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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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.)

DOCKET NO. 910163-TL
920260-TC

COPY

DEPOSITION OF: FLORIDA BELL GREEN
TAKEN AT THE INSTANCE OF: Citizens of the State of
Florida, by and through
Jack Shreve, Office of
Public Counsel
DATE: Tuesday, July 28, 1992
TIME: Commenced at 10:00 a.m.
Concluded at 10:35 a.m.
PLACE: 666 N.W. 79th Avenue
Room 642
Miami, Florida
REPORTED BY: JANE FAUROT
Notary Public in and for the
State of Florida at Large

ACCURATE STENOGRAPHY REPORTERS, INC.
100 SALEM COURT
TALLAHASSEE, FLORIDA 32301
(904) 878-2221

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FPSC-RECORDS/REPORTING

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APPEARANCES:

REPRESENTING THE SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY:

ROBERT G. BEATTY, ESQUIRE and
Southern Bell Telephone and Telegraph Company
Museum Tower Building
Suite 1910, 150 West Flagler Street
Miami, Florida 33130

REPRESENTING THE CITIZENS OF THE STATE OF FLORIDA:

SUE RICHARDSON, ESQUIRE
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street
Room 812
Tallahassee, Florida 32399-1400

REPRESENTING THE FLORIDA PUBLIC SERVICE COMMISSION:

JEAN WILSON, ESQUIRE and
STAN GREER, Class B Practitioner
FPSC Division of Legal Services
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0863

REPRESENTING FLORIDA BELL GREEN:

ERIC L. ANSEL, ESQUIRE
Ansel & Simon
601 South Ocean Drive
Hollywood, Florida 33109 or
10081 Pines Boulevard, Suite E
Pembroke Pines, Florida 33024

ALSO PRESENT:

WALTER BAER, Office of Public Counsel.
CARL VINSON, FPSC Division of Communications.

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I N D E X

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WITNESS:

PAGE NO.

FLORIDA BELL GREEN

Direct Examination by Ms. Richardson
Cross Examination by Mr. Greer

8
29

CERTIFICATE OF REPORTER

31

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

1
2 The following deposition of FLORIDA BELL GREEN was
3 taken on oral examination, pursuant to notice, for purposes
4 of discovery, for use in evidence, and for such other uses
5 and purposes as may be permitted by the Florida Rules of
6 Civil Procedure and other applicable law. Reading and
7 signing of said deposition by the witness is not waived.
8 All objections, except as to the form of the question, are
9 reserved until final hearing in this cause; and notice of
10 filing is waived.

11 * * * * *

12 MR. BEATTY: We have agreed on a couple of things,
13 and I repeat this, you know, just basically for your
14 sake. That the deposition is taken pursuant to notice
15 from Public Counsel; that if there is any request to go
16 off the record, it will be with the consent of the
17 witness and your consent, of course; that we will save
18 all objections, except as to form. And unless your
19 position differs, that there will be no waiving of the
20 reading and/or signing of the deposition.

21 Let me further say that as we have discussed, this
22 deposition is taken pursuant -- let me just further
23 clarify, the attorney/client privilege and attorney
24 work product privilege. And what I mean when I say
25 that is that the investigation that was conducted by

1 the Company was conducted pursuant to those two
2 privileges as, Florida, you may, in fact, recall. We
3 would request that you honor those privileges here
4 today, and that you not disclose anything that occurred
5 in the context of the investigation. Okay. If any
6 questions are asked to that effect, I will certainly
7 speak to those issues. So, you don't have to worry
8 about it, just understand that those privileges do
9 protect the information that you may know about with
10 regard to the investigation, okay?

11 THE WITNESS: (Indicating yes.)

12 MS. RICHARDSON: To add on to that, if you know of
13 information outside of that, though, I would expect you
14 to answer fully and honestly. I would like for you to
15 be sworn in, please.

16 Thereupon,

17 FLORIDA BELL GREEN
18 was called as a witness, having been first duly sworn was
19 examined and testified as follows:

20 MR. ANSEL: Excuse me, Sue, should I put on --

21 MS. RICHARDSON: I would like for you to put in
22 your appearance, please.

23 MR. ANSEL: My name is Eric Ansel. I'm private
24 counsel for Ms. Green.

25 I would also like to elaborate a little bit on the

1 stipulations made prior to the deposition, that since
2 Florida gave a deposition to the parties that are here
3 today on March 25th, 1991, which includes the PSC and
4 the Office Public Counsel, that there will be no
5 matters -- there will be no questions that relate to
6 any matters that occurred prior to March 25th, 1991,
7 and the thrust of this deposition will be on any
8 disciplinary action that Florida did or didn't receive
9 as a result of prior investigations or a continuing
10 investigation, whichever it is. Thank you.

11 MS. RICHARDSON: Ms. Green, and I guess we are
12 still doing preliminary, further discussion matters. I
13 would like to get clear on a couple of definitions with
14 you, if I can. If you say "I don't know," that term,
15 if we can agree for the purposes of this deposition,
16 means that you have absolutely no knowledge from any
17 source, personal, direct, firsthand experience,
18 secondary, rumor, hearsay. "I don't know," means you
19 don't know anything. Okay. Is that clear?

20 THE WITNESS: Yes.

21 MS. RICHARDSON: Is that acceptable?

22 THE WITNESS: Yes.

23 MS. RICHARDSON: And then pretty much the same
24 thing with "I can't remember" or "I can't recall,"
25 means that you -- there are no memory fragments

1 floating around, nothing in your mind regarding
2 whatever you respond to me. "I can't remember" or "I
3 can't recall," that means absolutely no memory at all.
4 Is that acceptable and is that clear?

5 THE WITNESS: Yes.

6 MS. RICHARDSON: Okay. And then, lastly, I may
7 ask questions within the stipulated time limits about
8 do you know anyone or any employee generally who may
9 have done or not done certain things. And when I ask
10 that, I am also asking any employee or anyone includes
11 you, yourself, as well as other people. So, when you
12 answer me, that means you're answering for yourself as
13 well as for other people. Is that clear and
14 acceptable?

15 THE WITNESS: No.

16 MS. RICHARDSON: No. Okay. Would you, then, help
17 me with that, and I will try to be very specific in my
18 questions?

19 MR. ANSEL: Sue, I have one question about that.
20 Would you be referring those questions to any matters
21 that occurred prior to March 25th, '91?

22 MS. RICHARDSON: No, and you are free to object if
23 you think I am. Please go ahead and object to the form
24 of the question on the record and we'll put a time on
25 it, so that I don't breach whatever stipulation we have

1 A Assistant manager.

2 Q In an IMC?

3 A In the IMC Department.

4 Q And which area, please, North Dade, South Dade?

5 A North Dade.

6 Q Who is your present supervisor?

7 A Carlos Quintero.

8 Q And who is his present supervisor?

9 A Ralph De La Vego.

10 Q Okay. And is this the position that you have held
11 since March of '91?

12 A Yes, it is.

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18 BY MS. RICHARDSON:

19 Q And that has occurred since March of 1991, then?

20 I mean, what I'm trying to -- the reason I'm throwing the

21 date out, is I'm trying to be very specific with your

22 stipulation and make sure that I don't cross that border.

23 I'm not trying to trip you up. I promise. So, if you don't

24 understand --

25 MR. BEATTY: She doesn't -- I think what she is

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BY MS. RICHARDSON:

Q Is that --

A I don't remember the date.

MR. ANSEL: Do you remember if it was before or after you gave your deposition?

THE WITNESS: It was after I gave the deposition.

MS. RICHARDSON: Well, then maybe I should phrase my question that way. After the deposition would be clearer then.

MR. ANSEL: Yes.

THE WITNESS: Uh-huh.

BY MS. RICHARDSON:

1 bit. It might make it clearer for you.

2 MS. RICHARDSON: Okay.

3 BY MS. RICHARDSON:

4 Q Would you feel more comfortable instead of me
5 asking individual questions of just making a statement about

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21 MR. ANSEL: Excuse me right there. Why don't you
22 tell the whole story from beginning to end.

23 BY MS. RICHARDSON:

24 Q That is fine with me. I would like to have it in
25 your own words. I don't want to put pressure on you. Just

1 tell us what you feel comfortable saying at this point:
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MR. ANSEL: You're referring after March of '91
and prior to --

BY MS. RICHARDSON:

A No, no questions.

Q Okay. Did anyone come and discuss any matter with
you, again, within that time frame?

A Who is anyone?

Q Anyone with the Company, any personnel department
person, your operation manager --

A No, no.

Q Okay. Any other employee with the Company?

MR. BEATTY: Are you speaking with regard -- I
object on the issue that your question is unclear. Are

1 other matters?

2

3 MR. BEATTY: Okay.

4

5 I will try to make
6 myself even more clear.

7 BY MS. RICHARDSON:

8 Q Ms. Green, from what you have just told me, it
9 sounds as though the counseling entry came as a complete
10 surprise to you?

11 A Oh, I can answer that totally, a total surprise.
12 I was shocked.

13 Q All right. Now, from that I've made an inference,

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20 MR. ANSEL: After March of '91.

21 MR. BEATTY: I object to the form. Is that a
22 question as opposed to your assumption?

23 MS. RICHARDSON: That is a question.

24 BY MS. RICHARDSON:

25 Q Did anyone do that? Did anyone come and talk to

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A Could I consult with my lawyer?

Q Please, help yourself.

(Discussion off the record.)

MS. RICHARDSON: We're back on the record now.

BY MS. RICHARDSON:

Q Ms. Green, would you please answer the question,
then?

MR. ANSEL: I'm going to object to the form of the
question for one part, where I think parts of it were
speculative. But I think we are all on the same page,
because of our discussion off the record, for what Sue
is really trying to get at. But Florida knows, so you
can answer the question the best you can.

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1 just let it went in one ear and out the other. You
2 know, "Why can't she talk to me; can't you tell us

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6 terrible, terrible.

7 BY MS. RICHARDSON:

8 Q Okay. Thank you. Do you know if you have or if
9 anyone within the Company has accused you of any wrongdoing?

10 MR. BEATTY: I'm going to object to the extent
11 that the period of time is before March 25th.

12 MS. RICHARDSON: Okay.

13 BY MS. RICHARDSON:

14 Q From the time of the deposition with our office to
15 present, do you know if anyone has accused you of any
16 wrongdoing, anyone with the Company?

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21 THE WITNESS: Nothing but the hearsay, you know,
22 from the media.

23 BY MS. RICHARDSON:

24 Q Okay. But no one with the Company?

25 A No.

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A From this deposition?

Q From that time forward, since we are limiting my questions, have a time limit on them. And I am trying to preface them with that, so that we are all on the same track. So my questions really deal with from that March deposition that you took to present?

Q Do you know who?

A Well, I know some of the people. I don't know all of them.

Q That's fine. Would you please tell me who you do know?

A Yes.

Q Was he your supervisor?

A No, we are friends.

Q Okay.

A And I know the people that are in my office that

1 wouldn't say that person's name. I don't know.

2 Q Okay. But you think there may have been others,
3 but you're not certain?

4 A Of the names.

5 Q Of the names. Do you have an idea of about how
6 many people in your area were disciplined?

7 A I have no idea. I really don't. If you were
8 talking about my office --

9 Q Yes.

10 A The names that I just called.

11 Q Those, but there were some others. I'm trying to
12 get an idea of about how many of the managers? Was it half
13 the managers, 60 percent, 90 percent in your office?

14 A Oh, in my office. Four, so that is not half out
15 of 11. We have 11 managers.

16 Q Okay. And you know of at least four?

17 A Right.

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24 A Uh-huh.

25 (Discussion off the record.)

1 BY MS. RICHARDSON:

2 Q Ms. Green, since March of '91, or since the
3 deposition that you took with us, are you aware of any
4 changes that have been made in the customer trouble
5 reporting process by the Company?

6 A I want to talk to my lawyer.

7 MS. RICHARDSON: Let's go off the record, please.

8 (Discussion off the record.)

9 THE WITNESS: Does that mean like training?

10 BY MS. RICHARDSON:

11 Q Training, any of the practices, and I know this
12 may have been covered a little bit, but just refresh my
13 memory, since I wasn't at your deposition. And you have
14 given me your present position. I guess I need to know do
15 you handle customer trouble report processing in your
16 position now?

17 A Yes.

18 Q Okay. And does that involve, then, opening a
19 trouble report and clearing one and closing one or knowing
20 how to do that?

21 A Since when?

22 Q Well, I mean, since then, because my question
23 doesn't make sense if I don't know if you don't know these
24 things.

25 A Opening and closing trouble reports, yes, that's

1 part of my job.

2 Q That is what I'm discussing with my question.
3 Have there have been any changes made?

4 A Just a lot of on-the-job training and, you know,
5 make sure that the Company -- we have a practice to, you
6 know, everything we do and guidelines to make sure we go
7 strictly by the policy. I don't necessarily know whether it
8 means changes. I couldn't answer that. But a lot of
9 training.

10 Q Have you participated in any further training,
11 then, since our last deposition with you? Have you been
12 retrained or further trained? I don't want to say
13 "retrained," because that implies whatever it implies. But
14 have you received any more training since our last
15 deposition?

16 A Every day, we receive training every day.

17 Q From whom?

18 A From our local staff practices.

19 Q And would that be a manager, your supervisor,
20 Mr. De La Vego or --

21 A That would be Carlos Quintero.

22 Q Carlos Quintero. Have you had any group training
23 where they take you out of your position for a day or a half
24 a day or an hour or two and say, "This is something brand
25 new," or "This is how we are going to start doing things

1 now," since the last deposition?

2 A Yes.

3 Q All right. Then outside of just the daily type
4 training that your managers give you, can you tell me about
5 these particular training episodes?

6 A Well, we had the total quality training. That is
7 a two-day training that, you know, is geared toward customer
8 first, customer satisfaction. And we went to Birmingham,
9 forecasting the future of the BellSouth Telecommunications,
10 the new name, for five days to a seminar that tells you a
11 little about what to expect, and what is being merged, and
12 what is being phased out. Training, yes, two official
13 trainings out of the job environment.

14 Q Ms. Green, on some of the daily training that you
15 have received from Mr. Quintero, has he indicated to you
16 that there would be changes in the way that you were
17 processing from what you had done prior to what you're now
18 doing with him on customer trouble reports? (Pause)

19 MR. ANSEL: Was your question did they change
20 procedures?

21 MS. RICHARDSON: Yes, procedures for handling
22 customer trouble reports, new disposition codes, or new
23 access to LMOS, or the way you clear a report, or the
24 way you close out a report, or the way you enter
25 reports?

1 THE WITNESS: Yes, they have changed some of those
2 codes.

3 MR. BEATTY: And this is post-March 25th, after
4 March 25th?

5 THE WITNESS: After March 25th.

6 BY MS. RICHARDSON:

7 Q Okay. Can you briefly explain some of those
8 changes to me?

9 A It's like I explained to you, what I know and what
10 I have been covered on, because we are covered on different
11 things. It's different jobs in the maintenance center. Not
12 everybody does the same thing. You know, everybody has
13 different responsibilities. I give like cable control, for
14 instance. At one time we were having the guys to call in
15 the back, and the only reason for that is that's where the
16 manager is. It's so we can get them on hot cable failure or
17 a pole down. Now, local staff has built in a mechanism
18 where as soon as a failure occurs, three or more troubles,
19 it generates a failure and it boosts it with the highest
20 priority. As soon as a cable technician calls in with his
21 CAT, it's going to go. Prior to that you had to go in and
22 look for three troubles in the same segment; you had to go
23 build a failure. And then if a guy called in and say it's
24 35 or 40 MAs, they can have eight guys on the line. We want
25 a failure, where 100 people might be out of service, to go

1 first. Now that procedure has changed, and it is a great
2 change because it was a lot of work, and especially in South
3 Florida where it rains, to try to keep up with building
4 failures. All you did was build failures. And by the time
5 you got them built, the guy was on another hot irate job or
6 an irate customer, and you can't pull them off. So, that
7 changed. So that, in my line of work, has changed. And
8 it's a lot of other changes, but it's different managers
9 handle different jobs. You know, it's where their expertise
10 is.

11 Q Okay. So, for you that's the one change that you
12 know about?

13 A Right. And another change is with the maintenance
14 administrator that reports to me. They have been given an
15 IMC installation maintenance center work book at each
16 position. So, there is a lot of data going to them every
17 day, every 15 or 20 minutes, every hour. So, they have a
18 big book, and as it comes in, they file it in that. And
19 whatever situation that occurs in their job title, they can
20 look it right up in the book by index tab. That is a new
21 procedure they added in.

22 Q So, the books were not available before and they
23 are now available for every MA? Is that part --

24 A Yes, that is a new procedure. Prior to that it
25 was just little notes and paper clipped up, you know, for

1 them to refer back to. And, you know, they might have
2 misplaced them. So, now they have a book that any time any
3 new procedures come in, they just file it in their book and
4 they refer back to the book.

5 Q Okay. Do you know why the Company may have
6 started doing it that way, instead of the way they had been?

7 MR. ANSEL: Object to the form. It's speculative.
8 You can answer it if you can.

9 THE WITNESS: I don't know. You know, the Company
10 is a big company. I really don't know.

11 BY MS. RICHARDSON:

12 Q Okay. But you weren't given any reasons for that
13 change, then?

14 A No, I wasn't given any reason for it.

15 Q Okay. Then outside of those two changes that
16 affect you as a supervisor for the MAs and then also in your
17 direct responsibilities, are those the only two changes that
18 you can recall?

19 A That relates to my job.

20 Q Those are the only two that relate to your job?

21 A Uh-huh.

22 Q But you are, then, aware that other changes have
23 been made?

24 A Oh, yes. I'm aware but -- I'm aware of, you know,
25 aware of the changes that affect my job. But it might be

1 other changes that's made but, you know --

2 Q Okay. Do you know whether these changes were made
3 to prevent any problems that had arisen for the Company?

4 MR. ANSEL: Objection, speculative. You can
5 answer it if you can.

6 THE WITNESS: I don't know the answer to that. I
7 don't know whether any changes was made because of what
8 you just said or not. I really don't.

9 MS. RICHARDSON: Ms. Green, I sense that you have
10 been very nervous, but you have been very cooperative,
11 and I want to thank you for your presence here today.
12 And that is all the questions that I have for you
13 today, based upon the constraints that we have. But
14 Ms. Wilson from the Public Service Commission or Mr.
15 Greer may have one or two questions for you before we
16 can allow you to depart. Thank you.

17 MR. ANSEL: Thank you.

18 CROSS EXAMINATION

19 BY MR. GREER:

20 Q Ms. Green, I do have a couple real brief ones.

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24 A Yes.

25 Q Did they give you any specific reasons for the

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MR. GREER: Okay. That's it. Thank you.

MR. BEATTY: Very good, Ms. Green. Thank you very much.

(The deposition was concluded at 10:35 a.m.)

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CERTIFICATE OF ADMINISTERING OATH

STATE OF FLORIDA:
COUNTY OF LEON:

I, JANE FAUROT, Notary Public in and for the State of Florida at Large:

DO HEREBY CERTIFY that on the date and place indicated on the title page of this transcript, an oath was duly administered by me to the designated witness(s) before testimony was taken.

DATED THIS 27th day of September, 1993.



JANE FAUROT
MY COMMISSION # CC296576 EXPIRES
July 16, 1997
BONDED THRU TROY FAIN INSURANCE, INC.

Jane Faurot

JANE FAUROT
100 Salem Court
Tallahassee, Florida 32301
(904) 878-2221

MY COMMISSION EXPIRES: 7/16/97

CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, JANE FAUROT, Court Reporter, do hereby certify that the foregoing proceedings was taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages numbered 1 through 30 are a true and correct record of the proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor relative or employee of such attorney or counsel, or financially interested in the foregoing action.

DATED THIS 27th day of September, 1993.

Jane Faurot

JANE FAUROT
100 Salem Court
Tallahassee, Florida 32301
(904) 878-2221

SWORN TO AND SUBSCRIBED TO BEFORE ME THIS 28 day of September, 1993, IN THE CITY OF TALLAHASSEE, COUNTY OF LEON,

1 STATE OF FLORIDA, BY THE ABOVE PERSON WHO IS PERSONALLY
2 KNOWN BY ME.

3 *Melanie Y. Bradford*
4 NOTARY PUBLIC
5 STATE OF FLORIDA



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