

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Show Cause proceeding) Docket No. 900960-TL
 against Southern Bell Telephone)
 and Telegraph Company for)
 misbilling customers)

~~470260~~
CERTIFIED COPY

DEPOSITION OF DONNA JOHNSON

DATE: September 2nd, 1993

TIME: 9:15 o'clock a.m.

PLACE: 3300 Okeechobee Road
 Fort Pierce, Florida

REPORTER: Rise J. Holmes
 Notary Public
 State of Florida at Large

TAKEN BY: Office of Public Counsel

APPEARANCES:

FOR CITIZENS OF OFFICE of PUBLIC COUNSEL
STATE OF FLORIDA c/o The Florida Legislature
 111 West Madison Street
 Room 812
 Tallahassee, Fl 32399-1400
 BY: CHARLES J. BECK, ESQ.

FOR PUBLIC JEAN R. WILSON, ESQ.
SERVICE Counsel for Commission Staff
COMMISSION Public Service Commission
 101 East Gaines Street
 Tallahassee, Fl 32399-0872

CARL S. VINSON, JR.
 Bureau of Regulatory Review
 Florida Public Service Commission
 101 East Gaines Street
 Tallahassee

DOCUMENT NUMBER-DATE

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FOR SOUTHERN BELL

ROBERT G. BEATTY, ESQ.
General Attorney
BellSouth Telecommunications, Inc.
Museum Tower Building
Suite 1910, 150 West Flagler Street
Miami, Florida 33130

FOR THE WITNESS

MESSER & RAY
8000 U.S. 1, Suite 400
Riverside Bank Bldg.
Port St. Lucie Fl 34952
BY: CHARLES EDWIN RAY, ESQ.

Also Present:

Michael Tartaglio, Pres.
C.W.A. Local 3111
and
Peggy Ward, area Rep.
C.W.A. Local 3111

I-N-D-E-X

Direct Cross Redirect Recross

By Mr. Beck

3

1 And thereupon,

2 DONNA JOHNSON

3 having been first duly sworn, testified on her oath as
4 follows:

5 DIRECT EXAMINATION

6 BY MR. BECK:

7 Q. My name is Charlie Beck and I am with the
8 Office of Public Counsel. I will be starting off the
9 deposition. There are also members of the Florida Public
10 Service Commission staff here as well.

11 Would you please state your name?

12 A. Donna B. Johnson.

13 MR. RAY: At this time I would like to note
14 that my client is hereby agreeing to appear today
15 under a promise by Southern Bell, by and through
16 their counsel, that no disciplinary action will be
17 taken against my client for voluntarily appearing,
18 telling the truth and being subject to questioning
19 about certain activities.

20 I note counsel for the corporation is
21 present in this room today. Thank you.

22 BY MR. BECK:

23 Q. Mrs. Johnson, are you employed by Southern
24 Bell?

25 A. I respectfully refuse to answer on the

1 ground that it may tend to incriminate me. This refusal
2 is pursuant to my right under the Fifth and Fourteenth
3 Amendments to the United States Constitution.

4 Q. Could you please state your home address?

5 A.

6 Q. Is that in Fort Pierce?

7 A.

8 Q. Zip code?

9 A.

10 Q. Have you ever added services to a customer's
11 bill without receiving the consent or agreement of the
12 customer?

13 A. I respectfully refuse to answer on the
14 ground that it may tend to incriminate me. This refusal
15 it pursuant to my right under the Fifth and Fourteenth
16 Amendments of the United States Constitution.

17 Q. Do you know whether any employee of Southern
18 Bell has ever added services to a customer's bill without
19 receiving the agreement of the customer?

20 A. I respectfully refuse to answer on the
21 ground it may tend to incriminate me. This refusal is
22 pursuant to my right under the Fifth and Fourteenth
23 Amendment to the United States Constitution.

24 Q. One more question. Do you know whether any
25 employee of Southern Bell has ever falsified customer

1 billing services in any respect?

2 A. I respectfully refuse to answer on the
3 ground it may tend to incriminate me. This refusal is
4 pursuant to my right under the Fifth and Fourteenth
5 Amendment to the United States Constitution.

6 MR. BECK: That you. That is all.

7 (Concluded at 9:20 a.m.)
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1 STATE OF FLORIDA)
2 ss.
3 COUNTY OF MARTIN)

4 CERTIFICATE

5 I, RISE J. HOLMES, a Notary Public of the
6 State of Florida at Large, authorized to administer
7 oaths, certify that DONNA JOHNSON, was by me first duly
8 sworn to tell the truth this 2nd of September, 1993.

9 



10 RISE J. HOLMES

11 My Commission Expires:

12 April 15, 1995

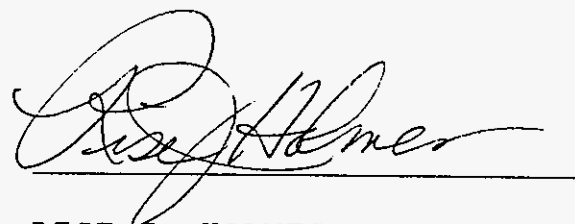
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16 STATE OF FLORIDA)
17 ss.
18 COUNTY OF MARTIN)

19 CERTIFICATE

20 I RISE J. HOLMES, a shorthand reporter and
21 Notary Public of the State of Florida at Large certify
22 that the foregoing deposition of DONNA JOHNSON,
23 stenographically reported by me and is a true and
24 accurate transcription of said deposition of DONNA
25 JOHNSON.

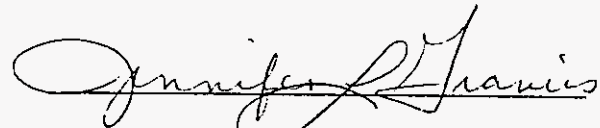
I CERTIFY FURTHER that I am neither attorney

1 nor counsel for, nor related to, nor employed by any of
 2 the parties to the action in which the deposition was
 3 taken and, further, I am not a relative or an employee of
 4 any attorney or counsel employed in this case, nor am I
 5 financially interested in the outcome of this action.

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 8 

9 RISE J. HOLMES

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 11
 12 The foregoing was acknowledged before me by
 13 RISE J. HOLMES and who _____ did or ~~did not~~ take an oath
 14 this 17 day of September.

15
 16
 17 

18 NOTARY PUBLIC

19 My Commission Expires:

20 _____



JENNIFER L. GRANUS
 MY COMMISSION # CC310225 EXPIRES
 August 23, 1997
 BONDED THRU TROY FAIN INSURANCE, INC.