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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of  
Investigation into the  
integrity of SOUTHERN BELL  
TELEPHONE AND TELEGRAPH  
COMPANY'S repair service  
activities and reports.  
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DOCKET NO. 910163-TL

*020260-TL*

DEPOSITION OF: SUSAN COLE

TAKEN AT THE INSTANCE OF: Florida Public Service  
Commission

PLACE: 666 N.W. 79th Avenue  
Room 640  
Miami, Florida

TIME: Commenced at 2:02 p.m.  
Concluded at 3:00 p.m.

DATE: Tuesday, April 20, 1993

REPORTED BY: PAMELA A. CANELL  
Official Commission Reporter

*(X-ref 6006-93)*

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## 1 APPEARANCES:

2 HARRIS R. ANTHONY, c/o Marshall M. Criser,  
3 III, 150 South Monroe Street, Suite 400, Tallahassee,  
4 Florida 32301, Telephone No. (904) 222-1201, on behalf  
5 of Southern Bell Telephone and Telegraph Company.

6 J. SUE RICHARDSON, Office of the Public  
7 Counsel, Claude Pepper Building, Room 812, 111 West  
8 Madison Street, Tallahassee, Florida 32399-1400,  
9 Telephone No. (904) 488-9330, appearing on behalf of  
10 the Citizens of the State of Florida.

11 JEAN R. WILSON, FPSC Division of Legal  
12 Services, 101 East Gaines Street, Tallahassee, Florida  
13 32399-0863, Telephone (904) 487-2740, on behalf of the  
14 Commission Staff.

15 JEANNE BAKER, Baker & Moscovitz, 3130  
16 Southeast Financial Center, 200 South Biscayne  
17 Boulevard, Miami, Florida 33131-5306, Telephone No.  
18 (305) 379-6700, appearing on behalf of the deponent  
19 Susan Cole.

20

## 21 ALSO PRESENT:

22 STAN GREER, FPSC Division of Communications

23 CARL VINSON, FPSC Division of Research &  
24 Regulatory Review

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APPEARANCES (Continued)

TERRILL BOOKER, FPSC Division of  
Communications

WALTER BAER, Office of Public Counsel

WAYNE TUBAUGH, Southern Bell

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S T I P U L A T I O N

IT IS STIPULATED that this deposition was taken pursuant to notice in accordance with the applicable Florida Rules of Civil Procedure; that objections, except as to the form of the question, are reserved until hearing in this cause; and that reading and signing was not waived.

IT IS ALSO STIPULATED that any off-the-record conversations are with the consent of the deponent.



1 Q Okay. When did you first start with the  
2 Company?

3 A '70, 1970.

4 Q And have you been an MA in South Dade the  
5 entire tenure?

6 A Yes.

7 Q And can you tell me who your present first  
8 level manager is?

9 A April Ivy.

10 Q First level?

11 A No, wait. No, I'm sorry.

12 Q That's okay.

13 A Prudence Taylor.

14 Q And then April is your second level manager?

15 A Uh-huh.

16 Q And how long has Ms. Taylor been your first  
17 level manager?

18 A I don't know.

19 Q 1990, '91, '92? Do you have any idea?

20 A Maybe three years. It's hard for me to tell.  
21 They switch them around.

22 Q So around 1990 sometime maybe?

23 A Yeah, I guess.

24 Q Okay. And who was your manager before Ms.  
25 Taylor, first level?



- 1           A     Before Prudence? I don't remember.
- 2           Q     Okay. Who your second level manager before
- 3     Ms. Ivy?
- 4           A     Cherie Calvert.
- 5           Q     About how long has Ms. Ivy been your second
- 6     level manager there? Do you know?
- 7           A     I don't know.
- 8           Q     Couple of years maybe?
- 9           A     Could be.
- 10          Q     Could be?
- 11          A     Yeah, I really don't know. I don't pay
- 12     attention.
- 13          Q     Do you know what time Ms. Calvert was a
- 14     second level was in the '80s, late '80s, mid '80s?
- 15          A     Well, yeah, late '80s. Had to be, I guess,
- 16     yeah.
- 17          Q     Do you remember any of your other second
- 18     level managers?
- 19          A     Shirley Perring, Larry Rorrer. I'm trying to
- 20     think. Them I know.
- 21          Q     And who is your present operations manager?
- 22          A     Ted Rubin.
- 23          Q     Do you know how long he's been the operations
- 24     manager of South Dade?
- 25          A     No.

1 Q Do you remember any operations managers  
2 before Mr. Rubin?

3 A George Lewis.

4 Q And do you remember the one person before Mr.  
5 Lewis?

6 A I think it was Issy Perera.

7 Q Perrera, P-E-R-R-E-R-A? (phonetic)

8 A (Witness nods affirmatively.)

9 Q Okay. And what is your general manager?

10 A Linda Isenhour.

11 Q Linda Isenhour, okay. Ms. Cole, have you  
12 discussed your deposition here today with anyone other  
13 than your attorney and Company counsel?

14 A No.

15 Q Has anyone assured you that you would not be  
16 disciplined based upon your responses here today?

17 A Yes.

18 Q Has anyone advised you of possible criminal  
19 penalties for not telling the truth here today?

20 A Yes.

21 Q Okay. What are your specific duties as a  
22 maintenance administrator?

23 A Screening, dispatching and closing out  
24 trouble to the repairman.

25 Q And that's --

1           A     That's a basic of what we do. Talking to the  
2 customers.

3           Q     Did you receive any formal training from the  
4 Company in maintenance administrator duties when you  
5 started?

6           MS. BAKER: Object to the form.

7           Q     (By Ms. Richardson) But that means you can  
8 still answer.

9           MS. BAKER: If I object, just as soon as I  
10 stop talking, I'll try to remember to nod at you, but  
11 then you can go ahead and answer.

12          A     What was the question now?

13          Q     (By Ms. Richardson) Did the Company give you  
14 formal training on your duties as maintenance  
15 administrator?

16          A     Yes.

17          Q     And was that when you first started ten years  
18 ago?

19          A     Yeah, I guess.

20          Q     Did you go to a classroom-type atmosphere?

21          A     Yes.

22          Q     Did that kind of classroom training? Did you  
23 get on-the-job training as well?

24          A     Uh-huh.

25          Q     Would it be a supervisor that trained you or

1 another maintenance administrator? How was that done?

2 A Both.

3 Q In terms of screening a trouble report, can  
4 you tell me what that involves?

5 A What it involves?

6 Q What do you do when you screen a report?

7 A Test the line, talk to the customer, see what  
8 the problem is and route it accordingly.

9 Q Okay. In the screening process, do you make  
10 a decision as to whether or not it's an out-of-service  
11 report or not-out-of-service report?

12 A Yes.

13 Q And what do you base your decision on as to  
14 whether or not to score it as out-of-service?

15 A What the verification code is and what the  
16 customer says to us, what type of trouble they're  
17 having.

18 Q Okay. Can you give me some examples of what  
19 would be a definite out-of-service report?

20 A An open is when you can't reach the customer.  
21 Customer can't call out or they can't break the dial  
22 tone. That would be an out-of-service, or they can't  
23 get any incoming calls. When the customer can't use  
24 their phone, you know, that determines whether they're  
25 out of service or not. Plus, you know, you have to go

1 by what the test is.

2 Q Okay. And has that pretty much been the same  
3 throughout your ten years as a maintenance  
4 administrator, the time you've been screening?

5 A Most of the time.

6 Q Have you ever received instructions not to  
7 status out-of-service today?

8 MS. BAKER: Object to the form.

9 Q (By Ms. Richardson) Not in terms of present  
10 time. Has anyone ever told you don't status any more  
11 out-of-services today?

12 A I don't remember anybody saying that.

13 Q Were you ever instructed not to status  
14 out-of-service?

15 A I don't recall them actually saying don't --  
16 anybody saying don't. Not to me.

17 Q Okay. Let me back off that for a minute and  
18 go somewhere else.

19 Have you ever heard the terms "backing up the  
20 time"?

21 A Yes.

22 Q And in what context have you heard those  
23 terms?

24 A In what context?

25 Q How does it come up? What does it mean to

1 you, "backing up the time"?

2 A Backing up what time? Which time?

3 Q Okay. Backing up a commitment time?

4 A Backing up a commitment time? Well, the  
5 commitment is put into the computer when they call in  
6 the trouble report.

7 Q Okay. What about backing up a clearing time?

8 A Oh, clearing time, yes.

9 Q Where have you heard that?

10 A In the test center.

11 Q The South Dade center?

12 A Uh-huh.

13 Q And how was it used in the South Dade center?

14 How were the times, clearing times backed up in the  
15 South Dade center?

16 MS. BAKER: I object to the compound  
17 question.

18 MR. ANTHONY: I also object. There's no  
19 foundation. She said she's heard the term, she didn't  
20 say it never happened.

21 MS. BAKER: Thank you.

22 Q (By Ms. Richardson) Were there clearing  
23 times backed up in the South Dade center?

24 MS. BAKER: If she knows.

25 A Yes.

1 Q (By Ms. Richardson) When were they backed up  
2 or under what circumstances?

3 A Under what circumstances? If it was like --  
4 if a repairman would call in to close out something  
5 and it would be a few minutes later than the -- what's  
6 the question? See, I don't know if I'm confusing two  
7 different things here. Backing up the commitment time  
8 to meet that commitment -- you mean, to meet the  
9 commitment?

10 MS. BAKER: Since you've stated on the record  
11 that you're confused by the question, let's allow it to  
12 be read back or to be reasked of you so that you're  
13 clear, so don't keep answering. Let's let Ms.  
14 Richardson decide how she wants to proceed.

15 Q (By Ms. Richardson) We were talking about  
16 backing up clearing times. Now the clearing time is  
17 the final status time, is that correct, when you're  
18 closing out a report?

19 A Yeah, uh-huh.

20 Q So I'm assuming then that the report has been  
21 dispatched on, someone's gone out to check it out, and  
22 then you are now pulling up that report to put in the  
23 final time that it was cleared out and closed so that  
24 you can finish that report; is that correct?

25 A Right.

1 Q All right. And so we were talking about  
2 backing up those final times that you were entering?

3 A Uh-huh.

4 Q Okay. And you were explaining to me how that  
5 was done?

6 A Well, we would ask the repairman what time  
7 they would clear the trouble.

8 Q Okay.

9 A And, if, you know, if he called in at 3:00  
10 and he says -- you know, sometimes they didn't know  
11 actual what time they cleared it, but they would say,  
12 "I cleared at 2:45," sure, I would back it up at 2:45  
13 when he actually cleared that customer.

14 Q Do you know if it was a procedure to just  
15 assume that there might be a difference in time between  
16 the time the ST actually restored service and the time  
17 that he called you?

18 A Say the question again. I'm sorry. I'm  
19 getting --

20 Q That's all right. That's okay. I'll try it  
21 again. It was a long question. I'll try it again.

22 Were there ever assumptions made that there  
23 would be a difference in time between the time the  
24 service was actually restored and when the ST called it  
25 in?



1 MS. BAKER: I have to object to the form, I'm  
2 sorry.

3 A Isn't that the same question as before?

4 Q (By Ms. Richardson) Phrased a little  
5 differently.

6 MS. BAKER: If you can answer it, if you know  
7 and can answer it, you should do so.

8 A It's like I said before, if he called in and  
9 he said he cleared it, that's when we would back it up  
10 to when he cleared it.

11 Q Okay. Did you back it up any other times?

12 A Yes.

13 Q Okay. When?

14 A Sometimes we would back it up to 24 hours  
15 after the receive time.

16 Q Okay. And do you know why this was done?

17 A To meet the 24-hour commitment, the  
18 out-of-service -- if it was out of service --  
19 commitment.

20 Q Okay. Are you familiar with the Public  
21 Service Commission requirement that the Company clear  
22 an out-of-service report within 24 hours at least 95%  
23 of time?

24 MS. BAKER: Object to the form and the lack  
25 of time frame.

1 Q (By Ms. Richardson) You can still answer.  
2 Do you know if the Company is required to clear  
3 out-of-service reports within 24 hours at least 95% of  
4 time?

5 A No, I didn't know about the 95% of time, no.

6 Q Do you know that they are required to clear  
7 out-of-service reports within 24 hours?

8 A Right.

9 Q That's what you know. When did you know  
10 that? How long have you known that?

11 A How many, like, years? I don't know. As  
12 long as it's been like that. Whenever they set the  
13 time frame, I guess that is how long.

14 Q Okay. But your general understanding is that  
15 on occasion out-of-service reports would be backed up,  
16 the clearing times would be backed up to meet that  
17 24-hour time?

18 A Uh-huh.

19 Q Do you know who gave those instructions?

20 MS. BAKER: Object to the lack of foundation.

21 A The supervisors.

22 Q (By Ms. Richardson) Do you know specific  
23 supervisors' names?

24 A No.

25 Q Do you know any specific time period when

1 this occurred? Years, dates, times?

2 A It's been more than a couple of years ago.

3 Q Did this practice stop?

4 A It hasn't been recent. Yeah, it hasn't been  
5 recently like within the past couple of years.

6 Q Were you given any instructions from a  
7 supervisor to -- strike that question.

8 Has that practice terminated?

9 A Yes.

10 Q Do you know when it terminated?

11 A Like I said, more than a couple of years ago.

12 Q 1990, '91?

13 A Yes. Well, it's '93, '90.

14 Q Ms. Cole, I want to show you a response that  
15 the Company provided Public Counsel in our Third Set of  
16 Interrogatories. And interrogatories are written  
17 questions that we ask the Company and they give us  
18 written answers to them. And it's dated June 6th,  
19 1991, and the question asks the Company to give us the  
20 names of employees who have knowledge about recording  
21 out-of-service reports as affecting service on repair  
22 forms, reports or records.

23 Okay. So let me stop here for a minute and  
24 ask. Do you know what affecting service is?

25 A Uh-huh.

1 Q Okay.

2 MS. BAKER: Can you try to answer yes or no  
3 so that the court reporter doesn't make a mistake.

4 A Yes.

5 Q (By Ms. Richardson) And what's your  
6 understanding of an affecting-service report?

7 A Affecting service is the out-of-service.

8 Q Is it different from out-of-service?

9 A There is an nonaffecting and there's an  
10 affecting. The non is not affecting it, and affecting  
11 is affecting it.

12 Q Okay. In this response Southern Bell  
13 indicates a list of people who may have some  
14 information regarding not statusing out-of-service  
15 reports. And I'm going to show this to you and let  
16 your attorney look at it, and if Mr. Anthony wants to  
17 add anything to the record, then we'll do that. But  
18 we'll go off the record for a moment so you'll have a  
19 chance to look at it. And the reason that some of this  
20 is covered up is that it's considered confidential  
21 information.

22

23

24 (Discussion off the record.)

25 MS. BAKER: Okay. What I'll ask is that, at

1 this point, my client and I have had an opportunity to  
2 have a brief conference about out-of-service reports,  
3 and I would ask that you know ask her a question and  
4 we'll proceed from there and see how it goes.

5 Q (By Ms. Richardson) Okay. In the Company's  
6 response,

7

8

9 A Not statusing?

10 MS. BAKER: Do you have a question? Is there  
11 a pending question?

12 MS. RICHARDSON: There's going to be. I'm  
13 waiting to see if you wanted to say something else on  
14 the record before I phrased it now.

15 MS. BAKER: I will just say that the narrower  
16 you make the question, the more likely it is that the  
17 client will not be able to provide you any information.

18 Q Okay. What, generally, do you know about not  
19 statusing out-of-service reports?

20 A I don't know what you want me to say. I  
21 guess, I don't understand it. What, generally?

22 Q Were there ever occasions when you did not  
23 status out-of-service on a trouble report when you felt  
24 that it should have been stroked to be out-of-service?

25 A I don't recall doing that, no.

1 Q Were there ever occasions when one of your  
2 managers instructed you not to status out-of-service  
3 reports?

4 A I don't know for sure. I can't really  
5 remember.

6 Q Okay. Let me try one more time in one  
7 different direction here, Ms. Cole.

8  
9  
10  
11 A That was done -- it was so long ago, that's  
12 my problem. I mean, this was two years ago or  
13 whenever. I'm trying to think back. Not statusing  
14 stuff out-of-service. (Pause)

15 See, I can't remember. I'm telling the  
16 truth. I can't remember right now. I don't remember.

17 Q Okay. Were you ever instructed on  
18 out-of-service reports that were getting close to going  
19 out-of-service-over-24-hour not to status them  
20 out-of-service?

21 A I have to think. Say the question again.

22 Q Reports come in and they're affecting-service  
23 and they were actually cleared over 24 hour. Were you  
24 ever instructed not to status them out-of-service when  
25 they should have been at closeout?

1 MR. ANTHONY: I'll object to the question  
2 started off by saying reports come in that were  
3 affecting-service.

4 Q (By Ms. Richardson) Reports come in and  
5 they're statused as affecting-service?

6 A Right.

7 Q At some point, they should have been statused  
8 out-of-service, but they were not. And on closeout,  
9 you have an opportunity to status them as  
10 out-of-service, but because they went over 24 hours,  
11 you were told not to do so?

12 MS. BAKER: Object to the form.

13 A I think so. Can I say that I think so?

14 Q (By Ms. Richardson) You may qualify your  
15 answers in whatever way makes you feel comfortable.

16 MR. ANTHONY: If you don't know the answer to  
17 a question, you don't have to speculate. If you don't  
18 know, you don't know. If you do know, tell whatever  
19 you know, okay? And if you didn't know, that's okay,  
20 too. It's not a contest here or we're not here to  
21 satisfy anybody. You're just here to tell the truth.

22 Q (By Ms. Richardson) That's fine.

23 MS. BAKER: Let's make it clear. What is  
24 your answer to the last question?

25 A The things weren't out-of-service -- if they

1 went over 24 hours to not status it out-of-service --  
2 yes, I guess.

3 MR. ANTHONY: Why don't you ask the question  
4 again because I'm not sure what she just said comports  
5 with your question.

6 A I'm sorry. My mind is gone.

7 Q (By Ms. Richardson) Do you know if as an MA  
8 you were instructed to not status out-of-service those  
9 reports that were not cleared within 24 hours?

10 A Yes.

11 Q Was that done to meet the index, the 24-hour  
12 index?

13 MS. BAKER: Object to the form and lack of  
14 foundation.

15 Q (By Ms. Richardson) Do you know if that was  
16 done to meet the 24-hour index?

17 A I thought it was to meet our index. Not the  
18 24-hour index, but our test center's index.

19 Q Okay. Was there some kind of competition  
20 between test centers to see --

21 A Oh, yeah.

22 Q -- how well each could perform meeting a  
23 Company index, the out-of-service index?

24 MS. BAKER: Object to the form and lack of  
25 foundation.



1 A Yes.

2 Q (By Ms. Richardson) Do you know what an  
3 exclude code is? Let me back up because you're looking  
4 questioning at me.

5 What's a disposition and a cause code?

6 A It's what we close the trouble report out to.

7 Q And, generally, tell me what a disposition  
8 code indicates on a report. What would it be telling  
9 me if I looked at one?

10 A It tells you what the man did or what we did  
11 to clear the trouble.

12 Q What would a cause code tell me?

13 A Cause code is what caused it. Weather. Like  
14 now we have a hurricane code, you know, stuff like  
15 that.

16 Q Do you know if there are certain disposition  
17 and cause codes that would help the Company meet that  
18 out-of-service index?

19 A I heard something about that, but I don't  
20 know actually what they are.

21 Q Can you tell me what you heard?

22 A What you just said.

23 Q Okay. Do you know if there are certain  
24 disposition and cause codes that would exempt an  
25 out-of-service report from being counted in that

1 out-of-service index?

2 A I heard there are, but I don't know which  
3 ones they are.

4 Q Have you ever heard of anyone using those  
5 codes to help meet the out-of-service index?

6 MS. BAKER: Object to the form. Go ahead and  
7 answer.

8 A Repeat the question.

9 Q (By Ms. Richardson) Let me rephrase it  
10 differently.

11 Do you know of anyone who has used these  
12 dispositioning cause codes, the exempt disposition and  
13 cause codes to help them meet the out-of-service index?

14 A No, because I don't know what the exempt  
15 codes are.

16 Q Okay. Were you involved in a major central  
17 office failure at one point?

18 A They told me I was when I went for the  
19 interview two years ago or whenever.

20 MR. ANTHONY: Excuse me. Could I ask you  
21 please not to discuss whatever was discussed during the  
22 interview.

23 WITNESS COLE: Oh, I'm sorry.

24 MR. ANTHONY: It's okay.

25 Q (By Ms. Richardson) All right. And what is

1 a central office failure?

2 A A central office failure? I never worked in  
3 a central office, but I know when they have trouble  
4 with OEs and it's within a certain range of an OE, that  
5 sometimes is a failure.

6 Q Do you ever have occasion to close out  
7 trouble reports that were caused by central office  
8 failure?

9 A Sometimes.

10 Q And is there a specific disposition and cause  
11 code to use for failures that occur in a central  
12 office?

13 A Yes.

14 Q Were you ever instructed at any point to use  
15 certain clearing times on a central office failure?

16 A Whenever there is a central office failure,  
17 they always tell us what time it was cleared and what  
18 disposition and cause code to use.

19 Q When you say "they tell us," who is "they"?

20 A The supervisor.

21 Q Your immediate supervisor? Your first level?

22 A Whoever the supervisor is who tells us. I  
23 mean, they get the phone call from the foreman or  
24 whoever is in a central office, and they tell them, and  
25 whoever gets -- if that foreman tells another foreman,

1 I don't know. It's one of the foremen that tells us  
2 what to use to close it out.

3 Q Are you familiar with the test-OK code?

4 A Uh-huh.

5 Q Okay. Have you ever had occasion to close  
6 test-OK reports to out-of-service?

7 A Yes.

8 Q Have you ever been instructed -- let me go  
9 back.

10 When have you had occasion to do that, to  
11 take a test-OK and close it out as out-of-service?

12 MS. BAKER: I'm going to object. And it may  
13 be that I lost it, but I don't think that last question  
14 was the same as the earlier question that you purported  
15 to be rephrasing.

16 MS. RICHARDSON: I started the second one and  
17 let's clear it up.

18 Q (By Ms. Richardson) Have you ever had  
19 occasion to take a test-OK report and close it out as  
20 out-of-service? I believe you just told me yes to  
21 that, but if you need to change your mind or whatever,  
22 that's fine.

23 MS. BAKER: Well, I object to that  
24 characterization. She may need to change her answer  
25 upon a better understanding of the question. I doubt

1 that she needs to change her mind about her answer.

2 Do you understand the question that's in  
3 front of you right now?

4 WITNESS COLE: No.

5 Q (By Ms. Richardson) Okay. Have you ever  
6 taken a test-OK report and closed it out as  
7 out-of-service?

8 A Yes.

9 Q Okay. When?

10 A If somebody can't call out and they can't  
11 break dial tone, it's a test-OK. But then it's --  
12 wait. It's not a test-OK. I don't know. I can't  
13 remember.

14 Q Okay. Has anyone ever asked you to take a  
15 group of test-OK reports and status them out-of-service  
16 when you knew they were not out of service?

17 A I don't remember.

18 Q Okay. Do you know of anyone who has used an  
19 no-access code to stop the clock? (Pause)

20 A No-access code to stop the clock? No.

21 Q Do you know of anyone who has used the CON --  
22 C-O-N, carry over no -- code to stop the clock, the  
23 repair clock?

24 A What is it?

25 Q I'm talking about the 24-hour clock now from

1 receipt to clear on a report and an out-of-service  
2 report. Do you know what a CON code, a carry over no  
3 code is?

4 A You mean like a calling called report?

5 Q I don't know if it's used in calling called  
6 reports or not. Future date request report maybe?

7 A Yeah, okay.

8 Q Is the CON code familiar to you now, used on  
9 future date?

10 A Yeah, okay.

11 Q Do you know whether or not it stops that  
12 24-hour clock if you put a CON code in there?

13 A No, I don't know if it does or not.

14 Q Do you know of anyone who has used that CON  
15 code to stop that 24-hour clock?

16 MR. ANTHONY: Assuming that it stops the  
17 clock.

18 A Yeah, I didn't know it stopped the clock, so  
19 I wouldn't know anybody.

20 Q (By Ms. Richardson) Okay. Ms. Cole, I think  
21 I'm through. I may have one or two, if I think of  
22 something, but I don't think so. I thank you for your  
23 time.

24 Now the Commission people may have a couple  
25 of questions for you, maybe Mr. Anthony.

## EXAMINATION

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BY MS. WILSON:

Q Ms. Cole, I wanted to ask you, you had indicated that there were times when you backed up the clear time to meet the commitment. That is when the receipt-to-clear time would be over 24 hours, and there are instances when you did that when you did not talk to a service technician?

It seemed that you were talking about two different instances. When you did that one scenario would be when you actually talked to a service technician; and another when, in fact, you were just backing up the times on these reports?

MS. BAKER: Is that a question?

MR. ANTHONY: I'm also going object to the form of the question because I think you have left me confused two different things, commitment times and 24 hours.

Q (By Ms. Wilson) Were there times when you backed up the times to met the 24-hour clock that did not involve talking to a service technician at that time?

A No.

Q That's not what you said? That's not what you indicated before?

1 MS. BAKER: I object.

2 Q (By Ms. Wilson) Are you confused about what  
3 I'm asking you?

4 A I was talking about when I talked to a  
5 repairman and he called up to close it out. If the  
6 commitment was at 12 noon and he called at 12:15 but he  
7 actually cleared at it 11:45, yes, I would because  
8 that's when it was clear.

9 Q Were there any other times that you backed up  
10 the time?

11 A No.

12 MS. BAKER: May have a moment with my client?

13 MS. WILSON: Sure.

14 (Discussion off the record.)

15 MS. BAKER: It is clear to me from discussing  
16 this with my client now that she absolutely did not  
17 understand your question at all. I don't know how you  
18 want to proceed, but I will tell you that her answers  
19 to you to those series of questions were not answers to  
20 the questions that I understood you giving. She did  
21 not understand the same question.

22 Q (By Ms. Wilson) Let me ask you this. There  
23 were times when your intent at backing up time to meet  
24 the 24-hour commitment was when you were talking to a  
25 service technician?



1 MR. ANTHONY: Objection. I hate to interrupt  
2 again, but can we separate commitment and the PSC  
3 24-hour requirement? There is a Company commitment and  
4 there's a PSC requirement, just so we don't get  
5 confused on that basis.

6 Q (By Ms. Wilson) You're talking to a service  
7 technician, he tells you when he cleared the trouble.  
8 There were instances when you backed up the time to  
9 record the time that he was telling you that he  
10 actually cleared the trouble; is that correct?

11 A Yes.

12 Q That's your understanding of when backing up  
13 the time is used?

14 A Yes.

15 MS. BAKER: I object to that question.

16 Q (By Ms. Wilson) Yes?

17 MS. BAKER: I think that misstates the  
18 witness' earlier testimony in this deposition. It may  
19 or may not misstate the testimony she gave when she was  
20 thoroughly confused. But when she wasn't thoroughly  
21 confused earlier on, it misstates that testimony, I  
22 believe.

23 MS. WILSON: I don't think it does, okay.

24 MS. BAKER: Let me be clearer. It correctly  
25 states part of her testimony, but it purports to state

1 all of her testimony; and by purporting to state all of  
2 it when it states part of it, I believe it incorrectly  
3 states it.

4 Q (By Ms. Wilson) Did you misunderstand what I  
5 just said?

6 A Yes.

7 Q The service technician calls you and says, "I  
8 cleared this trouble at this time," you record that  
9 time?

10 A Yes.

11 Q You may be, in your mind, backing up the time  
12 to meet the 24-hour objective; is that correct?

13 MS. BAKER: Object.

14 A I may be --

15 Q (By Ms. Wilson) What's your understanding of  
16 backing up the time? Let me just start again and ask  
17 you that.

18 A Backing up the close time?

19 Q Yes, the clear time.

20 A The clear time?

21 Q Yes.

22 A You'd back up -- if the repairman calls and  
23 says, "I cleared it at a certain time," you type in the  
24 time. Like I said, if he calls at 12:15 and he closed  
25 it out at 11:40, he cleared it at 11:45. It would back

1 it up to that clear time.

2 Q Are there any other instances that you would  
3 back up the time when did you not, let's say, talk to a  
4 service technician? You were instructed to back up the  
5 times --

6 A Yes. Okay.

7 Q Tell me about those. I'm sorry if I was  
8 confusing you, but I don't mean to be.

9 A When you first asked the first question you  
10 put two questions in one and I'm --

11 Q Sure. We're all pretty slap-happy at this  
12 point.

13 Tell me about those times when you would back  
14 it up. Was that to meet a 24-hour?

15 A That was to meet the 24-hour commitment --

16 Q When did that occur?

17 A -- out-of-service.

18 Q How did that occur or why would you do that  
19 or when was that done?

20 A When was it done?

21 Q What would cause you to do that?

22 A Because the supervisors would say back it up  
23 if it was within, like, maybe 15 minutes or whatever.

24 Q Did this happen on a regular basis or would  
25 you be screening a report and note it was in jeopardy,

1 let's say, of missing the 24-hour clock and then take  
2 that to your supervisor and tell him or how were you  
3 told to do that?

4 MS. BAKER: Object to the compound nature of  
5 question. You can go ahead and answer.

6 Q (By Ms. Wilson) How did you became aware  
7 that you were to do this?

8 A It was just part of the test center that  
9 that's what you did.

10 Q So, let's say, it was 15 minutes after the  
11 24-hour time period, did you just on your own know to  
12 back it up to make it within 24 hours? Kind of a  
13 standard practice?

14 MS. BAKER: Again, object. Go ahead and  
15 answer.

16 A Yes.

17 Q Was this written policy or just something  
18 that you were told as part of your training?

19 A It was something we were told.

20 Q Okay. How did you know when you should back  
21 up the time? Was there a certain time limitation if it  
22 was like 15 minutes after the 24-hour commitment?

23 MS. BAKER: Object to the form. Go ahead and  
24 answer if you can.

25 A Yeah, I would say it was around 15 minutes.

1 10 to 15.

2 Q Was this like a 100% of time when you were  
3 screening the reports that you would do this all the  
4 time, or just during certain time periods that you were  
5 working there?

6 A I don't know for sure. Because we had  
7 different supervisors at different times, so it's hard  
8 to pinpoint if it was all the time or not. You know,  
9 everybody had their way of doing things, you know, how  
10 the thing should be done. So I don't know for sure.

11 Q Do you know who the supervisors -- who would  
12 have been there when you were engaging in this?

13 A No.

14 Q Has this been like five years ago, mid '80s  
15 or do you have any general time frame?

16 A To me? Time frame?

17 Q Yeah.

18 A I don't remember.

19 Q Was it basically the entire time that you've  
20 been an MA that you were -- or did it stop at some  
21 point?

22 A Yes, it did stop. A couple of years ago.

23 Q Couple of years ago?

24 A Yeah.

25 Q Okay. How did you know to stop doing that?

1 A The supervisors told us.

2 Q "We aren't going to do this anymore"?

3 A Right.

4 Q Was there a meeting or something like that?

5 A Yes.

6 Q Do you know who was at that meeting or who  
7 talked to you all?

8 A I don't know exactly who it was. No, I  
9 couldn't.

10 Q Would it have been your immediate supervisor?

11 A It could have been Prudence, but I'm not  
12 sure.

13 Q Uh-huh, possibly Prudence?

14 A Yeah.

15 Q And what did she say? Did they say, "We've  
16 done this before, but we aren't doing this anymore," or --

17 MS. BAKER: Object to the form and lack of  
18 foundation since she's not sure it was Prudence. You  
19 can't phrase it that way.

20 Q (By Ms. Wilson) Okay. The supervisor who  
21 talked to you. It was like a group. You said that  
22 just basically that you come in and talk to a number of  
23 the MAs?

24 A Yeah, I think it was, yeah.

25 Q Do you remember what she said? "We've done

1 this before, we aren't going to do it now"?

2 MS. BAKER: Object.

3 Q (By Ms. Wilson) Do you remember? Do you  
4 recall?

5 A They just told us whenever it's cleared,  
6 that's going to be your clear time and that's it. You  
7 know, if it's out of service, it's out of service.

8 Q And this was different then what you were  
9 doing before?

10 A Yes.

11 MS. WILSON: Okay. I have no more further  
12 questions. Thank you very much.

13 MR. ANTHONY: I hate to do this to you, Ms.  
14 Cole, but I have just one or two questions.

15 EXAMINATION

16 BY MR. ANTHONY:

17 Q Earlier you discussed closing out reports at  
18 that tested okay out-of-service. Do you recalled that  
19 line of questioning from Ms. Richardson?

20 You have to say yes for the court reporter.

21 A Yes.

22 Q When you closed those troubles out to  
23 out-of-service, did you believe that the troubles were  
24 actually out of service when you closed those troubles  
25 out to out-of-service?

1 Do you not understand my question?

2 A No, say it again.

3 Q There were questions about closing reports  
4 that had tested okay to out-of-service?

5 A You mean the initial test-OK?

6 Q Initial test. That was my understanding of  
7 question, so there was initial --

8 A It was the initial test-OK.

9 Q And then there was substantially closed to  
10 out-of-service. Do you remember that discussion from  
11 Ms. Richardson?

12 A Yeah, yes.

13 Q Okay. When you closed those troubles  
14 out-of-service, did you believe them to be out of  
15 service?

16 A See, I might be confusing it with something  
17 else. Yes.

18 Q Do you believe they were out of service?

19 A Right.

20 MR. ANTHONY: Okay. That's all that I have.

21 MS. WILSON: Thank you very much for your  
22 time.

23 MS. BAKER: Let me just think about it for a  
24 moment. (Pause)

25 No, I don't have any further questions.



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MR. ANTHONY: Thank you, Ms. Cole.

(Thereupon, the deposition concluded at 3:00

p.m.)

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This is to certify that I, SUSAN COLE, have read the foregoing transcription of my testimony, Page 1 through 41, given on April 20, 1993 in Docket No. 910163-TL, and find the same to be true and correct, with the exceptions, and/or corrections, if any, as shown on the errata sheet attached hereto.

\_\_\_\_\_  
SUSAN COLE

Sworn to and subscribed before me this

\_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_

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NOTARY PUBLIC

State of \_\_\_\_\_

My Commission Expires:

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F L O R I D A )  
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C O U N T Y O F L E O N )

CERTIFICATE OF OATH

I, the undersigned authority, certify that  
SUSAN COLE personally appeared before me and was duly  
sworn.

WITNESS my hand and official seal this 3rd  
day of May, 1993.

*Pamela A. Canell*

PAMELA A. CANELL  
Notary Public - State of Florida



PAMELA A. CANELL  
MY COMMISSION # CC 246413 EXPIRES  
December 16, 1996  
BONDED THRU TROY FAH INSURANCE, INC.

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STATE OF FLORIDA)

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CERTIFICATE OF REPORTER

COUNTY OF LEON )

I, PAMELA A. CANELL, Official Commission Reporter,

DO HEREBY CERTIFY that I was authorized to and did stenographically report the foregoing deposition of SUSAN COLE;

I FURTHER CERTIFY that this transcript, consisting of 41 pages, constitutes a true record of the testimony given by the witness.

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

DATED this 3rd day of May, 1993.

*Pamela A. Canell*

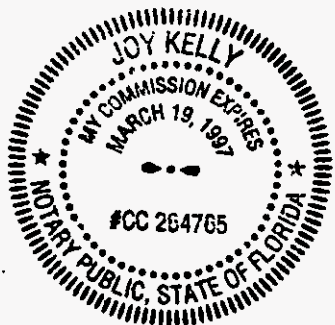
\_\_\_\_\_  
PAMELA A. CANELL  
Official Commission Reporter  
Telephone No. (904) 488-5981

STATE OF FLORIDA)

:

COUNTY OF LEON )

The foregoing certificate was acknowledged before me this 2 day of May, 1993, by PAMELA A. CANELL, who is personally known to me.



*Joy Kelly*

\_\_\_\_\_  
Notary Public - State of Florida





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*Susan Cole*  
SUSAN COLE

Sworn to and subscribed before me this

1 day of July, 19 93

*Laren Osbourne*  
NOTARY PUBLIC

State of Florida

My Commission Expires:

