

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 910163-TL <sup>920260-TL</sup>  
FILED: June 16, 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: WANDA S. BRENT

DATE: June 29, 1993

TIME: Commenced at: 3:40 p.m.  
Concluded at: 4:45 p.m.

PLACE: Southern Bell Telephone and Telegraph Co.  
666 Northwest 79th Avenue, Room 674  
Miami, Florida 33126

REPORTED BY: JOHN J. BLUE,  
Registered Professional Reporter,  
Notary Public, State of Florida At Large  
Suite 1014, Ingraham Building  
25 Southeast 2nd Avenue  
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TAKEN BY: The Citizens of Florida, by and through  
Janis Sue Richardson,  
Associate Public Counsel

PURSUANT TO: Florida Rule of Civil Procedure  
1.310 (b) (6)

DOCUMENT NUMBER-DATE

08799 AUG 16 83

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**I-N-D-E-X**

**WITNESS**

**DIRECT CROSS**

Wanda S. Brent

(Ms. Richardson)  
(Mr. Beatty)  
(Mr. Greer)

4, 37  
36  
43

**EXHIBITS**

**Identification**

Exhibit No. 1

18

Exhibit No. 2

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1 THEREUPON:

2 WANDA S. BRENT,

3 having been first duly sworn, was  
4 examined and testified as follows:

5 DIRECT EXAMINATION

6 BY MS. RICHARDSON:

7 Q. Miss Brent, would you please state your name and spell  
8 it for the Court Reporter?

9 A. Yes. It's Wanda S. Brent. W-A-N-D-A S. B-R-E-N-T.

10 Q. And your address, please?

11 A. 18560 Northwest 27th Avenue, Miami, Florida, 33056.

12 Q. And your phone number?

13 A. 305, 628-9276.

14 Q. Are you represented here today by an attorney?

15 A. Yes, I am.

16 MS. RICHARDSON: I'll ask him to place his appearance  
17 on the record.

18 MR. SCOLA: Robert Scola, on behalf of Wanda Brent.

19 Q. (BY MS. RICHARDSON): Miss Brent, have you discussed  
20 this deposition here today with anyone other than your attorney  
21 or the attorneys for Southern Bell?

22 A. No.

23 Q. Has anyone advised you that you would not be  
24 disciplined based upon whatever answers you gave here today?

25 A. Yes.

1 Q. Has anyone discussed with you the possible criminal  
2 penalties that could apply if you perjure your testimony?

3 A. Yes.

4 Q. Have you given a statement to the company in the past?

5 A. Yes, I have.

6 Q. Do you remember when this was?

7 A. I believe it was in October of '90.

8 Q. Did you give just one statement?

9 A. I think I had-- I think I gave two statements.

10 Q. Do you remember when the second statement was made?

11 A. I'm not sure. I believe it was after that.

12 Q. Was it within a few months?

13 A. Yes.

14 Q. Do you remember who was in the room with you when you  
15 made your first statement?

16 A. By name? We had Security, and it was Mr. Hampton.

17 And I don't remember the attorney, but we had Legal  
18 also.

19 Q. Do you remember who was in the room with you when you  
20 made your second statement?

21 A. It was Legal, and also Security, but I'm not sure the  
22 name of the Security Manager. It wasn't Mr. Hampton.

23 Q. Did you discuss that statement with anyone?

24 A. No, I haven't.

25 Q. Did you discuss your first statement with anyone?

1 A. No.

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

3 A. I'm Assistant Manager, North Dade IMC.

4 Q. How long have you held that position?

5 A. I have been an Assistant Manager, I believe it's 1979,  
6 maybe, 1979.

7 Q. Is that a first level position?

8 A. Yes, it is.

9 Q. And when you work in the North Dade do you supervise  
10 Maintenance Administrators?

11 A. Not now I don't.

12 Q. Who do you supervise now?

13 A. Dispatch clerks.

14 Q. And how long have you been supervising dispatch  
15 clerks?

16 A. Since April of '91.

17 Q. And prior to April of '91 were you supervising  
18 Maintenance Administrators in North Dade?

19 A. I supervised them from November of '90 until April of  
20 '91.

21 Q. Before November of '90 what did your managerial  
22 responsibilities involve?

23 A. I was a facilitator of training and a backup system  
24 administrator; and that was in 1989 up until that time, I  
25 believe around January 9th of '89 up until November of 1990.

1 Q. And what does a facilitator of training do?

2 A. We were introducing a lot of new features, touch star  
3 features, Caller ID, the call return and all that; and I would  
4 receive the information on the new technology and devise  
5 training and then train the maintenance administrators on the  
6 new technology.

7 Q. And you said you were a backup system administrator.  
8 What were your duties with that?

9 A. That whenever the assistant administrator was out of  
10 the office I would do his work, which was maintaining the  
11 computer systems. If the computers went down I would bring  
12 them up, that type of thing.

13 Q. Did that involve working with the MTAS reports at all?

14 A. No.

15 Q. Was it strictly a hardware?

16 A. Yes.

17 Q. Before 1989, what were your managerial duties?

18 A. I was assistant manager in the installation group of  
19 dispatch clerks.

20 Q. Was that also North Dade?

21 A. Yes, ma'am.

22 Q. And how long did you have that position?

23 A. I had that from 1982 until then.

24 Q. Can you tell me who your immediate I guess it was a  
25 second level supervisor was from that period of time when you

1 were supervising dispatch clerks in North Dade that first time,  
2 you said '82 to '89?

3 A. I believe it was Charles Finney.

4 Q. Was he the only second level that you remember having  
5 from '82 to '89?

6 A. I believe -- I'm not sure. I'm thinking of Charles  
7 Cunningham; I think he was during that time period. And also  
8 Jonah Bradley.

9 Q. Between '89 and '90 when you were doing the  
10 facilitating of training in the backup system administrative  
11 position, who was your second level supervisor then?

12 A. Joseph Lesko.

13 Q. Was he the only second level you had during that  
14 period?

15 A. Yes.

16 Q. And then for your position supervising M.A.s from  
17 November of '90 to April of '91 who was your second level then?

18 A. Ray Kummer.

19 Q. That's K-u--?

20 A. -- m-m-e-r.

21 Q. Was there anyone else who was a second level for you  
22 at that point?

23 A. No.

24 Q. Who is your present second level supervisor?

25 A. Carlos Quintero.



1 Q. Who is your present Operations Manager?

2 A. Ralph De La Vega.

3 Q. And when Mr. Kummer was your second lever, who was  
4 your Operations Manager then?

5 A. Jack Sellers.

6 Q. And when Mr. Lesko was your second level manager who  
7 was your Operations Manager then?

8 A. Jack Sellers.

9 Q. And when you mentioned say the '88-'89 time frame when  
10 you were again supervising dispatch clerks, who was the  
11 Operations Manager at that time?

12 A. We had two that I recall. Steve Calcavecchia.

13 Q. Can you spell that?

14 A. C-A-L-C-A-V-E-C-C-H-I-A.

15 Q. That's wonderful.

16 A. That's right. And also Jim Roach.

17 Q. Jim Roach. Okay. In supervising dispatch clerks,  
18 what kind of work do the dispatch clerks do?

19 A. We receive orders for installation, for new  
20 installations, and changes of customer service. That is when  
21 they move from home to home, or they move into our area new, or  
22 if they added jacks or premises work.

23 We receive the order, we prepare it for dispatch; and  
24 over the years the technology has changed a little bit. We  
25 used to live-dispatch someone and live-close them. Now it's

1 all done mechanically through the technician's CAT terminal.  
2 We just prepare it and set it up into this system, and they  
3 pick up the orders and close them out automatically now.

4 Q. Okay. And you indicate installation. Did you also  
5 indicate repair?

6 A. No, not when I worked in installation, no.

7 Q. Okay.

8 A. That is from '89 until-- that was from '82 until '89.  
9 That was when I was in the installation type work; and now as  
10 well, that's what I do now as well.

11 Q. So at this point today in your present position you do  
12 not supervise anyone who does repair work?

13 A. No, ma'am.

14 Q. When you were supervising M.A.s in '90 and early part  
15 of '91 did your M.A.s do repair trouble reports at that time?

16 A. Yes.

17 Q. When you were dealing with facility training and  
18 backup system administration under Mr. Lesko, were you at all  
19 involved in the trouble repair process?

20 A. No.

21 Q. I'd like to focus my questions and your responses,  
22 what we discuss here, on the period of time that you were  
23 supervising individuals in the customer trouble repair process.

24 Are you aware of the company requirement that out of  
25 service reports be repaired within 24 hours?

1 A. We have an objective to do that, yes.

2 Q. Are you aware of the Commission, Public Service  
3 Commission, requirement that the company complete at least 95  
4 percent of its out of service report repairs within 24 hours?

5 A. Yes, I am.

6 Q. Do you know if a customer is due a rebate if they're  
7 out of service more than 24 hours?

8 A. Yes.

9 Q. Did you know that when you were supervising M.A.s in  
10 the North Dade Center?

11 A. Uh-huh (Nods yes).

12 Q. I'm sorry; is that a "yes"?

13 A. Yes, I did.

14 Q. Okay.

15 A. I'm sorry.

16 Q. That's all right. He can't take head nods or uh-huhs.  
17 I'd like to show you a document--

18 A. Okay.

19 Q. -- Miss Brent. I'm going to introduce it for the  
20 record here.

21 This is Southern Bell's Response to Preliminary Order  
22 number PSC 93-0263 PCO-TL entered on February 19, 1993; and it  
23 was filed by Southern Bell in the rate case docket on April  
24 1st, 1993.

25 Is that a copy that you have in front of you?

1 A. It looks like it.

2 Q. Have you seen this document?

3 A. No.

4 Q. Then I want to go off the record for a moment and give  
5 you a chance to look at it--

6 A. Okay.

7 Q. -- and discuss it with Mr. Scola.

8 (Discussion off the record, with the agreement  
9 of the witness and all parties present)

10 Q. (BY MS. RICHARDSON): Okay. There are a series of  
11 numbers by your name, and your name appears at number 52. I  
12 believe there's a three, nine and 28 after your name?

13 A. Right.

14 Q. I'd like to ask you about number nine.

15 A. Okay.

16 Q. Number nine indicates that you may have some  
17 information about test okays generally.

18 Can you tell me what a test okay report is?

19 A. If a customer's line tests okay, that means that they  
20 do have service then; that's what that means, that their line  
21 tests okay.

22 Q. Do you know if it's proper to take a test okay report  
23 that's testing okay, the customer says they do have service,  
24 and close it out as out of service?

25 A. Today the rules are if the customer reports that they

1 can't call out, no dial tone, can't be called, then they are  
2 stroked out of service; and if they test okay, then that is how  
3 it's stroked.

4 Q. All right. Prior to today, was it proper to take a  
5 test okay report where the customer, when contacted, said they  
6 had service, and close it as an out of service report?

7 A. Would you repeat that?

8 Q. Certainly. At any time if you don't understand what  
9 I'm asking or you need me to rephrase it, I'd be more than  
10 happy to do that.

11 A. Thank you.

12 Q. And again at any time if you need to ask Mr. Scola  
13 something off the record, then we'll just go off the record and  
14 you'll have whatever time you need.

15 A. Thank you.

16 Q. Okay. Prior to the present requirement on statusing  
17 test okay reports that you've just indicated--

18 A. Right.

19 Q. -- I want to go back to November of '91.

20 Was it proper at that time if a report was received  
21 tested okay, and the customer indicated that they were in  
22 service, to take that report and close it as out of service?

23 A. That they were in service? Did they report themself  
24 out of service?

25 Q. No.

1 A. No, that would not be.

2 Q. Let me rephrase it just a little bit differently.

3 A report comes across, and it is statused as affecting  
4 service, and when tested by the M.A. it tests okay.

5 A. Uh-huh.

6 Q. Would it be proper to take that report and status it  
7 as out of service?

8 A. No.

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

10 A. No.

11 Q. Do you know of anyone who has taken a set of test okay  
12 reports and closed them as out of service?

13 A. Yes. I did that myself.

14 Q. Can you tell me when that occurred?

15 A. Yes, yes. It happened in July of 1990.

16 And what had happened, my mother passed away on July  
17 24th of 1990. And when I came back to work on the Monday  
18 following her death I felt like I could not do my normal job,  
19 which was to develop training and so forth, I couldn't  
20 concentrate; and so I asked someone if I could-- I don't even  
21 know who I asked-- I just asked if I could help to do anything  
22 in the maintenance center to help them.

23 And they said yes, you can close out the test okay  
24 D.A. files.

25 So I took the file, and I-- which is a long printout

1 of trouble ticket numbers for all the customers, and I just one  
2 by one closed out each one of the reports in typing; and by  
3 mistake I stroked every one of the numbers on that list out of  
4 service.

5 And I didn't even realize that I was making a mistake  
6 until one of my-- another manager in the office just came by to  
7 visit me, you know, just to see how I was doing, my first day  
8 back and everything.

9 And he said "What are you doing?" Because I don't  
10 normally do that type of thing.

11 And I said that "I'm closing out," you know, "the test  
12 okay file."

13 And he looked; and he said "Well, you're not doing it  
14 right."

15 And I said "Oh." And I stopped immediately doing it.  
16 And by that time I was almost finished with the entire list.  
17 It was, you know, too late; I had already made the mistake.

18 Q. Do you know about how many reports did you status?

19 A. It was a lot, it was a long printout.

20 Q. Would it have been--

21 A. It might have been maybe 75, a hundred on the list.

22 Q. Do you know if that had any effect at all on the  
23 company's out of service over 24 index?

24 A. No, I don't.

25 Q. Were you disciplined for that particular instance?

1           A.    Well, we did look to see what was on the list as far  
2 as out of service and not out of service.  And of course there  
3 were some customers on there that were out of service over 24  
4 hours and some that were less than 24 hours; so we had  
5 customers that were rebated for over 24 hours and some that  
6 were rebated for less than 24 hours, not really rebated but  
7 they were stroked out of service.

8                        So, you know, just-- I don't think it affected the  
9 index, because there was some of both on the list.  You know.  
10 I just haphazardly just made every single one out of service  
11 without any thought to what I was doing, really.

12           Q.    Do you remember which manager came to you and told  
13 you?

14           A.    Yes; it was Mr. Bourne, Claude Bourne.

15           Q.    B-o-r-e-n?

16           A.    B-O-U-R-N-E.

17           Q.    B-O-U-R-N-E; okay.  Do you know or have you heard of  
18 any other instances where test okay reports were stroked out of  
19 service to assist the company in meeting the Public Service  
20 Commission out of service index?

21           A.    I don't know if it was done for that reason.  I know  
22 there was a test okay list that was statused out of service.  I  
23 was on a feedback for one of our -- of our reviews, one of our  
24 reviews, and during the review brought out that there was some  
25 out of service statusing that was improper, there was some



1 troubles were statused out of service that shouldn't have been.

2 Q. Was that in North Dade?

3 A. Yes, it was.

4 Q. Do you remember who that involved?

5 A. Well, it's just after the fact, you know.

6

7

8 transpired with that occurrence with the exception of the fact  
9 that it was brought out in the feedback I knew they were fired  
10 for mis-statusing.

11 Q. Do you know of any other instances other than the two  
12 that you've indicated to me?

13 A. No, I don't.

14 Q. When on your own instance that you referred to as  
15 closing out the test okay file, did you ask anyone, since you  
16 were unfamiliar with the system, how to process those on close  
17 out?

18 A. No, I didn't.

19 Q. I believe by your name appears-- let's see -- is it  
20 number 27?

21 MR. SCOLA: Three, nine and 28, I think.

22 MS. RICHARDSON: 28? Okay. Yes. 28 indicates  
23 Mr. Falsetti, Miss D'Alessio, or Mr. Lesko.

24 Q. (BY MS. RICHARDSON): Do you know Frank Falsetti?

25 A. No, I don't.

1 Q. Do you know of any occasion where a supervisor has  
2 directed Maintenance Administrators to contact the supervisor  
3 before closing out an out of service over 24-hour report?

4 A. No.

5 Q. Miss Brent, I'm going to place an exhibit on the  
6 record here, and we'll mark this as Exhibit One. It is a memo  
7 from a Wanda S. Brent to all Maintenance Administrators dated  
8 February 14, 1991. And we'll mark that as Exhibit One.

9 We'll give you a copy. And one for Mr. Scola, and  
10 Robert, one for each you and Nancy.

11 We'll go off the record until you've had time to look  
12 at it.

13 (Thereupon the foregoing instrument was marked  
14 OPC Exhibit No. 1 (Brent) for Identification, this date)

15 (Thereupon the deposition was recessed briefly,  
16 with agreement by the witness and all parties present,  
17 and was thereafter resumed)

18 Q. (BY MS. RICHARDSON): Miss Brent, did you write this  
19 memorandum?

20 A. Uh-huh.

21 Q. And on this memo, what is the purpose of your  
22 direction on the first paragraph:

23 "Prior to closeout, bring to the attention of cable  
24 control out of service troubles that go over 24 hours"?

25 MR. BEATTY: I think it's appropriate that you read

1 into the record, as the rules of evidence enable and  
2 actually require, the balance of that sentence, which is:

3 "This is to ensure proper disposition and cause code  
4 usage by the technician."

5 MS. RICHARDSON: That's fine.

6 Q. (BY MS. RICHARDSON): What was your purpose in  
7 directing this?

8 A. We wanted to ensure that troubles were basically  
9 closed out when service was restored, and to the proper  
10 disposition and cause codes.

11 Q. Was this a direction to Maintenance Administrators  
12 then?

13 A. Yes, it was.

14 Q. All right. And are Maintenance Administrators trained  
15 on the use of disposition and cause codes?

16 A. No, ump-um. No, they -- they know a lot of the  
17 codes; but basically the codes by the field are the field  
18 codes, and the field technicians know those codes.

19 Q. All right. And are Maintenance Administrators  
20 authorized to change the codes that are given to them by field  
21 technicians?

22 A. No, they are not; but they-- No, they're not.

23 Q. Then what further directions would a Maintenance  
24 Administrator need to have in terms of ensuring that proper  
25 disposition and cause code usage was done, if they couldn't

1 change the codes?

2 MR. BEATTY: Objection to the form of the question.

3 It's argumentative.

4 You can respond.

5 A. I think what was happening-- I'm trying to remember  
6 what was happening-- I think that the cable control supervisor  
7 would speak with the facility technician and ask him how the  
8 trouble was cleared and what trouble was found, so as to ensure  
9 the proper disposition and cause code was given on the trouble,  
10 because the cable control supervisor knew the correct code, and  
11 just to ensure that the cable technician was using the proper  
12 code.

13 Q. (BY MS. RICHARDSON): Do you know whether the cable  
14 technicians were trained on the use of disposition and cause  
15 codes?

16 A. Yes; yes, they were.

17 Q. Do you know if they were covered on out of service  
18 reports that were cleared well within 24 hours on the proper  
19 use of cause and disposition codes?

20 A. It doesn't really matter. The disposition and cause  
21 code had nothing to do with the time increment between 24 and  
22 over 24. It's the same code. It's based on the trouble  
23 cleared and where the trouble was found; the trouble found, and  
24 what caused the trouble.

25 Q. Do you know if there are certain disposition and cause

1 codes that would keep a report, an out of service report, from  
2 being counted as a miss against the company--

3 A. Yes, I do.

4 Q. -- that went over 24 hours?

5 A. Yes, I do.

6 Q. Do you know if this instruction was interpreted by  
7 anyone to be a direction to use those particular disposition  
8 and cause codes to exempt out of service reports?

9 A. No.

10 MR. BEATTY: Objection

11 MR. SCOLA: Objection. I'm sorry about that.

12 MR. BEATTY: That's okay.

13 MR. SCOLA: This one calls for speculation as to what  
14 somebody else interpreted it to mean.

15 Q. (BY MS. RICHARDSON): Do you know if placing the cable  
16 control on notice that they had a report that was over 24  
17 hours, if that notice was used by cable control to place the  
18 exempt disposition and cause codes on reports?

19 A. Not to my knowledge. I would say no, they would not  
20 do that.

21 Q. Now, discussing the 24-hour time. Is there a certain  
22 time indication on a trouble report where the company counts  
23 whether or not that report was out over 24 hours?

24 A. From receipt to restoral.

25 Q. Do you know of anyone who backed up the restoral time

1 on a report that had gone over 24 hours to show that it had  
2 been repaired within 24 hours?

3 A. Restored, no.

4 Q. Do you know of anyone who backed up a commitment time  
5 on a trouble report?

6 A. No.

7 Q. Paragraph two. Can you explain what your direction in  
8 paragraph two was intended to do?

9 A. Yes. We wanted to make sure that we were getting the  
10 proper restoral time reported.

11 Q. And why would there be a problem with getting the  
12 proper restoral time?

13 A. Well, the technicians had a habit of giving us the  
14 close time versus the restoral time. They would restore  
15 service and then do other work, like maybe to clean up around  
16 the yard, do routines and things like that that had nothing to  
17 do with restoring service but before they proceeded to the next  
18 job; and that wasn't when they provided service. We wanted to  
19 know when they restored service.

20 Q. This question or these instructions, were they  
21 followed for all out of service reports?

22 A. They should have been followed for all reports.

23 Q. You indicate to bring to the attention of the  
24 assistant manager on the floor any trouble with an appointment  
25 missed by only 30 minutes or less.

1           A.    That's what we found, that the interim was that they  
2 were showing their routine time, their clean up time too.

3                    When the manager would look back, Mr. Lesko would say  
4 that there was a clearing time that might have been five  
5 minutes, ten minutes, whatever, over the time.

6                    Then we thought, well, maybe these guys aren't showing  
7 the restoral time, they are showing the close time. And so we  
8 said well, you know, let's make sure that if they go over, we  
9 ask them when did they give service and then we will know  
10 that's the proper restore time.

11           Q.    Do you know of anyone who understood those directions  
12 as requesting them to back up the restoral time--

13           A.    No--

14           Q.    -- to just reform--

15           A.    -- I don't know anybody that understood them that way.

16           Q.    Did you ever indicate to any M.A.s that they could  
17 assume that it would take an outside technician 30 minutes to  
18 do routine, so that if they received a clearing time or a  
19 closing time on the report that was just 15 minutes over the  
20 24-hour hours that they could back it up?

21           A.    No.

22                    MR. BEATTY:  Objection.  Leading.

23           A.    No.

24           Q.    (BY MS. RICHARDSON):  Did this memo, after you sent  
25 it, correct the problems that you perceived?

1           A.    Not all of them.  We still had-- we still had-- Well,  
2 we had the employees that we had to-- they said "oh, you know,  
3 I finished at noon but I went to lunch," or that type of thing.

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

5           A.    Yes.

6           Q.    What is a no access?

7           A.    When a technician is going to clear trouble, he's  
8 unable to because the customer needs to give him access either  
9 to the yard or the inside of the house, and they're not home,  
10 it's no access.

11          Q.    Do you know if the no access code stops the 24-hour  
12 repair clock?

13          A.    I don't know.

14          Q.    Do you know of anyone who no accessed a report before  
15 it was dispatched?

16          A.    No.

17          Q.    Do you know of anyone who no accessed a report when  
18 they did have access to the premises?

19          A.    No.

20          Q.    Do you know what the CON Code is, carried over no?

21          A.    No.

22          Q.    The C O N code?

23          A.    No.

24          Q.    Do you know how to exclude reports?

25          A.    Yes.



1 Q. And how is that done?

2 A. Well, I just know physically that you go into the data  
3 base and you show it excluded and you show proper narrative  
4 based on why it's excludable. Is that what you mean?

5 Q. Right. And do you know if it's proper to exclude out  
6 of service report?

7 A. No.

8 Q. So it is not proper, is your answer? Or you don't  
9 know?

10 A. That's not a -- out of service report. Depends. I  
11 couldn't think of any reason.

12 Well, the only thing I can think of is a service order  
13 due the same day. But those reports are excluded and the  
14 service orders are worked.

15 Q. Okay.

16 A. That's the only one I can think of where a customer  
17 might be out of service.

18 Q. All right. Other than that instance--

19 A. I can't think of anyone.

20 Q. -- do you know of anyone who has excluded an out of  
21 service report?

22 A. No.

23 Q. Do you know what an employee report is?

24 A. Yes.

25 Q. Can you briefly explain an employee report?

1           A.    If an employee discovers a service condition affecting  
2 service or an out of service condition and he discovers it on  
3 his own and reports it to the company, that's an employee  
4 report.

5           Q.    Do you know of anyone who has originated a customer  
6 direct report as an employee report?

7           A.    No.

8           Q.    Do you know of anyone who has taken an out of service  
9 report that was about to go over 24 hours and closed it out,  
10 then reopened it as an employee report--

11          A.    No, I don't.

12          Q.    -- to clear and close?

13          A.    No.

14          Q.    Do you know anyone who has taken a batch of service  
15 affecting reports, other than what we may have already talked  
16 about with the Test Okays, and closed them out as out of  
17 service?

18          A.    No.

19          Q.    Do you know of anyone who has used someone else's  
20 employee code?

21          A.    No.

22          Q.    Has anyone ever used yours?

23          A.    Not to my knowledge.

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

1 A. No.

2 Q. I guess I should clarify. Other than what we may have  
3 already talked about today?

4 A. Yes, that was inadvertently done, in my case. No, I  
5 don't.

6 Q. On your particular case with test okay and out of  
7 service, do you know if any corrections were made to the  
8 reports the company made to the Public Service Commission  
9 regarding their out of service over 24-hour status?

10 A. I don't know.

11 Q. Have you ever heard the phrase "building the base"?

12 A. Just since the investigations.

13 Q. What does that mean to you?

14 A. I really don't-- I really don't know. I think it's --  
15 I really don't know what it means.

16 Q. Miss Brent, I'm going to show you a couple more  
17 documents, but we are not going to make them part of the  
18 record.

19 A. Okay.

20 Q. And unfortunately I only have one copy, so after each  
21 one I'll go off the record and anybody that would like to see  
22 it, we'll take time to pass it around so everyone can see it,  
23 and then when we're ready we'll go back on the record.

24 A. Okay.

25 Q. This is a series of management performance rating

1 reports, that have-- the first one has the name "Wanda s.  
2 Yoder," "Y-o-d-e-r." Is that you?

3 A. That's me.

4 Q. Then I can show it to you, because it's yours.

5 A. Uh-huh.

6 Q. The bottom date has a signature of Wanda S. Yoder as  
7 Assistant Manager dated March 30, 1988.

8 Okay. At this point I'll go off the record and we  
9 will let everybody look at it, and then I'll ask you one or two  
10 questions about that.

11 THE WITNESS: Okay.

12 MR. BEATTY: Did you say that you are not going to  
13 make this a part of the record?

14 MS. RICHARDSON: Yes. I just want to ask one question  
15 on it, basically.

16 MR. BEATTY: Well, then I'd like to know what question  
17 you're going to ask, if you're not going to put it on the  
18 record.

19 MS. RICHARDSON: Well, I can. I only have one copy; I  
20 can't distribute copies to you. I can make the one copy  
21 the Exhibit copy for the record, but since it's a  
22 personnel file form I thought it would be better-- we've  
23 done this in the past with others-- we've not made them  
24 part of the record but I've asked questions on them; so,  
25 because of the personal nature of the form I decided that

1 we wouldn't make part of one, but if you're uncomfortable  
2 with that I can introduce it.

3 MR. BEATTY: Well, let's see.

4 (Discussion off the record, with the agreement  
5 of the witness and all parties present)

6 MS. RICHARDSON: As further identification of this  
7 document, the cover page has the form number RF5093-A and  
8 there's a 5100 identification number on the document  
9 attached to it.

10 Q. (BY MS. RICHARDSON): Miss Brent, I really only have I  
11 think one or two questions on this.

12 As part of your evaluation, are you evaluated on  
13 whether or not you assisted the company in meeting the out of  
14 service over 24-hour index?

15 MR. BEATTY: Object on the grounds of relevancy.

16 Unless there's some time frame to tie this up.

17 THE WITNESS: Is this the QR-12 data that you're  
18 talking about?

19 MS. RICHARDSON: Yes.

20 A. It was part of our 5100.

21 Q. (BY MS. RICHARDSON): Evaluation. And which year are  
22 we discussing here on this particular 5100?

23 A. This is 1987.

24 Q. 1987. And during that year were you successful in  
25 assisting the company in meeting its out of service over

1 24-hour index throughout the year?

2 A. Actually I didn't have any part in helping it or  
3 hindering it. It was on my appraisal because it was part of my  
4 boss's appraisal.

5 Q. And who was your boss at this time?

6 A. At this time it was Manny Carreno, M. Carreno.

7 Q. C-a--?

8 A. -- r-r-e-n-o.

9 Q. Thank you. What were your particular job duties at  
10 that particular time?

11 A. I had the dispatch clerks on installation.

12 Q. That's all on that document.

13 Okay. The next one-- I'm trying to do these in  
14 order -- is again a management performance rating for a Wanda  
15 Brent, and the form number is RF5093-A, and it is signed by  
16 Wanda S. Yoder on February 14, 1989; and there is attached a  
17 5100 form.

18 And we'll go off the record again and give you time to  
19 look at this one.

20 (Discussion off the record, with the agreement  
21 of the witness and all parties present)

22 Q. (BY MS. RICHARDSON): Miss Brent, is this your  
23 personal evaluation form?

24 A. Yes, it is.

25 Q. And was part of your evaluation in that year the

1 company's performance on the PSC out of service index?

2 A. It is on this form.

3 Q. And was the company successful in every month in  
4 meeting the index in that year?

5 A. No, no.

6 Q. Which one did they miss?

7 A. December.

8 Q. And how much did they miss it by?

9 A. It's 94 dot zero.

10 Q. And again which year was this particular evaluation?

11 A. 1988.

12 Q. Were you personally involved in assisting with meeting  
13 of that requirement?

14 A. No.

15 Q. And why does it show up on your evaluation form?

16 A. The second level's evaluation was like this and all  
17 the assistance managers had the same evaluation form.

18 Q. All right.

19 MR. BEATTY: I think the record needs to reflect that  
20 the witness was reading from the document when she quoted  
21 the 94 point zero, I believe--

22 THE WITNESS: Yes.

23 MR. BEATTY: -- amount.

24 MS. RICHARDSON: Okay.

25 Q. (BY MS. RICHARDSON): Miss Brent, I'm going to show

1 you another evaluation form with Wanda Brent at the top, and  
2 this again is a management performance rating RF5093-A. It is  
3 signed by Wanda S. Brent on February 27th, 1990; and there is  
4 attached to it a 5100 form also. And attached to that is  
5 another form that is a 5093 dash B, and another one which is a  
6 dash C.

7 A. (Examining instruments)

8 Q. Miss Brent, was part of your evaluation the  
9 performance of the company on the out of service over 24-hour  
10 index during this year, 1990?

11 A. Yes. 1989.

12 Q. 1989?

13 A. (Nods yes)

14 Q. And was the company successful in meeting that index  
15 on your evaluation form?

16 A. Yes.

17 Q. Did they miss any month?

18 A. No.

19 Q. Were you at all involved in assisting the company to  
20 meet this index during this year?

21 A. No.

22 MR. BEATTY: Again the record should reflect that the  
23 witness's responses are predicated upon her review, her  
24 reading from the document in question.

25 Q. (BY MS. RICHARDSON): All right. The next management



1 performance rating RF5093-A is for Wanda S. Brent; it was  
2 signed by Wanda S. Brent on January 22, 1991; and it has  
3 attached to it a 5100 form and a form MJE Form 11-C, a  
4 management job evaluation composite job description form.

5 (Discussion off the record, with the agreement  
6 of the witness and all parties present)

7 Q. (BY MS. RICHARDSON): Miss Brent, is this for the year  
8 1990?

9 A. Yes.

10 Q. During that year, as part of your performance  
11 evaluation did it include whether or not your division met the  
12 PSC out of service over 24-hour index?

13 A. No.

14 Q. Did it include a description of your work with certain  
15 analytical reports, in the job description attached? Not on  
16 your 5100 form but on your job description attached?

17 A. Would you repeat the question?

18 Q. Yes. On your job description does it indicate that  
19 you worked with analytical reports for the company, that you  
20 monitored certain trouble reports?

21 A. It says I could. But I didn't.

22 Q. You did not actually do that?

23 A. No.

24 Q. Okay. And then the last one that I have for you is  
25 again a management performance rating, the form number is not

1 on this particular copy but I assume it's the same. Wanda  
2 Brent; and it is signed by Wanda Brent on March 10th, 1992.  
3 And it also has a 5100 form attached to it.

4 (Discussion off the record, with the agreement  
5 of the witness and all parties present)

6 Q. (BY MS. RICHARDSON): For this 1991 evaluation,  
7 Miss Brent, was your area's meeting the out of service over  
8 24-hour index part of your performance appraisal?

9 A. Yes.

10 Q. Were you involved during that year with trouble  
11 reports?

12 A. Yes.

13 Q. Was your actual work then part of this meeting of this  
14 criteria of out of service over 24?

15 A. Yes.

16 Q. And was the company successful in meeting the 95  
17 percent index in that year?

18 A. No, not in all months.

19 Q. In which months did the company miss?

20 A. In I'm reading June, July, August, October, November,  
21 December.

22 MR. BEATTY: The record should reflect the witness is  
23 reading from the document.

24 Q. (BY MS. RICHARDSON): Okay. And would you tell me,  
25 for each of the six months that you've indicated the company

1 did not meet the 95 percent index, would you indicate what this  
2 document states as to each month--

3 MR. BEATTY: I object.

4 MS. RICHARDSON: -- what is the actual report?

5 MR. BEATTY: I object to the form of the question.

6 The document is the best evidence of what the document  
7 says.

8 This witness, at least there's been no predicate in  
9 this record that this witness had any independent  
10 recollection of the subject matter of Counsel's question,  
11 and therefore I would object. I would suggest that if, in  
12 fact, the counsel needs that kind of specificity, that  
13 counsel take appropriate action to make this document of  
14 record.

15 MS. RICHARDSON: Okay. Miss Brent, we'll make this  
16 particular document Exhibit Two for the record.

17 (Thereupon the foregoing instrument was marked  
18 OPC Exhibit No. 2 (Brent) for Identification, this date)

19 Q. (BY MS. RICHARDSON): Then for the purposes of our  
20 discussion, would you please tell me what Exhibit Two indicates  
21 as to the index met on June of that year?

22 MR. BEATTY: Again I object. Now that the document is  
23 of record, there's absolutely no basis to have this  
24 witness read from this document on matters for which  
25 there's no predicate that she has independent knowledge.

1 Q. (BY MS. RICHARDSON): Miss Brent, did you sign this  
2 document?

3 A. Yes, I did.

4 Q. And when did you sign this document?

5 A. I signed it on January 15, '91, July 26, '91, and  
6 January 30, '92.

7 Q. And when you signed this document did you read this  
8 document?

9 A. Yes.

10 Q. Did you read all this information that was in the  
11 document?

12 A. Yes.

13 Q. And would you please indicate to me what the company  
14 has on your document as indicating the repair index having been  
15 met on June of that year?

16 MR. BEATTY: In light of Counsel's voir dire on the  
17 issue of the independent recollection of this witness,  
18 allow me then to voir dire.

19 VOIR DIRE

20 BY MR. BEATTY:

21 Q. Miss Brent, do you have an independent recollection as  
22 you sit here today as to the information contained in this  
23 document, with respect to the question that Counsel has just  
24 asked?

25 A. No. Not without looking at it.

1 MR. BEATTY: Again I renew my objection. This witness  
2 has no independent recollection of the information  
3 contained in this document, with respect to Counsel's  
4 question, and I don't think it's appropriate for you to  
5 ask.

6 DIRECT EXAMINATION (Continued)

7 BY MS. RICHARDSON:

8 Q. Okay. Miss Brent, you indicated that there were six  
9 months where the company did not meet the PSC repair index. In  
10 October I believe it indicates on Exhibit Two that the company  
11 missed it by a fairly wide margin, down around 70 percent or  
12 so. Do you recall that occurrence?

13 A. No, I don't.

14 Q. Do you recall any reason for this particular year  
15 where six months were missed on the index as opposed to the  
16 other years that we've already discussed where the company was  
17 more successful in meeting the index?

18 MR. BEATTY: If you recall.

19 A. No, I don't.

20 Q. (BY MS. RICHARDSON): Do you recall any discussion  
21 among other managers as to why the company was having so much  
22 trouble meeting the PSC repair index in this particular year as  
23 opposed to prior years?

24 A. No.

25 MR. BEATTY: If you recall.

1 A. No.

2 Q. (BY MS. RICHARDSON): Did the missing of index in the  
3 six months of '91 have any impact on your overall rating on  
4 your performance of this particular year?

5 MR. BEATTY: If you recall.

6 A. No, I don't think so. I think I had the same rating.

7 Q. (BY MS. RICHARDSON): In your supervision of  
8 Maintenance Administrators in the period that that year covers,  
9 were any procedures changed that might explain in your mind the  
10 lowering of the results in meeting the PSC index?

11 MR. BEATTY: Objection to the form of the question.

12 The question calls for this witness to speculate as to  
13 the cause and effect; and there's no predicate in this  
14 record that she has the ability or knowledge to do so.

15 MS. RICHARDSON: You can still answer.

16 MR. BEATTY: If you can.

17 A. No.

18 MR. BEATTY: Are you say "no," or that you don't know?

19 A. I don't know, I don't know of anything that was  
20 different.

21 Q. (BY MS. RICHARDSON): Miss Brent, are you or have you  
22 ever participated in an operational review by network staff?

23 A. On the receiving end. They just reviewed us. I  
24 never-- I never did a review.

25 Q. All right. Did you ever assist with a review in

1 any way?

2 A. No.

3 Q. Did you ever receive feedback from an operational  
4 review?

5 A. Yes.

6 Q. When did that occur?

7 A. They occur from time to time, yearly.

8 Q. Okay.

9 A. Sometimes more often, sometimes six months.

10 No, I'm sorry. Operational I believe is one month--  
11 I'm sorry-- one year; excuse me.

12 Q. One a year?

13 A. Yes, I think so.

14 Q. Has there ever been an occasion where you have  
15 participated in a feedback where there was an indication that  
16 there was a major problem in your center?

17 A. Yes.

18 Q. And can you tell me what the major problem was?

19 A. Well, the only thing that I'm aware of is that the  
20 review brought out mis-statusing of test okays to out of  
21 service.

22 Q. Was that the incident that you reported to me earlier?

23 A. Yes.

24 Q. In any of the other feedbacks that you participated  
25 in, were you given any other type of problems of that nature--

1 or of that magnitude, I guess?

2 A. No.

3 Q. Was there a rereview done after that particular  
4 operational review?

5 A. Yes.

6 Q. Do you remember what the results of that rereview  
7 were?

8 A. No.

9 Q. Have you participated in any or received feedback from  
10 any other operational reviews where followup reviews were done?

11 A. I'm sure we got feedback.

12 Q. I guess "rereviews" instead of "followup reviews" is  
13 what I meant. When the staff came back to review that same  
14 problem again--

15 A. Oh.

16 Q. -- to see if it had been corrected?

17 A. I don't know, I don't know.

18 Q. Have you ever been disciplined for your handling of  
19 trouble reports?

20 A. No.

21 Q. Has anyone ever filed a grievance against you?

22 A. No.

23 Q. Have you ever been asked to participate in sales for  
24 the company?

25 A. Yes.



1 Q. Will you tell me when this occurred?

2 A. I believe in the late 1980s we had a gold line  
3 campaign per se for sales. And if we had any sales for  
4 ourselves or our family or our friends, then we would turn them  
5 in, and that type of thing.

6 Q. And about-- do you remember what years or year this  
7 occurred?

8 A. I'm thinking that also in 1989, I think that was in  
9 the year '88, '89, right around in there, that we won the gold  
10 line program.

11 Q. Do you recall which supervisor spoke to you about  
12 participating in the sales program?

13 A. I don't know. I think maybe Manny Carreno when-- I  
14 think maybe he was the second level at the time.

15 Q. Okay.

16 A. And probably into Joe Lesko during that time period.

17 Q. Did you yourself ever sell a product or a service to a  
18 customer?

19 A. I don't think so.

20 Q. Did any of the employees that you supervised ever sell  
21 an actual product or a service to a customer?

22 A. Themselves, no.

23 Q. Were you ever eligible for any prizes or points based  
24 upon sales --

25 A. Yes.

1 Q. -- from the people you supervised?

2 A. Yes, I was.

3 Q. And did you actually receive any prizes?

4 A. Yes, I did.

5 Q. What did you get?

6 A. I got a toaster.

7 Q. When you supervised these individuals who were  
8 assisting with sales, did you give them any additional sales  
9 training for this?

10 A. No, they didn't.

11 Q. Were you ever asked to have the people that you  
12 supervised keep track of the amount of time they spent selling  
13 as opposed to the amount of time they spent helping customers  
14 with repair reports?

15 A. At this time I was in installation, not repair.

16 Q. Okay.

17 A. And it was not separated, the time was not separated.

18 Q. When you were supervising individuals in installation,  
19 did those individuals keep track of their time by regulated and  
20 deregulated codes?

21 A. No.

22 Q. Did they keep track of the sales time by regulated or  
23 deregulated codes?

24 A. No. We didn't have deregulated or regulated codes.

25 MS. RICHARDSON: All right. Miss Brent, I believe

1 that's all the questions I have for you today. I thank  
2 you for appearing.

3 I don't know if there may be some questions from  
4 someone else.

5 MR. GREER: Yes.

6 BY MR. GREER:

7 Q. Miss Brent, I believe you said that you had stasured  
8 some Test Okays as out of service; is that correct?

9 A. That's correct.

10 Q. And I think you also said that there was a feedback  
11 review that identified a problem with test okays being stasured  
12 out of service?

13 A. Right.

14 Q. Do you know if those were the same or if--

15 A. No, there was-- No. The test okays I closed out were  
16 in July.

17 Q. Okay. And do you know what time frame the feedback  
18 review covered?

19 A. No, I'm sorry.

20 Q. But it's your understanding that they were not the  
21 same?

22 A. No.

23 MR. GREER: Okay. That's all I have.

24 MR. PIERSON: No questions.

25 MR. BEATTY: That's it.

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MS. RICHARDSON: Thank you, Miss Brent.

(Thereupon the deposition was concluded at 4:45 p.m.)

\_\_\_\_\_  
(Date) Wanda S. Brent

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

\_\_\_\_\_  
Notary Public, State of Florida At Large

My Notary Commission Expires:

\_\_\_\_\_

1  
2 STATE OF FLORIDA )  
3 : ss. CERTIFICATE OF REPORTER  
4 COUNTY OF DADE )

5 I, JOHN J. BLUE, Registered Professional  
6 Reporter, Certified Shorthand Reporter and Notary Public  
7 in and for the State of Florida at Large,

8 DO HEREBY CERTIFY that the deposition of WANDA  
9 S. BRENT, a witness called by the Citizens of the State  
10 of Florida in the above-captioned matter, Docket No.  
11 910163-TL, was heard at the time and place herein stated;  
12 that the witness was by me first sworn to tell the truth;  
13 it is further

14 CERTIFIED I reported in shorthand the said  
15 deposition; that the same has been transcribed under my  
16 direct supervision, and that this transcript, consisting  
17 of 44 pages, constitutes a true and accurate  
18 transcription of my notes of said deposition; it is  
19 further

20 CERTIFIED that I am neither of counsel nor  
21 related to the parties in said cause and have no  
22 interest, financial or otherwise, in the outcome of this  
23 docket.

24 IN WITNESS WHEREOF, I have herunto set my hand  
25 at Miami, Dade County, Florida, this 19th day of July,  
1993.

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JOHN J. BLUE  
Registered Professional Reporter  
Certified Shorthand Reporter and  
Notary Public  
In and for the State of Florida At Large  
1014 Ingraham Building  
25 Southeast 2nd Avenue  
Miami, Florida 33131  
(305) 371-6228

My Notary Commission Expires:

December 21, 1993



FEBRUARY 14, 1991

MEMORANDUM TO: ALL MAINTENANCE ADMINISTRATORS

SUBJECT: CLOSEOUT WITH FIELD TECHNICIANS  
OOB >24 HOURS / MISSED APPOINTMENTS

UPON CLOSEOUT WITH A FIELD TECHNICIAN, PLEASE CONTINUE TO BE COGNIZANT OF THE RECEIPT TIME ON OUT OF SERVICE TROUBLES. PRIOR TO CLOSEOUT, BRING TO THE ATTENTION OF CABLE CONTROL OUT OF SERVICE TROUBLES THAT GO OVER 24 HOURS. THIS IS TO ENSURE PROPER DISPOSITION AND CAUSE CODE USAGE BY THE TECHNICIAN.

IN ADDITION, EFFECTIVE IMMEDIATELY, PRIOR TO CLOSEOUT, PLEASE BRING TO THE ATTENTION OF THE ASSISTANT MANAGER ON THE FLOOR ANY TROUBLE WITH AN APPOINTMENT MISSED BY ONLY 30 MINUTES OR LESS. BE SURE TO PROMPT THE TECHNICIAN TO DETERMINE EXACTLY WHEN SERVICE WAS PROVIDED. THE TIME SERVICE WAS PROVIDED IS THE CLEARED TIME WHICH, MOST OF THE TIME, IS BEFORE THE CLOSED TIME.

IF YOU HAVE ANY QUESTIONS, PLEASE ADVISE.

YOURS TRULY,

*Hande S Brent*  
ASSISTANT MANAGER

CC: *(EB)* J. W. SELLERS, OPERS. MGR.  
R. J. KUMMER, MANAGER, IMC  
C. B. FINNEY, MANAGER, I&M  
C. W. LITTLE, MANAGER, OPCC  
C. E. MOBERG, MANAGER, SSIM  
ALL ASSISTANT MANAGERS, IMC



# Management Performance Rating

Name <b>Wanda Brent</b>	Title <b>Assistant Manager</b>	Pay, Grade <b>3</b>
Department <b>Network</b>	Location <b>18560 NW 27 AVENUE, ROOM 330</b>	
Review Period From <b>01-01-91</b> To <b>12-31-91</b>		

**Performance Rating:**

Major Contribution (MC)

Contribution (C)

Unsatisfactory Contribution (UC)

Not Rated (NR)

Supervisor's Comments:

Supervisor's Signature <i>Charles Quintana</i>	Title <b>Manager</b>	Date <b>3/10/92</b>
Approval <i>[Signature]</i>	Title <b>Operations Manager</b>	Date <b>3/10/92</b>

**Employee Comments**

(This Space Is Provided For Employee To Write Comments. If Desired.)

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I Have Received Feedback On My Performance Rating

Employee Signature <i>Wanda A Brent</i>	Title <i>Asst Mgr</i>	Date <b>03-10-92</b>
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Reproduce For Local Use

EXHIBIT

OPC#2

VRI 10 0 2

*[Handwritten initials]*



PERFORMANCE COMMITMENT

NAME	Position Description No.	Pay Grade	Supervisor	Review Period														
WANDA S. BRENT	CE766	3	C. QUIJERO	01-01-91 to 12-31-91														
Commitments	First Quarter				Second Quarter				Third Quarter				Fourth Quarter					
	JAN	FEB	MAR	YTD	APR	MAY	JUNE	YTD	JULY	AUG	SEPT.	YTD	OCT	NOV	DEC	YTD		
1. Quality																		
Perform a minimum of two quality reviews per employee per month	met	met	met		met	met	met		met	met	met		met	met	met			
2. Personnel																		
Maintain and cover subordinates on their periodic progress reviews	met	met	met		met	met	met		met	met	met		met	met	met			
3. Attendance																		
Maintain an incidental absence rate of .88%	.52	.00	.00	-	2.60	.00	.43	-	NA	0.00	0.00	-	0.00	0.43	0.62	-		
4. Overtime																		
Maintain an overtime rate of 4.0% or less	5.76	2.29	4.30	4.12	6.28	6.37	7.51	6.72	7.27	7.26	8.44	6.69	13.11	5.82	7.16	7.36		
5. Repeat Reports																		
Maintain a repeat report rate of 10%	13.40	11.41	12.71	12.48	14.27	14.62	15.44	13.84	15.48	15.64	14.21	14.13	16.67	15.53	14.42	14.75		
6. Missed Appointments																		
Maintain a missed appointment rate of 7.0%	12.18	11.05	12.13	11.66	12.43	16.98	23.18	15.37	20.38	16.74	13.38	15.38	14.70	11.52	10.42	14.96		
7. Report Rate																		
Maintain a network report rate of 2.56%	3.05	2.60	3.03	2.83	3.05	3.19	3.69	3.12	3.68	3.38	3.28	3.21	5.22	3.07	2.97	3.37		
8. Telsam																		
Residence Repair 88.0%	90.0	88.0	83.6	87.5	82.8	82.7	92.7	86.8	89.4	82.9	89.1	86.9	88.2	81.2	90.1	87.0		
Business Repair 89.5%	88.9	97.1	87.9	91.3	85.7	94.4	85.5	89.9	89.0	84.0	91.3	89.3	90.2	77.3	88.3	85.0		
Residence Installation 95.0%	90.6	97.0	97.1	94.9	97.2	96.6	94.6	95.5	94.3	92.5	91.8	89.3	96.4	96.7	95.7	96.0		
Business Installation 92.8%	89.5	94.3	92.2	92.0	90.5	89.8	88.7	90.8	89.0	90.9	92.5	90.8	90.9	92.6	90.0	91.0		

## PERFORMANCE COMMITMENT

NAME	Position Description No.	Pay Grade	Supervisor	Review Period												
WANDA S. BRENT	CE166	3	C. QUINTERO	01-01-91 to 12-31-91												
Commitments	First Quarter				Second Quarter				Third Quarter				Fourth Quarter			
	JAN	FEB	MAR	YTD	APR	MAY	JUNE	YTD	JULY	AUG	SEPT	YTD	OCT	NOV	DEC	YTD
9. FPSC OOS within 24 hours 95% or better	96.38	97.23	95.99	96.53	97.42	95.49	91.46	94.79	94.35	93.02	95.03	95.20	76.94	85.82	90.49	92.50
10. PSC schedule 2 results:																
90% of orders within 3 days	91.70	94.90	91.60	-	91.90	95.06	90.46	-	90.5	90.8	94.3	-	86.2	92.3	91.0	-
95% of orders within 30 days	99.40	99.80	99.50	-	99.50	99.84	99.77	-	99.9	99.5	99.9	-	99.8	99.8	99.7	-
100% of orders within 60 days	100.00	100.00	100.00	-	100.00	100.00	99.97	-	100.0	99.9	100.0	-	100.0	100.0	100.0	-
11. Monitor questionable activity reports to keep them current	met	met	met		met	met	met		met	met	met		met	met	met	
12. Interact with field personnel by 4th quarter to identify and reduce roadblocks																
Attend "Service to the Customer" meetings as required to identify and remove roadblocks	met	met	met		met	met	met		met	met	met		met	met	met	

PERFORMANCE COMMITMENT

NAME MANDA S. BRENT	Position Description No. CE766	Pay Grade 3	Supervisor C. QUINTERO	Review Period 01-01-91 to 12-31-91		
Commitments	First Quarter	Second Quarter		Third Quarter	Fourth Quarter	
<p>EEO/AA</p> <p>Support BellSouth's commitment to Equal Employment Opportunity (EEO) by:</p> <ul style="list-style-type: none"> <li>-Understanding the Corporate EEO and Affirmative Action policies, programs and procedures</li> <li>-Helping ensure that the work environment is free of harassment or unlawful discrimination</li> <li>-Considering qualified females and minorities for management vacancies, particularly when a departmental imbalance exists.</li> <li>-Making all non-management employees aware of opportunities for self-development, career enhancement, and future growth in a non-discriminatory manner.</li> </ul> <p>Employee Development</p> <p>Encourage and support career developmental programs for self and (where applicable) subordinates to include activities aimed at achieving business goals through individual growth.</p>	<p>met</p>	<p>met</p>		<p>met</p>	<p>met</p>	
<ul style="list-style-type: none"> <li>-Self</li> <li>-Subordinate</li> </ul>	<p>met met</p>	<p>met met</p>		<p>met met</p>	<p>met met</p>	
<p>Safety</p> <p>Administer the B.S.A.P.P.</p>	<p>met</p>	<p>met</p>		<p>met</p>	<p>met</p>	

PERFORMANCE COMMITMENT

NAME WANDA S. BRENT	Position Description No. CE 766	Pay Grade 3	Supervisor R. J. KUMER C. QUINTER	Review Period 01-01-91 to 12-31-91
Commitments	First Quarter	Second Quarter	Third Quarter	Fourth Quarter

Note: As defined in paragraphs 1.15, 1.17-Teamwork, and 2.05, some consideration should be given to the extent to which job responsibilities not specifically covered by commitments were fulfilled. The way a subordinate accomplishes his/her commitments should also be reflected in the assignment of the Performance Rating.

These commitments have been agreed upon by the supervisor and subordinate

Wanda S. Brent 1-15-91  
Employee's Signature Date

Raymond J. Kumer 1-15-91  
Supervisor's Signature Date

Quarterly Semiannual Review Completed:	Results	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
	Date:		7/26/91		1/30/92
	Employee's Initials:		WSB		WSB
	Date:		7/26/91		1/30/92