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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

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COPY

DEPOSITION OF: MARIA MUNOZ
TAKEN AT THE INSTANCE OF: Citizens of the State of Florida, by and through Jack Shreve, Office of Public Counsel
DATE: Wednesday, July 29, 1992
TIME: Commenced at 11:15 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 STENOTYPE REPORTERS, INC.
100 SALEM COURT
TALLAHASSEE, FLORIDA 32301
(904) 878-2221

DOCUMENT NUMBER-DATE

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61 00 TALLAHASSEE, FLORIDA

1 APPEARANCES:

2 REPRESENTING THE SOUTHERN BELL TELEPHONE AND
3 TELEGRAPH COMPANY:4 HARRIS R. ANTHONY, ESQUIRE
5 BellSouth Telecommunications, Inc.
6 d/b/a Southern Bell Telephone &
7 Telegraph Company
8 c/o Marshall M. Criser, III
9 150 South Monroe Street, Suite 400
10 Tallahassee, Florida 32301

11 REPRESENTING THE CITIZENS OF THE STATE OF FLORIDA:

12 SUE RICHARDSON, ESQUIRE
13 Office of Public Counsel
14 c/o The Florida Legislature
15 111 West Madison Street
16 Room 812
17 Tallahassee, Florida 32399-140018 REPRESENTING THE FLORIDA PUBLIC SERVICE
19 COMMISSION:20 JEAN WILSON, ESQUIRE and
21 STAN GREER, Class B Practitioner
22 FPSC Division of Legal Services
23 Florida Public Service Commission
24 101 East Gaines Street
25 Tallahassee, Florida 32399-0863

26 REPRESENTING MARIA MUNOZ:

27 ROBERT N. SCOLA, JR., ESQUIRE
28 Quinon, Strafer & Scola, P.A.
29 2400 South Dixie Highway
30 Second Floor
31 Miami, Florida 33133

32 ALSO PRESENT:

33 WALTER BAER, Office of Public Counsel.

34 CARL VINSON, FPSC Division of Communications.

35

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I N D E X

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WITNESS:

PAGE NO.

MARIA MUNOZ

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

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CERTIFICATE OF REPORTER

41

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

1
2 The following deposition of MARIA MUNOZ was taken
3 on oral examination, pursuant to notice, for purposes of
4 discovery, for use in evidence, and for such other uses and
5 purposes as may be permitted by the Florida Rules of Civil
6 Procedure and other applicable law. Reading and signing of
7 said deposition by the witness is not waived. All
8 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 Thereupon,

13 MARIA MUNOZ

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

16 MR. ANTHONY: Mr. Scola, just for the sake of the
17 record, we have been using the same stipulations as we
18 did on Monday, so if that is agreeable with you?

19 MR. SCOLA: That's fine.

20 MR. ANTHONY: Ms. Munoz, these depositions are
21 part of the Public Service Commission's investigation
22 into Southern Bell's trouble reporting practices. As
23 you may be aware, Southern Bell conducted its own
24 investigation of trouble reporting practices. That was
25 done under the guidance and auspices of the Southern

1 Bell Legal Department. As a consequence, that
2 investigation is privileged. So, if anybody ask you a
3 question that gets into that investigation, either what
4 you were told, what you may have said, anything like
5 that as a part of that investigation, I'm going to ask
6 you not to answer those questions. To the extent that
7 you can answer the question with any knowledge you
8 might have that's separate and apart from that
9 investigation, of course, you should answer that
10 question, and you should answer it fully and completely
11 and honestly, to the extent that it might not otherwise
12 be objectionable. I don't expect that it would be.
13 So, if I jump in at some point, that is what the reason
14 is. I just wanted to explain that before, so you
15 understand before we get in this. Thank you.

16 MS. RICHARDSON: Mr. Scola, do you want to put in
17 an appearance?

18 MR. SCOLA: Sure. Robert Scola, on behalf of
19 Maria Munoz.

20 MS. RICHARDSON: Ms. Munoz, I have one or two
21 little preliminary matters also before we start with
22 the questioning. It's just sort of that we understand
23 each other and we are both communicating. If you use
24 the terms "I don't know" or I ask you a question, "Do
25 you know," and you answer "No," that means that you

1 have no personal, firsthand knowledge about what I'm
2 asking about, but you also haven't heard anything from
3 any other source about it. Is that acceptable?

4 THE WITNESS: Yes, it is.

5 MS. RICHARDSON: And then also for "I can't
6 remember" or "I don't recall." Pretty much the same
7 thing. If you use those terms it means you're an
8 absolute blank. You draw a blank on it. There is not
9 something out there that doesn't ring any little faint
10 bells for you. If it does, if you kind of think there
11 may be something, then let me know, "There may be
12 something, but I really can't remember the details
13 about it," instead of just saying, "I don't remember."
14 Is that acceptable?

15 THE WITNESS: Yes, it is.

16 MS. RICHARDSON: Okay.

17 DIRECT EXAMINATION

18 BY MS. RICHARDSON:

19 Q To start with, if you will please state your name
20 for the record and spell it, your name?

21 A My name is Maria Munoz. The spelling is
22 M-U-N-O-Z, like zebra.

23 Q All right. And Maria is?

24 A I am staff manager.

25 Q Okay. Spell Maria for me, just to make sure we

- 1 get it correct.
- 2 A Maria, M-A-R-I-A.
- 3 Q Thank you. And you are staff manager where?
- 4 A Here in this building. I am an inspector, staff.
- 5 Q And is that for network or IMC?
- 6 A Network.
- 7 Q Network.
- 8 A Uh-huh.
- 9 Q And how long have you held this position?
- 10 A I have been here for five weeks.
- 11 Q Five weeks. Okay. And what is your present pay
12 grade?
- 13 A I was in the Central Dade IMC before.
- 14 Q As what?
- 15 A As assistant administrator.
- 16 Q And how long did you hold that position?
- 17 A Two years and, probably less than 2-1/2 years, two
18 years and three months.
- 19 Q Okay.
- 20 A Yes, two years and almost four months.
- 21 Q All right. And who is your present supervisor?
- 22 A Robert Suarez, S-U-A-R-E-Z.
- 23 Q And who is his present supervisor?
- 24 A Mr. T. C. Taylor.
- 25 Q Would you explain the scope of your present

1 duties, your responsibilities?

2 A I am in the process of learning, you know, my job.
3 I'm going to be handling the process, you know, with the
4 service orders, installation and whatever is related, you
5 know, to that subject, you know, the installation items.
6 That is what I'm going to be doing.

7 Q Is this all new service, then?

8 A Yes, new service or existing service, something
9 like that.

10 Q Residential and business?

11 A Yes, both of them. Just the systems, you know,
12 that is what it is.

13 Q As a systems administrator in the Central IMC?

14 A Central IMC.

15 Q What were your duties there?

16 A My duties there, they were dealing with the
17 computers and the systems, you know, that they were using.
18 I didn't have anything to do with trouble reports.

19 Q All right. When you dealt with the computers and
20 the systems they were using, which systems? Did any of
21 those systems deal with trouble reporting, like the LMOS
22 system?

23 A Yes, LMOS system.

24 Q Did any others that you know of?

25 A Sure. I mean, PREDICTOR, COSMOS (phonetic) and

1 BOCRIS, B-O-C-R-I-S, the one we check in the billing.

2 Q And BOCRIS deals with billing, does it?

3 A Billing.

4 Q Does it deal with rebates for customers who have
5 been out-of-service at all, do you know?

6 A I don't know that.

7 Q You don't know that.

8 A I don't know that.

9 Q All right. In your function in dealing with these
10 computer systems and software packages, do you write them,
11 do you change them, do you --

12 A No. The only thing, if something was wrong, I was
13 calling and reporting it and getting it fixed.

14 Q All right. Can you give me an example of what
15 goes wrong that you would have to report and fix?

16 A The system goes down, then we have a reporting
17 number that we called. The technician is there. They are
18 trained to work and fix the problem. There are times that
19 they need me to do some functions in the office to correct
20 the problem. But, basically, that is what it is.

21 Q Okay.

22 A I don't make any changes in the systems. It was
23 just getting it up and running, working properly.

24 Q Okay. Did you have any other duties besides
25 making sure that the system was up and running, keeping it

1 up and running?

2 A No. Basically, you know, that's what it is for a
3 systems administrator.

4 Q Okay. Did you supervise anybody?

5 A I had one clerk that was reporting to me.

6 Q All right. What did you do before that, or have
7 you held any positions in the Company, other than these two,
8 that had any responsibility or any contact with customer
9 trouble reporting?

10 A Do you mean the time or --

11 Q Time would be fine?

12 A I was dealing -- excuse me. Can you clarify that
13 question again for me? People reporting to me, is that the
14 question?

15 Q That's fine. If you misunderstand anything I say,
16 please ask me for clarification before you answer.

17 A Yes.

18 Q That is not only acceptable, but it's preferable.

19 A Okay.

20 Q All right. Have you held any other positions with
21 the Company that deal with handling customer trouble
22 reports?

23 A Yes, I did.

24 Q All right. Would you tell me what those positions
25 were?

1 A The positions were screening foreman, the one, you
2 know, doing the testing and the analysis on the reports, and
3 then I had cable control.

4 Q All right. And when did you hold these positions?

5 A Do you need exactly time?

6 Q You can do it approximate year, you know, if you
7 can recall. Was it early '80? I mean, you can be that
8 vague as long as you kind of give me an idea of the time
9 frame.

10 A In '79, when I had dispatch, that is when I
11 started dealing in the IMC with the customer reports. I was
12 the dispatch foreman.

13 Q Was that just for cable or for all the reports?

14 A At that time, it was for all the reports.

15 Q All right. And when were you cable repair
16 foreman?

17 A A specific cable, is that your question?

18 Q No. I may have misunderstood what you said. I
19 thought it was --

20 A Back in '79 one foreman was handling all the
21 groups as far as dispatching. That is the way it was in
22 '79. Then later on it was changed. In 19, I think it was
23 '81, I got screening, the testing, you know, analysis on the
24 trouble reports. Then in '83 I had field assistance. That
25 is the ones that the technicians are calling in that they

1 need some help or they want to change the pair. In '85, I
2 had screening again. I know you want definitely answers,
3 but it's hard to go back so many years ago.

4 Q I understand. I understand.

5 A I think it was '87 or '88 that I got cable. I
6 know you don't want "I don't remember," but, exactly, I
7 don't know if it was '87 or '88.

8 Q All right. It was the late '80s, somewhere around
9 there?

10 A Yes, definitely.

11 Q All right. So is it accurate to say that you're
12 familiar, then, with the customer trouble reporting process
13 and procedures?

14 A Yes, ma'am.

15 Q Do you know about opening a trouble report and how
16 that is done?

17 A Can you clarify that for me, please?

18 Q When a customer calls in a trouble report, do you
19 know what happens to get it started in the system?

20 A Yes, I do.

21 Q Okay. Once that report now is in the system, do
22 you know what is involved in getting that report through the
23 system, I think you said you were in a screening position,
24 identifying what the problem is and then dispatching someone
25 out to work on it? Are you familiar with that part of the

1 process?

2 A Yes, I am.

3 Q All right. Are you familiar with the clearing of
4 those trouble reports, that part of the process?

5 A When you say clearing, I'm sorry.

6 Q When the repairman has gone and fixed the problem,
7 and then it's time to clear and close that report out
8 because it has been fixed, are you familiar with how it's
9 cleared out and closed out?

10 A Some of it, because they are on their own. They
11 don't call the IMC to close out a report.

12 Q Okay. Have you ever supervised anyone whose duty
13 was to clear and close a report?

14 A I'm sorry. You will have to clarify that for me.
15 Are you talking about the IMC?

16 Q Yes. Did you ever have anyone working -- yes, in
17 an IMC or elsewhere in any other position?

18 A Not any other positions, because I have worked in
19 the IMC for 20 years. That is all that I would know.

20 Q Then in the IMC, have you ever supervised
21 individuals whose job was to clear and close trouble
22 reports?

23 A Yes.

24 Q Are you familiar with the disposition and cause
25 codes on trouble reports? Just generally, I'm not asking

1 you to tell me 100 means, but just generally what they are?

2 A Yes.

3 Q You are familiar with type codes and VER codes on
4 trouble reports?

5 A Yes, I am.

6 Q Are you familiar with AUTOSCREENER?

7 A Yes, I am.

8 Q Are you familiar with TRACKER?

9 A Yes, I am.

10 Q Are you familiar with MAPPER?

11 A Yes, I am.

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18 Q Which code was this?

19 A 320.

20 Q And that is a multiple cable failure?

21 A A multiple cable failure.

22 Q And at what time period were you using this code?

23 A Excuse me. Would you repeat that?

24 Q Had you used it from 1979 to present, or was there
25 a certain date?

1 A 1979, I don't know if we were using that code in
2 1979. I don't know that. I had cable maybe, '87, '88.

3 Q So --

4 A Prior to that, I didn't have anything related to
5 cable. Then I cannot answer your question properly. I
6 don't know.

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10 MR. SCOLA: I would object to the form of the
11 question as to what she thinks, based on speculation
12 and possibly attorney/client privilege. Can you

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14
15 BY MS. RICHARDSON:

16 Q All right. Let's, just for the record, make it
17 clear, then. And this is for the record, I don't mean to
18 offend you. But you are refusing to answer my question as
19 phrased or -- do you refuse to answer my question as
20 phrased?

21 A Yes, I do.

22 Q And you are refusing to answer my question as
23 phrased because your attorney has told you that it's based
24 upon the attorney/client privilege?

25 A Yes.

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A Would you repeat that question again? I'm sorry.
A little bit more clear, you know, that I can answer.

Q That's fine. That's fine.

A Mr. Dennis.

Q D-E-N-N-I-S?

A Yes, ma'am.

Q And was he your supervisor?

A He is an operations manager.

Q All right. Is he at all on the level above you or
does he have any supervisory responsibilities for you?

A I was reporting to Rick Hagen. He was my
immediate supervisor, but Mr. Dennis is the operations
manager. Hagen is reporting to him.

Q All right. And was anyone else present at that
time?

A Ms. Geer, Hilda Geer.

Q And was anyone else present?

A No, ma'am.

1 A Uh-huh.

2

3 A No.

4

5

6 A No, ma'am.

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9 A No, I don't.

10 Q Did you ask?

11 A Yes, I did.

12 Q And what did they tell you?

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1 A We didn't have a choice.

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3 A No, I did not.

4 Q Why did you not?

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13 Q And who told you that?

14 A Mr. Dennis.

15 Q Mr. Dennis did.

16 A Uh-huh.

17 Q At the same time?

18

19

20 Q Was that in the same meeting?

21

22

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24 Q Did you receive any more information from him in
25 your second conversation?

1 A No, ma'am.

2 (Off the record)

3 BY MS. RICHARDSON:

4 Q Did you have something further you wish to say in
5 response to that?

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13 Q Okay. And did he make a response to you about
14 that?

15 A What kind of response? I'm sorry.

16 Q Did he answer you or give you any reasoning or any
17 kind of response to that?

18 A No.

19 Q Now, on the second conversation that you had with
20 him when you talked to him again, was that the nature of the
21 conversation, then, about you're not --

22 A Yes. I mean, excuse me. You're talking about the
23 code, the 320?

24 Q Yes.

25 A No, I was asking him, you know, I mean, what my

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code that we were using and the one that we were told to use based on previous training.

Q All right. And what did your previous training tell you in terms of using the 320 code? What was your understanding of its use?

A My understanding was that every time that you have a cable failure, more than one customer, more than one pair that the 320 would apply. And we were using that on cable failures.

Q Okay. And do you know who told you that or where you got that information?

A The previous cable control foreman is the one who trained me, and he is the one who told me to use that code.

Q And who is that?

A John Faller, F-A-L-L-E-R.

Q Do you know what effect the 320 cause code has on an out-of-service report in terms of the repair index base? Do you know whether the 320 code excludes it from the out-of-service repair index base?

A Yes, but the customer will get a rebate. Then it wasn't going to affect the customers at all, the code, you know, I mean that we were using.

1 Q The customers would get rebated?

2 A Oh, yes.

3 Q But would that particular report then count in
4 that 95 percent cleared -- out-of-services cleared within 24
5 hours, or would it be excluded from that group, so that the
6 95 percent would not be affected?

7 A I think -- I don't know. I mean, let me think.
8 Most of the cable failures, I mean, they take, you know, a
9 lot of time. Then, basically, you know, all of them they
10 are, you know, over 24 hours, then it's not going to do
11 anything. It's just showing that it was a cable failure,
12 that it was not the one trouble, that we have multiple pairs
13 involved in that problem. That was my understanding, you
14 know, of the code, using it, not for anything else.

15 Q Okay.

16 A The same way that you can say this code is for
17 this; 320 was indicating it was more than one pair.

18 Q Are there any other codes used with cable, in
19 cable repair?

20 A What do you mean "in cable repair"?

21 Q Disposition codes?

22 A Oh, yes. They have a lot of codes they use.

23 Q In your prior position as a systems administrator
24 for the IMC, the one right before this one, right before
25 November of '91, what was your pay grade?

- 1 A Four.
- 2 Q So, was your move to this position a promotion?
- 3 A Yes, 2-1/2 years ago, yes.
- 4 Q It was a promotion. And I'm sorry, but did you
- 5
- 6
- 7
- 8 A I don't remember. I have it written down
- 9 someplace.
- 10 Q Was it this year?
- 11 A Oh, yes.
- 12 Q It was this year. Was it the early part of this
- 13 year, winter, spring, early summer?
- 14 A I would say spring, probably April or probably the
- 15 end of March.
- 16 Q Okay. Sometime in there?
- 17 A Right. I don't remember exactly right now the
- 18 date, but I can tell you.
- 19 Q Okay. That's fine. That's close enough.
- 20 Have you ever heard the term "backing up the time"
- 21 on a customer trouble report?
- 22 A Can you clarify that question for me, please?
- 23 Q Well, I'm not sure I can. Have you ever heard of
- 24 backing up the time, anybody ever using the words "backing
- 25 up the time" when they talk about any customer trouble

1 report at all?

2 A If you're talking improperly, no.

3 Q Okay.

4 A Properly, yes.

5 Q All right. And define properly for me?

6 A Properly, a cable repairman takes a trouble. We
7 are talking about five years, four years ago. Right now
8 it's different. The cable repairman was taking a trouble
9 report, 4:00, 5:00, 6:00, then going to see the customer or
10 the company, the business, whatever, clearing the trouble.
11 Sometimes by the time they finished it was 9:00, 10:00,
12 12:00 midnight, 3:00 in the morning. We didn't have anybody
13 in the office to close out reports at that time. Then he
14 was calling the next day, but the service was restored 6:45
15 the previous day or 11:00 at night, something like that.
16 Then that was backing up, but it was the time that service
17 was restored, the customer has service.

18 Q And would the person working at midnight and
19 restoring the service have a way of determining --

20 A Excuse me. We didn't have anybody working
21 midnight except that person working in the field.

22 Q That is what I meant.

23 A Oh, okay. Excuse me.

24 Q Yes, the field person who is out there actually
25 working on the cable itself, and it's midnight. I'm just

1 using your example, okay?

2 A Uh-huh.

3 Q Okay. Would he have any way of testing that cable
4 to decide or to find out whether or not service had actually
5 been restored if there was no one working back in the IMC?

6 A Basically, they can say, if they have service. I
7 will say it's impossible for every single customer because
8 we do the testing, but most of the time they know if it is
9 restored. I mean, the big average, they can get the picture
10 if the customer has service, yes. And sometimes it's only
11 one individual trouble. It doesn't mean that it's a
12 failure. It can be a circuit that is out in anyplace. They
13 go out for one trouble. They know if the trouble is
14 cleared. They know that the customer has service.

15 Q All right. But they are not able to test it, but
16 they do know it.

17 A They can test, if you're talking about
18 individuals. Yes, they can see the pair and see, you know,
19 I mean if it is working and the customer has service.

20 Q Okay. I'm not quite sure I understand how they
21 test it. Is it sort of a mechanical device they stick on
22 there to test it to make sure?

23 A I think so, yes. I never work outside, then I
24 cannot answer that. I think they have equipment that they
25 can test and they can check.

1 Q Have you ever heard of anyone backing up the time
2 on a report in any other manner?

3 A No, ma'am. Improperly? No.

4 Q Okay. Have you ever heard of a maintenance
5 administrator having to call a manager to get a closeout
6 code on a report?

7 A One more time, can you clarify that? Which
8 manager, outside, inside?

9 Q Any inside manager to get a close-out code for a
10 trouble report?

11 A You're talking about a failure, or are you talking
12 about something else?

13 Q A failure.

14 A I'm sorry, but you need to be more specific.

15 Q No, that's fine. Well, let's take a cable failure
16 right now and try it. Have you ever heard of the outside
17 forces who are closing these reports or the MAs that they
18 talk -- well, let's take it one at a time. The outside
19 forces who are closing the reports having to call a manager
20 to get close-out codes, specifically, to close a report?

21 A No. They have to provide the information to us,
22 if that is your question.

23 Q Okay. Have you ever --

24 A The outside asking the inside?

25 Q Yes.

1 A They provide the information, because they worked
2 on the trouble. They know what they did and what was found.
3 We don't.

4 Q Okay. Have you ever heard of a maintenance
5 administrator inside receiving these codes from the cable
6 person, then turning around to a manager and asking for
7 close-out codes to that report that may be different?

8 A No, I don't. What the technician is telling her,
9 you know, that is what it was. That is what they get paid.

10 Q And the MAs always entered that?

11 A As far as I know.

12 Q Okay. Do you know of anyone has used a no access
13 code to stop the repair clock on a trouble?

14 A No, ma'am.

15 Q Have you ever done that yourself?

16 A No, ma'am.

17 Q Have you ever heard of anybody who else who has
18 done that?

19 A No, ma'am.

20 Q Do you know whether or not an out-of-service
21 trouble report can be excluded in the system?

22 A Can you be more -- clarified a little bit more?

23 Q Do you know a final status screen, what one looks
24 like? Have you worked with those?

25 A Final status screen?

1 Q Close-out screen for a report, for a trouble
2 report?

3 A I'm sorry, but I don't understand the question.

4 Q Okay.

5 A You can repeat it again or --

6 Q That's fine.

7 A -- try to make it a little bit more clearer.

8 Q That's fine. Maybe we can help each other. I
9 think you told me earlier that you were familiar with
10 clearing and closing of trouble reports, that you have had
11 some positions in the IMC that --

12 A Closing out a report, yes.

13 Q All right. In closing out a report, then, is it
14 possible to exclude a report from being counted in the
15 out-of-service index?

16 A A trouble report can be excluded, but not because
17 out-of-service or not out-of-service. There are reasons,
18 you know, that it's a valid, a legal excluded report, if
19 that is your question.

20 Q Okay. That's my question.

21 A Okay.

22 Q Okay. That's my question. Now, do you know of
23 anyone who has excluded a report in violation of Company
24 policy?

25 A No, I don't. We have a practice and that is what

1 we adhere to, that is what we go by.

2 Q Okay. Have you ever heard of that being done?

3 A No, ma'am, not that I know in the test center.

4 Q And you have never done that yourself?

5 A No, ma'am.

6 Q Have you ever heard of anybody excluding an
7 out-of-service report so that it wouldn't go over 24 hours,
8 and then reopening it as a new report so that they could
9 clear it and close it out finally?

10 A No, ma'am. It doesn't make any sense.

11 Q And you don't know anybody that has done that?

12 A No, ma'am.

13 Q And you have not done that yourself?

14 A No, for sure.

15 Q Do you know of anyone who has recorded an
16 extension of a commitment time without actually contacting
17 the customer?

18 A Can you say that one more time?

19 Q Do you know what a commitment time is?

20 A Yes, I do.

21 Q Okay. Do you know of anyone who has gone into
22 that customer's trouble report and changed that commitment
23 time without talking to the customer about it?

24 A No, I'm not aware of that.

25 Q Okay. Have you ever heard of that being done?

1 A Changing the commitment time on a trouble report?

2 Q Uh-huh.

3 A No, unless, you know, the customer requests that
4 or we get a subsequent and the system is doing it, not us.

5 Q Okay. And you have never done that?

6 A No, ma'am.

7 Q Okay. Do you know of anybody who has taken an
8 affecting service -- do you know what an affecting service
9 report is?

10 A Yes, I do.

11 Q Okay. Anybody who has taken affecting service
12 reports and changed their status to out-of-service in order
13 to build the base and meet that 95 percent index
14 requirement?

15 A A trouble report, it can come as a service
16 affecting and later on, after talking to the customer, or
17 doing more testing, you can legitimately status the trouble
18 out-of-service. You can determine the customer is
19 out-of-service. It doesn't mean that it's falsifying or
20 doing anything, I mean, if that is your question.

21 Q Okay. We're getting there. Do you know of anyone
22 who has taken affecting service reports, statused them to
23 out-of-service in violation of Company policies?

24 A No, I don't, no.

25 Q In any way, shape, or form?

1 A No, ma'am.

2 Q And you have not done that?

3 A No, ma'am.

4 Q And you have not heard of anybody doing that?

5 A I heard it on the news; I mean, the Miami Herald
6 and all of that, but I haven't heard anything or done
7 anything at the office, not at all.

8 Q Okay. I'm glad you're picking up on the
9 distinction I'm trying to make between "do you know," and
10 "have you heard."

11 A I understand that you have questions, you know,
12 and I don't know the answer, you know. I mean, if you're
13 talking about the initial screening, it can be done legally.

14 Q Uh-huh.

15 A It doesn't mean that something -- that it was
16 changed. It was illegal all the time, that is not true. It
17 can be legally done.

18 Q In your initial screening, did you look at the VER
19 code and the type code to make a decision as to whether it
20 was out-of-service?

21 A Yes, ma'am. But it also can be done by whatever
22 the customer is telling us.

23 Q Okay. And if the customer told you that he didn't
24 have or he couldn't make calls out, but you were showing
25 line in use, how would you code that?

1 A I would stroke it out-of-service, stating there
2 that the customer is stating that he couldn't make any
3 calls. He didn't get any dial tone. It can be a lot of
4 things, but the customer is telling me that it's
5 out-of-service. I can have line in use and be, you know,
6 one of the VER codes. That is an out-of-service condition.

7 Q Okay. And that is consistent with Company policy?

8 A Based on the customer, yes, ma'am.

9 Q All right. In your screening position, did the
10 Company provide you, or in training, give you certain
11 combinations of VER codes and type codes that were to be
12 always considered out-of-service?

13 A Yes, ma'am.

14 Q And from the time that you were doing screening,
15 did those change, those combinations of codes?

16 A Are you talking now to the present time?

17 Q Yes, the length of time that you know about?

18 A I have been away from trouble reports. I don't
19 know, but I'm pretty sure they are the same. I cannot
20 answer that question at this time.

21 Q Okay. While you were dealing with the screening
22 position, then, just while you were dealing with it?

23 A While I was dealing with it we had the same VER
24 codes.

25 Q Okay. Were they mandatory or optional? If you

1 heard something different, or --

2 (Interruption. Off the record.)

3 BY MS. RICHARDSON:

4 Q Were those combination of VER codes and type codes
5 mandatory or optional? For example, if you heard from the
6 customer or saw through a line test or something else that
7 that combination didn't really seem to apply, could you
8 override that out-of-service and just leave it affecting
9 service until later?

10 A Most of the time, if that was the VER code, yes,
11 we would stroke that code out-of-service up front.

12 Q Do you know what the carryover no or CON code is,
13 the C-O-N code?

14 A Yes, I do.

15 Q Do you know of anyone who has used that CON code
16 to stop the clock on an out-of-service repair?

17 A No, ma'am.

18 Q Have you ever heard of that being done?

19 A No, ma'am.

20 Q And you have not done that yourself?

21 A No, ma'am.

22 Q Do you know of anyone who has taken test okay
23 reports and closed them to out-of-service reports
24 improperly?

25 A No, I don't. We never did that.

1 Q Have you ever heard of that being done?

2 A What I heard, you know, I mean on the papers and
3 the news, you know, rumors but not in my office or where I
4 work before.

5 Q Okay. And what have you heard about it being
6 done?

7 MR. SCOLA: You're asking her to repeat what she's
8 heard about it in the paper?

9 BY MS. RICHARDSON:

10 Q Have you heard it from other employees?

11 A Basically, what the papers, you know, I mean show
12 the people. But, no, I'm not aware of anything at the
13 office, and I never did that.

14 Q Okay. Do you know of anyone who has violated
15 Company policy in any way in handling a customer trouble
16 report?

17 A No, not violating any and not hurting the
18 customers at all, no.

19 Q Have you yourself ever violated Company policy
20 other than what you've told me earlier today?

21 A No, ma'am. I didn't tell you that I violated
22 anything.

23 Q I'm sorry. I should make that clear. You are
24 correct.

25

1 you were using it properly.

2 A That I was using it properly. That is the way I
3 was trained.

4 Q Then let me try to reiterate again, because I
5 interrupted my question and your response. So we will just
6 make it clear, okay, so that you can make it clear on the
7 record. Have you, yourself, ever violated Company policy in
8 handling a customer repair report?

9 A No, ma'am.

10 Q Okay. Have you heard of anybody doing so?

11 A No, ma'am.

12 Q Do you know of anyone who has used a dummy or a
13 phony employee code number in statusing at any point a
14 customer trouble report?

15 A No, ma'am.

16 Q Have you ever heard of anybody doing that?

17 A No, ma'am. We all have numbers assigned to us and
18 that is what we use.

19 Q Okay. So, you haven't done it?

20 A Right.

21 Q Have you or do you know of anyone who has used an
22 unassigned employee code number to status a trouble
23 report?

24 A No, I don't.

25 Q And have you ever heard of that being done?

1 A (Witness indicating no.)

2 Q And you have never done that?

3 A No, ma'am.

4 Q Okay. Do you know of anyone who has used another
5 persons employee code number to status a trouble report?

6 A No, I don't, unless it's a typing error, you know.
7 It could be one. I don't know. But not intentionally using
8 anybody's number, not that I know of.

9 Q All right. And have you ever heard of that being
10 done?

11 A No, ma'am.

12 Q And you have not done that yourself?

13 A No, I have my own number.

14 Q Okay. Do you know of anyone who has used any
15 means whatsoever to build the out-of-service base in order
16 to meet that 95 percent repair index?

17 A No.

18 Q Have you ever heard of anybody doing that?

19 A No, ma'am.

20 Q And you have not done that?

21 A No, ma'am.

22 Q Have you heard of anybody excluding out-of-service
23 over 24 hour reports in order to avoid them being in the
24 base in any way?

25 A No, ma'am.

1 Q And do you know of anybody who has done anything
2 to exclude a report to keep it out of that base?

3 A No, I don't.

4 Q And you have not done that?

5 A No, ma'am.

6 Q Do you know of anyone who has falsified a customer
7 trouble report in any manner?

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

9 Q Have you ever heard of that being done?

10 A Lately, you know, when people have been talking
11 rumors, but I don't know.

12 Q Okay. And for the record, have you ever falsified
13 a customer trouble report?

14 A No, ma'am. No, I haven't done that.

15 Q Have you ever reported any employee for improperly
16 handling a customer trouble report?

17 A Can you clarify that? What you do mean reporting
18 an employee?

19 Q Reporting to your supervisor or to their
20 supervisor or to anybody else in the Company, making a
21 report that another employee has improperly handled a
22 customer trouble report?

23 A Do you mean an MA?

24 Q An MA, a field technician, a manager, a
25 supervisor, anybody?

1 A No, ma'am, I don't believe so.

2 Q Do you know if anyone has ever reported you for
3 mishandling a customer trouble report?

4 A I'm not aware of that. No, I don't know.

5 Q

6

7 A Yes, ma'am.

8

9 A Yes, ma'am.

10

11

12 A Yes.

13

14 A Huh-uh, no. Excuse me. Did you say less?

15 Q I didn't hear you. I was trying to --

16 MR. SCOLA: She said "yes."

17 BY MS. RICHARDSON:

18 Q Oh, you said "yes."

19 A I said yes.

20 Q I'm sorry. You're speaking so softly now that I'm
21 having trouble. Okay.

22

23

24 A No, ma'am.

25

1

2 A Yes, ma'am, uh-huh.

3 Q In what way?

4

5

6 A Could be. I don't know, could be.

7

8

9 A Could be.

10 Q Is there anything else that you might mean by
11 that?

12 A I don't know what they are going to do.

13 Q Do you know a Brenda Mitchell?

14 A She was a supervisor in the test center.

15 Q Was she your supervisor?

16 A No, no, no. We were the same level.

17 Q You were at the same level. Did you share a
18 supervisor?19 A She had DTEC (phonetic). She had a portion of the
20 IMC, but I didn't have anything to do directly with her.21 Q All right. Was her supervisor the same as your
22 supervisor? Did one person supervise both of you?

23 A Yes, it was.

24 Q And who was that supervisor?

25 A At the beginning when she came in, it was Larry

1 Rorrer, and then Shirley Perring after him.

2 THE REPORTER: Would you spell Rorrer?

3 THE WITNESS: Rorrer, R-O-R-R-E-R.

4 THE REPORTER: And Perring.

5 THE WITNESS: Perring, P-E-R-R-I-N-G.

6 BY MS. RICHARDSON:

7 Q Okay. Did the two of you ever discuss handling
8 customer trouble repair reports?

9 A No.

10 Q At any time?

11 A She had DTEC and I was completely different, you
12 know, assigned to cable. We didn't have anything in common,
13 you know, to talk about.

14 Q Did you ever fill in for each other?

15 A No. I couldn't do it, because I didn't have the
16 training, you know for DTEC. And at that time I was only
17 cable, unless one day I was off and she took over my
18 position. That I don't know.

19 Q Okay.

20 THE REPORTER: Are you saying DTEC?

21 THE WITNESS: D-T-H -- dial tone systems group, I
22 think.

23 MS. RICHARDSON: Ms. Munoz, I appreciate your
24 coming here today and taking the time to be here. I
25 have no further questions for you at this time, but I

1 believe the Public Service Commission people may have
2 one or two before we let you go.

3 THE WITNESS: Okay.

4 CROSS EXAMINATION

5 BY MR. VINSON:

6
7
8
9 job, is that correct?

10 A That is correct.

11 Q Okay. So, you used that code the way you
12 understood it to be correctly used for a period of how long,
13 do you recall?

14 A For the time that I was assigned to that position.

15 Q So, the entire time that you were in that
16 position?

17 A Everybody was using it, yes.

18 MR. VINSON: That's all I have. Thank you.

19 MR. ANTHONY: I don't have any questions. Thank
20 you.

21 MR. SCOLA: No questions.

22 MS. RICHARDSON: Thank you very much

23 (The deposition 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 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 40 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.

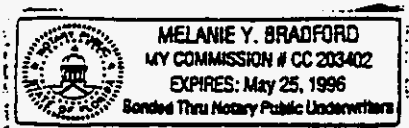
Jane Faurot

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

SWORN TO AND SUBSCRIBED TO BEFORE ME THIS 27th 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.

Melanie Y. Bradford
NOTARY PUBLIC
STATE OF FLORIDA



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