handling a trouble  
20 report properly.

21 A No.

22 Q Do you know anyone who received a B-Form because  
23 they didn't handle the trouble report the way the manager  
24 told them to?

25 A No, ma'am.

11

1 Q Okay.

2 A I guess a B-Form you're talking about is writing  
3 them up?

4 Q Yes, sir.

5 A No.

6 Q Okay. Do you ever have occasion to use  
7 disposition and cause codes with your report?

8 A Yeah.

9 Q What's a cause code?

10 A That's what causes the trouble.

11 Q All right. Weather be a cause code?

12 A Yeah.

13 Q Moisture maybe?

14 A Yeah.

15 Q Is moisture a cause code?

16 A Yeah, sure is.

17 Q What about multiple cable failure?

18 A Yeah, I believe that's a cause code. Like I  
19 said, I hadn't used them in about two years, but it is.

20 Q What about damage caused by telephone employees,  
21 is there a cause code for that?

22 A Yeah.

23 Q Damage caused by the customer, he put a shovel  
24 through his own line?

25 A Yes.

11           1           Q       What is a disposition code just generally?

              2           A       Let's see. I don't know how to answer that. I

              3 know what it is.

              4           Q       Okay.

              5           A       That's like if it's in the cable, you know, or

              6 whatever, but what it is? I don't know how to answer that.

              7           Q       Are there certain lists of number codes just for

              8 cable?

              9           A       Yeah, a bunch of them. They got them for

12           10 everything, a whole line of them.

              11           Q       Inside wire for a house?

              12           A       Sure is. That wouldn't affect --

              13           Q       Problems in central office, are there codes for

              14 that?

              15           A       Yeah.

              16           Q       Do you know if there are certain disposition and

              17 cause codes that would take an out-of-service report out of

              18 that twenty-four hour clock so it wouldn't look like a miss

              19 for the company?

              20           A       Well, I do now.

              21           Q       Oh, when did you find that out?

              22           A       Well, when I was brought down here before.

              23           Q       Okay. Do you know whether or not moisture in a

              24 cable would exclude a report from that twenty-four hour?

              25           A       Did I know it?



12

1 Q Yeah.

2 A Yeah.

3 Q Do you know of any time when moisture has been  
4 used --5 MR. BEATTY: I'm not sure the witness is  
6 finished.

7 BY MS. RICHARDSON:

8 Q Do you want to say something else?

9 A No, that's okay.

10 Q Do you know of any time when moisture has been  
11 used as a cause for a cable failure when maybe the problem  
12 was squirrel bite or something different?13 MR. BEATTY: I object to the form of the  
14 question. It assumes facts not in evidence.15 MS. RICHARDSON: Well, I'm asking him does he  
16 know. They'll be in evidence if he knows.17 MR. BEATTY: I object to the form of the  
18 question. It assumes facts not in evidence.

19 MS. WILSON: You can answer the question.

20 THE WITNESS: Well, it's right -- you're right  
21 and wrong in both of them. If the squirrel eats the  
22 lead off, but the water caused the problem.

23 BY MS. RICHARDSON:

24 Q Were you ever instructed to do it that way?

25 A That's just the way I did it. If I went out

12

1 there and water got in the cable --

2 Q You would close them to a cause code that showed  
3 water?

4 A Yeah.

5 Q Okay. Has that changed?

6 A Yeah.

7 Q When did that change?

8 A Well, within the last couple of years I would  
9 say.

10 Q Okay. And what do you show it to now?

11 A I don't know. I don't do it. I hadn't shot  
12 trouble. I'm not up to date.

13 Q That's right. You've been clearing defective  
14 repairs for the last two years?

15 A I don't ever call them no more. I would have to  
16 look it up. They got a book for it. I couldn't tell you off  
17 the top of my head.

18 Q Do you know of any managers who have encouraged  
19 you to use say lightning or moisture codes when you felt like  
20 maybe they didn't apply?

21 A No. I ain't never had them tell me to use  
22 just -- just tell me what you're saying, no.

23 Q Okay. Did you ever get a list from a manager  
24 that only had say three or four codes on it saying we need to  
25 use these whenever you can find them and slip them in?

1 A No.

2 Q Do you know what a test-OK is?

3 A Yeah.

4 Q What's a test-OK?

5 A A test-OK is after you clear your trouble and  
6 they test it, I reckon. Are you talking about a found-OK?

7 Q Well, aren't there both? What's a found-OK?

8 A It's found okay when you get there and find it  
9 good. Like if they dispatch you over there, the trouble is  
10 gone when you get there. That's found-OK. After you work on  
11 it for a while, something could happen and it happens all the  
12 time and if it becomes clear and I guess that's what you're  
13 talking about.

14 Q Uh-huh (affirmative). Do you know if that  
15 found-OK excludes that trouble from the out of service over  
16 twenty-four count?

17 A No, I wouldn't know that. I never heard about  
18 that.

19 Q Do you know of any MA's who have told you  
20 they're going to close your reports to test-OK when you felt  
21 they weren't?

22 A They never told me nothing. I tell them.

23 Q All right. Did you have any manager ever tell  
24 you I want you to do these as found-OK today cause unknown?

25 A No. I never heard that.

12

1 Q Okay. Do you know of anyone who has taken a  
2 group of test-OK reports and closed them as out of service?

3 A No, ma'am. We just do them one at a time. They  
4 have to dispatch it so I never had but one at a time. They  
5 give it to me. They are supposed to test it before they give  
6 it to me, but I don't know nothing about that. Nobody has  
7 ever given me more than one trouble in my life.

8 Q When they're supposed to test it, are they  
9 supposed to decide if it's out of service or service  
10 affecting before you get it?

11 A They tell me. I don't know who decides it.  
12 They tell me out of service or service affecting.

13 Q Have you ever changed that status?

14 A No, ma'am. Ain't no way I can change it.

15 Q Have you ever told them to change it when you  
16 close it out?

13

17 A Yeah. I've been out there and you get out there  
18 and it would be out of service, okay. Then you would clear a  
19 trouble on it, in which they could use the phone but it still  
20 might have service affecting trouble. Which you got to clear  
21 all the trouble off it before you can close it out. Okay.  
22 So I would restore service today. I might work on it another  
23 day before I actually got all the trouble off it.

24 Q So would you close out the out-of-service part  
25 of it?

- 1 A I sure would.
- 2 Q Then you would do an employee report the next  
3 day?
- 4 A Oh, no. They probably keep you on the same one,  
5 but I would show -- like I say, if I was dispatched on it at  
6 eight o'clock this morning, I got out there at one o'clock  
7 and I cut the trouble off to the field and give them service.  
8 I would show a service restored right there. Then I would go  
9 dig up the trouble. It might take two days. Then I would  
10 close it out and show service restored the first day. Then  
11 it might be two days before I got trouble fixed.
- 12 Q Okay. Were you working with paper tickets then  
13 or were you still calling in to the MA?
- 14 A Paper tickets. They give it to me over the  
15 telephone, my paper tickets.
- 16 Q Do you know if the MA would assign you the  
17 second day as a separate trouble call?
- 18 A I wouldn't call them. I just keep my ticket.
- 19 Q You show that on your time report?
- 20 A Yeah.
- 21 Q That you're working that same number?
- 22 A Yeah.
- 23 Q Did any managers ever ask you why you were  
24 working so long after you cleared the report?
- 25 A No. They knew nobody ever asked me about

1 clearing troubles, no.

2 Q Mr. Waters, I'm going to show you another  
3 document. Okay. This one is Southern Bell's response to  
4 preliminary order PSC-93-0263-PCO-TL entered on February  
5 19th, 1993. It was filed by Southern Bell on April 1st, 1993  
6 with the commission in the consolidated rate case docket.  
7 And there is a William L. Waters listed as number 604 on page  
8 sixteen. I would like to know if that's your name.

9 A Yes, it is.

10 Q Have you seen this document?

11 A Huh-uh (negative). Oh, yeah, I did too.

12 Q Oh, did you?

13 A Yes.

14 Q Did you get a chance to read paragraph two here?

15 (An off the record discussion was held.)

16 BY MS. RICHARDSON:

17 Q Mr. Waters, I think by your name is number ten.  
18 It says test-OK generally, including pending activity  
19 completion file. Do you know what pending activity  
20 completion file is?

21 A Not surely, no.

22 Q Other than what we have already talked about  
23 with test-OK, do you know of anyone who has used them  
24 improperly on customer troubles?

25 A A test-OK?

1 Q Yes, sir.

2 A No.

3 Q Also by your name is number eleven. I think it  
4 says something about improper preparation of trouble reports  
5 or improper activity generally. I would like to know what  
6 you may know about that.

7 A About what?

8 Q Well, improper preparation of trouble reports.  
9 MR. BEATTY: If you know anything at all.

10 THE WITNESS: No. No, I couldn't. I don't know  
11 nothing about no improper reports.

12 BY MS. RICHARDSON:

13 Q Okay. Do you have any idea why that's after  
14 your name on this page?

15 MR. BEATTY: Object to the form of the question.  
16 It calls for this witness to speculate regarding the  
17 intent of the drafter of that document which he  
18 obviously is not able to do.

19 THE WITNESS: What was the question?

20 BY MS. RICHARDSON:

21 Q Do you have any idea why the company would put  
22 that after your name on this page?

23 A No.

24 Q Okay. Also by your name is number seventeen,  
25 intimidation or pressure. What can you tell me about that?

13

1 MR. BEATTY: What, if anything, can you tell  
2 her?

3 THE WITNESS: This right here only intimidation  
4 or pressure I have ever -- I hadn't never been  
5 pressured or intimidated, nobody put no pressure on me  
6 one way or the other. So I don't know what the  
7 question is.

8 BY MS. RICHARDSON:

9 Q Have any employees, any of the guys you work  
10 with ever told you they were being forced by their managers  
11 to do things they didn't think were right?

12 A No. I can't think of nothing.

13 Q Have you heard any grumbling from any of the  
14 other facility technicians about someone telling them to back  
15 up times for instance?

16 A No, ma'am.

17 Q Also by your name is number eighteen and it says  
18 discipline or grievances. I'm wondering if you have any  
19 knowledge about discipline or grievances from employees  
20 regarding trouble reports?

21 A About trouble reports, no. I don't know. The  
22 only discipline I can think of is I know they have  
23 disciplined people that would be out working, a cable would  
24 get wet or something but nothing about no reports.

25 Q Okay. Do you know of anyone who has been



13 1 disciplined for not following a manager's instructions that  
2 person thought was improper?

3 MR. BEATTY: Objection. It's been asked and  
4 answered.

5 THE WITNESS: No, I don't know of nobody being  
6 disciplined.

14 7 BY MS. RICHARDSON:

8 Q Do you know anybody who has filed a grievance  
9 because they were given instructions for handling reports  
10 that they thought weren't right?

11 MR. BEATTY: Objection. It's been asked and  
12 answered.

13 THE WITNESS: No, ma'am.

14 BY MS. RICHARDSON:

15 Q Do you know what a no access is?

16 A Yeah.

17 Q What's a no access?

18 A That's when the people is not home, you can't  
19 get in. You can't get in the house or yard on account they  
20 may have a dog or something for my part. I don't go in  
21 houses or yards anyway. If I can't get in the yard or the  
22 business is closed and I need to get in there.

23 Q Did you need it maybe when you were doing the  
24 relief work where you were working trouble for residence and  
25 business?

14

1 A I've done a lot of no accesses over my life,  
2 yeah.

3 Q Are you supposed to let the customer know you've  
4 been there when you do a no access, leave a card or something  
5 to tell them you did get out there to fix it?

6 A I never did. I have one occasionally, but  
7 that's been years ago. 1958 when I was an installer, but I  
8 hadn't left nothing, no.

9 Q Do you know if that no access stops that  
10 twenty-four hour clock on an out of service?

11 A No idea, sure don't.

12 Q Do you know anybody who has used the no access  
13 without dispatcher trouble?

14 A No, ma'am, never heard of it.

15 Q Do you know of anyone who did take a bunch of  
16 out-of-service reports and just no accessed them?

17 A No.

18 Q Do you know anybody that's ever used someone  
19 else's employee code?

20 A No, never heard of that either.

21 Q No one has ever used your employee code?

22 A Not to my knowledge.

23 Q I've asked this next question as a specific  
24 example that you've given me, but I would like to ask it  
25 generally. Do you know of anyone taking out-of-service

14

1 reports before they were cleared, just close them out so they  
2 don't go over twenty-four hours and then open them as  
3 employee originated reports?

4 MR. BEATTY: Objection to the form. That  
5 question specifically has been asked and answered. You  
6 can respond.

7 THE WITNESS: No, I don't. See, you are asking  
8 a lot of questions that I don't have no control over.

9 BY MS. RICHARDSON:

10 Q Do you know anybody that's created phony  
11 reports?

12 MR. BEATTY: Objection. It's been asked and  
13 answered.

14 THE WITNESS: No.

15 BY MS. RICHARDSON:

16 Q That's a no?

17 A No.

18 Q Have you ever worked in sales for the company?

19 A No, ma'am.

20 Q Has any manager ever asked you to help sell?

21 A Yeah. Back when I was installer in 1958 they  
22 used to push them old color telephones.

23 Q How about since 1980?

24 A No.

25 Q Have you heard any of those company sales

14

1 programs where people could win?

2 A I heard of them. Station repair used to have  
3 them occasionally, but we don't have none.

4 Q Do you know of anyone who has created a cable  
5 trouble with a bunch of reports attached, then just closed  
6 them out of service after a few minutes?

7 A No.

8 Q Never heard of that being done?

9 A No.

10 Q Do you deal with the tracker program where you  
11 have a lead ticket with a bunch of other tickets attached?

12 A Oh, yeah.

13 Q When you close out, do you just close out the  
14 lead ticket?

15 A That's the only one you can close out. But a  
16 lot of times you go out there and you'll have -- you'll say  
17 you got a hundred phones out of service, you close out say  
18 maybe ninety-five of them. Five of them don't test good, you  
19 got to go fix them too. You close them out, get another  
20 ticket on the other once. The trouble is going to be  
21 someplace else.

22 Q So you would close out all the five?

23 A But the five didn't test all right.

24 Q Did you have to detach them from that lead?

25 A Right.

14

1 Q Before you close it?

2 A Right.

3 Q Can you do that or do you have to call them?

4 A No, the MA's do that.

5 Q When you call in on that lead ticket to tell  
6 them you think you fixed it, do they do the test at that  
7 point or do you?

8 A Yeah. They got a machine to test them. I  
9 usually call my number because I only get one. That would be  
10 the lead ticket, but I'll call them people and tell them or  
11 go to the door and tell them. Then they got a dial up thing  
12 they test them all with. It's automatic, I reckon, but they  
13 test all of them.

14 Q Do you know if there are occasions or have there  
15 been occasions when the attached tickets were a different  
16 status from the lead ticket. Let me give you an example.  
17 For instance, the lead ticket might be out of service and  
18 some of the attached tickets might be service affecting?

19 A Sure.

20 Q That's possible?

21 A Oh, yeah.

22 Q Do you know if you close a lead ticket, if it  
23 changes the status on the rest of them?

24 A I don't know that.

25 Q Do you know whether you take those service

1 affecting off before you close that out of service ticket?

2 A No. I never did that. I never heard of it. I  
3 don't know.

4 MS. RICHARDSON: Mr. Waters, I think I'm  
5 through with my questions. I want to thank you for  
6 being here today and I appreciate you coming down this  
7 morning. Some of the commission people may have a  
8 couple of questions before you go.

9  
10 EXAMINATION

11 BY MS. WILSON:

12 Q Mr. Waters, I'm Jean Wilson. I'm with the  
13 Public Service Commission. I believe you said that you had  
14 heard of a term backing up times maybe in the parking lot?

15 A Yeah. I've heard of it more or less since I  
16 come down here. I heard more of it since this started.

17 Q Okay. What did you hear about backing up times?

18 A Well, I just heard that they was backing them up  
19 for -- that's why the investigation was going on on account  
20 of people backing up times.

21 Q Do you know where that was happening, backing up  
22 the times?

23 A Where? I just presumed here. I don't know.

24 Q In Pensacola?

25 A Yeah.

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Q Do you know for sure it was in Pensacola?

A No.

Q Did you hear anyone say that it probably occurred in Pensacola?

A Well, I just presumed it was here because that's where I was. I don't know where it was. It could have been everywhere. I guess I presumed it was here.

MS. WILSON: Thanks. I have no other questions.

(Whereupon, the deposition was concluded.)

15

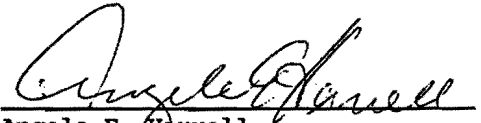
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CERTIFICATE OF OATH

STATE OF FLORIDA )  
COUNTY OF ESCAMBIA )

I, Angela E. Harrell, hereby certify that  
WILLIAM L. WATERS, personally appeared before me and was duly  
sworn.

WITNESS my hand and official seal this 24th day  
of May, 1993.

  
Angela E. Harrell  
Notary Public, State of Florida  
My Commission No. AA753128  
Expires: 3/20/94



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REPORTERS DEPOSITION CERTIFICATE WITH ACKNOWLEDGMENT

STATE OF FLORIDA )  
COUNTY OF ESCAMBIA )

I, Angela E. Harrell, CP, Registered Professional Reporter, certify that I was authorized to and did stenographically report the foregoing deposition; and that the transcript is a true record of the testimony given by the witness.

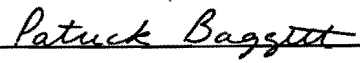
I further certify that I am not a relative, employee, attorney, or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in this action.

Dated this 24th day of May, 1993.

  
\_\_\_\_\_  
Angela E. Harrell, CP  
Registered Professional Reporter

STATE OF FLORIDA )  
COUNTY OF ESCAMBIA )

The foregoing certificate was acknowledged before me this 24th day of May, 1993, by Angela E. Harrell who is personally known to me.

  
\_\_\_\_\_

 PATRICK BAGGETT  
NOTARY PUBLIC-STATE OF FLORIDA  
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