

920260

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO.: 910163-TL
June 2, 1993

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: RICHARD CHAPMAN
DATE TAKEN: Friday, June 11, 1993
TIME: 9:05 a.m.
PLACE: 900 North Nova Road
Daytona Beach, Florida
REPORTED BY: LISA L. TAYLOR, RPR-CP, Court
Reporter and Notary Public

* * * * *

PROFESSIONAL REPORTERS
444 SEABREEZE BOULEVARD, SUITE 470
DAYTONA BEACH, FLORIDA 32118
904-252-8443

DOCUMENT NUMBER-DATE

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1700-RECORDS/REPORTING

A P P E A R A N C E S

REPRESENTING THE CITIZENS OF THE STATE OF FLORIDA:

CHARLES J. BECK, Esquire
Deputy Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street
Room 812
Tallahassee, Florida 32399

REPRESENTING SOUTHERN BELL TELEPHONE & TELEGRAPH COMPANY:

ROBERT G. BEATTY, Esquire
Museum Tower Building
150 West Flagler Street
Suite 1910
Miami, Florida 33130

REPRESENTING THE FLORIDA PUBLIC SERVICE COMMISSION:

ROBERT PIERSON, Esquire
Division of Legal Services
101 East Gaines Street
Tallahassee, Florida 32301

REPRESENTING DARYL JONES:

CRAIG S. BODA, Esquire
444 Seabreeze Boulevard
Daytona Beach, Florida 32118

ALSO PRESENT:

Stan L. Greer
Florida Public Service Commission

C O N T E N T S

TESTIMONY OF DARYL A. JONES

Direct Examination by Mr. Beck

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CERTIFICATE OF OATH

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CERTIFICATE

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SUBSCRIPTION OF DEPONENT

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S T I P U L A T I O N S

It is hereby agreed and so stipulated by and between the parties hereto, through their respective counsel, that the reading and signing of the transcript are expressly reserved by the Deponent.

P R O C E E D I N G S

DARYL A. JONES

having been first duly sworn, was examined and testified upon his oath as follows:

DIRECT EXAMINATION

BY MR. BECK:

Q Mr. Jones, my name is Charlie Beck, with the Office of Public Counsel, and I'm going to be starting off the deposition.

Mr. Greer is with the Florida Public Service Commission and he may have some also after we're done.

Could you please state your name?

A Daryl A. Jones.

Q Are you employed by Southern Bell?

A Yes, I am.

Q What position do you hold?

A Facilities technician.

Q Is that here in Daytona Beach?

A Ormond Beach.

Q How long have you held that position?

A Four years.

Q And before that, where did you work?

A Miami.

Q Did you perform the same job in Miami?

A I was an F-2. I was a cable splicer. They

1 changed the title recently. I was cable repairman -- I am
2 cable repairman now.

3 Q Is there a difference between a facilities tech
4 and a cable repairman?

5 A No.

6 Q Could you describe briefly what your job
7 entails?

8 A Clearing individual troubles or multiple
9 troubles.

10 Q Do you work with maintenance administrators in
11 your job or have any interaction with them?

12 A Yes.

13 Q Could you describe that?

14 A Today I could be dispatched or close out
15 troubles with these people.

16 Q Okay. Have you given a statement to Southern
17 Bell investigators previously?

18 A Yes.

19 Q Was there only one statement that you gave them
20 or was it more than one?

21 A They gave me -- they asked me many questions.

22 Q I mean, was there only one time that you met
23 with them?

24 A Yes, yes.

25 Q Do you recall about when that was?

- 1 A Six to eight months ago.
- 2 Q Do you recall who was present when you gave a
3 statement?
- 4 A Just these two independent lawyers.
- 5 Q Do you know if any of those lawyers were
6 employed by Southern Bell?
- 7 A I know they weren't. They told me they weren't.
8 They were independent lawyers.
- 9 Q Was there anybody from the union present when
10 you gave your statement?
- 11 A No.
- 12 Q Are you familiar with the difference between the
13 clear time and close time on trouble reports?
- 14 A Yes.
- 15 Q Could you describe briefly what the difference
16 is between them?
- 17 A Cleared time is when I restore service.
- 18 Q Okay.
- 19 A And closing time is when I -- or completing time
20 is when I finish the job.
- 21 Q Are you familiar with any 24-hour index on
22 clearing trouble reports?
- 23 A Yes.
- 24 Q Could you describe generally what that is?
- 25 A They try to give the customer service within 24

1 hours.

2 Q Has anyone ever told you or suggested to you to
3 back up the clear time on a trouble report to a time
4 earlier than when the service was restored on that line?

5 A Yes.

6 Q Could you describe that?

7 A Basically, to -- I was told to -- I was told to
8 show the restore time when it was restored.

9 Q Wouldn't that -- By "restore time," do you mean
10 the clear time or is it something different?

11 A They would tell me to show it at certain times,
12 whenever I restored it.

13 Q Okay. There wouldn't be anything wrong -- or
14 isn't that what you're supposed to do with the clear time?

15 A Yes.

16 Q Has anybody ever told you or suggested to you to
17 put down a time -- to show as the restored time a time
18 earlier than when you actually restored service?

19 A Yes.

20 Q Okay. Would you describe that incident?

21 A To be specific, I can't give you specific times
22 or, you know, when this was done.

23 Q Okay.

24 A But it hasn't been done in the last two years.
25 I know that.

1 Q Okay. Just generally what can you tell me about
2 it?

3 A It was due at a certain time and they would tell
4 me to back the time up.

5 Q Was that in Ormond Beach or Miami that that
6 occurred?

7 A Ormond Beach. Palm Coast, specifically.

8 Q By "they," who do you mean?

9 A My immediate supervisor.

10 Q And who was that?

11 A There were many of them. They're all retired or
12 gone.

13 Q Okay. Who do you recall having told you to back
14 up the restore time?

15 A My first supervisor I got up there when I got up
16 there.

17 Q Okay. Do you recall who he is?

18 A

19 Q Did it happen on more than one occasion?

20 A Uh-huh (affirmative).

21 Q Was it a routine occurrence?

22 MR. BEATTY: Object to the form of the question.
23 It's ambiguous.

24 You can respond, if you can.

25 THE WITNESS: No, I can't recall.

1 BY MR. BECK:

2 Q Do you recall about how many times you might
3 have been told by to back up the clear time?

4 A We're talking four years ago, no.

5 Q Okay.

6 A Sorry.

7 Q Was it more than once?

8 A Yes.

9 Q Who else told you to do that there?

10 A Well, either him or test board.

11 Q Could you spell that?

12 A The MAs, administrative.

13 Q The MAs would tell you to back up the times
14 also?

15 A Not the MAs, generally the supervisors.

16 Q And test port?

17 A Test board. That's what we used to call them.

18 Q Oh, oh.

19 A Administrative assistants, now.

20 Q Okay, I understand, test boards.

21 A Called the test board, B-O-A-R-D.

22 Q Okay. Do you recall the names of any
23 supervisors other than who would have told you
24 to back up the time?

25 A No.

1 Q Were there other supervisors, though, that told
2 you that?

3 A At times.

4 Q Okay. Would this occur when a repair time was
5 going to exceed 24 hours? Would they ask you to back it up
6 to show that the repair was accomplished within a 24-hour
7 period?

8 MR. BEATTY: Object to the form. It's leading.
9 You can respond.

10 THE WITNESS: Specifically, I couldn't give you
11 an answer, because we're talking four years ago.

12 BY MR. BECK:

13 Q Okay. When you were told by the supervisors to
14 back up the times, would you do so?

15 A Yeah.

16 Q Have you talked to other facilities technicians
17 about whether they had similar experiences?

18 A No.

19 Q Have you ever heard from anyone else whether
20 they were asked to back up the clear times on trouble
21 reports?

22 A I've heard, yes.

23 Q From whom have you heard?

24 A People I was working with back then.

25 Q Did they tell you that they had been told the

1 same thing by supervisors?

2 A Specifically, yes.

3 Q Other than backing up clear times, have you ever
4 been asked or has it ever been suggested to you to put down
5 something on a trouble report that was false?

6 A No.

7 Q Are you familiar with a term called "building
8 the base"?

9 A No, I'm not.

10 Q Have you ever been asked to classify a report
11 that would actually be out of service as an effecting
12 service trouble report?

13 A Say that again.

14 Q Have you ever been asked to classify a report
15 that was out of service as an effecting service report?

16 A No.

17 Q Okay. Did you ever have occasion to mark "no
18 access" down on a trouble report?

19 A No.

20 Q Or report it as no access?

21 A (Witness shakes head negatively.)

22 MR. BECK: Mr. Jones, that's all I have. Thank
23 you very much. There may be some others.

24 MR. GREER: I don't have any.

25 MR. BEATTY: That's it.

1 (Whereupon, the taking of the deposition was
2 concluded at 8:45 a.m.)

3 CERTIFICATE OF OATH

4
5 STATE OF FLORIDA)
6 COUNTY OF VOLUSIA)

7
8 I, LISA L. TAYLOR, RPR-CP, Notary Public for the
9 State of Florida at Large, do hereby certify that I did, at
10 the time and place herein designated, place under oath the
11 deponent, DARYL A. JONES, who was thereupon examined.

12 I FURTHER CERTIFY that I am not of counsel for,
13 related to, or employed by any of the parties or attorneys
14 involved herein; nor am I financially interested in said
15 action.

16 WITNESS MY HAND AND SEAL this 28th day of
17 June, 1993, in the City of Daytona Beach, County of
18 Volusia, State of Florida.



22 Notary Public, State of Florida
23 LISA L. TAYLOR
24 My Comm. Exp. Nov. 1, 1995
25 Comm. No. CC 153009

Lisa L. Taylor
LISA L. TAYLOR, RPR-CP
Notary Public

My commission expires:
November 1, 1995

C E R T I F I C A T E

STATE OF FLORIDA)
COUNTY OF VOLUSIA)

I, LISA L. TAYLOR, RPR-CP, Court Reporter, do hereby certify that I did, at the time and place herein designated, record the testimony of DARYL A. JONES, who was thereupon examined; that said testimony was recorded by me in shorthand; that the foregoing 12 pages constitute a complete and accurate transcript of said examination and proceedings.

I FURTHER CERTIFY that I am not of counsel for, related to, or employed by any of the parties or attorneys involved herein; nor am I financially interested in said action.

WITNESS MY HAND this 28th day of June, 1993, in the City of Daytona Beach, County of Volusia, State of Florida.

Lisa L. Taylor
LISA L. TAYLOR, RPR-CP,
Court Reporter

The foregoing instrument was acknowledged before me this 28th day of June, 1993, by Lisa L. Taylor, RPR-CP, who is personally known to me.

Lisa R. Vinson
Notary Public,
State of Florida



Notary Public, State of Florida
LISA RENEE VINSON
My Comm. Exp. May 19, 1996
Comm. No. CC 202334

SUBSCRIPTION OF DEPONENT

STATE OF FLORIDA)
COUNTY OF VOLUSIA)

I, DARYL A. JONES, do hereby certify, having read the foregoing deposition taken on June 11, 1993, that said transcript is a true and accurate recording of the proceedings had at the time and place designated, with the following exceptions, if any:

DARYL A. JONES

Date

Sworn to and subscribed before me this day of , 1993.

Notary Public
My Commission expires:

ERRATA PAGE

I, the Deponent, wish to make the following corrections:

Page Line Correction

Professional Reporters
444 Seabreeze Boulevard
Suite 470
Daytona Beach, Florida 32118
(904) 252-8443

June 28, 1993

Mr. Daryl A. Jones
2 Floral Court
Palm Coast, Florida 32137

IN RE: The Citizens of the State of Florida
and Southern Bell

Dear Mr. Jones:

The deposition taken on June 11, 1993, in the above-styled case is ready for you to read and sign.

It will be necessary for you to come to my office to read the transcript within the next ten working days and make any corrections.

Should you have any questions regarding this matter, please call the number indicated above.

Sincerely,



Lisa L. Taylor,
Court Reporter

CC: Charles J. Beck, Esquire
Robert G. Beatty, Esquire
Robert Pierson, Esquire