

Attachment B

910163-TL

FPSC, Staff is 18th POD

Item 4

2 Redacted Copies

Attachment B

NP

Edited version of
DN 10982-92
DOCUMENT NUMBER-DATE

10981 SEP 22 1992

FPSC-RECORDS/REPORTING

February 23, 1989

MEMORANDUM:

TO: FILE

FROM: P. JOHNSON

RE: LEO SCHNEIDER-COMPLAINANT
 ELECTRONIC TECHNICIAN
 8650 W. OAKLAND PARK BLVD.
 FT. LAUDERDALE
 FALSIFYING CODES ON TROUBLES
 25-184

Leo Schneider, Electronic Technician, contacted Mike Phagan, Staff Manager-Security, concerning alleged falsifying of records at the FMAC Center in Broward. Schneider works the 4:00 p.m. to 12:00 midnight shift and requested Security contact him.

20 This writer contacted Schneider at his residence, 305-435-3760. Schneider stated he would get back with me later that evening. When he contacted me later, he stated he was being directed to use stolen passwords and aliases to close out troubles. These passwords and aliases allegedly are used by INTEC at West Palm Beach, Broward and Miami. Assistant Administrator, is his immediate supervisor and the one ordering him to do this.

Schneider also stated if his name had to be used, so be it. This writer contacted G. E. Weisenseel, Operations Manager, at his residence to discuss Schneider's allegations. Weisenseel is very familiar with the operation at FMAC and knows all the employees there including Schneider.

After discussing the allegations, Weisenseel stated he wanted to talk with Schneider if possible. This writer contacted Schneider and he agreed to call Weisenseel the same evening.

Later that evening, Weisenseel contacted this writer stating that he felt Schneider was truthful and he would be in Broward on February 23, 1989 to handle the problem.

In view of the above, this case is being closed and no feedback will be forthcoming from Weisenseel.

PJ:ds

25-184-2

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| SECURITY SOUTHEAST AREA FEB 23 1989 SOUTHERN BELL FORT LAUDERDALE, FLORIDA <i>[Signature]</i> |
|--|

August 2, 1990

Mr. Bill Hess
Operations Manager-
USC/Florida
BELLSOUTH SERVICES
666 N. W. 79 Avenue
Room 646
Miami, Florida

RE:

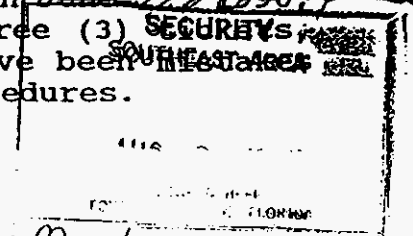
COMMUNICATIONS TECHNICIAN
BELLSOUTH SERVICES
SECURITY CASE NO. 3-80

Dear Mr. Hess:

15 On July 20, 1990, you requested the assistance of the Fort
16 Lauderdale Security Office in documenting defalcation by
17 Communications Technician, BellSouth Services.
18 had an entry placed in her personnel file over a year ago for
falsifying repair tickets. had actually cleared no
troubles. In a grievance meeting, it was agreed that the entry
would be removed from her personnel file after one year if there
was no reoccurrence. The entry was removed in June, 1990.

24 Four (4) repair tickets were provided by George Grace,
Associate Manager, alleging documenting the same type of activity
by from June 22 through June 29, 1990.

27 On July 22, 1990, Larry L. Meeker, Associate Manager-Security,
interviewed Jim Duncan, Supervisor, and Grace at 444 N. W. 79
Avenue, Miami, Florida. had worked for Duncan from May,
1990 until she transferred to Fort Lauderdale in July, 1990. Mr.
29 Grace and Duncan stated that was a bad employee and that
30 she did not know how to do her job. Also that would spend
more time finding ways not to do her work than it would have taken
to complete the job. Both Grace and Duncan reviewed the four (4)
33 trouble tickets that were completed by and provided to
Meeker. Only one trouble ticket, number 34452, on June 27, 1990,
was found to be completely false. The other three (3) SECURITY
numbers 35228, 36024, and 35897, could either have been SOUTH
or a failure to follow Company practices and procedures.



CASE NO. 3-80
PAGE TWO

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On July 25, 1990, Meeker interviewed Eugene T. Roberts, Supervisor, at 8650 West Oakland Park Boulevard. Mr. Roberts stated [redacted] has worked for him from August, 1990 to the present and that [redacted] current job duties were the installation of service orders and did not include any repair orders. Mr. Roberts stated that [redacted] did not appear to know her job that she was very slow at completing her assigned task. Mr. Roberts did not have any documentation that indicated [redacted] had falsified any records. Meeker advised Grace of the results of the interview with Roberts.

On July 30, 1990, Meeker contacted you and advised of the results of the interviews with Grace, Duncan, and Roberts. At that time, you requested the investigation be terminated and filed. Upon your request, this case is being closed.

Should you have any questions regarding this matter, please contact Associate Manager-Security Larry L. Meeker at telephone number 305-492-3530.

Truly yours,

General Security Manager

LLM/gr

LLM

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

Investigative Report

PRIVATE

State of Origin:
FLORIDA

| | | |
|---|---|-------------------|
| Reporting Office: FORT LAUDERDALE, FLORIDA | Investigation At: FORT LAUDERDALE, FL. | Date: 12/24/90 |
| Title: SERVICES TECHNICIAN NETWORK DEPARTMENT | Classification: EMPLOYEE DEFALCATION | |
| | Reporting Manager: RICHARD G. HALLER | Steno: DS |
| | Period Covered By Investigation: 10/16/90 THROUGH 12/05/90 | |

Synopsis:

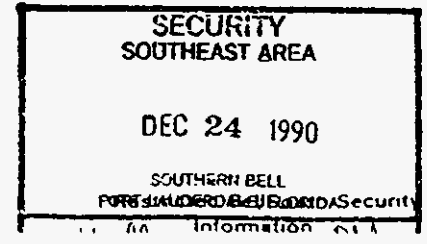
On November 14, 1990, the Security Office was advised of the possibility of fraudulent reporting of telephone service trouble by Services Technicians. If this had a direct impact on productivity results as well as numerous service measurements. An investigation was initiated involving nine (9) Services technicians in the Southeast Florida Area. Field visits were made to thirty-seven (37) locations during which twenty-four (24) customers were contacted. Additionally, telephone contacts were attempted with one hundred twenty-four (124) subscribers. Eight (8) subscribers had disconnected while twenty-two (22) could not be contacted. With the exception of one (1) subscriber, all customers contacted either personally made or were aware of a trouble report made in their half. The information obtained through this investigation did not reveal any fraudulent trouble reporting.

30 12-5-91 P. J.H. Bullock, Manager, Services Tech., was considered cleared.

| | |
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| Investigating Manager: <i>Rb Haller</i> Associate Manager-Security | Approved By: <i>W. Phagan</i> General Security Manager |
|--|--|

- Copies To:
- Asst. Vice President-Security
 - Asst. Vice President-Labor Relations
 - General Manager-Network
 - General Manager-Personnel
 - Operations Manager-Personnel
 - Operations Manager-Network

3 - 82 - 5
NOT TO BECOME PART OF
EMPLOYEE'S PERSONNEL FILE



PREDICATION

On November 14, 1990, a memorandum was received from the South Florida Security Office concerning the possibility of false reporting of telephone service troubles by Services Technicians. The scenario is that the Services Technicians generate a trouble report via Automated Interactive Repair Ordering System, (AIRO), has the fraudulent trouble assigned to him, and closes out the trouble with a false narrative. All this occurs without the subscriber's knowledge.

The result of this fraudulent procedure would be to overstate the productivity results of the Services Technicians. Additionally, this will have a direct impact on numerous service measurements.

This case was opened and assigned to Haller for further investigation.

BACKGROUND

25 The Installation and Maintenance (I&M) Staff had been involved in an investigation of this potential problem since on or about September 26, 1990. They had been able to identify one hundred fifteen (115) Services Technicians within the Sector who required field investigations. Their investigation cleared all but one (1) of the Services Technicians of any fraudulent reporting. The one remaining Services Technician was .

Discussions were held with K. B. Swinea, Operations Manager, P. M. Guariglia, Manager, and R. F. Madden, Associate Manager of the Southeast Installation and Maintenance Staff. Present from Security were Hampton Booker, Associate Manager, South Florida Area, P. M. Phagan, Manager, and R. G. Haller, Associate Manager, Southeast Florida Area. The discussions concerned the parameters utilized for their study, the findings of the investigation by I&M staff, as well as the problems they had encountered in their investigation.

On November 14, 1990, Booker, Haller and Phagan met in Phagan's office at 6451 North Federal Highway, Fort Lauderdale, Florida. Because of Mr. Booker's expertise concerning procedures in the Maintenance Center, he provided parameters which generated a new report. These parameters were, that the trouble report was made via AIRO, it was closed by a Services Technician, the trouble was dispatched out, and the trouble was cleared in forty-five (45)

minutes or less. It was decided to run the report for a forty-five (45) day period, September 15, 1990 through October 31, 1990.

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After reviewing the lengthy report, it was decided to investigate the two (2) Services Technicians from each of the four (4) turfs with the largest number of these type troubles. This included _____ and _____ South Broward; _____ and _____ North Broward; _____ and _____ West Palm Beach; and _____ and _____ Indian River. Additionally, Services Technician _____ was investigated using the new report. T. J. Flowers, Associate Manager-Security, handled the investigation in South Broward and Indian River, while Haller handled North Broward and West Palm Beach.

DETAILS

Field Visits, North Broward (November 20, 1990)

19
On November 20, 1990, Services Technician Assistant Manager Lynn Schmoll, and Haller made premises visits to fifteen (15) locations in the North Broward Turf. Following is a synopsis of each visit:

25
305-755-5271: Trouble report, can't call, no dial tone. Narrative: grounded underground pair, changed to 21/413. Verified field work done, Ms. _____ did make AIRO report.

305-345-9083: Trouble report, can't call, no dial tone. Narrative: short and ground in underground pair, changed to 21/414. Verified field work done, no contact with subscriber.

31
305-753-8449: Trouble report, can't call no dial tone. Narrative: defective aerial pair changed. Supervisor was out on this trouble at subscriber's request. Verified Mr. _____ did make AIRO report.

305-345-3458: Trouble report, can't call, no dial tone. Narrative: buried service wire shorted at w/o terminal, repaired. This service was disconnected for non payment on October 19, 1990.

37
305-752-8431: Trouble report, can't call, no dial tone. Narrative: open aerial pair changed to 1527. Verified field work done. Verified Mr. _____ the subscriber, made AIRO report.

305-752-0899: Trouble report, can't call, no dial tone. Narrative: defective set, advised customer \$46.50. Set has been

3 repaired temporarily. Verified secretary, did make AIRO report.

6 305-345-5070: Trouble report, can't call, no dial tone. Narrative: damaged BSW repaired. Verified field work was done. Mr. did make AIRO report.

305-341-5030: Trouble report, can't be called. Narrative: no trouble found, routined. Verified with manager that she made AIRO report.

305-341-0704: Trouble report, can't be called. Narrative: wet protector replaced. Verified field work was done. Unable to contact subscriber.

16 305-720-2168: Trouble report, can't call out. Narrative: okay per customer, no trouble found. Davis believes customer has defective answering set. Verified Ms. did make AIRO report.

19 305-755-5085: Trouble report, can't call, no dial tone. Narrative: buried service wire cut, repaired. Verified field work done. Mr. did make AIRO report.

22 305-753-0042: Trouble report, can't call, no dial tone. Narrative: okay per customer, did not visit. Verified someone trying to reach made AIRO report. His service was out overnight.

25 305-975-4978: Trouble report, can't be called. Narrative: no trouble found, unknown. Verified Mr. mother made AIRO report.

305-726-6367: Trouble report, can't call, no dial tone. Narrative: receiver off hook, restored. Unable to contact customer.

32 305-752-9397: Trouble report, can't call, no dial tone. Narrative: okay per customer, reported wrong number. Verified Mr. made AIRO report.

Field Visits, North Broward
(November 21, 1990)

35 On November 21, 1990, Services Technician Assistant Manager Lynn Schmoll, and Haller made premises visits to sixteen (16) locations in the North Broward Turf.

5
305-753-4176: Trouble report, can't call, no dial tone.
Narrative: found okay, okay by subscriber. Verified per Ms.
she did make AIRO report.

7
305-345-3784: Trouble report, can't call, no dial tone. Narrative:
replaced defective kitchen jack. Spoke to subscriber, Mrs.
verified she made AIRO report and jack was replaced.

11
305-345-0355: Trouble report, can't call, no dial tone.
Narrative: defective carbons. Verified carbons replaced and Mr.
made AIRO report.

305-344-8638: Trouble report, can't call, no dial tone.
Narrative: defective CPE recorder. No contact with subscriber.

305-722-5115: Trouble report, can't call, no dial tone.
Narrative: defective CPE. No contact with customer.

18
305-721-5105: Trouble report, can't call out. Narrative:
defective carbons. Verified field work done and subscriber, Mr.
did make trouble report although not certain if by AIRO.

305-345-0248: Trouble report, can't call out, no dial tone.
Narrative: found okay, okay per subscriber. Clerk did make AIRO
report.

23
305-344-3881: Trouble report, can't call out, no dial tone.
Narrative: found okay, okay per subscriber. Mr. did make
AIRO report.

26
305-345-5875: Trouble report, can't be called. Narrative:
defective CPE recorder. Mr. made AIRO report.

305-341-2475: Trouble report, can't call, no dial tone.
Narrative: changed to 487 encapsulation. Verified field work done,
unable to contact subscriber.

305-341-9144: Trouble report, can't call, no dial tone.
Narrative: defective terminating wire in meter room. Verified
field work. No customer contact.

34
305-755-1817: Trouble report, can't call, no dial tone.
Narrative: defective CPE wall telephone. Verified with Mr.
that he made AIRO report.

37
305-755-8349: Trouble report, can't call, no dial tone.
Narrative: defective aerial pair changed to 1738 BP 14. Ms.
did make AIRO report.

407-488-0637: Trouble report, can't call, no dial tone.
Narrative: defective underground cross battery. Unable to contact subscriber.

305-752-3765: Trouble report, can't call, no dial tone.
Narrative: repaired defective home run. Verified field work. Subscriber not certain of AIRO report because her parents reported the trouble.

305-968-8222: Trouble report, can't call, no dial tone.
Narrative: repaired defective aerial drop. Verified field work, and Mr. [redacted] did make AIRO report.

12

Telephone Contact With Twenty (20) Subscribers,
West Palm Beach Turf
(November 27, 1990)

On November 27, 1990, attempts were made by Haller to contact twenty (20) subscribers, on whose telephone service Services Technician [redacted] had cleared trouble.

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407-833-8466: Subscriber [redacted] did have trouble on telephone, not certain how it was reported.

407-835-3558: Ms. [redacted] made AIRO report.

407-655-9645: Mr. [redacted] made the AIRO report.

407-659-5936: Ms. [redacted] did make AIRO report.

407-833-2557: Report made by temporary employee, who no longer works there.

407-863-4868: Telephone service is denied.

27

28

29

407-845-2889: Ms. [redacted] did make AIRO report.

407-863-2251: Ms. [redacted] did make AIRO report.

407-881-5332: Ms. [redacted] did make AIRO report.

30

407-848-9314: Per Mrs. [redacted] neighbor made the trouble report for her.

407-863-5085: Unable to contact subscriber at home or work.

33

407-848-3761: Mr. [redacted] did make AIRO report.

407-844-5417: Unable to reach subscriber at residence or reach number.

5 407-844-5876: Mrs. did make AIRO report.

407-655-8678: Unable to contact subscriber at residence or reach number.

407-659-0088: Unable to contact subscriber at residence or reach number.

10 407-832-6950: Mrs. did make AIRO report.

407-845-2250: Maid reported trouble.

407-848-9914: Maid reported AIRO trouble.

13 407-842-9491: Mr. made the AIRO report.

407-833-3591: Did have trouble, but person who reported trouble no longer works there.

407-659-1811: Unable to reach subscriber at residence or reach number.

18 407-833-5937: Mr. made trouble report.

19 407-655-0642: Housekeeper for Mr. made AIRO report.

Review Of The Work Assignments For Four (4) Services Technicians
(November 15, 1990)

Associate Manager-Security Flowers, reviewed the work assignments for four (4) Services Technicians. The period the reviews covered for each was September 15, 1990 through October 31, 1990.

24 Review Of the Work Assignment For
Services Technician, South Broward
(November 15, 1990)

29 Flowers reviewed sixteen (16) trouble reports for utilizing the aforementioned criteria. Each subscriber was contacted and the following information was developed.

32 305-437-2556: Mr. advised that he made the trouble report through our AIRO reporting system.

- 3 305-436-8450: Mr. advised that he made the trouble report through our AIRO reporting system.
- 5 305-433-8491: Mr. advised that he made the trouble report through our AIRO reporting system.
- 7 305-433-9335: Ms. advised that she made the trouble report through our AIRO reporting system.
- 9 305-436-8670: Mr. did not recall whether or not he had reported the trouble through our AIRO system. However, he left a contact number with Repair which is where Flowers reached him regarding his service.
- 13 305-476-8820: Mr. advised that he does recall reporting the trouble through our AIRO reporting system. However, he left a contact number with Repair which is where Flowers reached him regarding his service.
- 18 305-437-7227: Ms. advised that she recalled reporting the trouble through our AIRO reporting system because of an outage of their 800 number.
- 21 305-680-9616: Mr. advised that he recalled reporting the trouble through our AIRO reporting system.
- 24 305-475-1778: Mrs. advised that she recalled reporting the trouble through our AIRO reporting system.
- 27 305-475-3964: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 30 305-436-0849: Mr. advised that he recalled making the trouble report through AIRO reporting system.
- 32 305-435-4067: Mrs. advised that her neighbor, Mr. Gerbert, had reported the trouble to the telephone Company.
- 35 305-437-4290: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 37 305-431-2948: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

3 305-436-8330: Mrs. advised that she had made two (2) separate reports using our AIRO reporting system. One (1) report was in September, 1990, and the other in October, 1990.

7 Review of the Work Assignment For
Services Technician, South Broward
(November 26, 1990)

Flowers reviewed the work productivity for thirty-five (35) trouble reports utilizing the aforementioned criteria. Each subscriber was contacted by Flowers and the following information was developed:

15 305-963-8738: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

18 305-963-2532: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

20 305-983-6129: Mrs. is a neighbor to the subscriber,
21 She advised that she recalled had referred the trouble, and requested her assistance in providing access to the installer.

24 305-989-1439: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

25 305-929-6423: advised that had made the trouble report through our AIRO reporting system.

29 305-977-7665: owner, advised that he was the new owner of the business and was unable to verify the trouble report.

32 305-964-2386: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

34 305-983-3076: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

36 305-987-3525: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

- 3 305-964-1974: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 5 305-963-5598: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 305-985-8041: A review of the telephone records indicated that this telephone service had been denied.
- 8 305-966-0140: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 10 305-966-1257: A review of this file revealed that there had been equipment repair at the customer's premise, and that the customer was billed for a visit.
- 14 305-966-1257: Mr. had a subsequent complaint whereby the same installer had to return to the subscriber's residence.
- 17 305-983-5646: Mr. advised that he recalled reporting the trouble through our AIRO reporting system.
- 20 305-983-4427: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 22 305-987-7225: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 25 305-966-1693: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 28 305-981-0198: They were billed \$25.00 for the work that was completed. Trouble reported through AIRO.
- 31 305-964-7670: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 33 305-964-8586: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

- 3 305-963-4017: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 6 305-961-7826: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 9 305-983-5937: Mrs. advised that she and her husband were out of town during the time of this repair. She further stated it was possible that a report could have been placed as there were other individuals in their residence during the time they were away. They were unable to determine who may have made the report.
- 16 305-987-9416: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 18 305-985-0161: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 20 305-985-1875: Mr. advised that his neighbor called in the trouble for him, and was possibly done through the our AIRO reporting system.
- 23 305-962-9331: Mr. | advised that he recalled making the trouble report through our AIRO reporting system.
- 26 305-989-0471: Mr. Warren advised that he recalled making the trouble report through our AIRO reporting system.
- 28 305-987-5023: Mrs. ; advised that she recalled making the trouble report through our AIRO reporting system.
- 30 305-966-8420: Mrs. ; advised that she recalled making the trouble report through our AIRO reporting system.
- 305-962-0637: A review of the records revealed that this number had been disconnected (October 29, 1990).
- 33 305-987-3145: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

35 Review of the Work Assignment For
Services Technician, Indian River
(November 26, 1990)

Flowers reviewed the work productivity for nineteen (19) trouble reports utilizing the aforementioned criteria. Each subscriber was contacted by Flowers and the following information was developed:

- 7 407-464-0173: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 9 407-340-1322: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 11 407-340-3476: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 13 407-898-6813: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 15 407-878-9854: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 17 407-871-6125: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 19 407-879-0914: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 21 407-878-5103: secretary, advised that she had reported the trouble, for her attorney's firm, through our AIRO reporting system.
- 24 407-878-8819: advised that he recalled making the trouble report through our AIRO reporting system.
- 27 407-879-9828: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 29 407-879-4356: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 31 407-879-4309: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 33 407-871-0847: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 35 407-879-7283: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

3 407-879-7283: (second report for same subscriber) Mr. advised that he again recalled making the trouble report through our AIRO reporting system.

407-871-1966: No one was contacted on this particular number as it was denied for non payment since the Repair visit. According to the records, the subscriber placed a trouble report through our AIRO reporting system the same day the service was disconnected (September 19, 1990).

12 407-879-3642: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

14 407-878-9805: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

16 407-466-3956: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

18 Review Of the Work Assignment For
Services Technician, Indian River
(November 26, 1990)

Flowers reviewed the work productivity for nineteen (19) trouble reports. Each subscriber was contacted by Flowers and the following information was developed:

24 407-546-1715: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

26 407-288-4457: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

28 407-287-0428: Mr. advised that he recalled making the trouble report through our AIRO reporting system.

30 407-221-3583: Ms. advised that she recalled making the trouble report through our AIRO reporting system.

32 407-744-9669: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

34 407-546-5290: Mrs. advised that she recalled making the trouble report through our AIRQ reporting system.

36 407-546-3108: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.

- 4 407-546-9104: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 6 407-228-2998: Mr. advised that he recalled making the trouble report through our AIRO reporting system.
- 8 407-283-3389: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 11 407-286-1762: Mr. Stanner advised that he recalled making a trouble report through our AIRO reporting system.
- 13 407-743-0436: The number had been listed to but was disconnected November 8, 1990. Records revealed that has now moved to Virginia.
- 15
- 16 407-220-7598: Mrs. advised that she recalled making a trouble report through our AIRO reporting system.
- 18 407-286-9032: Mrs. advised that she recalled making a trouble report through our AIRO reporting system.
- 20 407-288-6430: Ms. advised that she recalled making a trouble report through our AIRO reporting system.
- 22 407-221-1055: Mrs. advised that she recalled making the trouble report through our AIRO reporting system.
- 25 407-546-4725: Mr. had made the report for his son, Lowell, Jr., and that he recalled making the trouble report though our AIRO reporting system.
- 28 407-546-8142: Mrs. recalled making the trouble report through our AIRO reporting system.
- 30 407-546-0340: Mrs. advised she recalled making the trouble report through our AIRO reporting system.

Attempted Contact With Nineteen (19) Subscribers
West Palm Beach Turf
(December 11 and December 12, 1990)

37 On December 11 and December 12, 1990, Haller and C. L. Pagan, Jr., Assistant Manager, attempted to contact nineteen (19) subscribers, on whom Services Technician had repaired telephone service troubles.

- 3 407-498-8701: Mr. made the trouble report. "The repairman and his boss did an excellent job."
- 5 407-498-1014: Mr. made the trouble report. On occasion, he has a noise on his line.
- 7 407-737-8271: Mr. made the trouble report.
- 8 407-276-0120: Mrs. made the trouble report. She still has a problem, there is a loop of wire in the back yard, about nine feet, and she is afraid it will get cut with a lawn mower.
- 407-278-8438: Unable to contact the subscriber; however, premises visit verified drop was replaced.
- 407-274-4285: This service was repaired on September 29, 1990, and disconnected on October 9, 1990. Subscriber moved about November 30, 1990.
- 407-734-8763: Unable to contact the subscriber by telephone or premises visit.
- 407-736-4614: No access, unable to determine if BSW was repaired or replaced.
- 21 407-737-4604: Per Mrs. her husband made the trouble report.
- 23 407-496-0676: Per Mrs. she made both trouble reports.
- 407-276-6835: Unable to contact the subscriber.
- 407-499-5217: No access at 11:11 hours on December 12, 1990. Found secondary pair in BSW being used.
- 27 407-734-6265: Per Mrs. husband made the trouble report.
- 28 407-276-1542: Per Mrs. made trouble report.
- 407-276-8962: Unable to contact the subscriber.
- 407-274-6203: Service disconnected for non payment on November 16, 1990. No access on premises visit December 12, 1990.
- 407-495-9788: Unable to contact the subscriber by telephone or premises visit.

3 407-272-1607: Per Services Technician this is
his brother's telephone service although he spells
7 his last name differently. Premises visit on
December 12, 1990, resulted in the interview of
Mrs. She was uncertain if she had trouble
on the telephone service or if a jack had been
replaced. She referred all questions to her
husband who was not home.

11 Review Of Personnel Records Of Services
Technician
(December 12, 1990)

14 NAME:

15 SOCIAL SECURITY NO:

16 DATE OF BIRTH:

17 NET CREDITED SERVICE:

18 RESIDENCE ADDRESS:

There were no personnel entries pertinent to the matter under investigation.

22 Interview Of Services Technician
(December 12, 1990)

24 Services Technician, was interviewed at
1201 Barnett Drive, Lake Worth, Florida, on December 12, 1990.
27 Present at the interview were Lynn Werthwein, CWA Steward, J. A.
Bullard, Manager-Installation and Maintenance, and Haller.
29 The interview began at 13:28 hours and ended at 14:17 hours.
Following is a statement written by Haller which refused to
sign on the advice of Werthwein. He also refused to agree that it
was true and correct, advising that it was words written by Haller.

December 12, 1990
Lake Worth, Florida

34 I, hereby make the following free and
voluntary statement to R. G. Haller, who has identified himself as
37 a representative for Southern Bell. I understand that this
38 statement may be used as evidence. My date of birth is
and my social security number is I am employed

4
by Southern Bell as a Services Technician, and my net credited service date is I understand I am being interviewed concerning an allegation that Services Technicians are imputing fraudulent trouble reports, having these false trouble reports assigned to them to be cleared, and then closing out the trouble with a false narrative. All this is done without the knowledge of the subscriber, and in fact there never was a trouble. I have been shown three trouble reports which I cleared. I have been questioned about these three reports. The first report on 407-274-6203, I do not remember working. However, if the narrative indicated I replaced a defective jack, that's what I did. If I'm working in a neighborhood, and someone comes up to me and tells me the telephone is not working, I take their telephone number and tell them to call the trouble into repair service. When I finished the job I'm working on, I then call dispatch and ask them to assign the trouble that the individual approached me about. I don't report the trouble myself. The second trouble report was on 407-272-1607. This is my brother's telephone service. While I was working in the area, my brother told me his jack wasn't working, so I got the trouble assigned to me and I replaced the jack. My brother spells his last name The third trouble I have been questioned about is 407-274-6219. This is my own personal home residence telephone number. I did repair the buried service wire which was damaged by the cable television company. I don't see anything wrong with repairing either my own or my brother's telephone service. I have never caused any fraudulent trouble reports to be made in any way.

23
The above unsigned statement was witnessed by J. A. Bullard, Manager-Installation & Maintenance, and R. G. Haller, Associate Manager-Security.

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I was questioned regarding the trouble on telephone number 407-274-6203, listed because Bullock had previously made a premises visit on October 26, 1990, and interviewed this subscriber. At the time of the visit, the subscriber had told Bullock that she had not had a defective jack replaced, that no telephone repairman had been to her home, and that she had not reported a trouble on her telephone. However at the time of Bullock's visit, the telephone service was denied because of non payment and was subsequently disconnected for non payment on October 23, 1990, with an outstanding balance of \$268.13. A premises visit by Haller on December 12, 1990, failed to contact the subscriber.

45
Other than all customers contacted either personally made or were aware of a trouble report made on their behalf. The information obtained through this investigation did not reveal any fraudulent trouble reporting.

CASE NO. 3-82
PAGE NO. 18

Based on the above, no further investigation is anticipated at this time.

Investigative Report

Other:

State of Origin:

FLORIDA

| | | |
|--|--|-------------------------|
| Reporting Office: JACKSONVILLE | Investigation At: JACKSONVILLE | Date: 1-11-91 |
| Title: 10 [REDACTED] SERVICES TECHNICIAN NETWORK DEPARTMENT JACKSONVILLE, FLORIDA | Classification: EMPLOYEE DEFALCATION | |
| | Reporting Manager: J. G. JEFFRIES | Steno: WELLS |
| | Period Covered By Investigation: 12-4-90 THROUGH 1-10-91 | |

Synopsis:

17 A Network Staff study identified [REDACTED] as possibly
19 generating repair reports without customer knowledge and having the
reports pre-assigned to him. On January 7, 1991, [REDACTED] admitted
generating reports to enhance his productivity.

CLOSED

EMPLOYEE DISMISSED EFFECTIVE FEB 26, 1991

| | |
|--|--|
| <i>James J. Jeffries</i> STAFF MANAGER-SECURITY | Approved By: <i>James J. Jeffries</i> GENERAL SECURITY MANAGER - NF |
|--|--|

Copies To:
VICE PRESIDENT-NETWORK
GENERAL MANAGER-NETWORK
ASSISTANT VICE-PRES.-PERSONNEL
GENERAL MANAGER-PERSONNEL
ASSISTANT VICE-PRESIDENT-SEC.

NOT TO BECOME PART OF EMPLOYEE'S
PERSONNEL FILES

File No: FN003-05010

E "Restricted BellSouth Security Information"

PREDICATION

This investigation was predicated on information received from Mr. W. R. Perry, General Manager-Network-North Florida, on November 15, 1990. The information indicated that [redacted] Services Technician, may have enhanced his productivity by abuse of IMOS (Loop Maintenance Operations System).

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

Personnel Record Review

On December 5, 1990, Jeffries personally reviewed the personnel records of [redacted]

| | |
|-------------------------|--|
| Name: | [redacted] |
| Date of Birth: | January 22, 1940 |
| Social Security Number: | [redacted] |
| NCS Date: | April 1, 1968 |
| Residence Address: | [redacted] |
| Residence Telephone: | [redacted] |
| Title: | Services Technician |
| Work location: | 1824 N. 3rd Street Jacksonville Beach, Florida |
| Immediate Supervisor: | Michael T. Legg (Dale Mullen as of January 1, 1991) |

Personnel Forms Noted:

- Notice of Proprietary Information - August 13, 1984
(Employee refused to sign)
- Supplemental Code of Conduct - June 25, 1984
(Employee refused to sign)
- A Personal responsibility - August 7, 1990
(Employee refused to sign)
- Form 2331 - Signed October 16, 1984
(Refused to sign on August 7, 1990)

"Restricted BellSouth Security Information"

Form 3116 - Signed April 25, 1983
(Refused to sign on August 7, 1990)

Conflict of Interest - November 29, 1989
(Employee refused to sign)

Video "It's The Right Thing to Do" - Covered
January 31, 1989

Notice to employees regarding responsibilities associated
with customer premise equipment and enhanced structural
relief - May 24, 1989 (Employee refused to sign).

Form 3181-C - Performance Evaluation

The most current performance evaluation dated January 10,
1990, indicated Quality of work as More Than Satisfactory and
Quantity of Work as Satisfactory.

15 Note on Appraisal - [REDACTED] level of improvement
over the last two months justifies a satisfactory rating although
year to date results were below the satisfactory range".

Form 3181-B - Entries Noted

10-19-82 - Discussion
03-21-86 - Warning

Relief periods
Absence from assigned work
location.

Security Organization Records Review

23
24 An indices check conducted on December 4, 1990, on [REDACTED]
[REDACTED] revealed no previous Security investigations.

DETAILS

The North Florida Network Staff conducted a 30 day study
of trouble reports (tasks). The study attempted to identify
employees who may have been dispatched on customer direct reports
and/or employee reports shortly after the report was received. The
study also identified employees who had a number of pre-assigned
tasks of a short duration which were received, screened, and
preassigned within 20 minutes. Mr. Howard R. Hice, Manager-
Network, Southeast Jacksonville Turf was assigned the
responsibility of reviewing the study.

"Restricted BellSouth Security Information"

Interview of Mr. Hice

On December 5, 1990, Jeffries contacted Hice in person and developed the following information.

Hice stated that Network in South Florida had discovered that some Services Technicians were calling in trouble reports and having the reports pre-assigned to themselves. The customers were unaware of any report on their service; however, the reports indicated the customers had made the reports directly. This would allow the employees to have free time and/or use the report to improve their productivity. As a result of this discovery, the North Florida Network Staff did a 30 day study. Hice advised that he was given the responsibility for analyzing the study and trying to resolve the inconsistencies which were identified. Hice also expanded the study to include 65 days of data for all Services Technicians in the Southeast Turf.

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The study revealed that [redacted] may have generated trouble reports by calling in employee reports or calling the Automated Trouble Reporting System (AIRO). Hice identified eight (8) subscribers who had allegedly called in directly to AIRO to report a trouble. These tasks were pre-assigned to [redacted] who closed out the tasks as completed. Interviews of the customers by Hice and inspections of the facilities were completed. Seven (7) of the customers indicated they were unaware of any trouble on their service. One (1) customer was aware of a trouble, and in fact, had requested [redacted] to repair his trouble, which he did. However, [redacted] generated an AIRO report instead of an employee report.

Interview of Mr. Michael T. Legg - Assistant Manager

On December 5, 1990, Jeffries interviewed Legg, who was Clanton's supervisor until January 1, 1991.

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Legg advised that [redacted] is a former State Trooper and auxiliary police with Neptune Beach. He stated Clanton is a dependable, quiet individual who is very neat and methodical with his work. His Company vehicle is immaculate. He stated Clanton is a very slow worker and his production had not been satisfactory. He said he has discussed [redacted] low productivity with him on several occasions. In fact, [redacted] production had improved, and Legg felt his discussions with [redacted] was having a positive effect.

Interviews of Customers

5 Between December 17, 1990, and January 4, 1991, Jeffries attempted to contact and interview all of the customers that were identified in the study. Company records indicate that [redacted] completed tasks on the customer's services.

The following customers did not recall making a trouble report to the Repair Department on the dates in question.

- 9 1. - 904-249-9798
- 10 2. - 904-249-4789
- 11 3. - 904-241-7970
- 12 4. - 904-246-7877
- 13 5. - 904-241-9282
- 14 6. - 904-241-9282
- 15 7. - 904-249-7552
- 16 8. - 904-246-6582

17 Jeffries obtained signed statements from
18 and [redacted]. Telephonic contact was made with [redacted] and [redacted]. In
19 person interviews were made with [redacted] and [redacted]. Jeffries was
20 unable to contact [redacted] but Hice had interviewed her on October
21 31, 1990, at 11:41AM. [redacted] advised Hice she had reported no
problem.

23 Interview of [redacted]

24 On January 7, 1991, Jeffries interviewed [redacted] in the presence of Hice and W. L. DeLoach, Services Technician and Union Representative. The following unsigned statement was obtained. While the statement was unsigned, Clanton advised the information contained therein is true.

"Page 1 of 3
Jacksonville Beach, Florida
January 7, 1991
2:06PM

33 I, [redacted], do hereby make the following free and voluntary statement to J. G. Jeffries, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

39 I am 50 years of age and was born on January 22, 1940, at Jacksonville, Florida. I am married and live with my wife at [redacted]. My social security [redacted]

2 number is My home telephone number is [REDACTED]
My net credited service date is April 1, 1968 and I am employed by Southern Bell as a Services Technician. My office address is 1824 N. 3rd Street, Jacksonville Beach, Florida. My immediate supervisor was Mike Legg but as of January 1, 1991, it's Dale Mullen.

I am being interviewed today concerning some repair reports that were called into the Company automated system (called AIRO). The reports indicate that the customer called in the reports directly, and they were pre-assigned to me to work. My supervisor, Mr. Legg, had talked to me about my productivity a few months ago. I began to identify some customer numbers while I was working in terminals and would call Repair and make a trouble report. I would call back in and talk to a Maintenance Administrator and ask if they were holding a trouble report on the number. I would then request that the repair be assigned to me to handle. I don't recall how many of these I did or how often I would do this. This was my own idea and I never shared this procedure with anyone. I did some work on all of the reports that I did. I would re-terminate jumpers or wire and replace equipment that was corroded. I felt this would prevent future trouble. I never thought about the report rate or manipulation of Company records. It just did not enter my mind. I have always been a slow worker, but I do quality work on every assignment I undertake. I felt some pressure from my supervisor about my quantity and thought my job was in jeopardy. I began to make the reports in hopes that my production would look better and make me and my boss pleased. I realize that I made a mistake in taking this route to achieve my goal.

(Employee refused to sign)
3:45PM
1-7-91

Witness:
James G. Jeffries
Southern Bell Tel. & Tel. Co.
1-7-91

Witness:
Howard R. Hice
Manager-I&M
1-7-91"

DISPOSITION

The results of the investigation were reviewed with Mr. R. R. Rupe, Operations Manager-Southeast Turf, Network Department, on January 7, 1991. There has been no decision at this time as to what disciplinary action, if any, has been taken.

CLOSED

"Restricted BellSouth Security Information"

South Central Bell
Southern Bell
BellSouth Services
Other:

Investigative Report

State of Origin:

FLORIDA

| | | |
|--|--|----------------------------------|
| Reporting Office: JACKSONVILLE | Investigation At: JACKSONVILLE | Date: JANUARY 14, 1991 |
| Title: 12 ██████████ SERVICES TECHNICIAN NETWORK DEPARTMENT | Classification: EMPLOYEE DEFALCATION | |
| | Reporting Manager: J. G. JEFFRIES | Spec: FISH |
| | Period Covered By Investigation: DECEMBER 4, 1990 - JANUARY 11, 1991 | |

Synopsis:

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A Network Staff Study identified Reeves as possibly generating repair reports without customer knowledge and having the reports pre-assigned to him. ██████████ advised that on rare occasions, when work was slack, he would "get a number and make a trouble" at the direction of the Load Balance Supervisors. The Load Balance Supervisors denied that this was done.

-CLOSED-

**EMPLOYEE SUSPENDED FOR 3 DAYS EFFECTIVE
MARCH 5, 1991.**

James L. Jeffries
STAFF MANAGER-SECURITY

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

Copies To:

Vice President-Network
General Manager-Network
AVP-Personnel-Labor Relations
General Manager-Personnel
Asst. Vice President-Security

NOT TO BECOME PART OF EMPLOYEE'S
PERSONNEL FILES

File No: FN003-05009

E

"Restricted BellSouth Security
Information"

30

FN 003 - 05009 - 22

PREDICATION

This investigation was predicated on information received from Mr. W. R. Perry, General Manager-Network-North Florida, on November 15, 1990. The information indicated that [REDACTED] Services Technician, may have enhanced his productivity by abuse of IMOS (Loop Maintenance Operations System).

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

Personnel Record Review

On December 5, 1990, Jeffries personally reviewed the personnel records of [REDACTED]

| | |
|-------------------------|--|
| Name: | [REDACTED] |
| Date of Birth: | February 14, 1949 |
| Social Security Number: | [REDACTED] |
| NCS Date: | November 12, 1968 |
| Residence Address: | [REDACTED] |
| Residence Telephone: | [REDACTED] |
| Title: | Services Technician |
| Work Location: | 1824 North 3rd Street Jacksonville Beach, Florida |
| Immediate Supervisor: | Michael T. Legg (Dale Mullen as of January 1, 1991) |

Personnel Forms Noted

Supplemental Code of Conduct - September 4, 1984
(Employee refused to sign)

A Personal Responsibility - August 14, 1990

Form 2331 - August 14, 1990

Form 3116 - August 14, 1990

Conflict of Interest - November 29, 1989

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

Video "It's the Right Thing to do" - December 12, 1988

Notice to employees regarding responsibilities associated with customer premises equipment and enhanced structural relief - Signed May 24, 1989.

Form 3181-C - Performance Evaluation

The most current Performance Evaluation dated January 10, 1990 indicated Quality of Work as satisfactory and Quantity of Work as satisfactory.

Form 3181-B - Entries Noted

5-6-82 Counsel Be alert to the possibility of injury at all times.

Security Organization Records Review

An indices check conducted on December 4, 1990 on Reeves revealed no previous Security investigations.

DETAILS

The North Florida Network Staff conducted a 30 day study of trouble reports (tasks). The study attempted to identify employees who may have been dispatched on customer direct reports and/or employee reports shortly after the report was received. The study also identified employees who had a number of pre-assigned tasks of a short duration which were received, screened and pre-assigned within 20 minutes. Mr. Howard R. Hice, Manager-Network - Southeast Jacksonville Turf, was assigned the responsibility of reviewing the study.

Interview of Mr. Hice

On December 5, 1990, Jeffries interviewed Hice and developed the following information:

Hice stated that Network in South Florida had discovered that some Services Technicians were calling in trouble reports and having the reports pre-assigned to themselves. The customers were unaware of any report on their service; however, the reports indicated the customers had made the reports directly. This would allow the employees to have free time and/or use the report to improve their productivity. As a result of this discovery, the North Florida Network Staff did a

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SECURITY INFORMATION"

30 day study. Hice advised that he was given the responsibility for analyzing the study and trying to resolve the inconsistencies which were identified. Hice also expanded the study to include 65 days of data for all Services Technicians in the Southeast Turf.

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The study revealed that [redacted] may have generated trouble reports by calling in employee reports or calling the Automated Trouble Reporting System (AIRO). Hice identified three (3) subscribers who allegedly called in directly to AIRO to report a trouble. Another report was an employee report called in by [redacted]. These tasks were pre-assigned to [redacted] shortly after being received and [redacted] closed out the jobs as completed. Interviews of the customers by Hice and inspections of the facilities were completed. The four (4) customers advised Hice they were unaware of any trouble on their service.

Interview of Michael T. Legg - Assistant Manager

On December 5, 1990, Jeffries interviewed Legg, who was Reeves' supervisor, until January 1, 1991.

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Legg advised that [redacted] is a quiet, dependable, reserved individual who keeps to himself. [redacted] is married to Dorinda [redacted] who is a supervisor in the Facility Assignment Center (FACS) for Southern Bell. Legg described [redacted] as a model employee who does his job well and is a good performer. Legg ranks [redacted] in the top three (3) of his crew of 16 employees.

Interviews of Customers

Between December 17, 1990 and January 4, 1991, Jeffries attempted to interview the four customers.

Jeffries interviewed the following customers who advised they were not aware of any trouble reports made by them:

31
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| | | |
|------|---|--------------|
| Mrs. | - | 904-247-9860 |
| Mrs. | - | 904-249-1771 |
| Mrs. | - | 904-246-7943 |

Jeffries could not interview Mrs. [redacted] 904-247-1732, but Mr. Hice had contacted her on November 1, 1990 at 6:15PM. She advised Hice she made no report on September 19, 1990.

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

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Interview of [REDACTED]

On January 8, 1991, Jeffries interviewed [REDACTED] in the presence of Hica and W. L. DeLoach, Services Technician and Union Representative. The following unsigned statement was obtained. While the statement is unsigned, [REDACTED] advised the information contained therein is true.

"Jacksonville Beach, Florida
January 8, 1991
9:35AM

11
I, [REDACTED], do hereby make the following free and voluntary statement to J. G. Jeffries, 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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23
I am 41 years of age and was born on February 14, 1949. I am married and my wife is Dorinda Reeves. Both my wife and I work for Southern Bell. Dorinda works in the Facility Assignment Center at the Southern Bell Tower. I am employed as a Service Technician at 1824 North 3rd Street, Jacksonville Beach, Florida. My net credited service date is September 12, 1968 and my social security number is [REDACTED]. I reside at [REDACTED] and my home telephone number is [REDACTED].

I am being interviewed today regarding some trouble reports that were called in directly to the AIRO System (Automated Reporting). These troubles were pre-assigned to me to work and were reflected as customer direct reports. One of the reports was an employee report preassigned to me. I transferred to Jacksonville from New Smyrna Beach about 1 1/2 years ago. Since I have been in Jacksonville, there was a standing procedure to call the Maintenance Center when work was slack or no work was available. When this happened, on rare occasions, then I would call the Maintenance Administrator who would check for work. If no work was available, I would be referred to the Load Balance Supervisor. The supervisor would check and sometimes I would be sent to another area in the city to work. If there was no work, sometimes they would tell me to get a number and make a trouble and call back in a couple of hours. I would identify a telephone number and make a trouble report. Later I would call the Maintenance Administrator and have the report pulled and assigned to me. I would in most cases just close the report without a visit to the customer. Sometimes I did go by and check the service. Let me say that

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

this was very rarely done and only done when directed to me by the supervisor in the Maintenance Center. I did not go to my foreman when we were out of work. I followed the instructions given to me. I have never randomly created trouble reports to make my production look better. I never needed to do that and my integrity would not allow me to do this. The supervisors who told me to get a number and make a trouble were Gerry Denslow and Mary Crews. As of several months ago, we are no longer allowed to make employee reports. We call the Maintenance Center and if no work is available, we are to call our field supervisor. My field supervisor would normally call the Load Control Foreman and decide what work should be assigned.

When I was told to get a number and make a report, I was not specifically told how to make the report. Sometimes it would go into the AIRO System and sometimes I would talk to a Maintenance Administrator. Again, I have never generated reports to make myself look better. I was only following instructions.

(Employee refused to sign)

Witnessed:
James G. Jeffries 1/8/91
SBT&T 10:27AM

Howard R. Hice
Manager - I&M
1-8-91"

Contact with Mr. R. R. Rupe - Operations Manager-Network

Jeffries and Hice met with Mr. Rupe and reviewed the information developed thus far. Plans were made to interview two (2) Load Balance Supervisors.

Interview of Mary Jones Crews

On January 8, 1991, Crews provided the following signed statement:

"Jacksonville, Fla.
January 8, 1991
12:53PM

I, Mary Jones Crews, do hereby make the following free and voluntary statement to J. G. Jeffries, who has identified

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

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6
I am 47 years of age and was born 2/24/43 at Bristol, Georgia. I am married and live with my husband at _____ and my home telephone number is 904-641-0225. I am employed by Southern Bell as Assistant Manager - Load Control - Network at 3100 Emerson Street, Jacksonville, Florida. My immediate supervisor is Dwight McInnis. My net credited service date is May 31, 1961. I am being interviewed today concerning the procedure to handle Service Technicians when the work load is slack or there are no troubles pending. If that condition exists, the Service Technician calls to the Maintenance Administrator for an assignment. If no work is found, the employee is referred to the Load Control Foreman. If the foreman can find no work then the foreman (in this case I) would try to locate Irregular Plant Conditions (IPCS) to give to the technician. If there are no IPC's then I would refer the employee to his field supervisor. I have never told a technician to go find some work or to "get a number, make a trouble, and call back in a couple of hours".

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

Signed:
Mary Jones Crews
January 8, 1991
1:14PM

Witnessed:
James G. Jeffries
SBT&T Co.
1/8/91 1:14PM

Howard R. Hice
1-8-91 1:15PM*

Interview of Gerald D. Denslow, Jr.

On January 8, 1991, Denslow provided the following signed statement:

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

"Jacksonville, Fla.
January 8, 1991
1:42PM

I, Gerald D. Denslow, Jr., do hereby make the following free and voluntary statement to J. G. Jeffries, 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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13
I am 43 years of age and was born on December 1, 1947 at Jacksonville, Florida. I am married and live with my wife and two children at 1829

home telephone number is 904-246-1640. I am employed by Southern Bell as an Assistant Manager-Installation Control Center-Network Department at 3100 Emerson Street, Jacksonville, Fla. Prior to this assignment I was a Load Balance Supervisor. My immediate supervisor is Dwight McInnis. My net credited service date is January 24, 1972. I am being interviewed today concerning the procedure to use when a Services Technician has no work assignment. The technician calls to a Maintenance Administrator (M.A.) and the M.A. checks for a current work. If there is no work, the M.A. calls Load Control and usually bridges the technician on the line. If the M.A. called me I would look for an Irregular Plant Condition (IPC) to assign. If no pending IPC's are found, the technician is referred to his field supervisor. Sometimes the technician will call back to Load Control and state that his supervisor can find no work. Other times, the supervisor will call and advise us there is no work. This is extremely rare that there would be no work. I have on occasion told a Service Technician to do some LITS, repair encapsulations, or complete any cutover that is still pending. By doing some LITS I would expect the technician to go to a location where cable pairs and/or working numbers could be metered and tested looking for problems on lines. They could then call the Maintenance Center and generate an employee report. The report would then be pre-assigned to the employee. By telling technicians to find a LIT or a trouble, I never would expect them to create a report on a line that had no trouble on it. Only legitimate troubles should be reported. If anyone did this, then they misunderstood or took out of context my statements. It is against Company policy and unethical to create trouble reports that don't exist.

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

I have read the above handwritten statement consisting of this page and two others. It is true to the best of my knowledge.

Signed:
Gerald D. Denslow, Jr.
January 8, 1991 2:15PM

Witnessed:
James J. Jeffries
SBT&T Co.
1/8/91 2:15PM

Howard R. Hice
Manager - I&M
1-8-91 2:15PM"

Interview of Howard R. Hice

On January 8, 1991, Hice provided the following signed statement:

"Page 1 of 5
Jacksonville, Fla.
3100 Emerson St.
1-8-91
1:00 PM

I, Howard R. Hice, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 45 years old and was born on November 14, 1945. I am married and live with my wife and one child at Jacksonville, Florida. My home telephone number is 264-0096. My social security number is [redacted]. My net credited service date is 12-18-67. I am presently employed by Southern Bell as a pay grade 5 manager within the Southeast Jacksonville Turf. I am responsible for all installation and maintenance field operations and report to Mr. Robert R. Rupe.

I am being interviewed today in regard to some questionable trouble report activities that occurred in the August to October time period by two Services Technicians at Jacksonville Beach. The activities in question were the result of a Network Staff Study, as well as an in-depth Internal Turf Study conducted around mid October, 1990. The study findings

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

indicated certain inconsistencies with some AIRO (Automated Reporting) and EO (Employee Reports) that required field investigations to resolve. The field investigations further indicated that the two employees involved may have knowingly generated reports that the customers had no knowledge of. Some were made through AIRO, while others were employee reports.

As a result of the turf study, it was determined that there was a need to revise procedures for the handling of both employee and/or pre-assigned trouble reports. These revisions were made and put in effect initially on 10-19-90. I participated in both the field investigations and the revisions made for handling future employee and pre-assigned reports.

Security investigation of our initial findings indicated from an interview of one of the two Jacksonville Beach employees that some of the questionable reports were the result of the employee allegedly being told by a Load Balance Supervisor to, "Go get a telephone number, make a trouble, and call back in a couple of hours". This occurred at times he stated when the load was light and no tasks were available. He properly described the procedure for contacting the Installation Maintenance Center when this happened.

It has been the policy of the turf, with my specific instructions to Field Control Managers, to ensure that adequate irregular plant condition work is made available to the Load Balance positions for those times when the load is slack. The need for doing this has been stressed by myself to my supervisors numerous times over the past two years. I have also frequently asked the Load Balance Supervisors to inform me when they needed more IPC (Irregular Plant Condition) work to be made available. Furthermore, procedures for proper handling of Employee (EO) Reports have also been stressed and attempts made to avoid employee abuse of same. Attached to this statement are examples of documentation over the past year sent by myself to field supervisors which support my policy for keeping IPC work available, as well as past methods for monitoring employee reports requested by Services Technicians. As stated earlier, procedures for handling employee reports have since been revised and are also documented and attached.

It has never been my policy, nor have I ever suggested to any subordinate in my work group, to in any way generate false trouble report activity to supplement the periodic lack of normal work available or to falsely inflate task credit. I clearly understand such activities are against Company policy.

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SECURITY INFORMATION"

I personally prepared the above handwritten statement and it is true to the best of my knowledge.

Signed:
Howard R. Hice
1/8/91
2:25PM

Witnessed:
James G. Jeffries
SBT&T Co.
1/8/91"

Hice made reference, in his statement, to correspondence that he had prepared regarding IPC's and employee reports. The copies of the correspondence are attached to this report.

Interview of Michael T. Legg

On January 9, 1991, Legg provided the following signed statement:

"Page 1 of 3
Jacksonville, Fla.
January 9, 1991
1:00PM

I, Michael T. Legg, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 45 years of age and was born 11/20/45 at Macon, Georgia. I reside at [redacted] and my home telephone number is 904-246-1680. My net credited service date is 2/17/64 and my social security number is [redacted]. I am employed by Southern Bell as an Assistant Manager-Network at 7553 Atlantic Blvd., Jacksonville, Fla. and my office number is 904-727-7015. Prior to January 1, 1991, I was assigned to 1824 N. 3rd Street, Jacksonville Beach, Fla. My immediate supervisor is Mr. H. R. Hice. I am being interviewed today as a result of an investigation which involves two (2) Services Technicians that worked for me at my previous assignment. The employees are [redacted] and [redacted]. [redacted] is a very good quality worker and very meticulous and neat. I have had to talk with him on several occasions

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SECURITY INFORMATION"

547 WJ
about his quantity of work. I had noticed improvement in [redacted] quantity and thought my talks with him may have helped him. [redacted] is a quality employee and I have had no problem with his results. I am told by Mr. Jeffries that [redacted] stated that he was told by Load Balance Supervisors to "find a number and make a report" when there was no work available. In the last two or three years when we ran out of work and there were no Irregular Plant Conditions (IPC's) to do, there was a procedure my Technicians would follow. I'm told that if no work was available, the Load Balance Supervisor would tell the employee to find a routine until some jobs came in. A routine could be something that they remembered needed to be done on a previous job or obtain a number and generate an employee report. They would then go to the location and routine the customer's service. Load Balance would tell them to find a routine only after all avenues to find work have been exhausted. This has been the procedure for the last four years that I have been in the field. Recently, some new instructions came out regarding the handling of AIRO and employee reports. It now requires that the concurrence of two supervisors be obtained before an employee report can be generated.

I have read the above handwritten statement consisting of this page and two others and it is true to the best of my knowledge.

Signed:
Michael T. Legg
1/9/91
2:00PM

Witnessed:
James G. Jeffries
1/9/91
2:00PM"

DISPOSITION

As of this date, there has been no decision as to what disciplinary action, if any, will be taken.

-CLOSED-

"RESTRICTED BELLSOUTH
SECURITY INFORMATION"

- 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:

22 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 John E. Bulko provided signed statements 25 alleging that Assistant Manager [REDACTED] made comments to them independently, regarding the need to create false trouble reports to offset subscriber reports having long outages. When interviewed, [REDACTED] 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: <i>James L. Dean</i> 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 | NOT TO BECOME PART OF EMPLOYEE'S PERSONNEL FILES |
| File No: FN003-05011 | E "Restricted BellSouth Security Information" |

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. Praau, 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 stated 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 Historys (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:

| <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>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 EIMOS data base. There are thirty (30) EIMOS 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 EIMOS terminal in the office of [REDACTED] Network Operations Manager-Gainesville Division.

34

There is no on-line program in EIMOS 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 EIMOS 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:

9876543210

1. ██████████ - Manger
2. ██████████ Assistant Manager
3. ██████████ - Assistant Manager
4. ██████████ - Assistant Manager
5. ██████████ - Assistant Manager
6. ██████████ - Assistant Manager
7. ██████████ - 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:

- 24 October 08, 1990 - ██████████ - on vacation
- 25 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.
- 30 October 10, 1990 - ██████████ - Attending a Company sponsored school in Gainesville.
- 32 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.

DETAILS

3 Interview of [REDACTED] Maintenance Administrator - IMC

4 On December 10, 1990, [REDACTED] was interviewed and provided the following signed statement:

"Gainesville, Florida
December 10, 1990

8 I, [REDACTED] 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.

13 I am forty-four (44) years old. My birthdate is June 18, 1946, and my social security number is [REDACTED]. I am employed with Southern Bell as a Maintenance Administrator in the Gainesville, Florida IMC. I report to [REDACTED] Assistant Manager and can be reached at [REDACTED]. 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.

23 I recall one occasion where I was asked by IMC Assistant Manager [REDACTED] 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, [REDACTED].
27 [REDACTED] I don't know what they discussed, but he told me that he
28 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.

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:

12-10-90

5
Witness:
A. F. Bradley
Staff Manager-Security
December 10, 1990"

11 Interview of [REDACTED] Maintenance Administrator-IMC

12 On December 10, 1990, [REDACTED] was interviewed and provided the following signed statement:

"Gainesville, Florida
December 10, 1990

16 I, [REDACTED] 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.

22 I am forty-seven (47) years old. My birthdate is May 15, 1943 and my social security number is [REDACTED]. 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

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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:

12-10-90

10

Witness:

A. F. Bradley
Staff Manager-Security
December 10, 1990

H. D. Booker
Assoc. Mgr.-Security
December 10, 1990"

18

Interview of [REDACTED], Assistant Manager-IMC

19

On December 10, 1990, [REDACTED] was interviewed and provided the following signed statement:

"Gainesville, Florida
December 10, 1990

23

I, [REDACTED] 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.

24

I am forty years old. My birthdate is June 6, 1950 and my social security number is [REDACTED]. 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.

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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:

12/10/90

9
Witness:
A. F. Bradley
Staff Manager-Security
December 10, 1990

H. S. Booker
Assoc. Mgr.-Security
12-10-90"

18 Interview of [REDACTED] Maintenance Administrator-IMC

19 On December 11, 1990, [REDACTED] was interviewed and provided the following signed statement:

"Gainesville, Florida
December 11, 1990

23 I, [REDACTED] 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.

28 I am 40 years old. My birthdate is June 4, 1950, and my social security number is [REDACTED]. I am employed with Southern Bell in Gainesville, Florida as an Administrative Reports Clerk. My NCS date is March 5, 1973. I report to Mr. [REDACTED] and can be contacted at [REDACTED].

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38 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, [REDACTED] and [REDACTED].

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2 [REDACTED] After referring these type troubles to a supervisor, I am no longer involved. It is their responsibility to handle the trouble from that point.

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

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

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

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

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

Signed:

30 [REDACTED]
12-11-90

Witness:

A. F. Bradley
Staff Manager-Security
12-11-90*

36 Interview of [REDACTED] Manager-IMC

37 On December 11, 1990, [REDACTED] was interviewed and provided the following signed statement:

Gainesville, Florida
December 11, 1990

4
I, [REDACTED], 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.

9
I am forty-seven years old. My birthdate is November 29, 1943 and my social security number is [REDACTED]. I am employed with Southern Bell as the Manager-IMC, Gainesville, Florida Division, and my NCS date with Southern Bell is April 1, 1965.

I came into the Gainesville IMC in 1983 or 1984 as an Assistant Manager and promoted to IMC Systems Administrator in either January or February, 1988. I kept this assignment until January of 1990 when I was moved to Gainesville Engineering as an acting pay grade 5. I returned to the Gainesville IMC in July, 1990 and presently hold the title of Manager-IMC.

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.

31
32 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, [REDACTED] 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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9
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 [REDACTED] and by SSIM whereby it was not properly closed in RIMOS 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 [REDACTED] 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.

15
Because of this I told [REDACTED] 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.

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26
I have been advised that one of my Maintenance Administrators, [REDACTED] stated that [REDACTED] 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. [REDACTED] then advised that [REDACTED] went to me to discuss the matter. He came back to [REDACTED] and decided that he would not ask that false reports be made, because he had a guilty conscience.

29
31
I don't recall that [REDACTED] 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 [REDACTED] 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:

[REDACTED]
12-11-90

Witness:
A. F. Bradley
Staff Manager-Security
December 11, 1990"

2
3
Interview of [REDACTED] Assistant Manager-IMC

On December 12, 1990, [REDACTED] was interviewed and provided the following signed statement:

"Gainesville, Florida
December 12, 1990

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

12
I am forty-seven years old. My birthdate is September 29, 1942 and my social security number is [REDACTED]. I am employed with Southern Bell Gainesville, Florida as an Assistant Manager-IMC, and my net credited service date is September 17, 1973. I report to Mr. Gary Swilley and can be contacted through him at 904-335-3258.

20
I have been a manager in the Gainesville Maintenance Center for approximately six years. During my entire time here reporting to second level managers, Dick Collamatie, Johnny Joos and now [REDACTED] 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.

36
37
I do recall an incident that happened within the past three months that involved Gainesville IMC Assistant Manager [REDACTED]

3
 I believe that I was working at the Brooksville Control position. [redacted] 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". 11 I went back to my work never thinking that [redacted] 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 15 [redacted] 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:

[redacted]
 12-12-90"

27
 29 Interview of [redacted] Assistant Manager-IMC

30 On December 12, 1990, [redacted] was interviewed and provided the following signed statement:

"Gainesville, Florida
 December 12, 1990

34 I, [redacted] 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.

39 I am fifty-one years old. My birthdate is June 15, 1939 and my social security number is [redacted]. 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 42 [redacted]

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.

13 My supervisor, [REDACTED], 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:

[REDACTED]
12-12-90"

20

22

Interview of [REDACTED] Assistant Manager-IMC

23

On December 12, 1990, [REDACTED] was interviewed and provided the following signed statement:

"Gainesville, Florida
December 12, 1990

27

I, [REDACTED] 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.

32

I am fifty-four years old. My birthdate is July 20, 1936 and my social security number is [REDACTED]. I am employed with Southern Bell as an Assistant Manager-IMC in Gainesville, Florida. My NCS date is July 30, 1962. I report to [REDACTED] and can be reached through him at [REDACTED].

34
33

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 1981. 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.

7
My supervisor [REDACTED] 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:

20
[REDACTED]
10-12-90

Witness:

A. F. Bradley
Staff Manager-Security
December 12, 1990"

26
27
Interview of [REDACTED] Assistant Manager-ICC/IMC

On December 17, 1990, [REDACTED] was interviewed and provided the following signed statement.

"Gainesville, Florida
December 17, 1990

31
I, [REDACTED] 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.

36
I am forty years old. My birthdate is February 3, 1950 and my social security number is [REDACTED]. I am employed with Southern Bell as an Assistant Manager ICC/IMC in the Gainesville

"RESTRICTED BELLSOUTH SECURITY INFORMATION"

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Maintenance Center. I report to [REDACTED] at 903 W. University Boulevard and can be contacted through him at [REDACTED]. 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 TOK 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.

25
My supervisor, [REDACTED] 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.

38
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 [REDACTED] attention so that he can attempt to obtain additional support.

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 ██████████ Assistant Manager-SSDAC/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 forty-nine years old. My birthdate is November 27, 1941 and my social security number is ██████████ 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.

"RESTRICTED BELLSOUTH SECURITY INFORMATION"

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:

12-17-90

Witness:

A. F. Bradley
Staff Manager-Security
12-17-90"

Second Interview of [REDACTED] Assistant Manager-IMC

On December 18, 1990, [REDACTED] was reinterviewed and provided the following signed statement.

Gainesville, Florida
December 18, 1990

I, [REDACTED] 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 [REDACTED]. 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 [REDACTED] for the [REDACTED]

This takes me in the [REDACTED] and all of the smaller exchanges such as [REDACTED] 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.

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 Gary Swilley 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:

12-18-90

31
Witness:
A. F. Bradley
Staff Manager-Security
12-18-90

Witness:
Ellen W. Reddick
Associate Manager-Security
12-18-90"

2
-3
Interview of

Assistant Manager-IMC

On December 21, 1990,
the following signed statement:

was interviewed and provided

"Gainesville, Florida
December 21, 1990

7
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.

12
14
15
16
17
I am forty-four years old. My birthdate is December 4, 1946, and my social security number is I am employed with Southern Bell as an Assistant Manager-IMC, in the Gainesville, Florida Maintenance Center. I report to 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.

29
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.

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:

Gary Swilley
Manager-IMC
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> |
|-------------|-------------|-------------|-------------|
| 24 12-13-90 | | 12-13-90 | |
| 25 12-13-90 | | 12-13-90 | |
| 26 12-13-90 | | 12-17-90 | |
| 27 12-13-90 | | 12-17-90 | |
| 28 12-13-90 | | 12-17-90 | |
| 29 12-13-90 | | 12-17-90 | |
| 30 12-13-90 | | 01-02-91 | |
| 31 12-13-90 | | | |

Interview of _____ -Network Operations Manager-Gainesville Division

On January 2, 1991, Bradley met with _____ to review the progress of the investigation and _____ provided the following signed statement.

"Gainesville, Florida
December 21, 1990

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

10
12 I am forty years old. My birthdate is December 23, 1950, and my social security number is _____. I am the Network Operations Manager for the Gainesville Division, and can be contacted at _____. My NCS date with Southern Bell is September 11, 1972.

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.

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.

33
34 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:

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

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

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

Approved By:

GENERAL SECURITY MANAGER

Copies To:

**ASSISTANT VICE-PRES.-SEC.
GENERAL MANAGER-PERSONNEL
GENERAL MANAGER-NETWORK
AVP PERSONNEL-LABOR RELATIONS
OPERATIONS MANAGER-NETWORK**

**NOT TO BECOME PART OF EMPLOYER'S
PERSONNEL FILE**

File No: **FN003-05017**

E

**"Restricted BellSouth Security
Information"**

67

PREDICATION

This investigation was predicated on information received on February 1, 1991, from Mr. C. W. Buckles, Manager-Network, Panama City, Florida. Buckles provided information which indicated that Services Technician Havana, Florida, may have generated employee reports and not performed the work associated with the tasks.

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

Security Organization Records Review

12 An indices check conducted on on February 1, 1991, revealed no previous Security investigations.

Review of Personnel Records

15 The personnel records of were reviewed on February 1, 1991, by Mr. George S. Stringer, Staff Manager-Security. The following pertinent information was noted:

18 Name:
Date of Birth: June 21, 1949
20 Social Security Number:
NCS Date: May 24, 1971
22 Residence Address:
23
24 Residence Telephone:
Title: Services Technician
Work Location: 111 - 1st Street, South
Havana, Florida 32333
Immediate Supervisor: R. E. Deck
Assistant Manager-I&M

Personnel Forms Noted:

| | |
|------------------------------------|--|
| Notice of Proprietary Information | Covered 8-31-84 (Employee Declined To Sign) |
| Supplemental Code of Conduct | Not In File |
| A Personal Responsibility | Signed 8-24-88 |
| Form 2331 | Signed 7-9-79 |
| Form 3116 | Signed 7-9-79 |
| Conflict of Interest | Signed 8-24-88 |
| Video "It's The Right Thing To Do" | Signed 11-29-89 (All "No's") |
| Employee Notice on Time | Covered & Initialed 12-14-88 |
| Reporting Compliance | Signed 12-12-90 |

Form 3181-B Entries Noted:

| <u>Date</u> | <u>Type</u> | <u>Narrative</u> |
|-------------|--------------|---|
| 09-06-90 | Suspension | For 4 hours on 9-7-90 due to motor vehicle accident on 8-21-90. |
| 06-23-89 | Warning | For violating Southern Bell Safety Policies. |
| 03-03-89 | Counselled | For improper utilization of Company time. |
| 10-02-84 | Commendation | For top production. |
| 07-17-84 | Warning | Concerning use of defensive driving. |
| 03-30-84 | Counselled | Concerning proper format of passing service orders to dispatch. |
| 10-27-82 | Counselled | Concerning wearing safety equipment while performing work. |

Form 3181-C - Performance Evaluation:

The most current Performance Evaluation dated January 29, 1990, indicated Quality of Work as satisfactory and Quantity of Work as satisfactory.

DETAILS

On February 1, 1991, Jeffries met with Buckles in Panama City, Florida, to review the information developed by Buckles. Buckles advised that as a result of a Network Staff Study regarding Automated Customer Directory Reports (AIRO) and employee reports, he decided to conduct his own review of employee reports concerning Service Technicians in his turf. Buckles advised his Assistant Managers to pull some employee work tickets and make inspections on the work performed by the technicians. In particular, Buckles requested that the managers direct their attention toward employee reports and tickets involving Irregular Plant Conditions (IPCS). Buckles advised that as a result of inspections conducted by Assistant Manager-Network Richard E. Deck, in Havana, Florida, some discrepancies were found in regards to the tasks completed by

Buckles stated that Deck would be able to provide more detailed information regarding his investigation.

32
33

Interview of Richard E. Deck

On February 1, 1991, Jeffries interviewed Deck and obtained the following signed voluntary statement.

Chipley, Florida
February 1, 1991
11:00 AM

I, Richard E. Deck, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 35 years of age and was born on 7/3/55 at Warwick, Rhode Island. I reside at _____ with my wife and one child. My home telephone number is _____. I am employed by Southern Bell as an Assistant Manager-I/M-Network in Chipley, Florida. My office number is 904-638-7305. My net credited service date is 9/11/73 and my social security number is _____. Around the end of October, 1990, my supervisor, C. W. Buckles, advised me that some discrepancies had been found on employee reports. Some employees may be calling into repair and having reports, including Irregular Plant Conditions (IPCS) pre-assigned to them to work. Inspections revealed that work was not done in all cases. He asked me to pull some reports for my people and make some inspections to see if there were any discrepancies. I have two Services Technicians in Havana, Florida, and I found some discrepancies regarding tasks performed by _____. I worked on these inspections on November 2, 1990 and November 5, 1990. I attempted to check 904-539-6376, Havana, Florida. I couldn't verify because the business had closed since the repair report was handled. On September 25, 1990, a report (IPC) was received to trim trees on 904-539-5632, James Chandler. The report was received at 2:24 PM and dispatched to Jackson at 2:27 PM. He closed it at 2:43 PM, showing repaired. My inspection revealed that no trees were trimmed at the location. The next report was on 904-539-5500 for _____, Havana, Florida. The report came in on September 26, 1990 at 3:00 PM, as an IPC to trim trees. The report also indicates that I approved this IPC. I was not contacted about this report and did not give approval. No inspection was made because I could not find the residence. On September 26, 1990 at 7:14 AM, a report was received

2 on 904-539-9384 for The report was an IPC to trim trees. It was dispatched to Jackson at 7:17 AM and he closed it at 8:30 AM, as trees trimmed. My inspection revealed that the drop leaves the terminal buried and not aerial. I could not see any aerial drop feeding the home. On September 26, 1990 at 1:33 PM, 8 a report was received on 904-539-5318 for The report indicates an IPC to trim trees, which was O.K.'d by Shirley Hawkins, a supervisor. The report was dispatched to at 1:35 PM. He closed it at 2:55 PM, showing trees trimmed. My 10 inspection revealed that trees were not trimmed and branches were still touching the drop. As information, lives next door to this customer. On September 27, 1990 at 1:45 PM, a report was received for Gia's Pizza. It was an IPC to routine protector. It was assigned to Jackson at 1:53 PM and he showed aerial drop replaced. The drop was not replaced and there was still a piece of old drop hanging from the building which should have been removed. The last report I looked at was received on October 5, 13 1990 at 12:13 PM, on 904-539-0540, service for:

20
21 This was an IPC to pre-assign Jackson to routine the service. It was dispatched to him at 12:16 PM. He closed this out as routing the protector and drop. My inspection determined that a new NW101 (an interface) had been placed but the old protector was still inside. The procedure to follow when work is slack is to call the load balance supervisor. If no work is available then they are instructed to call me. I always have IPC's or other work available for them. I was unaware that some technicians may have been calling in IPC's directly to repair and having them assigned to themselves. I am aware that some procedures came out recently which confirms the proper handling of reports, particularly employee reports and IPC's.

I have read the above handwritten statement consisting of this page and 3 others and it is true to the best of my knowledge.

Signed:
Richard E. Deck
2-1-91 12:00 Noon

Witnessed:
James G. Jeffries
Southern Bell Telephone Co.
2/1/91 12:00 Noon"

Copies of Display Long Extended Trouble History (DLETH)

A copy of the DLETH's inspected and reviewed by Deck are attached to this report for your information.

5 Interview of

7 On February 4, 1991 at 10:40 AM, Jeffries interviewed Jackson in the presence of Deck, and provided the following signed voluntary statement. No Union representation was requested by

"Havana, Florida
February 4, 1991
10:40 AM

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

18 I am 41 years of age and was born on June 21, 1949 at Framingham, Massachusetts. My social security number is
19 I reside at Florida and my home
20 telephone number is I am married and live with my wife and one son. I am a Services Technician in Havana, Florida, and my net credited service date is May 24, 1971. My immediate supervisor is R. E. Deck. I am being interviewed today concerning my job assignments (tasks) that I perform on a daily basis. I have reviewed some tasks that were shown to me by Mr. Jeffries. I did all the work as described on the records except for the one which is 904-539-9384. I stated that I had trimmed trees on this task. However, the service is provided by a buried service wire, and I couldn't have trimmed trees. I think I may have input the wrong number when I cleared the tree limbs and closed the task to the wrong number. Several months ago, when work was very slack, I would call into the test center for a task when my terminal would not assign a task to me. I would talk to a Maintenance Administrator and she he would try to find some work. If there was none after checking with the test center supervisor, they would tell me to find something to do. I would identify a number and make up an Irregular Plant Condition (IPC). I would then call the test center and have it assigned to me. When work was slack I would be concerned about my productivity and would get tasks

assigned to me to help my tasks per day. We also work service orders which can be very time-consuming. This counts as one (1) task just like a repair or an IPC. The IPC's would help keep my productivity up when I got tied up on big jobs. This has been procedure with me since the Service Technicians went on the Measurement/Productivity Plan. I guess this has been about four years. We have been so busy since about November, 1990, there has been very little slack time. As a result, I have not had to request many IPC's. There has been a procedure which came out recently regarding tasks. If there is no work available after checking with the test center, then we are to get in touch with our supervisor who will tell us what to do.

I have read the above handwritten statement consisting of this page and two others. It is true to the best of my knowledge.

Signed:

2-4-91

18
Witnessed:
James G. Jeffries
Southern Bell Telephone Co.
2/4/91 12:15 PM

R. E. Deck
2-4-91 12:15 PM

DISPOSITION

The results of this investigation were reviewed with Buckles on February 5, 1991. There has been no decision as of this date as to what, if any, disciplinary action has been taken.

CLOSED

"RESTRICTED BELLSOUTH SECURITY INFORMATION"

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Investigative Report

Other:

State of Origin:

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 | |

Synopsis:

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

-CLOSED-

James L. Jeffries
STAFF MANAGER-SECURITY

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

Copies To:

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

NOT TO BECOME PART OF EMPLOYEE'S
PERSONNEL FILES

File No: FN003-05003²⁺

E

"Restricted BellSouth Security
Information"

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PREDICATION

114
This investigation was predicated on information received from Mr. W. R. Perry, General Manager-Network-North Florida, on November 15, 1990. The information indicated that Services Technician, Chipley, Florida, may have enhanced his productivity by abuse of the Loop Maintenance Operation System (LMOS).

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

Security Organization Records Review

12
An indices check, conducted on November 30, 1990 revealed no previous Security investigations regarding this employee.

Personnel Records Review

16
The personnel records of were reviewed on January 28, 1991. The following pertinent information was noted:

18
20
22
23
24
Name:
Date of Birth: 6/21/46
Social Security Number:
NCS Date: 1/29/67
Residence Address:
Residence Telephone:
Title: Services Technician
Work Location: 1015 West Highway 90
Chipley, Florida
Immediate Supervisor: Richard E. Deck

Personnel Forms Noted

Notice of Proprietary Information Signed 9/5/84
A Personal Responsibility Signed 8/22/88
Form 2331 Signed 4/5/73
Form 3116 Signed 4/20/83, 4/5/73
Conflict of Interest Signed 12/1/89
Video "It's The Right Thing To Do" Covered 12/8/88
Employee Notice on Time Reporting
Compliance Signed 12/19/90

Form 3181-C - Performance Evaluation

The most current Performance Evaluation dated 1/29/90 indicated Quality of Work as Satisfactory and Quantity of Work as Not Rated (per grievance settlement dated 8/24/90).

Form 3181-B Entries Noted

| <u>Date</u> | <u>Type</u> | <u>Narrative</u> |
|-------------|-------------|--|
| 7/23/79 | Counsel | Less than satisfactory quality of work |
| 1/19/84 | Counsel | Less than satisfactory attendance |
| 5/17/84 | Discussion | Less than satisfactory attendance |
| 3/12/88 | Counsel | Less than satisfactory productivity |

DETAILS

The North Florida Area Network Staff conducted a 30 day study of trouble reports (TASKS). The study attempted to identify employees who may have been dispatched on customer direct reports and/or employee reports shortly after the report was received. The study also identified employees who had a number of preassigned tasks of a short duration which were received, screened, and preassigned within twenty minutes.

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The study identified that _____ had been dispatched to the same location on four different occasions during the past year. Subsequent information indicates that _____ had worked at the subscriber location on five separate occasions between September 23, 1989 and September 25, 1990. The subscriber in question is Mrs. _____ telephone number 904-263-3538, located at Highway 77 in Graceville, Florida.

Interview of C. W. Buckles, Manager-Network

On January 28, 1991, Jeffries met with Buckles in Pensacola, Florida. At that time, this investigation was reviewed and Buckles advised that the information regarding the Brock account is in the possession of Mr. Andrew R. Williams,

Associate Manager-Network in Panama City, Florida. Buckles advised that he and Williams had gone to Graceville, Florida on October 29, 1990 and inspected the service at the Brock residence. Buckles stated that discrepancies were found as a result of the inspections.

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As a result of this inspection, Buckles requested supervisor, Richard E. Deck, to conduct an inspection of some tasks completed by which concerned customer direct and employee reports. Buckles wanted to have some inspections that were more current for documentation purposes. Buckles advised Jeffries that Mr. Williams had the information concerning the visit to the Brock residence and the inspections which had been completed by Deck.

Interview and signed statement of Andrew R. Williams

On January 31, 1991, Jeffries interviewed Williams. At that time, Williams provided the Display Long Extended Trouble History (DLETH) on the subscriber Brock. He also provided the DLETH's regarding the customers' service that Deck inspected. Williams provided the following signed voluntary statement.

"Page 1 of 3
Panama City, Fla.
January 31, 1991
2:00PM

I, Andrew R. Williams, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 46 years of age and was born on 11/12/44 at Thomasville, Georgia. I am single and reside at Florida. My home telephone number is 904-265-6254. I am employed by Southern Bell as an Associate Manager-OPCC-Network at 6601 E. Hwy. 22, Panama City, Florida. My immediate supervisor is C. W. Buckles and my office number is 904-871-2815. My net credited service date is February 28, 1969. On Thursday, October 25, 1990, my supervisor asked me to be available on Monday, October 29, 1990 to go to Graceville, Florida with him. He said there was a staff study that identified some possible problems with repair reports. The reports may have been generated by technicians to get additional task credit or possibly some extra free time. Mr. Buckles had a report which reflected that Services Technician

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had worked on the same customer number five (5) times between September 23, 1989 and September 25, 1990. The customer was Mrs. [redacted] and her number was 904-263-3538. Four of the reports were employee reports and one was a customer direct report. Three of the reports were Irregular Plant Conditions (IPC's) and three of the five reports were to trim trees. Only one of the reports was a pre-assigned task. Upon arriving in Graceville, Buckles called the customer to get driving directions. When we got to the residence, we introduced ourselves and advised we were doing some quality inspections. The customer that answered the door was not Mrs. [redacted]. She asked us if we knew [redacted] and we said yes. She advised that she is [redacted] mother and Mrs. [redacted] is his grandmother. We began to review the repair reports to see if we could determine if work was done. There was only one tree in line of the drop wire and it was only about 12 feet high. The drop went from the pole to the house over the tree. It did not appear to me or Buckles that any limbs had ever been trimmed from this tree. I think the tree is a Pecan tree. One of the other troubles was an IPC to replace some station wire. There was no evidence of any wire being replaced. One of the wires was held in place by nails and the other was stapled. The staples used were the type that you hammer in as opposed to a staple gun. Also, the protector was not tie-wrapped and it didn't appear to have been opened for some time. The last trouble was shown as an IPC to remove a drop. We could not tell if there had been another line in the house at one time or not. The existing drop wire was old and it appeared to have algae growing on the insulation. This was the extent of my involvement regarding Slater's work assignments.

I have read the above handwritten statement consisting of this page and two others. It is true to the best of my knowledge.

Signed:
Andrew R. Williams
1/31/91
3:20PM

Witnessed:
James G. Jeffries
SBT&T Co.
1/31/91 3:20PM"

Interview and signed statement of Richard E. Deck

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Jeffries met with Deck on February 1, 1991 and reviewed the information concerning Deck advised that he had no knowledge of the Brock account because that had been handled by Buckles and Williams. He did state, however, that he had pulled some of tasks and conducted some inspections. As a result of these inspections, he developed some discrepancies. Deck provided the following signed voluntary statement:

"Page 1 of 3
Chipley, Florida
February 1, 1991
9:40AM

I, Richard E. Deck, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 35 years of age and was born 7/3/55 at Warwick, Rhode Island. I reside at Florida with my wife and one child. My home telephone number is 904-638-0446. I am employed by Southern Bell as an Assistant Manager I/M-Network in Chipley, Florida. My office number is 904-638-7305. My net credited service date is 9/11/73 and my social security number is Around the end of October, 1990, my supervisor C. W. Buckles, called me and advised that he and Andy Williams had come to Chipley while I was out of town. They were investigating some tasks that were completed by

a Services Technician, that works for me. Buckles stated that it appeared may have generated some Irregular Plant Conditions (IPC's) and had them assigned to himself. Inspection by Buckles and Williams indicated the work may not have been completed. As a result, Buckles asked me to do a sampling of tasks performed by my employees. In Chipley, the only discrepancies I found were regarding I sampled and inspected five reports. Two were customer direct reports and three were employee reports. The customer direct reports were as follows:

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904-263-3816, reported static trouble on October 3, 1990 at 2:30PM. The report says no dial tone, but the customer told me she had static, not no dial tone. The report was dispatched to Slater at 2:39PM and he closed it at 3:50PM. He reflected that he replaced the aerial drop. My inspection on November 1, 1990 revealed the drop was not replaced. The other customer direct report was for 904-263-4800. I found no discrepancy on this job.

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The three employee reports were as follows: On 10-2-90 at 3:37PM, an IPC for Slater was called in on 904-263-6669, service for [redacted] The repair record shows this was approved by supervisor Shirley Hawkins. My inspection on about November 2, 1990, revealed the protector was covered with cobwebs and it did not appear any work was done here for several months. On October 20, 1990, a report was received at 1:15PM regarding an IPC to lower a drop on 904-638-0058, service for [redacted]

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The report was dispatched to [redacted] at 1:19PM. My inspection on about November 2, 1990 revealed the drop was going through a Cedar tree and the tree had not been trimmed. This should have been done on an IPC. I couldn't tell if the drop had been replaced or lowered. It had adequate power clearance. On October 9, 1990 at 11:05AM, a report was received on 904-263-4082 for [redacted]

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This was assigned to [redacted] by another supervisor, Fleener Hazard, and I found no discrepancy on my inspection. The procedure for technicians to follow when work is slack is to call the Load Balance Supervisor. If no work is available, then they are instructed to call me. I always have IPC's or other work available for them. I was unaware that some technicians may have been calling in IPC's directly to the Maintenance Center and having them assigned to themselves. I am aware that some procedures came out recently which confirms the proper handling of reports, particularly employee reports and IPC's.

I have read the above handwritten statement consisting of this page and two others. It is true to the best of my knowledge.

Signed:
Richard E. Deck
2-1-91 10:45AM

Witnessed:
James G. Jeffries
SBT&T Co.
2/1/91 10:45AM"

Copies of Display Long Extended Trouble History (DLETH)

A copy of the DLETH's concerning Brock and the records mentioned in Deck's statement, are attached for your review.

Interview and signed statement of

On February 4, 1991, was interviewed and provided the signed voluntary statement. requested no union representation during this interview.

"Page 1 of 2
February 4, 1991
2:30PM

I, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 44 years of age and was born 6/21/46 at Graceville, Florida. I am married and live with my wife and two children at Florida. My home telephone number is and my social security number is

I am employed by Southern Bell as a Services Technician at 1015 W. Highway 90, Chipley, Florida and my immediate supervisor is R. E. Deck. My net credited service date is January 29, 1967. I am being interviewed today concerning some tasks that I completed. They were employee reports and primarily Irregular Plant Conditions (IPC's). My productivity has been on the low side and I have been talked to about it on several occasions by my supervisor. I am not a lazy employee and I work very hard. If someone needs help, I don't hesitate to help them complete their job. I have had reports prepared to cover my productive time. I visit every customer that I make a report on. I have not and would never have reports dispatched to me and not visit the customer location. I have worked overtime and lunch hours and not shown it on my time so I could make my production results. When work is slack, I have called the Maintenance Center to look for work. If there is nothing available, I have been told to get a routine or an IPC and call back later. There are some procedures out now that require management O.K. to get pre-assigned a task. I do a lot of work for the Company that I may not actually have an assigned task for. I consider the customer and make sure that all customers are pleased with my work. I will continue to do the best job I can. I will not lie to make my results. I do realize that it is against Company policy to prepare trouble or IPC's when there is no trouble or a condition that needs repaired.

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

Signed:

2-4-91

Witnessed:

James G. Jeffries
SBT&T Co.
2-4-91 4:00PM

R. E. Deck
A.M. I & M
2-4-91 4:00PM"

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Jeffries had reviewed all of the tasks which had been inspected by Deck, Williams and Buckles with Contrary to the information provided by the supervisors, advised he visited each location and performed work as described on the customer records.

DISPOSITION

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At the time of this report, it is unknown what disciplinary action, if any, will be taken against

-CLOSED-

South Central Bell
Southern Bell
BellSouth Services
Other:

Investigative Report

State of Origin:
FLORIDA

| | | |
|---|---|-----------------|
| Reporting Office: JACKSONVILLE | Investigation At: PANAMA CITY, FLORIDA | Date: 2/8/91 |
| Title: 10 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:

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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-

4/22/91 - FOLLOW UP DETERMINED THAT A WARNING ENTRY WAS PLACED IN EMP. FILE - JGG

| | |
|--|---|
| <i>James M. Jeffries</i> STAFF MANAGER-SECURITY | Approved By: <i>James L. Folan</i> GENERAL SECURITY MANAGER - NF |
|--|---|

Copies To:

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

NOT TO BECOME PART OF EMPLOYEE'S PERSONNEL FILES

File No: FN003-05004

E "Restricted BellSouth Security Information"

83

PREDICATION

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This investigation was predicated on information received from Mr. W. R. Perry, General Manager-Network-North Florida, on November 15, 1990. The information indicated that Services Technician, Panama City, Florida, may have enhanced his productivity by abuse of the Loop Maintenance Operations System (LMOS).

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

Security Organization Records Review

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An indices check conducted on November 30, 1990 on revealed a previous case as follows:

| <u>Date</u> | <u>Case Number</u> | <u>Allegation</u> |
|--------------|--------------------|---|
| June 6, 1990 | 6-63-J-Y | A subscriber alleged that recorded his telephone conversation and shared the information with the customer's competitor. A joint Security and FBI investigation cleared |

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Review of Personnel Records

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The personnel records of were reviewed on January 28, 1991 by Jeffries. The following pertinent information was noted:

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Name:
Date of Birth: 8/9/50
Social Security Number:
NCS Date: 12/8/72
Residence Address:
Residence Telephone:
Title: Services Technician
Work Location: 1602 N. Cove Boulevard
Panama City, Florida
Immediate Supervisor: C. P. Brewer

(Has Security clearance)

"RESTRICTED BELLSOUTH SECURITY INFORMATION"

Personnel Forms Noted

| | |
|--|---|
| Notice of Proprietary Information A Personal Responsibility Form 2331 Form 3116 | Signed 9/6/84 Signed 8/26/88 Signed 12/8/72 Signed 4/15/83, 12/8/72 |
| Conflict of Interest | Signed 11/30/89, 8/26/88 |
| Video "It's The Right Thing To Do" Employee Notice on Time Reporting Compliance | Covered 12/9/88 Signed 12/13/90 |

Form 3181-C - Performance Evaluation

The most current Performance Evaluation dated 2/31/90 indicated Quality of Work as satisfactory and Quantity of Work as satisfactory.

Form 3181-B Entries Noted

| <u>Date</u> | <u>Type</u> | <u>Narrative</u> |
|-------------|-------------|--|
| 8/27/84 | Suspension | Misuse of Company time |
| 5/31/90 | Warned | Failed to follow instructions and away from work location |
| 7/3/90 | Counsel | Less than satisfactory Quality of Work |

DETAILS

The North Florida Area Network Staff conducted a 30 day study of trouble reports (TASKS). The study attempted to identify employees who may have been dispatched on customer direct reports and/or employee reports shortly after the report was received. The study also identified employees who had a number of pre-assigned tasks of a short duration which were received, screened, and pre-assigned within twenty minutes. Mr. C. W. Buckles, Manager-Network, was responsible for reviewing the information provided by the staff.

Interview of Mr. C. W. Buckles

On January 28, 1991, Jeffries met with Buckles in Pensacola, Florida. At that time Buckles discussed the information developed by him and one of his managers, Carlene

Brewer, Assistant Manager-Network, Panama City, Florida. Buckles advised that he and Brewer had jointly investigated the allegations concerning Gilbert. He further advised that Brewer was in possession of the documentation developed during their investigation.

Interview and signed statement of Carlene P. Brewer

On January 31, 1991, Jeffries met with Brewer in her office at 1602 North Cove Boulevard, Panama City, Florida, to review the records. At that time, Brewer provided copies of the Display Long Extended Trouble History (DLETH) of the two subscribers in question. had been assigned a task on 904-271-0659, service for which was an employee report. He was also dispatched on a customer direct report for his own telephone service at Brewer provided the following signed voluntary statement:

"Page 1 of 3
Panama City, Fla.
January 31, 1991
9:15AM

I, Carlene P. Brewer, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 42 years of age and was born on June 15, 1948 at Panama City, Florida. I am married and live with my husband at Florida. My home telephone number is 904-265-5666 and my social security number is

I am employed by Southern Bell as an Assistant Manager-I/M-Network Department at 1602 N. Cove Blvd., Panama City, Florida. My immediate supervisor is C. W. Buckles. My office number is 904-769-5214. I have been in my present job since October, 1990 and my net credited service date is May 17, 1967. As a result of a Network Staff Study, my supervisor, Mr. Buckles, received some trouble reports that appeared to be questionable from an integrity standpoint. One of the Services Technicians that appeared to be generating trouble reports was works in my crew. The first report that was questionable was 904-271-0659. This is service for at This was a customer direct report on September 19, 1990 at 5:00PM reflecting an out of service condition. The task was assigned

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to who completed the work at 9:00AM on September 20, 1990. Mr. Buckles and I inspected the work and there appeared to be no attempt to gain extra credit by had made an employee report on this same customer's number on September 20, 1990 reflecting that a buried drop was ready for cutover. got this task without it being preassigned and all work was completed.

The next task completed by which was inspected by me and Mr. Buckles involved own telephone service, 904-265-9129. A customer direct report was received on September 20, 1990 at 3:34PM as a can't call, no dial tone. The records show that was dispatched on the task at 3:38PM the same day. He closed the trouble at 5:00PM on September 20, 1990 as repairing a defective buried service wire. On October 31, 1990, Mr. Buckles, and I drove to Gilbert's residence to investigate the report. Before we left the office, Mr. Buckles had asked him about the trouble at his home telephone. said that he knew there was a problem with the service because he had called home and couldn't get an answer. He also knew the tractor man was there and had probably cut the line. He said he called the Maintenance Administrator and asked for the task to be assigned to him so he could fix his service. When we arrived at the residence, Mr. Buckles asked if his buried service wire had indeed been cut and if so, had he repaired it. answered yes to both questions. Mr. Buckles asked to show us where the wire had been cut. Buckles and I noticed that half of the wire was buried and the other half was on top of the ground. obtained a shovel and went to a spot where he said the splice was very near that spot. He dug up the entire drop with the exception of about four feet which was under a concrete sidewalk. No splice was found on the wire. At this time, said that he remembered that he had replaced the entire drop and not spliced it. It appeared to me and Mr. Buckles that this was highly unlikely. The uncovered portion of the wire and the condition of the yard looked as it had never been buried. It appeared no work was done.

I have read the above handwritten statement consisting of this page and two others. It is true to the best of my knowledge.

Signed:
Carlene P. Brewer
1/31/91
10:50AM

Witnessed:
James G. Jeffries
SBT&T Co.
1/31/91
10:50AM"

Copies of Display Long Extended Trouble History (DLETH)

A copy of the two DLETH's are attached to this report for your information.

Interview and signed statement of

11 On February 5, 1991, was interviewed in the
13 presence of Brewer and provided the following signed voluntary
statement. did not request union representation during
this interview.

"Page 1 of 2
Panama City, Florida
February 5, 1991
8:30AM

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

25 I am 40 years of age and was born on 8/9/50 at Panama
26 City, Florida. I am married and live with my wife and two
27 children at Florida. My home
telephone number is My social security number is

I am a Services Technician at 1602 N. Cove Blvd.,
Panama City, Florida and my immediate supervisor is Carlene
Brewer. My net credited service date is Dec. 8, 1972. I am
being interviewed today concerning a repair which I completed at
my residence on September 20, 1990. I had called home several
times and got a busy each time. I called the test center and
had a test run on my number. They said there was a solid short
on the line. I knew that the tractor man was working at my home
and felt he may have damaged my buried wire. I had not
completely buried my wire and some of it was exposed on top of
the ground. I made a customer direct report and asked the
Maintenance Administrator to assign it to me so I could fix the
trouble. The trouble appeared on my terminal and I went to the

house. I determined the line had been damaged by the tractor and started to repair the damage. I then thought it would be better to replace the wire than to repair it. I replaced the entire wire. When I closed the trouble, I made a mistake and showed the wire repaired instead of replaced. This was a legitimate trouble which I handled personally. I was very disturbed when my supervisor and Mr. Buckles came to my house and had me explain what I had done. I felt my integrity was being questioned. Several years ago, when work was very slack, we would be told by a supervisor to get a number, trim some trees, or just get a task and call with the number. This happened very rarely because the test center or supervisor could always find some work for you to do. Now we have to get approval from a manager before we can have tasks preassigned.

I have read the above, handwritten statement consisting of two pages. It is true to the best of my knowledge.

Signed:

2-5-91

19
Witnessed:
James G. Jeffries
SBT&T Co.
2/5/91
9:20AM

Carlene P. Brewer
Asst. Mgr.
2/5/91
9:20AM"

DISPOSITION

The results of this investigation were reviewed on the afternoon of February 5, 1991 with Mr. C. W. Buckles. There has been no decision at this time as to what disciplinary action, if any, has been taken.

-CLOSED-

"RESTRICTED BELLSOUTH SECURITY INFORMATION"

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

Investigative Report

State of Origin:

FLORIDA

| | | |
|---|--|----------------------------------|
| Reporting Office: JACKSONVILLE | Investigation At: PANAMA CITY | Date: 02-08-91 |
| Title: 10 SERVICES TECHNICIAN NETWORK DEPARTMENT | Classification: EMPLOYEE DEFALCATION | |
| | Reporting Manager: J. G. JEFFRIES | Steno: WILLIAMS |
| | Period Covered By Investigation: 11-30-90 THRU 02-08-91 | |

Synopsis:

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A Network Staff Study identified as possibly generating repair reports without customer knowledge and having reports pre-assigned to him. admitted generating one (1) report to cover his time spent working with law enforcement on an investigation.

CLOSED

Investigating Manager:

STAFF MANAGER-SECURITY

Approved By:

GENERAL SECURITY MANAGER

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

File No: FN003-05006

E

"Restricted BellSouth Security Information"

90

PREDICATION

This investigation was predicated on information received from Mr. W. R. Perry, General Manager-Network/North Florida, on November 15, 1990. The information indicated that

Services Technician, may have enhanced his productivity by abuse of Loop Maintenance Operation Systems (LMOS).

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

Security Organization Records Review

An indices check conducted on November 30, 1990, on revealed no previous Security investigations.

Review of Personnel Records

The personnel records of were reviewed on January 28, 1991, by Jeffries. The following pertinent information was noted:

Name: February 25, 1948
Date of Birth: February 25, 1948
Social Security Number: February 4, 1972
NCS Date: February 4, 1972
Residence Address:
Residence Telephone:
Title: Services Technician
Work Location: 1602 N. Cove Blvd.
Panama City, Florida
Immediate Supervisor: Carlene Brewer

Personnel Forms Noted:

| | |
|------------------------------------|---------------------------------|
| Notice of Proprietary Information | Signed 9/6/89 |
| Supplemental Code of Conduct | - |
| A Personal Responsibility | Signed 8/31/88 |
| Form 2331 | Signed 12/9/82, 8/17/73 |
| Form 3116 | Signed 9/17/79, 4/18/83, 2/4/72 |
| Conflict of Interest | Signed 11/30/89, 8/31/88 |
| Video "It's The Right Thing To Do" | Covered 12/9/88 |
| Employee Notice on Time | Signed 12/11/90 |
| Reporting Compliance | |

Form 3181-C Performance Evaluation:

The most current Performance Evaluation dated January 31, 1990, indicated Quality of Work as Satisfactory and Quantity of Work as Satisfactory.

Form 3181-B Entries Noted:

| <u>Date</u> | <u>Type</u> | <u>Narrative</u> |
|-------------|-------------|---|
| 09-20-83 | Counsel | Unsatisfactory Attendance |
| 06-19-86 | Warning | Regarding proper procedures concerning work activity during an emergency condition. |
| 08-10-90 | Counsel | Safety observation - cones and parking brake. |

DETAILS

23 The North Florida Area Network Staff conducted a 30 day study of trouble reports (tasks). The study attempted to identify employees who may have been dispatched on customer direct reports and/or employee reports, shortly after the report was received. The study also identified employees who had a number of pre-assigned tasks of a short duration, which were received, screened, and pre-assigned within 20 minutes. The Network staff identified three tasks which were questionable regarding Technician No. 272, which is Their preliminary report indicated that the tasks appeared to be generated when not appropriate. The staff requested further investigation from the field.

Interview of C. W. Buckles, Manager-Network

28 Jeffries met with Buckles in Pensacola, Florida. At that time, Buckles advised that supervisor, Carlene Brewer, Assistant Manager-Network and Associate Manager, Andrew R. Williams, had investigated the reports in question. Buckles further advised that the information was in the possession of Brewer.

Interview and Signed Statement of Carlene P. Brewer

On January 30, 1991, Jeffries met with Brewer at 1602 N. Cove Blvd., Panama City, Florida. At that time, Jeffries and Brewer reviewed the three tasks which were identified by the Network staff and some additional tasks which were requested to be inspected by Mr. Buckles. Brewer provided the following signed voluntary statement.

"Panama City, Florida
January 30, 1991
9:00 AM

I, Carlene P. Brewer, do hereby make the following free and voluntary statement to J. G. Jeffries, 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 42 years of age and was born on June 15, 1948, at Panama City, Florida. I am married and live with my husband at Florida. My home telephone number is and my social security number is

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I am employed by Southern Bell as an Assistant Manager-I/M, Network Department at 1602 N. Cove Blvd., Panama City, Florida. My immediate supervisor is C. W. Buckles. My office number is 904-769-5214. I have been in my present job since October, 1990, and my net credited service date is May 17, 1967. Toward the end of October, 1990, I was asked by my supervisor to make field visits to some customers whose telephone service had been worked on by Services Technician Mr. Buckles advised me

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that this was a confidential investigation regarding AIRO and/or employee reports. He said that some people in South Florida were generating their own reports and we were checking our Service Technicians to see if we had a similar problem. I was given reports that four (4) of my employees had worked on. I only found where two (2) of my employees had questionable trouble reports. One of these was I was given three customers to contact and told to inspect the facilities and talk with the subscribers.

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The first job I inspected was on 904-234-7458. This is service for Panama City Beach, Florida. There was a customer direct report received on September 20, 1990 at 3:20 PM. The report was, can't be called, bells ring can't answer, dead all phones. was dispatched on

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5 this trouble at 4:03 PM, September 20, 1990. He closed it out on
September 21, 1990 at 8:55 AM, advising the customer that it was
a defective telephone set. On October 31, 1990, Associate Manager
Andy R. Williams and I talked to Mr. in person. He advised
9 that he did report a trouble and he had received a phone call which
informed him that the trouble had been on the line of the person
trying to reach him. His son was trying to call him from Michigan
12 through his carrier, MCI. closed the trouble on September
21, 1990, spending approximately one hour and fifty-three minutes
on the task. There was no evidence of any work performed at
residence and advised he never saw a Telephone
Company technician.

15 The next job we visited was 904-235-0366, service for
Panama City Beach, Florida.
This reflects the same address as Colby's because this is a trailer
park. The report was a customer direct called in on September 21,
1990 at 7:51 AM. The report was, can't call, no dial tone at
20 times. The report was pending dispatch at 7:53 AM and pre-assigned
to at 7:53 AM. He was dispatched the task at 9:01 AM. He
closed it at 10:25 AM and showed he repaired a buried service wire.
The report reflects that a Maintenance Administrator, and not a
23 supervisor, had pre-assigned the task to Andy and I talked
24 in person with on October 31, 1990. Neither
person called repair, they had no trouble on their number, and did
not see a repairman.

28 The next trouble we looked at was 904-234-8696. This is
service for at Ebro,
Florida. This was a legitimate trouble that I had pre-assigned to
30 There was no discrepancy on this dispatch.

31 On November 1, 1990, I paged and requested that he
32 meet Andy and me at the residence. I told him that I had
done some quality inspections and needed him to meet me to help
34 explain some deviations. did not recall the task for
36 and did not remember the location of the trailer. We pointed out
the trailer and could not remember the location of the
outside protector. He said he had no recollection of the task and
probably just checked for dial tone at the protector.

39 We then went to the residence, 235-0366.
could not remember going to this location either. There was no
evidence of any work being done even though he had closed out the
trouble to repairing a buried service wire. He said he would have
to think about this one some more. We then parted and he went back

to work. As I was backing into my parking spot at the office, my
E pager went off. It was asking me to call him. I called and
he asked to speak with Andy. I gave the phone to Andy and he began
taking notes. Andy then passed the phone to me and said I better
talk to him. said that he wanted to really tell me what
happened. He said that he had been working on a special
investigation with the Panama City Beach Police Department
7 regarding a mail fraud case. had previously installed two
(2) lines at 122 Crane Street, Panama City Beach, Florida. This
was the address involved in the mail fraud investigation. He said
an investigator had paged him on September 21, 1990 around 8:45 AM.
13 The investigator told that the people at the Crane Street
location had \$6,000 of A.T. & T. equipment through fraud. He asked
15 to identify, through pictures, the equipment in the house.
The investigator had Telephone Company records and A.T. & T.
17 records. said he had asked his supervisor for time off to
take care of personal business on his lunch hour. He was afraid
his help would run over the allotted time. further stated
19 that he never went to the address (235-0366) and he made
20 up the trouble to cover his time spent working on the mail fraud
investigation. I was very surprised that he said that, and
admitted generating a false report. I made my notes up and
discussed this with Mr. Buckles. About a week later, Mr. Buckles
gave me a list called an MTAS Report which was directed toward
employee reports. The report was prepared looking for reports that
were received and dispatched out within a few minutes. Mr. Buckles
28 asked me to investigate the troubles associated with and
three other technicians. I did this and found no discrepancies on
the three technicians. I did, however, find some questionable
reports closed by

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32 The first one was 234-8888, which showed a
trouble on October 8, 1990 at 4:27 PM, reflecting static on the
line. It was dispatched to three minutes later at 4:30 PM.
34 I called the manager, at 234-8888 and asked him
35 about his trouble on October 8, 1990. He said no trouble was
reported and no repairman came out. He checked with the other
38 employees before giving me this answer. closed the trouble
out at 4:45 PM on October 8, 1990 (fifteen minutes after receiving
the task). The trouble history reflects that there was corrosion
and repaired the buried service wire. I made a visit to
41 on November 13, 1990, and inspected the facilities. There
42 were cobwebs in the protector and the protector was old and should
have been changed out. There was no indication of any work done.

5
The next number that I found a discrepancy on was 904-234-5267. This is a line in a Southern Bell Subscriber Line Carrier (SLC) Hut. This was an employee report received on October 12, 1990 at 10:32 AM. It was dispatched to at 10:34 AM. He cleared it at 11:45 AM. The report was a miscellaneous to add an interface (protector). My inspection on November 13, 1990, failed to locate a new interface. It did not appear to me that any work was done.

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The last visit I made was on number 234-2205. An employee report was received on October 15, 1990 at 7:43 AM, and dispatched to Adams at 7:45 AM. This service is for
The report indicated to replace house cable for (employee code.) The report was closed out at 8:50 AM, indicating corrosion or wear associated with an interface. I attempted to make an inspection on November 13, 1990, but only checked outside facilities. I knew that son works for the police department and didn't make an inside inspection per Mr. Buckles instructions. We didn't want to cause any suspicion.

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On the morning of January 30, 1991, I was in my office and came in to attend a meeting. He asked me if I had seen the news last night and I told him I had. He then said that they arrested the people on the mail fraud investigation that he helped with. He said Andy would be glad to know this so he would know he wasn't "bulling" him about his helping. He went on to say that the lady that was arrested was a real mean woman and had said that it wouldn't bother her to murder 12 people in a McDonald's. He also said the article was in the paper.

I have read the above handwritten statement, consisting of this page and seven others. It is true to the best of my knowledge.

Signed:
Charlene P. Brewer
1/30/91 @ 2:30 PM

Witnessed:
James G. Jeffries
Southern Bell Telephone Co.
1/30/91 2:30 PM"

Interview and Signed Statement of

On February 5, 1991, Jeffries interviewed [redacted] who provided the following signed voluntary statement. [redacted] did not request Union representation during this interview.

"Panama City, Florida
February 5, 1991
9:45 AM

9 I, [redacted] do hereby make the following free and voluntary statement to J. G. Jeffries, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

14 I am 42 years of age and was born on February 25, 1948, at Dallas, Texas. I reside at [redacted] Florida, with my wife and one son. My home telephone number is [redacted] and my social security number is [redacted]. I am employed by Southern Bell as a Services Technician at 1602 N. Cove Blvd., Panama City, Florida, and I am on home dispatch. My immediate supervisor is Carlene Brewer and my net credited service date is February 4, 1972. I am being interviewed today concerning some tasks that were completed by me in September and October, 1990. Because of the time since these tasks were completed, I'm having a little trouble remembering specifics. I have been asked about 904-235-0366, service for [redacted] at 14806 Front Beach Road, Panama City Beach, Florida. This was handled on September 21, 1990. I remember that sometime in October, 1990, my supervisor and Andy Williams asked me to join them at the Douglas residence and tell them what I did at the location. During this meeting I could not remember the trouble and told them so. Shortly after leaving, I remembered about the number. I had been paged by an investigator at the Panama City Beach Police Department to call him. I called and he asked me if I could help them with a mail fraud investigation they were working on. He wanted me to look at some pictures of telephone equipment and people at the residence. I had worked at 122 Crane Street and, in fact, put in two lines at the residence. This residence was the target of their investigation. I spent 45 minutes to an hour at the police department. He told me he had subpoenaed Southern Bell records already and had those. He advised that Southern Bell Security was aware of the situation. I submitted a trouble report on 235-0366 to cover my time helping the police. I had tried to call my supervisor but couldn't get through right away. The investigator was also in a hurry and didn't have much time. I decided to help

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and this resulted in a successful search warrant and arrests. This was the one and only time I requested a report to be assigned to me in this manner. I do not request reports or Irregular Plant Conditions (IPCS) to increase productivity or give me extra time to do personal things. All of the troubles that I have pre-assigned to me are legitimate and I work on all of them. When I call the test center to report a trouble, whether it's something that I discover or a customer reports to me, I don't tell the supervisor or Maintenance Administrator (MA) how to categorize the report. I just report the trouble. All reports that ask to be pre-assigned to me are to cover production time that I had. Recently, some new instructions came out regarding pre-assigns. A manager has to now approve the task. In the years past, it was acceptable to get a task and have it assigned to you when there was no work available. There is a lot of grey area in the maintenance side and I like things in black and white. We need some specific instructions on employee reports, customer reports, and IPC's. The Company for years has left the door open for employees, both management and non-management, to make decisions for themselves because of the lack of specific guidelines.

I have read the above handwritten statement containing three pages. It is true to the best of my knowledge.

Signed:

2-5-91

25
Witnessed:
Carlene P. Brewer
Asst. Mgr.
2/5/91 @12:25 PM

James G. Jeffries
Southern Bell Telephone Co.
2/5/91 12:25 PM

Copies of the Display Long Extended Trouble History (DLETH)

Copies of the DLETH's that were assigned to Adams and were inspected by Brewer are attached to this report for your review.

DISPOSITION

The results of the investigation were reviewed with Mr. C. W. Buckles on February 5, 1991. There has been no decision at this time as to what disciplinary action, if any, has been taken.

CLOSED

South Central Bell
 Southern Bell
 BellSouth Services
 Other:

Investigative Report

State of Origin:

FLORIDA

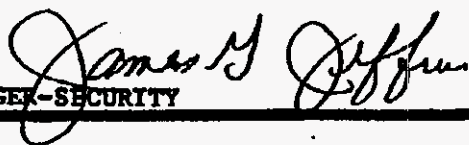
| | | |
|---|---|------------------------|
| Reporting Office: JACKSONVILLE | Investigation At: PANAMA CITY | Date: Feb. 18, 1991 |
| Title: 10 SERVICES TECHNICIAN NETWORK DEPARTMENT | Classification: EMPLOYEE DEFALCATION | |
| | Reporting Manager: J. G. JEFFRIES | Steno: FISH |
| | Period Covered By Investigation: FEB. 14, 1991 - FEB. 18, 1991 | |

Synopsis:

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 19
 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-

4/22/91 - FOLLOW-UP DETERMINED THAT EMP WAS
 SUSPENDED FOR 2 DAYS. JHJ


 STAFF MANAGER - SECURITY

Approved By:


 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

File No: FN003-05006A

E

"Restricted BellSouth Security Information"

PREDICATION

51 This investigation was reopened as a result of requests from Mr. W. R. Perry, General Manager-Network and Mr. C. L. Cuthbertson, General Manager-Personnel to develop additional information regarding involvement with the Panama City Beach Police Department.

This investigation was conducted by J. G. Jeffries, Staff Manager-Security.

BACKGROUND

10 During the initial investigation, said he made up a trouble report to cover time he spent assisting the Panama City Beach Police Department with a mail fraud investigation.

DETAILS

On February 15, 1991, Jeffries visited the Panama City Beach Police Department to interview Corporal Don K. Patterson, the detective who worked the mail fraud investigation.

Interview of Corporal Don K. Patterson

22 Patterson began the investigation of in
23 August of 1990. As a part of that investigation, he subpoenaed
24 Southern Bell Customer Service Records for telephone
26 service on Crane Street on September 11, 1990 and received them
28 on approximately September 17, 1990. Patterson has known
30 for several years. Adams will occasionally stop by
32 the police station to take a coffee break. son is an
34 auxiliary police officer with Panama City Beach Police
36 Department. One day while was at the station, Patterson
38 was discussing the mail fraud investigation that he was working.
40 Patterson mentioned the Crane Street address and advised
42 that he had put two telephone lines in the address at 122 Crane
44 Street. Several days later, Patterson paged and asked him
46 if he could come by the station at his convenience and look at
48 some pictures and records to help with the investigation.
50 According to Patterson, pager number had been provided to
52 the Police Communications Center in case they had a service
54 problem and needed help right away. Patterson stated that

3 came by sometime in the morning of September 21, 1990, however, he could not remember the exact time. spent about 45 minutes and helped Patterson understand the Southern Bell records which had been subpoenaed. He also explained how Ringmaster worked.

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9 Patterson advised he had asked about the layout of the home on Crane Street and any conversation that he may have had with the family. refused to provide any information regarding that request because he felt it was private and confidential.

M
N
N Patterson advised that to his knowledge this is the only case that has helped law enforcement with. He feels that is a fine individual and very community minded. Patterson said he would never ask to assist in a matter that would violate Southern Bell policy or their own law enforcement procedures.

Copy of Legal Process (Subpoena)

Patterson provided a copy of the subpoena dated September 11, 1990, which requested information concerning any and all phone numbers that were currently in service or recently disconnected at 122 Crane Street, Panama City Beach, Florida. The original subpoena is filed in our subpoena compliance office.

Newspaper articles regarding the Mail Fraud Investigation

Copies of the newspaper articles which appeared in the Panama City Beach paper are attached to this report for your review.

Contact with Carlene Brewer

31 On February 15, 1991, Jeffries met with Brewer who is supervisor. At that time Brewer advised that Mr. John St. Amant, Operations Manager-Network, had requested that Adams be questioned regarding the one hour of overtime he charged on September 21, 1990.

37 Jeffries obtained a copy of the Mechanized Time Reporting, Time-Labor Report, I & M Forces, for September 21, 1990 regarding A copy of the MTR is attached to this report for your review.

Records of telephone installation at 122 Crane Street

Records indicate that [redacted] installed telephone number 904-233-0503 on June 25, 1990 at 122 Crane Street, Panama City Beach, Florida. He returned on July 16, 1990 and installed 904-233-2051 at the same residence. There were a total of four lines at the Harkins residence.

Interview and signed statement of Rick Lee Adams

On February 15, 1991, at 11:45AM, Jeffries interviewed [redacted] in the presence of Brewer. [redacted] did not request Union Representation during this meeting.

"Page 1 of 3
Panama City, Fla.
February 15, 1991
11:45AM

16 I, [redacted] do hereby make the following free and voluntary statement to J. G. Jeffries, who has identified himself as a Staff Manager-Security for Southern Bell Telephone Company. I realize this statement may be used as evidence.

21 I am 42 years of age and was born on February 25, 1948
23 at Dallas, Texas. I reside at [redacted] Florida with my wife and one son. My home telephone number is [redacted] and my social security number is [redacted]. I am employed by Southern Bell as a Services Technician at 1602 N. Cove Blvd., Panama City, Florida, and I am on home dispatch. My immediate supervisor is Carlene Brewer and my net credited service date is February 4, 1972. I am being re-interviewed today to clarify some points from my previous statement of February 5, 1991. I installed two telephone lines at 122 Crane Street, Panama City Beach, Florida during the summer of 1990. These were two separate visits but I don't remember the dates. One day I was talking to Detective Patterson at the Panama City Beach Police Department. He mentioned a case he was working on Crane St. and I told him I had installed some service in the residence. He said he might need my help on the case and I gave him my pager number. On September 21, 1990, sometime in the morning, I was paged and I called Patterson back. I went to the station and discussed the case with him. I first found out that Southern Bell Security had provided records because they were subpoenaed. Patterson had the records but he couldn't read or

understand them well. I helped explain the records and also told him about "Ringmaster" which he asked me about. I also looked at photographs and identified the people as the same people who resided at 122 Crane Street. I have not been back to this home and the only time I went to the residence was to perform Company business. September 21, 1990 was the day I submitted the trouble report on 904-235-0366 to cover my time. I charged an hour of overtime on September 21, 1990 because I worked overtime. I felt that because our Company was cooperating in the investigation and was aware of the situation, I had a civic and Company responsibility to help out on behalf of the Company. I have not divulged any proprietary information or assisted in any other cases handled by law enforcement. I have looked at records which indicated I performed work at the police station on 7-13-89, 3-8-90 and 10-15-90. On 7-13-89 I repaired some equipment that had been damaged by a janitor with his brooms or mops. On 3-8-90 the report was noisy line. I don't remember the trouble but the line must have come clear because I found it O.K. On 10-15-90, someone had removed some bridge clips which I replaced. I have not falsified any reports to improve productivity or give myself free time. The only report I generated was on 235-0366 to cover my time working with the police on 9-21-90. Again, I felt it was my responsibility to assist in this matter.

I have read the above handwritten statement consisting of this page and two others. It is true to the best of my knowledge.

Signed:

02-15-91
1:02PM

29
Witnessed:

James G. Jeffries
SBT&T Co.
2/15/91
1:02PM

C. P. Brewer
2/15/91
1:02PM"

-5-

DISPOSITION

As of this date, no administrative action has been taken.

-CLOSED-

"RESTRICTED BELLSOUTH SECURITY INFORMATION"

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