

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the)
integrity of SOUTHERN BELL)
TELEPHONE AND TELEGRAPH)
COMPANY'S repair service)
activities and reports.)

DOCKET NO. 910727-TL

In re: Investigation into)
SOUTHERN BELL TELEPHONE AND)
TELEGRAPH COMPANY'S complaine)
with Rule 25-4.110(2), F.A.C.,)
Rebates.)

FILED: 04/28/93

DEPOSITION OF:

JOHN W. HURST

TAKEN AT THE INSTANCE OF:

The Staff of the Florida
Public Service Commission

PLACE:

605 West Garden Street
Pensacola, Florida 32501

TIME:

Commenced at 10:40 a.m.
Concluded at 11:20 a.m.

DATE:

Tuesday, May 11, 1993

REPORTED BY:

Angela E. Harrell, CP,
Registered Professional Reporter

DOCUMENT NUMBER-DATE

06869 JUN 24 83

RECORDS/REPORTING

15

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

APPEARANCES:

JANIS SUE RICHARDSON, Staff Counsel, 111 West Madison Street, Tallahassee, Florida 32399, Telephone No. (904) 488-9330, appearing on behalf of the Office of Public Counsel.

JEAN R. WILSON, Staff Counsel, Stan L. Greer, Engineer and Terrill Booker, Engineer, 101 East Gaines Street, Fletcher Building, Room 226, Tallahassee, Florida 32399, Telephone No. (904) 487-2740, appearing on behalf of the Florida Public Service Commission.

ROBERT G. BEATTY, Esquire, 150 West Flagler, Suite 1910, Miami, Florida 33130, Telephone No. (305) 530-5564, appearing on behalf of Southern Bell.

BURTON E. STRUBHAR, Esquire, 3298 Summit Boulevard, Suite 31-B, Telephone No. (904) 432-7001, appearing on behalf of John Hurst.

15
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

I N D E X

PAGE

STIPULATION	4
CERTIFICATE OF OATH	34
CERTIFICATE OF REPORTER	35

W I T N E S S

JOHN W. HURST

Examination by Ms. Richardson	5
Examination by Ms. Wilson	32

15

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

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.

15 1 WHEREUPON,

2 JOHN W. HURST

3 was called as a witness and after having been first duly
4 sworn, was deposed and testified as follows:

5

6 EXAMINATION

7 BY MS. RICHARDSON:

8 Q Mr. Hurst, would you please state your name and
9 spell it for the court reporter?

10 A John W. Hurst. Last name only? H-U-R-S-T.

11 Q Unless John is spelled differently than the
12 usual.

13 A No. J-O-H-N.

14 Q What's your address, please?

15 A I'm sorry. 6915 Pine Forest Road.

16 Q Is that a company address?

17 A Yes.

18 Q Do you know the zip code for that?

19 A 32507. I don't know. I really don't know.

20 Q What's your phone number?

21 A 944-7590.

22 Q And are you represented here today by an
23 attorney?

24 A Yes.

25 Q I'll ask him to put his appearance on record.

15

1 MR. STRUBHAR: My name is Burton Strubhar. My
2 address is 3298 Summit Boulevard, Suite 31-B,
3 Pensacola, Florida, 32503. 904-432-7001.

4 BY MS. RICHARDSON:

5 Q Okay. Mr. Hurst, what is your present position
6 with the company?

7 A I'm an outside plant technician.

8 Q How long have you held that position?

9 A Oh, since January the 3rd.

10 Q Of this year?

11 A Yeah, '93.

12 Q What were you before you were an outside plant
13 technician?

14 A Service technician.

15 Q All right. Have you talked to anybody about
16 your deposition here today other than Mr. Strubhar or Mr.
17 Beatty?

18 A No.

19 Q Has anyone advised you that you wouldn't be
20 disciplined based upon your answers here today?

21 A Yes, sir, the company.

22 Q Has anyone advised you about the possible
23 criminal penalties that could apply if you perjure your
24 testimony?

25 A Yes.

15 1 Q Have you given a statement to the company in the
2 past?

3 A Yes.

4 Q Do you remember when you made that?

5 A Roughly a year and a half, two years ago. I
6 can't give you an exact date.

7 Q Okay. Was that in Pensacola?

8 A Right.

16 9 Q Do you know who was in the room with you when
10 you made that?

11 A No, not names. Security man, I believe he was
12 out of Georgia or South Carolina and an attorney from Miami.

13 Q And did you just give one statement?

14 A Yeah. It was just one day.

15 Q One time?

16 A Yeah.

17 Q Did you talk to anybody else about your
18 statement when you left the room?

19 A No.

20 Q How long were you a service technician?

21 A Twenty years and two months.

22 Q Was all of that time in Pensacola?

23 A Right.

24 Q Did you do anything else beside service tech and
25 outside plant?

16 1 A No. That's the only two jobs I've had.

2 Q Who is your present first-level manager?

3 A Gary Register. He's just relieving supervisor.

4 He's not a full-time. I mean he's temporary supervisor.

5 Q How do you spell his name?

6 A R-E-G-I-S-T-E-R.

7 Q And who is he relieving?

8 A Nobody. It's just we got two rehab crews that
9 they have got two men filling in for.

10 Q Who was your first level supervisor when you
11 were a service technician?

12 A Well, you want to start from 1972 and try to
13 work up?

14 Q Well, I would like to start from '92 since you
15 started this job in '93 and work back to about 1980.

16 A Okay. Frank Porter was in '92. Ken Hodges,
17 K.D. Carmichael, Byron Nettles. Well, no, he was up next to
18 the last one. I'm sorry. He was in between Frank Porter and
19 Hodges is where he was at.

20 Q Is that N-E-T-T-L-E-S?

21 A Yes. Jimmy Powell. These may not be in the
22 right order.

23 Q That's okay.

24 A That would cover you way back to --

25 Q Roughly 1980?

16 1 A Somewhere like that, yeah.

2 Q What about your second levels, can you do the
3 same thing for me? Start with '92 and work back.

4 A Let's see. Okay. Freddie Hunter, Bill
5 Humphreys, Harry Brown, Paul Young, T.P. Simmons and Harry
6 Brown again.

7 Q Okay.

8 A Something on that order. Like I said, it may
9 not be the exact order. That's been too long. I can't
10 hardly remember two weeks ago.

11 Q I think you've done very well. What about
12 operations manager?

13 A John St. Amant.

14 Q How long has he been the operations manager?

15 A That I couldn't tell you. Probably I would say
16 four years, something like that. And before then was Earl
17 Poucher.

18 Q Was there somebody between Mr. Poucher and Mr.
19 St. Amant?

20 A You know, I don't know. To be honest with you,
21 I can't remember. Bruce Mann was in there somewhere and R.B.
22 Strange. That's the only four I remember. I know R.B. and
23 Bruce Mann has been way on back.

24 Q Okay. Are you in the union?

25 A Yes.

16 1 Q Who is your union steward?

2 A Dennis Linder, L-I-N-D-E-R.

3 Q Can you tell me who your union steward was back
4 in 1988, '89 time frame?

5 A Well, there's a lot of different union stewards.
6 Mike Sakalarios. As far as stewards go, there was numerous
7 and on ST side of the house. I mean probably one or two per
8 crew.

9 Q All right. Tell me what your work involved when
10 you were a service technician.

11 A How far back you want me to go?

12 Q Let's take it from, oh, mid-80's, around that
13 time frame.

14 A Originally I was just what they call an
15 installer. I installed new services or reconnected service
16 orders. Then they combined the work force of installers and
17 repairmen together and they called us IR's. That moved it up
18 to the ST, service technician. We do both. We install and
19 repair single line and business and residence.

20 Q All right. Do you have a CAT? Did you have a
21 CAT at one point?

22 A I had a CAT, then MLAR terminal.

23 Q MLR?

24 A I don't know, MLAR. It's the CAT. Well, yes,
25 it's the same thing. One was handheld like a test kit. The

16 1 other one was a square base that you typed in.

2 Q About what point in time do you remember getting
3 your CAT?

4 A Oh, this would be strictly a guess. Probably
5 '88, '87.

6 Q When they first came out?

7 A Yeah.

8 Q Do you still work with a CAT now as outside
9 plant?

10 A No.

11 Q Have you ever heard the phrase backing up the
12 time?

13 A Uh-huh (affirmative).

14 Q What does that mean to you?

15 A Well, basically just backing up the clearing
16 time or your closing time.

17 Q Okay. Are you familiar with the requirement
18 that the company complete out-of-service reports within
19 twenty-four hours at least ninety-five percent of the time?

17 20 A Somewhat, yeah.

21 Q Have you known that the entire time that you
22 were a service tech?

23 A Well, I knew that it was with the Public Service
24 Commission. We need to get a certain amount, you know, hit
25 our clearing time.

17 1 Q Have you ever heard of anyone backing up that
2 clearing time just to meet that index?

3 A Yeah.

4 Q All right. Where have you heard that?

5 A Here in Pensacola.

6 Q In Pensacola. Do you know of anybody who has
7 done that?

8 A Yeah.

9 Q Can you tell me about that?

10 A Yeah. It was instructed that if we was over
11 like ten, fifteen minutes, say commitment time was twelve
12 o'clock, say it was 12:10, to go ahead and back it up to
13 twelve o'clock. But most of the time, you know, the people
14 was back in service by that time. It's just we didn't have
15 our tools and cleaned up our mess or trash or whatever, and
16 got ready to close out. It would run us over ten or fifteen
17 minutes, you know, and then actually clearing time might have
18 been thirty minutes before then.

19 Q Okay. But did you keep a record of the actual
20 service restoral time?

21 A Well, at one time we had on the computer, you
22 had a restore time and a closing time which was two different
23 times. Then they changed it where it was just the same time
24 where you couldn't back it up. You know what I'm saying?

25 Q Yeah. Do you know of anybody who backed up that

17 1 clearing time when service wasn't restored?

2 A Yeah. I mean if it was five or ten minutes,
3 yeah, back it up.

4 Q Okay. Which manager or which managers did you
5 have that followed this policy?

6 A Oh, God. I couldn't -- it was one of the latter
7 first line supervisors that instructed us to do that.

8 Q Your first line managers were Mr. Porter, Mr.
9 Hodges?

10 A Now, Mr. Porter the last time that was after the
11 investigation started and we didn't back up. That's when
12 they changed it. You had to close it at the time that you
13 dialed in on the computer.

14 Q Okay. So then maybe

15

16 A No.

17

18 Q Okay. Do you know if they followed that policy
19 with all of the ST's or just you?

20 A No. It was everybody in that crew was
21 instructed if you wasn't going to be over like ten, fifteen
22 minutes to go ahead and back it up to the clearing time.

23 Q All right. And the purpose of that was to meet
24 that out of service over twenty-four then?

25 MR. BEATTY: Object to the form of the question.

17 1 It's leading.

2 BY MS. RICHARDSON:

3 Q Do you know?

4 A I have no earthly idea about that. I don't know
5 the purpose of it. Like I said ninety-five percent of the
6 time, it was clear, it was back in service before the
7 commitment time ever started. It could have been 11:45,
8 11:55 was the time we got to the truck, got the CAT and went
9 back, you know, and got into the computer and time could have
10 been, you know, 12:15. You know what I'm saying?

11 Q So there was an assumed fifteen minute gap then?

12 A Yeah, with the clearing, cleaning up and getting
13 your tools and getting your CAT, getting back and plugging
14 in, dialing and stuff. Yeah, very easily ten, fifteen minute
15 time frame.

16 Q And I guess I need to be really clear on this
17 so I'm not at risk of asking you a question again and having
18 Mr. Beatty object. There were times that you know of when
19 that clearing time was backed up even though service hadn't
20 been restored at the back up time?

21 MR. BEATTY: Object to the form of the question.

22 It's leading and repetitive.

23 MS. WILSON: You can answer the question.

24 THE WITNESS: Yes.

25 BY MS. RICHARDSON:

17 1 Q All right. Have you ever heard the phrase
2 building the base?

3 A Uh-huh (affirmative).

4 Q What does that mean to you?

5 A Creating trouble reports or having trouble
6 reports and build a bigger base, your total reports.

7 Q For the out of service?

8 MR. BEATTY: Objection to the form of the
9 question. It's leading.

10 THE WITNESS: I don't know about that, the out
11 of service or what, how they were statused because we
12 didn't status those. That was in the test center.

13 MA's do that. We didn't have anything to do with that.

14 BY MS. RICHARDSON:

15 Q Under your understanding of building the base
16 who was doing that?

17 MR. BEATTY: If you know.

18 A Well, like if we was told at one time that if we
19 had a six pair drop with six lines that instead of making one
20 report there were six reports made, one for each number if
21 there were six numbers. That would be built up. Instead of
22 one report you would have six reports on it. But you would
23 be dealing with the six numbers total.

18 24 Q All right. And would all six of those then be
25 out of service?

1 A At times, yes. At times we would just be
2 replacing because it was old. We would be replacing the six
3 pair drop with a new one and you would have to deal with all
4 six of them.

5 Q Okay. I need to ask a question so I can
6 understand this better because I'm not quite clear. Let me
7 ask it so I can make it clear. The example you've given me
8 is a six pair drop. In that example are you saying that
9 there would be six telephone numbers in one drop?

10 A Right, multiple drop.

11 Q Multiple drop, so there would be six separate
12 residences maybe, phone lines?

13 A Possible, yeah. A lot of times they hang the
14 six pairs to businesses, you know, and if it gets tore down
15 by a truck or something, then all the six lines would be out,
16 but an apartment complex, you know, would be residence, yes.

17 Q Okay. And then when you had a six pair instead
18 of taking just the first number or the lead ticket number?

19 A Yeah.

20 Q Then you would add all six numbers whether or
21 not they were out of service?

22 MR. BEATTY: Objection.

23 BY MS. RICHARDSON:

24 Q I'm not sure I'm clear on what you're doing.

25 MR. BEATTY: I'm sorry.

18 1 THE WITNESS: They might not be out of service,
2 but you would be having to disconnect them and working
3 with all six numbers so they would make six reports to
4 cover all six numbers in the one drop instead of
5 just one number and doing it all under one number.

6 BY MS. RICHARDSON:

7 Q Okay. So at some point then every single, every
8 one of those six numbers would have been affected by the work
9 that you were doing?

10 A Right.

11 Q Then is your understanding building the base,
12 that's proper to do that?

13 A Really I don't know if it is or not. I've seen
14 it done both ways. I've seen one report for one multiple
15 report or six reports or the number of workers. You may have
16 a six pair drop that only has two workers. We would never
17 make six reports for thirty-five numbers, if that's what
18 you're asking. It would only be the number of workers that
19 was in that six pair drop. It could be one to six, you know.

20 Q Well, you got the one report. Let's call that
21 the lead report. Is that accurate?

22 A Yeah, I guess so.

23 Q Is that the number the customer actually called
24 from and said my number is out of service, that's the number
25 you would get?

18 1 A Sometimes. Now, you got to understand that if
2 somebody tore down say a truck come through and tore down a
3 drop, there may be one business open on Saturday, for
4 instance. And it may be two businesses or three businesses
5 feeding off the same drop. One may be open. He would call
6 in his telephone. We would get out there and find three,
7 four, five or six numbers out. That's when we would make the
8 reports on the others and fix them all at one time. A lot of
9 times we would go out on repair, be repairing something or
10 one number be bad in it and we would go out there and find a
11 bad drop and we would have to replace the whole drop.

12 See, you can't replace one part of it you got to
13 replace the whole thing. All six numbers, five numbers or
14 four numbers would be affected when you dropped it down to
15 replace it. That's when we would make reports on the others.

16 Q When you made the reports on the others, did you
17 open them as customer direct reports?

18 A No. They was paid as employees' reports.

19 Q Those were?

20 A That's when we would make employee reports.

21 Q Have you ever heard of anyone creating other
22 than what you just talked about, out-of-service reports just
23 to build the base of out of service to meet that twenty-four
24 hour index?

25 MR. BEATTY: Object to the form of the question.

18 1 The characterization of creating that he has just
2 described, I suggest is not accurate, therefore, I
3 object to the characterization.

4 BY MS. RICHARDSON:

5 Q Have you ever heard of anyone taking out of
6 service -- just creating out-of-service reports to effect
7 that out-of-service index?

8 A Not out of service. It wouldn't make it out of
9 services, no.

10 Q Do you know of anyone taking the example that
11 you've given who would open those extra five reports from the
12 trouble ticket and open them as category direct reports,
13 customer direct?

14 A Customer direct, no. I really don't. Now, when
15 we called in or if it was called in to the MA, you need to
16 make a report. I don't know how it was statused. All I know
17 it was an employee report. I don't know if it was statused
18 out or service affecting or what it was statused. Like I
19 said, we didn't status anything out of service. It was
20 statused after the report was made and went through the
21 screening. It was statused then.

19 22 Q Okay. What about on close out with your CATS
23 when you first got your CATS, couldn't you status out of
24 service then?

25 A Could I status out of service?

19 1 Q On the CAT terminal?

2 A If we could, I wasn't aware of it. I couldn't
3 tell if it was statused out when I pulled it out. It's
4 nothing on the CAT to show it was statused out.

5 Q Okay. Well, if you got a service affecting on
6 your CAT, you pulled up your job and it showed
7 service-affecting report, a noise report, you got out there
8 it was actually no dial tone, you knew it was out of service,
9 couldn't you close that out of service on your CAT?

10 A No. I mean there was nothing to show to change
11 it on the screen as far as I know. If I got out there and it
12 worked just the other way too.

13 They would tell us-- we would call in and say
14 this one is statused out. If you had to call live for any
15 reason, you got a better dial tone than half of Pensacola.
16 They might have a bad jack, but somehow it got statused out.
17 You might go out there and it was statused out. It come
18 clear or, you know, vice versa you might go out there and it
19 wasn't statused out. Then you go out there and it would be
20 dead, you know, or whatever, statused out and it wouldn't be
21 or vice versa. As far as changing anything, I wouldn't know
22 how to change it on a CAT.

23 Q If you had one that came to you like a noise
24 report that was service affecting when you got out there, you
25 knew it was no dial tone and it was out of service, would you

19 1 call an MA to say we got the wrong status, we need to change
2 it or do you have any instructions for doing that?

3 A No. I just fixed it. I fixed what I found.

4 Q Was that true before the CATS came into
5 existence?

6 A Yeah.

7 Q You didn't change a status?

8 A No. I fixed it regardless. Half the time, you
9 can't -- they report one thing. It's liable to be totally
10 something else, you know.

11 Q Are you familiar with the disposition and cause
12 codes?

13 A Uh-huh (affirmative).

14 Q Can you briefly tell me what a disposition code
15 is?

16 A Disposition code is when you found aerial drop,
17 cable, station wire. It's different codes for each item.
18 Cause code is the cause of it, what caused this problem.
19 Whether it was --

20 Q Like weather?

21 A Yeah, weather, lightning, you know, whatever.

22 Q All right. Do you know if there are certain
23 disposition and cause codes that would not count as a miss on
24 an out-of-service report for the company?

25 A Lightning does. That's the only ones I really

19 1 had dealings with was lightning.

2 Q Did you ever have a manager to tell you to use
3 lightning when you didn't think it applied?

4 A No. The only thing they told us that if it was
5 anything caused by lightning, to be sure and show it. But I
6 never was directed or told to show lightning when it wasn't.

7 Q Okay. What about inside wire codes? Were you
8 ever directed to show something to inside wire when maybe it
9 was really outside in the protector?

10 A No. We showed what we found.

11 Q Okay. Do you know if any maintenance
12 administrators changed your dispositions in cause codes?

13 A Not that I know of.

14 Q At the point before you had the CATS, when you
15 were still calling in to the MA, did you ever have an MA tell
16 you on an out of service, well, what you told me I've got to
17 stop right now, I got to check with the manager before we can
18 go any further?

19 A No.

20 Q Did you ever have an MA tell you that you're
21 over twenty-four hours, we need to back this time up to show
22 that it was cleared earlier?

23 A No.

24 Q Have you ever given a list of just specifics
25 like the lightning code, just a few codes and a manager told

19 1 you, you know, we really need to be sure and use these
2 specifically?

3 A No. We had a stack that thick of cause and
4 disposition codes. We showed them like they were.

5 Q Okay. Do you know what a no access is?

6 A Uh-huh (affirmative).

7 Q What's a no access?

8 A No access is when you're talking about a service
9 order or trouble. One is SA and one is no access is the
10 reason I say that.

11 Q Let's talk about repairs right now.

12 A Repairs, no access, yes. If the customer wasn't
13 home, you know, and the trouble was on the inside and it was
14 a no access.

15 Q Did you notify the customer?

16 A Yeah. Either with a contact number or with a
17 tag on the front door or on the gate if dogs was in the yard
18 or something like that.

20 19 Q Yeah. That's understandable. Do you know if
20 that no access code stops that twenty-four hour clock?

21 A I have no earthly idea about that.

22 Q Is the no access the customer's fault?

23 A If we were there on our time, yes. They should
24 make arrangements to be there or have a contact person that
25 we can contact because a lot of times that's the case, you

20 1 know.

2 Q Do you know of anyone who has no accessed when
3 they weren't there at the time, the commitment time?

4 A Well, if you're dispatched after the commitment
5 time and nobody is there, you have no choice. You got to
6 notify the customer you were there. Everybody has done it.
7 If you're dispatched after the commitment time, you still got
8 to let somebody know you was there.

9 Q Do you know anyone that's no accessed without
10 dispatch?

11 A No, no. Without dispatch?

12 Q Without dispatching an ST?

13 A No. How would you know where to go?

14 Q Do you know anyone who has taken out-of-service
15 reports, just a group of them and no accessed them?

16 A No.

17 Q Ever heard of that being done?

18 A No.

19 Q Do you know how to exclude or eliminate a
20 trouble report from the base?

21 A No. If we had anything like that, it had to be
22 done, like I said with CATS. I didn't have no idea how to
23 even start to do that.

24 Q Okay. Do you know of anyone who has taken an
25 out-of-service report that's about to go past that

20 1 twenty-four hour clock period, close it out, and then reopen
2 it as an employee report to actually finish the work and
3 clear it?

4 A No.

5 Q Okay. Have you ever heard of that being done?

6 A No, not really.

7 Q Have you ever seen employee reports opened
8 within maybe thirty-five minutes of an out of service?

9 A No. I mean, no, I hadn't done it. I haven't
10 heard of it, no.

11 Q Let's talk about no access with service orders
12 for a minute. What's no access on service orders?

13 A Basically the same thing. If you don't specify
14 it's an all day appointment, you can get an a.m. appointment
15 or p.m. A p.m. we got to be there by twelve. The way I
16 understand it, you don't have to be finished with it, but you
17 got to make your appearance on the premises, notify the
18 customer you're installing the line before twelve o'clock.
19 If it's a.m. appointment, we get there, we try to contact
20 numbers of neighbors or whatever if it says neighbors on
21 there, then if no one is home, we would do what we could, you
22 know, up to the side of the house or, you know, what was
23 feasible and then we would hang a tag as far as saying that.

24 Q If you miss the appointment, does that count
25 against the company on some kind of index with the

20 1 commission?

2 A I'm sure it does. I don't know for sure.
3 Everything is on an index, I guess, with the phone company,
4 but I don't know what it is.

5 Q Have you heard of a 222 code?

6 A Yes. I've heard of it. 222. I can't tell you
7 what it is right now.

8 Q Do you know if you've ever used it?

9 A It was 222 when we can't get access or something
10 and couldn't postpone the commitment or something?

11 Q Yeah.

12 A No. I've never used it personally.

13 Q Okay. If the company is not going to be able to
14 meet the appointment, there's been a bunch of out of
15 service --

16 A They have to call and notify the customer and
17 then it's 222 then?

18 Q Yes. All right. Do you know of anyone who has
19 used that 222 code on reports when they made no attempt to
20 contact the customer?

21 A No, I don't because that wouldn't be on our
22 outside duties. We didn't do anything like that.

23 Q All right. Do you know of anybody who has
24 missed the commitment, but missed the appointment and shown
25 it as being made?

20 1 A Without ever going out?

2 Q Yeah.

3 A No.

4 Q When you had the CAT terminals, did you also do
5 some installations when you were using the CATS?

6 A Oh, yeah.

7 Q When you call that service installation up on a
8 CAT terminal, at that point is it considered that you have
9 made the appointment?

10 A No. When you got to the premises and notified
11 the customer, you know, that's when -- well, it may show it
12 on there. It will show you pulling it up dispatched on it at
13 that time, but as far as making contact with the customer.

14 Q Okay.

15 A It would be.

16 Q Have you ever had a manager direct you to go
17 ahead and pull those up on your CAT terminal so that we can
18 show by our records that you were dispatched in time for the
19 appointment, whether or not you intended to go out at that
20 point in time or not?

21 A Not that I can remember, if it happened. I
22 really can't.

23 Q Okay. Do you know what the CON, carried-over no
24 code is, the C-O-N?

25 A No, I have no earthly idea what you're talking

1 about.

2 Q You never used that as ST with repairs?

3 A No.

4 Q What about test-OK?

5 A I know what a test-OK is.

6 Q What's a test-OK?

7 A That's when it's re-tested or it's tested and it
8 tests great. The MA tests shows no trouble found on the
9 trouble.

10 Q Would you normally get dispatched on test-OK?

11 A No. Normally test-OK, especially on CATS, it's
12 automatic reject and it goes back in the pool to be re-tested
13 to make sure that it still tests okay.

14 Q Do you know of anyone who has taken a group of
15 test-OK reports and closed them out as out of service?

16 A No.

17 Q Ever hear of that being done?

18 A Do you know of anybody who has used someone
19 else's employee code?

20 A No.

21 Q Do you know if anybody has used your employee
22 code?

23 A No, I don't. I hope not.

24 Q Do you know of anyone who has created fictitious
25 trouble reports?

1 A Yeah.

2 Q All right. Can you tell me about that?

3 A Well, if they run over, one trouble took a long
4 time. Well, I've heard of it. I don't know anybody in
5 particular or I hadn't done it that has just picked a number
6 at random, made a report on it. That's when we could make
7 employee reports and had it put on their log or billed to
8 them. When it come up, they closed it out.

9 Q Okay. Do you know why they were doing this?

10 A Probably just to get their time up.

11 Q Task per day requirement?

12 A Yeah. That's when we was really being pushed
13 for task per day too.

14 Q So the reports you heard about were not customer
15 direct reports?

16 A No. They would be made employee reports.

17 Q These were for outside people creating?

18 A Right.

19 Q You said you personally had not done this?

20 A No.

21 Q Do you know if anyone had directed you to do
22 this?

23 A No, that I don't know.

24 Q Do you know of any employees that were
25 disciplined for doing this?

1 A No.

2 Q Do you know of any employees disciplined for
3 mishandling customer records, trouble reports?

4 A No.

5 Q Do you know of any employee that's filed a
6 grievance because they got directions from a manager that
7 they felt were improper?

8 A Not improper.

9 Q Have you ever helped sell products or services
10 for the company?

11 A Right, yes.

12 Q When did you do this?

13 A Started in 1972 up until -- well, I guess it's
14 we can even do it now up until I left ST. I didn't sell.
15 Basically all my selling was when we was all AT&T, when we
16 sold sets, cords, package plans and split in '84. After that
17 I had the option of selling customer calling features,
18 maintenance plans, stuff like that.

19 Q Did you get any training for the sales you did?

20 A Short periods, yeah. We would cover stuff, you
21 know, what you know, as far as telephone sets or what
22 customer calling features done or anything like that.

23 Q Did you get any training in how to sell as
24 opposed to what the feature involved?

25 A No.

1 Q Do you have to keep track of your time -- I
2 think you mentioned something about time -- task per day
3 requirements. Do you keep track how much time you spend on a
4 trouble?

5 A Oh, yeah, you show it to the codes.

6 Q So right codes are tariffs and detariffed codes?

7 A Right. It may be tariff codes. We got several,
8 not just one on each side. You got to break it down, buried
9 aerial, stuff like that.

10 Q When you do sales, were you asked to keep track
11 of the amount of time you spent selling as opposed to the
12 amount of time you spent repairing?

13 A No. I didn't never show no time to sales codes.

14 Q In the sales program say from 1980 forward did
15 you help sell from '80 forward?

16 A Yeah.

17 Q Did you get any prizes or anything?

18 A From 1984 on, probably, no. Before then I did.

19 Q Okay. Do you know of anyone who has been
20 disciplined for their participation in sales?

21 A No. Here in Pensacola you're talking about?

22 Q Yes. In Pensacola.

23 A No.

24 Q Do you know of anyone who recorded a sale to a
25 customer without the customer's approval?

1 A No.

2 Q Is there more than one wire maintenance plan?

3 A Well, you can get the wire maintenance self or
4 you can get TIP. It used to be TIP, SEQ 1-X that covers both
5 of them.

6 Q Do you know of anyone who sold the TIP plan or
7 the other plan along with the SEQ 1-X plan?

8 A No.

9 Q Do you know of anyone who has felt pressured to
10 put a lot of pressure on a customer to buy services?

11 A No.

12 MS. RICHARDSON: Mr. Hurst, I think that's all
13 the questions I've got. I want to thank you for coming
14 and spending a few minutes or hour maybe with us here
15 today. There may be a couple of questions around the
16 table before you go.

17
18 EXAMINATION

19 BY MS. WILSON:

20 Q I'm Jean Wilson with the Public Service
21 Commission. I know that you had indicated that there were
22 clear times that were reported that were other than the
23 actual clear time. Was that in Pensacola that was happening?

24 A One more time.

25 Q You had indicated before in response to Mrs.

2
1 Richardson's questions that there were clear times that were
2 reported by technicians that were other than the actual time
3 the line was cleared. Was that happening in Pensacola?

4 A Yes, from time to time. I mean, you know,
5 wasn't five or ten minutes to carry it back, but that's very
6 very few times. Because of the time we was cleared way
7 before, if it wasn't five or ten minutes involved.

8 Q I see. Did your managers basically instruct all
9 the service technicians that they were to do that?

10 A Yeah.

11 Q Did you have a meeting on it?

12 A No. Yeah. We was in a meeting. I can't tell
13 you when or who it was or really as far as that goes. If you
14 miss a commitment, normally they're cleared anyway by that
15 time, by five or ten minutes.

16 Q But there were instances when you think the
17 company or maybe you believe the company expected you to back
18 up the time other than the actual clear time?

19 A Yeah.

20 Q Because it was ten minutes over?

21 A Yeah.

22 MS. WILSON: All right, sir. I have no other
23 questions. Thank you.

24 (Whereupon, the deposition was concluded.)
25

2

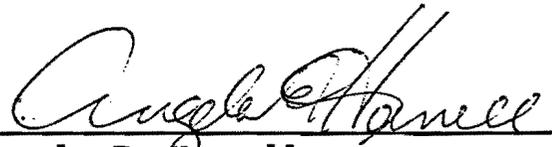
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF OATH

STATE OF FLORIDA)
COUNTY OF ESCAMBIA)

I, Angela E. Harrell, hereby certify that
JOHN W. HURST, personally appeared before me and was duly
sworn.

WITNESS my hand and official seal this 24th day
of May, 1993.



Angela E. Harrell
Notary Public, State of Florida
My Commission No. AA753128
Expires: 3/20/94

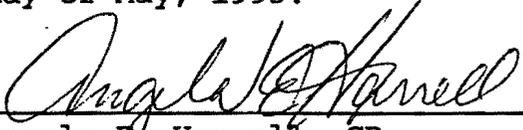
REPORTERS DEPOSITION CERTIFICATE WITH ACKNOWLEDGMENT

STATE OF FLORIDA)
COUNTY OF ESCAMBIA)

I, Angela E. Harrell, CP, Registered Professional Reporter, certify that I was authorized to and did stenographically report the foregoing deposition; and that the transcript is 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 this action.

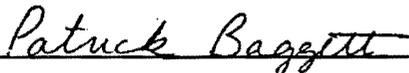
Dated this 24th day of May, 1993.



Angela E. Harrell, CP
Registered Professional Reporter

STATE OF FLORIDA)
COUNTY OF ESCAMBIA)

The foregoing certificate was acknowledged before me this 24th day of May, 1993, by Angela E. Harrell who is personally known to me.





PATRICK BAGGETT
NOTARY PUBLIC-STATE OF FLORIDA
COMMISSION EXPIRES APRIL 4, 1997
COMMISSION # OC273636