

~~PROPRIETARY~~

Southern Bell Tel. & Tel. Co.
 FPSC Docket No. 910163-TL
 Citizen's 1st Set of
 Interrogatories
 March 26, 1991
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REQUEST: Please identify all employees interviewed or counseled since 1980 concerning the falsification of service records, including their present position and business address, if any, and provide a description of all actions taken in response to such meetings, including all personnel related actions and internal corrective measures to eliminate future falsifications.

RESPONSE: The Company does not maintain information of this type other than in individual employee files. Southern Bell, therefore objects to this interrogatory on the basis that it would be unduly burdensome and oppressive to require Southern Bell to search the files of approximately 19,500 present employees plus the files of former employees. In addition, personnel entries are removed after seven years if there have been no subsequent entries related to the same matter.

Subject to this objection Southern Bell has searched those files which it has in Labor Relations offices and made an inquiry of each Network Operations Manager in Florida having Maintenance Center responsibilities as to their knowledge of any occurrences of falsifications of repair services records. The following information has been obtained from these sources. The employee's name has been deleted from all copies except that given to Public Counsel, and a Motion for a Temporary Protective Order regarding the names is being filed contemporaneously with this answer.

#	Name	Title	Business Address
1	[REDACTED]	Mgr.	903 W. University Blvd. Gainesville, FL
	1990		
	Employee received Warning entry.		
2	[REDACTED]	Service Technician	No longer with company
	1990		
	Employee terminated. Grievance in process.		

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#	Name	Title	Business Address
1	[REDACTED]	Service Technician	1824 N. 3rd Street Jacksonville Beach, FL
	1990		
	Employee suspended 3 days. Grievance in process.		
2	[REDACTED]	Service Technician	1602 N. Cove Blvd Panama City, FL
	1990		
	Employee warned.		
3	[REDACTED]	Service Technician	111 1st Street South Havana, FL
	1990		
	Employee suspended for 2 days.		
4	[REDACTED]	Service Technician	1602 N. Cove Blvd. Panama City, FL
	1990		
	Employee suspended 2 days.		
5	[REDACTED]	Service Technician	1015 W. Highway 90 Chipley, FL
	1990		
	Employee suspended for 1 day.		
6	[REDACTED]	Facility Technician	2800 Catherine St. Palatka, FL
	1990		
	Employee initially warned. Informal grievance settlement resulted in counseling entry.		
7	[REDACTED]	Service Technician	No longer with Company
	1990		
	Employee terminated. Grievance in progress.		
8	[REDACTED]	Service Technician	No longer with Company
	1990		
	Employee terminated. Grievance is at the third level step.		

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<u>#</u>	<u>Name</u>	<u>Title</u>	<u>Business Address</u>
1	11. [REDACTED]	Manager	No longer with Company
	1990.		
	Employee terminated.		
2	12. [REDACTED]	Assistant Manager	No longer with company
	1990.		
	Employee terminated.		
3	13. [REDACTED]	Main. Administrator	No longer with company
	1989.		
	Received counsel entry.		
4	14. [REDACTED]	Service Technician	No longer with Company
	1988		
	Employee terminated. Grievance processed through arbitration step. Company position sustained.		
5	15. [REDACTED]	Service Technician	No longer with Company
	1988		
	Employee terminated. Grievance processed through arbitration step. Company position sustained.		
6	16. [REDACTED]	Service Technician	980 Pine Tree Drive Indian Harbor Beach, FL
	1988		
	Employee terminated. Grievance processed through third level. Settlement reached - see Interrogatory #9.		
7	17. [REDACTED]	Maintenance Administrator	30 W. Belmont St. Pensacola, FL
	1988		
	Employee received counseling entry.		

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<u>#</u>	<u>Name</u>	<u>Title</u>	<u>Business Address</u>
1 18.	[REDACTED]	Main. Administrator	712 Citrus Avenue Ft. Pierce, FL
	1987		
	Employee was suspended for 7 1/2 hours. to a warning.		This was later reduced
2 19.	[REDACTED]	Service Technician	2901 N. Dixie Highway Ft. Lauderdale, FL
	1987.		
	Employee was given a warning entry.		
3 20.	[REDACTED]	Service Technician	1602 N. Cove Blvd. Panama City, FL
	1985		
	Employee initially suspended 4 days and 6 hours. Grievance settlement resulted in warning entry.		
4 21.	[REDACTED]	Cable Repair Technician	9209 Hayden Road Jacksonville, FL
	1984		
	Employee suspended 5 days.		

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With regard to corrective actions resulting from these specific instances, none actually resulted in any conclusion that there was a systemic problem with the falsification of records, although in one instance employees were prohibited from generating employee reports without the specific approval of a supervisor. However, Southern Bell has taken a number of steps to increase its employees' awareness of the need to demonstrate integrity in its dealings with the public and the Commission. While such actions are too numerous to detail completely, they include the following.

In 1976 a booklet, A Personal Responsibility, was prepared that discusses the ethical behavior expected of Southern Bell's employees. This booklet was distributed to all Southern Bell employees and is periodically sent out to remind them of their responsibility in this area. This booklet is discussed with each employee and the employee is expected to sign an acknowledgment that he or she was covered on its contents.

In addition, in October 1988 a "hot line" was established which allows all employees to report anonymously, if they wish, any matters which they believe to warrant management attention.

Finally, in 1991, Mr. Joe Lacher, President-SB Florida, sent a letter to each Florida employee discussing the requirement that employees engage only in ethical conduct and display integrity in all of their contacts with Southern Bell's customers and each other.

INFORMATION PROVIDED BY: D. M. Mower
Operations Manager - Personnel
4KK1 SBT
301 West Bay Street
Jacksonville, FL 32202-4400