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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-TL~~

COPY

DEPOSITION OF: ROBERT J. CONNOR
TAKEN AT THE INSTANCE OF: Citizens of the State of Florida, by and through Jack Shreve, Office of Public Counsel
DATE: Monday, July 27, 1992
TIME: Commenced at 3:00 p.m. Concluded at 3:50 p.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 STENOTYPE REPORTERS, INC.
100 SALEM COURT
TALLAHASSEE, FLORIDA 32301
(904) 878-2221

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11343 RECORDS/REPORTING

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APPEARANCES:

REPRESENTING THE SOUTHERN BELL TELEPHONE AND
TELEGRAPH COMPANY:

HARRIS R. ANTHONY, ESQUIRE
BellSouth Telecommunications, Inc.
d/b/a Southern Bell Telephone &
Telegraph Company
c/o Marshall M. Criser, III
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301

REPRESENTING THE CITIZENS OF THE STATE OF FLORIDA:

SUE RICHARDSON, ESQUIRE
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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 ROBERT J. CONNOR:

RICHARD G. DUNBERG, ESQUIRE
7600 Red Road
Suite 229
Miami, Florida 3343-5424

ALSO PRESENT:

WALTER BAER, Office of Public Counsel.

CARL VINSON, FPSC Division of Communications.

* * * * *

I N D E X

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WITNESS:

PAGE NO.

ROBERT J. CONNOR

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

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CERTIFICATE OF REPORTER

44

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

1
2 The following deposition of ROBERT J. CONNOR 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 MS. RICHARDSON: I'd like to go ahead and swear
13 the witness, Hank, if that's okay, before we get to
14 your statement.

15 MR. ANTHONY: That's fine.

16 MS. RICHARDSON: All right. Mr. Connor, if you
17 would, please.

18 Thereupon,

19 ROBERT J. CONNOR

20 was called as a witness, having been first duly sworn, was
21 examined and testified as follows:

22 MS. RICHARDSON: All right. Mr. Dunberg, if
23 you'll put your appearance on the record.

24 MR. DUNBERG: Attorney Richard Dunberg, 7600 Red
25 Road, Suite 229, Miami, Florida 33143. I represent the

1 deponent, Mr. Connor.

2 MS. RICHARDSON: Thank you.

3 MR. ANTHONY: Okay. Mr. Dunberg, just a couple of
4 preliminary matters, just for your knowledge, this is
5 about the sixth deposition we have had today. We have
6 agreed on some stipulations. First of all, that the
7 deposition is taken pursuant to proper notice; that we
8 won't go off the record without the deponent's consent;
9 we won't waive reading and signing; and all objections,
10 except as to the form of the question are waived until
11 the use of the transcript or hearing or trial or
12 wherever it may be used. Those are agreeable with you.

13 One other matter, Mr. Connor, that I need to
14 mention on the record is that these depositions relate
15 to the Public Service Commission's investigation into
16 Southern Bell's trouble reporting practices, which was
17 also the subject of an internal Company investigation
18 that's privileged. It's done at the auspices and under
19 the control of Southern Bell's Legal Department, and as
20 such is subject to attorney/client privilege and
21 attorney work product privilege. So, if Ms. Richardson
22 asks you a question that gets into any knowledge that
23 you may have gained as a consequence of that
24 investigation or part of that investigation, I am going
25 to instruct you not to answer the question because of

1 the privilege. To the extent that you can answer the
2 question from knowledge that you gained other than from
3 the investigation, of course, you're free to do so and
4 you should answer fully and honestly. But in case that
5 occurs, I want you to be aware of why I'm jumping in.
6 And if I do instruct you, of course, please do not
7 answer the question.

8 MR. DUNBERG: Robert, do you understand
9 everything?

10 THE WITNESS: Yes.

11 MR. DUNBERG: When they say the record they mean
12 the transcript. The court reporter is taking down
13 everything that's said, and if ordered, it will be
14 transcribed and that constitute the record. So, when
15 they say "On the record," they mean on that's it's
16 transcribed or taken down by the court reporter. Okay?

17 THE WITNESS: Okay. I understand.

18 MS. RICHARDSON: And I have not been doing this
19 with the other attorneys, but, Mr. Dunberg, we have no
20 plans immediately at present to have this transcribed
21 from Public Counsel. Jane Faurot is with Accurate
22 Stenotype, if you wish to order a copy. And I'm sure
23 she can give you a phone number and address if you need
24 that. Okay?

25 MR. DUNBERG: Okay.

1 MS. RICHARDSON: All right. And then just as
2 further points for opening remarks, I want to clarify
3 the definitions of a couple of terms that you may or
4 may not use in your responses to me, so that we both
5 understand what you're saying. The first one is "I
6 don't know." If you respond to me at all, saying, "I
7 don't know" or I ask you a question, "Do you know," and
8 you say "no," okay, that for the purposes of this
9 deposition means that you have absolutely no knowledge,
10 firsthand, personal or secondhand, hearsay, rumor,
11 observation; you don't have any experience or knowledge
12 at all. Are we clear on that?

13 THE WITNESS: (Indicating yes.)

14 MR. DUNBERG: You have to answer out loud.

15 THE WITNESS: Yes.

16 MS. RICHARDSON: "I can't remember; I can't
17 recall," same type of thing. You have absolutely no
18 memory, nothing in your mind, a fragment of recall or
19 fragment of memory, anything. When you say, "No, I
20 don't recall," or "No, I don't remember," that's what
21 that means for purposes of this deposition. Are we
22 clear on that?

23 THE WITNESS: Yes.

24 MS. RICHARDSON: All right. When I ask questions
25 of a general nature, for instance, "Do you know of any

1 employee or do you know of any person with the Company
2 or whatever," when I say that I'm including you,
3 yourself, as well as anyone else that you may know, so
4 that when I ask a question, I ask it once rather than
5 saying, "Did you personally," and then asking you, "Do
6 you know of anyone?" So, those general questions
7 include yourself. So, any responses that you give will
8 be for yourself and also someone else. And then if you
9 want to distinguish between yourself and other people
10 in terms of what you know or what you're responding to,
11 that's not only very clear, but I would prefer that you
12 do that. Is that all right?

13 THE WITNESS: Yes.

14 MS. RICHARDSON: Thank you.

15 DIRECT EXAMINATION

16 BY MS. RICHARDSON:

17 Q Okay. I would like to start with your putting
18 your name on the record, if you would, and spell your last
19 name for the court reporter.

20 A My name is Robert J. Connor, last name,
21 C-O-N-N-O-R.

22 Q And your address, please?

23
24 Q Okay. And would you please tell us your present
25 position with the Company, Mr. Connor?

1 A I'm assistant manager with our special forces
2 group in South Miami.

3 Q And what are special forces?

4 A We have a specialized group of -- we handled the
5 cable repair, the special circuits, the MegaLink and the
6 DLCs.

7 Q And what is a DLC, please?

8 A It's the loop carrier systems.

9 Q Digital loop?

10 A Digital loop carrier systems, yes.

11 Q And that is a computerized system?

12 A Yes.

13 Q Okay.

14 A It's in the field. It's remote field units. I'm
15 not totally aware of, you know, everything about it. That's
16 why we have a crew for them.

17 Q Within the realm of your responsibilities, and you
18 mentioned cable repair, is that simply cable installation or
19 also cable repair?

20 A It's just cable repair, no installation at all.

21 Q And in the cable repair area that you handle, do
22 you supervise individuals?

23 A No. I'm in the administrative end of the
24 organization.

25 Q All right. And when you say "administrative end,"

1 then, does that mean that you review reports, create
2 reports? Exactly?

3 A I handle the schedule for training, equipment,
4 returns, overtime. I create spread sheets in the data base
5 to keep records of whatever we need to keep a record of, and
6 write up some letters that may go to engineering for cable
7 replacement, that sort of thing, all administrative.

8 Q Okay. Do your duties involve working, say, with
9 Tracker and Mapper, those programs?

10 A No.

11 Q Do your duties at all entail the actual customer
12 repair recording of trouble reports for particular
13 customers?

14 A Not at all.

15 Q Not at all. Are you familiar with that process?

16 A Yes.

17 Q All right. In what way are you familiar with that
18 process?

19 A When I worked in the maintenance center in June of
20 '88, until about May of '90, somewhere around in there.

21 Q And which IMC was this?

22 A The South Dade.

23 Q South Dade, and you moved from there to your
24 present position?

25 A Yes, basically. I've moved a couple of times

1 since then, but in basically the same type of job,
2 administrative.

3 Q All right. So, in the IMC, then, you were
4 responsible for handling customer trouble repair reports, is
5 that accurate?

6 A Yes.

7 Q All right. Were you at a management position, is
8 that what I heard you say?

9 A Yes.

10 Q So that you supervised individuals who did the
11 actual opening and closing and clearing of trouble reports?

12 A Yes.

13 Q And that would require you, then, to be familiar
14 with the different codes that are used, like disposition
15 codes, cause codes, and the different software process that
16 that report goes through to get opened, cleared and closed?

17 A Yes.

18 Q Okay. Who is your immediate supervisor presently?

19 A Mr. Ralph Sciulli.

20 Q And would you spell that?

21 A S-C-I-U-L-L-I.

22 Q And who is his immediate supervisor?

23 A Mr. H. T. Rubin, R-U-B-I-N.

24 Q Okay. Now, your IMC experience in 1988, from that
25 point on you said you had gone to another position --

1 (Interruption. Off the record.)

2 BY MS. RICHARDSON:

3 Q I was asking, in 1988 you had the IMC experience.
4 Where were you promoted or transferred after that?

5 A Well, I was in the administrative function in
6 Coral Gables from about 1981 until about '88. And at that
7 time, they asked me if I wanted to go work in the
8 maintenance center, because I was being replaced in the
9 position that I was in.

10 Q Was it being closed, your position?

11 A No, it was being replaced by a higher pay grade.

12 Q Oh, okay. And so instead of giving you a
13 promotion to the higher pay grade and keeping you in your
14 position, they transferred -- the Company transferred you?
15 Is that what you're saying?

16 A Yes.

17 Q And where did they transfer you to?

18 A South Dade Maintenance Center.

19 Q And that was in '88?

20 A Right.

21 Q And is that your present position, then, from '88
22 to present?

23 A No.

24 Q Okay.

25 A I was there until about April or May of '90, and

1 then I went up and took an administrative function outside
2 for the service technicians at 9500 180th Street Southwest.
3 And I was there until about July 1st of '91. And then
4 that's when the special forces group was kind of put
5 together, and I took the administrative position on that
6 one, and that was at 6100 Red Road.

7 Q And that was in July of '91?

8 A July 1st of '91, yes.

9 Q And do you know why that particular group was put
10 together by the Company?

11 A No, I don't.

12 Q Were they given any special charge or duty or
13 responsibility or task?

14 A No, not that I know of.

15 Q Okay. And when did you first begin your
16 employment with the Company?

17 A October of '67.

18 Q And what was your entry position?

19 A Cable helper.

20 Q And a cable helper is one of the people that goes
21 out and actually works on the lines, is that what a cable
22 helper is?

23 A No. At that time, we had splicers and they are
24 the ones who did the work on the cables, and the helpers
25 just did whatever the splicer needed.

1 Q Fetch tools?

2 A Yes, right.

3 Q Okay. I don't know these --

4 A You're right, that's basically it. And then, you
5 know, just whatever they needed done. That's what you were,
6 a helper.

7 Q All right. And so it was sort of an apprentice
8 type position where you were to learn while helping --

9 A Uh-huh.

10 Q -- a trained cable repairman, then. Is that an
11 accurate --

12 A Cable splicer.

13 Q Cable splicer.

14 A Yes.

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A My immediate supervisor.

Q Who is?

A Mr. Al Sciulli and Mr. H.T. Rubin, the operations manager and Hilda Geer.

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A Yes.

Q Would you please tell me who?

Q His first name, please?

Is he in the same position you are,
the same pay grade level and does the same activity that you
do?

1 A Yes.

2 Q Is there anyone else?

3 A I don't know all of them, but I know that, you
4 know, there have been a few.

5 Q But you don't recall any names? You have
6 absolutely no memory of any other name involved other than

7

8 A Well, if I do, this would be my own hearsay.

9 Q That is what I'm asking.

10 A Because I'm not positive that they were

11

12 But as far as
13 absolutely positive, you know --

14 Q That's fine. And you may clarify any of your
15 responses that way, but please respond. Don't tell me that
16 you have absolutely no memory if you have some inkling, but
17 it may not be correct. You can say, "I think I heard such
18 and such, but I don't really know, and I don't know that
19 that's correct." That's perfectly acceptable, but saying,
20 "I don't know," when there is something out here --

21 A Well, okay, I just wanted to be --

22 Q Okay. That's fine. And I do want the record to
23 be accurate. So any statement like that that you want to
24 add on is perfectly acceptable.

25 A Okay.

1 Q Okay.
2 Is there anyone else?
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12 A That I have no knowledge of, for sure.
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15 A Yes.
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19 A No.
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23 A Well, yes, I do. In my opinion, and this is
24 strictly personal, is because some action had to be taken.
25 And, therefore, this was the action that was taken.

1 Q Well, why did some action have to be taken? I'm
2 not sure I understand why.

3 A Well, that's for the Company to know.

4 Q In your opinion?
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17 Q The Company had to do something because the
18 Company found that people were falsifying records?

19 A I don't think -- well, I can't say for anybody
20
21
22
23

24 A I don't think so.

25 Q Okay. Do you know whether or not you have been

1 named by any other employee or reported by any other
2 employee as having been involved in falsification of
3 customer trouble reports?

4 A That I can't tell. Nobody has told me anything.

5 Q About that. Okay. Do you have any knowledge of
6 any individual, yourself included, who may have at any point
7 backed up repair times, falsified repair times on customer
8 trouble reports in order to meet the out-of-service index of
9 95 percent?

10 A No.

11 Q Are you aware of the quality service index that
12 requires out-of-service reports to be cleared within 24
13 hours?

14 A Yes, I am.

15 Q All right. And it requires that 95 percent of
16 those reports be cleared within 24 hours, correct?

17 A Yes.

18 Q So, you are familiar with that?

19 A Yes.

20 Q Okay. Are you familiar with any process where
21 maintenance administrators are required to call a back room
22 manager or a manager in order to close out a report when
23 it's in danger of going out-of-service over 24 hours?

24 A No.

25 Q Are you aware of anyone using a no access code to

1 stop the clock on a repair report?

2 A No. You mean with the 24 hours?

3 Q Within the 24-hour period.

4 A No.

5 Q Are you aware of anyone using the NAS or no access
6 code when they never contacted the customer to receive
7 access to the house?

8 A No.

9 Q Or premises?

10 A No.

11 Q Are you aware of anyone using a carryover no or
12 the CON, C-O-N, code to falsify an out-of-service repair
13 report?

14 A No.

15 Q Or to stop the clock?

16 A No.

17 Q Do you know what an exclude code is? Do you
18 remember from your days back in the IMC?

19 A You mean exclude from the base or --

20 Q All right. Let's take that one, an exclude from
21 the base. What happens when a report is excluded from the
22 base, and we are talking the base, the 95 percent repair
23 index? Are we both talking about that?

24 A I don't think we are talking about the same thing.

25 Q I want to make sure we are.

1 A Right, that's why I said --are you saying like the
2 cause codes?

3 Q And the disposition codes, perhaps. All right.
4 The exclusion codes, are you aware that certain disposition
5 codes and cause codes exclude a report from being counted in
6 the 95 percent repair index?

7 A Yes, but I honestly don't carry those in the back
8 of my mind which ones they are. I would have to go look in
9 the book to see which ones would actually do the excluding.
10 We have so many damn codes anyway.

11 Q Yes. But you're aware that there are codes that
12 do that?

13 A Yes.

14 Q For instance, the CPE code or inside wire code,
15 are you aware that that might exclude a report?

16 A I probably should be aware, but, like I said, I
17 would have to look it up to make sure which -- are we
18 talking about the 1200 codes?

19 Q Yes, 1200 and 1300 codes?

20 A Yes.

21 Q Okay. What about some of the 400 cause codes that
22 are weather codes?

23 A The weather codes?

24 Q Flood, tornado, hurricane, lightning?

25 A Oh, yes, okay. There is one or two there.

1 Q Okay. That will exclude?

2 A Yes.

3 Q All right. Are you aware of anyone, and this
4 includes yourself still, that has used these codes to
5 exclude an out-of-service report?

6 A No. As a matter of fact, I believe when the
7 letter came out, I sent a memo out clarifying that, to make
8 sure that the guys would not use a code incorrectly to do
9 that.

10 Q What time frame?

11 A The last time we had -- let's see, it must have
12 been around '89, somewhere along in there. I think the
13 summer of '89, somewhere in that neighborhood, because we
14 had just received a letter from our staff people indicating
15 that this was the first time we could use the flood code,
16 because we had never used it before. And the letter came
17 down and indicated that we could use it, but I wanted to
18 make sure that the guys understood what the code was, what
19 it was used for and at which time they could use it.

20 Q Okay.

21 (Discussion off the record.)

22 THE WITNESS: If you want that memo --

23 BY MS. RICHARDSON:

24 Q You're not sure. We will ask for it, then if it
25 is unavailable, I'm sure Mr. Anthony will tell us that it's

1 unavailable and why in terms of time.

2 In your memory or recollection of this particular
3 memo, then, you said the flood code had not been used
4 before. Why was it now being introduced?

5 A Because we were experiencing a lot of flood
6 conditions, and some of our buried service areas, some of
7 our closures were literally under water and water had
8 intruded into cable. And at that time, that's what they
9 deemed that we should be using, and it is correct.

10 Q Okay. If that code was applied correctly or
11 incorrectly, whatever, do you know whether or not a customer
12 would receive a rebate if his service had been
13 out-of-service over 24 hours?

14 A Right now I would have to answer I'm not sure,
15 okay?

16 Q Okay.

17 A I cannot remember if it's -- like I say, I'd have
18 to look to see if they would. Because, like I said, I don't
19 remember codes for rebates or anything. I just use the one
20 that's proper. If it gives them a rebate, well, that's for
21 the computers to do.

22 Q Okay. Are you aware that if a customer's service
23 is out-of-service over 24 hours, that that customer is due a
24 rebate?

25 A Yes.

1 Q You were aware of that?

2 A Uh-huh.

3 Q Okay. Are you aware of anyone excluding an
4 out-of-service report and then reopening -- excluding it in
5 order to avoid going out-of-service over 24 hours, and then
6 reopening the report to complete the repair?

7 A No.

8 Q Are you aware of anyone statusing affecting
9 service reports as out-of-service in order to build the base
10 to meet that 95 percent index?

11 A To status it out-of-service?

12 Q (Indicating yes.)

13 A Not if it was service affecting, but if it was
14 determined by the original test that it was out-of-service,
15 yes, then it would be statused out-of-service; but not to
16 build the base, but to keep it, you know, within the true
17 marks, then it may have gone from out-of-service to a not
18 out-of-service condition. That has happened before.

19 Q Are you aware of anyone, including yourself still,
20 who has taken an affecting service report, found that it was
21 out-of-service when it was tested, but left it affecting
22 service when it went out-of-service over 24 hours so that it
23 would not be counted against the index?

24 A Oh, God. No, we don't look at trouble reports
25 that way.

1 Q Are you familiar with jeopardy reports?

2 A Yes.

3 Q Okay. And what's the purpose of a jeopardy
4 report?

5 A It depends on which one you're looking at. There
6 is bunches of them.

7 Q Okay. The ones dealing with the 24-hour clock?

8 A Those are out-of-service.

9 Q Okay. And the purpose of a jeopardy report, then,
10 that deals with the 24-hour clock would be what? How would
11 that be used?

12 A Well, for one thing you look at the ones -- when I
13 was in the control position, I would use the jeopardy report
14 to see my time frames on them and to make sure that I have
15 got those covered. And in order to cover them, you would
16 have to utilize Mapper/Tracker. You increase the weighted
17 points in the mass that you have there in order to -- for
18 the computer to go after the out-of-services. Or if it was
19 a future out-of-service, you don't worry about it, because
20 you've got 20-some-odd hours, or whatever, okay? But
21 anything that you had like, for example, maybe four or five
22 hours left on it, then you would have to look at it, you
23 know, to make sure that, you know, it was covered in some
24 way or another, by either ensuring that you've got the
25 proper people directed to that area, or to preassign it to

1 somebody in case you needed to do that.

2 Q When does someone score a report as
3 out-of-service? When does that occur?

4 A It should be -- it's up front.

5 Q Up front?

6 A Yes.

7 Q When the mechanized screener testing is run?

8 A Well, the mechanized screener or the MA does it.

9 Q By making an entry in the computer?

10 A Yes.

11 Q Okay. So, in your experience what percentage of
12 reports are scored out-of-service up front?

13 A I couldn't begin to tell you.

14 Q You can give me a real ballpark, would be fine?

15 A Ballpark, 35, 40 percent.

16 Q Okay. So, then, in your estimation, it's safe to
17 say that the majority of the reports are scored
18 out-of-service on close out?

19 A I don't understand.

20 Q About 30 or 35 percent are scored through
21 mechanized screener up front, I think you said.

22 MR. ANTHONY: I think your question had been how
23 many -- at least the way I understood the question, and
24 the way Mr. Connor understood it, too, from his
25 reaction, was how many troubles initially are scored

1 out-of-service. And now you're saying out of the total
2 percentage of out-of-service, how many scored up front
3 -- how many --

4 MS. RICHARDSON: Yes.

5 THE WITNESS: Yes, we do have about a 75 percent
6 out-of-service base, okay? About 75 percent of our
7 troubles are out-of-service. But the majority of them
8 are automatically scored that way by MLT.

9 BY MS. RICHARDSON:

10 Q Seventy-five percent of the reports are scored
11 through the MLT, mechanized line test?

12 A No, wrong.

13 Q No?

14 A Back up. We have about a 75 percent base of
15 out-of-services.

16 Q As opposed to what? Seventy-five percent of what?

17 A Of the total customer base.

18 Q Okay.

19 A Seventy-five percent of them are out-of-services.

20 Q And 25 percent are?

21 A I would say that the majority of them, anywhere
22 from 50 to 60 percent are probably scored out-of-service by
23 MLT automatically. And the remaining are scored by the MA
24 if it goes to a maintenance administrator to score
25 out-of-service.

1 Q Okay. And is that usually done at the outset of
2 the report or when the report is closed out?

3 A At the outset.

4 Q All right. Then in handling cable repair reports,
5 is it usual Company policy to status those out-of-service up
6 front or on close out?

7 A If it went to cable, it was probably
8 out-of-service to begin with, so it was already statused
9 out-of-service.

10 Q How can you tell that in the cable repair area,
11 that a report has been statused out-of-service or not? Do
12 you get that information when you pull the job, or do your
13 people get that information when they pull the job?

14 A Well, if you look at a status of the report, it
15 will automatically tell you on the report that it's
16 out-of-service.

17 Now, you know, we are talking repair. We are
18 talking who in repair, the manager, the craft person in the
19 field or the maintenance administrator in the test center or
20 IMC or, you know. The manager, yes, he should be aware that
21 that report is out-of-service by -- various reports will
22 tell you that. It's, for example, DPJ, which is display
23 pending job. For your cable operation, you've got, on the
24 right-hand side, you've got a column for subsequence, you've
25 got a column for out-of-service, and it will tell you right

1 there. It's got a star for either one, and it will tell you
2 whether it is out-of-service or not.

3 Q Are you familiar with a bulk closing on cable
4 reports?

5 A Bulk closing?

6 Q Closing out a bunch of reports, cable reports,
7 through Tracker at one time by closing out the lead report,
8 bulk statusing in closing?

9 A You mean closing out a cable failure?

10 Q Through Tracker. My understanding is that a
11 number of customer reports may be attached to a particular
12 cable failure.

13 A Right.

14 Q And that there is a lead report, what is called a
15 lead report?

16 A Right.

17 Q And you're familiar with closing out the lead
18 report and the effect it has on the other reports?

19 A To a point, yes.

20 Q To a point.

21 A Yes.

22 Q Okay. When those cable failures come in, then,
23 and you receive that, based upon what you have just told me,
24 the majority of those have already been statused
25 out-of-service up front when you receive them. So, all the

1 attached reports are already statused out-of-service?

2 A It depends on what the customer reported, too.
3 Let's see, on MLT, no -- if MLT tests it out-of-service, it
4 will be stroked out-of-service, yes.

5 Q Okay. If you close out the bulk status report and
6 it comes to you -- the lead report comes to you as affecting
7 service, and you close it out out-of-service, what affect
8 does that have on the others?

9 A If the lead report is statused service affecting
10 and you close that out as service affecting, everything that
11 is stapled to it, which is the computer term, will be closed
12 out-of-service affecting.

13 Q Okay. And if you close it out as out-of-service,
14 did you want to add to that?

15 A No, no. Unless there is some reports in there
16 that are out-of-service, they will be closed out as
17 out-of-service, okay?

18 Q How would you know that?

19 A Whatever that report is statused, that's what will
20 follow it, even though the lead trouble may be service
21 affecting, if on subsequent reports it's tested as
22 out-of-service, whatever is stapled to that, and that's
23 closed out, it will be out-of-service. It's not going to
24 change. Once you make it an out-of-service you can't change
25 it back.

1 Q And if it is out-of-service, the lead trouble is
2 out-of-service, and the attached troubles are affecting
3 service, what happens to the affecting -- to the attached
4 troubles then? Do they all become out-of-service?

5 A No. They will take the status of the -- you know,
6 I'm not sure now. Let me put it that way. That is why I
7 said to a point. I am not sure, now that you put it that
8 way. I really am not.

9 Q Have you seen any memos or any Company policy
10 recently on that procedure?

11 A No.

12 Q Are you aware of anyone who may have changed
13 customer commitment times without contacting the customer?

14 A No, because -- no.

15 Q Are you aware of anyone who may have used a dummy
16 employee code when they coded or statused a customer trouble
17 report?

18 A Not a dummy.

19 Q An unassigned number perhaps?

20 A No. I have seen, when I've pulled reports up
21 before, that some people have, may have inadvertently used
22 one or two digits off of their own employee code and, you
23 know, I've always gone back and told them about it. But as
24 far, you know, if you're indicating on a wholesale basis,
25 no.

1 Q Okay. Isolated incidents?

2 A Yes.

3 Q All right. What about an employee who uses
4 someone else's employee code in statusing, are you aware of
5 that?

6 A No. I have heard people say, "Somebody used my
7 code." But, you know, I have, for myself, I have never been
8 able to say, "Yes, you did that." The system is such that
9 you can put anything in there and it will take it.

10 Q Okay. Are you familiar with the new security
11 codes that were placed in January 1, 1992 or close to that
12 time period for access to the system?

13 A Yes.

14 Q And did you receive a new code yourself?

15 A Yes.

16 Q And what was it based upon?

17 A I think it was based upon the random numbers of
18 social security.

19 Q Okay. And are these supposed to be confidential
20 codes?

21 A The log-in codes?

22 Q Uh-huh.

23 A To a point it is, but, you know, unless you have
24 the person's PIN number or password, they won't do you any
25 good.

1 Q Okay. Did any directions come to you as a
2 supervisor or as an employee on the use of these codes?

3 A What do you mean?

4 Q Were you given any specific directions as to how
5 these codes were to be used or not used?

6 A You mean the log-ins?

7 Q Uh-huh.

8 A No.

9 Q Okay. Are you aware of any means that may have
10 been used to build the base to meet the 95 percent index?

11 A No.

12 Q Are you aware of anyone using any improper coding,
13 for any means improperly, to exclude trouble reports,
14 out-of-service reports, from the repair index?

15 A No.

16 Q Are you aware of anyone who may have falsified
17 and, again, all of these include yourself, who may have
18 falsified any information on a customer trouble report?

19 A No.

20 Q Is there a way to stop the clock on a commitment
21 time, Mr. Connor?

22 A A way to stop the clock on a commitment. What do
23 you mean?

24 Q So that it doesn't continue to accrue time on the
25 out-of-service-24-hour index, that that report, for that

1 particular report that 24-hour clock is stopped?

2 A Yes, your no accesses will do that.

3 Q Okay. Is there any other way?

4 A You know, you mentioned CON, but I was never too
5 versed on the CON, but I do know it will stop -- I think it
6 will stop the clock, let me put it that way. Because when I
7 went to the test center, I hadn't been in the IMC for seven
8 years, and they had gone through the mechanization. And
9 when I left it, we had the tub files and the old test
10 positions. And then when I --

11 Q Where you did everything by hand?

12 A Yes. And then when I went, and I told my boss
13 that before they accepted me, that I was not familiar with,
14 you know, I knew enough to get along and they showed me
15 enough to get along, but as to the real innerworkings of it,
16 you know, that's -- hell, that's still a mystery today.

17 Q Did you ever rely on your co-workers in order to
18 be able to --

19 A Oh, heavily, yes.

20 Q -- to produce these things?

21 A Yes.

22 Q Did any of your co-workers at the time tell you to
23 code or do something that you later found out was incorrect
24 or improper?

25 A Not improper but incorrect sometimes, yes.

1 Q Okay. And how was that generally uncovered?

2 A Well, somebody else would say, "Well, who told you
3 to do that?" And I'd say, "So and so did." And, you know,
4 if you ask me for specifics, I can't tell you. But, you
5 know, it has occurred, and it may even occur today in some
6 of our codes. But, you know, when you find that out, say,
7 "Okay, fine. We won't do it." You know, that's why I like
8 to go to the book.

9 Q Are you familiar with, or are you aware of anyone
10 who may have used the test okay to close out out-of-service
11 reports improperly?

12 A No, because that is just going to cause you a
13 repeat.

14 Q Are you aware of anyone closing central office
15 failures as out-of-service, statusing them as out-of-service
16 on close out?

17 A Not ever once used central office failure.

18 Q And don't want to?

19 A Don't want to.

20 Q Okay. Mr. Connor, you supervise a group of
21 people, is that not correct?

22 A Today?

23 Q In your present position?

24 A No.

25 Q You don't. In your present position you are an

1 administrator?

2 A Yes.

3 Q And you have anyone -- no one works under you,
4 then?

5 A No.

6 You held this
7 position in March and you still hold the same position?

8 A Yes.

9

10

11

12 A Right.

13

14 A You go by the book on everything.

15

16

17 A That is why you go by the book and strictly by the
18 book and nothing but the book. And if somebody wants you to
19 do something, then you either have to make sure it's in the
20 book or somebody gives you a letter to do it that way.

21 Q And is that a new way of handling these things
22 since January?

23 A Well, I don't know about a new way, but that is my
24 way. And, as a matter of fact, I called the staff people
25 for a solution to a problem that we were having in closing

1 out trouble reports. Our field people use the CAT, right?

2 Okay. CAT, that's a terminal.

3 Q Thank you.

4 A And some of the new disposition codes would not go
5 in, okay? Consequently, I called staff about it, and they
6 say, "Okay. Well, just move up to the general upkeep code
7 or general disposition code."

8 Q The clearing line?

9 A Excuse me?

10 Q The clearing line?

11 A Yes.

12 Q Okay.

13 A On the disposition code, it would not take the
14 disposition code that they were using, okay. So, they say,
15 "Well, use this." So I said, "Give me a letter." And then
16 what you need to do, they say, "You put the proper
17 disposition code in the narrative." So, for example -- I'm
18 sorry. I said disposition code; I meant cause code. Let me
19 clarify that. If you use a cause code, and the system won't
20 take it because they made some changes, you put that in the
21 narrative. The first entry that you put is the cause code
22 and then trouble found, work done and trouble location. And
23 that is what I have stressed on our people. That is part of
24 my job. So, you know, if they tell me to do that, fine,
25 give me a letter to do that and they did.

1 Q And these disposition and cause codes where you
2 get error message or it won't accept?

3 A No, you can input a disposition code, even though
4 it's nonexistent.

5 Q It's the cause code that --

6 A The cause code, yes.

7 Q All right. And do you know which cause code?

8 A Disposition codes, too, on this new table. No, I
9 don't --

10 Q You don't remember.

11 A They are all over the -- they created some new
12 ones, but they didn't put them in the tables, into the
13 computers tables. So, when you were going to put them in,
14 they would come up as invalid. So they said to use one that
15 would work, but put the correct one in the narrative, so it
16 would indicate that you did it properly.

17 Q With these new codes that we have got, was a new
18 book issued? You said you had to go by the book.

19 A I finally got one, yes.

20 Q Okay. Is that the 660169011-BT, 12-BT and 13?

21 A I don't know. It may be. I never can --

22 Q That's not it?

23 MR. ANTHONY: That is not what he said.

24 He said --

25 THE WITNESS: I said I don't -- it may be. I

1 would have to look in my book to tell you, but I do
2 have an updated copy of the practice, yes, in my
3 office.

4 BY MS. RICHARDSON:

5 Q But it's the practice?

6 A Yes.

7 Q Were the people not going by the book before?

8 A It's not that they weren't going by the book; it's
9 the fact that they make mistakes. It's just that simple.

10 MS. RICHARDSON: Thank you, Mr. Connor.

11 Ms. Wilson? Mr. Greer?

12 CROSS EXAMINATION

13 BY MR. GREER:

14 Q Mr. Connor, I'm Stan Greer with the Public Service
15 Commission. I've got a few questions for you.

16 A Sure.

17 Q When you were talking about the security log-in
18 thing that you have to go through now?

19 A Yes.

20 Q When you log into the system, are you able to use
21 another employee's number, employee code, if you're inputting
22 something or are you aware --

23 A Now, wait a minute. Wait a minute. You're
24 talking about two different things now, log-in and employee
25 number. To log-in you must use you're log-in, your PIN

1 number and your six-digit code that comes with the card; you
2 know, that little computer card.

3 Q All right.

4 A Okay. You must use that.

5 Q Right.

6 A And then once you get into the system, you can
7 pull a report and where it says employee code -- I have been
8 assigned Employee Code 580, and I use that religiously every
9 time I pull anything out of the system. That's what goes
10 under employee code. But, yes, you can put something else
11 there.

12 Q Okay.

13 A I can put RGC there. I can put, you know --

14 Q Like at the Commission, when I try to do something
15 that's, you know, it will say, "Wrong person doing this,"
16 because I logged under my name and my password?

17 A No.

18 Q So, the system doesn't recognize once you get into
19 system?

20 A No, once you're in, you're in.

21 Q Okay. Do you know whether or not a change was
22 made last year to the LMOS system to prevent the use, or to
23 prevent it from accepting invalid disposition codes, cause
24 codes, that kind of thing?

25 A To prevent it?

1 Q Like if a service tech tried to put in a cause
2 code that was no longer accepted by BellSouth's practice,
3 the system would kick it out and say "wrong, error," or
4 something of that nature?

5 A I'm not sure if it was last year. I think that is
6 a recent thing. I'm not sure when it went into effect.

7 Q What about this year, has that change been made?

8 A I believe so.

9 Q And I believe you, and correct me if I'm wrong, I
10 thought I heard you say a little while ago that you could
11 status a trouble report out-of-service and change it to
12 service affecting. Did I hear that wrong?

13 A No. You heard it exactly backwards.

14 Q Okay. Good. And you may have answered this, too.

15

16 A Yes.

17 Q You did ask?

18 A Yes.

19 Q What did they say?

20 A They don't know.

21

22

23

24 A Right.

25 MR. GREER: That looks like it.

1 MS. RICHARDSON: Thank you.

2 MR. ANTHONY: I don't have anything.

3 MS. RICHARDSON: Mr. Dunberg?

4 MR. DUNBERG: Nothing.

5 MS. RICHARDSON: Okay. Thank you, Mr. Connor. I
6 appreciate your coming, and have a good day.

7 (The deposition was concluded at 3:50 p.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 # CC295576 EXPIRES
July 16, 1997
BONDED THRU TROY FAIR 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 43 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,

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

Melanie Y. Bradford
NOTARY PUBLIC
STATE OF FLORIDA

