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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

~~930000~~ TL

COPY

DEPOSITION OF:	JAMES W. HARRIS
TAKEN AT THE INSTANCE OF:	Citizens of the State of Florida, by and through Jack Shreve, Office of Public Counsel
DATE:	Thursday, July 30, 1992
TIME:	Commenced at 3:05 p.m. Concluded at 4:00 p.m.
PLACE:	6451 North Federal Highway Room 1015A Fort Lauderdale, 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
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FLORIDA RECORDS & REPORTING

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35

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I N D E X

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WITNESS:

PAGE NO.

JAMES W. HARRIS

Direct Examination by Ms. Richardson
Cross Examination by Ms. Wilson

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35

CERTIFICATE OF REPORTER

37

1 its own investigation into these same matters and that
2 was privileged, which means that no third party can
3 obtain the contents of that investigation. As a
4 consequence, if you should get any questions that
5 relate to your knowledge of this investigation, I may
6 ask you not to answer those questions based on that
7 privilege. To the extent you can answer those
8 questions that are not otherwise objectionable from
9 knowledge that you have from something other than the
10 investigation, you're certainly free to answer and
11 should do so fully and honestly. Okay? I just didn't
12 want you to be surprised. Okay. Thanks.

13 MS. RICHARDSON: Mr. Harrison, I have just two
14 little questions.

15 THE WITNESS: Harris.

16 MS. RICHARDSON: Harris.

17 THE WITNESS: Yes. I'm sorry.

18 MS. RICHARDSON: Oh, no, that's fine.

19 I have two just preliminary small matters, also.
20 Just so that we are clearly communicating with each
21 other, and I understand what you're saying, and we both
22 mean the same thing. One of them is "I don't know."
23 If you tell me that you don't know something, then that
24 means you have no firsthand, personal, direct knowledge
25 of the person or the event or whatever it is that we

1 are discussing, and that you haven't heard anything or
2 have any other sort of general knowledge about it. Is
3 that acceptable?

4 THE WITNESS: Okay.

5 MS. RICHARDSON: All right. And then "I don't
6 remember," or "I don't recall," pretty much the same
7 thing. Your mind is an absolute blank. There is
8 nothing floating around here that is a vague memory of
9 some sort. If you have anything that's sort of a
10 tickler, let me know that, "I don't really remember,
11 but there is something."

12 THE WITNESS: Vaguely.

13 MS. RICHARDSON: Vaguely. Okay. Is that
14 acceptable?

15 THE WITNESS: All right.

16 DIRECT EXAMINATION

17 BY MS. RICHARDSON:

18 Q Then what I would like to do at the start is to
19 have you give your full name to the court reporter and spell
20 it to make sure that we've got it accurate.

21 A James W. Harris, H-A-R-R-I-S.

22 Q And your address?

23 A

24 Q Thank you. Mr. Harris, what is your present
25 position with the Company?

1 A I am an outside installation repair supervisor, a
2 crew of outside repairmen.

3 Q All right. And how long have you had that
4 position?

5 A This particular position since 1986. Before that
6 I was in North Dade as the same capacity.

7 Q And how long were you in North Dade?

8 A About eight or nine years.

9 Q Okay. And when did you first start with the
10 Company?

11 A 1957, July the 16th, 35 years ago.

12 Q That is quite a length of service. What was your
13 entry level position in 1957?

14 A A lineman.

15 Q Who is your present supervisor?

16 A Jim Moore. He is my immediate supervisor.

17 Q And who is his immediate supervisor?

18 A Bob Sattizahn.

19 Q All right. And in Miami who was your supervisor?
20 Do you remember?

21 A Joe Murphy was my immediate boss and then Jack
22 Sellers was the district manager, or the division manager at
23 that time.

24 Q All right. And what pay grade are you presently?

25 A Three, Pay Grade 3.

1 Q You're a Pay Grade 3. Can you tell me, please,
2 what your responsibilities and your duties as a supervisor
3 involve?

4 A This present job?

5 Q The present position.

6 A I have 20 people reporting to me. I'm responsible
7 for their paychecks, the time sheets that go in to make up
8 the pay checks to make sure it's done right, the proper
9 coding, their vehicles, their supplies, their safety.
10 Basically I'm their surrogate parent 8:00 to 5:00.

11 Q Okay. And in your prior position, which you said
12 was the same thing, were your duties in that Miami --

13 A Yes, basically the same thing with a smaller
14 number of people.

15 Q Okay. In your experience in the Company, the
16 years that you have worked here, did you have any
17 responsibility for customer trouble reports and handling
18 customer troubles?

19 A Yes. I worked in the maintenance center for about
20 five or six years.

21 Q And when was this?

22 A Prior to '86. I would say from '80 to maybe '86,
23 '81 or '82 to '86, somewhere in that time span.

24 Q All right. And which maintenance center was this?

25 A The existing Pompano Maintenance Center and the

1 defunct Plantation Test Center, down in south Broward..

2 Q All right. And what was your position in that
3 particular maintenance center, or in those -- both of those?
4 Is it the same position in both?

5 A Supervisor, Pay Grade 3. I had immediate
6 supervisors, and I was responsible for X number of people,
7 or a certain responsibility. It was divided.

8 Q Okay.

9 A I could have five people working for me or nobody.
10 It depended. It could be just an overall overseer. It
11 depended.

12 Q All right. And within the scope of your duties as
13 a supervisor, then, what part of the customer trouble
14 reporting process did you supervise?

15 A Well, if any of the girls and the guys, whoever --
16 they're maintenance administrators. I'm sure you know they
17 handle our trouble reports, maintenance administrators. If
18 they had a problem, I more or less -- you know, I would
19 mediate it. If they couldn't figure out, "Well, is this
20 trouble inside or outside, what should I do with it?"
21 Because I had outside experience and inside experience. And
22 if they had a problem with one of the guys outside, I would
23 take care of that, too. As far as their duties, they knew
24 their job. Everybody had a manual that they followed, that
25 was specifically made up. If they had any questions, refer

1 to the manual. If it is not there, refer to your
2 supervisor. If I can't do it, then we will go to the second
3 level. Someone would answer their question.

4 Q All right. And how were changes in processing
5 reports handled when you were a supervisor and you got a
6 change? The Company decided something was going to change,
7 how did you handle that with your people?

8 A You mean a procedural change?

9 Q Yes, let's say a procedural change.

10 A It would usually come out from our staff in the
11 form of a change, and we would pass it out to the people.
12 You know, Xerox it and pass it out or have meetings and
13 discuss it. It depended on the type of change.

14 Q Okay. And when, as a supervisor, you saw a need
15 to make some changes in procedure and the way your group
16 functioned, how did you handle that?

17 MS. PIKE: I'm going to object to the form. It
18 presupposes there were changes that needed to be made.
19 But you can go ahead and answer the question if you
20 understand it.

21 THE WITNESS: Our second level determined any
22 changes that were done. He was responsible for the
23 overall operation. I couldn't arbitrarily change
24 anything on my own.

25 BY MS. RICHARDSON:

1 Q Okay.

2 A Because it was such a -- you know, it's a big
3 organization. I couldn't arbitrarily change something that
4 would affect the rest of the group. It had to be done by my
5 boss, approved any changes.

6 Q Okay. Mr. Harris,

7

8 A

9 Q

10 A

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12 Q

13 A

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15 Q

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17 A

18 Q

19 A

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21 Q

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23 A

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14 Q
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17 A Am I aware? Would you rephrase that, please?
18 Q Okay. Sure.
19
20 A
21
22 Q Okay. (Pause
23
24
25 A Did I agree with it or --

1 Q
2
3 A
4 Q
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6 Q
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9
10 Q Oh, okay
11 A
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13 Q
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16 A
17 Q
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23 Q
24
25 since?

1 A Well, it's a different job.

2

3

4 Q While you were at the IMC?

5 A Right. Most of the procedures that we even did
6 then, I wouldn't even remember them. I'm in a new job now
7 eight years.

8

9 Q And that is why you're really not concerned,
10 because this was so long ago, and it doesn't relate to
11 anything you're doing now, then.

12 A Well, no, what you ask for --

13 MS. PIKE: I'm going to object to the form. I
14 think that is a mischaracterization of his testimony.
15 I don't think he said that he wasn't concerned. But
16 you can go ahead and answer it.

17 THE WITNESS: I'm in a new job now and that is
18 what I -- anything that is done to me will be on the
19 basis of my new job.

20 BY MS. RICHARDSON:

21 Q

22

23 A I have heard rumors. Some people said they got
24 disciplined. I don't even like to talk about it.

25 Q I understand that. I appreciate that. I

1 appreciate that it's very uncomfortable for you to be here
2 and to be talking about this. But I need some information.

3 You have heard rumors about

4 Have you heard individual people that you
5 recognize that you would be able to tell me their names?

6 A Well, I know a couple of them came down from the
7 maintenance center today. I don't know who else is coming
8 after me or tomorrow, or anything like that. Like I said,
9 I'm in a different job. I don't even deal -- I don't even
10 see the people I used to work with.

11 Q Okay.

12 A I have a completely different work operation now.

13 Q Okay.

14 A None of them were ever in the maintenance center,
15 and none of them were, you know, I guess having to come down
16 here. It is a totally different group altogether, new
17 people.

18 Q Have you ever reported another employee for
19 mishandling customer trouble reports?

20 A I don't recall. I don't think so, no. Like I
21 say, it's eight years ago.

22 Q As a supervisor, have you ever disciplined an
23 employee for mishandling customer trouble reports?

24 A Not that I recall, no.

25 Q Okay. Do you know of anyone who has ever

1 indicated or reported you for mishandling customer trouble
2 reports?

3 A I don't know. I don't know of any specifics. No
4 one -- my boss has never come to me and said such and such
5 told me that you did such and such, then I would say -- then
6 I would know that. But until someone says that, no.

7 (Pause)

8 If you asked me what I had for dinner last week, I
9 can remember that; but eight years ago, it's vague.

10 Q I understand. I have trouble with last night's
11 dinner. I understand.

12 Have you ever heard the terms, "backing up the
13 time" in relation to trouble reports?

14 A Yes.

15 Q And what is your understanding of those terms?

16 A My understanding of that is it -- and it was
17 specified in our little manual that we made up for each one
18 of the people that handle the reports. They had certain
19 guidelines, what is considered an out-of-service trouble,
20 what you do with it. And we expected them to follow those
21 guidelines, the manual, whatever the manual said do. If it
22 is out-of-service, if it is inside trouble, you dispatch it
23 in. When it's clear, you close it out with whatever time
24 the central office told you it was cleared. If it is
25 dispatched out, we close it with the time that the people

1 were back in service. It's backed up in the sense, when was
2 the customer back in service? Never mind what else you did.
3 If it took you two hours later -- sometimes it takes more --
4 what time was the customer back in service? That is the
5 time that the 24-hour clock stopped.

6 Q Okay. And how does a service tech know, then, if
7 he has got further work to do on the line that the customer
8 is back in service? How does he determine that?

9 A Well, depending on the type of trouble he went on.
10 If he goes out there and the customer has no dial tone, the
11 phone is dead; when he restores dial tone, the customer has
12 service. If you have to trim a tree, if you have to replace
13 four jacks due to rats, corrosion, or whatever, what time
14 did the customer, did she or he make a phone call or receive
15 a call? And that is the time that customer was back in
16 service.

17 Q Okay. And in order to determine whether or not
18 the customer has dial tone, what does the repair person have
19 to do? If he is right there at the house, he just picks it
20 up and --

21 A Well, if a customer is home, sometime he will say,
22 "Pick it up in there and see if you have dial tone now."
23 And if they don't, then we go inside, because sometimes it's
24 more than -- we may have dial tone outside, and if it's a
25 lady or a man inside, we say, "Pick up the phone up and see

1 if you have dial tone." Sometimes they will say no. Now we
2 have got another problem inside. Is it the telephone or a
3 jack? We keep pursuing it. And when they are back in
4 service, you know, where they can make and receive calls,
5 then they have service.

6 Q All right. Then let me ask you, because that's an
7 interesting series there. I was unaware that you could get
8 dial tone outside the house and still not have it inside.
9 That is new to me. What happens, then, with the report when
10 it's inside wire codes from, let's say 1985. The breakup of
11 AT&T was '84, so probably there were some changes maybe.
12 Let me back up even further. Do you know if inside wire
13 codes are counted against the Company in that out-of-service
14 base?

15 A What's counted against the Company is if it is
16 out-of-service, whether it's a phone, a jack or a cable.
17 What caused the out-of-service?

18 Q Okay. All right. Are you familiar with the
19 requirement that the Company clear out-of-service reports
20 within 24 hours?

21 A Oh, yes.

22 Q Okay. And that they must do so 95 percent of the
23 time?

24 A I didn't know the percent, but I know it was quite
25 high.

1 Q Okay. Do you know if inside wire troubles, then,
2 if it is the customer's phone that's the problem or the jack
3 inside the house is the problem, if that out-of-service
4 would be counted against the Company about a miss; in other
5 words, a miss on that 95 percent base?

6 A If it is a set problem?

7 Q Uh-huh.

8 A I don't know. I don't know about that. Because,
9 like I said, I'm not into that anymore. My guys just close
10 out on the computer what they did and what time it was
11 fixed. I don't know what is counted now, I really don't.

12 Q All right. Do you remember anything that -- in
13 the past or now in your present position that is not counted
14 in that out-of-service base, even though it's
15 out-of-service?

16 A Basically, it's 24 hours. We have to get the
17 customer back in service within 24 hours. Now, if I come
18 out there and you have a bad wall phone, and I tell you at
19 24 hours and ten minutes; I don't know if that is counted
20 against us or not, the fact that it's your set. I don't
21 know. I don't get into the analyzation anymore. I really
22 don't know. If it is a cable problem outside or something
23 that's outside of the house, and we got you back in service
24 in 24 hours and ten minutes, you were entitled to a rebate.
25 We are ten minutes past that bogey.

1 Q Okay. "Bogey," is that what you call the 24-hour
2 time?

3 A The bogey, yes. An objective is a bogey. Lotto
4 is my bogey; I would like to win the Lotto.

5 Q Wouldn't we all. Then just to follow this
6 example you gave me about dial tone outside but maybe not
7 inside one more time here. What if your person is outside,
8 and they indicate from the outside test that the person --
9 that the homeowner has dial tone. And they talk to the
10 homeowner and say, "It's probably in your phone." And the
11 homeowner says, "Well, how much will it cost me to fix
12 this?" And the guy says, "Well, we don't cover inside wire
13 anymore now. It's probably going to cost X amount of
14 dollars for us to fix this set. Do you still want us to do
15 it?" And the customer says, "I don't want you to do it."
16 Do you know whether or not the report gets cleared and
17 closed? The customer doesn't have dial tone because it's in
18 the set, but he has dial tone outside, as you indicated?

19 MS. PIKE: I'm going to object to the form. You
20 can go ahead.

21 THE WITNESS: We have dial tone outside.

22 BY MS. RICHARDSON:

23 Q Dial tone outside, but the customer says, "I can't
24 afford to pay you to come in and fix my set. I'm going to
25 do that myself."

1 MR. ANTHONY: Just for the sake of the record, we
2 don't fix sets. We fix inside wire.

3 MS. RICHARDSON: Okay.

4 THE WITNESS: Well, if they don't have a
5 maintenance plan, we wouldn't come in.

6 BY MS. RICHARDSON:

7 Q Let's make it a jack. Is that --

8 A If they have a maintenance plan we would come in
9 and tell them.

10 Q Okay. If they don't have a maintenance plan?

11 A We don't go in.

12 Q Okay. You don't go in. Now, what happens to that
13 report? Is it shown that it's now in service because we had
14 dial tone outside?

15 A We have dial tone up to the protector of the
16 phone.

17 Q To the protector.

18 A Good to the protector, sub refuses repairs, or
19 something similar. In other words, it will be in the
20 computer that dial tone is good up to the side of the house,
21 the customer advised they don't want us to fix it. We put
22 that in, so any future troubles, you know, it's in there,
23 the customer was advised and they were back in service. We
24 would close that report out.

25 Q Okay. Are you familiar with the 034, extra number

1 disposition codes for inside wire?

2 A The disposition codes, themselves?

3 Q Uh-huh.

4 A Pretty much so. They are constantly being
5 changed.

6 Q Okay. Are you familiar with the 034 code that's
7 network and inside wire and protector code?

8 A Network interface type of thing?

9 Q Yes..

10 A Yes.

11 Q Okay. When you take a protector apart, take the
12 cover off, not apart, but take the cover off the protector,
13 there is a ringing tip, isn't there, that comes in from the
14 outside wire, the outside wire comes in from the street and
15 ends up at a ringing tip?

16 A Uh-huh.

17 Q Okay. And is there a second ringing tip that
18 starts from the customer's wire that goes to the house?

19 A Yes, there is a bridge point.

20 Q Okay. So, there are two sets of ringing tips
21 inside the protector?

22 A Well, wait a minute. No, no. I'm sorry. Some of
23 the older ones there were, but there is only one now. All
24 the wires tie down on a common post. A different ring -- a
25 tip is on one, our wire coming in from the manhole and the

1 customer's jack. They are tied down all together. We have
2 to go there and physically figure out where the trouble is,
3 remove the wire, so to speak.

4 Q Okay. Then would you close a trouble where you
5 found it on the ringing tip inside the protector to one of
6 those 034 codes, to the network interface codes?

7 A Without being there with a man, I'd have to go by
8 what he tells me in the computer. If he says the trouble is
9 inside, good to protector, then, no, we wouldn't charge it
10 to an 03 code.

11 Q Do you know of anyone who has backed up repair
12 times to meet that out-of-service-over-24-hour index?

13 A The 24-hour, the time the customer was back in
14 service or --

15 Q No, other than back in service, backed it up
16 beyond the back-in-service time in order to meet that
17 24-hour index?

18 A No.

19 Q Have you ever heard of that being done?

20 A No.

21 Q And you have never --

22 A Rumors mean nothing to me.

23 Q Okay. And you have never done that yourself?

24 A No.

25 Q All right. Do you know of any procedure or

1 practice in a maintenance center where maintenance
2 administrators --

3 A This is eight years ago or now?

4 Q Both, okay. That whole period of time. Where
5 maintenance administrators are required to call a manager to
6 get disposition and cause codes in order to close out
7 out-of-service trouble reports?

8 A No. They have their guidelines. They have the
9 manual. We specifically gave them a manual to follow.

10 Q Okay. And you have never heard of that being
11 done?

12 A Them calling me to ask me how to close?

13 Q Or them calling another supervisor or manager or
14 being told to call another supervisor or manager to get
15 disposition and cause codes for closing out-of-service?

16 A That was usually left up to -- I would say almost
17 all of them make up their own mind. They knew the
18 guidelines. They didn't have to ask us. Technical
19 questions they, you know, they would ask me more than
20 disposition and close-out codes. They knew the book. They
21 knew what an out-of-service was and what to do with it.

22 Q Okay. And you have never directed anyone to do
23 that?

24 A No.

25 Q Are you familiar with no access codes, the NAS

1 code?

2 A To a degree, yes.

3 Q Okay. Well, then tell me what your understanding
4 of it is?

5 A Well, if we go out there and the trouble is in the
6 customer's house. We can't get in to fix it. We leave them
7 a tag on the door, "The trouble is in the house. Access is
8 needed to work on your phone," or "The trouble is in your
9 house. You do not subscribe to our maintenance plan, and
10 you will be billed \$25." It's a card that we hang on your
11 door advising you, you know, whether we fixed it or what
12 actually happened. If the trouble is in the central -- I
13 mean, if the trouble is in the cable, like a cut cable, then
14 there is a check mark on that little door-hanger, "There is
15 a cable problem. Your service will be restored as soon as
16 possible." And then we leave. That would be a no access.

17 Q All right. When you say "in the cable," do you
18 mean the cable in the street?

19 A Yes. Well, some people don't know. If they come
20 home and their phone is still dead, and they made a report
21 this morning, unless -- and they get home at 5:00 and their
22 phone is still dead. What did we do? Did anybody come out?
23 We put the door-hanger there to tell them, "Yes, we were
24 out. The trouble is in the cut cable and your service will
25 be restored," whatever the cable time is.

1 Q Okay. And this may sound like I'm repeating
2 myself and belaboring the point, but I hope you will go with
3 me on this, because I want to make sure I am very clear on
4 what you're telling me. When you say, "It's in the cable,"
5 are you speaking of the cable as it approaches the house and
6 you can't get in to fix the cable because it's behind a
7 fence? Or are you speaking of the cable being out in the
8 street, and you have access to the cable, it's just not
9 repaired yet, when you put a no access flag out?

10 A Well, clarification number one, if the cable is
11 cut, okay, when our guy gets out there; if he finds out
12 there is a cable cut, usually more people will tell him, "My
13 phone is out," blah, blah, blah. Then he calls back and
14 says, "Hey, we have a cable problem out here." There is no
15 trouble inside. And we leave the tag on the door. That's
16 scenario number one. Is that okay with that?

17 Q Yes.

18 A Number two, if you -- and we do run into this a
19 lot. We get into your yard. There is no trouble in the
20 house. There is trouble going back towards the cable. The
21 terminal box is in the neighbor's yard with a Doberman. We
22 can't work on that until -- our men, we tried to get into
23 the yard, nobody home. The Doberman is there with our
24 terminal. Well, he has got sole possession of that until
25 somebody comes home, locks him up. We put that on the card,

1 "We need to get into your neighbor's yard. Would you please
2 make arrangements?" And then we would -- we would no access
3 that trouble and wait for the neighbor or wait for the lady
4 or man, the customer to call us back and say, "I've talked
5 to my neighbor. The Doberman will be put away so you can
6 come back tomorrow." We schedule it tomorrow. If they want
7 us back out the same day, we try to get back out there the
8 same day. Because now the man has gone on another job.
9 But, you know, it's not the customer's fault that the
10 Doberman -- you know, we have to put the terminal somewhere.
11 But that would be no access to neighbor's yard. Basically,
12 we will wait for the neighbor to call -- the customer to
13 call us back. But we put on there that they have to talk to
14 the neighbor so we can get in their yard. And like I said,
15 this does happen.

16 Q Okay. Then in terms of them reporting that into
17 the system on that particular customer's record, okay, and
18 loading the no access code in the record, are you familiar
19 with that process?

20 A Well, our man, or girl in this case, whoever it
21 is, whoever is out there, finishes the job, they type into
22 the computer no access to terminal in neighbor's yard, no
23 access. We even put down what kind of dog, because
24 sometimes they have a Doberman and they have got a
25 Rottweiler. So, we put two dogs, because the next man that

1 goes out there may see the Doberman locked up but he doesn't
2 know about the Rottweiler in the bushes. So, we put down
3 there two dogs in neighbor's yard. Because we do get
4 bitten.

5 Q Okay. And don't want to be. I understand that.
6 And this is, again --

7 A That is a no access.

8 Q -- belaboring it a little bit further, because
9 there are two -- my understanding is there are two no access
10 codes that can be used. Is that your understanding?

11 A Two no access codes.

12 Q Two different ones that can be loaded in through
13 the CAT terminal on that particular customer's report.
14 There is a NAS code and no access other code?

15 A Oh, right. I got you. Yes, no access other, NAO
16 is something other than the subscriber is causing the no
17 access problem. NAS is no access to subscriber. I forgot
18 about that.

19 Q Okay.

20 A As far as what counts any more, no, I do not
21 remember that. I used to be knowledgeable, but I'm not any
22 more. I forgot.

23 Q Would the no access subscriber code be used for
24 the case where the cable is in the neighbor's yard?

25 A No, that would be no access other, something other

1 than the subscriber causing us the problem. And I don't
2 know which gets scored. Like I said, the analyzation part,
3 I don't know any more.

4 Q Do you know whether when a report is no access if
5 it stops the repair clock on that report from that 24-hour
6 count?

7 A No, not any more, I don't remember.

8 Q Do you know whether or not a report can be
9 excluded, a trouble report can be excluded from the system,
10 from the out-of-service count?

11 A No, not any more.

12 Q Did you know at one time, but you just don't
13 remember it now?

14 A Well, excluded, my vague terminology when I was in
15 the maintenance center was if a report says there is a cable
16 down in the street, okay, we don't know whose cable that is.
17 We have to send somebody out. If it's a cable TV, then I
18 think that's an excludable type report, because it's got
19 nothing to do with Southern Bell. That part of it I think,
20 vaguely, I remember it like that, excludable. As far as a
21 code to exclude it, no, I don't remember that.

22 Q All right. Well, then just on those general
23 terms. All right. My next question is based on those
24 general terms. Do you know of anyone who has excluded
25 out-of-service reports, Company out-of-service reports?

- 1 A Due to cable, not like a cable in the street..
- 2 Q Not cable TV cable, but Southern Bell cable or any
- 3 Southern Bell customer who has been out-of-service, do you
- 4 know of anyone who has excluded a report?
- 5 A No.
- 6 Q Okay. Do you know of anyone who has taken
- 7 affecting service reports, restatued them to be
- 8 out-of-service in order to build the base, to meet that 95
- 9 percent index?
- 10 A No.
- 11 Q Have you ever heard of that being done?
- 12 A No.
- 13 Q Okay. And you have never done that?
- 14 A No.
- 15 Q Do you know of anyone using any means at all to
- 16 manipulate that 95 percent index base to be sure that they
- 17 met it?
- 18 A Huh-uh, no.
- 19 Q And you have never done that?
- 20 A No.
- 21 Q And you have never heard of anybody doing that?
- 22 A No.
- 23 Q Do you know of anyone who has violated Company
- 24 policy intentionally on handling customer trouble reports?
- 25 A Only what was in the paper.

1 Q Okay.

2 A Like I said, I have been out of it for so long
3 that is a different ball game.

4 Q All right. Thinking back to the times that you
5 have spent handling customer trouble reports, and I know it
6 has been awhile back for you, can you recall at any time
7 watching someone handle trouble reports and thinking that
8 what they were doing was questionable in terms of how they
9 were handling those reports?

10 A Questionable in what way?

11 Q Well, not that they were necessarily deliberately
12 falsifying something, but that they were just mishandling it
13 and not following the procedures.

14 A When I was in the maintenance center, like I said,
15 I was like a liaison person with the outside. If a man went
16 out -- if a man called me from outside, a man or a girl, I'm
17 sorry. No offense.

18 Q It's all right. I'm not offended.

19 A If he called me and says, "What did you send me
20 out here for? The trouble is in the office." Then, yes, I
21 would go over to the girl and say, "What happened? You
22 didn't do this properly? We wasted a dispatcher. That is
23 50 bucks. We have got other troubles to go on." And then I
24 would explain to her, you know, this is why it belongs in
25 the office. The customer said this. A call-waiting not

1 working and somehow she dispatched a man on it. Well, the
2 man goes out there. He has got -- you know, it's an easy
3 job for him to accomplish because there is nothing wrong.
4 But at the same time his driving time was involved, and he
5 has got nothing to do. He wants to work. So, yes, I would
6 go over there and say, "Hey, you've got to watch what you're
7 doing. We just wasted a dispatch."

8 MS. PIKE: Are you making reference to mistakes or
9 human error?

10 THE WITNESS: Well, yes, it was on her part. And
11 we have new people that come through there, and they
12 are not familiar. So, yes, I would tell her, based on
13 what the man told me from outside. There is no trouble
14 outside. The trouble is in the central office. And
15 so, yes, I would say, "Be careful."

16 BY MS. RICHARDSON:

17 Q Okay.

18 A Discipline, no, I wouldn't do discipline for
19 something like that. (Pause)

20 You'd make a good repair person.

21 Q I take that as a real compliment. Thank you.

22 I'm trying to think. You wouldn't discipline
23 someone for just making mistakes, you said.

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MS. PIKE: So, what is the question? Is there a question?

BY MS. RICHARDSON:

Q Do you have a problem with that?

MS. PIKE: Does he have a problem with what? I'm going to ask you to rephrase because I don't understand.

MS. RICHARDSON: Okay.

BY MS. RICHARDSON:

Q You indicated to me that as a supervisor you wouldn't discipline someone for just mistakes or errors that they had made?

A For that one mistake.

MS. PIKE: I'm going to object to the form. Go ahead.

BY MS. RICHARDSON:

Q When, as a supervisor, would you feel discipline was merited?

A If somebody constantly made the same mistakes over and over, and over, and over, and over.

Q Okay.

A You know, after we brought it to their attention and, you know, try not to do it again. And you bring it to

1 their attention again, and again, and again.

2 Q Now, as a supervisor, and in your experience and
3 in your training as a supervisor that you have received, is
4 that your understanding as sort of standard Company policy
5 for administering discipline?

6 A Well, yes, you just don't go off -- how should I
7 phrase it? If they are making the same mistake over and
8 over, and another supervisor has had a problem with them,
9 you know, then -- we don't just randomly dish out
10 discipline. It's a thought-out process. We try to give
11 everybody the benefit of the doubt.

12 Q

13

14 A

15

16 Q Okay.

17 A Now, if somebody tells me stop doing something and
18 they tell me 30 times to stop it, and I don't do it; then,
19 you know, that's something else.

20 Q

21

22 A

23

24 Q Do you know of anyone who has used an employee
25 code other than their own to status repair reports for

1 customer records?

2 A No. Everybody is assigned their own code.

3 Q Have you ever done so yourself?

4 A No.

5 Q Have you ever directed anyone to do so?

6 A Huh-uh.

7 Q Do you know of anyone who has falsified a customer
8 record?

9 A No, not to my knowledge, no.

10 Q Have you heard of anyone falsifying customer
11 records?

12 A No.

13 Q And have you ever falsified a record?

14 A No.

15 Q And have you ever directed anyone to falsify a
16 record?

17 A No.

18 MS. RICHARDSON: Mr. Harris, I want to thank you
19 for your presence here today, and I appreciate you
20 coming. I have no further questions for you, but the
21 Staff may have one or two before you go.

22 CROSS EXAMINATION

23 BY MS. WILSON:

24 Q I have one question for you.

25 A Uh-huh.

1 Q

2

3 A Just as a result of the Company's internal
4 investigation.

5 MR. GREER: I don't have anything.

6 MR. ANTHONY: Thank you, Mr. Harris.

7 MS. RICHARDSON: Ms. Pike, do you have any
8 questions?

9 MS. PIKE: No, I have no questions.

10 MS. RICHARDSON: Thank you so much.

11 (The deposition was concluded at 4:00 p.m.)

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CERTIFICATE OF ADMINISTERING OATH

STATE OF FLORIDA:
COUNTY OF LEON:

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

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

DATED THIS 27th day of September, 1993.



JANE FAUROT
MY COMMISSION # DC296576 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 36 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
3
4 NOTARY PUBLIC
STATE OF FLORIDA

