

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

SCANNED

In re: Show Cause proceeding) Docket No. 900960-TL
 against Southern Bell Telephone)
 and Telegraph Company for)
 misbilling customers)

920260

CERTIFIED COPY

DEPOSITION OF NANCY GORNIEWICZ

DATE: September 2nd, 1993
 TIME: 9:05 o'clock a.m.
 PLACE: 3300 Okeechobee Road
 Fort Pierce, Florida
 REPORTER: Rise J. Holmes
 Notary Public
 State of Florida at Large
 TAKEN BY: Office of Public Counsel

APPEARANCES:

FOR CITIZENS OF OFFICE of PUBLIC COUNSEL
STATE OF FLORIDA c/o The Florida Legislature
 111 West Madison Street
 Room 812
 Tallahassee, Fl 32399-1400
 BY: CHARLES J. BECK, ESQ.

FOR PUBLIC JEAN R. WILSON, ESQ.
SERVICE Counsel for Commission Staff
COMMISSION Public Service Commission
 101 East Gaines Street
 Tallahassee, Fl 32399-0872

CARL S. VINSON, JR.
 Bureau of Regulatory Review
 Florida Public Service Commission
 101 East Gaines Street
 Tallahassee

DOCUMENT NUMBER-DATE

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FOR SOUTHERN BELL

ROBERT G. BEATTY, ESQ.
General Attorney
BellSouth Telecommunications, Inc.
Museum Tower Building
Suite 1910, 150 West Flagler Street
Miami, Florida 33130

FOR THE WITNESS

MESSER & RAY
8000 U.S. 1, Suite 400
Riverside Bank Bldg.
Port St. Lucie Fl 34952
BY: CHARLES EDWIN RAY, ESQ.

Also Present:

Michael Tartaglio, Pres.
C.W.A. Local 3111
and
Peggy Ward, area Rep.
C.W.A. Local 3111

I-N-D-E-X

Direct Cross Redirect Recross

By Mr. Beck

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1 And thereupon,

2 NANCY GORNIEWICZ,

3 having been first duly sworn, testified on her oath as
4 follows:

5 DIRECT EXAMINATION

6 BY MR. BECK:

7 Q. Ma'am, my name is Charlie Beck. I am with
8 the Office of Public Counsel, and I will be starting the
9 deposition this morning. There are also members of the
10 Florida Public Service Commission staff here and they may
11 also have some questions.

12 Would you please state your name?

13 A. Nancy Gorniewicz.

-- 14 MR. RAY: At this time I would like to
15 interrupt MR. Beck and read: My client is hereby
16 agreeing to appear today under a promise by the
17 Southern Bell Telephone Company, by and through
18 their counsel, that no disciplinary action will be
19 taken against my client for voluntarily appearing,
20 telling the truth and being subject to questioning
21 about certain activities. I note counsel for the
22 corporation is present in this room today.

23 Q. Mrs. Gorniewicz, would you please state your
24 address for the record.

25 A.

1 Q. What is the zip code?

2 A.

3 Q. Have you ever added services to a customer's
4 bill without receiving the consent of the customer?

5 A. I respectfully refuse to answer on the
6 grounds that it may tend to incriminate me. This refusal
7 is pursuant to my right under the Fifth and Fourteenth
8 Amendments to the United States Constitution.

9 Q. Do you know whether any employees of
10 Southern Bell have added any services to customer's bills
11 without receiving the consent of the customer?

12 A. I respectfully refuse to answer on the
13 grounds that it may tend to incriminate me. This refusal
14 is pursuant to my right under the Fifth and Fourteenth
15 Amendments to the United States Constitution.

16 Q. Do you know whether any employees have ever
17 falsified any customer's billing information in any
18 manner?

19 A. I respectfully refuse to answer on the
20 grounds that it may tend to incriminate me. This refusal
21 is pursuant to my right under the Fifth and Fourteenth
22 Amendments.

23 MR. BECK: Thank you. That is all I have.

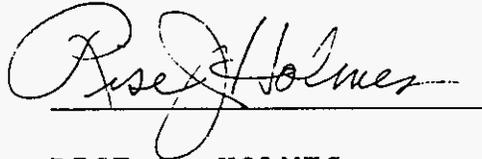
24 MS. WILSON: I have no questions.

25 MR. BEATTY: Thank you.

1 STATE OF FLORIDA)
2 ss.
3 COUNTY OF MARTIN)

4 CERTIFICATE

5 I, RISE J. HOLMES, a Notary Public of the
6 State of Florida at Large, authorized to administer
7 oaths, certify that NANCY GORNIEWICZ, was by me first
8 duly sworn to tell the truth this 2nd of September, 1993.

9 

10 RISE J. HOLMES

11 My Commission Expires:

12 April 15, 1995



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16 STATE OF FLORIDA)
17 ss.
18 COUNTY OF MARTIN)

19 CERTIFICATE

20 I RISE J. HOLMES, a shorthand reporter and
21 Notary Public of the State of Florida at Large certify
22 that the foregoing deposition of NANCY GORNIEWICZ,
23 stenographically reported by me and is a true and
24 accurate transcription of said deposition of NANCY
25 GORNIEWICZ.

I CERTIFY FURTHER that I am neither attorney

1 nor counsel for, nor related to, nor employed by any of
2 the parties to the action in which the deposition was
3 taken and, further, I am not a relative or an employee of
4 any attorney or counsel employed in this case, nor am I
5 financially interested in the outcome of this action.

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9 RISE J. HOLMES

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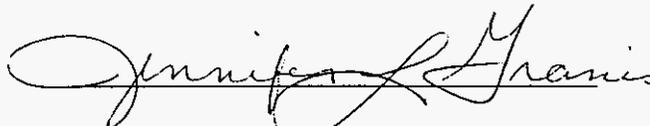
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The foregoing was acknowledged before me by
RISE J. HOLMES and who _____ did or ~~did not~~ take an oath
this 17 day of September.



NOTARY PUBLIC

My Commission Expires:



JENNIFER L. GRANIS
MY COMMISSION # CC310225 EXPIRES
August 23, 1997
BONDED THRU TROY FAIR INSURANCE, INC.