

7) Isenhour

2 NO OPERATIONS MANAGER LISTED IN MELD

3	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
4	3	(I)	Rubin	
5				Network Oprs - south
6				Tier 1 - Isenhour
7				see SOUTH DADE sheet
8	3	(I)	Dennis	MELD has a PG 3
9				
10				
11				see SOUTH DADE SHEET

DOCUMENT NUMBER-DATE

06895 JUN 26 1992

TPSC-RECORDS/REPORTING

001

CENTRAL DADE - RUBIN

	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
1					
2					
3	3		(C)	Rubin	
4	3		(FP)	Rubin	Not Eligible for IIA; Base + 3200
5	3		(FP)	Rubin	Not Eligible for IIA; Base + 1500
6	3		(W)	Rubin	
7	3		(FP)	Rubin -	Not Eligible for IIA
8	3		(I)		No Base Increase
9	3		(C)	Dennis	

1) SOUTH DADE - RUBIN

2	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
3	3		(W)	Rubin	
4	3		(I)	Rubin	
5	3		(C)	Rubin	

1) NORTH DADE - DE LA VEGA

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (C) De La Vega

4 3 (FP) De La Vega

Not Eligible for IIA
Base +1500

1) MIAMI METRO - DE LA VEGA

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
2 3 4 5	3	(W)	De La Vega	
	3	(C)	De La Vega	
	4	(W)	De La Vega	

Cory Dennis

~~G. E. ALLEN~~

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
3		(FP)	Allen	from CENTRAL DADE sheet Not Eligible for IIA; No Base Increase
3		(FP)	Allen	from SOUTH DADE sheet Not Eligible for IIA; No Base Increase

1) NORTH DADE - O'HARE

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (W) O'Hare

4 5 (FP) O'Hare from SOUTH DADE sheet
Not Eligible for IIA
No Base Increase

Kettermann

JACKSONVILLE - D. M. SMITH

<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
3	(W)		D. M. Smith	from RUPE sheet
3	(I)		D. M. Smith	from CENTRAL DADE sheet

1) SE NETWORK - MOERING

2) PG EMPLOYEE

OPER MANAGER

COMMENTS

3) 3 (W)

Moering

from NORTH DADE sheet

1) SOUTH BROWARD - I. PERERA

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (C) Perera

4 3 (W) Perera

5 3 (C) Perera

6 5 - (FP) Perera

7 3 (FP) Perera

Not Eligible for IIA
Base +1900
Not Eligible for IIA
Base +1500

1) NORTH BROWARD - R. B. SATTIZAHN

<u>2</u>	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
3	5		(FP)	Sattizahn	Not Eligible for IIA Base + 1900
4	4		(W)	Sattizahn	
5	3		(C)	Sattizahn	
6	3		(C)	Sattizahn	
7	3		(C)	Sattizahn	
8	3		(W)	Sattizahn	
9	3		(C)	Sattizahn	
10	3		(C)	Sattizahn / Richardson	
11	3		(C)	Sattizahn	
12	3		(C)	Sattizahn	
13	3		(C)	Sattizahn	

WEST PALM BEACH - G. LEWIS

1)
2
3
4
5
6
7
8

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
5		(FP)	Lewis	Not Eligible for IIA No Base Increase
5		(C)	Lewis	
3		(C)	Lewis	
3		(C)	Lewis	
3		(W)	Lewis	
3		(FP)	Lewis	Not Eligible for IIA Base + 1500

INDIAN RIVER - F. KNOWLES

<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
5	(FP)	Knowles	Not Eligible for IIA No Base Increase
3	(W)	Knowles	
3	(FP)	Knowles	Not Eligible for IIA No Base Increase
3	(FP)	Knowles	Not Eligible for IIA No Base Increase
3	(C)	Knowles	

1) JACKSONVILLE - R. R. RUPE

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (W) G. E. Olsen

4 3 (I) R. R. Rupe from SOUTH DADE sheet

1) GAINESVILLE - RUDY CHRISTIAN

PG	EMPLOYEE	OPER MANAGER	COMMENTS
2			
3		(FP) Christian	1986 - 1990 Gainesville Not Eligible for IIA: Base +1500
4		(FP) Christian	1990 to Present; Prior work in letter Not Eligible for IIA as PG 4
5		(W) Christian	Base +1600
6		(W) Christian	
7		(W) Christian	in MELD as PG 4
8			
9		(W) Christian	in MELD as
10		(W) Christian	
11		(FP) Christian	Not Eligible for IIA No Base Increase
12		(W) Christian	
13		(W) Christian	

1) ORLANDO - HAL JACKSON

	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
2				
3	4		(W) Jackson	
4	3		(W) Jackson	
5	3		(W) Jackson	
6	3		(W) Jackson	in MELD as
7	3		(W) Jackson	
8	3		(W) Jackson	
9	3		(W) Jackson	
10	3		(FP) Jackson	Not Eligible for IIA Base +1500
11	5-3		(I) Jackson	from CENTRAL DADE sheet

STALLWORTH

§ Miami

PS

EMPLOYEE

OPER MANAGER

COMMENTS

4

(C)

Stallworth

from SOUTH DADE sheet

Tower

JACKSONVILLE - A. K. PEARSON

<u>25</u>	<u>EMPLOYEE</u>	<u>OPER. MANAGER</u>	<u>COMMENTS</u>
3	(W)	A. K. Pearson Training	from RUPE sheet in MELD as

019

CLD

GEORGIA - BRENDA SMITH

PG

EMPLOYEE

OPER MANAGER

COMMENTS

3

(FP) Brenda Smith

from RUBE sheet

Not eligible for IIA

No Base Increase

Miami
Gees

CRSAB - FLETCHER

PG EMPLOYEE

OPER MANAGER

COMMENTS

3

(W)

Fletcher

from NORTH DADE sheet

120

Not eligible for IIA
Base + 1500

COMMENTS

OPER MGR

no D/M

(FP)

4

EMPLOYEE

HO - ATLANTA

LTC

Miami

MARKETING - MAHAN

ES EMPLOYEE

OPER MANAGER

COMMENTS

3

(FP)

R. Mahan

from CENTRAL DADE
Not Eligible for IIA
Base + 1100

229
DANBURYVILLE, N. C. - BAREFOOT

As EMPLOYEE

IPES MANAGER

COMMENTS

(C)

Barefoot

from SOUTH CAROLINA street

5. PREVOST

NO EMPLOYEE

OPER MANAGER

COMMENTE

-

(1)

Prevost

from SOUTH DADE sheet

Miami

CANNOT LOCATE THESE EMPLOYEES DUE TO LIMITED INFORMATION

	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
	1		(C)	Atlanta	SEE WEST PALM BEACH
ward	3		(C)	Sattizahn	SEE N. BROWARD
	3	Sally Blades (D) Blake ?	Retired		SEE N. BROWARD
	3	Ed Pope (C)	Cannot locate		SEE N. BROWARD
	3	Beth Williams (C)	Cannot locate		SEE N. BROWARD
	3	Mike Milligan	" "	" "	SEE MIAMI METRO
	3	Ted Hollerman (D)	" "	" "	SEE CENTRAL DADE
10	3	Rick Hagen (C)	" "	" "	MELD has a PG 5 Richard D. Hagen Not RC NS404200 in Central Dade Not same person
11	3		" "	" "	
13	3		" "	" "	
14	3	David Smith (C)	Retired		SEE CENTRAL DADE
15	3	Reese Young (D)	Cannot locate		SEE CENTRAL DADE
16	3	Paul Bingham (D)	" "	" "	SEE NORTH DADE
17	3	Erson Grant (C)	" "	" "	SEE SOUTH DADE
ward	-	Paul Johnson (D)	?		MELD has a D. P. Johnson Not same person in a security-off level D/M N. Martinez
19					
20					
21					

Entry Codes

I - Informal

C - Counsel

R - Reprimand and Warning

FP - Financial Penalty

} All Associated
with Participation

1) WEST PALM BEACH - G. LEWIS

2	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
3	5		(FP)	Lewis	Not Eligible for IIA No Base Increase
4	5		(C)	Lewis	
5	3		(C)	Lewis	
6	3		(C)	Lewis	
7	3		(W)	Lewis	
8	3		(FP)	Lewis, ...	Not Eligible for IIA Base + 1500

3-9-02

INDIAN RIVER - F. KNOWLES

	<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
1)					
2					
3	✓ 5		(FP)	Knowles	Not Eligible for IIA No Base Increase
4	✓ 3		(W)	Knowles	
5	✓ 3		(FP)	Knowles	Not Eligible for IIA No Base Increase
6	✓ 3		(FP)	Knowles	Not Eligible for IIA No Base Increase
7	VAC 3		(C)	Knowles	

NORTH BROWARD - R. B. SATTIZAHN

<u>PE</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
316 5		(FP)	Sattizahn	Not Eligible for IIA Base + 1900
316 4		(W)	Sattizahn	
316 x 3		(C)	Sattizahn	
316 3		(C)	Sattizahn	
316 3		(C)	Sattizahn	
316 3		(W)	Sattizahn	
316 3		(C)	Sattizahn	
318 x 3		(C)	Sattizahn / Richardson	
316 3		(C)	Sattizahn	
318 x 3		(C)	Sattizahn	
316 3		(C)	Sattizahn	
316 3		(C)		

SOUTH BROWARD - I. PERERA

	<u>RG</u>	<u>EMPLOYEE</u>	<u>OPER. MANAGER</u>	<u>COMMENTS</u>
2				
3	3	(C)	Perera	
4	3	(W)	Perera	
5	- 3	(C)	Perera	
6	- 5	(FP)	Perera	Not Eligible for IIA Base +1900
7	X 3	(FP)	Perera	Not Eligible for IIA Base +1500

ALREADY COVERED
(OUT-FATHER)
ILL

Kellerman

JACKSONVILLE - D. M. SMITH

<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
3	(H)		D. M. Smith	from RUPE sheet ^{Mower to} Hick w/ Smith
3	(H)		D. M. Smith	from CENTRAL DADE sheet

CONTACT HICOA
FOR MONDAY 3/13

DAVE + HICOA TO HANDLE TODAY
@ 3:00 PM

ASAD ? ORSAB - FLETCHER

<u>26</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
3		(W)	Fletcher	from NORTH DADE sheet

Cory Dennis

~~B. E. ALLEN~~

1)
2
3
4
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6
7

PG EMPLOYEE

OPER MANAGER

COMMENTS

3

(FP)

Allen

from CENTRAL DADE sheet

3

(FP)

Allen

No longer ~~not~~ ~~Eligible for~~ IIA; No Base Increase
from SOUTH DADE sheet

3

(C) ✓

No longer ~~not~~ ~~Eligible for~~ IIA; No Base Increase

3

(I)

3

(I)

1991

1991

Iserhour

NO OPERATIONS MANAGER LISTED IN MELD

<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
3	(I)	<i>Robin Dennis</i>	Network Opns - south Tier 1 - Iserhour see SOUTH DADE sheet
3	(I)	<i>Dennis</i>	MELD has a PG 3 see SOUTH DADE SHEET

MIAMI METRO - DE LA VEGA

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
3		(W)	De La Vega	
3		(C)	De La Vega	
4		(W)	De La Vega	

1) NORTH DADE - DE LA VEGA

2 PS EMPLOYEE OPER MANAGER COMMENTS

3 3 (C) De La Vega

4 3 (FP) De La Vega

~~NO LONGER~~
Not Eligible for IIA
Base + 1500

Miami

1/
2
3

STALLWORTH ~~MR~~

29 EMPLOYEE

OPER MANAGER

COMMENTS

A (C)

Stallworth

from SOUTH DADE sheet

1) NORTH DADE - O'HARE

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (W) O'Hare

4 5 (FP) O'Hare from SOUTH DADE sheet
Not Eligible for IIA
No Base Increase

Miami

...

<u>AE</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
	(FR)	G. Mahan	From CENTRAL DADE Not Eligible for IIA Base + 1100

1) PREVIOUS

2) 25 EMPLOYEE

1984 MANAGER

COMMENT

3) - (1)

Previous

from SOUTH DADE sheet

Miami

1) CENTRAL DADE - RUBIN

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 • 3 (C) Rubin

4 3 (FP) Rubin

Not Eligible for IIA; Base + 3200

5 3 (FP) Rubin

Not Eligible for IIA; Base + 1500

6 3 (W) Rubin

7 ✓ 3 (FP) Rubin

Not Eligible for IIA

No Base Increase

8 =
9 3 ✓

(I)

1/ SOUTH DADE - RUBIN

2	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
3	√3		(W) Rubin	
4	3		(I) Rubin	
5	√3		(C) Rubin	

1) JACKSONVILLE - R. R. RUPE

2	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u> <u>MANAGER</u>	<u>COMMENTS</u>
3	3	(W)	G. E. Olsen	
4	3	(I)	R. R. Rupe	from SOUTH DADE sheet

GAINESVILLE - RUDY CHRISTIAN

	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
1)				
2	10			
3	5		(FP) Christian	1986 - 1990 Gainesville Not Eligible for IIA; Base +1500
4	5		(FP) Christian	1990 to Present; Prior work in Centex Not Eligible for IIA as PC 4
5	3		(W) Christian	Base +1600
6	3		(W) Christian	
7	3		(W) Christian	in MELD as John W. Finnegan PG 4
8				
9	3		(W) Christian	in MELD as J. D. Griffeth
10	3		(W) Christian	
11	3		(FP) Christian	Not Eligible for IIA No Base Increase
12	3		(W) Christian	
13	3		(W) Christian	

1/ ORLANDO - HAL JACKSON

	<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER</u>	<u>MANAGER</u>	<u>COMMENTS</u>
2	4		(W)	Jackson	
3	3		(W)	Jackson	
4	3		(W)	Jackson	
5	3		(W)	Jackson	
6	3		(W)	Jackson	in MELD as
7	3		(W)	Jackson	
8	3		(W)	Jackson	
9	3		(W)	Jackson	
10	3		(FP)	Jackson	1900 Not Eligible for IIA Base +1500
1	5-3		(I)	Jackson	from CENTRAL DADE sheet

1) NORTH BROWARD - R. B. SATTIZAHN

PG	EMPLOYEE	OPER MANAGER	COMMENTS	
5		(FP)	Sattizahn	Not Eligible for IIA Base + 1900
4		(W)	Sattizahn	
3		(C)	Sattizahn	
3		(C)	Sattizahn	
3		(C)	Sattizahn	
3		(W)	Sattizahn	
3		(C)	Sattizahn	
3		(C)	Sattizahn / Richardson	
3		(C)	Sattizahn	
3		(C)	Sattizahn	
3		(C)	Sattizahn	

1/ WEST PALM BEACH - G. LEWIS

<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER. MANAGER</u>	<u>COMMENTS</u>
2			
3		(FP) Lewis	Not Eligible for IIA No Base Increase
4		(C) Lewis	
5		(C) Lewis	
6		(C) Lewis	
7		(W) Lewis	
8		(FP) Lewis	Not Eligible for IIA Base + 1500

INDIAN RIVER - F. KNOWLES

<u>PG</u>	<u>EMPLOYEE</u>	<u>OPER MANAGER</u>	<u>COMMENTS</u>
5	(FP)	Knowles	Not Eligible for IIA No Base Increase
3	(W)	Knowles	
3	(FP)	Knowles	Not Eligible for IIA No Base Increase
3	(FP)	Knowles	Not Eligible for IIA No Base Increase
3	(C)	Knowles	

Cory Dennis

~~B. E. ALLEN~~

1
2
3
4

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
3		(FP)	Allen	from CENTRAL DADE sheet Not Eligible for IIA; No Base Increase
3		(FP)	Allen	from SOUTH DADE sheet Not Eligible for IIA; No Base Increase

1) Isenhour

2 NO OPERATIONS MANAGER LISTED IN MELD

PG	EMPLOYEE	OPER MANAGER	COMMENTS
3	(I)	Isenhour Dennis	Network Opns - south Tier 1 - Isenhour see SOUTH DADE sheet
3	(I)	Dennis	MELD has a PG 3
-			see SOUTH DADE SHEET

3
4
5
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7
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9
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11

1) NORTH DADE - O'HARE

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (W) O'Hare

4 5 (FP) O'Hare

from SOUTH DADE sheet
Not Eligible for IIA
No Base Increase

1) CENTRAL DADE - RUBIN

2 PG EMPLOYEE OPER MANAGER COMMENTS

3 3 (C) Rubin

4 3 (FP) Rubin

Not Eligible for IIA; Base + 3200

5 3 (FP) Rubin

Not Eligible for IIA; Base + 1500

6 3 (W) Rubin

7 3 (FP) Rubin

Not Eligible for IIA

No Base Increase

8

1 SOUTH DADE - RUBIN

2
3
4
5

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
3		(W)	Rubin	
3		(I)	Rubin	
3		(C)	Rubin	

1/
2
3
4
NORTH DADE - DE LA VEGA

EG EMPLOYEE OPER MANAGER COMMENTS

3 (C) De La Vega

3 (FP) De La Vega

Not Eligible for IIA
Base +1500

1/
2
3
4
5
MIAMI METRO - DE LA VEGA

<u>PG</u>	<u>EMPLOYEE</u>		<u>OPER MANAGER</u>	<u>COMMENTS</u>
3		(W)	De La Vega	
3		(C)	De La Vega	
4		(W)	De La Vega	

INDEX - Mr. Sanders

1
2
3
4
Moran
Shanaver

5
6
Herrera

7
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Smith, James

9
0
1
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Farmer
Hernandez
Littles
Maestri

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Mikle, Georgia
Smith, James

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Johnson, L.
Maestri

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Smith, James

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Smith, Crystal

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Hensey
Lockerd
Malone, Betty
Thomas, James
White, Paul

Littles
Maestri

Moran

Wood, Leo may reference Juan Sota

Hamman
Hernandez
Johnson, Laurie
Littles
Maesti
Moran

Hensey

Wells, John
Davis, Joyce

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FLORIDA

INTERROGATORY 9

DOCKET #910163-TL

<u>NUMBER</u>	<u>NAME</u>	<u>TITLE</u>	<u>BUSINESS ADDRESS</u>
1.		Mgr.	903 W. University Blvd. Gainesville, Fl
	No grievance was filed. (employee).		is a management
2.		Svc. Tech.	No longer with Company
	See attached 3G3A		
3.		Svc. Tech.	1824 N. 3rd Street Jacksonville Beach, Fl
	See attached 3G3A		
4.		Svc. Tech.	1602 N. Cove Blvd. Panama City, Fl
	No grievance filed as of 4-15-91.		
5.		Svc. Tech.	111 1st St. South Havana, Fl
	No grievance filed as of 4-15-91.		
6.		Svc. Tech.	1602 N. Cove Blvd. Panama City, Fl
	No grievance filed as of 4-15-91.		
7.		Svc. Tech.	1015 W. Highway 90 Chipley, Fl
	No grievance filed as of 4-15-91.		
8.		Svc. Tech.	No longer with Company
	See attached 3G3A		
9.		Svc. Tech.	No longer with Company
	See attached 3G3A		

1) 10. Manager No longer with Company

2 No grievance filed (was a management employee).

3 has retained the services of Carl Di Bernardo, P.A.,
4 Suite 210, First Union National Bank of Florida Building,
5 8603 S. Dixie Highway, Miami, Fl 33143.

6 11. Asst. Manager No longer with Company

7 No grievance was filed (. was a management
8 employee).

9 Ms. D'Alessio has retained the services of Mark Richard,
10 Attorney At Law, 304 Palermo Avenue, Coral Gables, Fl
11 33134.

12. Facility Tech. 2800 Catherine St.
Palatka, Fl

2 Grievance settled at informal level. Warning entry
3 changed to counselling.
4
5

RECEIVED

Record of Grievance between Communications Workers of America and

PERSONNEL MANAGER

MAILED MAY 18 1991

RECEIVED JUN 24 1991

JUL 10 REC'D

COMMUNICATIONS WORKERS OF AMERICA Orange Park, Florida

- Bellsouth Advanced Systems
 - Bellsouth Advertising and Publishing
 - Bellsouth Services
 - South Central Bell
 - Southern Bell
- COMMUNICATIONS WORKERS OF AMERICA Orange Park, Florida

G#91094

Grievance Number
To be assigned by CWA State Office

Grievance Occurred	Date 02-26-91	Specific Location & State Jacksonville, FL	Local No. 3106
	Department Network	*Title Involved if Applicable	Department Network

**Grieving Employee Or Work Group Involved	Name of Employee or Work Group Address	Job Title Service Technician	N.C.S. Date	Seniority Date
--	---	---------------------------------	-------------	----------------

Union's Statement of What Happened
Terminated for failure to follow company integrity policy.

Specific Basis of Grievance or Section of Contract Involved
Article 11, 18 and all other articles that may apply.

3. Date Grievance Filed
03-13-91

Originated by:
Union Representative *[Signature]* 3-25-91

5. Company's Statement of What Happened
Employee was dismissed for inappropriate conduct related to his improper handling of repair reports without customer knowledge and in violation of Company practice and policy.

7. Proposed Disposition - Second Level
Sustain Company position.

Signed: *[Signature]* Date 4-5-91
Company Representative

8. Accepted Rejected Appealed

Signed: *[Signature]* Date 7/16/91
Union Representative

9. True Intent Question Exists: Yes No

Signed: *[Signature]* Date
Union Representative

10. Authorization to Inspect Personnel Record	Furnished By: Union Representative Date	Received By: Company Representative Date	11. Union First Requested Meeting - Second Level Date
---	---	--	--

2. Proposed Disposition - Third Level
Company position sustained.

Signed: *[Signature]* Date 6/20/91
Company Representative

3. Accepted Appealed to 4th level (SCB, SB only) (Applicable to contract interpretation only)

Rejected Arbitration Requested (See Lines 16 & 17)

Signed: *[Signature]* Date 7/2/91
Union Representative

4. Proposed Disposition - Fourth Level

Signed: _____ Date _____
Company Representative

5. Accepted Rejected Arbitration Requested

Signed: _____ Date _____
Union Representative

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060

The Network Department became aware of and concerned about certain situations where it appeared technicians were improperly handling trouble reports for the purpose of obtaining work credit and/or "free-time" on the job. The Department conducted a review over a 65 day period of specific trouble report situations where appeared to be questionable.

6. Company's Position
(Third Level)

The employee was identified as having called in over the Automated Trouble Reporting System (as a customer would do to generate a trouble report) and subsequently being assigned, at his request, to correct the trouble reported. In fact no such trouble existed. This occurred on numerous occasions. In 7 of the situations, involved customers were unaware of any trouble situation and did not call a trouble report in to the Company. One customer did request the employee to repair a trouble but the employee improperly handled such related report. Apparently some work was done by the employee with such work being routine or "preventive maintenance" in nature. However, no actual trouble conditions existed, no customers reported such to the Company, and the employee's own statement concerning the matter is self explanatory. The employee admitted he handled the situations as he did, on his own, to enhance his work performance results.

Signed: *[Signature]* Date: 6/24/91
Company Representative

The grievant followed past acceptable procedure in reporting and handling trouble reports. There was no intent on the employee's part to violate Company practice or policy. The termination is without just cause.

17. Union's Position
(Third Level)

Signed: *[Signature]* Date: 7-2-91
Union Representative

18. Conference Record	Date of Conference	Level at Which Conference Held	Union Committee Chairperson	Company Committee Chairperson
	05-01-91	Second	L. DeLoach	R. R. Rupe
	05-01-91	Third	Pat Warren	Dave Mower
	06-06-91	Third	Pat Warren	Dave Mower

19. Mediation Record	Mediated <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Mediation	Disposition <input type="checkbox"/> Settled <input type="checkbox"/> Referred for Arbitration

*Title being sought if Promotion Grievance
 **If more than one Grievant, use attachment to reflect required information
 Where sufficient space is not available, make attachments as necessary to this form. Attachments should also include letters, parties' position at each conference, statements, affidavits, and other pertinent information.
 Five copies of this form are to be submitted to the Company at the initial level of presentation. Four of these forms are to be returned to the Union representative showing the proposed disposition of the grievance. One copy will be returned to the Company showing the proposed disposition of the grievance, i.e. accepted, rejected or appealed. Each representative of the parties will forward one copy to the next higher level of organization, as appropriate.
 At the 3rd level each party will furnish one copy of the grievance form for entry of proposed disposition and the Union's acceptance, rejection or appeal. The position of each party shall be indicated on Lines 16 and 17 prior to forwarding to the Fourth level.

PLEASE SPACE FOR
A STAFF OFFICE
USE ONLY

RECEIVED

Record of Grievance between Communications Workers of America and

Form 3G3A
From (5-87)

RECEIVED
NO MAY 22 1991

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

RECEIVED

APR 15 1991

CWA LOCAL 3106

LOCAL DISPOSITION
COMMUNICATIONS
WORKERS OF AMERICA
Orange Park, Florida

G#91093

Grievance Number
To be assigned by CWA State Office

1. Grievance Occurred	Date 03-5, 6, 7,-91	Specific Location & State Jacksonville, Florida	
	Department Network	* Title Involved if Applicable	Local No. 3106
2. **Grieving Employee Or Work Group Involved	Name of Employee or Work Group Address		Department Network
	Job Title Service Technician	N.C.S. Date	Seniority Date
3. Union's Statement of What Happened	3 Day suspension for failure to follow company integrity policy.		
4. Specific Basis of Grievance or Section of Contract Involved	Article 11, 18 and all other articles that may apply. and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder.		
5. Date Grievance Filed	03-13-91	Originated by: Union Representative <i>[Signature]</i>	Date <i>3-25-91</i>
6. Company's Statement of What Happened	Employee was suspended for 3 days for his improper handling of repair reports.		
7. Proposed Disposition - Second Level	Reduce suspension to one (1) day and change entry accordingly.		
	Signed: Company Representative <i>[Signature]</i>		Date <i>4/10/91</i>
8. <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input checked="" type="checkbox"/> Appealed	Signed: Union Representative <i>[Signature]</i>		Date <i>4/28/91</i>
9. True Intent Question Exists: <input type="checkbox"/> Yes <input type="checkbox"/> No	True Intent Question Exists: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Signed: Union Representative	Date	Signed: Company Representative	Date
10. Authorization to Inspect Personnel Record	Furnished By: Union Representative Date	Received By: Company Representative Date	11. Union First Requested Meeting - Second Level Date
12. Proposed Disposition - Third Level	Signed: Company Representative		
13. <input type="checkbox"/> Accepted <input type="checkbox"/> Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only] <input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested (See Lines 16 & 17)	Signed: Union Representative		
14. Proposed Disposition - Fourth Level	Signed: Company Representative		
15. <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested	Signed: Union Representative		

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062

16. Company's
Position
(Third Level)

Signed

Company Representative

Date

17. Union's
Position
(Third Level)

Signed

Union Representative

Date

18. Conference
Record

Date of Conference

Level at Which Conference Held

Union Representative Chairperson

Company Committee Chairperson

19. Mediation
Record

Mediated
 Yes No

Date of Mediation

Disposition Settled
 Referred for Arbitration

*Title being sought if Promotion Grievance

**If more than one Grievant, use attachment to reflect required information.

Where sufficient space is not available, make attachments as necessary to this form. Attachments should also include letters, parties' position at each conference, statements, affidavits, and other pertinent information.

Five copies of this form are to be submitted to the Company at the initial level of presentation. Four of these forms are to be returned to the Union representative showing the proposed disposition of the grievance. One copy will be returned to the Company showing the proposed disposition of the grievance, i.e. accepted, rejected or appealed. Each representative of the parties will forward one copy to the next higher level of organization, as appropriate.

At the 3rd level each party will furnish one copy of the grievance form for entry of proposed disposition and the Union's acceptance, rejection or appeal. The position of each party shall be indicated on Lines 16 and 17 prior to forwarding to the Fourth level.

063

RECEIVED _____
CARD _____
FINAL DISPOSITION _____
CODES _____

Record of Grievance between Communications Workers of America and



- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

LOCAL GRIEVANCE NO.
BOC 0-195

Grievance Number _____
To be assigned by
CWA State Office

1. Grievance Occurred	Date	Specific Location & State MIAMI, FLA.	
	Department NETWORK	*Title Involved if Applicable S.T.	Local No. 3121

2. **Grieving Employee Or Work Group Involved	Name of Employee or Work Group Address		Department NETWORK
	Job Title ST	N.C.S. Date	Seniority Date

3. Union's Statement of What Happened
Unjust termination

4. Specific Basis of Grievance or Section of Contract Involved
Article 11
_____ and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder.

5. Date Grievance Filed **10-15-90** Originated by: _____ **11-20-90**
Union Representative *[Signature]* Date

6. Company's Statement of What Happened
Employee terminated for misconduct associated with falsified trouble reports.

7. Proposed Disposition - Second Level
The termination is upheld.

Signed: _____ **11-20-90**
Company Representative Date

8. Accepted Rejected Appealed Signed: _____ **12-7-90**
Union Representative Date

9. True intent Question Exists: Yes No True Intent Question Exists: Yes No

Signed: _____ Signed: _____
Union Representative Date Company Representative Date

10. Authorization to Inspect Personnel Record	Furnished By: _____	Received By: _____	11. Union First Requested Meeting - Second Level 10-15-90
	Date	Date	

12. Proposed Disposition - Third Level

Signed: _____ _____
Company Representative Date

13. Accepted Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only] Signed: _____
 Rejected Arbitration Requested (See Lines 16 & 17) Union Representative Date

14. Proposed Disposition - Fourth Level

Signed: _____ _____
Company Representative Date

15. Accepted Rejected Arbitration Requested Signed: _____ _____
Union Representative Date

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064

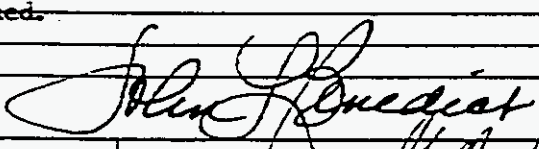
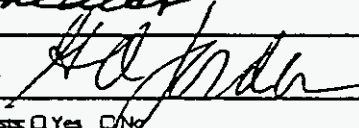
RECEIVED _____
 CARD _____
 FINAL DISPOSITION _____
 CODES _____

Record of Grievance between Communications Workers of America and



- Bellsouth Advanced Systems
 - Bellsouth Advertising and Publishing
 - Bellsouth Services
 - South Central Bell
 - Southern Bell
- # 90B665

Grievance Number _____
 To be assigned by
 CWA State Office

1. Grievance Occurred	Date OCTOBER 10, 1990	Specific Location & State MIAMI, FLORIDA	Grievance Number
	Department NETWORK	*Title Involved if Applicable SERVICE TECHNICIAN	Local No. 3107
2. **Grieving Employee Or Work Group Involved	Name of Employee or Work Group Address Job Title SERVICE TECHNICIAN		Department NETWORK
		N.C.S. Date	Seniority Date
3. Union's Statement of What Happened	1 IMPROPER TERMINATION		
4. Specific Basis of Grievance or Section of Contract Involved	ARTICLE 11 and other applicable sections, the true intent an meaning of each; and the failure of the Company to perform its obligations thereunder.		
5. Date Grievance Filed	10/29/90	Originated by: Union Representative GEORGE MORAT	Date 10/25
6. Company's Statement of What Happened	Employee terminated for misconduct.		
7. Proposed Disposition- Second Level	Termination is sustained.		
	Signed: Company Representative		Date 11-28-90
8. <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input checked="" type="checkbox"/> Appealed	Signed: Union Representative		Date 12/2/90
9. True Intent Question Exists: <input type="checkbox"/> Yes <input type="checkbox"/> No	True Intent Question Exists: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Signed: Union Representative	Date	Signed: Company Representative	Date
10. Authorization to Inspect Personnel Record	Furnished By: Union Representative Date	Received By: Company Representative Date	11. Union First Requested Meeting - Second Level Date
12. Proposed Disposition - Third Level	Signed: Company Representative Date		
13. <input type="checkbox"/> Accepted <input type="checkbox"/> Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only] <input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested (See Lines 16 & 17)	Signed: Union Representative Date		
14. Proposed Disposition - Fourth Level	Signed: Company Representative Date		
15. <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested	Signed: Union Representative Date		

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065

FLORIDA

DOCUMENTS REQUEST 12

DOCKET #910163-TL

<u>NUMBER</u>	<u>NAME</u>	<u>TITLE</u>	<u>BUSINESS ADDRESS</u>
1.		Manager	903 W. University Blvd. Gainesville, Fl
			See attached entry form and Security Investigative Report.
2.		Svc. Tech.	No longer with Company
			See attached entry form and Security Investigative Report.
3.		Svc. Tech.	1824 N. 3rd Street Jacksonville Beach, Fl
			See attached entry form and Security Investigative Report.
4.		Svc. Tech.	1602 N. Cove Blvd. Panama City, Fl
			See attached entry form and Security Investigative Report.
5.		Svc. Tech.	111 1st Street South Havana, Fl
			See attached entry form and Security Investigative Report.
6.		Svc. Tech.	1602 N. Cove Blvd. Panama City, Fl
			See attached entry form and Security Investigative Report.
7.		Svc. Tech.	1015 W. Highway 90 Chipley, Fl
			See attached entry form and Security Investigative Report.
8.		Svc. Tech.	No longer with Company
			See attached entry form, grievance brief and summary of trouble reports.
9.		Svc. Tech.	No longer with Company
			See attached entry form and chronology.

066

- South Central Bell
- Southern Bell
- BellSouth Services
- Other:

Investigative Report

State of Origin:
FLORIDA

Reporting Office: ORLANDO, FLORIDA	Investigation At: GAINESVILLE, FLORIDA	Date: 1-22-91
Title: GAINESVILLE, FLORIDA IMC	Classification: EMPLOYEE DEFALCATION	
	Reporting Manager: A. F. BRADLEY	Steno: WELLS
	Period Covered By Investigation: 11-29-90 THROUGH 1-22-91	

Synopsis:

A North Florida area Network staff review of subscriber trouble reports in the Gainesville Division IMC determined that reports were being falsely created and improperly stasured to meet a Public Service Commission Index. Gainesville IMC employees Billie C. Sommer and [redacted] provided signed statements alleging that Assistant Manager James Powell made comments to them independently, regarding the need to create false trouble reports to offset subscriber reports having long outages. When interviewed, Powell denied the allegations. All other employees working in the Gainesville IMC were also interviewed and denied any knowledge or involvement.

CLOSED

STAFF MANAGER-SECURITY	Approved By: GENERAL SECURITY MANAGER - NF
------------------------	---

- Copies To:**
- VICE PRESIDENT-FLORIDA
 - ASSISTANT VICE PRES.-SEC.
 - VICE PRES.-NETWORK/FLA
 - GENERAL MANAGER-NETWORK
 - ASSISTANT VICE PRES.-LABOR REL.
 - GENERAL MANAGER-PERSONNEL

1)
2 . After referring these type troubles to a supervisor,
3 I am no longer involved. It is their responsibility to handle the
4 trouble from that point.

5 - It is not part of my job responsibility to close out
6 troubles and don't have the training to do so. It is my
7 responsibility to utilize the CON (carried over no) transaction at
8 times when the IMC dispatch time conflicts with the dispatch time
9 requested by the subscriber. This transaction is used when at the
10 customers instructions we may exceed the 24 hour out of service
11 objective. The ELMOS System CON transaction would remove a trouble
12 from the out of service 24 hours index base, and would not be
13 counted against the Maintenance Center results. This transaction
14 is only used after I contact the subscriber and attempt to get the
15 trouble dispatched within the 24 hour period. If this can not be
16 done, I note the subscriber trouble history that they requested a
17 future due date.

18 I seldom utilize the CON transaction. I estimate that
19 I may CON a trouble no more than once a month if that many.

20 I am aware that an investigation is in progress regarding
21 abuse of the CON transaction and false reporting and incorrect
22 statusing of Test OK out of service troubles.

23 I have no knowledge that anyone in the IMC is involved
24 in manipulating trouble reports or creating false troubles for the
25 purpose of meeting certain PSC objectives. I have never been asked
26 or instructed to do anything improper regarding subscriber reports.

27 I have read the above two page statement and it is true
28 to the best of my knowledge. I have initialed the two pages.

29 Signed:
30 Virginia W. Sowell
31 12-11-90

32 Witness:
33 A. F. Bradley
34 Staff Manager-Security
35 12-11-90"

36 Interview of _____, Manager-IMC

37 On December 11, 1990, _____ was interviewed and
38 provided the following signed statement:

"Gainesville, Florida
December 11, 1990

I, , do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am old. My birthdate is and my social security number is. I am employed with Southern Bell as Gainesville, Florida Division, and my NCS date with Southern Bell is

I am aware that an investigation is in progress regarding the false reporting of Out of Service Test OK troubles and the improper coding of subscriber troubles using the CON (Carried Over No) transaction in the Gainesville IMC.

I have reviewed information initially developed by the North Florida Headquarters staff that Test OK subscriber troubles were incorrectly statused Out of Service with no narrative to support the Out of Service status. The headquarter's review also determined that on the deviations found they were shown to a fictional Repair Service Attendant (RSA). These troubles were also shown with short clearing times between three and five minutes. The staff also found that these troubles were falsely created in the Gainesville small exchanges using sequential telephone numbers from the Gainesville Telephone Directory.

The intentional manipulation was to obviously increase the Out of Service base to meet a PSC objective. The utilization of the CON transaction removes a subscriber report from the over 24 hour PSC objective. Those improper CON transactions were also an obvious attempt to make sure that the PSC objective was met.

Making these PSC objectives is one of the very important parts of my job. I also have other objectives along with the Out of Service Over 24 Hours that I try to daily make sure stay in line. These include the Code 4 (Outside Facilities) report rate, missed appointments, repeat reports, and the total Network report rate.

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1) Although the over 24 hour objective is important to me
2 I have never condoned the manipulation of company records to
3 include creating reports for the purpose of meeting an objective.
4 weekly printouts with information on subscriber reports
5 regarding Out of Service reports.
6 If not meeting the objective of 95%,
7 where we stand in the exchange in question and
8 do everything possible within the set guidelines not
9 to miss another Out of Service report.
10

11 at or near the end of a month
12 we would need several Out of Service reports if we were to
13 meet the PSC objective. reports in the dispatch
14 or screening pool be retested to see if any reports could be
15 restated out of service. If the out of service base
16 built up we could meet the objective.

17 It's obvious there has been record manipulation in
18 center so we could meet these results. As I stated before, I do
19 not condone and I have never asked anyone to falsify records to
20 meet objectives. However, because of my constant monitoring of the
21 Out of Service reports and the fact that I advise
22 supervisors when we are not meeting an objective, I may have
23 unknowingly sent the wrong message to one or more
24 supervisors.

25 I personally have not created trouble reports or asked
26 a manager or craft employee to create trouble reports, or falsify
27 any other IMC records to meet objectives.

28 I have also advised employees, especially managers,
29 that if anybody was making up short duration trouble reports or
30 doing anything illegal they better stop it. This was in late
31 October or the first part of November, 1990. My supervisor, Mr.
32 Kellermann, had asked me to take a look at my center to make sure
33 that everything was being reported and handled properly. He was
34 especially concerned with task building by the outside forces. I
35 did find some short duration Test O.K. reports but did not pursue
36 or investigate the exact reason they were shown cleared in a short
37 time. I did say as I stated before, that if anything improper was
38 being done, they better damn sure stop it.

39 The Gainesville IMC is my responsibility. I suspect that
40 the improper actions under investigation were done by one or more
41 of managers. However, I do not have any proof to substantiate
42 my suspicions.

0 I do recall an incident in early November, 1990 involving
1 a special circuit that had an extended duration time of receipt to
2 clear in excess of sixty-nine hours. This subscriber report was
3 mishandled by SARTS, IMC supervisor Jim Powell, and by SSIM
4 whereby it was not properly closed in ELMOS in a timely manner.
5 This incident was over a weekend. The trouble report came in on
6 a Friday afternoon and was not closed until Monday morning. Since
7 Powell was on weekend duty and he was formerly a supervisor in
8 SSIM, I felt that he should have handled the report over the
9 weekend and not waited until Monday. He was somewhat inexperienced
10 in the operation of the IMC, so I re-covered him on the proper
11 procedures regarding dispatch and the importance of handling a long
12 duration subscriber report.

13 Because of this I told Powell that we would need many
14 short duration tickets to overcome the unnecessary affect of the
15 one long duration report. He later asked me what he could do about
16 the long duration report. As I recall, I told him we were going
17 to have to eat it as there was nothing we could do.
18

19 I have been advised that one of Maintenance
20 Administrators, Billie Sommer, stated that Powell came to her
21 asking that she make up false trouble reports to offset a long
22 duration out of service special circuit. She stated that she would
23 do what the supervisor asked but told him she thought it was wrong
24 and improper. Sommer then advised that Powell went to me to
25 discuss the matter. He came back to Sommer and decided that he
26 would not ask that false reports be made, because he had a guilty
27 conscience.
28

29 I don't recall that Powell mentioned false reports or
30 that he had a guilty conscience. I only told him that we could do
31 nothing but eat the trouble. When I told Powell that we would need
32 many short duration troubles, I in no way was suggesting or
33 instructing him to create trouble reports.

34 I have read the above statement consisting of six pages
35 and it is true to the best of my knowledge and belief. I have
36 initialed each page and correction.

37 Signed:

38 12-11-90
39

40 Witness:
41 A. F. Bradley
42 Staff Manager-Security
43 December 11, 1990"

1) Interview of _____, Assistant Manager-IMC

2
3 On December 12, 1990, _____ was interviewed and provided
4 the following signed statement:

5 "Gainesville, Florida
6 December 12, 1990

7 I, _____, do hereby make the following free and
8 voluntary statement to A. F. Bradley, who has identified himself
9 as a Staff Manager-Security for Southern Bell Telephone Company.
10 I realize this statement may be used as evidence.

11 I am _____ old. My birthdate is _____
12 and my social security number is _____. I am
13 employed with Southern Bell Gainesville, Florida as _____
14 _____, and my net credited service date is _____
15 . I report to _____ and can be contacted through
16 him at _____.

17 I have been a manager in the Gainesville Maintenance
18 Center for approximately six years. During my entire time here
19 reporting to second level managers,
20 and now _____, I have never been asked to do anything
21 improper with the statusing of subscriber reports for the purpose
22 of making a PSC objective. All managers, including myself, are
23 always being reminded that we need to do everything possible within
24 the rules and guidelines to make all of our indexes. Again, I
25 personally have never done anything improper or been asked to do
26 anything improper so that an index could be met.

27 I have reviewed with Mr. Bradley, a list of Test OK out
28 of service reports for September and October, 1990, for several
29 small exchanges in the Gainesville and Brooksville Districts. I
30 have been told that these records reflect reports that were created
31 for the purpose of enlarging the Out of Service report base so that
32 the PSC over 24 hour Out of Service index could be met.

33 I have no personal knowledge who may have created these
34 troubles.

35 I do recall an incident that happened within the past
36 three months that involved Gainesville IMC Assistant Manager Jim
37 Powell.



Personnel Record Current Entry Sheet

B

Employee's Name _____ Title Services Technician
 Department Network Location Jacksonville Beach, FL

Date	Held By	Content Of Interview
2/26/91	HRH	Dismissed employee for inappropriate conduct related to his
		improper handling of repair reports without customer knowledge
		and in violation of Company practice and policy.
		Signed: <i>Employee Refuses to sign</i>
		Dated: <i>2-26-91</i>
		<div style="border: 1px solid black; padding: 5px; display: inline-block;"> REC REC </div>
		FEB 26 91
		OPERATION MANAGER NET SOUTH FLORIDA

075

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SECURITY SUMMARY

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OVERVIEW:

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In Florida, the Network Department Staff had determined that a problem may have existed where Services Technicians were calling in Customer Trouble Reports and subsequently having such Reports pre-assigned to themselves. In the Southeast Jacksonville Turf a special study was conducted involving a two month plus period, and employee was identified as possibly being involved in process described above. In essence, eight situations were identified where customers had called in to report a trouble, with the eight being pre-assigned to , and with closing out the tasks as completed.

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FINDINGS:

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All eight customers were contacted. Seven did not recall any trouble with their service and had not called in any trouble condition. One customer did recall referring a problem to handled problem per se but had referred situation as a Customer Report rather than an employee report). was interviewed and provided the statement attached. The statement is self explanatory. NOTE - there is some evidence to suggest that some "routine" type work may have been done on certain of the conditions. involved, but no trouble condition existed per se.



Southern Bell

Personnel Record
Current Entry Sheet

B

Employee's Name _____ Title Services Technician

Department _____ Network _____ Location Jacksonville Beach, FL

Date | Held By | Content Of Interview

3-4-91	HRH	Suspended employee for three days (March 5, 6, and 7, 1991)
		for his improper handling of repair reports. Advised employee
		that future incidents of a similar nature could result in
		more severe disciplinary action up to and including termination.
		Also advised employee of his right to inspect his personnel record.

Date: 3-4-91

Signature: _____

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SECURITY SUMMARY

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OVERVIEW:

A NETWORK STAFF STUDY IN FLORIDA RAISED CERTAIN CONCERNS THAT SERVICES TECHNICIANS WERE GENERATING CUSTOMER TROUBLE REPORTS AND SUBSEQUENTLY ARRANGING TO HAVE SUCH REPORTS PRE-ASSIGNED TO THEMSELVES. IN ESSENCE, NO TROUBLE CONDITION EXISTED PER SE. THE SOUTHEAST JACKSONVILLE "TURF" STUDIED THE MATTER FOR A TWO MONTH PLUS PERIOD AND CERTAIN CONCERNS WERE ADDRESSED IN THIS REGARD.

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FINDING:

THE STUDY REVEALED FOUR REPORTS IN QUESTION INVOLVING EMPLOYEE REEVES. THREE CUSTOMER REPORTS AND ONE EMPLOYEE REPORT INVOLVED. ALL THE CUSTOMERS WERE CONTACTED. NO CUSTOMER REMEMBERED MAKING A TROUBLE REPORT OR REFERRING ANY TROUBLE CONDITION TO ANY TELEPHONE TECHNICIAN. STATEMENT BY GIVEN DURING COMPANY INVESTIGATION IS ATTACHED. MANAGEMENT DID NOT CONDONE MAKING A REPORT IF INDEED NO TROUBLE CONDITION EXISTED. PER "PERSONAL RESPONSIBILITY" COVERAGE, EMPLOYEE IS AWARE THAT HE IS RESPONSIBLE FOR HIS OWN ACTIONS AND ANY QUESTIONS OR CONCERNS ABOUT PROPER ACTION SHOULD BE REFERRED ACCORDINGLY.



Southern Bell

Form 3181-B
(9-80)

Personnel Record
Current Entry Sheet

JOS B

Employee's Name _____ Title Service Technician
Department NET/DISTR. Location Panama City, FLA.

Date	Held By	Content Of Interview
3-27-91	CWE	<p>WARNED for improper handling of a trouble report. No further problems are expected in this area.</p>
		5-27-91
		8114191
		Grievance now in process

079

Southern Bell 1)
BellSouth Services 2
Other: 3
4

Investigative Report

Date of Origin:
FLORIDA

Reporting Office: JACKSONVILLE	Investigation At: PANAMA CITY, FLORIDA	Date: 2/8/91
Title: SERVICES TECHNICIAN NETWORK DEPARTMENT	Classification: EMPLOYEE DEFALCATION	
	Reporting Manager: J. G. JEFFRIES	Steno: FISH
	Period Covered By Investigation: 11/30/90 - 2/8/91	

Synopsis:

A Network Staff Study identified as possibly generating trouble reports and having the tasks assigned to himself. admitted generating the two (2) reports in question but advised they were legitimate tasks and cleared properly by him.

-CLOSED-

 STAFF MANAGER-SECURITY	Approved By:  GENERAL SECURITY MANAGER - NF
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Copies To:

- General Manager-Network
- AVP-Labor Relations
- General Manager-Personnel
- Operations Mgr.-Network
- AVP-Security

File No: FN003-05004

NOT TO BECOME PART OF EMPLOYEE'S PERSONNEL FILES

Restricted BellSouth Security Information

080



Personnel Record
Current Entry Sheet

B

Employee's Name _____ Title Service Technician

Department Network Location Havana

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Date	Held By	Content Of Interview
3-11-91	JGS.	Suspended employee for 2 days for the improper handling of trouble report situations. No further problems expected in this regard.
		8/16/91
		Clearance now in process

3-11-91

081

South Central Bell 1)
 Southern Bell 2
 BellSouth Services 3
 Other: 4

Investigative Report

State of Origin:

FLORIDA

Reporting Office: JACKSONVILLE	Investigation At: HAVANA	Date: 02-07-91
Title: SERVICES TECHNICIAN NETWORK DEPARTMENT	Classification: EMPLOYEE DEFALCATION	
	Reporting Manager: J. G. JEFFRIES	Steno: WILLIAMS
	Period Covered By Investigation: 02-01-91 THRU 02-07-91	

Synopsis:

Employee admitted to generating employee reports and having them pre-assigned to himself when the work load was slack. He did this to keep his production at a satisfactory level.

CLOSED

Investigating Manager: STAFF MANAGER-SECURITY <i>James G. Jeffries</i>	Approved By: GENERAL SECURITY MANAGER <i>James J. O'Neal</i>
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Copies To: ASSISTANT VICE-PRES.-SEC. GENERAL MANAGER-PERSONNEL GENERAL MANAGER-NETWORK AVP PERSONNEL-LABOR RELATIONS OPERATIONS MANAGER-NETWORK	NOT TO BECOME PART OF EMPLOYEE'S PERSONNEL FILE
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South Central Bell 1)
Southern Bell 2.
BellSouth Services 3
Other: 4

Investigative Report

State of Origin: 5
FLORIDA

Reporting Office: JACKSONVILLE	Investigation At: PANAMA CITY	Date: Feb. 18, 1991
Title: SERVICES TECHNICIAN NETWORK DEPARTMENT	Classification: EMPLOYEE DEFALCATION	
	Reporting Manager: J. G. JEFFRIES	Steno: FISH
	Period Covered By Investigation: FEB. 14, 1991 - FEB. 18, 1991	

Synopsis: 13

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was re-interviewed on February 15, 1991 and provided a voluntary signed statement to answer additional questions and clarify his previous statement. admitted generating one (1) report to cover his time working with law enforcement on an investigation. advised he felt obligated on behalf of the Company to assist.

-CLOSED-

Staff Manager - Security: *James G. Jeffries*
Approved By: *James L. O'Neal*
GENERAL SECURITY MANAGER - NF

Copies To:
AVP-Security
Gen. Mgr.-Personnel
General Mgr.-Network
AVP-Labor Relations
Operations Mgr.-Network

NOT TO BECOME PART OF EMPLOYEE'S PERSONNEL FILES

No: EN003-05006A

E

"Restricted BellSouth Security Information"

084



Southern Bell

Personnel Record
Current Entry Sheet

B

1) Employee's Name _____ Title Service Technician

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5 Department Networks Location ChIPLEY

Date	Held By	Content Of Interview
7 <u>3-11-91</u>	<u>JGS</u>	<u>Suspended the employee for 1 day for improper handling of trouble reports. No further problems are expected in this area.</u>
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22		<u>Leave now in process</u>
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34		<u>3-11-91</u>
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085

South Central Bell 1)
Southern Bell 2
BellSouth Services 3
Other: 4

Investigative Report

Site of Origin: 5
FLORIDA

Reporting Office: JACKSONVILLE	Investigation At: CHIPLEY, FLORIDA	Date: 2/7/91
Title: SERVICES TECHNICIAN NETWORK DEPARTMENT	Classification: EMPLOYEE DEFALCATION	
	Reporting Manager: J. G. JEFFRIES	Steno: FISH
	Period Covered By Investigation: 11/30/90 - 2-7-91	

Incidents: 12

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A Network Staff Study identified as possibly generating repair reports and having the reports pre-assigned to himself. On February 4, 1991, advised he generated employee reports only to cover his productive time.

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-CLOSED-

James J. Jeffries
STAFF MANAGER-SECURITY

Approved By: *James L. Plean*
GENERAL SECURITY MANAGER - NF

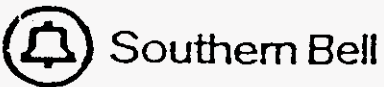
Referred To:
General Manager-Network
AVP-Labor Relations
→ General Manager-Personnel
Operations Mgr.-Network
AVP-Security

NOT TO BECOME PART OF EMPLOYEE'S
PERSONNEL FILES

No: FN003-05005

E "Restricted BellSouth Security Information"

086



Personnel Record Current Entry Sheet

B

Employee's Name _____ Title Service Technician

Department Network Location 2470 N. W. 38th Street

Date	Held By	Content Of Interview
10-12-90	<i>E.D.R.</i>	Terminated for misconduct of falsifying company documents. <i>Emp refused to sign E.D.R.</i>

SB
087

1) DISCIPLINE CASE BRIEF

2 GRIEVANCE NO. 99-105 LOCATION MIAMI, FLA. DEPT. NETWORK -

3 GRIEVANT'S NAME _____ TITLE SERVICES TECHNICIAN

4 N.C.S. DATE _____ D.O.B. _____

5 DATE GRIEVANCE FILED 10/15/90 DATE GRIEVANCE OCCURED 10/11/90

6 I. DISCIPLINARY ACTION TAKEN

7 - TERMINATION 10-12-90

8 II. REASON FOR DISCIPLINE

9 MISCONDUCT ASSOCIATED WITH FALSIFIED TROUBLE REPORTS.

10 III. CHRONOLOGY OF FACTS RELATED TO THE DISCIPLINE

11 SEE ATTACHED *in Section 8* -

12 *10-12-90 Termination*
13 *10-15-90 Grievance filed.*
14 *11-20-90 Second level meeting, Co. dir. 12-7-90 Griev. approved*

15 IV. APPRAISAL OF ACTION TAKEN

16 INVESTIGATION OF QUESTIONABLE TROUBLE REPORTS WITH CUSTOMERS
17 AND FIELD OBSERVATIONS. *see Section 8*

18 V. UNION'S ARGUMENT

19 UNJUST TERMINATION.

20 VI. COMPANY'S ARGUMENT

21 AFTER AN INTENSIVE INVESTIGATION, IT WAS FOUND THAT THE GRIEVANT
22 DID INDEED FALSIFY TROUBLE REPORTS.

23 VII. POTENTIAL WITNESSES

24 C. D. CHASTEEN
25 ROGER GEORGE
26 JIM KREITZBURG

was the terminated employee.

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GLOSSARY OF TERMS

The Number 247-Refers to

D.C.W.S. -Display craft work summary. Employees daily work log made by the computer using information supplied by the employee.

6571-Report that show the employees work operation on each job. This report is completed by the employee.

PAO-This is a status given a report that means the report has been preassigned to an employee. This function has to be completed manually.

DLETH-Display long extended trouble history.

AIRO-Automatic interactive report ordering. This is where a customer call repair service and while using a touch-tone phone they answer a series of prompts about the report.

BDO-Bulk Dispatched Out. A report given to an employee who has already been preassigned a report. (This is done Manually)

X-BOX-An interface location between two or more cables which allow employees to place a wire between two different cable pairs.

GRIEVANCE

1) The company position is that [redacted] falsified records by creating trouble reports via the AIRO system when trouble conditions did not exist, and charged excessive time to the clearing of these non-existent problems. While [redacted] was in the area of most of the fictitious reports, all of these reports were pre-assigned to him at his request, and none of the 25 customers involved in these reports indicate that they had filed a report nor did they indicate that there were any problems.

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10 The company investigated over 25 technicians who received trouble reports shortly after AIRO reports had been filed was conducted in the division. In only two cases was evidence of records falsification verifiable, and termination was the disciplinary action in both cases.

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15 The period of review in this case was limited by the amount of data available in the data base, and consisted of work reports completed from August 15 through October 4. The investigation was completed on October 11, and [redacted] was terminated after he was unable to explain the discrepancies on October 12.

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20 The company afforded the union and the employee the opportunity to identify work done both during the investigation and during the grievance process. The various excuses of mis-coding reports, over-reporting time to minor troubles (such as 1-1/2 hours to repair a jumper in a cross-box which is a two minute task), lack of knowledge of procedures and closing troubles to items that are difficult to verify (such as reterminating jumpers or changing out carbons at the interface) do not convince the company that reasonable doubt can be created in this case. Not only is the quantity of unsubstantiated reports significant, but a review of the employee's past several months activity indicate that knowledge of coding, filing of employee reports and time reporting is evidenced. In fourteen of the twenty-five instances (56%) the invalid report was the employee's last trouble of the day. The primary close-out codes used by [redacted] were "defective carbons" (which cannot be detected by sight from distant cross-boxes) and "broken jumper in cross-box" (which only requires two minutes to correct) contribute to the company's conclusion that the reports were fraudulently entered into the system.

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39 The Manager-I&M/SSIM has detailed trouble histories on all the accounts involved and results of the investigation on each report. It should be noted that 26 troubles fell within the parameters studied in this sample. A complete review of the technician's trouble logs for all activity during the two month period was not included, therefore we did not ascertain the validity of other troubles closed by the technician during this time frame. Of the sample of 26 items reviewed, 25 (96%) were found to be falsified.

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47 Based on the findings of the investigation, the company was justified in terminating [redacted].
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TRUBLE REPORTS

August, 1990

8-15-90 Report received at: 2:35 P.M.
 Pre-assigned to #247 at: 5:09 P.M.
 Dispatched self to premise at: 5:28 P.M.
 Cleared trouble at: 6:30 P.M.
 Report closed to: Defective Inside Wire
 was at the same address on his preceding trouble. An AIRO report was received and pre-assigned to for a different apartment in the complex. The customer is not aware a problem with their service and did not file a report. This was the technician's last report of the day.

8-23-90 Report received at: 5:29 P.M. (*Repair Bureau*)
 Pre-assigned to #247 at: 5:33 P.M.
 Dispatched self to premise at: 5:37 P.M.
 Cleared trouble at: 6:30 P.M.
 Report closed to: Open 6-pair terminal in the building
 was at the same location working on another line earlier in the day. After he went to another location for his next job, an AIRO report was received for the fax line at this customer's premise. This report was pre-assigned to who returned to the site of his earlier work activity. The customer knows of no problem with the fax line and did not file the report. This was the technician's last report of the day.

8-24-90 Report received at: 6:05 P.M.
 Pre-assigned to #247 at: 6:18 P.M.
 Dispatched self to premise at: 6:26 P.M.
 Cleared trouble at: 6:30 P.M.
 Report closed to: Defective carbons
 was at a trouble served by the same cross-box, however the report was closed out to defective carbons. This is not an item that can be found by visual inspection at the cross-box, it must be tested and cleared at the premise. The customer is not aware of a problem and did not file a report. This was the technician's last report of the day.

8-25-90 Report received at: 2:29 P.M.
 Pre-assigned to #247 at: 2:52 P.M.
 Dispatched self to premise at: 3:57 P.M.
 Cleared trouble at: 4:30 P.M.
 Report closed to: Loose wire at the protector
 was at the premise working on another trouble. This item was closed out to a loose wire, which indicated took one hour to clear (the work operation should required no more than 5-10 minutes isolation and clearing time). This was his last trouble of the day. The customer is not aware of a problem and did not file a report. This was the technician's last report of the day. Although pre-assigned to at 2:52 P.M., he did not dispatch himself to the trouble until 3:57 as noted in the Detailed Trouble History for this number.

8-28-90 Report received at: 12:13 P.M.
Pre-assigned to #247 at: 12:18 P.M.
Dispatched self to premise at: 1:29 P.M.
Cleared trouble at: 2:00 P.M.
Report closed to: Defective carbons
was at the same address, but was working at a different
apartment in the complex on his preceding trouble. charged
one hour to the replacement of defective carbons, far in excess of
the average work operation time required, immediately preceding his
lunch hour. The customer is not aware of a problem and did not file
a report. Although pre-assigned to at 12:18 P.M., he did
not dispatch himself to the trouble until 1:29 P.M. as noted in the
Detailed Trouble History for this number.

8-29-90 Report received at: 8:34 A.M.
Pre-assigned to #247 at: Not pre-assigned
Dispatched self to premise at: 10:42 A.M.
Cleared trouble at: 11:45 A.M.
Report closed to: Found OK
The trouble report was made by the customer.

8-29-90 Report received at: 9:27 A.M.
Pre-assigned to #247 at: 9:31 A.M.
Dispatched self to premise at: 9:37 A.M.
Cleared trouble at: 9:44 A.M.
Report closed to: Missing cross-connect
This AIRO report was received and pre-assigned to within
four minutes. His preceding trouble was not in the area, although he
had been in the same cross-box the day before (8/28/90). There was
no report pending nor had there been a problem reported previously.
The customer is not aware of a problem and did not file a report.

8-30-90 Report received at: 12:38 P.M.
Pre-assigned to #247 at: 12:45 P.M.
Dispatched self to premise at: 1:05 P.M.
Cleared trouble at: 1:25 P.M.
Report closed to: Broken wire
was not at this location, but the customer is served by the
same cross-box as his preceding trouble. Review of
6571's (paper ticket maintained by the technician) indicate that he
picked up the trouble immediately after lunch. The customer is not
aware of a problem and did not file a report.

8-30-90 Report received at: 4:42 P.M.
Pre-assigned to #247 at: 4:47 P.M.
Dispatched self to premise at: 5:00 P.M.
Cleared trouble at: 6:30 P.M.
Report closed to: Trouble at the protector
went to this address, which was the same as his preceding
location. He closed out the trouble to a defective protector.
Inspection of the work location indicates the protector had not been
replaced for an extended period of time. The customer is not aware
of a problem and did not file a report. This was the technician's
last report of the day.

1) 8-31-90 Report received at: 6:26 P.M.
Pre-assigned to #247 at: 6:33 P.M.
2 Dispatched self to premise at: 6:37 P.M.
3 Cleared trouble at: 6:45 P.M.
4 Report closed to: Defective carbons
5 was at the same address on his preceding trouble, but
6 closed out this report for another apartment in the complex. The
7 trouble was closed to defective carbons, which must be verified by
8 testing. The customer is not aware of a problem and did not file a
9 report. This was the technician's last report of the day.
10

11 September, 1990

12 9-3-90 Report received at: 1:34 P.M.
13 Pre-assigned to #247 at: 1:39 P.M.
14 Dispatched self to premise at: 2:45 P.M.
15 Cleared trouble at: 4:30 P.M.
16 Report closed to: Broken jumper in cross-box
17 was not at this address on his preceding trouble, although
18 both customers were served from the same cross-box. The employee's
19 6571 indicates trouble closed out to a broken jumper, which he
20 charged 1-3/4 hours to at the end of the day. The customer is not
21 aware of a problem and did not file a report. Although this trouble
22 was pre-assigned to at 1:39 P.M., he did not dispatch
23 himself to the trouble until 2:45 P.M. as noted in the Detailed
24 Trouble History for this number.

25 9-6-90 Report received at: 3:02 P.M.
26 Pre-assigned to #247 at: 3:09 P.M.
27 Dispatched self to premise at: 3:49 P.M.
28 Cleared trouble at: 3:55 P.M.
29 Report closed to: Defective wire
30 was at this premise installing service on a service order.
31 The AIRO trouble was on another number at the same business customer
32 he was working at, and it was pre-assigned to him. The customer is
33 not aware of a problem and did not file a report.

34 9-11-90 Report received at: 12:32 P.M.
35 Pre-assigned to #247 at: 12:38 P.M.
36 Dispatched self to premise at: 12:44 P.M.
37 Cleared trouble at: 1:15 P.M.
38 Report closed to: Defective terminating wire
39 was not at this address on his preceding trouble, but both
40 customers are served from the same cross-box. The employee 6571 and
41 the closed trouble both indicate that the work done was on the
42 terminating wire, which requires him to be at the customer premise.
43 The customer is not aware of a problem, did not file a report and did
44 not provide access to any telephone company employee during this time
45 frame. The report was filed immediately before the employee's lunch
46 hour.

1) 9-15-90 Report received at: 1:57 P.M.
2 Pre-assigned to #247 at: 2:00 P.M.
3 Dispatched self to premise at: 3:48 P.M.
4 Cleared trouble at: 4:45 P.M.
5 Report closed to: No narrative given, but the code is for
6 a defective Outside Network Interface
7 was not at this address on his preceding trouble, but both
8 customers are served from the same cross-box. He did not have a 6571
9 on the job. This trouble was last report for the day.
10 The customer is not aware of a problem and did not file a report.
11 Although this trouble was pre-assigned to at 2:00 P.M., he
12 did not dispatch himself to the trouble until 3:48 P.M. as noted in
13 the Detailed Trouble History for this number.

14 9-17-90 Report received at: 9:53 A.M.
15 Pre-assigned to #247 at: 9:59 A.M.
16 Dispatched self to premise at: 10:12 A.M.
17 Cleared trouble at: 10:20 A.M.
18 Report closed to: Open at jack
19 was in this building on his preceding trouble, although he
20 was working on another customer's complaint. He closed this
21 particular trouble out to a jack problem at 10:31 A.M. The customer
22 did not place a trouble report until 12:02 P.M. on the same date, an
23 hour and a half after left the premises. The customer
24 stated that he did not place the earlier trouble report, and
25 acknowledges that a telephone repairman came out on 9/18. This
26 trouble was also on log and work was performed on 9/18,
27 which was closed out to a wiring problem.

28 9-20-90 Report received at: 11:56 A.M.
29 Pre-assigned to #247 at: 12:05 P.M.
30 Dispatched self to premise at: 1:14 P.M.
31 Cleared trouble at: 1:45 P.M.
32 Report closed to: Open wire
33 was at Victoria Hospital on his preceding trouble. This
34 trouble was reported into AIRO for another number (an associate at
35 the hospital with a separate line not billed to the hospital). The
36 customer is not aware of a problem on this line and did not file a
37 report. Although this trouble was pre-assigned to at 12:05
38 P.M., he did not dispatch himself to the trouble until 1:14 P.M. as
39 noted in the Detailed Trouble History for this number.

40 9-20-90 Report received at: 2:52 P.M.
41 Pre-assigned to #247 at: 3:04 P.M.
42 Dispatched self to premise at: 4:00 P.M.
43 Cleared trouble at: 4:35 P.M.
44 Report closed to: Broken jumper in cross-box
45 was not at this location on his preceding trouble, although
46 both numbers are served from the same cross-box. The customer is not
47 aware of a problem and did not file a report. This was
48 last trouble of the day.

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9-21-90 Report received at: 2:19 P.M.
Pre-assigned to #247 at: 2:23 P.M.
Dispatched self to premise at: 2:31 P.M.
Cleared trouble at: 2:45 P.M.
Report closed to: Open wire
was not at this location on his preceding trouble, although both numbers are served from the same cross-box. The report was closed out to a open wire, which requires him to be at the customer premise to perform work. The customer is not aware of a problem, did not file a report and did not provide access to the premises for any telephone-employee during this time frame.

9-21-90 Report received at: 3:39 P.M.
Pre-assigned to #247 at: 3:41 P.M.
Dispatched self to premise at: 3:46 P.M.
Cleared trouble at: 4:30 P.M.
Report closed to: Defective carbons
was at the same address on his preceding trouble. An AIRO report was received and pre-assigned to for a different apartment in the complex. The customer is not aware of a problem with their service and did not file a report. This was the employee's last trouble of the day.

9-22-90 Report received at: 3:04 P.M.
Pre-assigned to #247 at: 3:13 P.M.
Dispatched self to premise at: 4:26 P.M.
Cleared trouble at: 4:28 P.M.
Report closed to: Defective wire
was not at this location on his preceding trouble, although both numbers are served from the same cross-box. The customer is not aware of a problem and did not file a report. This was last trouble of the day.

9-24-90 Report received at: 4:13 P.M.
Pre-assigned to #247 at: 4:40 P.M.
Dispatched self to premise at: 4:45 P.M.
Cleared trouble at: 4:50 P.M.
Report closed to: Defective wire at aerial terminal
was not at this location on his preceding trouble, being six blocks away. This number is served from the same aerial terminal as an earlier installation order was assigned during the day. The customer is not aware of a problem and did not file a report. This was last trouble of the day.

9-27-90 Report received at: 4:18 P.M.
Pre-assigned to #247 at: 4:38 P.M.
Dispatched self to premise at: 4:42 P.M.
Cleared trouble at: 5:00 P.M.
Report closed to: Open wire
was not at this location on his preceding trouble, although both numbers are served from the same cross-box. The customer is not aware of a problem and did not file a report. This was last trouble of the day.

1) 9-28-90 Report received at: 12:09 P.M.
Pre-assigned to #247 at: 12:14 P.M.
Dispatched self to premise at: 12:22 P.M.
Cleared trouble at: 1:00 P.M.
Report closed to: Defective house cable
was at the same building address on his preceding trouble.
An AIRO report was received and pre-assigned to for a
different apartment in the complex. The customer is not aware of a
problem with their service and did not file a report. This trouble
occurred immediately before the employee's lunch hour.

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9-28-90 Report received at: 2:03 P.M.
Pre-assigned to #247 at: 2:09 P.M.
Dispatched self to premise at: 3:00 P.M.
Cleared trouble at: 3:28 P.M.
Report closed to: Defective carbons
was not at this address for his preceding trouble, however,
both customers are served from the same aerial terminal. Defective
carbons cannot be visually detected, but must be tested for and
corrected at the network interface at the living unit. The customer
is not aware of a problem with their service and did not file a
report.

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October, 1990

10-2-90 Report received at: 3:23 P.M.
Pre-assigned to #247 at: 3:33 P.M.
Dispatched self to premise at: 4:15 P.M.
Cleared trouble at: 4:45 P.M.
Report closed to: Open jumper in cross-box
was not at this address on his preceding trouble. The
customer is not aware of a problem with their service and did not
file a report. This was the technician's last report of the day.

10-4-90 Report received at: 11:07 A.M.
Pre-assigned to #247 at: 11:13 A.M.
Dispatched self to premise at: 11:29 A.M.
Cleared trouble at: 11:40 A.M.
Report closed to: Defective inside wire
was at this location working on a service order. The AIRO
report was received on the other line serving the customer. No work
was evidenced upon inspection. The customer is not aware of a
problem with their service and did not file a report.

NOTE: During this period, scheduled tour was from 8:00
A.M. to 5:00 P.M., with a 12:00 to 1:00 lunch hour.

1) As previously T-13's operation was found
2 to be less than satisfactory in quantity of work
3 for 1988 and 1989 maintenance (318hr)

4 Management looked at several factors
5 for all craft personnel to determine
6 their job performance. One such
7 factor was the PERFORMER M/TASK report
8 for 65 days prior to this particular
9 investigation or 8-15-90 through 10-1-90.

10 A total of 146 Service Technicians were
11 scrutinized in this report of which
12 25 appeared in the report. A further
13 refinement looked at all Service
14 Technicians whose job assigned
15 orders were picked up within
16 one hour of being assigned.

17 Employee [redacted] had 9 reports
18 fit into the group to be further scrutinized.

19-10-90 Foreman John H. Brown started
20 chassis on Service Technician #207
21

22 SEE ATTACHED Chronology Report
23 MR BROWN.

1) October 10, 1990

2 Time-11:17 a.m.

3 Arrived at 1450 Lincoln Rd., assigned trouble address for
4 His truck was not parked in front or rear of building.
5 Contacted Control Supervisor Silvia Lom-Ajan to see if S. T.
6 had closed out this trouble. Was advised that trouble was still
7 in his log also that he had a preassigned trouble at 20 Island
8 Ave. Bell Plaza Building.

9 Time-11:32 a.m.

10 Drove to Bell Plaza Building and could not find
11 truck in either parking lot east or west.

12 Time-11:40 a.m.

13 Drove back to 1450 Lincoln Rd. to see if S.T. was now on job.
14 He was not.

15 Contacted Sub Mrs. Betty Habib telephone number 673-1804
16 to see if in fact S.T. had made a premise visit. Mrs.
17 Habib said she had answering set on her telephone line. I asked
18 her to play answering set, she said a message was left on set
19 that S.B.T. man had called her. I asked if telephone man had left
20 her a card on her door informing her of where and who to call in
21 her absence. (NOTE: S.T. to leave No Access Card when he makes
22 premise visit. Standard Practice of S.B.T.)

23 She said she found no card at her front door.

24 Time-11:50 a.m.

25 I paged S.T and he called me at my car parked at
26 1450 Lincoln Rd. at 11:55 a.m.

27 JB Question- where are you?

28 Reply From JE-I am at X-Box 121 Ocean Dr.

29 JB Question-What are you doing there?

30 Reply from JE-I am picking up trouble with CMC terminal address
31 20 Island Ave.

32 JB- Meet me at my office at 1550 Lenox Ave. at 1:00 p.m.

33 Reply from JE-Ok I will see you. (John Bowers) at 1:00p.m.

34 At this time I called my Manager C. D. Chasteen and
35 advised him of what had taken place with
36 He said he would be in my office to speak with at
37 1:00 p.m.

38 Time-12:50 p.m. from my office JNB

39 D. Chasteen called Bell Plaza and asked a Mr. Tarrant if he
40 had placed a report that his telephone was out of order.

41 Mr. Tarrant said no he had no telephone trouble at this time.

099

2 C.D. Question-Why did you do this?

3 Reply-Cover my time as I was falling behind in my work.

4 C.D. Question- do you know I have seven other trouble reports
5 credited to you? All seven customers say they knew of no trouble
6 on there telephone service and that they did not make any trouble
7 reports.

8 Reply-Do what you have to do.

9 CDC to JNB-Have in my office at 2:30 p.m. 10-10-90.
10 CDC- did your supervisor John Bowers instruct you or tell you
11 to make these reports.

12 reply-No John Bowers did not tell me to make these reports.

13 , Service Tech.
14 CDC-David Chasteen, Mgr. I&M Miami Metro
15 JNB-John Bowers, Asst. Mgr. I&M Miami Metro

John M Bowers
ASST. MGR.

16
17

Investigative Report

Southern Bell 2
 BellSouth Services 3
 Other: 4

State of Origin: Florida

Reporting Office: <p style="text-align: center;">South Florida</p>	Investigation At: <p style="text-align: center;">Miami, Florida</p>	Date: <p style="text-align: center;">10/30/90</p>
Title: 10 _____ MANAGER (SUSPECT) 11 _____ 12 ASSISTANT MANAGER (SUSPECT) 13 OUT OF SERVICE TROUBLES	Classification: <p style="text-align: center;">EMPLOYEE DEFALCATION</p>	
	Reporting Manager: <p style="text-align: center;">H. BOOKER</p>	Steno: <p style="text-align: center;">j1</p>
Period Covered By investigation: <p style="text-align: center;">10/15/90 to 10/30/90</p>		

Synopsis:

The South Florida Security Office was requested by Ms. Linda Isenhour, General Manager-Network/South Florida, to investigate irregularities noted by the Headquarters Staff-Network, on a review in the North Dade Division. The review noted that it was apparent that customer trouble reports were deliberately manipulated in order to meet a Public Service Commission Index.

Interviews and signed statements obtained from _____ and Diane Edwards, Assistant Managers, supported the staff findings. The interview and signed statement obtained from _____ also identify problems which support the staff findings. J. W. Sellers, Operations Manager, when interviewed, denied any knowledge to support the staff findings. The remaining interviews and signed statements from Bertha Brooks, Maintenance Administrator, Clyde Borne, Associate Manager, Alexander Moir, Assistant Manager, could neither support or deny the staff findings of apparent manipulation of results.

The results of this investigation were discussed with J. W. Sellers, Operations Manager-Network.

-C-

Investigating Manager: <i>H. Booker</i> Associate Manager-Security	Approved By: <i>Anne B. H. John</i> General Security Manager
--	--

Comes To:
 Assistant Vice President-Security
 Atlanta, Georgia
 VP-Labor Relations-Atlanta, Georgia
 General Manager-Network, South Florida
 General Manager-Personnel

"E" TEAM. Nov 2, 1990

*Team you misconduct
 involving irregularities
 in the handling of customer
 trouble reports.*

102

Investigative Report

1/
SocSec Bell 2
BellSouth Services 3
Other: 4

State of Origin
Florida

Reporting Office: -A South Florida	Investigation At: Miami, Florida	Date: 10/30/90
Title: MANAGER (SUSPECT) ASSISTANT MANAGER (SUSPECT) OUT OF SERVICE TROUBLES	Classification: EMPLOYEE DEFALCATION	
	Reporting Manager: H. BOOKER	Steno: jl
Period Covered By Investigation: 10/15/90 to 10/30/90		

Summary:

The South Florida Security Office was requested by Ms. Linda Isenhour, General Manager-Network/South Florida, to investigate irregularities noted by the Headquarters Staff-Network, on a review in the North Dade Division. The review noted that it was apparent that customer trouble reports were deliberately manipulated in order to meet a Public Service Commission Index.

Interviews and signed statements obtained from [redacted] and Diane [redacted] towards, Assistant Managers, supported the staff findings. The interview and signed statement obtained from [redacted] also identify problems which support the staff findings. J. W. Sellers, Operations Manager, when interviewed, denied any knowledge to support the staff findings. The remaining interviews and signed statements from Bertha Brooks, Maintenance Administrator, Clyde Borne, Associate Manager, Alexander Moir, Assistant Manager, could neither support or deny the staff findings of apparent manipulation of results.

The results of this investigation were discussed with J. W. Sellers, Operations Manager-Network.

-C-

Investigating Manager: <i>J. Sorken</i> Associate Manager-Security	Approved By: <i>Anna B. H. [Signature]</i> General Security Manager
---	--

Copies To:
Assistant Vice President-Security
Atlanta, Georgia
P-Labor Relations-Atlanta, Georgia
General Manager-Network, South Florida
General Manager-Personnel

"E" *TEAM. NOV 2, 1990*

*Term for misconduct
qualifying irregularities
in the handling of customer
trouble*

Report

103

Employee's Name _____ Title Facility Technician
Department Network-DS Location 2800 Catherine Street

Date	Held By	Content Of Interview	Emp's. Initials
4-13-90	WTH	Counselled on his failure to accurately and properly utilize telephone company reporting procedures.	

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NORTH FLORIDA
SPECIAL STUDY
SALES RELATED DISCIPLINE

3.

Service Rep
Jacksonville, FL

3-1-90 Counseled for issuing a service order with Custom Calling features
different than the customer requested.

ATTACHED:

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Form 3181-B Current Entry
No Grievance filed
No Security Investigation

5.

Service Rep
Cocoa, FL

9-12-89 Suspension for falsely reporting sales items on service orders.

4-16-90 Suspension removed. Special discussion entry placed in record in settlement of grievance.

ATTACHED:

Form 3181-B Current Entries
Form 3G3A Record of Grievance
No Security Investigation

6.

Service Rep
Cocoa, FL

9-26-89 Suspended for falsely reporting sales items on service orders.

4-16-90 Suspension removed. Special discussion entry placed in record in settlement of grievance.

ATTACHED:

Form 3181-B Current Entry
Form 3G3A Record of Grievance
No Security Investigation

7.

Service Rep
Cocoa, FL

9-7-89 Suspended for falsely reporting sales items on service orders.

ATTACHED:

Form 3181-B Current Entries
Form 3G3A Record of Grievance
Security Investigation

Personnel Record
Current Entry Sheet

B

Employee's Name

Title

Service Rep

Department

Customer Service

Location

Box Unit II

Date	Held By	Content Of Interview
3-1-90		Counselled
		Regarding order
		issued with features different than
		the customer requested
		The customer requested 3-W calling
		and the order was issued for a
		Custom Calling package.
		Advised that a recurrence of
		this nature could result in
		further disciplinary action up to and
		including dismissal.

RECEIVED 12-4-89
CARD _____
FINAL DISPOSITION _____
CODES _____

Record of Grievance between Communications Workers of America and

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

Grievance Number 589-001-3101
To be assigned by CWA State Office

1. Grievance Occurred	Date 09-12-89	Specific Location & State Merritt Island, FL. 32952	
	Department Csr. Svc.	*Tide Involved if Applicable N/A	Local No. 3101

2. **Grieving Employee Or Work Group Involved	Name of Employee or Work Group Address		Department Csr. Svc.
	Job Title Service Rep.	N.C.S. Date	Seniority Date

3. Union's Statement of What Happened
Unjust suspension

4. Specific Basis of Grievance or Section of Contract Involved
Articles 11, 18 and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder.

5. Date Grievance Filed **10-20-89** Originated by Union Representative **M. L. Franks** Date **10-20-89**

6. Company's Statement of What Happened
The employee was suspended for one day due to misconduct in connection with falsely reporting sales items on service orders.

7. Proposed Disposition - Second Level
The disciplinary action taken was appropriate and just.

Signed: **R. L. Taylor** **Opn. Mgr.** Date **10/31/89**
Company Representative

8. Accepted Rejected Appealed Signed: **M. L. Franks** Date **11/9/89**
Union Representative

9. True Intent Question Exists: Yes No True Intent Question Exists: Yes No

Signed: _____ Date _____
Union Representative Company Representative

10. Authorization to Inspect Personnel Record	Furnished By: M. L. Franks	Received By: M. Franks	11. Union First Requested Meeting - Second Level 10-20-89
	Union Representative Date 09-29-89	Company Representative Date 09-29-89	

12. Proposed Disposition - Third Level
Suspension to be removed and reimbursement made. The following entry will be made - "Special review and discussion held with employee reference handling customer contacts and related records in an appropriate, business manner."

Signed: _____ Date **11/1/89**
Company Representative

13. Accepted Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only] Signed: _____
 Rejected Arbitration Requested (See Lines 16 & 17) Union Representative **Thomas Setina** Date **11/16/89**

14. Proposed Disposition - Fourth Level

Signed: _____ Date _____
Company Representative

15. Accepted Rejected Arbitration Requested Signed: _____ Date _____
Union Representative

16. Company's
Position
(Third Level)

Signed:
Company Representative Date

17. Union's
Position
(Third Level)

Signed:
Union Representative Date

18. Conference
Record

Date of Conference	Level at Which Conference Held	Union Committee Chairperson	Company Committee Chairperson

19. Mediation
Record

Mediated <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Mediation	Disposition <input type="checkbox"/> Settled <input type="checkbox"/> Referred for Arbitration
--	-------------------	---

*Title being sought if Promotion Grievance

**If more than one Grievant, use attachment to reflect required information.

Where sufficient space is not available, make attachments as necessary to this form. Attachments should also include letters, parties' position at each conference, statements, affidavits, and other pertinent information.

Five copies of this form are to be submitted to the Company at the initial level of presentation. Four of these forms are to be returned to the Union representative showing the proposed disposition of the grievance. One copy will be returned to the Company showing the proposed disposition of the grievance, i.e. accepted, rejected or appealed. Each representative of the parties will forward one copy to the next higher level of organization, as appropriate.

At the 3rd level each party will furnish one copy of the grievance form for entry of proposed disposition and the Union's acceptance, rejection or appeal. The position of each party shall be indicated on Lines 16 and 17 prior to forwarding to the Fourth level.

111

RECEIVED 1-5-90

CARD _____

FINAL DISPOSITION _____

CODES _____

Record of Grievance between Communications Workers of America and

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

Grievance Number 590-001-310
To be assigned by CWA State Office

1. Grievance Occurred	Date 09-25-89	Specific Location & State Merritt Island, Florida	
	Department Cust. Svcs.	*Title Involved if Applicable N/A	Local No. 3101

2. **Grieving Employee Or Work Group Involved	Name of Employee or Work Group		Department Cust. Svcs.
	Address		Seniority Date
	Job Title Service Rep.	N.C.S. Date	

3. Union's Statement of What Happened
Unjust suspension

4. Specific Basis of Grievance or Section of Contract Involved
Articles 11, 18 and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder,

5. Date Grievance Filed 11/28/89 Originated by: Marilyn P. Leonard Date 11/28/89
Union Representative

6. Company's Statement of What Happened
The employee was suspended for one day for due to misconduct in connection with falsely reporting sales items on service orders.

7. Proposed Disposition - Second Level
The entry be reworded as follows: "Suspended for one day for failure to follow Company procedures in quoting of all rates in the negotiation of customer services"
Signed: Tom Lynn Date 12/7/89
Company Representative

8. Accepted Rejected Appealed
Signed: Marilyn P. Leonard Date 12/14/89
Union Representative

9. True Intent Question Exists: Yes No
Signed: _____ Date _____
Union Representative Company Representative

10. Authorization to Inspect Personnel Record	Furnished By: <u>B. Lanthorne</u> Union Representative	Received By: <u>V. Pinstuck</u> Company Representative	11. Union First Requested Meeting - Second Level 11-28-89 Date
	Date <u>11-01-89</u>	Date <u>11-01-89</u>	

12. Proposed Disposition - Third Level
The suspension entry will be removed and reimbursement made. The following entry will be made - "Special review and discussion held with employee referer handling customer contacts and related records in an appropriate, business manner."
Signed: _____ Date _____
Company Representative

13. Accepted Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only]
 Rejected Arbitration Requested (See Lines 16 & 17)
Signed: Tom Lynn Date 4/16/90
Union Representative

14. Proposed Disposition - Fourth Level
Signed: _____ Date _____
Company Representative

15. Accepted Rejected Arbitration Requested
Signed: _____ Date _____
Union Representative

PREPARE 5 COPIES

16. Company's Position (Third Level)

Signed: _____
Company Representative Date

17. Union's Position (Third Level)

Signed: _____
Union Representative Date

18. Conference Record	Date of Conference	Level at Which Conference Held	Union Committee Chairperson	Company Committee Chairperson
		11-28-89	Second	Marilyn Leuard
	11-28-89	Second	Mike Amos	Ron Tyo

19. Mediation Record	Mediated <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Mediation	Disposition <input type="checkbox"/> Settled <input type="checkbox"/> Referred for Arbitration

*Title being sought if Promotion_Grievance

**If more than one Grievant, use attachment to reflect required information.

Where sufficient space is not available, make attachments as necessary to this form. Attachments should also include letters, parties' position at each conference, statements, affidavits, and other pertinent information.

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Personnel Record Current Entry Sheet

B

Employee's Name _____ Title Service Representative

Department Customer Services Location Merritt Island FL

Date	Held By	Content Of Interview
11/16/89	ME	Suspended For 5 days for misconduct as shown by her deliberate mishandling of her personal telephone account in which she Wrongfully involved her Fellow employees; the results of which deprived the company of appropriate revenues. Informed Janice that Future occurrences of this nature could lead to more severe disciplinary action.

Record of Grievance between Communications Workers of America and

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

Grievance Number S 89-002-3101
To be assigned by CWA State Office

THIS SPACE FOR
CWA STAFF OFFICE
USE ONLY

RECEIVED 12-4-89

WARD _____

FINAL DISPOSITION _____

CODES _____

1. Grievance Occurred	Date 09-08-89	Specific Location & State Nerritt Island, Florida	
	Department Cust Svcs.	*Title Involved If Applicable N/A	Local No. 3101

2. **Grieving Employee Or Work Group Involved	Name of Employee or Work Group Svcs. Rep	N.C.S. Date	Department Cust Svcs.
	Address		Seniority Date

3. Union's Statement of What Happened
Unjust and improper suspension

4. Specific Basis of Grievance or Section of Contract Involved
Article 11 & 18 and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder

5. Date Grievance Filed **10-20-89** Originated by **Marilyn P. Lenard** Date **10-20-89**
Union Representative

6. Company's Statement of What Happened
The employee was suspended for one day due to misconduct in connection with falsely reporting sales items on service orders.

7. Proposed Disposition - Second Level
The disciplinary action taken was appropriate and just.

Signed: **Ron Tyo** *Opn. Mgr.* Date **10/31/89**
Company Representative

8. Accepted Rejected Appealed
Signed: **Marilyn P. Lenard** Date **11/9/89**
Union Representative

9. True Intent Question Exists: Yes No
Signed: _____ Date _____
Union Representative Company Representative

10. Authorization to Inspect Personnel Record	Furnished By: M. Lenard Union Representative	Received By: M. Franks Company Representative	11. Union First Requested Meeting - Second Level 10-03-89 Date
	Date 09-19-89	Date 09-19-89	

12. Proposed Disposition - Third Level
Company will redo entry as follows - "Suspended employee for one day reference problem in handling customer contacts and related records in an appropriate business manner". (Refer to Line 16)

Signed: _____ Date _____
Company Representative

13. Accepted Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only]
 Rejected Arbitration Requested (See Lines 16 & 17)
Signed: **Thomas Williams** Date **4/16/90**
Union Representative

14. Proposed Disposition - Fourth Level

Signed: _____ Date _____
Company Representative

15. Accepted Rejected Arbitration Requested
Signed: _____ Date _____
Union Representative

PREPARE 5 COPIES

117

Company position is reasonable considering overall circumstances. On seven different service orders on five different days, employee entered data for service not desired by customer, not requested by customer and not covered/ explained by employee. This is more than an occasional work error. The employee is trained and experienced and fully knowledgeable of Company procedures in this regard. Company can substantiate a series of problems as outlined above.

16. Company's Position (Third Level)

Signed: *[Signature]*
Company Representative

Date: *[Date]*

17. Union's Position (Third Level)

Signed:
Union Representative

Date

18. Conference Record	Date of Conference	Level at Which Conference Held	Union Committee Chairperson	Company Committee Chairperson
	01-09-90	3rd	Alan Keith	D. M. Mower
02-14-90	3rd	Alan Keith	D. M. Mower	
03-09-90	3rd	Alan Keith	D. M. Mower	

19. Mediation Record	Mediated <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Mediation	Disposition <input type="checkbox"/> Settled <input type="checkbox"/> Referred for Arbitration

*Title being sought if Promotion Grievance

**If more than one Grievant, use attachment to reflect required information.

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Re-interview of _____

On October 6, 1989, _____ was interviewed regarding the five service orders negotiated by her with sales discrepancies. The following unsigned statement was prepared outlining the details of the interview.

"Merritt Island, Florida
October 6, 1989

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone and Telegraph Company. I realize any statement I make may be used as evidence.

I am a Customer Services Representative at the Merritt Island, Florida Business Office. My NCS date with Southern Bell is _____. I have reviewed with Mr. Bradley, five service orders that I had the initial contact with the customer ordering new service. I have been advised that on each order there were services or features that the customer claims he or she did not order.

I have no explanation why these customers would make such comments. I do not at any time place any service or feature on a service order that I did not discuss with the customer.

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If this kind of thing is happening, I feel that the Company should give me or other representatives, if necessary, additional training and development regarding service orders. Obviously, the Company feels that I have a problem since I have been interviewed regarding service orders twice within the past few weeks. On the five service order I reviewed with Mr. Bradley, I have no recollection of ever talking with these subscribers. Also, when a representative is away from her desk and did not sign off the IBOSS, anyone with the knowledge can go to that IBOSS and type anything and it would show up as being typed by the original representative that signed on."

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Employee read the above statement and agreed that the contents reflect her comments when interviewed. She refused to sign the statement.

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Witness:
A. F. Bradley
Staff Manager-Security
October 6, 1989

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Mike Franks
Manager-Customer Services-Residence
10/6/89

23
CLOSED

SOUTHEAST/SOUTH FLORIDA AREAS

SPECIAL STUDY

SALES RELATED DISCIPLINE

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1.

Service Rep
Fort Lauderdale, Florida

Employee warned for disregarding Company Policy of not disclosing service and rates during order negotiations with the customer.

ATTACHED:

B Form Entry
NOTE: No 3G3A Grievance Form
No Security Investigation

2.

Service Rep
West Palm Beach, Florida

Employee was suspended for falsifying Company and customer records. She provided services to customers without their authorization or knowledge.

ATTACHED:

B Form Entry
NOTE: No 3G3A Grievance Form
No Security Investigation

3.

Service Rep
West Palm Beach, Florida

Employee was counseled regarding proper procedures for handling customer contacts. The employee was disciplined for providing services that the customer neither requested nor authorized.

NOTE: The employee was originally warned, and during the grievance procedure, this was reduced to a counseling entry.

ATTACHED:

B Form Entry
3G3A Grievance Form
NOTE: No Security Investigation

ALSO ATTACHED: B Form Entry Revised Through Settled Grievance

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5:

Service Rep
Fort Lauderdale, Florida

Employee was terminated on August 21, 1991 for misconduct in connection with a customer being provided services they neither requested nor authorized.

ATTACHED:

B Form Entry
NOTE: No 3G3A Grievance Form
No Security Investigation

7.

Service Rep
Fort Lauderdale, Florida

Employee was terminated for misconduct which resulted in customers being provided with services they neither requested nor authorized.

ATTACHED:

- B Form Entry
- NOTE: No 3G3A Grievance Form
- No Security Investigation



Personnel Record
Current Entry Sheet

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Employee's Name _____ Title Service Representative

Department Customer Service Location Edward... Hill

Date	Held By	Content Of Interview
12/5/68	Jared	<p>in regard a company policy in the telephone service (no during order negotiation advised person if any recurrence of the nature of further dissatisfied customer up to and including dismissal may occur.</p>

PERSONNEL RECORD
CURRENT ENTRY SHEET

B

EMPLOYEE'S NAME

TITLE SERVICE REPRESENTATIVE

DEPARTMENT

CUSTOMER SERVICES

LOCATION

WPA CSSC I

DATE	HELD BY	*	CONTENT OF INTERVIEW
12-10-90	Agj	✓	<u>Warned</u> regarding misconduct which resulted in a customer being provided with services neither requested nor authorized. Advised that any recurrence of this nature may result in further disciplinary action. Employee agrees not to sign form. S. Jamil 12-10-90

* A ✓ MARK IN THIS COLUMN ON THE LAST LINE OF THE ENTRY INDICATES EMPLOYEE ADVISED OF ENTRY AND REMINDED OF RIGHT TO INSPECT RECORD.

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12
SPECIAL STUDY
SALES RELATED DISCIPLINE
WEST PALM BEACH/ORLANDO

*1.

Services Technician
West Palm Beach, FL

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1 Terminated for misconduct that resulted in subscribers being charged for certain services which they neither requested or authorized.

0- ATTACHED:

1 Form 3181-B Current Entry
2 Form 3G3A Record of Grievance
3 Security Statement

2.

Assistant Manager
Riviera Beach, FL

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2 Suspended for two weeks without pay regarding failure to properly supervise subordinates and failure to adequately investigate complaints regarding improper activity.

0 ATTACHED:

1 Form 3181-B Current Entry
2 No Form 3G3A Record of Grievance - Management Employee

3.

Administrative Support Manager
West Palm Beach, FL

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3 Counseled regarding his failure to properly supervise subordinates and his failure to adequately investigate complaints regarding improper activity.

1- ATTACHED:

0 Form 3181-B Current Entry
1 No Form 3G3A Record of Grievance - Management employee

*4.

1
f Manager
West Palm Beach, FL

5
0 Terminated for misconduct that resulted in subscribers being charged for certain services which they neither requested or authorized.

7 ATTACHED:

1
1 No Form 3181-B Current Entry
1 No Form 3G3A Record of Grievance - Management employee

*5.

Operations Manager
West Palm Beach, FL

Retired at Company's option.

ATTACHED:

No Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

*6.

Maintenance Administrator
Orlando, FL

6-22-90 Warned concerning the correctness and proper completion
of company and customer records.

10-25-90 Terminated for misconduct that resulted in subscribers
being charged for certain services which they neither requested nor
authorized.

ATTACHED:

Form 3181-B Current Entries
Form 3G3A Record of Grievances
Security Statement

*7.

Services Technician
Orlando, FL

Terminated for misconduct that resulted in subscribers being charged
for certain services which they neither requested nor authorized.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - No Grievance Filed
Security Statement

*8.

Assistant Manager-Maintenance
Orlando, FL

Terminated for mismanagement.

ATTACHED:

No Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

*9.

Assistant Manager-Maintenance
Orlando, FL

Suspended for two weeks without pay as a result of his failure to properly utilize employees in their proper work assignments and his failure to adequately investigate complaints of improper activity.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

*10.

Manager-Maintenance
Orlando, FL

Suspended for two weeks without pay as a result of his failure to properly utilize employees in their proper work assignments and his failure to adequately investigate complaints of improper activity.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

*11.

Manager-Construction/Maintenance
Sanford, FL

Suspended for two weeks without pay as a result of his failure to properly utilize employees in their proper work assignments and his failure to adequately investigate complaints of improper activity.

ATTACHED:

Form 3181-B Current entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

12.

Assistant Manager
Orlando, FL

Counseled regarding his failure to properly supervise subordinates and his failure to adequately investigate complaints regarding improper activity.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

13.

Assistant Manager
Orlando, FL

Counseled regarding his failure to exercise proper judgement and his failure to adequately investigate complaints of improper activity.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

14.

Assistant Manager
Orlando, FL

Counseled regarding his failure to exercise satisfactory judgement.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

15.

Admin. Support Manager
Orlando, FL

Counseled regarding his failure to properly supervise subordinates and his failure to adequately investigate complaints regarding improper activity.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

16.

Manager
Orlando, FL

Counseled regarding his failure to properly supervise subordinates and his failure to adequately investigate complaints regarding improper activity.

ATTACHED:

Form 3181-B Current Entry
No Form 3G3A Record of Grievance - Management Employee
Security Statement

* Southern Bell demanded these individuals return any prizes or awards they had earned as a result of the unauthorized sales activity. Alternately, they could reimburse Southern Bell for the value of the prizes or awards established as of the date they received them.



Personnel Record
Current Entry Sheet

B

Employee's Name _____

Title SERVICES TECHNICIAN

Department NETWORK

Location W. Palm Bch Fla.

Date	Held By	Content Of Interview
11/19/60	(Signature)	TERMINATED FOR MISCONDUCT THAT RESULTS IN SUBSCRIBERS BEING CHARGED FOR CERTAIN SERVICES WHICH THEY NEITHER REQUESTED OR AUTHORIZED
		DECLINED TO SIGN
		(Signature)

USE SPACE FOR
 A STAFF OFFICE
 E ONLY
 RECEIVED _____
 NO _____
 AL DISPOSITION _____
 DES _____

Record of Grievance No. 1
 Communications Workers of America and

Form 3023A
 Front (5-87)

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell 90-000-274

Grievance Number
To be assigned by CWA State Office

Grievance Occurred	Date 11-19-90	Specific Location & State
	Department Network	*Title Involved if Applicable

**Grieving Employee Or Work Group Involved	Name of Employee or Work Group	Local No. 3112
	Address	Department Nat.
	Job Title Services Tech.	N.C.S. Date
		Seniority Date

Union's Statement of What Happened
Terminated for misconduct that results in subscribers being charged for certain services which they neither requested or authorized.

Specific Basis of Grievance or Section of Contract Involved
Article 11, 18 and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder.

Date Grievance Filed 11-28-90	Originated by: Union Representative Rick Peoples	Date 3-4-91
---	---	-----------------------

Company's Statement of What Happened
Grievant was terminated for misconduct.

Proposed Disposition - Second Level
Company sustains position.

Signed: Company Representative <i>[Signature]</i>	Date 3-4-91
---	-----------------------

<input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input checked="" type="checkbox"/> Appealed	Signed: Union Representative <i>[Signature]</i>	Date 3-4-91
True Intent Question Exists: <input type="checkbox"/> Yes <input type="checkbox"/> No	True Intent Question Exists: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Signed: Union Representative	Date	Signed: Company Representative	Date
---------------------------------	------	-----------------------------------	------

Authorization to Inspect Personnel Record	Furnished By: Union Representative	Received By: Company Representative	11. Union First Requested Meeting - Second Level
	Date	Date	Date

Proposed Disposition - Third Level
Company sustains position.

Signed: Company Representative <i>[Signature]</i>	Date 03-08-91
---	-------------------------

<input type="checkbox"/> Accepted <input type="checkbox"/> Appealed to 4th level (SCB, SB only) (Applicable to contract interpretation only)	Signed: Union Representative <i>[Signature]</i>	Date 5-22-91
<input checked="" type="checkbox"/> Rejected <input checked="" type="checkbox"/> Arbitration Requested (See Lines 16 & 17)		

Proposed Disposition - Fourth Level

Signed: Company Representative	Date
-----------------------------------	------

<input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested	Signed: Union Representative	Date
--	---------------------------------	------

PREPARE 5 COPIES

RECEIVED
APR - 1 1991
CWA DIST. 3
FT. LAUDERDALE OFFICE

16. Company
Position
(Third Level)

RECEIVED MAY - 9 1991

The Company takes the position that the grievant was terminated for mis-
conduct.

The addition of services to subscribers' accounts without their authorization
will not be tolerated. The termination will stand.

Signed: *[Signature]* Date: 05-08-91
Company Representative

17. Union's
Position
(Third Level)

Union position is that the Company did not have just cause to terminate
the grievant.

The Union contends the grievant did not knowingly commit misconduct as
upper management was aware of and condoned his actions.

Signed: *[Signature]* Date: 05-22-91
Union Representative

18. Conference
Record

Date of Conference	Level at Which Conference Held	Union Committee Chairperson	Company Committee Chairperson
WAIVED	First Level		
03-04-91	Second Level	Rick Peeples	JoAnn D. Whitelaw
05-08-91	Third Level	Mike Tartaglio	Dwane Ward

19. Mediation
Record

Mediated <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Mediation	Disposition <input type="checkbox"/> Settled <input type="checkbox"/> Referred for Arbitration
--	-------------------	---

*Title being sought if Promotion Grievance

**If more than one Grievant, use attachment to reflect required information.

Where sufficient space is not available, make attachments as necessary to this form. Attachments should also include letters, parties' position at each conference, statements, affidavits, and other pertinent information.

Five copies of this form are to be submitted to the Company at the initial level of presentation. Four of these forms are to be returned to the Union representative showing the proposed disposition of the grievance. One copy will be returned to the Company showing the proposed disposition of the grievance, i.e. accepted, rejected or appealed. Each representative of the parties will forward one copy to the next higher level of organization, as appropriate.

At the 3rd level each party will furnish one copy of the grievance form for entry of proposed disposition and the Union's acceptance, rejection or appeal. The position of each party shall be indicated on Lines 16 and 17 prior to forwarding to the Fourth level.

1/ Interview Of _____, Services Technician
2 (October 25, 1990)

3 was interviewed based on the information provided
4 in previous interviews and as a result of the audit findings.

5 October 25, 1990
6 326 Fern Street
7 West Palm Beach, Florida

8 I, _____, hereby make the following free and
9 voluntary statement to Larry L. Meeker, who has identified himself
10 as a representative for Southern Bell. I understand that this
11 statement may be used as evidence. I am employed by Southern Bell
12 in West Palm Beach as a Services Technician. My social security
13 number is _____, my date of birth is _____ My
14 net credited service date is _____ I live at _____

15 .. My home telephone number is _____
16 . For the last two years I have done mostly sales
17 which consisted of telephone sales, door to door handouts of
18 flyers, and I made some personal presentations to condominiums.
19 The flyers had my name and sales code on them so that when the
20 customer called in for service, they would give my name and sales
21 number. I worked for _____ and _____ during the last
22 two years and they were aware of my sales activity all of the time.
23 I did almost no installation work. I was told to do sales. I was

24 PRIVILEGED ATTORNEY - CLIENT COMMUNICATION

3 provided a printout with telephone numbers, names, and addresses,
4 with some of the services subscribed to by the customer to call for
5 sales. This printout was almost never up-to-date. At times I was
6 given a telephone book to make sale calls from when the printout
7 was not available. I spent time in the 68 Office where telephone
8 lines were set up for us to call out on. Other times, I did the
9 calling from cross boxes in the field. Marie was in the office
10 some of time when I called from the 68 Central Office. A lot of
11 the time I would call from the cross boxes because of the other
12 people in the office. I do not remember who the other people were.
13 was aware of my sales activity during this time. I
14 received a colored television, 20 inch Sony, from the catalog along
15 with other things that I do not remember. I used points from the
16 sales I made, and points I got from the sales I made that were
17 referred to me by other employees. I talked to every single
18 customer that I made a telephone sales sheet on and took credit for
19 a sale. I feel that if a mistake was made, it was made in the
20 business office because they are the ones who typed the orders in.
21 I felt the person in the business office knew or should have known
22 which ones were sales and which weren't. At first I filled out
23 sales forms, but most of the time I just stroked the printout to
24 show a sale was made. Sometimes I would fill out the form from the
25 printout and the foreman would take them to the business office.
26 I would wait until I had a bunch of sales, sometimes two weeks
27 later, to fill out the forms. Sometimes the person in
28 office, would fill out the forms and send them to the
29 business office. The business office did not like this because it
30 caused extra work for them and cost them sales. The flyers were
31 handouts, but I did not call these customers. We did not think it
32 was illegal. I got a lot of credit from the flyers. We stopped
33 giving out the flyers in the beginning of 1990 and the sales went
34 down. We also stopped the telephone calling for sales. My boss,
35 , talked to me about a Public Service Commission
36 complaint in 1989. I do not remember the outcome of the complaint
37 because I was never told. I know I talked to the customer, but the
38 spouse came home and changed his/her mind about the service as far
39 as I remember. Most of the customers went for the maintenance plan
40 because of the \$25.00 service charge for repairs. None of my
41 bosses have ever told me to do anything wrong. They have always
42 been on the up and up. The reason I did not call the customers
43 over flyers was because I did not know which customers called the
44 business office. There was a toll free number on the flyers that
45 was in Miami.

46 I have read the above statement, and it is true and correct to
47 the best of my knowledge. I have initialed all changes. This
48 statement consist of three (3) pages.

49 PRIVILEGED ATTORNEY - CLIENT COMMUNICATION

1) Interview Of Operations Manager-Network
2 (November 1, 1990)

3 was interviewed and provided the following
4 statement.

5 November 1, 1990
6 Ft. Lauderdale, Florida

7 PRIVILEGED ATTORNEY - CLIENT COMMUNICATION



Southern Bell

Personnel Record
Current Entry Sheet

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Employee's Name _____ Title MA

Department NETWORK Location ORLANDO

Date	Held By	Content Of Interview
10/24/90	RP	TERMINATED FOR
	E	MISCONDUCT THAT RESULTED IN
	COMM	SUBSCRIBERS BEING CHARGED
		FOR CERTAIN SERVICES WHICH
		THEY NEITHER REQUESTED NOR
		AUTHORIZED.



Southern Bell

Personnel Record
Current Entry Sheet

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Employee's Name _____ Title M. A.
 Department Network Location _____

Date	Held By	Content Of Interview
7/22/90	LETB	Warned concerning the correctness and proper completion of company and customer records.

Record of Grievance between Communications Workers of America and

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

THIS SPACE FOR
CWA STAFF OFFICE
USE ONLY.

RECEIVED _____

CARD _____

FINAL DISPOSITION _____

CODES _____

Grievance Number
To be assigned by CWA State Office

1. Grievance Occurred	Date 10/25/90	Specific Location & State Orlando, Florida	
	Department Network	*Title Involved If Applicable	Local No. 3108

2. Grieving Employee Or Work Group Involved	Name of Employee or Work Group		Department
	Address		Network
	Job Title Maintenance Admin.	N.C.S. Date	Seniority Date

3. Union's Statement of What Happened
Termination without just cause

4. Specific Basis of Grievance or Section of Contract Involved
Article 11 and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder.

5. Date Grievance Filed 12/25/90 (Typographical error - should be 10-25-90)
Originated by: Linda Crawford, President Date 11/29/90
Union Representative

6. Company's Statement of What Happened
The Grievant was terminated for misconduct that resulted in subscribers being charged for certain services which they neither requested nor authorized.

7. Proposed Disposition - Second Level
The Company deems that the discipline administered in this case was appropriate.
Signed: [Signature] Date 11/29/90
Company Representative

8. Accepted Rejected Appealed
Signed: Linda Barnes Crawford Date 12-21-
Union Representative

9. True Intent Question Exists: Yes No
Signed: _____ Date _____
Union Representative Company Representative

10. Authorization to Inspect Personnel Record	Furnished By: Union Representative	Received By: Company Representative	11. Union First Requested Meeting - Second Level
	Date	Date	

12. Proposed Disposition - Third Level
COMPANY POSITION SUSTAINED
Signed: [Signature] Date 2/12/91
Company Representative

13. Accepted Appealed to 4th level (SCB, SB only) [Applicable to contract interpretation only]
 Rejected Arbitration Requested (See Lines 16 & 17)
Signed: [Signature] Date 3/5/91
Union Representative

14. Proposed Disposition - Fourth Level
Signed: _____ Date _____
Company Representative

15. Accepted Rejected Arbitration Requested
Signed: _____ Date _____
Union Representative

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144

16. Company's
 Position
 (Third Level)

Employee dismissed for her involvement in sales matter where customers were billed for services they did not desire nor approve. Employee admitted that she falsified sales, did not make related customer contacts, and receive numerous prizes/awards for her sales efforts. The employee implies she was under direction of supervision to do so. The employee has been covered, and acknowledged, several times as to her "Personal Responsibility" to not be involved in any immoral, unlawful, improper conduct, even if supervision directs to do so - she has responsibility to refer such situations to appropriate Company or other sources (higher management, EEO, Labor Relations etc.). The Company cannot condone employee actions. The ramifications of the overall situation have been serious for the Company. The dismissal is justified.

Signed: *[Signature]* Date: 2/27/91
 Company Representative

17. Union's
 Position
 (Third Level)

This employee followed the direct orders of her manager and several supervisors. Anything she may have done was with the knowledge and approval of her superiors. Her termination was not necessary. This management action was without just cause. The grievant should be returned to the payroll and made whole in all respects.

Signed: *[Signature]* Date: 3/5/91
 Union Representative

18. Conference
 Record

Date of Conference	Level at Which Conference Held	Union Committee Chairperson	Company Committee Chairperson
11-29-90	3rd Level	Linda Crawford	H. T. Jackson
		Michael Jones	E. L. Carrick
2-19-91	3rd	Tom Diekman	Dave Mower

19. Mediation
 Record

Mediated <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Mediation	Disposition <input type="checkbox"/> Settled <input type="checkbox"/> Referred for Arbitration

* Title being sought if Promotion Grievance

** If more than one Grievant, use attachment to reflect required information.

Where sufficient space is not available, make attachments as necessary to this form. Attachments should also include letters, parties' position at each conference, statements, affidavits, and other pertinent information.

Five copies of this form are to be submitted to the Company at the initial level of presentation. Four of these forms are to be returned to the Union representative showing the proposed disposition of the grievance. One copy will be returned to the Company showing the proposed disposition of the grievance, i.e. accepted, rejected or appealed. Each representative of the parties will forward one copy to the next higher level of organization, as appropriate.

At the 3rd level each party will furnish one copy of the grievance form for entry of proposed disposition and the Union's acceptance, rejection or appeal. The position of each party shall be indicated on Lines 16 and 17 prior to forwarding to the Fourth level.

11 Interview of _____

2 On September 19, 1990, employee _____ was interviewed
3 and provided the following signed statement to Bradley in the
4 presence of her immediate supervisor,

5 "Orlando, Florida
6 September 19, 1990

7 I, _____ do hereby make the following free
8 and voluntary statement to A. F. Bradley, who has identified
9 himself as a Staff Manager for Southern Bell Telephone Company.
10 I realize any statement I make may be used as evidence.

11 I am _____ old. My birthdate is _____, and
12 my Social Security Number is _____. I am employed with
13 Southern Bell as Maintenance Administrator reporting to _____
14 at 7900 Mandarin Drive, Orlando, Florida. My NCS date
15 is 8-28-68.

16 In the Orlando Maintenance Center since the consolidation
17 with the Sandlake Maintenance Center, there has been at least one
18 employee assigned to telephone sales solicitation. These sales
19 contacts with subscribers concentrated on the Wiring Maintenance
20 Plan.

21 Within the last two years I was assigned this job.
22 Initially, I worked for _____, who was in charge of the
23 sales program at the time. Prior to my assuming the sales job,
24 fellow employees Bea Leatherman and Joy Folley had the job.

25 When I started in sales I was instructed by _____
26 to upgrade the Maintenance Plan on subscriber lines having only the
27 Inside Wiring Maintenance, to the Full Maintenance Plan. This
28 would increase the subscriber's bill from \$1.50 per month to \$2.50
29 per month. _____ instructed me to add the upgrade without
30 contacting the subscriber.

31 I knew when I took over the sales job that Bee Leatherman
32 and Joy Folley had also upgraded the Maintenance Plan on subscriber
33 lines without contacting the customer. I recall that either Bea
34 or Joy mentioned to me that the subscriber would not notice the
35 increase, because most people don't look at their telephone bill
36 that closely.

11
2 After left the Maintenance Center, I was
3 placed under the supervision of and
4 I never specifically discussed that I was adding the Maintenance
5 feature to subscriber lines without making contact with the
6 subscriber. However, I feel that he knew what was going on,
7 because on more than one occasion came to me and told
8 me not to send anymore sales referrals in that month. He stated
9 that too many referrals might initiate an investigation.

10 I also worked for for approximately six
11 months. I feel that he knew what I was doing, but told me he did
12 not want to know anything about it.

13 Mr. also knew what was going on. He also
14 came to me on more than one occasion telling me to hold off sending
15 too many sales referrals in. I assume that he was concerned like
16 , that a large number of sales in a particular month
17 might cause problems.

18 My present supervisor, was not aware that
19 I added features to subscriber lines without contacting them. He
20 has spoken to me three times regarding problems with my sales and
21 placed a warning entry in my record regarding correctness and
22 proper completion of company and subscriber records.

23 When I came into the Maintenance Center, I was told by
24 fellow employees not to make any waves and to do what I was told
25 or Management would make my life hell.

26 I knew that what I was doing by adding additional
27 features to subscriber lines without the subscriber's authorization
28 was wrong, and have had many nightmares about it. However, I did
29 what I was told by management.

30 The majority of my sales were the addition of the
31 upgraded Maintenance Plan.

32 Reviewing Company records with reflects that
33 from January, 1990 through May, 1990, I sold 2733 upgraded
34 Maintenance Plans. Of these I estimate that approximately 25% of
35 these are actual sales resulting from customer contacts. The
36 approximately 75% remaining sales were added to the subscriber
37 lines without making contact with the customer. I estimate all
38 previous sales I reported since I took over the sales job would
39 break down the same way, 25% actual sales and 75% added without
40 contacting the subscriber.

41 I was pulled off sales in late June and have not done any
42 sales solicitation since.

1)

2
3

As I stated before, I knew that what I was doing was wrong, however, I was following management's instructions.

4
5

I have read the above statement consisting of four pages and it is true to the best of my knowledge and belief.

6
7
8

Signed:

9-19-90

9
10
11
12

Witness:

A. F. Bradley

Staff Manager-Security

9-19-90

13
14
15
16

Witness:

9-19-90"

"Orlando, Florida
September 19, 1990

I, _____ do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager for Southern Bell Telephone Company. I realize any statement I make may be used as evidence.

I am _____ old. My birthdate is _____ and my social security number is _____. I am employed with Southern Bell as _____, Orlando, Florida, and my NCS date is _____.

In 1988, the Orlando and Sandlake Maintenance Centers consolidated _____ was the manager of the Sandlake Maintenance Center. At consolidation, _____ was moved to a different job. All managers reporting to him either moved to a different job or were reassigned

At consolidation, Assistant Manager _____ was one of the managers moving from the Sandlake Maintenance Center to my group. He advised me that he had a good sales program in the Sandlake District and wanted to continue the program in my group. He advised me that he wanted to continue to use Maintenance Administrator Joy Folley because she was very successful in sales. _____ the sales program under his supervision. When the work load permitted, Folley was placed on telephone solicitation sales. I am not sure how she obtained her leads as that was handled by _____. The sales efforts were concentrated on the Wiring Maintenance Plan primarily, and appeared to be very successful. this-part of the business to _____

At one point, Folley resigned from the Company and Bee Leatherman took her place as the sales contact person, and I believe _____ still had responsibility for sales. After Leatherman _____ was put on sales.

_____ was then moved in the latter part of 1988 to an outside position, and _____ reassigned the sales responsibility to Assistant Manager _____. Again, the sales appeared to be in good shape under _____

Because there were gifts associated with the sales job for the manager of the person actually making the sales contacts, _____ to rotate the managers responsible for sales.

1
2 I don't recall the date, but off the sales
3 program and assigned the job to Assistant Manager
4 He kept the job for approximately one year then the job
5 to Assistant Manager kept that
6 job until suspended the sales program in June, 1990.

7
8 suspended the program when received information that
there may be an integrity problem in the sales program.

9 Over a two year period, approximately ten to
10 twelve complaints from the Residence Service Centers regarding
11 customer complaints that they had the wiring maintenance plan
12 added to their line without authorization or knowledge.

13 this was such a small percentage of the
14 overall sales, maybe one a month, were
15 not a sign of a problem. I have known of sales made to one
16 member of the family such as the wife or children and the
17 husband would call and cancel the sale after receiving the bill.

18 In approximately March of this year, I received a letter
19 through Operations Manager Hal Jackson, that
20 several subscribers had complained they did not order the
21 upgraded Maintenance Program shown sold by Maintenance
22 Administrator

23 had been placed in the sales job after Bee
24 Leatherman. Approximately two years ago, Leatherman was
25 terminated for attendance.

26 I gave the customer complaints to Assistant Manager
27 and after talking with was assured by that
28 all of her sales were legitimate. No further action was taken
29 at that time.

30 Following receipt of the complaints in March, I received
31 additional complaints from other customers regarding the
32 Maintenance Plan added to their line without their knowledge.
33 These were also sales by

34 Assistant Manager met with
35 did not accuse her of cheating but did place a warning in her
36 personnel file regarding her correctness and proper completion
37 of Company and customer records.

38 I did not take any further action and suspended the sales
39 program completely. I took no further action because I was
40 aware that Mr. Jackson was going to request that Security review
41 the matter.

I have been advised that employee assumed that I was aware that she was falsely reporting sales.

Because of the nature of the Maintenance Center business, it was not possible to have a person on sales at all times. Also, because of the competition in sales, show a steady sales effort each month.

I have at times personally gone to at the end of the month, especially after a good month, and requested that any sales not submitted be held for the following month. Since she was the only one selling, this would allow us to show a competitive effort each month, even when she was assigned other duties or on vacation. The allegation made by that I had knowledge she was submitting unauthorized sales is totally untrue.

Adding unauthorized features to a subscriber's line is an obvious way to create customer complaints which can easily be checked. In no way would I place my long career with Southern Bell in jeopardy by endorsing such actions as this.

I have read the above statement consisting of 5 pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

9-19-90

Witness:
A. F. Bradley
Staff Manager-Security
September 19, 1990"

2 Interview of

-3 Employee is employed as the
4 Orlando, Florida, and his NCS date with Southern Bell is
5

-6 was interviewed on October 17, 1990, and provided
7 the following signed statement.

8 The correspondence referred to in statement is
9 the same correspondence obtained from employee Elizabeth Sutton
10 and shown as Exhibit #1 to this report.

11 "Orlando, Florida
12 October 17, 1990

13 I, do hereby make the following
14 free and voluntary statement to A. F. Bradley, who has
15 identified himself as a Staff Manager for Southern Bell
16 Telephone Company. I realize any statement I make may be used
17 as evidence.

18 I am My date of birth is
19 and my social security number is I am
20 employed with Southern Bell as , Orlando, Florida,
21 and my net credited service date is

22 When Mr. Perera became our District Manager, he
23 encouraged sales. The Maintenance Center wanted to be
24 competitive with the Installation and Maintenance forces. We
25 knew they had someone earmarked for sales because we saw the
26 force reports. We tried to encourage all employees to make
27 sales during their normal contacts. We eventually evolved to a
28 "boiler room" type operation. I do not recall discussing this
29 type operation with anyone above my level. I don't recall
30 receiving any correspondence regarding the "boiler room" type
31 operation, not being sanctioned by the Company. If I had, I
32 would have certainly ceased the "boiler room" operation
33 immediately. I have just reviewed correspondence from Linda
34 Isenhour, Operations Manager-Network dated May 24, 1988 and June
35 21, 1988, relating to "boiler room" operations and Mrs.
36 Isenhour's concern regarding such operations. This is the first
37 time I have seen this correspondence or been made aware that
38 "boiler room" operations were not approved or sanctioned by
39 Southern Bell. I have reviewed my statement dated September 19,
40 1990, and have no additional information to offer at this time.

I have read the above statement consisting of 2 pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

10-17-90

Witness:

A. F. Bradley
Staff Mgr.-Security
October 17, 1990

Ellen W. Reddick
Assoc. Mgr.-Sec.
10-17-90"



Southern Bell

Personnel Record Current Entry Sheet

B

Employee's Name _____ Title Sves. Tech.
 Department Network Location Oklahoma

Date	Held By	Content Of Interview
7-10/23/90	RFB	Terminated for misconduct
8	SMM	that resulted in subscribers
9		being changed for certain
10		services which they neither
11		requested nor authorized.
12		
13		
14		
15		
16		✓ 10-23-90

1) Interview of _____

2
3
4 On September 17, 1990 and September 18, 1990, employee
was interviewed and provided the following signed statement
to Bradley in the presence of Manager

"Orlando, Florida
September 18, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager for Southern Bell Telephone Company. I realize any statement I make may be used as evidence.

I am _____ old. My birthdate is _____ and my Social Security Number is _____. I am employed with Southern Bell as Services Technician and my NCS date with Southern Bell is _____. I report to _____ at 1227 Division Street, Orlando, Florida, and I may be contacted at _____.

In March, 1989, I was relieved of my job as a Services Technician, and brought into the office to make telephone sales to subscribers. I concentrated on sales of Custom Calling features and the Wiring Maintenance Plan.

After a couple of weeks on the sales job, it was brought to my attention that my sales were not as good as others in my district. My supervisor, _____, came to me one day to discuss my low sales. He suggested that one way to increase my sales was to review customer records and find those subscribers that have only the Inside Wiring and Jacks Plan (WMR) and upgrade them to the full Maintenance Plan (SEQ1X), without making a sales contact with the subscriber. He stated that the subscriber really needed the upgrade, and it would only cost them an extra \$1.00 per month that they would not notice on their bill.

I took my supervisor's suggestion and began submitting Network Sales Referrals without contacting the subscriber on lines that only had WMR Maintenance. Since Mid March, 1989, I estimate that I have taken unearned credit for hundreds of the upgraded Maintenance Plan sales without contacting any of the subscribers.

I have reviewed 499 Network Sales Referral sheets that I submitted in May, 1990. All of these are sales referrals I submitted without contacting the subscriber. I did not keep any records of my sales referrals since March of 1989, however, I did submit a substantial number of referrals each month on subscribers that I did not contact. During this period I only submitted unauthorized referrals on the upgrade of the Maintenance Plan. All other sales referrals that I submitted on Custom Calling features or RingMaster were actual sales from a customer contact either by the telephone or in person.

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Following the initial suggestion from my supervisor to submit unauthorized sales, we have not discussed the matter again.

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I continued to submit unauthorized Maintenance Plan sales until the GoldLine sales referral program went into effect in my district in June of this year. Under the GoldLine Program, all sales are referred to GoldLine and they recontact the subscriber and confirm the sale. This made it impossible for me to submit a sale without first making contact with the subscriber.

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My second level supervisor from March, 1989 until April, 1990, was . He was not aware that I was submitting false sales referrals. I never discussed my sales with . Any discussion I had with management about sales was with my supervisor,

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Approximately two months ago, I was approached by my present 2nd level supervisor, He advised me that some of my sales were being questioned that they may be unauthorized. I told him there were no problems and that all of my sales were legitimate. He instructed me to maintain good records of who I spoke with when I call a subscriber so that I could prove my sales were legitimate. This was about the same time that the GoldLine Program went into effect. I started making the sales referral sheets with either an M or F to indicate that I either spoke with the Mr. or the female of the family.

Approximately five years ago, I was cut back from supervisor to craft. I felt that I was unjustly cut back and started to have a very poor attitude about my job.

When I was asked to come into the office to concentrate only on sales, I felt that this was a good opportunity for me not only to reverse my poor attitude, but to also prove to the company that I was a good contributing employee. I worked very hard in the beginning on sales, but was not keeping up with the sales made by others in my district. Because of this, I decided to take my supervisor's suggestion to refer sales without contacting the subscriber, so that I would look good in the eyes of the company.

I received a lot of gifts for my unauthorized sales. However, this was not my main objective. I truly wanted to appear to the company to be a good and contributing employee.

I am glad that this problem has been uncovered. I knew that what I was doing was improper, and it has bothered me ever since I started.

I have read the above statement consisting of four pages and it is true to the best of my knowledge and belief. I have initialed all pages and corrections.

Signed:

9-18-90

Witness:

A. F. Bradley

Staff Manager-Security

9-18-90

9-18-90"

Review of Sales Results

1/ Interview of _____

2 On September 17, 1990, _____, employee
3 immediate supervisor, was interviewed and provided the following
4 signed statement to Bradley in the presence of Manager Mann:

5 "Orlando, Florida
6 September 17, 1990

7 I, _____ do hereby make the following free
8 and voluntary statement to A. F. Bradley, who has identified
9 himself as a Staff Manager for Southern Bell Telephone Company.
10 I realize any statement I make may be used as evidence.

11 I am _____ old. My birthdate is _____
12 and my Social Security Number is _____ I am employed with
13 Southern Bell as an _____, and my NCS date is
14 _____

15 _____ is a Service Technician reporting to me.
16 I have _____ working in Installation and Repair as needed. When
17 the work load is not heavy, I remove him from I&M work and put him
18 on sales. _____ contacts customers either by telephone or in
19 person to sell Custom Calling features, Maintenance Plan,
20 RingMaster, etc. He will use Company records to determine what
21 features a subscriber has on their service. He will then call the

customer and attempt to sell them a new feature or get them to upgrade a service. I have been advised by Security Staff Manager-Bradley that several sales shown on Company records as made by employee have come back. Either the customer has called in claiming they did not order the service or when a customer has been contacted, they claim again that they did not order the service.

I have reviewed 28 customer records with Mr. Bradley, where in each case the customer called in or was contacted and denied that they were contacted by Southern Bell regarding an upgrade in the Wiring Maintenance Plan. An upgrade in the plan would increase the customer bill for this service from \$1.50 per month to \$2.50 per month.

I am aware that employee has made several hundred sales in a month. However, it is my feeling that this number of discrepancies is unusual.

This problem has come up before with but not in this volume. He was questioned regarding 5 or 6 sales returns in a month and he assured me that his sales were on the up and up. This problem came up last summer or fall, and I was not aware of any additional problems until this incident. He was instructed to maintain good records as to who he spoke with when he made a sale to a subscriber.

If customer sales are being improperly reported, I am not aware of it. I do not condone nor have I ever instructed employee to report improper sales.

I have read the above statement consisting of 2 pages and it is true. I have initialed each page and all corrections.

Signed:

Witness:

9-17-90

A. F. Bradley
Staff Manager-Security
9-17-90"

1) Second Interview of

2 On September 20, 1990, was re-
3 interviewed and provided the following signed statement to
4 Bradley in the presence of Manager

5 "Orlando, Florida
6 September 20, 1990

7 I, , do hereby make the following free
8 and voluntary statement to A. F. Bradley, who has identified
9 himself as a Staff Manager for Southern Bell Telephone and
10 Telegraph Company. I realize any statement I make may be used
11 as evidence. I am old. My birth date is
12 and my social security number is
13 I am employed with Southern Bell as
14 and my NCS date is

15 I have been advised that I have been identified by craft
16 employees and as the management
17 person providing them with the idea to add the upgraded
18 Maintenance Plan to subscribers' lines without contacting the
19 subscriber. This is absolutely untrue. At no time did I ever
20 tell either of these employees to report false sales.

As I recall, shortly after [redacted] was on the sales job, either I went to him or he came to me and we discussed his low sales. [redacted] asked me how Renee Smith, the Services Technician that did the sales before [redacted], made so many sales. I recall telling [redacted] that I had no proof but to make so many sales, I thought that Smith may be cheating. I also told [redacted] that Joy Folley, a Maintenance Administrator handling sales in the Maintenance Center, told me on the day she quit the Company in July, 1988, that she was cheating on her sales. She stated that she added the Maintenance Plan on subscribers' lines without contacting them. She said something like, everybody needs protection. I don't remember if I informed my supervisor, [redacted], what Folley said.

I do recall that last summer, possibly in June, my supervisor [redacted] gave me six or eight customer sales that were returned where the customer claimed they were not contacted by Southern Bell. These were sales reported by [redacted]. I went to him and questioned him about the sales and he assured me there was no problem. I viewed these few complaints as customers calling back because they really didn't want the Maintenance Service.

Again in the late summer of 1989, there were approximately ten additional sales referred by [redacted] returned for the same reason. Again I questioned [redacted] and he said there was no problem with his sales and he did not understand why the sales were returned. He insisted that he did speak with someone at the subscriber's residence and possibly the sale was held by the Jacksonville Service Order Group. [redacted] was also with me when I spoke with Sloan the second time. We both told [redacted] that it would be a good idea to note on the sales referral who he spoke with when he made a sale. I did not follow-up to see if he was, in fact, noting his sales referrals.

Employee [redacted] only worked for me a short time while I was in the Maintenance Center and she only sold for me on a few occasions. Again, I never instructed her or suggested to her to cheat on her sales.

I have no idea why these two employees would state that I told them to cheat.

There are gifts associated with high sales and I have been the recipient of several such gifts. However, I would never jeopardize my job with Southern Bell cheating on sales to receive gifts.

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2 I have read the above statement, consisting of 3 pages
3 and it is true to the best of my knowledge and belief. I have
4 initialed each page and all corrections.

5 Signed:

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7 9-20-90

8 Witness:
9 A. F. Bradley
10 Staff-Mgr.-Security
11 September 20, 1990

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14 Sept. 20, 1990"

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2 Interview of _____

3 On October 17, 1990, Assistant Manager
4 was interviewed and provided the following signed statement:

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6 "500 N. Orange Ave.
7 Orlando, Fl.
10/17/90

8 I, _____ do hereby make the following free
9 and voluntary statement to L. S. Poppell, who has identified
10 himself as an Associate Manager-Security for Southern Bell
11 Telephone Company. I realize this statement may be used as
12 evidence.

13 I am _____ old. My birthday is _____ and
14 my social security number is _____. I am employed by
15 Southern Bell as _____, and my NCS date is
16 _____.

17 To the best of my memory the boiler room concept started
18 four or five years ago when the first Hawaii trip was awarded.
19 I believe the concept (boiler room) was suggested by
20 _____ because he won the first Hawaii trip as a management
21 person.

22 I never discussed the boiler room concept with Issy
23 Perera and Jackson or Mr. Randy Perry. However, Perera and
24 Jackson had to be aware of the boiler room operation because if
25 the trouble load got heavy they would tell us to take people off
26 sales. I have no indication that Mr. Randy Perry was aware of
27 the boiler room operation.

28 I was never told of sales points being withheld or not
29 awarded if any sales were through a boiler room operation.

30 When I saw the outstanding results of _____ and
31 _____, I worried that their results were realized
32 honestly. _____ did not work for me, therefore, I had no
33 contact with her. I approached _____ on four different
34 occasions and on two of these occasions, _____ was
35 present and _____ assured us everything was correct and honest.
36 On two occasions Liz Sutton, Area Sales Coordinator, returned
37 approximately twelve of _____ sales because the customer
38 denied placing the order. _____ and I interviewed
39 _____ and he assured us everything was honest and it probably was

another family member who placed the order. Even after and I talked to I never thought about spot checking by calling some of sales. Also, no one ever suggested to me to call sales as a follow-up to insure he was not cheating.

I never discussed with Liz Sutton we were using a boiler room operation and in my opinion she was never aware of our operation of a boiler room.

I have never seen any Company correspondence prohibiting boiler room type sales solicitation and no one has told me not to use this approach.

Sales objectives were part of my 5100. My 1989, 5100 objective for sales was set at \$12,000.00. My actual 1989 results were around \$50,000.00. Based on my 1989 results, my 1990, 5100 sales objective was set at \$32,000.00. These objectives were set by Manager. I have never received an IIA award based on sales, to my knowledge, because I have received an IIA each year for the past ten years.

I left the Maintenance Center and took an outside crew in June, 1988. Before I left the Maintenance Center I remember working less than two weeks, and this is adding all the days up, on sales. Her sales ran about twenty a day which was acceptable. After I left the Maintenance Center in 1988, was put on full time sales. I had no reason to be concerned with her sales results and certainly would not go to her and instruct her to cheat when her results did not affect me.

worked for me when he was put on sales full time. The reason Sloan was put on sales was because we needed someone to work the sales program and I canvassed everyone in my group and is the only person who volunteered. At first had poor results. He was concerned and asked me how Renee Smith had done so well. I told him my gut feeling was she had cheated. and I did not discuss the possibility of him cheating any further. I did not suggest or instruct to cheat in any way. I never discussed my feelings that Smith had cheated with upper management because it was just a feeling.

I have never suggested that any employee should cheat on any of their results and this includes and and their sales efforts.

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I have read the above handwritten statement consisting of this and 3 other pages and it is true. I have placed my initials on each page and beside any corrections.

Signed:

Oct. 17, 1990

Witness:
Lamar Poppell
Associate Manager-Security
10/17/90

Nelson Thornton
Associate Manager-Security
October 17, 1990"

Personnel Record Current Entry Sheet

B

4 Employee's Name _____ Title Assistant Manager
 5 Department Network Location Orlando

	Date	Held By	Content Of Interview
7	11/29/90	WRP	- Suspended for two (2) weeks without pay as a result of his failure to properly utilize employees in their proper work assignments and his failure to adequately investigate complaints of improper activity. Informed that any future deficiencies in the management of his responsibilities may lead to additional discipline up to and including termination.
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7			11-29-90

1/ Witness:
2 A. F. Bradley
3 Staff Manager-Security
4 September 19, 1990"

5 Interview of

6 On September 19, 1990, was interviewed
7 and provided the following signed statement:

8 "Orlando, Florida
9 September 19, 1990

10 I, , do hereby make the following
11 free and voluntary statement to A. F. Bradley, who has
12 identified himself as a Staff Manager for Southern Bell
13 Telephone Company. I realize any statement I make may be used
14 as evidence.

I am _____ old. My birth date is _____ and my social security number is _____. I am employed with Southern Bell as _____ in the Orlando, Florida District Maintenance Center.

In the Orlando Maintenance Center we had a sales solicitation program until it was suspended in June of this year. The sales program consisted of one person making solicitation calls to customers when they were not performing their normal duties.

Maintenance Administrator _____ was the last employee used on this job.

It is my understanding that the sales program was started by Assistant Manager _____ when the Sandlake Maintenance Center and the Orlando Maintenance Center were consolidated in 1988.

Approximately two years ago, _____ was moved from supervision to mine, giving me the responsibility for sales.

Although _____ reported to me she was left alone to make sales contacts, she was given an office, a telephone and customer printouts to make her calls. Her sales were very good and it appeared that very little supervision was required. While _____ was under my supervision, I had no indication that she might be submitting unauthorized sales.

It was recently brought to my attention by Assistant Manager _____ that several complaints had been received from subscribers that the Wiring Maintenance Plan had been added to their service without their authorization. I was also advised that in all cases the sales were submitted by employee _____.

I have been advised that employee _____ has admitted to Mr. Bradley that she has submitted numerous sales of the Maintenance Plan on subscribers' lines without contacting the subscriber.

I have also been advised that _____ indicated to Mr. Bradley that I was aware that she was taking credit for unauthorized sales.

I was not aware until recently that _____ was submitting unauthorized sales. Her statement is totally untrue that I had knowledge of this.

I do recall going to _____ when she worked for me, when we had a good month of sales, and asking her to hold back any unreported sales that month and hold them for the following month. This was done so that we would have an even flow of sales from the Maintenance Center for each month.

Again I was not aware of any unauthorized sales by _____ while she was under my supervision and certainly did not instruct her or ask her to cheat.

I have read the above statement consisting of three pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

9-19-90

Witness:
A. F. Bradley
Staff Manager-Security
September 19, 1990

9-19-90"

1) Interview of _____

2 _____ is an Assistant Manager in the Orlando Division,
3 IMC, and his NCS date with Southern Bell is April 9, 1956.

4 _____ was interviewed on October 18, 1990 and provided
5 the following signed statement:

6 "Orlando, Florida
7 October 18, 1990

8 I, _____, do hereby make the following
9 free and voluntary statement to A. F. Bradley, who has
10 identified himself as a Staff Manager-Security for Southern Bell
11 Telephone Company. I realize this statement may be used as
12 evidence.

13 I am _____ old. My birthdate is _____
14 _____, and my Social Security Number is _____ I am
15 employed with Southern Bell as _____ in the
16 Orlando District Maintenance Center.

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As I stated in my meeting with Mr. Bradley on September 19, 1990, it is my understanding that the telephone sales solicitation program in the Orlando Maintenance Center was initially set up and supervised by Assistant Manager Don Babair. I don't recall when he started the program but it was several years ago. I was not asked by my supervisor if I thought setting up the sales solicitation program or "Boiler Room Operation" was either the proper or improper thing to do. As I also indicated in my earlier statement, the person doing the telephone sales would be rotated among all the Maintenance Center first level supervisors. This would allow the supervision sales credit points generated by the sales to also be spread among all the supervisors.

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When _____ was placed under my supervision I did receive sales points and gifts based on her sales. However, as I also stated on September 19, 1990, she was left alone to make sales and she only reported to me on paper.

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I was not given any instructions to follow-up on any of her sales or recontact a subscriber to verify any sale. I did receive some telephone complaints from the Business Office regarding _____ sales, that the subscriber did not order the Wiring Maintenance Plan added to their service. There were very few complaints based on her large volume of sales so I did not think there was a problem with her integrity. When I did receive a complaint I went to her and told her to make sure we were aboveboard on her sales. I did not take the complaints any further or recontact the subscriber.

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I don't have personal knowledge that Mr. Bowen, Mr. Perera, or Mr. Jackson knew that we were operating a "Boiler Room" sales operation. However, I think they would have to know since we generated so many sales.

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I don't have any knowledge that "Boiler Room" sales are not sanctioned by the Company. It was never mentioned to me by anyone in meetings with my supervisor _____ or any other meetings I have attended.

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In regard to employee _____ she spent the majority of her time selling, but on rare occasions she would be pulled to perform her Maintenance Administrator duties.

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I have no knowledge that false sales were being reported by _____ when she was under my supervision. I also have no personal knowledge regarding cheating on sales by anyone else in the Orlando Division.

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In retrospect, obviously the sales program should have been better supervised. However, while under my supervision there was no glaring indications that may be cheating. The Maintenance Center job is very busy and time consuming, and on my part, the sales had low priority since it seemed to be going so well with very few subscriber complaints.

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I read the above statement consisting of 4 pages and it is true to best of my knowledge and belief. I have initialed each page and all corrections.

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Signed:

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Witness:
Ellen W. Reddick
Assoc. Mgr.-Security
10-18-90

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A. F. Bradley
Staff Manager-Security
October 18, 1990"



Southern Bell

Form 3151-B
(8-80)

Personnel Record
Current Entry Sheet

B

Employee's Name _____ Title Manager

Department Network Location Orlando

Date	Held By	Content Of Interview
11/29/90	wp	Suspended for two (2) weeks without pay as a result of his failure to properly utilize employees in their proper work assignments and his failure to adequately investigate complaints of improper activity. Informed that any future deficiencies in the management of his responsibilities may lead to additional discipline up to and including termination.

1 11-29-90

Interview of _____

On September 19, 1990, _____, Manager of the Orlando Network Division Maintenance Center was interviewed and provided the following signed statement:

1) Second Interview of _____

2 The Mechanized Time Reporting Forms mentioned in Bradley's
3 statement are being retained in the Security file.

4 "Orlando, Florida
5 October 23, 1990

6 I, _____, do hereby make the following
7 free and voluntary statement to A. F. Bradley, who has
8 identified himself as a Staff Manager-Security for Southern Bell
9 Telephone Company. I realize this statement may be used as
10 evidence.

11 I am _____ . My date of birth is _____ ,
12 and my social security number is _____ I am
13 employed with Southern Bell as a Manager-IMC, Orlando, Florida.

14 In regard to former employee Leatherman, I remember a
15 call, but don't recall that it was specifically from Mr. Perera
16 regarding only one incident about a sale by her. I gave the
17 inquiry to a supervisor and as far as I recall the complaint was

satisfactorily handled. I don't remember which supervisor handled the matter, but do remember that I have told all of my supervisors on more than one occasion that if any cheating was found in the telephone sales, the employee involved would be terminated.

In regard to Leatherman's separation from the Company, it was totally associated with her attendance and her sales was not a factor. As a matter of fact, I don't recall any other complaints about her sales.

I have heard Leatherman's sales presentation but do not recollect that I monitored one of her sales contacts or overheard her call while standing next to, or near her work position.

At times, I along with my supervisor, monitor the maintenance administrator positions to insure that only business is being conducted on the telephones and to determine if possible additional training is needed.

Time reporting of time spent on sales is reported to Job Function Code (JFC) 2230 as outlined in the memorandum dated July 5, 1988, from G. D. Harkness, Segment Manager-I/M, Outside Technical Support. I have provided a copy of this memorandum to Staff Manager Bradley.

A review of Mechanized Time Reporting forms (RF-152-8) by myself and Staff Manager for employee reflects that she was using the proper sales (JFC) code. I have provided all of the MTR forms to for employee for the year 1990 to date. She stopped using the sales code in June, 1990, when I ceased the boiler room sales operation after learning of a possible problem with sales.

I have read the above statement consisting of two pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

10-23-90

Witness:
A. F. Bradley
Staff Manager-Security
10-23-90"

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Third Interview of

"Orlando, Florida
November 7, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am _____ Orlando, Florida, and can be reached at _____

I have been told that Mr. Issy Perera and District Sales Coordinator Nick Altuvilla both recall that they referred complaints to me in 1988 regarding telephone sales made by Maintenance Administrator Bea Leatherman. In Mr. Perera's statement, he recalls that he referred complaints to me about Leatherman in April or May, 1988, and that I told him that my investigation determined that the complaints referred by the Business Office were correct and that Leatherman's sales were illegal. As far as I can recall, I never talked to anyone about finding illegal sales by former employee Leatherman. I feel that I would remember something so important and think that Mr. Perera is totally incorrect in his recollection.

1) I do recall that Mr. Perera wanted to reduce the Maintenance Administrator work force. I informed him that I was going to be distasteful in regard to Leatherman's poor attendance. I believe that she was at the point of suspension. He suggested to me that I offer her separation pay. I did, she accepted the offer and left the Company. At no time in my discussion with Mr. Perera about Leatherman, did we ever discuss her sales. As indicated in my statement on October 23, 1990, Leatherman was induced to resign solely for her attendance.

2) In regard to Altuvilla's recollection that he referred complaints to me in late 1988 regarding Leatherman, I don't recall ever receiving a call from him about sales complaints on anyone. Leatherman left the Company in May, 1988, and cannot understand why he would have called me in late 1988, regarding problems with her sales.

3) As I mentioned in my statement of October 17, 1990, Mr. Perera heavily encouraged sales. I do recall that sometime in 1988, I either overheard it or was told directly by Mr. Perera that he wanted to earn enough sales points to get a pool table by Christmas. He did get a pool table by Christmas and I assume that he got it with sales points.

4) Prior to Mr. Perera getting the pool table, I was in the district office on another matter and the subject of the pool table came up in a conversation I had with Nick Altuvilla. Somewhere during this conversation I asked how many points were needed for a pool table. Nick mentioned to me that Mr. Perera did not have enough points but he took care of it. I did not question Nick on his statement and assumed that Nick wrote a sales point check to cover the table since that was his responsibility as sales coordinator.

5) As I mentioned, Mr. Perera strongly encouraged sales in his organization. I recall in a staff meeting, he presented I&M Manager with a rope and an anchor because of his non-competitive sales results.

6) In regard to this investigation, I would like to further state that I have nothing to hide, and I am willing to answer any questions presented to me as truthfully as I can, and to the best of my recollection.

I have read the above statement consisting of three pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

11-7-90

Witness:

A. F. Bradley

Staff Manager-Security

11-7-90"

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Interview of _____

On September 20, 1990, _____ was interviewed and provided the following signed statement:

"Sanford, Florida
September 20, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager for Southern Bell Telephone Company. I realize any statement I make may be used as evidence.

I am _____ old. My birth date is _____ and my social security number is _____. I am employed with Southern Bell as _____, Sanford, Florida. My office is located in Sanford, Florida at 132 Commerce Way.

I worked at the Sandlake, Florida Maintenance Center as _____ from 1983 to March of 1988. I then was moved to _____ the Sandlake Installation and Maintenance District until I was moved to Sanford in April of this year.

I have been advised that _____ Services Technician _____ submitted hundreds of unauthorized sales referrals, adding the upgraded Maintenance Plan to subscribers' lines without contacting the subscriber.

I have absolutely no knowledge that this was happening.

When I went to the Sandlake I&M District, a Sales Solicitation Program was already in place using a craft employee to make telephone and in-person sales contacts with subscribers. I left the program intact. In about March of 1989, the craft employee performing the sales job requested to be taken off sales. After conferring with first level managers for volunteers, it was decided to give Services Technician the opportunity to demonstrate his potential as a sales person.

Manager : immediate supervisor at that time was Assistant : who also supervised sales efforts.

While was on the job, his sales were good. During that time, I did receive inquiries on two or three occasions regarding questionable sales by , which amounted to not more than a dozen total sales, where the subscriber claimed they were not contacted. It was determined after investigating these sales, for whatever reason, the customer changed their mind.

Due to the large number of sales being submitted by and the very low number of inquiries brought to my attention, I had no reason to suspect that there was any problem with integrity. However, I did take the opportunity on each inquiry referred to me to stress to both and the importance of maintaining integrity in the sales program.

If I would have had any knowledge that unauthorized sales were being reported by anyone removed that person from the sales program, investigated the problem and would have taken the appropriate action.

I have read the above statement, consisting of two pages, and it is true. I have initialed each page and all corrections.

Signed:

9-20-90

Witness:
A. F. Bradley
Staff Manager-Security
September 20, 1990"

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Interview of _____

_____ is employed with Southern Bell as _____ as
Installation/Maintenance, Sanford,
Florida, and his NCS date is _____. From _____
_____ was _____ for
the Sandlake District in the Orlando Division. He was moved to
Sanford in _____ when the Sandlake and Orlando I&M
Districts were combined under Manager _____. While in
the Sandlake District _____ Assistant Manager
and craft employees _____ and Kathy Gholson.

was interviewed on October 17, 1990 and provided the following signed statement:

"Orlando, Florida
October 17, 1990

I, , do hereby make the following free and voluntary statement to N. C. Thornton, who has identified himself as an Associate Manager for Southern Bell Telephone Company. I realize any statement I make may be used as evidence.

I am old. My birthdate is . My social security number is . I am employed by Southern Bell as , Sanford, Fl. My office is located in Sanford at 132 Commerce Way and my business telephone number is

I worked at the Sandlake, Florida Installation Maintenance Center (IMC) as from . During this time, I had no effective sales program. I encouraged individual employees to try to make a sale when they had a customer contact but that was the extent of my sales program. When I left the IMC, I replaced as Sandlake in the Orlando Turf.

When this group, a sales solicitation program (boiler room) was already in effect. It seemed to be working very well, the results were good, so I did not make any changes. Renee Smith, Services Technician, was the person assigned to full time sales. She reported to Assistant Manager-I&M, . Toward the end of the year (1988), Smith stated that she was tired of sales and wanted to go back outside as a Services Technician and we granted her request. Then in early 1989, we asked for a volunteer for the sales solicitation and volunteered. At this time, was placed full time on sales solicitation. I had never been told nor have I ever seen any Company correspondence that indicated sales solicitations (boiler room) were against Company policy. To the best of my knowledge and belief, Liz Sutton, Area Sales Coordinator, and Hal Jackson and Issy Perera, the Operations Manager of the Orlando Turf, knew we were using employees for full time sales solicitations.

reported to Assistant Manager. There was no uniform practice throughout the District for procedures in the sales program. We all knew that sales are important to the Company and each manager used his own initiative to achieve sales results.

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was very effective with sales solicitations and his results were very high. On several occasions I asked if results were honest and he assured me that they were. I knew and had a lot of confidence in his integrity. On many occasions I asked if his sales were legitimate and he assured me that they were. stated to me that he did not have to cheat because it was easy to sell the Maintenance Plan and also that his daughter was helping him by selling at school and that his church congregation was helping him make sales. is the pastor of a church. I asked to note on his sales referral forms the person he had talked to and he did show me some forms with these notations on them. I did not call any of these customers because I had complete confidence in

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For about three months during mid 1989, Services Technician Mary Mitchell worked full time on sales solicitations. I was advised by Liz Sutton that several of Mitchell's sales did not appear to be legitimate. Therefore, I immediately removed her from sales and informed her of the discrepancies. I tried to get copies of these questionable sales from Sutton so that I could call the customer but I never received them.

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I have never been told not to take an employee of the load and put them on full time sales. If the trouble load became heavy on occasion, Hal Jackson and Issy Perera would call and tell me to take the people off sales and get them on the load. I don't believe Jackson ever approved of the sales solicitations program. I have no knowledge of Mr. Perry being aware of the sales program. I never discussed the program with Mr. Perry.

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Liz Sutton was aware of how we were operating the sales solicitation and she knew was making his sales from a boiler room type operation. Liz and I discussed sales many times and I absolutely did not tell her that we did not have a sales solicitation program in operation.

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I have read the above handwritten statement consisting of this and two other pages and it is true. I have placed my initials on each page and beside any corrections.

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Signed:
10-17-90

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Witness:
Nelson Thornton
Associate Manager-Security
October 17, 1990

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Lamar Poppell
Associate Manager-Security
October 17, 1990"

2 Second Interview of

"Sanford, Florida
October 23, 1990

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5 I, _____, do hereby make the following
6 free and voluntary statement to A. F. Bradley, who has
7 identified himself as a Staff Manager-Security for Southern Bell
8 Telephone Company. I realize this statement may be used as
9 evidence.

10 In regard to the questionable sales involving employee
11 Mary Mitchell, I discussed the possibility of obtaining the
12 specific telephone number with Liz Sutton. She called me back
13 after making an inquiry with someone in Customer Services who
14 advised her that the numbers could be retrieved but it would
15 take at least thirty days to obtain a printout. The printout,
16 the way I understand it, would provide me the necessary
17 information on the specific telephone numbers so that I could
18 further investigate. I never received the printouts. As time
19 passed due to handling other needs of the business, the
20 situation completely slipped my mind.

21 I don't recall receiving a call from Liz Sutton regarding
22 a problem with sales by Maintenance Administrator
23 did not work for me and I can't understand why she would
24 have called me. However, if I would have received a call from
25 Sutton regarding someone not in my organization, I would have
26 certainly referred the problem to the appropriate manager.

27 Time charged to those employees exclusively working on
28 telephone sales was charged, to the best of my recollection, to
29 a miscellaneous non-productive code.

30 I will assist Staff Manager Bradley in researching FIRS
31 reports to determine the actual codes charged.

32 I have read the above handwritten statement consisting
33 of this and one other page and it is true. I have placed my
34 initials on each page and beside any corrections.

Signed:

10-23-90

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39 Witness:
40 A. F. Bradley
41 Staff Manager-Security
October 23, 1990"

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2 Interview of _____

3 On September 21, 1990, Gary Lee Maser was interviewed and
4 provided the following signed statement:

5 "Hollywood, Florida -
6 September 21, 1990

7 I, _____, do hereby make the following free and
8 voluntary statement to A. F. Bradley, who has identified himself
9 as a Staff Manager for Southern Bell Telephone and Telegraph
10 Company. I realize any statement I make may be used as
11 evidence.

12 I am _____ old. My birth date is
13 and my social security number is _____. I am
14 employed with Southern Bell as _____ in
15 Hollywood, Florida at 250 SW 62nd Avenue. I may be contacted at
16 _____

17 I was moved into the Orlando Maintenance Center in
18 and took the position held by _____. He went to
19 the field and took my old position.

20 In early 1989, my supervisor, _____ placed
21 Maintenance Administrator _____ under my supervision.
22 At that time, _____ spent the majority of her time doing
23 telephone solicitation sales. Actually _____ was not
24 supervised by me in her sales job, she just reported to me on
25 paper.

26 Approximately eight months ago, a letter came down from
27 Jacksonville regarding six customer complaints that the
28 Maintenance Plan was added to their service without their
29 authorization. They were sales referred by _____ and
30 the customers complained that they were never contacted by
31 anyone from Southern Bell.

32 I went to _____ and questioned her about the complaints.
33 She assured me that her sales were legitimate and that she made
34 a subscriber contact on each sale. In fact, she questioned me
35 for questioning her integrity. She indicated that she was a
36 former Service Representative and had sales training.

37 I discussed my conversation with _____ with my
38 supervisor, _____. He felt that six complaints out of
39 the thousands of sales by _____ was not out of line, and told
40 me not to carry it any further. This was the last time I heard
41 about any problems with _____ sales.

I left Orlando in late July of this year and transferred to Hollywood.

While in Orlando, I never discussed the possibility that there was a problem with the sales effort in the Maintenance Center with any of the other managers including my supervisor,

When I was a craftsman, I also did telephone sales when I reported to . I was very successful in telephone sales. Based on my success, I knew that it was possible to generate a lot of sales by telephone, so I had no personal reason to suspect that may be cheating.

I have read the above statement consisting of three pages and it is true to the best of my knowledge and belief. I have initialed all three pages and corrections.

Signed:

9/21/90

Witness:
A. F. Bradley
Staff Manager-Security
September 21, 1990"

Interview of _____

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Interview of

is presently working as
in Hollywood, Florida. His NCS date with Southern Bell is
From until his transfer to
Hollywood in he worked as in
the Orlando Division IMC reporting to second level manager
From the first quarter of 1989 until his transfer,
supervised Orlando Maintenance Administrator

On October 18, 1990, was interviewed and provided
the following signed statement:

"October 18, 1990
Pompano Bch., Fl.

I, , hereby make the following free and
voluntary statement to Paul A. Johnson, who has identified
himself as a representative for Southern Bell. I understand
that this statement may be used as evidence.

I am employed with Southern Bell as
in Hollywood, Fla. I reside at
My date of birth is and my
social security number is . I subscribe to telephone
number

I have read the statement given to A. F. Bradley, Staff Manager-Security, on Sept. 21, 1990. There is nothing I can really add to the statement. I was not involved in sales in the Maintenance Center. I did report to me on paper but that's all. I was not aware of any illegal sales that were being done while I was in Orlando.

I have read the above statement consisting of this and one other handwritten page and to the best of my knowledge, it is true and correct.

Signed:

10-18-90

Witness:
Paul Johnson
Assoc. Mgr.-Security
10-18-90

Larry Meeker
Assoc. Mgr.-Security
10-18-90

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2 Interview of _____

3 is presently employed with Southern Bell as
4 in Orlando and his NCS date is
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6 Employee _____ was interviewed on October 17, 1990 and
7 provided the following signed statement:

8 "Orlando, Florida
9 October 17, 1990

10 I, _____, do hereby make the following free
11 and voluntary statement to A. F. Bradley, who has identified
12 himself as a Staff Manager for Southern Bell Telephone Company.
13 I realize any statement I make may be used as evidence.

14 I am _____ old. My birthdate is _____ and
15 my Social Security Number is _____. I am employed with
16 Southern Bell as _____ in Orlando,
17 Florida and report to _____, Manager-Network/CPE.
18 My Net Credited Service Date is _____. I can be reached
19 in Orlando at _____. I transferred to Orlando in _____ as
20 a Services Technician from South Florida.

21 Throughout my career I have been very active in customer
22 sales. As a matter of fact, I was a craft sales leader from
23 _____ until I transferred to the Orlando area. When I was in
24 South Florida my closest competition in sales was Services
25 Technician _____ in Boca Raton. We transferred to Orlando
26 on the same day and were assigned to the same district...

27 I learned soon after my arrival in Orlando that sales was
28 not a high priority. I continued to make sales contacts in
29 Orlando and quickly became the top seller for all of North
30 Florida. It was not so much to do with the fact that I was a
31 good seller, it was due to the fact that I took the time and
32 effort to talk with each customer I visited due to a trouble
33 report.

34 I was promoted to _____ in _____ and
35 moved into my crew. Knowing his success with sales I
36 motivated him to become the Orlando top seller.

I used him when the load permitted to make call backs on
repeated report subscribers and while checking on their service,
attempt to sell the newly activated Custom Calling features. He
was very successful. I closely observed his sales contacts as
I was also contacting subscribers.

When I received complaints or comments that Maser was getting the soft job, I gave the sales opportunity to all of my crew members. When the other crew members decided that they did not care to sell, I continued to use [redacted] to make the sales calls as the load permitted. I never instructed [redacted] to make the sales calls, he volunteered, because like me, he enjoyed the customer contacts. In 1985 or 1986 [redacted] won a trip to Hawaii for his sales effort.

As I recall during this same time frame two Service Technicians in my Sandlake District, Dan Wiley and Scott Vandergrift had problems with the validity of a large number of their sales referrals. Their sales were investigated by the business office and the majority of their sales credits were removed from the district sales results. I don't recall what supervisor they reported to but the District Manager was Mr. Clayton Pickels and the 2nd level manager was [redacted].

One point I want to make is that while working for Mr. Pickels and [redacted] they both had meetings, demanding that sales integrity be foremost.

I was moved to the Pine Hills area within the Sandlake District in late 1986 or early 1987. My sales declined considerably as my new crew was not sales oriented.

I instructed the new crew to start selling and my contact sales slowly increased.

In late 1987 or early 1988 Renee Smith, Services Technician had a double knee operation. Following her operation, she wanted to continue to work on light duty while she recuperated. This was a good opportunity for me to utilize her on telephone solicitation.

I had previously used repeat reports as the source of sales contacts. When Smith began selling, she exhausted this source and I was able to obtain old microfiche records from the business office. She used these records and she was extremely successful selling the Custom Calling features and the newly offered Wiring Maintenance Plan.

In this new crew, I also offered the sales job to each member and they all declined.

Initially, while recuperating from her knee surgery, I allowed Smith to make some of her sales contacts from her home. Mainly because she could not drive and she made calls during all (I.E. 5-7PM) hours of the day. I also checked on her sales progress daily.

When Smith came off light duty, she was placed back on the load and used on sales only when the load permitted (from an office at 1227 S. Division Street).

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1) In early 1988, Mr. I. Perera replaced Mr. A. C. Bowen as
2) the Orlando Division Operations Manager.
3)

4) Mr. Perera was very interested in generating revenue
5) through the employee sales referral program and encouraged all
6) of his managers to increase their sales efforts.

7) In some meeting early after his arrival, Mr. Perera
8) questioned how the Sandlake District maintained their high sales
9) level. I assumed that my second level manager,
10) informed him on our sales procedures of utilizing old business
11) office microfiche records.

12) Shortly, we began receiving up-to-date microfiche records
13) for all of North Florida through Mr. Perera's office. All the
14) foremen in the district had the opportunity to use these records
15) to increase their sales.

16) I continued to use Smith to make sales contacts when
17) possible. At this time a new sales program was in effect,
18) whereby, points were awarded for sales that were used to
19) purchase catalog gifts. Because of this, Smith on her own,
20) distributed or shared her sales points with her crew members to
21) be fair. I also received a percentage of the sales points as
22) well as my second and third level managers. I did not select
23) catalog gifts. However, I along with Mr. Bowen, Perera and
24) , forfeited the gifts and accepted a Virgin Island
25) Cruise. This was the result of our winning area sales contests.

26) In regard to Smith's sales, there were a few occasions
27) when her sales were referred back by the business office.

28) My investigation revealed either service order typist
29) errors, or a husband or wife not wanting to pay for what their
30) spouse had agreed to.

31) I had no doubts of Smith's integrity because I either
32) checked her sales or observed her talking with customers. She
33) also had very few sales returned.

34) I left the I&M organization in October, 1988 and now work
35) in the CPE/Data group.

36) In regard to employee , he worked for me in
37) 1988. On one occasion while he was out sick or on benefits for
38) a short period, he offered to make sales calls from his home.
39) His results were very poor for the short period so I ceased to
40) use him, as it was not worth the effort.

41) I heard that was a sales leader under Assistant
42) Manager . Since I was no longer in the group, I have
43) no knowledge that may have cheated on his sales.

I have been advised that Assistant Manger stated that I told him that the Maintenance Center was adding features to customer's lines at the time they were restored after being disconnected for non-pay.

I don't recall specifically telling this, however, it was a rumor. Since I had no facts, I did not pursue the issue.

In regard to former employee Joy Folley, sometime in 1987, I visited the Maintenance Center to observe her conducting her telephone sales contacts to determine if she needed any assistance on her approach. During the hour that I was there, I observed her complete several sales. I have no information that she may have cheated.

In regard to statement that my employees were receiving double credit when upgrading the Wiring Maintenance Plan, I did not give any instructions to manipulate the service order to get extra credit.

It was my understanding that when the Wiring Maintenance plan was upgraded, it was necessary to disconnect the present plan and connect the full plan or the customer would be double charged. If we got extra credit, I assumed that it was a legitimate part of the sales program.

I have no knowledge (or proof) of any employee cheating on sales and if I had, I would as an employee and manager for Southern Bell, report them to the proper authority. It is my desire and duty to comply with any request for information in the investigation of this situation.

I have read the above statement consisting of nine pages and it is true to the best of my knowledge and belief. I have initialed each page and each correction.

Signed:

10-17-90

Witness:
A. F. Bradley
Staff Manager-Security
10-17-90

Witness:
Ellen W. Reddick
Associate Manager-Security
10-17-90"

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Interview of _____

_____ is employed with Southern Bell as an Assistant Manager-I&M in the Orlando Network Division, and his NCS date is September 8, 1964.

Employee _____ was interviewed on October 17, 1990 and provided the following signed statement:

"October 17, 1990
Orlando, Florida

I _____, hereby make the following free and voluntary statement to Paul A. Johnson, who has identified himself as a representative for Southern Bell. I understand that this statement may be used as evidence.

I am employed by Southern Bell as _____ at 6621 South Orange Avenue, Orlando. I subscriber to telephone number _____. My Social Security Number is _____ and Date of Birth is _____. My NCS date is _____.

In October of 1988, I was transferred to Sandlake District from the Orlando District. I was never involved in telephone canvassing sales until last year. Renee Smith, Services Technician came to work for me inside for approximately two weeks. I had gone to her since I knew she had been involved in sales before. My sales were way down is the reason I asked her. During the time she worked for me I never checked or verified any of her sales. I never got any complaints at any time on Renee Smith. Renee was an Auxiliary Department Sheriff

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2 and I feel a very honest person. I was aware was
 3 canvassing in Sandlake but can tell you nothing about his sales.
 4 He did not work for me. When the sales points came out in
 5 January, Renee gave me her points and with this I got a VCR and
 6 ice chest. She said she got everything she wanted out of the
 7 catalog and for me to take the points. I had her sign her check
 8 and I then took it to Nick Altuvilla, Assistant Manager. He
 9 then took the check and made me a check out in my name. During
 10 the time Renee worked for me I do not know how she charged her
 11 time. During my time at Sandlake, I never received any customer
 12 complaints on sales nor was I ever aware of any person doing any
 13 wrong doing and no one brought anything to my attention. I have
 14 never been given any instruction on how to run a sales program.
 15 I had heard, but I do not know for sure, that Renee had taken
 16 some of her points and bought a small fishing boat for
 17 , Assistant Manager. I heard it was for his birthday.
 18 The sales program had already been in place prior to me
 19 transferring to Sandlake.

20 I have read the above statement consisting of this and
 21 two other handwritten pages and to the best of my knowledge, it
 22 is true and correct. I have initialed the first two pages.

Signed:

10-17-90

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Witnessed:
 Paul Johnson
 Associate Manger-Security
 10-17-90

Larry L. Meeker
 Associate Manager-Security
 10-17-90"

1/ Interview of

2 is presently employed as
3 for the Orlando, Florida I&M District, and his Southern
4 Bell NCS date is

5 assisted the Orlando Network Division Sales
6 Coordinator Nicholas Altuvilla on an "as needed" basis and was
7 interviewed to determine his knowledge of the Network Sales Program
8 and his instructions and responsibilities as Sales Coordinator.

9 was interviewed on October 16, 1990 and provided
10 the following signed statement:

11 "Orlando, Florida
12 October 16, 1990-

13 I, , do hereby make the following free
14 and voluntary statement to A. F. Bradley, who has identified
15 himself as a Staff Manager for Southern Bell Telephone Company.
16 I realize any statement I make may be used as evidence.

17 I am old. My birthdate is
18 and my social security number is . I am presently
19 employed with Southern Bell as
20 reporting to at 1227 South Division Street, Orlando,
21 Florida. I can be reached at

22 In 1988 I was an I&M crew in the
23 Orlando, Florida District. When Mr. Perera took over as the
24 Network Operations Manager in the first part of 1988, he made sales
25 a very important part of our daily business. He stressed pretty
26 hard that sales was good revenue for the Company and that we, as
27 employees, were overlooking good opportunities to sell since we in
28 the Network group met the customer face to face.

1) At this time the Sandlake I&M District under Mr. Perera
2 was very high on sales and consistently out sold the Orlando
3 District. They were utilizing at least one person to do nothing
4 else but make telephone solicitation sales.
5

6 I decided to take a person out of my crew to also do
7 telephone sales in an attempt to catch up with the Sandlake
8 District sales. I talked with my supervisor and he
9 agreed.

10 I used Services Technician Kathy Gholson. I brought her
11 into the Division Street Work Center. Initially, we used the
12 Orlando Blue Book and the telephone directory to make calls. After
13 about two weeks she was only selling approximately eight to ten
14 Wiring Maintenance Plans a day, which was not worth her time off
15 the work load.

16 I learned that the Sandlake District was using Customer
17 Service Records on microfiche to make their calls. This record
18 would show if the customer had either the full or partial Wiring
19 Maintenance Plan which we concentrated on.

20 These microfiche records were originally ordered and sent
21 to Mr. Perera's office.

22 was the Assistant Manager in the Sandlake
23 District that was using Services Technician Renee Smith to make
24 solicitation calls. I understand that she was on light duty when
25 she did solicitation and I believe that she was recovering from a
26 knee operation.

27 Smith was very successful in making calls, so I decided
28 to have Gholson sit with her to see what her technique was. I sat
29 and observed Smith along with Gholson for approximately one hour.
30 In that time she made about 20 calls and reached about 12 to 15
31 subscribers. Of those she did reach, she sold the Maintenance Plan
32 to over half of them. She had a very good sales pitch. Kathy
33 stayed with Smith about a day and a half picking up sales pointers.
34 Because of this, her sales immediately picked up to about 30 to 35
35 sales a day.

36 explained to me that whenever his telephone
solicitor would make contact with a subscriber and was able to
upgrade the wiring plan, he would have the employee write the order
to disconnect the plan already on the subscriber's line and show
the installation of the full plan, SEQ1X. This would reflect a two
dollar sale as opposed to a one dollar sale to add the additional
feature. Because of the additional credit that could be received,
I instructed Gholson to prepare her sales referral forms the same
way. Actually, the way I understood it, the referral form had to
be written this way anyway, or the subscriber would be double
charged. He would have been charged for the partial plan already
on his line and for the full SEQ1X service.

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Gholson would turn in her sales referral sheets to me daily and I forwarded them to the MSOC Service Order Group in the Orlando Customer Services Office.

When I put Gholson on sales, I instructed her to make sure she spoke with the subscriber and make every effort to sell the full or upgraded Maintenance Plan or any other available service. However, I did not instruct her to keep a record of the name of the person she spoke with or the time of day. For a while I kept a copy of Kathy's referral forms which reflected the date of her sale. However, I stopped keeping copies after about 6 months because of the volume of forms. The copies that I kept have since been discarded.

In late 1988 showed me a list from the Business Office reflecting the names and telephone numbers of approximately 20 subscribers complaining that a service had been added to their telephone without their authorization. Three to four sales made by Gholson was on the list.

I went to Gholson and questioned her. She assured me that she was contacting the subscriber on all her sales. She explained that she possibly spoke with the Mrs. and the complaint was from the husband, or she could have spoken with a teenager not realizing she was not talking with the subscriber. I instructed her to make sure that she was talking with the actual subscriber and that we were aboveboard on all our sales. I did not instruct her to keep a record of who in the family she spoke with.

Because her sales were so good and this was the only complaint that I received about her sales, I had no reason to doubt that her sales were legitimate.

As I recall, the list of customer complaints reflected the names of Leatherman and who were Maintenance Administrators in the Test Center.

Gholson received several gifts for her good sales and I also received a .22 rifle and a 12 gauge shotgun.

At no time did I ever instruct, request, or condone any cheating in my sales.

At some point close to the end of 1988 the sales race was close between the Sandlake I&M District and the Maintenance Center. who was in the Sandlake District told me that the Maintenance Center was upgrading the Wiring-Maintenance Plan on telephone service that had been restored after being suspended for non-pay. I don't know where he got that information or if it was true. I did not tell my supervisor what said about the Maintenance Center.

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When I decided to put someone on telephone sales solicitation, sometimes called the "Boiler Room" sales approach, I made the decision on my own but did apprise my supervisor

He did not have any objection to this sales approach, especially after our sales increased so much. Operations Manager Perera, when he was here, and my present Operations Manager Hal Jackson were both aware that the I&M groups and the Maintenance Center were utilizing employees to make telephone sales. I have no knowledge that Mr. Perera or Mr. Jackson would condone unauthorized sales or any other improper operation of our business. As a matter of fact, on more than one occasion, Mr. Jackson has specifically told me that he better not catch me cheating. He was referring to production figures for the Services Technicians. In my present position as Support Manager, I have personal control of these figures.

Nick Altuvilla, Assistant Manager, worked in the Division Office as the Orlando Network Division Sales Coordinator, along with his other duties. When he moved from the Division Office to the Sandlake I&M Group with similar duties as I, he also retained the job as Division Sales Coordinator.

When he was not available or busy, I assisted him at times in this job. My assistance usually involved transferring all sales figures for all employees in the Division to a local computer form to keep track of the Division sales.

In this job I did notice that some employees were very high on their sales, however, I knew that these employees were being utilized strictly on telephone solicitation and didn't think there might be a problem.

I did not have any instructions as Sales Coordination Assistant to verify any sales by recontacting the subscriber. I don't believe that Altuvilla had any such instructions either.

As far as I know, the only way we had to add any sale to a customer's line was to fill out the Network Sales Referral Form and forward them directly to the Customer Service MSOC Group and a Service Order Typist would issue a Service Order.

This all changed when GoldLine went into effect this year. There was some concern that GoldLine would not be able to handle the volume of our sales, and the Network Division would not get proper sales credit.

I have read the above statement consisting of seven pages and it is true to the best of my knowledge and belief. I have initialled each page and all corrections.

Signed:

10-16-90

Witnessed:

A. F. Bradley
Staff Manager-Security
October 16, 1990

Nelson Thornton
Associate Manager-Security
October 16, 1990"

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Interview of _____

On September 17, 1990, _____, Manager-Network, responsible for the Orlando Sandlake Installation and Maintenance District, was interviewed and provided the following signed statement:

"Orlando, Florida
September 17, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager for Southern Bell Telephone Company. I realize any statement I make may be used as evidence.

1
2 I am . My birthdate is
3 and my Social Security Number is I am employed
4 with Southern Bell as in the Orlando, Florida
5 Sandlake District. My office is located at 1227 S. Division
6 Street, Orlando, Florida, and I can be reached at

7 I the Sandlake Installation and Maintenance
8 group in

9 It has been the practice in our district to have at least
10 one employee when possible to work full time on telephone sales.
11 Normally, this person would be an employee on light duty. When the
12 load would permit, any one of a supervisor's employee might be used
13 for sales.

14 When I came into the Sandlake District, Services
15 Technician , under the supervision of Assistant
16 Manager , was performing the sales job. He placed calls
17 to subscribers from an office at the Division Street Work Center.

18 Since I was new in the district I did not concentrate on
19 sales and left the management of in the sales job to his
20 supervisor, Sometime in Operations Manager
21 Hal Jackson advised me that Residence Operations Manager Ron Tyo
22 had received four or five customer complaints, that the Wiring
23 Maintenance Plan had been upgraded on their service without
24 authorization. These complaints were all from sales by I
25 personally went to employee and questioned him about the
26 sales. He assured me that all of his sales were legitimate. I
27 instructed him to maintain detailed records on each of his sales
28 regarding the time of day and to whom he spoke with on all
29 subscriber contacts.

30 I discussed my conversation with Sloan with Operations
31 Manager Jackson. Since the GoldLine Sales program was just getting
32 started, it was decided by Mr. Jackson that all future
33 sales by anyone in the district would be referred through GoldLine.
34 Whenever a sale is referred through GoldLine, employees in that
35 group recontact the subscriber and confirm the sale. This would
36 insure that no unauthorized sales were being made.

37 In my sales experience it is not unusual to have an
38 occasional subscriber cancel a service. For instance, if a wife
39 bought a service and the husband did not want the additional
40 expense. However, this would be rare.

41 In late June, 1990, it was brought to my attention that
42 additional sales by employee were being cancelled by
43 subscribers claiming they were not contacted. These again were
44 sales in May prior to Mr. Jackson and myself instructing and
45 all other employees to refer all sales through GoldLine.

1/ 2. 3 4
Following these sales complaints Mr. Jackson advised me that he was referring the possible sales problem to Security for their review.

5 6 7 8
Because all sales were then being referred through GoldLine eliminating any possible unauthorized sales and the matter was being referred to Security, I felt that I needed to take no further action pending the results of the Security review.

9 10 11
I have read the above statement consisting of three pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

12 Signed:

13 14 9-17-90

Witness:

A. F. Bradley
Staff Manager-Security
9-17-90"

1) 2 Interview of _____

3 _____ presently works as _____ for the
4 Orlando Division Sandlake District, and his NCS date with
5 Southern Bell is _____

6 _____ was interviewed on October 26, 1990, to develop
7 additional information regarding his knowledge of the Network
8 Sales Program and he provided the following signed statement.

9 The Mechanized Time Reporting (MTR) records referred to
10 in _____ statement are being retained in the Security file.

11 _____
12 "Orlando, Florida
October 26, 1990

13 I, _____ do hereby make the following free and
14 voluntary statement to A. F. Bradley, who has identified himself
15 as a Staff Manager-Security for Southern Bell Telephone Company.
16 I realize this statement may be used as evidence.

17 I am _____ old. My birthdate is _____
18 , and my social security number is _____ I am the
19 _____ for the Orlando Sandlake District.

20 When Mr. Perera became the Orlando Division Network
21 Operations Manager in 1987, he made it known to all his managers
22 that he was very strong on Network sales.

23 During 1988, when the Sandlake I&M District was under the
24 supervision of _____, he had at least one craft employee
25 on full time telephone solicitation sales. Because of this his
26 sales were always much higher than my district. At that time,
27 I was the second level manager over the Orlando I&M District.
28 Because _____ sales were so much higher than mine, Mr.
29 Perera, on numerous occasions strongly encouraged me to take the
30 necessary steps to increase my level of sales.

31 In early 1988, one of my supervisors, _____, came
32 to me and wanted to put an employee on solicitation sales. I
33 agreed and he was to only use a person on light duty or when the
34 work load permitted.

35 He initially started using Services Technician Kathy
36 Gohlson. After a short time and after some training her sale
37 production was fair but not at the level of the Sandlake group.
38 The monitoring of the solicitation sales was left to supervisor
39 _____ . He sat with the employee frequently and observed her
40 sales technique. There were no specific guidelines established
41 to call back a percentage of the contacts to verify the sales.
42 I did not feel there was an integrity problem because I had not
43 received any subscriber complaints.

1) I had mentioned to Mr. Perera that I did initiate a telephone solicitation sale program and he thought it was a good idea.

2
3
4
5 During the whole time that I used an employee to make solicitation sales, I had no reason to suspect a problem until the complaints regarding employee came to light. That is when I ceased all telephone solicitations and had all sales routed through GoldLine.

6
7
8
9
10 As I recall, using an employee full time on solicitation sales began sometime in 1987 under second level manager and his first level supervisor This is when the Sandlake District sales started being so much higher than all other groups in the Orlando Division. They also were winners in most of the State sales contests.

11
12
13
14
15
16 I don't recall ever being told, or reading any correspondence, that telephone solicitation sales were not condoned during specific sales contests.

17
18
19 During my management career with the Company in Orlando, I have never had any personal knowledge or indications that there was cheating on sales in the Network Organization, until this recent incident surfaced. If I would have had such knowledge, I would have taken the necessary steps to correct any wrong doing and apprised higher management.

20
21
22
23
24
25 Mr. Bradley and I have reviewed the available Mechanized Time Reporting (MTR) records in my office. Employee was charging his time on the sales job to Accounting Code 5532, which is used for Miscellaneous meetings. I have provided Mr. Bradley a copy of the 1990 MTR records for . If this record on other employees in my group used on sales is required, I will take the necessary steps to obtain the records from Comptrollers.

26
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30
31
32 I have read the above statement consisting of three (3) pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

33
34
35
36 Signed:

37
38
39 10-26-90

Witness:
A. F. Bradley
Staff Manager-Security
10-26-90"

SOUTHEAST/SOUTH FLORIDA AREAS
SPECIAL STUDY
SALES RELATED DISCIPLINE

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1. Service Representative
Fort Pierce, Florida

8
9

09-05-91 Suspended four (4) days for misconduct in connection with providing customer with service neither requested or authorized.

10
11
12
13

ATTACHED:

Form 3181-B Current Entry
Form 3G3A Record Of Grievance
No Security Investigation

14
15
16

2.

Service Representative
West Palm Beach, Florida

17
18

09-18-91 Warned for her involvement in a subscriber being charge for service they neither requested nor authorized.

19
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21
22

ATTACHED:

Form 3181-B Current Entry
Form 3G3A Record Of Grievance
No Security Investigation

23
24
25

3.

Service Representative
Miami, Florida

11-19-91 Employee warned for putting calling card and wire maintenance on customer records without their knowledge or authorization.

ATTACHED:

Form 3181-B Current Entry
Form 3G3R Request For Formal Grievance Meeting
No Security Investigation

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Service Representative
Miami, Florida

12-04-91 Employee warned for putting items on customers' records without their knowledge or authorization.

01-22-92 Entry reduced to counseling in settlement of grievance.

ATTACHED:

Form 3181-B Current Entry
Form 3G3A Record of Grievance
No Security Investigation.

Service Representative
Miami, Florida

12-23-91 Terminated for adding maintenance plan and touchtone to order without discussing with customer or quoting charges. Also for hanging up on customer and putting customer on hold unnecessarily.

ATTACHED:

Form 3181-B Current Entry
Form 3G3R Request For Formal Grievance Meeting
No Security Investigation



Southern Bell

Form 312

Personnel Record
Current Entry Sheet

B

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Employee's Name _____ Title SVC REP

Department CUST. SVC. Location FT Pierce.

Date	Held By	Content Of Interview
9/5/91		Was suspended for 4 days, 9/17, 9/18, 9/20, 9/21, due back to work on 9/22/91 for misconduct in connection with providing a customer with service neither requested or authorized. Advised her any recurrence of this nature could result in further disciplinary action up to and including dismissal.

3 SPACE FOR
4 STAFF OFFICE
5 ONLY

LEVEL _____

NO _____

AL DISPOSITION 7

_____ 3

_____ 1

_____ 10

_____ 11

Record of Grievance between Communications Workers of America and

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

Grievance Number
To be assigned by CWA State Office

43.1

Grievance Occurred	Date 11-12-91	Specific Location & State Fort Pierce, FL.	
	Department Cust. Service	*Title Involved if Applicable Service Rep.	Local No. 3111

Involved Employee Or Work Group	Name of Employee or Work Group		Department
	Address		Customer Service
	Job Title Service Representative	N.C.S. Date	Seniority Date

Union's Statement of What Happened

unjust entry

Specific Basis of Grievance or Section of Contract Involved

Article 18 unjust entry and other applicable sections, the true intent and meaning of each, and the failure of the Company to perform its obligations thereunder.

Date Grievance Filed

Originated by: **Peggy Ward** Date **12-16-91**

Union Representative

Company's Statement of What Happened

~~The employee performed in a less than satisfactory manner in overall job performance.~~

Proposed Disposition - Second Level

~~Sustain the varying entry as appropriate and just action in light of the employee's job performance.~~

Signed: *[Signature]* Date **1-20-92**

Company Representative

Accepted Rejected Appealed

Signed: *[Signature]* Date **1-22-92**

Union Representative

1. True Intent Question Exists: Yes No

Signed: _____ Date _____

Union Representative Company Representative

10. Authorization to Inspect Personnel Record Furnished By: _____ Date: _____	Received By: _____ Date: _____	11. Union First Requested Meeting - Second Level Date: _____
---	-----------------------------------	---

Proposed Disposition - Third Level

Signed: _____ Date _____

Company Representative

Accepted Appealed to 4th level (SCL 38 only) (Applicable to contract interpretation only)

Rejected Arbitration Requested (See Lines 16 & 17)

Signed: _____ Date _____

Union Representative

Proposed Disposition - Fourth Level

Signed: _____ Date _____

Company Representative

Accepted Rejected Arbitration Requested

Signed: _____ Date _____

Union Representative

PREPARE 5 COPIES

216

7-5 SPACE FOR
CWA STAFF OFFICE
USE ONLY

Record of Grievance between Communications Workers of America and

Form 1022
From 5-87

RECEIVED _____
CARD _____
FINAL DISPOSITION _____
CODES _____

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

Grievance Number
To be assigned by CWA State Office

1. Grievance Occurred	Date <u>09-18-91</u>	Specific Location & State	
	Department <u>CSSC</u>	*Type Involved & Applicable	Local No. <u>3112</u>
2. Grieving Employee Or Work Group Involved	Name of Employee or Work Group Address Job Title <u>Service Rep.</u>		Department <u>CSSC</u> Seniority Date
	N.C.S. Dist <u>7</u>		
3. Union's Statement of What Happened	<u>Unjust entry.</u>		
4. Specific Basis of Grievance or Section of Contract Involved	<u>Article 18----- and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder.</u>		
5. Date Grievance Filed	<u>11-21-91</u>	Originated by: Union Representative <u>Linda Sorrells</u>	<u>1-31-92</u> Date
6. Company's Statement of What Happened	<u>Employee added a service to a customer's order without the customer's consent nor awareness. The Company placed a warning entry in the employee's record.</u>		
7. Proposed Disposition - Second Level	<u>The Company's position was sustained as a just, fair, and reasonable entry.</u>		
	Signed: Company Representative <u>[Signature]</u>	Signed: Union Representative	Date
8. <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Appealed	Signed: Union Representative		Date
9. True Intent Question Exist: <input type="checkbox"/> Yes <input type="checkbox"/> No	Signed: Union Representative		
Signed: Union Representative	Date	Signed: Company Representative	Date
10. Authorization to Inspect Personnel Record	Furnished By: Union Representative	Received By: Company Representative	11. Union First Requested Meeting - Second Level
	Date	Date	Date
12. Proposed Disposition - Third Level	Signed: Company Representative		
13. <input type="checkbox"/> Accepted <input type="checkbox"/> Appealed to 4th level (BCS, BS only) (Applicable to contract interpretation only)	Signed: Union Representative		Date
<input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested (See Lines 16 & 17)	Signed: Union Representative		
14. Proposed Disposition - Fourth Level	Signed: Company Representative		
15. <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> Arbitration Requested	Signed: Union Representative		Date

PREPARE 3 COPIES



Personnel Record
Current Entry Sheet

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Employee's Name _____ Title Service Representative

Department Customer Services Location 7780 NW 50 ST.

Date	Held By	Content Of Interview
4/19/91	EKO	was <u>for failing to follow proper customer negotiation skills</u> (4/19/91)

219

REQUEST FOR FORMAL GRIEVANCE MEETING

TO BE COMPLETED BY JOB STEWARD

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1. Name of Grievant(s):

2. Date of Informal Meeting with Management:

January 17, 1992

3. Company Representatives in Attendance:

M. B. B...

(Note Spokesman with a)

4. Union Representatives in Attendance:

Rita Gomez

5. Grievant(s) in Attendance:

6. Issue Involved: (As well as Contract Section Involved) Article 18, unjust warning for allegedly unsatisfactory order negotiations skills; and any other applicable sections, the true intent and meaning of each and the failure of the company to perform its obligations there:
7. Date Grievance Occurred: 11-19-91

TO BE COMPLETED BY LOCAL PRESIDENT OR HIS DESIGNEE

18
19
20
21
22

this is an arbitrary date confirm with union office 02/11/92

8. Meeting Requested:

Date: _____
with Mark Butterworth
Place: BSG Complex

Time: 2:00

9. Union Representative who will attend: Jim Drury & Undersigned

10. Grievant(s) who will attend: _____

11. Reply to Request should be directed to:

Name: CWA LOCAL 3121 Address: _____
1840 W. 49 ST.
MIRTEAH FLA 33012

12. Additional Information Relevant to Grievance: _____


Rita Gomez

(Signature)

January 17, 1992 (Date)

Note:

This form must be filed with the District Head within fourteen (14) days following the Informal meeting

Personnel Record
Current Entry Sheet

4 Employee's Name _____ Title SERVICE REPRESENTATIVE
5 Department CUSTOMER SERVICE Location 7780 NW 50 ST #3

6	Date	Held By	Content Of Interview
7	12-04	SL	WARNED FOR FAILING TO FOLLOW PROPER CUSTOMER NEGOTIATION SKILLS ADV IF THIS HAPPENS AGAIN FURTHER DISCIPLINARY ACTIONS WILL BE TAKEN.
8			
9			
10			
11			
12			

Record of Grievance between Communications Workers of America and

Local Griev
No. BOC 81-162

- Bellsouth Advanced Systems
- Bellsouth Advertising and Publishing
- Bellsouth Services
- South Central Bell
- Southern Bell

RECEIVED _____
 CANCEL _____
 FINAL DISPOSITION _____
 BOOK _____

Grievance Number _____
 To be assigned by
 CWA Staff Office _____
 Local No. **3121**

1. Grievance Occurred
 Date: **12-14-91** Specific Location & Date: **Miami, FL**
 Department: **BUSINESS** Title Involved if Applicable: **SERV. REP**

2. Grieving Employee or Work Group Involved
 Name of Employee or Work Group: _____
 Address: _____
 Job Title: **SERV. REP** N.C.S. Date: _____
 Department: **BUSINESS** Seniority Date: _____

3. Union's Statement of What Happened
WARNING - warning for allegedly failure to follow proper customer negotiating skills

4. Specific Basis of Grievance or Section of Contract Involved
Article 18 and other applicable sections, the true intent and meaning of each and the failure of the Company to perform its obligations thereunder.

5. Date Grievance Filed: **12-18-91** Organized by: **Lita Gomez** Date: **1/16/92**
 Union Representative

6. Company's Statement of What Happened
Employee was warned for failure to follow proper negotiating skills.

7. Proposed Disposition - Second Level
Company agrees to reduce to a counselling entry.
 Signed: **[Signature]** Date: **1/22/92**
 Company Representative

8. Accepted Rejected Appealed
 Signed: **[Signature]** Date: **1/29/92**
 Union Representative

9. True Intent Question Escalate: Yes No
 Signed: _____ Date: _____
 Union Representative Company Representative

10. Authorization to Inspect Personnel Record
 Furnished By: _____ Received By: _____
 Date: _____ Date: _____
 Union Representative Company Representative

11. Union First Requested Meeting - **12-18-91**
 Second Level Date: _____

12. Proposed Disposition - Third Level
 Signed: _____ Date: _____
 Company Representative

13. Accepted Appealed to 4th level (SCE, SB any) (Applicable to contract interpretation any)
 Rejected Arbitration Requested (See Lines 16 & 17)
 Signed: _____ Date: _____
 Union Representative

14. Proposed Disposition - Fourth Level
 Signed: _____ Date: _____
 Company Representative

15. Accepted Rejected Arbitration Requested
 Signed: _____ Date: _____
 Union Representative

PREPARE 5 COPIES

REQUEST FOR FORMAL GRIEVANCE MEETING

TO BE COMPLETED BY JOB STEWARD

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1. Name of Grievant(s): _____ 92-008

2. Date of Informal Meeting with Management:
1-22-92

FEB - 5 1992

3. Company Representative(s) in Attendance:
Carlos Garcia
(Note Spokesman with a ✓)

4. Union Representative(s) in Attendance:
Joy Edery

5. Grievant(s) in Attendance:
No

6. Issue Involved: (As well as Contract Section Involved) Art. 11, 18, (Termination) and other applicable sections, the true intent and meaning of each; and the failure of the Company to perform its obligations thereunder

7. Date Grievance Occurred: 12-23-91

8. Meeting Requested: _____ Date 2-26-92
Time 9:30 A.M. Place 666 N.W. 79 Ave. #4

9. Union Representative who will attend: Linda Evans, Joy Edery.

10. Grievant(s) who will attend: None.

11. Reply to Request should be directed to:
Name _____ Address _____

12. Additional Information Relevant to Grievance: C.W.A. LOCAL 3122
13012 S.W. 133 CT.
MIAMI, FLORIDA 33186

13. Reply to request should be directed to:
Name: _____ (Signature) Linda Evans
Address: _____
_____ (Date) 2-22-92

225

Note: This form must be filed with the Operations Manager within fourteen (14) days following the informal meeting.

TO BE COMPLETED BY LOCAL PRESIDENT OR HIS DESIGNEE

February 22, 1991

Group meeting

- 3 Perry
- 4 Cathcartson Powell
- 5 Kellerman
- 6 Winkle Platt
- 7

- 8
 - 1. Perry reviewed with the group example of what the Colmanville investigation revealed
 - 2. Cathcartson reviewed seriousness of situation
 - a. Personal Responsibility
 - b. Possible Testimony before PSC

Informed group this was their opportunity to have one more chance to disclose any knowledge they may have of possible wrongdoing. If they do not reveal such knowledge and it is later determined they did have knowledge of wrongdoing, they will receive the same treatment as the person actually guilty of the improper conduct.

February 22, 1991

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Come to center June, 1991

Had been in Eng. - Prior to that had
been a PG 4 in Center

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9
During late October he had occasion to tell
group about integrity because they had
been involved in checking out possible
cheating on evaluations by technicians

10
says if he had been reviewing certain
reports in Sept-Oct that he routinely reviews
now, he would have caught this situation

Specific Questions:

1. Did you falsify any of these reports? No
2. Did you tell any one else to falsify reports? No
3. Do you have any knowledge of anyone falsifying reports? No
4. Has anyone told you to falsify reports? No
5. Has anyone, including Randy Perry, ever said anything that would lead you to believe that you should falsify reports? No

February 22, 1991

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come to see before his
interview with Brodley. asked what
Security was doing and told him generally.
He then asked how he felt about
Powell. said he was was afraid
Powell "would go off the deep end."
said he had information about Powell.
He may have (is not sure) told the
story about the phone book. In any event,
stopped him from talking and got
him in with Security immediately.

14 Ted Kellerman

15 Ted recalls that told him what
16 was going to tell Security. This conversation
17 took place prior to the Security interview. Ted recalls
18 that said he was going to tell that Powell
19 said something like "I really messed up on out
20 of service and is going to have my ass.
21 I need to do something. Does anybody have a
22 phone book?"

**Southern Bell**

James L. Proeu
General Security Manager

26.111 Southern Bell Tower
301 W. Bay Street
Jacksonville, FL 32202-4400
(904) 350-2823

January 25, 1991

RE: GAINESVILLE, FLORIDA IMC
SECURITY FILE: FN003-05011

Mr. W. R. Perry
General Manager-Network/NF
20th Floor Southern Bell Tower
Jacksonville, Florida 32202-5100

Dear Mr. Perry:

Attached is an Investigative Report regarding trouble reports in the Gainesville Division IMC being falsely created and improperly statused to meet a Public Service Commission Index.

Yours very truly,


General Security Manager
North Florida Area

JLP:pw—
Attachment

cc: Mr. J. P. Lacher
Vice President-Florida

Mr. J. L. Schmidt
Assistant Vice President-Security

Mr. L. E. Crittenden
Vice President-Network-Fla.

Mr. J. B. Barnes
Assistant Vice President-Labor Relations

→ Mr. C. L. Cuthbertson
General Manager-Personnel

Southern Bell
BellSouth Services

Investigative Report

Other:

State of Origin:

FLORIDA

Reporting Office:

ORLANDO, FLORIDA

Investigation At:

GAINESVILLE, FLORIDA

Date:

1-22-91

Title:

GAINESVILLE, FLORIDA IMC

Classification:

EMPLOYEE DEFALCATION

Reporting Manager:

A. F. BRADLEY

Steno:

WELLS

Period Covered By Investigation:

11-29-90 THROUGH 1-22-91

Synopsis:

A North Florida area Network staff review of subscriber trouble reports in the Gainesville Division IMC determined that reports were being falsely created and improperly statused to meet a Public Service Commission Index. Gainesville IMC employees Billie C. Sommer and provided signed statements alleging that Assistant Manager James Powell made comments to them independently, regarding the need to create false trouble reports to offset subscriber reports having long outages. When interviewed, Powell denied the allegations. All other employees working in the Gainesville IMC were also interviewed and denied any knowledge or involvement.

CLOSED

TAEF MANAGER-SECURITY

Approved By:



GENERAL SECURITY MANAGER - NF

plus To:

VICE PRESIDENT-FLORIDA
ASSISTANT VICE PRES.-SEC.
VICE PRES.-NETWORK/FLA
GENERAL MANAGER-NETWORK
ASSISTANT VICE PRES.-LABOR REL.
GENERAL MANAGER-PERSONNEL

NOT TO BECOME PART OF EMPLOYEE'S
PERSONNEL FILES

C922 000008

231

PREDICATION

This investigation was predicated on a letter dated November 23, 1990, from Mr. W. R. Perry, General Manager-Network-North Florida, requesting that Security investigate irregularities found as the result of a Network staff review of subscriber trouble reports in the Gainesville, Florida Division Installation Maintenance Center (IMC). This review followed the discovery of a similar problem in South Florida.

The following investigation was conducted by A. F. Bradley, Staff Manager-Security.

BACKGROUND

Meeting With T. C. Taylor, Operations Manager-CSCC-South Sector and J. W. Moore, Manager-CSCC-North Florida

On November 30, 1990, James L. Preau, General Security Manager-North Florida Area and A. F. Bradley, Staff Manager-Security, met with Taylor and Moore to discuss the Gainesville Division IMC staff review of subscriber trouble reports for the period of September 1, 1990, through November 27, 1990. The review revealed irregularities with subscriber trouble reports in the Gainesville Division's small exchanges that reflected a favorable effect on the Florida Public Service Commission (PSC) rule 25-4070. This rule states that in each exchange, 95% of all interruptions of telephone service occurring in any calendar month shall be restored within twenty-four hours from the time it is reported to the Company, Sundays, Holidays and emergency situations excepted.

In the staff's initial sample of 50 Test OK Out of Service reports for the month of October, 1990, 33 deviations were found on reports in the following six small exchanges:

- 1. Newberry - 4
- 2. Keystone Heights - 10
- 3. Hawthorne - 9
- 4. Bronson - 3
- 5. Cross City - 1
- 6. Weekiwachee Springs - 6

There was also one deviation found in the Gainesville main exchange. The 34 reports all had the same following deviations:

- 1. Shown as received by a fictional Repair Service Attendant employee number. All IMC and Repair Service Center employees are assigned employee numbers and are required to note their number on subscriber report records any time they are involved or take action regarding a subscriber trouble report. All 34 reports were initiated by employee number 921, which is unassigned.

- 2. Stated Out of Service with no narrative to explain why the line was Out of Service prior to being tested OK by a Maintenance Administrator. An example of a Test OK Out of Service report would be a short duration Central Office failure and tested after the Central Office was restored to service.
- 3. All cleared and closed by a fictional Maintenance Administrator. The same unassigned employee number was used on all 34 reports.
- 4. All reports were shown as received and then cleared within 3 to 5 minutes.
- 5. All reports were shown as received on three dates, October 8, October 10, and October 31, 1990.

Further review by the staff of a printout for all reports statused test OK Out of Service in the Gainesville IMC for the month of October, 1990, revealed an additional 63 reports, for a total of ninety-seven (97) irregularities.

With this, printouts for the month of September and November, 1990, were reviewed. The September printout had sixty-three similar irregularities and the November printout through the 27th had only four.

It should be noted that following the South Florida investigation, two North Dade IMC employees were terminated on November 2, 1990, for creating false trouble reports.

While reviewing the Displayed Line Extended Trouble Histories (DLETH) on the Test OK Out of Service irregularities in question, it was noted by the staff that several reports had subscriber listings, whose last name began with the same letter of the alphabet. A Gainesville area telephone directory was checked and it was discovered that all of the reports in each of the small exchanges in the months of September and October, 1990, were in several groups of consecutive subscriber names. This indicated to the staff that these reports were possibly falsely created to enlarge the Out of Service base in the small exchanges to insure meeting the PSC index that 95% of all Out of Service troubles be cleared by exchange within twenty-four hours.

This PSC index objective was met in the months of September and October, 1990, in all six small exchanges. To compare what effect the created troubles would have on the index for the month of October, the following comparison was made:

233

-3-

<u>Exch.</u>	<u>OOS Base</u>	<u>Clrd Within 24 Hrs</u>	<u>PSC Index</u>	<u>Not Clrd Within 24 Hrs</u>	<u>Added Repts</u>	<u>Actual OOS Base</u>	<u>Actual Clrd Within 24 Hrs</u>	<u>Actual PSC Index</u>
Keystone Heights	87	84	96.5	3	32	55	52	94.5
Hawthorne	126	124	98.4	2	24	102	100	98.0
Newberry	55	54	98.2	1	9	46	45	97.8
Bronson	23	22	95.6	1	9	14	13	92.9
Cross Cty	56	55	98.2	1	5	51	50	98.0
Weekiwachee	404	397	98.2	7	18	386	379	98.2

As indicated in the comparison, without the added TOK Out of Service reports, the index would have been missed in October in the Keystone Heights and the Bronson exchanges.

In their review, the staff also examined trouble reports received in October, 1990, that were placed in the CON (Carried over-NO) status. When a trouble report is placed in the CON status, it is removed from the Out of Service base and not used to calculate the PSC index regarding 95% of troubles that are to be cleared within twenty-four hours.

A trouble report is placed in the CON status only when a subscriber requests that someone be dispatched to the residence or business at a future date, and only when that future date would exceed the normal appointment interval.

In November, 1990, 144 trouble reports in the Gainesville IMC were placed in the CON status. Of these, fifteen (15) reports were statused CON by someone using the fictitious employee numbers found in the review of the Test OK Out of Service reports.

Subscriber trouble reports are handled by IMC employees through access to the Company's ELMOS data base. There are thirty (30) ELMOS access terminal positions in the Gainesville IMC, and are used by the eighteen Maintenance Administrators, eight managers and one Administrative Reports Clerk. There is also one ELMOS terminal in the office of T. C. Kellermann, Network Operations Manager-Gainesville Division.

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There is no on-line program in ELMOS that would provide an audit trail to identify a particular terminal position regarding activity to a specific subscriber record, or the position used to originate a trouble report.

The Gainesville ELMOS data base can also be accessed from the other five (5) IMC locations in North Florida, as well as from terminals located in the North Florida Area Network staff office in Jacksonville.

The following eight management employees are assigned to the Gainesville, Florida IMC:

1. - Manger
2. James S. Powell - Assistant Manager
3. - Assistant Manager
4. Edmund L. Wrinkle - Assistant Manager
5. - Assistant Manager
6. - Assistant Manager
7. Evelyn L. Platt - Assistant Manager
8. - Assistant Manager

On the three dates in October, 1990 (10-8, 10-10 and 10-31) when 97 Test OK Out of Service Reports were shown received and closed by a fictitious employee, all of the above managers were on the job with the following exceptions:

October 08, 1990 - - on vacation

October 10, 1990 - - United Way Meeting from 9:00AM to 11:00AM. Receipt time on trouble reports cannot be falsified and reports having fictitious employee numbers were shown received during this time period.

October 10, 1990 - - Attending a Company sponsored school in Gainesville.

October 31, 1990 - - On vacation.

In September, 1990, Test OK Out of Service reports were shown received by a fictitious employee on 9-14-90 and 9-19-90. On these dates, all supervisors were on the job.

All documentation developed by the North Florida Area staff in their review of the Gainesville, Florida IMC will be retained in the exhibit section of the Security file.

235

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DETAILS

Interview of Billie C. Sommer, Maintenance Administrator - IMC

On December 10, 1990, Sommer was interviewed and provided the following signed statement:

"Gainesville, Florida
December 10, 1990

I, Billie C. Sommer, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am forty-four (44) years old. My birthdate is June 18, 1946, and my social security number is 267-74-2843. I am employed with Southern Bell as a Maintenance Administrator in the Gainesville, Florida IMC. I report to Stan Dean, Assistant Manager and can be reached at 904-335-3821. My NCS date with Southern Bell is May 22, 1967.

I have been advised that an investigation is in progress regarding false reporting of Out of Service Test O.K. troubles and the improper coding of troubles using the C.O.N. (Carried Over No) transaction.

I recall one occasion where I was asked by IMC Assistant Manager Jim Powell to create several special circuit troubles to add to the trouble report base so that we could meet the clearing time index. I questioned him on his request stating that I would do what he asked but felt that it was not proper. He came back to me later and said he discussed the matter with his supervisor, I don't know what they discussed, but he told me that he had a guilty conscience and told me not to make up the troubles. As far as I recall that was the only occasion that I was asked to do what I felt was improper.

I have, however, noticed on occasion in the past that my employee number 018 has appeared on records of subscriber trouble reports that I did not handle. For a while I kept copies of these records for my future reference in case a question came up on these reports. I did not ever bring it to the attention of management that someone was using my employee number.

236

I have read the above statement consisting of 2 pages and it is true to the best of my knowledge and belief. I have initialed each page.

Signed:
Billie C. Sommer
12-10-90

Witness:
A. F. Bradley
Staff Manager-Security
December 10, 1990"

Interview of Barbara C. Rose, Maintenance Administrator-IMC

On December 10, 1990, Rose was interviewed and provided the following signed statement:

"Gainesville, Florida
December 10, 1990

I, Barbara C. Rose, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am forty-seven (47) years old. My birthdate is May 15, 1943 and my social security number is 264-66-6865. I am employed with Southern Bell as a Maintenance Administrator in Gainesville, Florida at 903 West University Blvd. and my NCS date with Southern Bell is December 25, 1962.

I have been advised that an investigation is in progress in the Maintenance Center regarding possible improper and false reports on Test O.K. Out of Service Reports and Carried Over No Trouble Reports.

I have no knowledge of anyone, management or craft that may be issuing false or improper trouble reports. I also have not been asked or instructed by management to create false reports or to reflect incorrect information on a subscriber trouble report.

My employee number is 012 and I alone should be using this number when I note subscriber trouble records. I have noticed on occasion that an unassigned employee number or a number assigned

237

to a retired employee appeared on subscriber trouble records. I felt that these unassigned numbers were being used by management to cover up the fact that they were doing craft work. I never had the idea anyone might be issuing false reports or changing trouble codes to make better indexes.

I have read the above statement consisting of two pages and it is true. I have initialed each page and all corrections.

Signed:
Barbara C. Rose
12-10-90

Witness:
A. F. Bradley
Staff Manager-Security
December 10, 1990

H. D. Booker
Assoc. Mgr.-Security
December 10, 1990"

Interview of James Scott Powell, Assistant Manager-IMC

On December 10, 1990, Powell was interviewed and provided the following signed statement:

"Gainesville, Florida
December 10, 1990

I, James Scott Powell, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am forty years old. My birthdate is June 6, 1950 and my social security number is 267-90-3387. I am employed with Southern Bell in Gainesville as an Assistant Manager-IMC. My NCS date is February 11, 1969.

I have been advised that an investigation is presently in progress in the Gainesville Maintenance Center regarding possible improper and false reports on Test OK Out of Service trouble reports and Carried Over No trouble reports.

I have been in the Maintenance Center for approximately one year and do not have the personal knowledge of how to create trouble reports in ELMOS.

I have no knowledge that anyone in the Maintenance Center may be creating false reports for the purpose of making the PSC Out of Service 24 Hours Index.

I have never been instructed by upper management to do anything improper for the purpose of making a service index.

I have read the above statement and it is true.

Signed:
James S. Powell
12/10/90

Witness:
A. F. Bradley
Staff Manager-Security
December 10, 1990

H. S. Booker
Assoc. Mgr.-Security
12-10-90"

Interview of Virginia W. Sowell, Maintenance Administrator-IMC

On December 11, 1990, Sowell was interviewed and provided the following signed statement:

"Gainesville, Florida
December 11, 1990

I, Virginia W. Sowell, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am 40 years old. My birthdate is June 4, 1950, and my social security number is 267-86-8654. I am employed with Southern Bell in Gainesville, Florida as an Administrative Reports Clerk. My NCS date is March 5, 1973. I report to _____ and can be contacted at 904-335-3265.

My job responsibilities in the IMC is to maintain the Repair Out of Service List (ROSL) that is produced hourly from ELMOS. This ROSL list reflects all pending troubles and shows which troubles may be in jeopardy for missing the 24 hour out of service objective set by the PSC. When I notice a trouble in possible jeopardy, I refer the trouble to a load control supervisor. There are two load control supervisors, Jim Powell and

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4 After referring these type troubles to a supervisor,
5 I am no longer involved. It is their responsibility to handle the
6 trouble from that point.

7 It is not part of my job responsibility to close out
8 troubles and don't have the training to do so. It is my
9 responsibility to utilize the CON (carried over no) transaction at
10 times when the IMC dispatch time conflicts with the dispatch time
11 requested by the subscriber. This transaction is used when at the
12 customer's instructions we may exceed the 24 hour out of service
13 objective. The ELMOŞ System CON transaction would remove a trouble
14 from the out of service 24 hours index base, and would not be
15 counted against the Maintenance Center results. This transaction
16 is only used after I contact the subscriber and attempt to get the
17 trouble dispatched within the 24 hour period. If this can not be
18 done, I note the subscriber trouble history that they requested a
19 future due date.

19 I seldom utilize the CON transaction. I estimate that
20 I may CON a trouble no more than once a month if that many.

21 I am aware that an investigation is in progress regarding
22 abuse of the CON transaction and false reporting and incorrect
23 statusing of Test OK out of service troubles.

24 I have no knowledge that anyone in the IMC is involved
25 in manipulating trouble reports or creating false troubles for the
26 purpose of meeting certain PSC objectives. I have never been asked
27 or instructed to do anything improper regarding subscriber reports.

28 I have read the above two page statement and it is true
29 to the best of my knowledge. I have initialed the two pages.

30 Signed:
31 Virginia W. Sowell
32 12-11-90

33 Witness:
34 A. F. Bradley
35 Staff Manager-Security
36 12-11-90"

37 Interview of _____ Manager-IMC

38 On December 11, 1990, _____ was interviewed and
39 provided the following signed statement:

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"Gainesville, Florida
December 11, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am _____ old. My birthdate is _____ and my social security number is _____. I am employed with Southern Bell as _____, Gainesville, Florida Division, and my NCS date with Southern Bell is _____.

I came into the Gainesville IMC in _____ as an _____ and promoted to _____ in _____. I kept this assignment until _____ when I was moved to Gainesville Engineering as an _____. I returned to the Gainesville IMC in _____ and presently hold the title of _____.

I am aware that an investigation is in progress regarding the false reporting of Out of Service Test OK troubles and the improper coding of subscriber troubles using the CON (Carried Over No) transaction in the Gainesville IMC.

I have reviewed information initially developed by the North Florida Headquarters staff that Test OK subscriber troubles were incorrectly statused Out of Service with no narrative to support the Out of Service status. The headquarter's review also determined that on the deviations found they were shown to a fictional Repair Service Attendant (RSA). These troubles were also shown with short clearing times between three and five minutes. The staff also found that these troubles were falsely created in the Gainesville small exchanges using sequential telephone numbers from the Gainesville Telephone Directory.

The intentional manipulation was to obviously increase the Out of Service base to meet a PSC objective. The utilization of the CON transaction removes a subscriber report from the over 24 hour PSC objective. Those improper CON transactions were also an obvious attempt to make sure that the PSC objective was met.

Making these PSC objectives is one of the very important parts of my job. I also have other objectives along with the Out of Service Over 24 Hours that I try to daily make sure stay in line. These include the Code 4 (Outside Facilities) report rate, missed appointments, repeat reports, and the total Network report rate.

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Although the over 24 hour objective is important to me I have never condoned the manipulation of company records to include creating reports for the purpose of meeting an objective. I receive weekly printouts with information on subscriber reports letting me know where I stand regarding Out of Service reports. If I am not meeting the objective of 95%, I advise all my supervisors where we stand in the exchange in question and make sure that they do everything possible within the set guidelines not to miss another Out of Service report.

I have made the statement at or near the end of a month that we would need several Out of Service reports if we were to meet the PSC objective. I would ask that reports in the dispatch or screening pool be retested to see if any reports could be restated out of service. If I could get the out of service base built up we could meet the objective.

It's obvious there has been record manipulation in my center so we could meet these results. As I stated before, I do not condone and I have never asked anyone to falsify records to meet objectives. However, because of my constant monitoring of the Out of Service reports and the fact that I also daily advise my supervisors when we are not meeting an objective, I may have unknowingly sent the wrong message to one or more of my supervisors.

I personally have not created trouble reports or asked a manager or craft employee to create trouble reports, or falsify any other IMC records to meet objectives.

I have also advised my employees, especially my managers, that if anybody was making up short duration trouble reports or doing anything illegal they better stop it. This was in late October or the first part of November, 1990. My supervisor, Mr. Kellermann, had asked me to take a look at my center to make sure that everything was being reported and handled properly. He was especially concerned with task building by the outside forces. I did find some short duration Test O.K. reports but did not pursue or investigate the exact reason they were shown cleared in a short time. I did say as I stated before, that if anything improper was being done, they better damn sure stop it.

The Gainesville IMC is my responsibility. I suspect that the improper actions under investigation were done by one or more of my managers. However, I do not have any proof to substantiate my suspicions.

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I do recall an incident in early November, 1990 involving a special circuit that had an extended duration time of receipt to clear in excess of sixty-nine hours. This subscriber report was mishandled by SARTS, my IMC supervisor Jim Powell, and by SSIM whereby it was not properly closed in ELMOS in a timely manner. This incident was over a weekend. The trouble report came in on a Friday afternoon and was not closed until Monday morning. Since Powell was on weekend duty and he was formerly a supervisor in SSIM, I felt that he should have handled the report over the weekend and not waited until Monday. He was somewhat inexperienced in the operation of the IMC, so I re-covered him on the proper procedures regarding dispatch and the importance of handling a long duration subscriber report.

Because of this I told Powell that we would need many short duration tickets to overcome the unnecessary affect of the one long duration report. He later asked me what he could do about the long duration report. As I recall, I told him we were going to have to eat it as there was nothing we could do.

I have been advised that one of my Maintenance Administrators, Billie Sommer, stated that Powell came to her asking that she make up false trouble reports to offset a long duration out of service special circuit. She stated that she would do what the supervisor asked but told him she thought it was wrong and improper. Sommer then advised that Powell went to me to discuss the matter. He came back to Sommer and decided that he would not ask that false reports be made, because he had a guilty conscience.

I don't recall that Powell mentioned false reports or that he had a guilty conscience. I only told him that we could do nothing but eat the trouble. When I told Powell that we would need many short duration troubles, I in no way was suggesting or instructing him to create trouble reports.

I have read the above statement consisting of six pages and it is true to the best of my knowledge and belief. I have initialed each page and correction.

Signed:

Witness:
A. F. Bradley
Staff Manager-Security
December 11, 1990"

243

3 Interview of _____, Assistant Manager-IMC

4 On December 12, 1990, _____ was interviewed and provided
5 the following signed statement:

6 "Gainesville, Florida
7 December 12, 1990

8 I, _____, do hereby make the following free and
9 voluntary statement to A. F. Bradley, who has identified himself
10 as a Staff Manager-Security for Southern Bell Telephone Company.
11 I realize this statement may be used as evidence.

12 I am _____ old. My birthdate is _____
13 and my social security number is _____. I am
14 employed with Southern Bell Gainesville, Florida as _____
15 _____, and my net credited service date is _____
16 I report to _____ and can be contacted through
17 him at _____

18 I have been _____ in the Gainesville Maintenance
19 Center for approximately six years. During my entire time here
20 reporting to second level managers, _____, Johnny Joos
21 and _____, I have never been asked to do anything
improper with the statusing of subscriber reports for the purpose
of making a PSC objective. All managers, including myself, are
always being reminded that we need to do everything possible within
the rules and guidelines to make all of our indexes. Again, I
personally have never done anything improper or been asked to do
anything improper so that an index could be met.

I have reviewed with Mr. Bradley, a list of Test OK out
of service reports for September and October, 1990, for several
small exchanges in the Gainesville and Brooksville Districts. I
have been told that these records reflect reports that were created
for the purpose of enlarging the Out of Service report base so that
the PSC over 24 hour Out of Service index could be met.

I have no personal knowledge who may have created these
troubles.

I do recall an incident that happened within the past
three months that involved Gainesville IMC Assistant Manager Jim
Powell.

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I believe that I was working at the Brooksville Control position. Powell walked by and made a passing comment, something to the effect that he was in real trouble because he had missed too many out of service subscriber reports. He was referring to reports that were out of service over 24 hours which directly affected the PSC objective. He also mentioned something about a telephone book and that he needed to build up the report base so that he could meet the PSC objectives. I made a comment to him like "Hey, that's very serious stuff or "That's a serious thing". I went back to my work never thinking that Powell was really serious in his statement. As a matter of fact, I forgot the incident until I learned of the Security investigation regarding the improper statusing of trouble reports. I also did not observe Powell sitting at an ELMOS terminal using a telephone book doing any type transactions.

My understanding of the CON transaction is that it removes the subscriber report from the PSC base. This transaction is only rarely used when a subscriber requests a future date for dispatch which would put the report in the over 24 hour status. In my six years in the Maintenance Center, I have authorized the use of the CON transaction no more than three times.

I have read the above statement consisting of three pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

12-12-90"

Interview of Edmund L. Wrinkle, Assistant Manager-IMC

On December 12, 1990, Wrinkle was interviewed and provided the following signed statement:

"Gainesville, Florida
December 12, 1990

I, Edmund L. Wrinkle, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone company. I realize this statement may be used as evidence.

I am fifty-one years old. My birthdate is June 15, 1939 and my social security number is 264-56-6541. I am employed with Southern Bell as an Assistant Manager-IMC in Gainesville, Florida. My NCS date is March 4, 1966. I may be reached in Gainesville at 904-335-3269.

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I have been in the Gainesville IMC since July, 1990. Prior to this position, I was a Manager in the Gainesville Construction group since 1972.

I have been advised that an investigation is in progress in the Gainesville IMC in regard to the manipulation of subscriber trouble reports for the purpose of meeting certain PSC objectives. I have no knowledge of anyone, craft employee or manager in the Gainesville IMC that is or has falsified trouble report records. My knowledge of the Maintenance Center operation is limited, and I would not know how to create false troubles or incorrectly status a trouble report for the purpose of meeting a PSC objective.

My supervisor, _____, regularly reminds all the managers in the IMC where we stand on PSC objectives. However, he, as far as I know, has never asked or instructed anyone to falsify IMC subscriber reports to meet an objective.

I have read the above statement consisting of two pages and it is true. I have initialed each page and all corrections.

Signed:
Edmund L. Wrinkle
12-12-90"

Interview of _____, Assistant Manager-IMC

On December 12, 1990, _____ was interviewed and provided the following signed statement:

"Gainesville, Florida
December 12, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am _____ old. My birthdate is _____ and my social security number is _____. I am employed with Southern Bell as _____ in Gainesville, Florida. My NCS date is _____ I report to _____ and can be reached through him at _____

I have been advised that an investigation is in progress in the Gainesville IMC regarding improper and false subscriber reports being created and the improper statusing of TOK out of service reports for the purpose of meeting PSC objectives.

I have been in the Gainesville IMC since . I have never been asked or instructed to falsify any Maintenance Center records for the purpose of meeting a PSC objective. I have also not asked or instructed any craft person to create false subscriber reports or incorrectly status a subscriber report for that purpose.

My supervisor is regularly reminding myself as well as the other managers in the center where we stand in regard to all indexes, including our PSC objectives. However, as far as I am aware he has never asked or instructed anyone to manipulate Maintenance center records for the purpose of meeting an objective.

I also have no knowledge that anyone else in our Maintenance Center is manipulating subscriber reports for that reason.

I have read the above statement consisting of two (2) pages and it is true. I have initialed each page and all corrections:

Signed:

10-12-90

Witness:

A. F. Bradley
Staff Manager-Security
December 12, 1990"

Interview of Assistant Manager-ICC/IMC

On December 17, 1990, was interviewed and provided the following signed statement.

"Gainesville, Florida
December 17, 1990

I, , do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am old. My birthdate is and my social security number is I am employed with Southern Bell as in the Gainesville

Maintenance Center. I report to _____ at 903 W. University Boulevard and can be contacted through him at _____

I am responsible for service order activity in the Maintenance Center. However, as needed and on weekends, I assist in the Repair part of the center supervising the duties of the Maintenance Administrators.

I am now aware that an investigation is in progress in the Gainesville IMC regarding the improper statusing of subscriber trouble reports and that subscriber reports have been created to insure that PSC indexes are met.

I have been in this Maintenance Center for over four years. During this time, I have never been asked or instructed by higher management to manipulate Maintenance Center records improperly, including creating subscriber reports so that an index could be met.

I have reviewed the results of a review by the North Florida Area staff which indicated that TOR Out of Service reports were created in September and October, 1990 and that subscriber trouble reports were improperly put in the CON status for the purpose of meeting the PSC 24 hour out of service index.

I personally have not been involved in any improper actions in this regard and have no knowledge of who may be involved.

My supervisor, _____, has on occasion reminded me, as well as the other supervisors in the Maintenance Center, to make sure that we monitor all of our indexes. As far as I am concerned, he has worked hard to make sure that we are doing our work in the proper priority. He has never approached me to do anything improper, but tried to make sure that work was being handled correctly.

I have worked all of the assignments in the Maintenance Center over the past four years. The responsibility is primarily monitored by the load control supervisors. It is that manager or manager's responsibility in the load control environment to match the forces to the daily load requirements, keeping the Company's objectives in mind. If the load cannot be handled, they must bring the problem to _____ attention so that he can attempt to obtain additional support.

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I have read the above statement consisting of 3 pages, and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:

12-17-90

Witness:

A. F. Bradley
Staff Manager-Security
12-17-90

Ellen W. Reddick
Associate Manager-Security
12-17-90"

Interview of Evelyn L. Platt, Assistant Manager-SSDAC/IMC

On December 17, 1990, Platt was interviewed and provided the following signed statement.

"Gainesville, Florida
December 17, 1990

I, Evelyn L. Platt, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for southern Bell Telephone Company. I realize this statement may be used as evidence.

I am forty-nine years old. My birthdate is November 27, 1941 and my social security number is 265-58-0091. I am employed with Southern Bell in Gainesville, Florida as an Assistant Manager-SSDAC/IMC, and my NCS date is September 14, 1964. I report to and I have the responsibility for dispatching on the installation and maintenance of special circuits. I have been advised that an investigation is in progress regarding the improper statusing and the creation of false subscriber trouble reports for the purpose of meeting the PSC over twenty four hour out of service index.

I have been in the Gainesville Maintenance Center since March of 1990. My knowledge of the Maintenance Center is limited. I have never been asked or instructed by anyone since I came to Gainesville to do anything improper regarding subscriber reports. I also have no knowledge of any other employee in the Maintenance Center, craft or management, that may be falsifying company records for the purpose of meeting PSC indexes.

I have read the above statement consisting of two pages and it is true to the best of my knowledge and belief. I have initialed both pages and all corrections.

Signed:
Evelyn L. Platt
12-17-90

Witness:
A. F. Bradley
Staff Manager-Security
12-17-90"

Second Interview of James Scott Powell, Assistant Manager-IMC

On December 18, 1990, Powell was reinterviewed and provided the following signed statement.

Gainesville, Florida
December 18, 1990

I, James Scott Powell, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am forty years old. My birthdate is June 6, 1950 and my social security number is 267-90-3387. I am an Assistant Manager-IMC in the Gainesville, Florida Maintenance Center. I have been in the Maintenance Center since October or November, 1989. My present job assignment is Load Control Supervisor for the Gainesville Turf. This takes me in the Gainesville area and all of the smaller exchanges such as Keystone Heights, Newberry, Bronson and others. In this job, it is my responsibility to manage the load in my turf assignment. I am responsible to make sure that when possible I have enough manpower in areas having trouble reports. This includes doing everything possible in my control to not miss clearing troubles within twenty four hours.

At no time have I ever asked any employee to create troubles so that the Maintenance Center would meet a PSC objective.

I understand that an employee in the center made the statement that I asked the employee to create troubles to offset a special circuit outage that exceeded the out of service time limit.

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This is a totally untrue statement. Clearing time is very important to me, but not important enough to be involved in cheating.

As I stated in my interview on December 10, 1990, I do not have the knowledge of the ELMOS system to create or close troubles.

I have also been advised that someone in the center overheard me make a statement to the effect that I was in trouble because I had some troubles that went over the twenty four hour time limit. They also stated that I said I needed a telephone book so that I could make some troubles. This is also a false statement, since I don't know how to make a trouble report, why would I make such a statement. I have never been asked or instructed by my supervisor or any other manager to manipulate records, create troubles or do anything else against Company policy for the purpose of meeting an index. I also have no knowledge of any other employee, management or craft that may be involved.

If the Company cannot get someone to admit to the creation of false troubles why doesn't the Company consider asking all of the employees in the Gainesville Maintenance Center to submit to a Polygraph test. I would have no fear of taking such a test, but would like to see everyone take the test.

If I determine any information in the future regarding who may be involved, I will immediately bring this information to the attention of my supervisor.

I read the above statement of 3 pages and it is true to the best of my knowledge and belief. I have initialed all pages and corrections.

Signed:
James S. Powell
12-18-90

Witness:
A. F. Bradley
Staff Manager-Security
12-18-90

Witness:
Ellen W. Reddick
Associate Manager-Security
12-18-90"

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Interview of _____ Assistant Manager-IMC

On December 21, 1990, _____ was interviewed and provided the following signed statement:

"Gainesville, Florida
December 21, 1990

I, _____, do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

I am _____ : old. My birthdate is _____, and my social security number is _____. I am employed with Southern Bell as _____ in the Gainesville, Florida Maintenance Center. I report to _____, Manager-IMC, and can be reached through him at _____. My present job assignment in the Maintenance Center is _____. My responsibility is to make every effort to balance the work force with the load. To make every effort not to miss subscriber appointments, or let trouble reports go over the twenty-four hour time limit. I try to accomplish my work within the proper guidelines.

I understand that an investigation is in progress regarding the improper statusing of subscriber reports and the creation of false trouble reports for the purpose of meeting PSC index objectives.

I have no personal knowledge of anyone in the Gainesville Maintenance Center that may be falsifying or manipulating Company records for this purpose. I have not been involved in falsifying records myself to meet objectives. My supervisor, _____, regularly reminds all of the Maintenance Center Managers where we stand on missed appointments or if we are in jeopardy regarding subscriber lines out of service over twenty-four hours. However, at no time has he ever asked me to do anything improper to make a PSC objective.

I have reviewed several subscriber trouble history reports for subscribers in the Gainesville District. These trouble histories reflect no assigned employee numbers, 921, 131, and 175 as the employee that handled the trouble. I have not seen these unauthorized employee numbers on Maintenance Center records and have no information who may be using these employee numbers.

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I have read the above statement and find it to be true to the best of my knowledge and belief and I have initialed each page and all corrections.

Signed:
12-21-90

Witness:
A. F. Bradley
Staff Manager-Security
December 21, 1990

Witness:
12-21-90"

Interview of the remaining Maintenance Administrators in the Gainesville Division IMC

During the course of this investigation the following Maintenance Administrators were interviewed. They all denied any knowledge or involvement in the false creation or improper statusing of subscriber trouble reports in the Gainesville Division IMC.

<u>Date</u>	<u>Name</u>	<u>Date</u>	<u>Name</u>
12-13-90	Beverly A. Flinchum	12-13-90	Helen J. Hill
12-13-90	Cindy Armel	12-13-90	Sandra B. O'Connor
12-13-90	Joann Norris	12-17-90	Shar J. Foster
12-13-90	Larry A. Howell	12-17-90	Frances L. Harris
12-13-90	Ellen P. Bell	12-17-90	Nan C. Martin
12-13-90	Rita P. Garrett	12-17-90	Charlotte L. Sheffield
12-13-90	Eleanor C. Campbell	01-02-91	Roberta S. Gallahue
12-13-90	Elizabeth A. Orton		

Interview of Theodore C. Kellermann, Jr. - Network Operations Manager-Gainesville Division

On January 2, 1991, Bradley met with Kellermann to review the progress of the investigation and Kellermann provided the following signed statement.

"Gainesville, Florida
December 21, 1990

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I, Theodore C. Kellermann, Jr., do hereby make the following free and voluntary statement to A. F. Bradley, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

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I am forty years old. My birthdate is December 23, 1950, and my social security number is 262-92-2606-9. I am the Network Operations Manager for the Gainesville Division, and can be contacted at 904-336-5750. My NCS date with Southern Bell is September 11, 1972.

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In regard to the Security investigation in the Gainesville Maintenance Center on improper statusing and creating of false subscriber trouble reports in the months of September, October and November, 1990, I have no knowledge of who may be involved. I do not condone the manipulation of Company records for the purpose of meeting an internal or PSC index objective. I have never manipulated Company records for this purpose and I have never asked or instructed anyone under my supervision to falsify records to meet an index.

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The creation of false subscriber trouble reports were done in the Gainesville Division small exchanges. Reports were created in six small exchanges apparently to enlarge the report base to insure that the PSC index for Out of Service over twenty-four hours would be met. In reviewing the reports in these small offices, it was not necessary to enlarge the report base on four of the six offices involved to meet the PSC index. In view of this, it is unclear to me why anyone would take the time to create reports when it was not necessary.

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The responsibility for doing everything within Company guidelines to meet indexes associated with the Gainesville Maintenance Center is with myself and I have supervised _____ for approximately two years, and have no reason to suspect that he would manipulate records outside of Company guidelines to meet any objective. I see him as an extremely honest manager and feel that he would also not condone anyone under his supervision falsifying Company records.

I have read the above statement consisting of two pages and it is true to the best of my knowledge and belief. I have initialed each page and all corrections.

Signed:
T. C. Kellermann, Jr.
Operations Manager
1-2-91

Witness:
A. F. Bradley
Staff Manager-Security
1-2-91"

As of January 22, 1990, reviews of the December, 1990 and January, 1991, TOK, Out of Service and CON reports for the Gainesville, Florida IMC does not reflect any additional reports shown received and cleared by a fictitious employee.

CLOSED



Personnel Record Current Entry Sheet

B

Employee's Name _____ Title _____

Department Network Location _____

Date	Held By	Content Of Interview
3-6-92	P&P	Counseled with _____ regarding his responsibilities
-		covered by the Personal Responsibility booklet. Reminded employee
-		of the severe discipline that can result from failure to fulfill
-		those responsibilities.
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Personnel Record Current Entry Sheet

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Employee's Name _____ Title ASST. MGR.

Department _____ Network _____ Location FT. P.

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Date	Held By	Content Of Interview
3/7/92	JLC	<p>In connection with your handling of repair service, you are hereby reprimanded for your failure to fully carry out your responsibilities as a manager. You are warned that such failure in the future will result in more severe disciplinary action which could include termination from the Company. This matter is being given appropriate consideration in establishing your 1992 compensation.</p>
		MGR Jmc
		3/9/92

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Personnel Record Current Entry Sheet

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Employee's Name _____ Title ASSISTANT MANAGER
Department NETWORK Location SOUTH DADE

Date	Held By	Content Of Interview
3/10/92	[Signature]	IN CONNECTION WITH YOUR HANDLING OF REPAIR SERVICE, YOU ARE HEREBY REPRIMANDED FOR YOUR FAILURE TO FULLY CARRY OUT YOUR RESPONSIBILITIES AS A MANAGER. YOU ARE WARNED THAT SUCH FAILURE IN THE FUTURE WILL RESULT IN MORE SEVERE DISCIPLINARY ACTION WHICH COULD INCLUDE TERMINATION FROM THE COMPANY.
		<i>I have read the above statement but in no way agree or feel that it is justified.</i>

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Southern Bell

**Personnel Record
Current Entry Sheet**

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Employee's Name _____ Title ASSOCIATE MANAGER

Department NETWORK Location NORTH DADE

Date	Held By	Content Of Interview
3/9/92	ROV	IN CONNECTION WITH YOUR HANDLING OF REPAIR SERVICE, YOU ARE HEREBY REPRIMANDED FOR YOUR FAILURE TO FULLY CARRY OUT YOUR RESPONSIBILITIES AS A MANAGER. YOU ARE WARNED THAT SUCH FAILURE IN THE FUTURE WILL RESULT IN MORE SEVERE DISCIPLINARY ACTION WHICH COULD INCLUDE TERMINATION FROM THE COMPANY.



Personnel Record Current Entry Sheet

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Employee's Name _____ Title ASSISTANT MANAGER
Department NETWORK Location NORTH DADE

Date	Held By	Content Of Interview
3/9/92	NOV	IN CONNECTION WITH YOUR HANDLING OF REPAIR SERVICE, YOU ARE HEREBY REPRIMANDED FOR YOUR FAILURE TO FULLY CARRY OUT YOUR RESPONSIBILITIES AS A MANAGER. YOU ARE WARNED THAT SUCH FAILURE IN THE FUTURE WILL RESULT IN MORE SEVERE DISCIPLINARY ACTION WHICH COULD INCLUDE TERMINATION FROM THE COMPANY. THIS MATTER IS BEING GIVEN APPROPRIATE CONSIDERATION IN ESTABLISHING YOUR 1992 COMPENSATION.

BELLSOUTH

Personnel Record
Current Entry Sheet

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Employee's Name
Department NETWORK

Title P65 MGR
Location GNSY

Date	Held By	Content Of Interview	Emp's. Initials
3/6/92	RC	IN CONNECTION WITH YOUR HANDLING OF REPAIR SERVICE, YOU	
/ /		ARE HEREBY REPRIMANDED FOR YOR FAILURE TO FULLY CARRY	
		OUT YOUR RESPONSIBILITIES AS A MANAGER. YOU ARE WARNED	
		THAT SUCH FAILURE IN THE FUTURE WILL RESULT IN MORE SEVERE	
		DISCIPLINARY ACTION WHICH COULD INCLUDE TERMINATION FROM	
		THE COMPANY. THIS MATTER IS BEING GIVEN APPROPRIATE	
		CONSIDERATION IN ESTABLISHING YOUR 1992 COMPENSATION.	

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