

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

900960
CERTIFIED COPY

DEPOSITION OF MARSHA STEWART

DATE: September 2nd, 1993
TIME: 9:10 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, Fl 32399-0872

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 MARSHA STEWART,

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 off
9 the deposition this morning. There are also members of
10 the Florida Public Service Commission staff here as well.

11 Q. Could you please state your name?

12 A. Marsha Stewart.

13 Q. Could you please give me your home address?

14 A.

15 Q. How do you spell that?

16 A.

17 Q. Is that in Fort Pierce?

18 A.

19 Q. What is the zip code?

20 A.

21 Q. Are you employed by Southern Bell?

22 MR. RAY: Excuse me Mr. Beck, I would like
23 to interrupt you here and read the following
24 statement on behalf of my client: My client is
25 hereby agreeing to appear today under a promise by

1 the Southern Bell Telephone Company, by and
2 through their counsel, that no disciplinary action
3 will be taken against my client for voluntarily
4 appearing, telling the truth, and being subject to
5 questioning about certain activities.

6 I note counsel for the corporation is
7 present in this room today. Thank you.

8 BY MR. BECK:

9 Q. Mrs. Stewart, are you employed by Southern
10 Bell?

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

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

17 A. I respectfully refuse to answer on the
18 grounds it may tend to incriminate me.

19 Q. Do you know whether any employee has added
20 services to customer's bills without receiving consent of
21 the customer?

22 A. I respectfully refuse to answer on the
23 grounds it may tend to incriminate me.

24 Q. Do you know whether any Southern Bell
25 employee has falsified customer billing information in

1 any respect?

2 A. I respectfully refuse to answer on the
3 ground it may tend to incriminate me.

4 MR. BECK: Thank you. That is all I have.
5 Thank you very much.

6 (Whereupon, the deposition was concluded at
7 9:20 a.m.)

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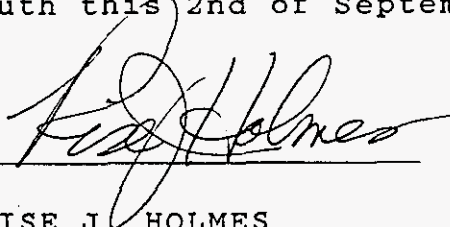
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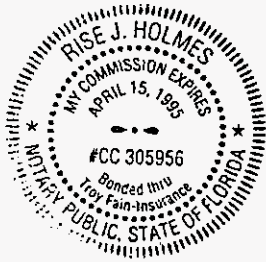
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1 STATE OF FLORIDA)
2 ss.
3 COUNTY OF MARTIN)

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 MARSHA STEWART, was by me first duly
8 sworn to tell the truth this 2nd of September, 1993.

9 



10
11 RISE J HOLMES

12 My Commission Expires:

13 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 MARSHA STEWART,
23 stenographically reported by me and is a true and
24 accurate transcription of said deposition of MARSHA
25 STEWART.

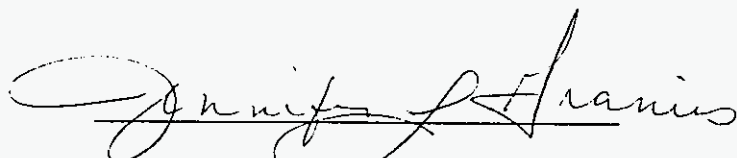
I CERTIFY FURTHER that I am neither attorney

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


RISE J. HOLMES

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