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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: DOROTHY E. HALL
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 11:27 a.m. Concluded at 12:00 noon
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.
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APPEARANCES:

REPRESENTING THE SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY:

HARRIS R. ANTHONY, ESQUIRE
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REPRESENTING THE CITIZENS OF THE STATE OF FLORIDA:

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REPRESENTING THE FLORIDA PUBLIC SERVICE COMMISSION:

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REPRESENTING DOROTHY E. HALL:

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Miami, Florida 33129

ALSO PRESENT:

WALTER BAER, Office of Public Counsel.

CARL VINSON, FPSC Division of Communications.

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WITNESS:

PAGE NO.

DOROTHY E. HALL

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

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CERTIFICATE OF REPORTER

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

The following deposition of DOROTHY E. HALL was taken on oral examination, pursuant to notice, for purposes of discovery, for use in evidence, and for such other uses and purposes as may be permitted by the Florida Rules of Civil Procedure and other applicable law. Reading and signing of said deposition by the witness is not waived. All objections, except as to the form of the question, are reserved until final hearing in this cause; and notice of filing is waived.

* * * * *

Thereupon,

DOROTHY E. HALL

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

MR. ANTHONY: Before you get started on that, we are going to use the same four stipulations that we used earlier.

Also, Ms. Hall, I just want to say this on the record again. Of course, the Company has undertaken an investigation of the matters that these depositions are related to, the allegations of improprieties about trouble reporting. That investigation was done at the Legal Department's request and under its guidance and auspices and is privileged, which means that it can't

1 be discussed with outside parties. To the extent that
2 Ms. Richardson may ask you a question that tries to get
3 into that investigation, I'm simply going to interrupt,
4 perhaps be rude, but interrupt, nonetheless, and
5 request that you not answer the question. I'm doing
6 that just so that you will be aware that we are getting
7 into the areas that are privileged. It's not meant to
8 cut you off or anything. To the extent, of course,
9 that you can answer any of Ms. Richardson's or the
10 Staff's questions -- I'm not sure if it will be
11 Mr. Greer or somebody else who asks them -- and it is
12 unrelated to anything that you may have gained through
13 the internal investigation, either your conversations
14 with people or things that you were told, then, of
15 course, you're free to answer and please do answer
16 fully and honestly. Thank you. My speech.

17 MS. RICHARDSON: All right. And appearances, Mr.
18 Alvarez, Arturo Alvarez is back with us again.

19 MR. ALVAREZ: Representing Dorothy Hall.

20 MS. RICHARDSON: As counsel, right. Okay.

21 Still, this is preliminary. All right.

22 MR. GREER: Excuse me. This is Stan Greer from
23 the Staff.

24 MS. RICHARDSON: Okay. I want to get a couple of
25 definitions clear before we start, if we could. If at

1 any time you tell me "I don't know" in response to a
2 question that I give you, to me "I don't know" means
3 that you have no direct personal, firsthand knowledge.
4 It also means that you have no secondary knowledge from
5 any source whatsoever. So, in other words, your mind
6 is an absolute blank on that. The same thing pretty
7 much goes for "I can't recall" or "I don't remember,"
8 you don't have any full-blown memory of it, nor do you
9 have any little pieces of memory floating around about
10 this if you tell me, "I don't remember" or "I don't
11 recall." Are we clear on those?

12 THE WITNESS: Yes.

13 MS. RICHARDSON: Okay.

14 DIRECT EXAMINATION

15 BY MS. RICHARDSON:

16 Q Would you please state your name and address for
17 the record?

18 A My name is Dorothy E., like Edward, Hall, H-A-L-L.
19 My address is

20

21 Q Okay. Ms. Hall, and what is your present position
22 with BellSouth?

23 A A maintenance administrator.

24 Q And how long have you held this position?

25 A I'm not for certain, but I think it's since 1984.

1 Q So, have you been in -- you have been a
2 maintenance administrator this long, has it been in the same
3 IMC all of this time?

4 A No, it's not the same one.

5 Q Okay. Where did you start in 1984?

6 A Okay. I started in the old Metro Test Center on
7 20th street.

8 Q All right. And when did you move from that one?

9 A When they combined the offices together, that was
10 when we merged.

11 Q Combined Metro and --

12 A Metro with Central Dade/Alhambra (phonetic).

13 Q And at that point you went with the combined
14 office. And is that called Central Dade now?

15 A Yes.

16 Q And are you still in that particular office as
17 maintenance administrator?

18 A Yes.

19 Q All right. Who is your immediate supervisor at
20 this time?

21 A Jesse Dyett.

22 Q And that is D --

23 A Y-E-T-T.

24 Q All right. And who is Jesse Dyett's supervisor at
25 this time?

1 A Rick Hagen, H-A-G-E-N.

2 Q E-N. How long have these people been your
3 supervisors?

4 A Well, Jesse Dyett has been my supervisor for over
5 a year. Rick Hagen, her supervisor, how long has he been my
6 supervisor? Well, since he came back from Georgia. He was
7 promoted to the position that he is in now.

8 Q Okay. Have your supervisors changed a great deal
9 over the period of time from 1984 to present?

10 A Yes.

11 Q Okay. Is that just sort of a normal operation,
12 the supervisors get promoted to new positions and move on
13 and out?

14 A Yes.

15 Q Okay. Your duties as a maintenance administrator
16 deal directly with customer trouble repair reporting, do
17 they not?

18 A Yes.

19 Q Okay. So, you're very familiar with disposition
20 codes, cause codes, all of that part of the system --

21 A Yes.

22 Q -- and how it operates. If a report, a customer
23 trouble report, is out-of-service over 24 hours, does it
24 count against the Company's repair index that gets reported
25 to the Public Service Commission?

1 A I'm not for sure about that, but I think they do
2 have an index that they have to govern themselves, according
3 to what the Public Service Commission says that they should.

4 Q And what level of service do they have to meet, do
5 you know?

6 A I think it's 95 percent; I'm not for sure.

7 Q Okay. Are reports done? Do you know whether or
8 not reports are done on whether or not the Company has met
9 that index?

10 A If the reports are done, it doesn't have anything
11 to do with me. I don't see them.

12 Q Do your supervisors ever talk to you about, you
13 know, needing to make sure we meet this 95 percent index?

14 A No.

15 Q And that is from 1984, all the way forward to
16 today, no supervisor has ever talked to you about meeting
17 this repair index on out-of-service reports?

18 A Yes. I have been covered that we try to meet our
19 24-hour commitment on our service. I can't remember the
20 exact supervisor, but I was covered.

21 Q Do you remember just sort of generally, when you
22 say "was covered," can you remember generally what you were
23 told?

24 A That we should try to meet our 24-hour commitment.

25 Q Okay. And what does meeting those commitments

1 involve?

2 A Giving those the first priority, as far as being
3 dispatched first.

4 Q All right. And if a commitment is not made, what
5 happens?

6 A What happens if the commitment is not made?

7 Q Yes.

8 A They have to rebate the customer. Nothing happens
9 to me. But --

10 Q No, that is what I meant, in terms of the system
11 itself, they have to rebate the customer.

12 In terms of your evaluation of your performance in
13 handling customer trouble reports, what kinds of activities
14 that you do are you evaluated on?

15 A More quality than quantity.

16 Q Okay. Not the number of reports you handle, but
17 how you handle them?

18 A Exactly.

19 Q All right. And what is your understanding of the
20 Company's evaluation process for how reports are handled as
21 relate to you and your performance? What do they look at
22 specifically? What do they tell you they are going to
23 evaluate you on?

24 A Well, you're never evaluated on a trouble, per se.
25 You only get an evaluation every six months.

1 Q Okay. On what? She is a real good employee?

2 A No. You're evaluated on whether or not it was a
3 true trouble that you actually sent out to the field; how
4 you handled the customer; whether or not you caused it to be
5 a repeat; whether you investigated thoroughly before you
6 made your decision whether to send down the trouble or not,
7 whether it was out-of-service or whatever. Basically, those
8 things are what they look for as far as in your evaluation.

9 Q Okay. The immediate supervisors that you have had
10 from 1984 on -- all of them, okay, as sort of a general
11 grouping for this first part of this question, in working
12 with you as a maintenance administrator, do you receive from
13 them any daily instructions on handling out-of-service
14 reports, have you in the past?

15 A No, ma'am.

16 Q Okay. So, you go through and you get trained, the
17 Company trains you --

18 A (Witness indicating yes.)

19 Q -- as a maintenance administrator, and then you're
20 on your own?

21 A Well, if there is other training that's coming
22 about you're always covered. You know, different
23 procedures, things like that, you are covered in a memo of
24 some sort.

25 Q Okay. And these memos would be from someone up in

1 network that would come down and just send memos to all the
2 MAs that says, this is what's going on with your supervisor?

3 A Exactly. From all over, anything that is involved
4 with your job, anything that's new and different you will be
5 covered in a memo.

6 Q Okay. Do you have any memos, have you seen any
7 memos from your immediate supervisor on how to handle
8 out-of-service reports?

9 A No, ma'am.

10 Q So any instructions you may have received from
11 them would have been given orally, that's the way you recall
12 things?

13 A Uh-huh.

14 Q You never remember seeing any documents, or a
15 short memo, or handwritten pieces of paper from any of your
16 supervisor on handling something?

17 A No, not as far as out-of-services.

18 Q Okay. Do you remember, or can you recall at any
19 point, say, a blackboard being used for directing
20 individuals on how to handle out-of-service on any
21 particular day?

22 A No.

23 Q Okay. Do you know of anyone who may have backed
24 up repair times to meet the out-of-service-over-24-hour-index?

25 A No, ma'am, I don't.

1 Q Okay. Do you know of anyone who may have used the
2 no access code to stop the clock on out-of-service repair
3 index reports?

4 A No.

5 Q Do you know of anyone who may have used the
6 carryover no code or the CON code to stop a commitment time
7 for the repair index?

8 A No, ma'am.

9 Q Okay. Do you have any knowledge within the
10 Company at any point in time from your long service of any
11 maintenance administrators having to call a back room
12 manager to get permission to close an out-of-service report?

13 A What is a back room manager? I've never heard
14 that term before.

15 Q Well, let's just say a manager. In order to close
16 out a report, have you ever had a manager tell you, or do
17 you know of any managers telling their MAs, "Don't close out
18 reports. You have to call in, especially if they are about
19 to go out over 24 hours"?

20 A No, ma'am, never; totally untrue.

21 Q Okay. Do you have any knowledge from any source,
22 direct or just general knowledge, of any individual
23 maintenance administrators or service technicians closing
24 reports out over their hand-held CATs, taking an affecting
25 service report and closing it as an out-of-service in order

1 to build the out-of-service base to meet the index?

2 A No, ma'am.

3 Q Do you know if any employee has ever taken an
4 out-of-service or an affecting service report, when it
5 should have been scored out-of-service, but left it
6 affecting service in order to meet the index?

7 A No, ma'am.

8 Q Do you know of anyone who may have excluded
9 out-of-service reports in order to keep them from being
10 counted in the index base?

11 A No.

12 Q Do you know of anyone who may have closed out a
13 report that was getting close to 24 hours and then opened a
14 new report on it in order to get it finished and closed out
15 properly?

16 A No.

17 Q Have you seen any problems with the repeat
18 reports? Have you ever been scored on that yourself, repeat
19 reports that have been evaluated against you?

20 A Not per se, because I have very, very little
21 repeats, because I investigate all of my troubles.

22 Q Okay. Do you know of anyone else?

23 A No, ma'am, I can only speak for me. No, ma'am.

24 Q Have you heard of anyone else?

25 A No, ma'am.

1 Q Have you heard of anyone falsifying customer
2 repair reports?

3 A No.

4 Q Have you heard of anyone using dummy employee
5 codes to load information on a customer report?

6 A No, never. Dummy, never.

7 Q How about someone else's employee code, using
8 someone else's employee code?

9 A Well; that is kind of impossible, because we all
10 have our own particular log-in and our own password to go
11 into it, all of the computers that we use. So, I don't see
12 how anybody could use anyone else's number.

13 Q Okay. Do the managers know the employee numbers?
14 Do they have access to the list of employees with their
15 employee code numbers?

16 A We all have a list of each other's numbers.

17 Q So, then, it's not impossible, because you know
18 someone else's number and someone else knows your number.
19 So, they could very well have used your number to access the
20 system; you're just not aware of anybody actually doing it?

21 A Exactly.

22 Q Okay. Are you aware of anyone using the exclude
23 codes, the disposition and cause codes that are not counted
24 -- let me start over. Do you know which disposition codes
25 are not counted against the out-of-service index?

1 A Do I know which disposition codes that's not
2 counted out-of-service?

3 Q Uh-huh.

4 A No, I don't know. I have to look at my list.

5 Q Okay. But you're aware that there are some codes
6 that would an out-of-service over 24 hours report from
7 counting against the Company, like a CPE code, inside wire
8 code, flood, tornado, those codes?

9 A Oh, okay. I'm familiar with those codes.

10 Q All right. Do you know what those codes do with
11 report in terms of the Company's out-of-service over 24
12 hours index? Do they count for the Company? Do they count
13 against the Company?

14 A Do they count for the Company or against the
15 Company? I don't quite understand you.

16 MR. ANTHONY: You need to define what you mean.

17 MS. RICHARDSON: All right. Let me see if I can
18 do that.

19 BY MS. RICHARDSON:

20 Q Ms. Hall, we have an out-of-service over 24 hours,
21 okay. And you have indicated that you're aware of a 95
22 percent index, okay. We have an out-of-service over 24
23 hours, then, and if I use or an MA uses flood to close this
24 report out, will that be counted against the Company in the
25 95 percent index, so if that's the one that brings it down

1 to 94 percent, that report; would it bring it down to 94 or
2 not, if I use flood? That means count against the Company?

3 A No.

4 Q It would not. Okay. Do you know of anyone, then,
5 using these types of disposition codes to avoid the Company
6 not meeting the 95 percent index?

7 A Not in my department, no, nobody.

8 Q Okay. Do you know of anybody outside of your
9 department? Have you heard of that ever occurring within
10 the Company at any time?

11 A Only since this investigation, I've heard
12 something.

13 MR. ANTHONY: I'm going to instruct you, again, as
14 I said earlier, not to discuss what you may have heard
15 as part of the investigation.

16 BY MS. RICHARDSON:

17 Q Okay. Were you involved in the investigation,
18 Ms. Hall?

19 A Which investigation? The one previously that they
20 had or this one?

21 MS. RICHARDSON: The one that Mr. Anthony is --

22 MR. ANTHONY: The one that I'm referring to is the
23 one that was done by the Company's Legal and Security
24 Departments during the last year and a half or so.

25 BY MS. RICHARDSON:

1 Q Were you involved in that investigation?

2 A Yes.

3 Q You were. Does your present knowledge come
4 directly from that investigation?

5 A No, it doesn't come from that investigation.

6 Q Okay. So, it's outside of that investigation.
7 Then would you please answer the question?

8 A Yes.

9 Q Okay. Can you tell me the circumstances and who
10 was involved? I mean, this is something that you just have
11 general knowledge of, so give me as much of the information
12 as you know.

13 A I don't quite understand you now.

14 MR. ALVAREZ: If I may, I think when you asked her
15 the question, "Does your present knowledge come from
16 that investigation," she assumes the present knowledge
17 about everything that she's been testifying about. I
18 think that's where she got mixed up.

19 MS. RICHARDSON: Oh, okay.

20 MR. ALVAREZ: She assumed her present knowledge
21 about what she's been testifying about comes from
22 mostly firsthand knowledge. Now, the question is does
23 she have present knowledge about the investigation,
24 other than discussions that were had with lawyers from
25 the Company.

1 MS. RICHARDSON: That basically is it. And you do
2 have. Okay. Now, that's what I'd like for you to tell
3 me about.

4 MR. ANTHONY: Why don't you -- we are getting
5 perilously close again. Why don't you rephrase your
6 question, so I understand, too, please.

7 MS. RICHARDSON: Can we go back. Is it possible
8 for you to find that?

9 (Discussion off the record.)

10 MS. RICHARDSON: Let me repeat the question, and
11 we'll start from there. Sorry.

12 BY MS. RICHARDSON:

13 Q Have you any knowledge, from any source at any
14 time, outside of the investigation done by the Legal
15 Department of the Company, of any employee falsifying a
16 customer trouble report?

17 A No.

18 Q You do not?

19 A No.

20 Q Do you have knowledge of any employee falsifying a
21 customer trouble report?

22 A No, I do not.

23 Q Within the investigation or outside?

24 MR. ANTHONY: I'm going to object.

25 MS. RICHARDSON: I want to know whether or not --

1 not what she knows, but does she know it.

2 MR. ANTHONY: The way you framed your question,
3 you're asking her what she's gained from the
4 investigation. I'm going to instruct the witness not
5 to answer that question, even though I think she
6 already has.

7 BY MS. RICHARDSON:

8 Q Okay. So you would answer the question except
9 that Mr. Anthony has directed you not to answer the
10 question, is that correct?

11 A Yes.

12 Q Do you know of any employee using any means,
13 whatever, to build the out-of-service base in order to meet
14 the 95 percent index?

15 A No.

16 Q Have you ever reported an employee for falsifying
17 customer repair records?

18 A No.

19 Q Do you know a Prudence Taylor?

20 A Yes.

21 Q Okay. And what is her position?

22 A I think she is the first line supervisor in the
23 Central Dade office. In the South Dade office, I'm sorry.

24 Q In the South Dade office?

25 A (Witness indicating yes.)

1 Q So, do you know her in the sense of work, or is
2 this just a friendship type knowing, or how do you
3 know Ms. --

4 A She used to be my supervisor.

5 Q When?

6 A I can't remember the exact year, but before they
7 split the office and she went south.

8 Q Okay. And at any point when Ms. Taylor was your
9 supervisor -- this is back in the mid-'80s, let's say, late
10 '80s?

11 A I can't remember the date.

12 Q You can't remember? At any point while Ms. Taylor
13 was your supervisor, did she ever direct you in handling a
14 customer report in a manner that you felt was incorrect,
15 inaccurate or false?

16 A No.

17 Q Do you have any knowledge that she may have
18 supervised anyone in your area or directed someone in your
19 area, to --

20 A No.

21 Q To falsify a report? I'd better finish the
22 question.

23 A No.

24 Q Okay. Have you ever been disciplined, Ms. Hall?

25 A About?

1 Q Anything, while you were with the Company, from
2 1984 forward?

3 A No.

4 Q Ms. Hall, were you ever suspended in relation to
5 improper sales?

6 A No.

7 Q Ms. Hall, is there a way to close out a report so
8 that it's excluded from the 24-hour index?

9 A No.

10 Q The 95 percent index?

11 A There is no way you can exclude it if it is
12 out-of-service. No, you can't exclude it if its
13 out-of-service.

14 Q You're responsible for closing reports, is that
15 correct, in your position?

16 A Screening, dispatching.

17 Q And you deal with the final status screen?

18 A Uh-huh.

19 Q Final statusing and closing. On the final status
20 screen, there is a little blank in the section under the
21 close out time, and it has an "X" in it. What does that "X"
22 do?

23 A It excludes it.

24 Q Okay. Excludes it from the 95 percent repair
25 index?

1 A Yes, it would exclude it, if it's not
2 out-of-service. You can't exclude an out-of-service.

3 Q Are you saying that the computer won't accept an
4 "X," or that it's not company policy to put an "X" in that?

5 A It's not company policy to put an "X" there on an
6 out-of-service.

7 Q Okay. But the computer system may very well
8 accept an "X," at that point?

9 A Uh-huh.

10 Q Okay. So, if a maintenance administrator was
11 found through a review, or on an analysis, of having
12 excluded out-of-service reports, then that would be
13 incorrect? Your training and experience tells you that
14 would be incorrect?

15 A Exactly.

16 Q And if they had done that on purpose, then it
17 would possibly be falsification of the report, if they had
18 done it intentionally? We're talking hypothetically here.

19 A If it would have been done, there is a report that
20 they would have gotten.

21 Q What kind of report?

22 A They have an analysis supervisor there, and most
23 excludes, there is a jeopardy that has excludes on it. And
24 if you exclude one that's out-of-service, you're in trouble
25 because you shouldn't.

1 Q When you say "in trouble," does that mean your
2 supervisor comes and talks to you or you go for retraining,
3 or is it more serious or less serious or --

4 A They will cover you to make sure that you
5 understand the practice, maybe retraining, maybe you didn't
6 quite understand it.

7 Q Would excluding and out-of-service report prevent
8 that customer from getting a rebate if he had been over 24
9 hours?

10 A Yes, it would.

11 MS. RICHARDSON Okay. Ms. Hall, I think I'm
12 through, and I thank you for your time. Ms. Wilson and
13 Mr. Greer may have one or two questions for you.

14 MR. GREER: I have just got a few.

15 CROSS EXAMINATION

16 BY MR. GREER:

17 Q Ms. Hall, before you talked about being covered
18 for meeting the 24-hour, the out-of-service requirement.
19 When you were covered, did they ever mention the 95 percent
20 index?

21 A I don't think the 95 percent index was ever
22 mentioned then.

23 Q So, basically, they just covered you on you need
24 to get everything out of here by 24 hours?

25 A Yes, sir.

1 Q I believe you said earlier that you were evaluated
2 on the quality of your task. Do you all not have a number
3 of tasks that you have to perform each day like a service
4 tech?

5 A No, sir, we don't have that anymore. It's not
6 productivity any more. It's quality now.

7 Q When did that change?

8 A It has been like that in my test center maybe two
9 years.

10 Q Did you before have a productivity measure?

11 A Yes, sir.

12 Q For an out-of-service that's 30 minute or less
13 over 24 hours, have you ever had to get a manager's initials
14 on the out-of-service?

15 A No, sir.

16 Q For that exclude field, what would that field be
17 used for?

18 A Exclude, you mean that particular field?

19 Q What purpose would you use that field for?

20 A Okay. Maybe there was a trouble report that was
21 previously there, and the customer called in another trouble
22 report, that's an excludable trouble because the trouble has
23 already been cleared. For line is test okay or if a line is
24 busy speech, you test busy speech, and the third-party
25 reported it, that is an excludable report, because the

1 customer didn't report it. You make sure of that before you
2 close it.

3 Q So, it would be a third-party type of report?

4 A Exactly, third party.

5 Q Or a subsequent report?

6 A Subsequent.

7 Q Are there any other types of things?

8 A It could be another common carrier, they should
9 have reported to AT&T, and they reported the trouble to us.
10 That would be an excludable report.

11 Q I may be wrong on the code here, but isn't a
12 Category 6 an exclude?

13 A No, six is a busy speech. You will get a busy
14 speech a lot of times if it's locked up. It doesn't
15 necessarily mean there is speech, because you get a VER Code
16 6.

17 Q So, there is no other way of excluding a
18 subsequent report except for that final status field,
19 correct?

20 A Exactly.

21 MR. GREER: That's all I have.

22 MR. ANTHONY: Thank you. I don't have anything.
23 Thank you, Ms. Hall.

24 MR. ALVAREZ: Nothing.

25 (The deposition was concluded at 12:00 noon.)

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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 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 26 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

