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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  
~~9100260-TL~~

COPY

DEPOSITION OF: CHERYL YVETTE JOHNSON  
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 1:35 p.m. Concluded at 2:35 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

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APPEARANCES:

REPRESENTING THE SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY:

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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 CHERYL YVETTE JOHNSON:

JORGE L. PEREZ-GURRI, ESQUIRE  
The Plumer Building  
Suite 12  
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ALSO PRESENT:

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

\* \* \* \* \*

I N D E X

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WITNESS:

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CHERYL YVETTE JOHNSON

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1           Having said all of that, Ms. Johnson, as you know  
2 Southern Bell conducted an investigation of the matters  
3 that you are going to discuss with various counsel here  
4 today. That process, as you have previously been  
5 advised, was conducted pursuant to the attorney/client  
6 privilege and the attorney work product privilege,  
7 which basically means that it's confidential. And I  
8 would ask at this time that you respect that  
9 confidentiality and not disclose anything in the  
10 substance of this interview that by virtue of which you  
11 would disclose what we have either talked about or  
12 anything regarding that investigation, okay?

13           THE WITNESS: (Indicating yes.)

14           MS. RICHARDSON: And would you like to put in an  
15 appearance again on behalf of your client?

16           MR. PEREZ-GURRI: My name is Jorge Perez-Gurri, on  
17 behalf of Ms. Johnson.

18           MS. RICHARDSON: Okay. Ms. Johnson, I just have a  
19 couple of preliminary matters, too. This is on  
20 definition of terms, so that we are clear when we talk  
21 about what we are both meaning. And they are very  
22 simple terms. The first one is "I don't know," or if I  
23 ask you a question "Do you know," and you respond "No,"  
24 that means that you have absolutely no knowledge from  
25 any source, not firsthand knowledge, personal direct

1 knowledge, nor do you have -- have heard any rumors or  
2 secondhand knowledge or made any observations, or  
3 anything about what I'm talking about. So, it's an  
4 absolute blank you draw. That's what "I don't know"  
5 means. Are we okay with that? Are you okay with that?

6 THE WITNESS: I am okay with that.

7 MS. RICHARDSON: All right. Then the next one is  
8 pretty much the same thing. "I don't remember, "I  
9 can't recall," means you have an absolute blank. No  
10 little fragments of memory tickling around out here at  
11 your mind. If you do have some of those, then instead  
12 of saying, "I don't remember," or "I don't recall,"  
13 tell me, "Well, I've got something. I can't quite put  
14 my hand on it, or I'm not quite sure about it. It had  
15 something to do with," ta-da, ta-da. Are we clear with  
16 that?

17 THE WITNESS: Okay.

18 MR. PEREZ-GURRI: Excuse me, Counsel, one thing,  
19 along those lines. If that is the way she wants you to  
20 answer the questions, I want you to qualify the  
21 questions that are your answers, because I want you to  
22 be clear on that record as to whether you're testifying  
23 from your personal knowledge or whether from somebody  
24 else's, what you may have heard from somebody else.  
25 Okay?

1 MS. RICHARDSON: That's great, as long as we have  
2 got the ground rules, and we all know what we are  
3 talking about. That's good.

4 And then the last thing is when I ask you sort of  
5 general questions about have you ever heard of anyone  
6 doing a certain activity, I ask that you respond for  
7 yourself, include yourself in any response, as well as  
8 any other person that you may know of?

9 THE WITNESS: Okay.

10 MS. RICHARDSON: Okay. I will try to be careful  
11 about asking you do you personally know, and then do  
12 you know of anyone else. But, generically, if I ask  
13 you, "Do you know anyone," then I'm also asking you to  
14 include yourself in that "Do you know anyone?"

15 THE WITNESS: Okay.

16 MS. RICHARDSON: And, again, I think the  
17 instruction is well-taken to qualify your answer, "For  
18 myself, no, but I do know about so and so." Okay. And  
19 that way we will all be clear on what you're speaking  
20 about. Is that acceptable?

21 THE WITNESS: Yes.

22 MS. RICHARDSON: All right. Then if we could  
23 start.

24 DIRECT EXAMINATION

25 BY MS. RICHARDSON:

1 Q If you would, please, state your full name for the  
2 record and spell your last name for the court reporter.

3 A Cheryl Yvette Johnson, J-O-H-N-S-O-N.

4 Q And your address, please?

5 A

6 Q Okay. Ms. Johnson, what is your present position  
7 with the Company?

8 A Staff manager, Network.

9 Q And is that connected with like South Dade, North  
10 Dade?

11 A No. It's for the State of Florida and Alabama. I  
12 support two states.

13 Q You support two states. And when you say you  
14 "support two states," can you give me some idea of your  
15 duties and responsibilities that support those states?  
16 Florida only, because I don't really need to know what you  
17 do with Alabama.

18 A Okay. For Florida I'm responsible for supporting  
19 the installation maintenance center group, which is the  
20 special services dispatch operation that's part of that  
21 entity. The IMC is a bigger entity, and within that entity  
22 is a group of people, a smaller group that's called the  
23 special services dispatch center. And I also support the  
24 major account center, which has major businesses such as  
25 FP&L and the airline companies.

1 Q All right. And I am still not real clear on what  
2 you mean by support. That is a generic term. I understand  
3 you're using it generically, but I don't quite know what it  
4 means.

5 A I'm responsible for the training, for updating,  
6 for writing procedures, having input into methods and  
7 procedures and also audits and reviews.

8 Q Okay. When you say "training," training of whom?

9 A Training of the personnel that work in the special  
10 services dispatch center and the major account center.

11 Q Okay. And is that all the special services people  
12 in Florida?

13 A That's all the ones that -- no, not all of them.  
14 They are just a small group of the special service group.

15 Q Okay. They are sort of the management level  
16 group?

17 A No, they are not. They are just responsible for  
18 the dispatching.

19 Q Of special services?

20 A Of special services.

21 Q Okay. And the dispatching of service technicians  
22 to actually go out and repair those troubles?

23 A Yes, repair and install.

24 Q Repair and install special services?

25 A That's right.

1 Q All right. And when you say you're responsible  
2 for updating, updating whom or what or --

3 A Updating those same people. And when I say  
4 "updating," I'm talking about anything that comes new, say a  
5 new computer system, a new way of doing their job; I'm  
6 responsible for making sure I deliver this information to  
7 them.

8 Q And when you deliver the information, do you do  
9 that orally or in writing?

10 A Sometimes writing, sometimes orally, depending on  
11 how much is involved.

12 Q Okay. Who is your present supervisor?

13 A Gordean Morris, G-O-R-D-E-A-N, Morris,  
14 M-O-R-R-I-S.

15 Q Okay. And who is -- is that a Ms. Morris?

16 A Ms. Morris.

17 Q Who is Ms. Morris' supervisor?

18 A Doug Prevost. His first name is D-O-U-G-L-A-S.  
19 Last name is P-R-E-V-O-S-T.

20 Q Okay. And what is your present pay grade?

21 A Pay Grade 4.

22 Q Pay Grade 4. And how long have you held this  
23 present position?

24 A For almost five years; it will be five years  
25 August 1st.

- 1 Q Of '92?
- 2 A Uh-huh.
- 3 Q Okay. And what position did you hold immediately  
4 prior to that?
- 5 A Immediately prior to that I was supervisor of the  
6 South Dade Installation Maintenance Center.
- 7 Q Okay. And that would have been around '87?
- 8 A Yes.
- 9 Q All right. And how long were you supervisor of  
10 the South Dade IMC?
- 11 A From '80 to '87.
- 12 Q Okay. Seven years. And what pay grade was that?
- 13 A Pay Grade 3.
- 14 Q Pay Grade 3. When did you start with the Company?
- 15 A In 1970.
- 16 Q 1970.
- 17 A January of '1970.
- 18 Q Are you going to retire soon?
- 19 A Yes.
- 20 Q Okay. What position were you when you started?
- 21 A An operator.
- 22 Q You were an operator. Is that the long distance  
23 service or --
- 24 A No, directory assistance.
- 25 Q Directory assistance operator. Okay. Have there

1 been a lot of new procedures recently that you've had to do  
2 some updating in training of staff on?

3 A Yes.

4 Q And primarily concerned with what?

5 A Most of what I've been involved in in 1992 has  
6 been a new system by special services people, a new computer  
7 system that we're implementing, but not yet in the state of  
8 Florida. We're implementing it at this time in Alabama.

9 Q What about changes in Florida?

10 A Changes in Florida, most of the ones that I've  
11 been involved in have been for the major account center.

12 Q And that's large businesses and big corporations?

13 A Right.

14 Q And, I guess, state government buildings?

15 A Most anything dealing with the local, county or  
16 federal government, state government, any of the major  
17 corporations, such as the bank, the school system, airline  
18 companies.

19 Q And can you briefly explain some of the changes  
20 that have occurred in those areas in Florida recently?

21 A Yes. In Florida right now we're working with --  
22 with features, ESSX, which is enhanced features in the major  
23 account center. We've recently done some changes in the  
24 service order procedures, the way we process our service  
25 orders. We've also done some changes as far as processing

1 trouble reports.

2 Q Okay. I'm interested in the last two. Let's take  
3 service orders.

4 A The service orders?

5 Q Uh-huh.

6 A In the service orders we have --

7 MR. BEATTY: I'm going to object. Although, you  
8 know, I recognize that objections to relevance are  
9 given, but, specifically this issue has nothing at all  
10 to do with the substance of this investigation.

11 MS. RICHARDSON: Okay. Maybe I can make it more  
12 clear and make the relevance more clear from my  
13 perspective, then, Mr. Beatty.

14 MR. BEATTY: Okay.

15 BY MS. RICHARDSON:

16 Q In terms of the service orders, themselves, is  
17 there a requirement that the service order be installed  
18 within a certain period of time for, I guess, a major  
19 account?

20 A Yes.

21 Q Okay. And if it is not accomplished within that  
22 period of time, is a phone call from that major account  
23 saying, "We don't have dial tone; we can't call out," is  
24 that considered a repair problem or a trouble?

25 A Now, you're talking about -- can you clarify it,

1 please?

2 Q Certainly. Let's say that -- well, what time is  
3 one supposed to be installed, what is the time frame that  
4 you're supposed to get new service installed?

5 A It depends on the class of service.

6 Q Let's take big businesses.

7 A Okay. There are so many different classes of  
8 business, okay? We have designed business, nondesigned  
9 business, small business, complex business, and so on.

10 Q Okay. Let's take small business.

11 A On small business --

12 Q When the service is supposed to installed by?

13 A The major account center doesn't install small  
14 business, okay?

15 Q Okay. Well, then, let's take the large business,  
16 brand new system. They don't have any phone service at all.  
17 About what is the time frame, so I can give you a  
18 hypothetical then.

19 A Okay. Usually when we give them something like a  
20 10 to 12-day interval.

21 Q Ten to 12-day interval?

22 A Uh-huh.

23 Q Okay. On the 15th day the company calls and says,  
24 "We don't have service; we can't call out; we can't get dial  
25 tone," is that considered a trouble report?

1 MR. BEATTY: Objection. Not only is it  
2 speculative, it assumes facts not in evidence. Again,  
3 I suggest to you this line is totally irrelevant to  
4 this proceeding. You can respond.

5 BY MS. RICHARDSON:

6 Q Okay. Would you still answer my question, please.

7 A Okay. Do you mind repeating it?

8 Q Okay. The 15th day the company calls and says,  
9 "We can't get dial tone."

10 A Okay. If a company is calling on the 15th day,  
11 and the service order has been passed, it will be a trouble  
12 report. If the customer calls on the 15th day, but that  
13 service order was not passed, it will not come in as a  
14 trouble report. The customer will be referred to the  
15 business office to set up something, arrange something  
16 different.

17 Q Let's leave that area, then, in terms of changes  
18 in the MAC (phonetic) center and move on to changes in  
19 trouble reporting. What changes are you aware of or have  
20 you been responsible for in your duties?

21 A We have recently changed some of our disposition  
22 codes, type codes, trouble entry procedures.

23 Q If you would, I'd like you to take each one of  
24 those and explain to me the changes that you've made in  
25 disposition codes and the type codes and then the trouble

1 entry procedures.

2 A Okay. In the past, disposition codes and type  
3 codes were more detailed. If a person called in and they  
4 said that they did not have a dial tone and the line tested  
5 short or ground or whatever, that type of report would have  
6 been classified several areas of a code. Now, we have one  
7 specific code. No matter what caused the thing to be  
8 out-of-service, no matter what caused the customer to say  
9 it's out-of-service, whether it's caused by ground, short or  
10 what have you, it still has only one code to cover it.  
11 Where we used to have several, many different ones, now we  
12 have basic ones to keep down confusion. That was the main  
13 reason behind that, to keep everything uniform.

14 Q Okay. Then, for example, if you had -- well, how  
15 many customer-provided equipment, the 1200 codes, the CPE  
16 codes, did you have before this change?

17 A We had a lot.

18 Q Okay. Ten, twelve?

19 A Probably 10. You know -- then, again, I have not  
20 counted these, okay? So, I'm --

21 Q An estimate?

22 A An estimate.

23 Q And please feel free to qualify any answer, so  
24 that you feel comfortable with what you're telling me.

25 A Okay.

1 Q That's perfectly all right.

2 A Okay.

3 Q So, about how many do you have now -- if you know  
4 exactly, that would be fine. If you don't --

5 A I don't know exactly, but I would say we have half  
6 as many as we had before.

7 Q Okay. And is that about true for the rest of the  
8 disposition codes, then, that you've cut down maybe by about  
9 50 percent on the ones that are used?

10 A Yes.

11 Q And why was that change made?

12 A The changes would come to me as secondhand  
13 information, okay? Primarily, because I'm not in a position  
14 to make changes. I receive changes and I act on changes.  
15 And I go out and I train other people on changes. Okay.  
16 So, from my best understanding, what was told to me is  
17 that --

18 MR. BEATTY: I'm going to object on the ground  
19 that it's speculative. Go ahead.

20 THE WITNESS: Two reasons: We combined with  
21 Alabama on January 1st, due to a reorganization between  
22 two states. We found differences in the way Alabama  
23 did things and the way Florida did things. And even  
24 prior to January 1st, I didn't support Alabama, okay?  
25 So, to get things uniform and cause less confusion in

1 processing of trouble reports, was the first reason.  
2 The second reason was also to stop confusion, but it  
3 was also to try to limit the amount of errors that  
4 could be made. If we limited the number of disposition  
5 codes, type codes, then that would cut down the error  
6 rate.

7 BY MS. RICHARDSON:

8 Q Okay. And you said you got this information  
9 secondhand. Could you tell me from whom?

10 A Yes. From my staff, my staff support out of  
11 Atlanta.

12 Q And can you tell me who that is?

13 A It's the installation maintenance center staff,  
14 and it's through Jim Stuart. He's my support person. He is  
15 the same level as I am. So, you know, he reports to  
16 somebody on the same level as my boss, and he also has an  
17 operations manager.

18 Q All right. And then this error -- the errors that  
19 you were cutting down on, about how many errors? Are you  
20 familiar -- do you have any idea?

21 A No, I have no idea. I'm sorry.

22 Q Do you know if it has worked, the change, in  
23 cutting down the errors?

24 A It's too soon to tell.

25 Q Too soon to tell.

1 A In my opinion.

2 Q Okay. Do you now, or do you have any opinion as  
3 to how the errors were determined in the past?

4 A Well --

5 Q How did they find out they had a problem?

6 MR. PEREZ-GURRI: Ms. Johnson, excuse me a minute.  
7 I don't want you guessing at any questions.

8 THE WITNESS: Well, I don't know the answer to  
9 that. I don't know how they were determined.

10 MR. PEREZ-GURRI: Well, give it some thought, and  
11 if you can give her an answer, give her the answer.  
12 But I don't want you guessing.

13 THE WITNESS: Well, I don't know. Even if I sat  
14 here and I pondered it all day, I wouldn't really know  
15 an accurate answer.

16 BY MS. RICHARDSON:

17 Q Okay. All right. Well, let's move on to type  
18 codes.

19 A Okay.

20 Q Okay. If you would tell me what it was in the  
21 past and what we're doing now -- what Southern Bell is doing  
22 now, what the changes were.

23 A Okay. It was part of the explanation that I just  
24 gave. Type codes were the type of report a customer would  
25 make. And, depending on what the test was, is the way it

1 was entered into the computer. Now, irregardless of what  
2 the test is, the type of call is still -- say, if a customer  
3 called in out-of-service and it was caused by a short, in  
4 the past, it would have a certain code. And if it was  
5 caused by static or caused by ground, it would have a  
6 certain code. If it was caused by battery, it would have a  
7 certain code. Now if a customer calls in and they say, "No  
8 dial tone," it just has one code for that; no matter what  
9 the test is or what caused it, there is one code for it. If  
10 it's out-of-service, it gets the same code. If it's service  
11 affecting, it gets a different code.

12 Q Okay. And is all of Florida following that  
13 procedure?

14 A Uh-huh. Yes, ma'am.

15 Q And what effect does this change in the type codes  
16 have on statusing, or in determining how many out-of-service  
17 trouble reports there are?

18 A It's still the same amount.

19 MR. BEATTY: Objection, it's speculative.

20 THE WITNESS: It should still be the same amount  
21 of troubles. It will just be that they're not as  
22 detailed. That's really what the removal of so many  
23 codes did. It stopped the detailing of the call.

24 BY MS. RICHARDSON:

25 Q So, in terms of your experience, or information

1 that you may have seen after these changes, do you have any  
2 knowledge, based upon your experience in seeing these  
3 changes in place, as to whether or not there are more  
4 out-of-services now than there had been in the past?

5 A Personal knowledge, no, because I'm not in the --  
6 I don't spend very much time on trouble reports. There are  
7 so many other things that I deal with. I don't -- very  
8 little trouble reports in the organizations that I support.

9 Q Okay. I believe that when you were telling me  
10 about your duties you stated that you were sometimes called  
11 upon to give input into the procedures?

12 A Yes.

13 Q In the rewriting of the procedures?

14 A Yes.

15 Q Did you have any input into any of these changes  
16 we've discussed?

17 A No.

18 Q Okay. Generally, how does it come about that you  
19 give input?

20 A Generally, when methods and procedures are  
21 undergoing the possibility of being changed, a letter comes  
22 out to the staff support, which I'm one of those people.  
23 And it asks us to look at what we have; distribute it to the  
24 people in the field that actually do the work; get their  
25 opinions as to how they think it would impact, or if it's

1 really good to make any changes, or should it stay the same.  
2 They make recommendations, the field makes recommendations  
3 on, you know -- say one center might have a different --  
4 like the major account center is quite different than the  
5 installation and maintenance center, for instance, because  
6 they are dealing with major customers. So, sometimes when I  
7 would send something out to them, they might say, "Well, you  
8 know, from the maintenance center -- from the major account  
9 center standpoint, we feel that this detail needs to be put  
10 in here to allow for things for the major accounts."

11 Q All right. And then --

12 A Then I would write it.

13 Q I'm sorry.

14 A I would write it back up to my support. And  
15 that's the way I would do my input.

16 Q Your input?

17 A Yes.

18 Q All right. The last thing I think you mentioned  
19 was trouble entry procedures.

20 A Yes.

21 Q What changes have been made in that area?

22 A In the past, there was several people that could  
23 put in a trouble report.

24 Q You mean several types of positions, people in  
25 different positions?

1           A     Oh, no. People, all with the same titles. But  
2 the way we have it set up now there are a limited number of  
3 people that are allowed to actually input a trouble report,  
4 based on their security.

5           Q     And is that a new security code that has been put  
6 in place along with this other trouble entry change?

7           A     Yes.

8           Q     Okay. And who are these people that are the only  
9 ones that can input trouble reports?

10          A     Some of them are repair service attendants and  
11 some of them are maintenance administrators.

12          Q     But it's limited to those two classes of  
13 employees?

14          A     Yes, to the best of my knowledge, you know. These  
15 are the people that I support. So, in my organization, I  
16 can say yes to that.

17          Q     Okay. But there may be somebody else; you just  
18 don't know about it?

19          A     That's true.

20          Q     All right. Do you know why that change was made?

21          A     Simply because we wanted things to be uniform. We  
22 wanted a smaller amount of people to be allowed to go into  
23 the data base to do certain things.

24          Q     Was that to correct a problem or an error in the  
25 past?

1           A     Part of it was.

2           Q     Okay. And what was the problem or the area that  
3 was being corrected?

4           A     The problem or the area that was being corrected?

5           Q     Uh-huh.

6           A     It could have been, maybe, the type of report that  
7 was being put in, maybe the way the report was being put in,  
8 maybe the wording of the report, and to standardize things,  
9 okay? And then, again, you're dealing between Florida and  
10 Alabama and trying to get something cohesive going, so that  
11 both of the states would be functioning the same.

12          Q     Okay. And then I'm going to ask you to state  
13 whether or not that comes from firsthand knowledge on your  
14 part, or whether that's just general information you've  
15 picked up.

16          A     That's general information that I've picked up.  
17 Almost anything dealing with methods and procedures come to  
18 me that way, okay? I don't have the authority to make  
19 changes myself. I can recommend changes based on the people  
20 that I support, but when the changes actually, you know,  
21 actually take place -- most of our changes do not come from  
22 the people I support. Most of the changes that I would get  
23 would come from somebody in a higher staff position that,  
24 you know, would change things, and I would receive them and  
25 filter them out to the field.

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A     Everything I know would be speculation, okay? I  
don't have any firsthand knowledge.

Q     Great, I want to hear it.

1           A     Okay.

2                   MR. BEATTY: Object on that basis.

3 BY MS. RICHARDSON:

4           Q     Okay. Now, please answer the question.

5           A     Okay. Since then I have written newspaper  
6 articles. Other employees have told me that they were  
7 disciplined about things that happened in South Dade.  
8 People have come forward recently and told me that they have  
9 received further disciplined, and that they are doing

10

11           Q     Okay. And can you give me the names of any of  
12 these people that have told you that they have received  
13 discipline?

14

15           Q     Is there anyone else?

16           A     No.

17           Q     Did she tell you why she was disciplined?

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1 doing?

2 MR. BEATTY: Objection, asked and answered. You  
3 can respond.

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18 Q Okay. And while you were a supervisor -- this is  
19 from '80 to '87, I believe you said, in the South Dade IMC?

20 A Uh-huh.

21 Q Were you aware of any people in that IMC that  
22 backed up times on customer trouble repair reports in order  
23 to meet the 95 percent index for out-of-service cleared  
24 within 24 hours?

25 A I'm going to ask you to clarify for me, because

1 there are some times that backing up should be done, okay?

2 So, if you mean -- can you explain to me?

3 Q Okay. One example of backing up time might be  
4 when a service technician calls in and the service  
5 technician cleared the report at 1:00, but the service tech  
6 knows that the out-of-service had exceeded 24 hours at 11:00  
7 that morning. And the service tech reports a clearing of  
8 10:30. That's one example.

9 A My personal knowledge, no.

10 Q What about outside of your personal knowledge,  
11 just general information and rumor?

12 A The things that I've heard recently, the things  
13 that I've seen in the newspaper, okay?

14 Q Then, yes, from --

15 A From secondhand knowledge, from the newspaper,  
16 from all the radio and the advertising and the rumor mill  
17 that I'm hearing lately.

18 Q All right. Is there any other context in which  
19 you've heard backing up time?

20 A No.

21 Q That's the only place?

22 A Yes.

23 Q Okay. During that period of time, did you ever  
24 personally, yourself, back up the time on a report, falsify  
25 the time when it was actually cleared?

1 A No, ma'am.

2 Q During that period of time, were you aware of any  
3 employee in that IMC, or elsewhere actually, that used a  
4 dummy employee code to status a report?

5 A No.

6 Q Were you aware of anyone who used an unassigned  
7 employee code to status a report?

8 A No.

9 Q Were you aware of any employee who may have used  
10 another employee's code to status a report?

11 A I'm going to have to ask you to clarify.

12 Q Okay.

13 A Are you asking me --

14 MR. PEREZ-GURRI: Let her clarify, please. You  
15 don't ask her.

16 THE WITNESS: Okay.

17 MS. RICHARDSON: That's fine for you to ask me to  
18 clarify.

19 THE WITNESS: All right.

20 MS. RICHARDSON: That's perfectly acceptable. And  
21 I'm glad to see your attorney is on the ball here.

22 BY MS. RICHARDSON:

23 Q What I mean by that is -- let me start off first  
24 with prefacing the question. Does every employee have an  
25 individual employee code?

1 A Yes.

2 Q Okay. And are these codes sort of generally  
3 acceptable, so that you might know someone else's code or  
4 someone else might know your code?

5 A Yes.

6 Q All right. Then have you ever heard of an  
7 instance where one employee let's say, Employee X used  
8 Employee Y's code to status a customer trouble report?

9 A I'm going to say yes.

10 Q Okay. Would you explain?

11 A Yes. The codes are numerical. There can be a  
12 code that is 101. Somebody can actually type 001 or 102 or  
13 100, okay. And those things do happen, typos.

14 Q Okay. But other than typographical errors, are  
15 you aware?

16 A No.

17 Q Okay. Have you, yourself, personally ever used  
18 any code other than your own personal code --

19 A No.

20 Q -- to status a trouble report?

21 A No.

22 Q Are you aware of any employee who has taken  
23 affecting service reports and statused them out-of-service  
24 in order to build the base and meet the 95 percent repair  
25 index within 24 hours?

1 A No.

2 Q Have you ever done so?

3 A No.

4 Q Are you aware of any employee who has left an  
5 affecting service report as an affecting service instead of  
6 statusing it out-of-service, as it should be, in order to  
7 avoid it counting against the 24-hour repair index?

8 A No.

9 Q Have you ever done so?

10 A No.

11 Q Are you aware of any employee who has excluded an  
12 out-of-service report improperly?

13 A No.

14 Q Are you aware of any employee who has excluded an  
15 out-of-service report in order to keep it from counting  
16 against the out-of-service repair index of 95 percent?

17 A No.

18 Q Have you ever done so yourself?

19 A No.

20 Q Are you aware of any employee that has -- well,  
21 let me back up. I'm sorry, I need to preface this question.  
22 You said that part of your responsibility deals with  
23 disposition and type codes, correct?

24 A Yes.

25 Q Do you know the function, or the effect, is a

1 better way to put it, of certain disposition codes on an  
2 out-of-service report when it gets counted against that  
3 repair index for the 95 percent base, that some of them  
4 exclude -- are excluded from that base?

5 A Yes. Uh-huh.

6 Q For example, hurricane disposition codes or inside  
7 wire disposition codes, those are familiar to you?

8 A Yes.

9 Q Do those exclude an out-of-service report from  
10 that repair base?

11 A Yes, they do.

12 Q Are you aware of any employee who has used those  
13 codes to exclude an out-of-service report from the repair  
14 index base, so that it does not count against the Company?.

15 A We've used those codes.

16 Q Okay. Are you aware of any employee who has done  
17 so improperly?

18 A No.

19 Q When you say, "We've used those codes," would you  
20 please explain to me how you used those codes?

21 A Okay.

22 Q What your knowledge of that is.

23 A During heavy, rainy weather, especially in the  
24 Keys or out in the wetlands, the flood conditions, lightning  
25 conditions, and that type of thing, they can -- that because

1 of the nature of the weather at that time, that we would use  
2 a disposition code to show this is caused by the weather.  
3 Even though it's cable, it's caused by the weather. And if  
4 that is coded as an out-of-service condition, then it's  
5 taken out of our out-of-service base.

6 Q Okay. Are you aware of any employee who has used  
7 the no access code in order to stop the clock on that  
8 report?

9 A No.

10 Q Have you ever done so yourself?

11 A No.

12 Q Are you aware of any employee who has used the  
13 carryover no or CON code disposition -- or, I guess, it's  
14 the intermediate status code to stop the clock on the repair  
15 time?

16 A We use that, too. We have used the carryover no.  
17 That's what the CON is. We have used that.

18 Q Are you aware of anyone who has used it without  
19 contacting the customer?

20 A No. We don't have to contact the customer.

21 Q For using the carryover no code?

22 A Right.

23 Q Okay. The CON code has recently been dropped from  
24 the BellSouth disposition coding, hasn't it?

25 A That's right.

1 Q Can you tell me why?

2 A It was an intermediate status code. It wasn't  
3 like a disposition code. You know, you don't use it on  
4 close-outs. The customer would call in and he would say  
5 that he had a jack that was out-of-service, or whatever.  
6 Maybe the customer only had one jack, you know, meaning that  
7 maybe he only had one telephone. So, the customer is really  
8 out of service. But at the same time the customer might  
9 say, when you ask for, "When can we get in to repair your  
10 jack," and the customer might tell you, "Well, I'm one of  
11 those people that's only home on Saturday, you know, or  
12 something like that, or Sunday." And we would use this code  
13 to say, "This is temporarily carried over until such time  
14 that the customer stated here we can get access to the  
15 premises to repair it."

16 Q Okay. Let me ask again, then, so that I make sure  
17 that we both understood the question and the response you  
18 gave me earlier.

19 A Okay.

20 Q To your knowledge, then, has anyone ever used the  
21 CON code to carry forward a commitment without talking to  
22 the customer?

23 A No.

24 Q Have you ever done so?

25 A No.

1 Q Did you want to add?

2 A Huh?

3 Q Did you want to add something? I thought you were  
4 about to say something.

5 A Well, you know --

6 MR. BEATTY: Excuse me. I want to object.

7 There's not a question pending, unless you were going  
8 to continue stating something that you had already  
9 stated. Was there more to your response that you  
10 wanted to give?

11 THE WITNESS: No.

12 MS. RICHARDSON: That was my follow-up question,  
13 was there more that she wanted to give. I didn't want  
14 to cut her off, and I thought I had.

15 THE WITNESS: Okay.

16 MR. BEATTY: Apparently not.

17 BY MS. RICHARDSON:

18 Q Okay. Are you familiar with a practice in any IMC  
19 of having employees call a manager before closing out  
20 trouble reports?

21 A No.

22 Q Have you ever had that practice in your IMC when  
23 you were -- between 1980 and '87 when you were a manager?

24 A No.

25 MR. BEATTY: I want to object to the form of the

1 question. It's not her IMC. In other words --

2 MS. RICHARDSON: I'm sorry.

3 BY MS. RICHARDSON:

4 Q In the IMC in which you were a manager between  
5 1980 and '87, was that practice in place at that IMC?

6 A No.

7 Q All right. Are you familiar, or do you have any  
8 knowledge of any employee who has closed an out-of-service  
9 report in order to keep it from going over 24 hours, and  
10 then opened a second report to actually clear that service  
11 and close it?

12 A No.

13 Q Have you ever done so yourself?

14 A No.

15 Q Are you familiar, or do you know of any employee  
16 who has taken out-of-service reports and statused them as  
17 test okay in order to meet the out-of-service repair index?

18 A No.

19 Q Are you familiar with any employee who has taken  
20 out-of-service reports and statused them as test okay on  
21 disposition and closeout?

22 A Do you mind repeating that?

23 Q All right. Are you aware of any employee who has  
24 taken out-of-service reports and statused them as test okay  
25 on closeout?

1 A Yes.

2 Q And would you please explain?

3 A Any report that we get out-of-service, service  
4 affecting, or whatever, if it's testing okay on closeout, we  
5 status it as test okay.

6 Q Okay. To your knowledge has any employee taken  
7 central office failures and statused them as out-of-service  
8 in order to meet the 95 percent repair index?

9 A No.

10 Q Is it usual to take a central office failure and  
11 status it out-of-service?

12 MR. BEATTY: Objection. Object to the use of the  
13 word "unusual."

14 MS. RICHARDSON: I said "usual."

15 MR. BEATTY: It presupposes facts -- or "usual,"  
16 presupposed facts not in evidence in terms of this  
17 witness' --

18 MS. RICHARDSON: Is it company practice --

19 MR. BEATTY: Excuse me just a minute. Let me just  
20 finish my objection.

21 MS. RICHARDSON: I'm sorry, Mr. Beatty.

22 MR. BEATTY: It presupposes facts not in evidence  
23 with regard to this witness' ability to testify as to  
24 what the norm is or is not with regard to the issue  
25 that you've raised.

1 BY MS. RICHARDSON:

2 Q Is it Company practice, within Company practice to  
3 take central office failures and status them as  
4 out-of-service?

5 A The reason I'm hesitating is because I really need  
6 -- I need a clarification. I'm sorry. I didn't understand  
7 what you're asking me.

8 Q That's perfectly acceptable. Okay. We have a  
9 report that has been received, a customer trouble report  
10 that has been received, and it has been tested, and the test  
11 indicates a central office failure. Okay. Would it be  
12 company practice, then, to status that report as  
13 out-of-service?

14 MR. BEATTY: I object on the ground that it is  
15 speculative, unless you're speaking of a specific  
16 incident.

17 MS. RICHARDSON: No, just in general.

18 MR. BEATTY: Okay.

19 THE WITNESS: I need you to speak to a specific  
20 type of report, also, okay? Because statusing  
21 out-of-service would depend on what type of reports  
22 we're getting, whether it's inside the central office  
23 or whether it's out in the cable.

24 BY MS. RICHARDSON:

25 Q All right. If it's out in the cable, does that

1 clarify?

2 A If it's out in the cable, and the customer is  
3 reporting something like no dial tone, it's going to be  
4 statused out-of-service.

5 Q Okay. And if it's in the central office?

6 A If it's in the central office, and the customer is  
7 complaining of no dial tone and it's testing central office  
8 failure, it's going to be statused as out-of-service.

9 Q Okay. And that was true between '80 and '87?

10 A Yes.

11 Q And that's still true today?

12 A Yes.

13 Q Do you know of any employee who has used the  
14 disposition exclusion codes that we discussed earlier, like  
15 inside wire, hurricane, and so on, in order to close out a  
16 report in order to exclude that report from the  
17 out-of-service base for 95 percent?

18 MR. BEATTY: Objection. It has been asked and  
19 answered.

20 MS. RICHARDSON: Okay.

21 BY MS. RICHARDSON:

22 Q And you shook your head no?

23 A Right.

24 Q Do you know of any employee who has falsified a  
25 customer trouble report?

1           A     I hear a lot, okay? And I have to tell you this.  
2 I hear a lot about it in the news, and there is a lot of  
3 discussion even among us. You know, we talk a lot about  
4 what we've read in the paper or what we've heard. So, I  
5 have heard that employees did falsify the records.

6           Q     Okay.

7           MR. PEREZ-GURRI: I want you to qualify that,  
8 whether it's from your personal knowledge --

9           THE WITNESS: Okay. This is secondhand knowledge,  
10 not firsthand.

11 BY MS. RICHARDSON:

12          Q     Okay. And who have you had these discussions with?

13          A     I've had these discussions with customers, with  
14 employees, you know, I mean, anybody that has heard anything  
15 about this issue. Almost anybody that knows I work for the  
16 telephone company has talked to me about this.

17          Q     Okay. And have any of these people ever indicated  
18 to you that they had personal, firsthand knowledge?

19          A     No.

20          Q     Okay. Have you personally ever falsified a  
21 customer repair record?

22          A     No.

23          Q     Do you know of any means of building the  
24 out-of-service base in order to get the percentage up to 95  
25 percent to meet that objective?

1           A     Do I know of any means? You mean would I know how  
2 to do that?

3           Q     Yes.

4           A     Yes, I would.

5           Q     And where would this knowledge come from? How did  
6 you come by this knowledge?

7           A     I come from that knowledge just as if I would  
8 anything that is dealing with percents and averages.

9           Q     And I need you to explain a little bit further for  
10 me, because I don't know what you mean by percents and  
11 averages.

12          A     Okay. Well, when we're talking about a 95  
13 percent, we know that if you have 100 and you miss five,  
14 then you have made 95 percent. Okay? We know that if you  
15 have 90 percent, and you increase the number of reports that  
16 you've taken, but you don't miss any more, that it's going  
17 to improve that number to a higher percentage.

18          Q     Okay. While you were in the South Dade IMC, was  
19 part of your responsibility to monitor the number of  
20 out-of-service reports and whether or not you were meeting  
21 that index?

22          A     Yes.

23          Q     It was.

24          A     Uh-huh.

25          Q     And did you do that on a daily basis, monitor it

1 on a daily basis?

2 A Yes.

3 Q And did you always meet the 95 percent?

4 A Oh, no.

5 Q There were times when you fell below that?

6 A Oh, yes.

7 Q And what happened when you fell below?

8 A When I fell below that, I would know that tomorrow  
9 I need to try to make sure I get some overtime. If I didn't  
10 ask for overtime today; I should ask for overtime tomorrow.

11 Q Okay. And what happened if you fell below the 95  
12 percent at the end of the month when you had to report that?

13 A I had only done the best that I could.

14 Q Okay. Did any supervisors or managers call you  
15 for explanations, or send you any memos or notes, or was any  
16 follow-up done?

17 A We always -- our procedures always require that  
18 almost on a weekly basis we know what our results are. At  
19 the end of a month, we get a big report which is a  
20 cumulative report for the whole month.

21 Q Okay. And in terms of your personnel evaluation,  
22 was meeting that 95 percent part of your personal objection  
23 for the Company?

24 A Yes, it was.

25 Q Were you evaluated on that?

1 A Yes, I was.

2 Q All right. And was that a routine evaluation?

3 A Uh-huh.

4 Q That was always just an objective that you had to  
5 meet and it was routinely part of your personnel evaluation?

6 A Yes.

7 Q Were you ever eligible for bonus pay as an  
8 employee?

9 A One year I was.

10 Q You were eligible?

11 A Uh-huh.

12 Q Okay. And is meeting your objectives part of that  
13 eligibility?

14 A Yes.

15 Q Okay. And to your knowledge, then, would meeting  
16 the 95 percent repair index be part of those objectives that  
17 make you eligible for bonus pay?

18 A It is, yes.

19 Q Okay. Have you ever not received bonus pay based  
20 upon your missing your objectives? Do you know?

21 A I've only received bonus pay one year.

22 Q One year, and that year was?

23 A That year, I think -- okay, I'm not 100 percent  
24 sure what year it was, but it was between '84 and '87, I  
25 think, or '83 and '87.

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MS. BEATTY: Objection, speculative.

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THE WITNESS: You mean do I think that --

7

BY MS. RICHARDSON:

8

Q In your opinion?

9

A Okay. Clarify, please.

10

Q In your opinion, just in your personal opinion?

11

MR. PEREZ-GURRI: Do you understand the question?

12

THE WITNESS: No. That's why I'm asking her to

13

clarify.

14

MS. RICHARDSON: I'm rephrasing it.

15

MR. PEREZ-GURRI: Okay.

16

BY MS. RICHARDSON:

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MR. BEATTY: Objection, speculative.

21

MR. PEREZ-GURRI: If you have an opinion, give her

22

the opinion.

23

THE WITNESS: I don't think it will. I hope it

24

doesn't.

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BY MS. RICHARDSON:

1 Q Okay. And do you have any reason for that  
2 opinion?

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MS. RICHARDSON: All right. Then, I think we probably need a point of clarification, because Mr. Beatty and I have a difference of opinion on what you stated earlier. And I would like her to go back and clarify for just purposes of this follow-up question, if I may, please.

MR. BEATTY: Sure. What you might want to do is just ask her the question without the preface. I think that would get you where you actually want to go. But it's your depo.

1 BY MS. RICHARDSON:

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10 you know, that my name was implied is the way it was told.

11 Q So, essentially, this could happen again?

12 MR. BEATTY: Objection. I suggest to you a  
13 mischaracterization of what she just said.

14 THE WITNESS: You mean could it be again that I

15

16 BY MS. RICHARDSON:

17 Q (Indicating yes.)

18

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25

1 that I held.

2 MS. RICHARDSON: Okay. Ms. Johnson, I personally  
3 want to thank you for appearing here today and for your  
4 answers. I have no more questions for you at this  
5 time, but some people from the Public Service  
6 Commission may have some follow-up questions for you  
7 before you go.

8 THE WITNESS: Okay.

9 MS. RICHARDSON: Thank you very much.

10 THE WITNESS: Thank you, too.

11 CROSS EXAMINATION

12 BY MR. GREER:

13 Q Ms. Johnson, I have a few that I wanted to ask  
14 you. You talked a little earlier about your duties,  
15 training, updating, writing procedures and that type of  
16 thing. I believe you also mentioned audits and reviews.  
17 What exactly does that entail? What are you auditing and  
18 reviewing?

19 A Some reviews or audits -- well, I'll say what an  
20 audit or review is. A review is where you go out and you  
21 actually go out and watch the way a work group works. And  
22 you look at what the methods and -- standard methods and  
23 procedures are in place to see if those people are following  
24 those guidelines that are stated in the MMP.

25 Q You talked a little bit about the disposition

1 codes, changing of disposition codes, cause codes and  
2 trouble entry procedures. When exactly did those changes  
3 take place; recently, a year or two?

4 A They were effective, I think, on April 1st, either  
5 April 1st or April 15th.

6 Q '92?

7 A Yes.

8 Q Have you ever been asked or directed by superiors  
9 to falsify any trouble reports?

10 A No.

11

12

13

14

15 A No. I actually had a meeting with my operations  
16 manager.

17 Q Who?

18 A Doug Prevost.

19 Q Was there anybody else present at that --

20 A Yes, Hilda Geer.

21

22

23

24

25

1 MR. GREER: I'm sorry.

2 BY MR. GREER:

3

4

5 A Yes.

6 Q And was that your position in South Dade?

7 A Yes.

8 MR. GREER: Okay. That's all I have. Thank you.

9 THE WITNESS: You're welcome.

10 MS. RICHARDSON: Did you have any follow-up  
11 questions to add?

12 MR. PEREZ-GURRI: I have no follow-up questions.

13 MS. WILSON: I do have one question.

14

CROSS EXAMINATION

15 BY MS. WILSON:

16 Q When was the approximate time that this meeting  
17 took place? Do you remember the month? You said it was  
18 '92. The month?

19 A I don't remember the month. I tried to find out.

20 Q Was it in the spring, fall?

21 A It was after the winter. It was this year, you  
22 now, so it had to be somewhere between February and May,  
23 somewhere between those two months.

24 Q Of 1992?

25 A Of 1992.

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MS. WILSON: Thank you.

MR. BEATTY: I have nothing. Thank you.

(The deposition was concluded at 2:35 p.m.)

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 50 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

