

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 910163-TL

**CERTIFIED
COPY**

In re: Petition on behalf of CITIZENS
OF THE STATE OF FLORIDA to initiate
investigation into integrity of SOUTHERN
BELL TELEPHONE & TELEGRAPH COMPANY'S
repair service activities and reports.

DEPOSITION OF ALICE SHORT, TAKEN AT THE
INSTANCE OF THE OFFICE OF THE PUBLIC COUNSEL.

Lake Worth, Florida
June 16, 1993
8:03 a.m. - 8:43 a.m.

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I N D E X

WITNESS: ALICE SHORT

	Direct	Cross	Redirect	Recross
BY: MS. RICHARDSON	5			
BY: MR. GREER		38		

- - -

E X H I B I T S
(NO EXHIBITS)

* * * * *

STIPULATION

It is hereby stipulated and agreed by and between counsel for the respective parties that:

MR. BEATTY: I am going to make one statement, and that is the company has represented to each and every employee in this city and in every city that with regard to the depositions in this proceeding that no employee will be disciplined based upon their testimony in this proceeding, provided they have testified truthfully.

* * * * *

The deposition of ALICE SHORT was taken before me, KIMBERLY C. AYERS, Professional Reporter and Notary Public, State of Florida at Large, at 120 North K Street, City of Lake Worth, County of Palm Beach, State of Florida, beginning at the hour of 8:03 a.m. on June 16, 1993, pursuant to Notice filed herein, at the instance of the Office of the Public Counsel, in the above-titled cause.

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THEREUPON,

ALICE SHORT,

Being by me first duly sworn to testify the whole truth as hereinafter certified, testifies as follows:

DIRECT EXAMINATION

1
2 BY MS. RICHARDSON:

3 Q. Ms. Short, would you please state your name and
4 then spell it for the court reporter?

5 A. Alice W. Short, S-h-o-r-t.

6 Q. And your address, please?

7 A.
8

9 Q. And your phone number?

10 A.

11 Q. And are you represented by an attorney here
12 today?

13 A. Yes.

14 Q. And I'll ask him to put his appearance on the
15 record.

16 MR. LEBEDEKER: On behalf of the witness, my
17 name is Michael Lebedeker.

18 BY MS. RICHARDSON:

19 Q. Ms. Short, have you spoken to anyone about the
20 deposition here today, other than your attorney or attorneys
21 from Southern Bell?

22 A. No.

23 Q. Has anyone advised you of the possible criminal
24 penalties if you perjure your testimony here today?

25 A. I'm aware of that. I know that.

1 Q. If at any time you have any questions that you
2 need to speak to your attorney about while we're going
3 through this today, just tell me and we'll go off the record
4 and you can talk to him. If I ask you a question you don't
5 understand and you want me to rephrase it, just let me know
6 and I'll do that. Is that okay?

7 A. Sure.

8 Q. Did you give a statement at sometime in the past
9 to the company?

10 A. A couple years ago I think they interviewed
11 everybody in our office, yeah.

12 Q. 1991 maybe?

13 A. Possibly, yeah.

14 Q. Who was present in that interview when you gave
15 it?

16 A. Rick Peoples was, I can't remember who the other
17 lawyers were.

18 Q. Is Rick Peoples a lawyer

19 A. No, he's a union representative. And then there
20 was a security man from Southern Bell, I can't remember his
21 name.

22 Q. And there was an attorney present?

23 A. Uh-huh. It was a lady. I can't remember her
24 name either.

25 Q. Did you discuss that statement with anybody when

1 you got through?

2 A. I don't remember, to tell you the truth.

3 Q. Did anyone else discuss their statement with you?

4 A. No.

5 Q. And you said that everyone in this office was
6 interviewed?

7 A. I'm not sure if it was everyone. I don't
8 remember how many were interviewed. They just had, I
9 guess -- I don't know if they did the whole office or just
10 certain people. I really don't know.

11 Q. Did you give just one statement or were you
12 interviewed again?

13 A. Just one.

14 Q. What's your present position with the company?

15 A. I'm a maintenance administrator. I do testing,
16 computerized testing.

17 Q. That's here in Lake Worth?

18 A. Uh-huh.

19 Q. How long have you held this position?

20 A. I've been in repair about 18 years. I worked on
21 Fern Street for about five or six years.

22 Q. What board?

23 A. On the ocord (phonetic) board on Fern Street I
24 worked as a long distance operator for them, then I went
25 into repair. I've been in repair for about 18 years. Of

1 course, they've changed many titles.

2 Q. Did you work at Hypoluxo?

3 A. Yes.

4 Q. As an MA?

5 A. Yes.

6 Q. Did you work at Military Trail?

7 A. Yes.

8 Q. As an MA?

9 A. Yes.

10 Q. What I'd like to ask you to do is to kind of give
11 me your first level managers. Let's start with the present
12 first level manager.

13 A. Well, my supervisor is Ann Horne, and then there
14 is Paul White, and --

15 Q. Is Paul White a first level or second level?

16 A. Second level. And Mr. Lewis, he's first level.

17 Q. Is he an operations manager, Mr. Lewis, or is
18 he --

19 A. He's right here in this office.

20 Q. Is that George Lewis?

21 A. Uh-huh.

22 Q. Who was your first level manager before
23 Ms. Horne?

24 A. Let's see, it was with Greg Coffone then. We've
25 been changed around quite a bit lately.

1 Q. Was that still in the Lake Worth center here?

2 A. Uh-huh.

3 Q. Did you have any first level managers here at the
4 Lake Worth center?

5 A. Let me think. I'm trying to think.

6 Lee Montgomery, but I'm not sure if that was here. Yeah, I
7 think that's it.

8 Q. Mr. Montgomery was here?

9 A. Uh-huh.

10 Q. What about Hypoluxo, do you remember who your
11 first level was there?

12 A. I was with Rod Fowler, Jim Bryant, and I think
13 that's it.

14 Q. And what about Military Trail?

15 A. Let me see. Bob Corriveau, I think that was it.

16 Q. And your second level you said was Paul White
17 right now. Who was it before Mr. White?

18 A. I think it was Mr. Carhart.

19 Q. And did you have another second level manager
20 here at the Lake Worth center?

21 A. Let's see, at Hypoluxo was Mr. Williams and then
22 Carhart, I think is how it was.

23 Q. Was that Ed Williams?

24 A. Yeah.

25 Q. And then Mr. Carhart also at Hypoluxo?

1 A. Yeah. I think he had retired. I'm not sure.

2 Q. Is he still in the area, Mr. Williams?

3 A. No.

4 Q. Do you know where he went?

5 A. He retired, I think. I'm not sure. His wife had
6 a bookstore some place and I can't remember where it was
7 at. It was just hearsay.

8 Q. Do you remember your second level from Military
9 Trail?

10 A. Mr. Lewis was there for a while and then he went
11 to Miami and Mr. Kirschner. I can't -- it began with a
12 "K". I don't remember.

13 Q. You don't know if it was Kirschner?

14 A. I don't remember his name.

15 Q. Was that Mr. George Lewis that you meant?

16 A. Uh-huh.

17 Q. He was your second level?

18 A. I think they transferred him to Miami a while,
19 yeah.

20 Q. Who held Mr. Lewis' position here before
21 Mr. Lewis did as operations manager?

22 A. Mr. Davis.

23 Q. Jim Davis?

24 A. Jean Davis.

25 Q. Are you a member of the union?

1 A. Yes.

2 Q. Who's your union representative?

3 A. Here in the office you mean?

4 Q. Yes.

5 A. Karen McCarthy.

6 Q. Can you kind of give me an idea of what you do as
7 a maintenance administrator?

8 A. We do computer testing. We call the customer to
9 verify the trouble. If it's a verbal office trouble we
10 dispatch it in. If it's a trouble in frame we test it. We
11 try to clear the trouble here. If not, then we dispatch to
12 the field. We determine whether it's in or out of trouble.

13 Q. And in many cases it's inside the office, and out
14 means you have to send a repairman out to the house, or
15 business, or whatever?

16 A. Yes.

17 Q. Do you also close those problems?

18 A. If it's an inside trouble I close it, yeah. If
19 it's something to do with the central office or frame I
20 could do it myself. I do the work, verify the trouble,
21 close it, talk to the customer, and close the trouble.

22 Q. And if it goes outside, do you have to call to
23 close a problem that has been dispatched on?

24 A. Not unless I talk to a man in the field and he's
25 got a problem and we have to do repair changes or whatever,

1 then we hold the trouble to verify it's all right before we
2 close it out. That's the only time I would actually do
3 that.

4 Q. Do they have CAT terminals --

5 A. Uh-huh.

6 Q. -- that they use and they close out problems now
7 themselves?

8 A. That's right.

9 Q. Has that always been the case the entire time
10 you've been an MA?

11 A. No, they didn't have CAT's a few years ago. They
12 would have to call in to get everything closed out.

13 Q. When you were in Hypoluxo or Military Trail you
14 were having to do all of the close outs on troubles at that
15 time?

16 A. Uh-huh.

17 Q. That's a yes?

18 A. Yes.

19 Q. She can't take an uh-huh.

20 A. Yes.

21 Q. Did you at any point close out computer cable
22 troubles?

23 A. No, I did not.

24 Q. You never worked cable?

25 A. No.

1 Q. In closing out troubles, what kind of information
2 do you have to put into the computer or the record to close
3 it out?

4 A. Take tffe time that the customer had dial tone, we
5 take the codes that the repairmen give us, and that's all.

6 Q. And what kind of codes are those?

7 A. It depends on what he did.

8 Q. Does he give you disposition codes?

9 A. Yes.

10 Q. What's a disposition code?

11 A. Well, that's what they do. That's exactly what
12 they do. See, the cause code is what caused the -- like if
13 there was animals or the wire was chewed in two by a
14 squirrel, they have a certain code for what. And the cause
15 code is what caused the problem.

16 Q. Now, would the outside man just tell you what it
17 was and then you figure out which code applied?

18 A. No, no, he's got his codes to go by and we have
19 our codes, if we have to verify. But, no, he gives us a
20 code.

21 Q. You sort of double check the code he gives you?

22 A. Not necessarily, unless it's some new code. If
23 we change codes and I don't understand, then I might verify
24 and look at it and glance at it to make sure it's right.

25 Q. Have you ever changed the time when you did

1 change a code?

2 A. No, never.

3 Q. Are you aware of the company requirement that out
4 of service reports be repaired within 24 hours?

5 A. Yes.

6 Q. And has that always been a requirement, that you
7 know of?

8 A. Yes, it has.

9 Q. Do you know if customers are due a rebate if
10 they're out of service more than 24 hours?

11 A. Yes, they are.

12 Q. In thinking about that 24-hour requirement, and
13 the use of some of these disposition and cause codes, do you
14 know if there are any codes that would keep a trouble from
15 counting against the company if it went out over 24 hours?

16 A. No.

17 Q. Let me see if I can make that a little more
18 clearer. let's talk about cause codes for a moment. You
19 said that that explains the cause, whatever caused the
20 problem.

21 A. Uh-huh.

22 Q. Are there certain cause codes for weather?

23 A. Uh-huh.

24 Q. Maybe lightening would be a cause code?

25 A. Uh-huh.

1 Q. Maybe moisture?

2 A. Right, moisture.

3 Q. Hurricane?

4 A. Uh-huh.

5 Q. Is there a cause code for customer action? Like
6 when the customer goes out and chops up his own cable or
7 breaks up his own phone?

8 A. Yeah, there is.

9 Q. If a customer broke his own -- created his own
10 problem and the company couldn't get it fixed within 24
11 hours, is that going to count as a miss against the company?

12 MR. BEATTY: Objection to the form of the
13 question. It calls for speculation to the extent
14 that the witness has already testified that she
15 does not know whether or not any cause codes
16 cause the trouble to be excluded from the PSC
17 index.

18 BY MS. RICHARDSON:

19 Q. Do you know if that would count against the
20 company or not?

21 A. No.

22 Q. The customer did it.

23 MR. BEATTY: If you know, ma'am.

24 THE WITNESS: I don't know.

25 BY MS. RICHARDSON:

1 Q. What about like heavy weather codes, like
2 tornados and floods and hurricanes. If that creates a
3 problem and the company can't get everybody back in service
4 in 24 hours, is that going to count as a miss against the
5 company on that 24 hour clock time?

6 MR. BEATTY: Same objection. The witness has
7 already stated she does not know.

8 THE WITNESS: I'm not sure.

9 BY MS. RICHARDSON:

10 Q. You're not sure?

11 A. Huh-uh.

12 Q. Ms. Short, I want to show you a document, okay.
13 This is called citizen's third set of interrogatories. And
14 interrogatories are where we put questions down in writing
15 and we mail it to the company and the company puts down an
16 answer in writing and mails it back to us. This is dated
17 June 6th, 1991, and the question we asked the company was to
18 give us the names of employees who knew or had knowledge
19 about the use of recording improper exclusion codes on
20 repair forms, or trouble records. And the company gave us a
21 list of names of people that might have some information
22 about that or about the alleged improper use of exclude
23 codes. What I'm
24 going to do is show you this and give you a chance to read
25 it and talk to Mr. Lebedeker about it if you want to, and

1 then we -- when we go back on the record I'll have a couple
2 of questions. The reason it's all paper clipped is
3 everything you don't see right now is confidential until the
4 commission gives us a decision on that. Okay?

5 A. Uh-huh.

6 (Whereupon a brief discussion was held off
7 the record.)

8 BY MS. RICHARDSON:

9 Q.

10 A.

11 Q.

12 exclude codes; what's an exclude code?

13 A. That's if like a customer calls in, like memory
14 call, and say her ringing cycle -- she says it's not picking
15 up in six rings. We go and verify -- we go into memory, we
16 verify it is six rings, we call the customer, ask her not to
17 pick up and let us verify it. We verify the rings. Call
18 her back and tell her, yes, it is ringing. Oh, okay, I
19 didn't understand, you get one more, so we exclude it, CCS
20 instructions. Because everything verified the way it
21 should. And that's an exclude, a form of it.

22 Q. Is wrong number reported an exclude?

23 A. Yes, excluded wrong number report, see so and so.

24 Q. Is there one for maybe nonpayment?

25 A. Exclude it on denied service or SNPB.

1 Q. Is there an exclude code for out of service
2 reports?

3 A. No.

4 Q. Do you know if it's proper to exclude out of
5 service reports?

6 A. No.

7 Q. It is not proper?

8 A. No.

9 Q. Can you tell me then about improper use of
10 exclude codes?

11 MR. BEATTY: Objection to the form of the
12 question. There is absolutely no question
13 pending on that.

14 MS. RICHARDSON: The question pending is the
15 question I just asked.

16 MR. BEATTY: Your question is ambiguous at
17 best, so I object.

18 BY MS. RICHARDSON:

19 Q.

20
21 A. No, I do not.

22 MR. LEBEDEKER: You can answer the question.

23 THE WITNESS: I don't. No, I have no
24 information.

25 MR. LEBEDEKER: Okay, that's your answer.

1 BY MS. RICHARDSON:

2 Q. Have you ever heard of anyone excluding out of
3 service reports?

4 A. No.

5 Q. Ms. Short, has anyone ever discussed with you the
6 use of certain disposition or cause codes that were
7 emphasized to you to be used specifically on out of service
8 reports?

9 A. No, only if we had office failure, or something
10 like this it came down from SCV, the codes to use, and that
11 was it.

12 Q. If there was a big central office failure they
13 would tell you all of these are going to be central office
14 failures, so use 500?

15 A. Clearing time so and so, and 505 whatever.

16 Q. In those instances, were you working with a large
17 number of trouble reports for the verbal office failure?

18 A. Yes.

19 Q. And all of them were closed out at the same
20 clearing time?

21 A. Right. Whatever the time SCV give us. There is
22 not usually one person doing it. It's in the failure, OEF.
23 They'll say we have a closing code on so and so, and
24 everybody just puts OEF up and closes it out, usually. Or
25 if they have certain people doing certain things, it

1 depends. Whatever the clearing time they give us is what we
2 use.

3 Q. On these verbal office failure problems, are the
4 customers called back to make sure they were in service
5 before they're closed out?

6 A. Yes, ma'am.

7 Q. And if you found that they were in service before
8 they were closed out, you would still use the specific clear
9 time you had been given?

10 A. Right. If there is still trouble, we withdraw
11 them from OEF and determine what the problem is or why it's
12 still out of service or whatever.

13 Q. And then how would you -- what time would you put
14 down on those when they cleared?

15 A. Well, it depends. If it was not in the failure
16 or it had been cleared, we would send it back to the central
17 office and say trouble not in failure, you're not cleared
18 or, whatever. Or if it was an open end, it turned out
19 something, we'd go to frame and try to determine -- fix the
20 problem. And whatever time we closed it out, whatever time
21 my customer had a test okay and I was able to reach her,
22 that's the time I would use. I would not use a closing time
23 on a failure if it wasn't in a failure.

24 Q. You mentioned Test-OK. What's a Test-OK?

25 A. It's if a customer -- well, like I said, they

1 have failure and the trouble wasn't actually in the frame,
2 we withdraw it in the failure, I go to the frame to see what
3 the problem is, close it out, call the customer first to
4 make sure it's okay. This is what we consider a Test-OK.
5 It was out of service, I have cleared the trouble. Maybe
6 the coil was missing or wasn't pushed in or whatever the
7 circumstances. When I call my customer and she has a dial
8 tone, it's all right, and then I close it at that time.

9 Q. Do you get Test-OK reports that are not framed
10 troubles?

11 A. Sure, lots of times. Something comes clear or
12 maybe the customer picked up but had -- it was out of
13 service or receiver off the hook, and by the time it gets to
14 me it's cleared.

15 Q. Is there a separate file for those kind of
16 Test-OK's that are not necessarily frame troubles?

17 A. We have the PAC file. If you've tried to reach a
18 customer and you cannot reach a customer but it's Test-OK,
19 then we put it on what we call the PAC file, or hold file.
20 And we have one person that does this all day long, or all
21 week, whatever they're scheduled, and they keep calling the
22 customer back. If it's says no dial tone, Test-OK, cannot
23 reach customer, no contact number, we wait four hours. If
24 we still cannot reach the customer, we dispatch out.

25 Q. On the Test-OK?

1 A. Yes, ma'am, even though -- because we have to
2 reach the customer to verify it's okay.

3 Q. Do you know of anyone who has taken the Test-OK
4 PAC file and just closed it out to out of service?

5 A. I can only answer for myself. I've never done
6 it.

7 Q. Have you ever heard of that being done?

8 A. No, because we dispatch out. If we don't reach a
9 customer we dispatch out within four hours.

10 Q. Do you know of anyone who has used a cause code
11 or a disposition code when it didn't apply to the problem
12 that was given?

13 A. No.

14 Q. Have you ever heard the phrase backing up the
15 time?

16 A. Yes, I've heard it.

17 Q. What does that mean to you?

18 A. Well, I would assume you back up a time where the
19 dial tone -- the customer didn't have dial tone or
20 something, you backed it up.

21 Q. The customer didn't have dial tone, you backed it
22 up?

23 A. Yeah. In other words --

24 MR. BEATTY: There's no question pending.

25 BY MS. RICHARDSON:

1 Q. I'm not quite sure, I'm just going to ask you can
2 you elaborate a little more on that.

3 A. The only thing I would think is the trouble
4 wasn't actually cleared and the customer had no dial tone.

5 Q. So which time on the customer record are we
6 backing up then?

7 A. I don't know.

8 MR. BEATTY: I object to the form of the
9 question. It's not been established that we are
10 doing anything at all.

11 THE WITNESS: I've never done it. I can't
12 answer for somebody else. I have never done it.

13 BY MS. RICHARDSON:

14 Q. So then let me see if I can get this clear. At
15 the beginning of the trouble is there a file for the trouble
16 received by the company?

17 A. Right, received, dispatched, when the repairman
18 picked it up. If he gives a dial tone at a certain time and
19 they've got service, then he closed it out at that time. Or
20 whatever time he gives them dial tone that's the legitimate
21 time he's supposed to use on the clearing time, not the
22 closing time.

23 Q. Okay. So the clearing time, then, is supposed to
24 be the time that the service --

25 A. Had dial tone.

1 Q. The time they had dial tone?

2 A. That's right.

3 Q. When you're talking about your understanding of
4 how backing up time occurs, you mean backing up the time
5 beyond or before the time the service was cleared?

6 A. Right.

7 Q. Ever heard of that being done?

8 A. No, I haven't.

9 Q. Has anyone ever asked you to do that?

10 A. No.

11 Q. Do you know of any of the STs who have called you
12 to clear troubles in the past that have done that?

13 A. I do not know.

14 Q. When the ST's were calling you in the past to
15 clear a problem, did they give you a specific time that they
16 had cleared it?

17 A. Yeah, we usually ask what time did you have the
18 customer -- what time did they have a dial tone, and they
19 would give us a clearing time.

20 Q. And was there usually maybe a five or ten minute
21 gap between the clearing time and the closing time?

22 A. I don't know. I really don't -- I can't
23 remember. I put the time he gives it to me.

24 Q. Have you ever heard the phrase building the base?

25 A. Building the base, you mean like for all of the

1 out of services?

2 Q. Yeah.

3 A. I've heard of that.

4 Q. And what have you heard or how have you heard
5 that that's done?

6 A. The only thing I can think --

7 MR. BEATTY: Object to the form of the
8 question. It's a compound question and could be
9 misleading to the witness.

10 BY MS. RICHARDSON:

11 Q. Go ahead.

12 A. Well, the only thing I can think is if we come in
13 one morning and we had like four hundred troubles on the
14 screens, and they'll look and they can tell if they're all
15 coming in from one area. And if we've had a cut or
16 whatever, we make go into that one area and screen all of
17 those troubles out of service and get them into the pool, or
18 build a failure onto them. That's what I would think
19 building the base would be.

20 Q. And when you say look at the screen, does that
21 mean four hundred customers have called in troubles; is that
22 what you're taking about?

23 A. Right. They have a screen jeopardy to let them
24 know how many troubles we've gone to screen. And of course
25 some of them go right to the field. But I think if it's

1 more than three troubles on a certain cable or whatever it
2 automatically builds a failure.

3 Q. The computer automatically builds the failure?

4 A. Right. Sometimes it does and sometimes it
5 doesn't. It could be a memory call out of service or
6 something.

7 Q. Have you ever heard of anyone just creating
8 fictitious trouble reports?

9 A. No.

10 Q. Has anyone ever asked you to change a status from
11 a not out of service report to an out of service report when
12 it wasn't actually an out of service report?

13 A. No.

14 Q. Do you know of anyone who has excluded an out of
15 service report because they put wrong information on it and
16 then created a new report so that they could get the
17 information correct?

18 A. No.

19 Q. Tell me when -- let me ask you this first. Do
20 you actually make a decision as to when a trouble is out of
21 service or not?

22 A. No.

23 Q. In the past, let's say back in the late 80's,
24 early '90's, were you called upon to decide whether a
25 trouble was out of service?

1 A. If a trouble came in and we tested it and if it
2 was out of service, we stasured it out of service. And then
3 you put -- if you can call the customer and get ahold of the
4 customer, that's the key. And if you call them and it's so
5 loud that you can't even talk to the customer, to me that's
6 an out of service and I stroke it out of service. If I can
7 talk to the customer and she has a problem intermittent,
8 that's not out of service and I don't status it out of
9 service.

10 Q. Is no dial tone out of service?

11 A. Uh-huh.

12 Q. What about can't be called?

13 A. Uh-huh. Depending, again, on the circumstances.
14 If you call and it's ring tripping, that's out of service.
15 If you call her and she says, well, I just have one or two
16 rings, it could be an equipment problem. If we've got a
17 problem, then we would status it out of service. It all
18 depends if you can talk to the customer and if you can't.

19 Q. So, you've got a test and then also your
20 conversations with the customer. Is that what you use to
21 decide?

22 A. Right.

23 Q. Do you know of anyone who has given you
24 instructions to status out of services or not out of
25 services that you felt were improper instructions?

1 A. No.

2 Q. Has anyone ever said -- any manager ever said to
3 you and other MAs don't status any out of services today?

4 A. No.

5 Q. Have you ever heard of any manager doing that?

6 A. (Witness nodding head.) Not any of my managers.

7 Q. What point in the trouble reporting process is a
8 trouble statused out of service or not out of service; when
9 do you make that decision?

10 A. Of course now it's all -- when the trouble comes
11 in, you test it. And if it shows a hard ground or whatever,
12 you try to dial the customer. If it's got a hard ground on
13 it, you're not going to get it, you're going to get a busy.
14 You status it out of service.

15 Q. Let's go back to mid 80's to '90's. In that
16 period of time before the machine started doing out of
17 service statusing for you when you were still statusing, at
18 what point in the process did you make a determination that
19 a trouble was out of service or not out of service?

20 A. When you call the customer. If you can reach a
21 customer or she says it's out of service, or you had your
22 MLT one testing, then you would go by whatever that showed
23 you.

24 Q. So, that was up front then?

25 A. Right.

1 Q. Before dispatch you made that decision?

2 A. Right, uh-huh.

3 Q. Was there ever a manager who insisted that
4 trouble reports not get stroked out of service until close
5 out?

6 A. No.

7 Q. Do you know of any improper statusing of trouble
8 reports by any employee?

9 A. No.

10 Q. Do you know of anybody who has used somebody
11 elses employee code?

12 A. It happened one time to me.

13 Q. Can you tell me about that?

14 A. Well, it was so many years ago. It must have
15 been Hypoluxo. I had been on vacation. I handled DTAG at
16 that time and everything came back on a recorder. So I had
17 been on vacation, and I come back and something had been
18 closed out with my number. And of course I wasn't here, so
19 the supervisor and I talked about it. And what I figure
20 happened was something had come from DTAG and possibly
21 whoever did the DTAG that day could have just picked up my
22 number and used it. And to my knowledge that's the only
23 time it ever happened.

24 Q. How did you find out that someone else had been
25 using your number?

1 A. One of the supervisors, it was an error on it, I
2 believe, or something. The code was wrong. I can't exactly
3 remember, but it was called to my attention and the date was
4 so and so and I wasn't here at that time.

5 Q. Do you remember what code was wrong?

6 A. I have no idea.

7 Q. Was it a disposition code or a cause code or --

8 A. I think it was a cause code. I can't actually
9 remember.

10 Q. Do you know which -- did you ever find out who
11 was using your number?

12 A. No, it only happened the one time. And I really
13 think it was because the person from CIC had put the trouble
14 on the recorder. This is a close out for 626 and that's
15 what I think happened. Because that's the only time it ever
16 happened.

17 Q. And you said DTAG. Could you spell that for the
18 court reporter?

19 A. D-T-A-G. That is CIC. That's where they do the
20 memory work, translation and et cetera.

21 Q. And what does DTAG stand for?

22 A. I don't know. I don't remember.

23 Q. Dial tone assistance group, maybe?

24 A. Probably.

25 Q. Can you tell me what a customer direct report is?

1 A. It's when it's initiated by the customer. They
2 call repair service and tell them they have a problem and
3 that's a customer report.

4 Q. What's an employee originated report?

5 A. That's when we originate the trouble ourself.

6 Q. You mean a company employee?

7 A. Right.

8 Q. What happens if a customer sees a repairman
9 outside working on somebody else's phone or on the outside
10 line and says, would you please report a trouble on my line
11 for me and the employee calls it in, is that a customer
12 direct or an employee direct?

13 A. A customer direct report.

14 Q. Have you ever heard of anyone in this center
15 creating employee originated reports that should have been
16 customer direct reports?

17 A. No.

18 Q. Do you know of any manager who have directed
19 their maintenance administrators to bring out of service
20 reports that are about to go over 24 hours to them and get
21 permission before they close them out?

22 A. No.

23 Q. Do you know what a no access is?

24 A. Yes, I do.

25 Q. What's a no access?

1 A. It's when the repairman goes out to the field,
2 attempts to work a trouble, perhaps a trouble is inside.
3 The customer is not home, so they hang a card on the door
4 with a contact number. We were here at such and such times,
5 trouble inside, unable to gain access, call so and so when
6 someone will be home.

7 Q. Do know if that no access stops that 24-hour
8 clock?

9 MR. BEATTY: Objection, it's been and asked.
10 She indicated she doesn't know.

11 MS. RICHARDSON: No, because access is not a
12 cause code, it's not a disposition code. It's an
13 intermediate status code.

14 MR. BEATTY: I thank you for your
15 enlightening repertoire for what the codes are
16 and what they mean. I understand.

17 MS. RICHARDSON: I don't believe it's been
18 asked and answered.

19 MR. BEATTY: I object on the basis I've
20 already indicated, but thank you for that
21 enlightment.

22 BY MS. RICHARDSON:

23 Q. Okay. Ms. Short, let's ask the question again,
24 and Mr. Beatty can object again and we'll get an answer. Do
25 you know if a no access code stops that 24 hour clock?

1 A. I believe it does. I believe so.

2 Q. Now, do you know of anyone who has no accessed
3 trouble reports before they were dispatched?

4 A. Before they were dispatched, no.

5 Q. Have you ever heard of anyone no accessing a
6 trouble report when they actually did have access to the
7 premises?

8 A. No.

9 Q. Do you know of anyone who has taken a batch of
10 out of service reports that were getting close to going over
11 24 hours and just no accessed them?

12 A. No.

13 Q. Have you ever heard of that being done?

14 A. No, I haven't.

15 Q. Do you know what a CON code is, carried over no
16 code?

17 A. Yes.

18 Q. Have you ever used that in the past?

19 A. Only when a customer requests -- like they have a
20 jack problem or something and we can't get in until Saturday
21 we used to CON it, it's for a later date.

22 Q. Would it be used when the company had to call a
23 customer and say we can't make it by the time we told you,
24 we need to move this forward to tomorrow?

25 A. No.

1 Q. Not used that way?

2 A. Huh-uh.

3 Q. Do you know if that CON code stops that 24 hour
4 clock?

5 A. I would think it would, because if the customer
6 calls in on Tuesday and asks for a ^{an} commitment of Saturday,
7 then I would certainly think it would. We don't use CON's
8 anymore.

9 Q. You don't use them anymore?

10 A. No.

11 Q. Do you know why you don't use them anymore?

12 A. I think everything -- well, just if they close a
13 CON they change it to a certain code, we put in if it's a
14 later date or something we have to do. It's basically the
15 same thing, I think they just changed the name.

16 Q. Is that a no access other code now?

17 A. I think so.

18 Q. Do you know of anyone who has used the CON code
19 improperly?

20 A. No.

21 Q. Have you heard of anyone using the CON code on
22 out of service reports to stop that 24 hour clock?

23 A. No.

24 Q. Have you heard of anyone taking out of service
25 reports that are about to go out over 24 hours and close

1 them and then open them up as employee originated reports?

2 A. No.

3 Q. Do you know of anyone who has put false
4 information on a customer record?

5 A. Customer records?

6 Q. Yes.

7 A. No.

8 Q. Do you know of anyone who has put false
9 information on a trouble report?

10 A. No.

11 Q. Do you know of anyone who has called an ST in the
12 field while he was working on a trouble, told that ST that
13 we're going to close this report now and you just go on to
14 the next one?

15 A. No.

16 Q. Do you know of any managers who have personally
17 statused and closed trouble reports?

18 A. No.

19 Q. Have you heard of any grievances being filed
20 against managers who were statusing and closing trouble
21 reports?

22 A. No.

23 Q. Have you ever been disciplined yourself for
24 handling or mishandling trouble reports?

25 A. No.

1 Q. Have you been disciplined for not following a
2 manager's instruction?

3 A. No.

4 Q. Are you a member of the union yourself?

5 A. Yes.

6 Q. Have you ever filed a grievance yourself?

7 A. Yes.

8 Q. Other than --

9 A. Nothing to pertain to this.

10 Q. Okay. Ms. Short, have you ever been asked to
11 help sell products or services for the company?

12 A. No, not really asked. We had contests and things
13 a few years ago where if you're talking to a customer and
14 they don't have touch tone or something like this, you can
15 call and have a service order written and call the customer
16 back, give her the price and whatever it costs. And that's
17 the only time.

18 Q. You said these were contests. Did you win
19 something?

20 A. No.

21 Q. Were you eligible to get something?

22 A. No, I didn't sell. I really didn't.

23 Q. Did you participate at all?

24 A. Very little.

25 Q. Were you given any kind of special instructions

1 on the selling aspect of these contests?

2 A. No.

3 Q. Were you given any kind of sales script that you
4 would follow?

5 A. No.

6 Q. Did anyone ask to you keep track of the amount of
7 time you spent talking to a customer about service as
8 opposed to the amount of time you spent talking about
9 trouble reports?

10 A. No.

11 Q. Do you know of anyone who has recorded a sale of
12 a service to a customer without that customer's approval?

13 A. No.

14 Q. Have you heard of that being done?

15 A. Yes, it was common gossip a couple years ago.

16 Q. Here in the Palm Beach area?

17 A. Yeah.

18 Q. Do you know of anybody who was disciplined by the
19 company for their participation in the sales program?

20 A. Yes.

21 Q. Who do you know was disciplined?

22 A. Well, I just know what we heard through the
23 company about a couple outside men.

24 Q. I'd like to know what other things or matters
25 that you've heard here that may be common gossip among

1 employees in relation to employees mishandling the trouble
2 reports.

3 MR. BEATTY: If anything at all.

4 THE WITNESS: What now?

5 MR. BEATTY: If anything at all.

6 THE WITNESS: No, no.

7 MS. RICHARDSON: All right, Ms. Short, I want
8 to thank you for being here today and I
9 appreciate you coming. There may be one or two
10 questions from someone else before you go.

11 CROSS EXAMINATION

12 BY MR. GREER:

13 Q. I believe you said that you knew somebody that
14 had used your employee code while you were on vacation; is
15 that correct?

16 A. Uh-huh.

17 Q. In your opinion --

18 A. No, I didn't say I knew who.

19 Q. You knew that it happened?

20 A. Right.

21 Q. Can anybody use your employee code today?

22 A. No.

23 Q. Can you explain why?

24 A. We have a special code set up -- we have a code,
25 an employee number, and you close off your computer and it's

1 in the computer that you -- I don't know how to explain
2 computer systems, but it's in there. Nobody can use your
3 number.

4 Q. So, the only way that somebody could use your
5 number is if you left your terminal on still locked into the
6 system?

7 A. That's right. We log off when we go on our
8 breaks, we log off for lunch.

9 MR. GREER: That's all I have.

10 MR. BEATTY: That's it.

11 (Whereupon the deposition was concluded at
12 8:43 a.m.)

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CERTIFICATE

STATE OF FLORIDA)
COUNTY OF PALM BEACH)

I, Kimberly C. Ayers, Court Reporter and Notary Public, State of Florida at Large, do hereby certify that I reported the deposition of ALICE SHORT stenographically, and that the foregoing transcript is of a true and correct transcript of my shorthand notes.

I further certify that the deposition was taken at the time, place shown hereon, and that all counsel, persons as hereinabove shown were present.

I further certify that I am not an attorney, counsel, relative or employed by either party or attorney.

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WITNESS MY HAND AND SEAL THIS 29th day of June, 1993, at West Palm Beach, County of Palm Beach, State of Florida.

Kimberly C. Ayers

KIMBERLY C. AYERS, Court Reporter