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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

~~910163-TL~~

COPY

DEPOSITION OF: CLARENCE EDWARDS HANKERSON  
TAKEN AT THE INSTANCE OF: Citizens of the State of Florida, by and through Jack Shreve, Office of Public Counsel  
DATE: Friday, July 31, 1992  
TIME: Commenced at 9:00 a.m. Concluded at 9:30 a.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 STENOGRAPHY REPORTERS, INC.  
100 SALEM COURT  
TALLAHASSEE, FLORIDA 32301  
(904) 878-2221

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APPEARANCES:

REPRESENTING THE SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY:

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

REPRESENTING THE CITIZENS OF THE STATE OF FLORIDA:

SUE RICHARDSON, ESQUIRE  
Office of Public Counsel  
c/o The Florida Legislature  
111 West Madison Street  
Room 812  
Tallahassee, Florida 32399-1400

REPRESENTING THE FLORIDA PUBLIC SERVICE COMMISSION:

JEAN WILSON, ESQUIRE and  
STAN GREER, Class B Practitioner  
FPSC Division of Legal Services  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Florida 32399-0863

REPRESENTING CLARENCE EDWARDS HANKERSON:

RICHARD H. LEVENSTEIN, ESQUIRE  
Bond, Schoeneck & King  
Crocker Plaza  
5355 Town Center Road, Suite 1002  
Boca Raton, Florida 33486-1069

ALSO PRESENT:

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

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WITNESS:

PAGE NO.

CLARENCE EDWARDS HANKERSON

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

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CERTIFICATE OF REPORTER

30



1 to proper notice by Public Counsel; that without the  
2 witness' agreement and agreement of Counsel, we will  
3 not go off the record; that we will save all  
4 objections, except as to form; and that the witness  
5 does not waive the reading and signing of the  
6 deposition.

7 We further say that Southern Bell has, in the  
8 past, conducted its own internal investigation  
9 regarding the matters about which we are here today.  
10 And that investigation was conducted pursuant to the  
11 attorney/client privilege and the attorney work product  
12 doctrine. That those doctrines seek to protect that  
13 investigation and all that occurred within the context  
14 of it. And I would appreciate it, therefore, that in  
15 the course of this deposition that you will not  
16 disclose anything that you may know that occurred in  
17 that investigation. Would you do that?

18 THE WITNESS: (Indicating yes.)

19 MS. RICHARDSON: Okay. Would you have any opening  
20 remarks you would like to make?

21 MR. LEVENSTEIN: No, we are ready.

22 MS. RICHARDSON: Great.

23 DIRECT EXAMINATION

24 BY MS. RICHARDSON:

25 Q Mr. Hankerson, if you would please state your name

1 for the court reporter and spell it, so we have it  
2 accurately.

3 A My name is Clarence Edwards Hankerson, II. And  
4 Clarence is C-L-A-R-E-N-C-E, Edwards, E-D-W-A-R-D-S, and  
5 Hankerson is H-A-N-K-E-R-S-O-N.

6 Q And your address, please?

7

8 Q And zip code?

9

10 Q Okay. And what is your present position, Mr.  
11 Hankerson?

12 A My present position, I'm an assistant manager. My  
13 title is field service manager.

14 Q And how long have you held that position?

15 A I've held that position since November of '91.

16 Q Uh-huh. And what did you do before that?

17 A Well, prior to that, I was a technical support  
18 manager. And prior to that I was a -- it was just called a  
19 field supervisor at that time. I can't recall the exact  
20 years. Prior to that I was assistant manager in the  
21 installation and maintenance center. Prior to that I was,  
22 again a field supervisor. Prior to that I was a service  
23 tech.

24 Q Okay. And which installation and maintenance  
25 center were you assistant manager at?

1 A Boca Raton.

2 Q When did you start with the Company?

3 A I recently started in '71, and then I was gone for  
4 a period of about eight months to attend school. And I came  
5 back again about eight months later.

6 Q And what was your entry position in 1971?

7 A Installer.

8 Q Installer. Throughout, then, the course of what  
9 you have just given me, have all of your positions dealt  
10 with customer trouble repair?

11 A Yes.

12 Q Either on the outside or in the installation  
13 maintenance center?

14 A Right.

15 Q Who is your present supervisor?

16 A Wayne Trevisol.

17 Q And who is his supervisor?

18 A Bob Sattizahn.

19 THE REPORTER: Would you spell Trevisol for me,  
20 please?

21 THE WITNESS: T-R-E-V-I-S-O-L.

22 BY MS. RICHARDSON:

23 Q And in the positions that you have held in your  
24 experience with the Company, can you give me some sort of  
25 idea of the nature of your responsibilities with customer

1 trouble reporting and repair?

2 A On each of the positions from --

3 Q Well, you don't have to go position by position,  
4 especially if they are the same type of thing. But what  
5 have you handled within the customer repair and reporting  
6 process or are responsible for now?

7 A Okay. Well, as a service technician back during  
8 the era when I started, we used to be split. You had  
9 installers and you had repairmen. So, I was basically an  
10 installer. On occasion I would do repair, and that was --  
11 just involved trying to get the customer back in service,  
12 you know, according to what they, you know, what they  
13 reported. So, that's all that is. That was my involvement  
14 in that. Once I became a supervisor, I was responsible for  
15 about -- well, my first time as a field supervisor I was  
16 responsible for eight installers at that time. And, again,  
17 it was strictly an installation group, so I was mainly  
18 responsible for installation. I didn't really become  
19 involved in the repair area until I got into the maintenance  
20 center. And at that time I was responsible for about --  
21 well, co-responsible for about 18 maintenance administrators  
22 whose responsibilities were to screen troubles, you know,  
23 determine whether they should go outside or inside, et  
24 cetera. And to work with the field supervisors, you know,  
25 to try to coordinate and move the guys around as best as we



1 know how to get all the troubles that were due for that day  
2 cleared.

3 Q Then in terms of supervising the maintenance  
4 administrators --

5 A Uh-huh.

6 Q -- were you called upon to have knowledge of the  
7 opening of reports and the testing of the lines to see what  
8 kind of trouble it was and statusing those reports and then  
9 clearing and closing that entire process?

10 MR. BEATTY: Objection to the form of the  
11 question. It's compound.

12 BY MS. RICHARDSON:

13 Q We're going to get a lot of objections like that.  
14 Okay? Unless he really jumps up and down, you go ahead and  
15 tell me what your answer is.

16 A Okay.

17 MR. BEATTY: It's not up to me. It's up to her.

18 THE WITNESS: Yes, I have some knowledge.

19 BY MS. RICHARDSON:

20 Q Okay. If an MA had a particular problem with  
21 deciding what disposition code to apply, would that person  
22 come and talk to you and you would determine, make that  
23 determination?

24 A That has happened, uh-huh.

25 Q Okay. If an MA had a question about what time to

1 clear a report, would that MA come and talk to you, and that  
2 would be your determination?

3 A No, that usually was determined either by them or  
4 the repairman, you know, that called in a report.

5 (Brief interruption.)

6 BY MS. RICHARDSON:

7 Q Okay. So you have never experienced a time  
8 throughout your supervisory responsibilities as a manager or  
9 otherwise, when anyone has ever asked you to determine an  
10 appropriate clearing time for a report?

11 MR. BEATTY: Object to the form of the question as  
12 leading.

13 MR. LEVENSTEIN: I join that objection.

14 THE WITNESS: You know, I don't think so.

15 BY MS. RICHARDSON:

16 Q You don't remember --

17 A Right.

18 Q -- that going on?

19 A Right.

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1 Q Okay. When you say "backing up the times," what  
2 do you mean?

3  
4 And when they say backing up the  
5 times, well, back in the '80s, the later part of the '80s,  
6 when a service tech called into the maintenance center to  
7 close out a job, there were certain lines that came up on  
8 the computer screen. One was the clearing time and one was  
9 the closing time. And the MAs would ask the service tech,  
10 "Well, what time was the" -- well, obviously the closing  
11 time is the time that they are calling in. And they would

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1           improper at the time. What he thinks now has no real  
2           bearing on the issues before you. Go ahead. You can  
3           answer the question.

4           THE WITNESS: Do I think that it's improper now?

5 BY MS. RICHARDSON:

6           Q     Uh-huh.

7           A     No, I don't.

8           Q     Okay. Since your discipline, then, do you feel  
9           that there is something that you need to correct in the way  
10          you handle your position or you supervise people?

11          A     No. As a matter of fact, my position is -- the  
12          way I supervise people now, I'm not involved really in what  
13          time they -- you know, no one asks me or I don't tell  
14          anyone, you know, what time they do it on their computer  
15          terminals when they close it out. So, whatever, I don't  
16          really get involved in what time, you know, it's closed out  
17          or anything at all. So, my only involvement, if I feel they  
18          are taking too long, I call or go out to see, and -- you  
19          know, what is taking them so long to do the job.

20          Q     Okay. Did you object to the discipline?

21          A     I questioned it, you know, to the people that were  
22          administering the discipline to me. However, I do plan to  
23          appeal it.

24          Q     You do?

25          A     Uh-huh.

1 Q Who would you appeal it to?

2 A Mr. Sanders.

3 Q Have you had any discussion with Mr. Sanders yet?

4 A No.

5 Q Have you discussed your appeal with anybody yet?

6 A No, I have not.

7 Q Mr. Hankerson, do you know of any practice in any

8 IMC where maintenance administrators were asked to call

9 managers to get disposition and cause codes before closing

10 out a report?

11 A No.

12 Q Have you ever directed any maintenance

13 administrator to do that?

14 A No.

15 Q Have you ever heard of that being done?

16 A No.

17 Q Do you know what a no access code is?

18 A A no access?

19 Q Uh-huh.

20 A Uh-huh.

21 Q What does it mean?

22 A It means that the customer problem was sent out to

23 their home or business, or whatever, and during the time

24 that we would dispatch out, there was no one there to allow

25 us access to repair the trouble.

1 Q Okay. And would the outside repair person notify  
2 the customer of that?

3 A Well, the outside --

4 MR. BEATTY: I apologize for the delay. I object  
5 on the grounds of speculation.

6 BY MS. RICHARDSON:

7 Q Have you supervised outside repair people?

8 A Yes.

9 Q Okay. And have you discussed with them the use of  
10 the no access code?

11 A Not, you know, particularly, not more so than any  
12 other code.

13 Q Okay. Is it part of your responsibility as a  
14 supervisor for outside people to see that the codes are  
15 properly used according to procedure?

16 A Yes.

17 Q Okay. Then under that responsibility, do you  
18 direct, or have you ever directed, anyone to use or to leave  
19 notice for customers when they have no access to repair?

20 (Brief interruption.)

21 BY MS. RICHARDSON:

22 Q All right. Now, let's try this one more time.  
23 Within the scope of your responsibilities, have you ever  
24 supervised the use of the no access code?

25 A Yes.

1 Q Okay. And when you have supervised the use of  
2 that code, what is your understanding of whether or not an  
3 ST is to notify a customer?

4 A Well, my understanding is that we are to notify a  
5 customer on all no accesses by means of leaving a door  
6 hanger. Okay. Or if there was a contact number, you know.  
7 And, generally, when an ST calls a contact number, if he  
8 reaches the customer, then, you know, more times than not  
9 the customer will leave wherever they are to come and meet  
10 the repairman. And if not, we just left a message with  
11 whomever, you know, accepted the call, at the contact  
12 number. And if they were not able to give us access, we  
13 leave a message with them that we were there. And the  
14 repairman, of course, leaves a door hanger on the door to  
15 say that, you know, we were there, with a number for them to  
16 call.

17 Q Okay. Within your experience have you ever known  
18 an outside repairman to no access a report without notifying  
19 a customer, as you have indicated?

20 A No, at least not admit it to me.

21 Q Okay. Is there a distinction -- is there more  
22 than one no access code that can be used?

23 A There is now.

24 Q And when you say, "now," about what time frame?

25 A I don't know, during the last few months.



1 Q Within the last few months?

2 A Uh-huh.

3 Q Okay. And what is this other code, do you know?

4 MR. BEATTY: Objection on the grounds of  
5 relevance.

6 THE WITNESS: Well, the distinction is we have an  
7 access code. Let me give you a scenario. Say, if you  
8 live in an apartment building or you had an office, in  
9 an office building like this. And sometimes, even  
10 though it's rare, we might -- if you are in an office  
11 building, there may not be any access to the meter  
12 room.

13 BY MS. RICHARDSON:

14 Q Okay.

15 A Okay. And in some occasion there, when we go to  
16 different apartment buildings, there may not be but two or  
17 three people that have a key to the meter room. It might be  
18 the manager or someone on the board of directors, or  
19 something. And if we can't gain access to the meter room,  
20 then that's one category of a no access. And the other  
21 category of a no access is not being able to gain access to  
22 the customer's, you know, premise.

23 Q Itself?

24 A Itself.

25 Q So, one would be a customer's fault and one would

1 be something that was beyond his control. Then that's how  
2 the distinction is kind of made?

3 A I guess, yes.

4 Q But you don't know?

5 A Yes. I don't know.

6 Q Okay. Do you know what happens to the time clock  
7 on a trouble report when it's not accessed?

8 A No.

9 Q Are you familiar with the rule that out-of-service  
10 reports must be cleared within 24 hours at least 95 percent  
11 of the time?

12 A Yes.

13 Q Okay. What happens if a trouble goes  
14 out-of-service over 24 hours?

15 MR. LEVENSTEIN: Object to the form of the  
16 question as to "what happens." It's a general,  
17 broad-based question.

18 BY MS. RICHARDSON:

19 Q What happens to that requirement? How does that  
20 report get counted in that out-of-service over 24 hour  
21 requirement if the out-of-service goes over 24 hours?

22 A I know it's a miss.

23 Q Okay. Do you know whether or not the customer  
24 gets a rebate?

25 A I'm not sure, okay.

1 Q Okay. Have you ever heard of anyone using a no  
2 access code to stop the repair clock?

3 A No.

4 Q Have you ever done that yourself?

5 A No.

6 Q Have you ever directed anyone to do that?

7 A No.

8 Q Do you know about excluding reports, trouble  
9 reports?

10 A Yes.

11 Q And what does that mean?

12 A I'm trying to think of an example, rather than  
13 give you a definition, because I don't know a definition.

14 Q That's fine. Take your time.

15 A Well, an excludable report would be something like  
16 I had a couple of days ago where someone reported a cable  
17 down, okay? And I went out to investigate, and it turned  
18 out to be a television cable versus being a Southern Bell.  
19 Okay. That is an excludable report.

20 Q Okay. Then have you ever heard of anyone  
21 excluding an out-of-service report, and then, to keep it  
22 from going over 24 hours, and then reopening that report to  
23 clear it and close it?

24 A No.

25 Q Have you ever done that yourself?

1           A     No.

2           Q     Have you ever directed anyone to do that?

3           A     No.

4           Q     Do you know of anyone who may have recorded an  
5 extension of a commitment time on a trouble report without  
6 contacting the customer?

7           A     No.

8           Q     Have you ever done that yourself?

9           A     No.

10          Q     Have you ever directed anyone to do that?

11          A     No.

12          Q     Are you familiar with statusing, the statusing of  
13 affecting service reports and out-of-service reports and the  
14 difference?

15          A     I was at one time when I worked in a maintenance  
16 center, but it's --

17          Q     It's a little vague?

18          A     Kind of vague.

19          Q     Okay. What can you remember about it?

20          A     Well, I do know that if the customer is  
21 out-of-service, it was out-of-service. So, if they had no  
22 dial tone, it was, you know, an out-of-service, okay, versus  
23 having a jack in one of the rooms not working, okay. But if  
24 the customer had no dial tone in his office or premise or  
25 whatever, that was out-of-service.

1 Q Okay. And then the jack example would be  
2 affecting service?

3 A Well, it's -- I believe. I'm not sure. I tell  
4 you, noise might be a better example of service affecting.  
5 No dial tone, anything with no dial tone is definitely  
6 out-of-service.

7 Q Okay. And do you know how the determination was  
8 made on the front end of the report, whether it was done by  
9 an AUTOSCREEN rule, or whether it was done by some kind of  
10 test that may have been done, or it's just by the customer  
11 calling in? Do you know how it was done?

12 MR. BEATTY: Object to the form of the question.

13 MR. LEVENSTEIN: Let me join that.

14 THE WITNESS: I do know it can be done  
15 automatically, okay? And I don't know whether it's  
16 strictly based on customer comment or if it is based on  
17 test. But I do know that the computer, I guess, has  
18 the ability of determining, you know, if there is a  
19 hard short or a ground on the line. It does have the  
20 ability to make the determination that the customer has  
21 no service and is out-of-service.

22 BY MS. RICHARDSON:

23 Q Then, do you know of anyone who has taken the  
24 service affecting reports and stated them as  
25 out-of-service in order to meet that 95 percent index?

- 1 A No, I'm not knowledgeable of anyone doing that.
- 2 Q Have you ever heard of anybody doing that?
- 3 A No.
- 4 Q Have you ever directed anyone to do that?
- 5 A No.
- 6 Q And have you ever done that yourself?
- 7 A No, I have not done that.
- 8 Q Do you know of anyone who has in any other way  
9 manipulated that out-of-service base in order to meet that  
10 95 percent index?
- 11 A No, I do not.
- 12 Q Have you ever heard of that being done?
- 13 A I can't say that I have.
- 14 Q And have you ever directed anyone to do so?
- 15 A No.
- 16 Q And have you ever done so yourself?
- 17 A No.
- 18 Q Are you familiar with the carryover no code, the  
19 CON code?
- 20 A I don't know. It's very vague, so I can't say  
21 that I do or not.
- 22 Q Have you heard anything about it recently?
- 23 A Not recently, no.
- 24 Q Do you know what a test okay is?
- 25 A Yes, I believe I do.

1 Q And can you explain what your understanding of a  
2 test okay is?

3 A Well, a test okay is when -- virtually is when we  
4 make a test on the line and no trouble is seen on the line,  
5 or it could be when a test is made and no trouble is on the  
6 line, and you talk to the customer, and the customer tells  
7 you that, you know, the line is okay now.

8 Q Okay. Then in your experience in training and  
9 your supervisory responsibilities, would it be proper for a  
10 test okay to be statused out-of-service?

11 A Oh, no.

12 Q It would not?

13 A Huh-uh.

14 Q Okay. Then do you know of anyone who has taken  
15 test okay reports and statused them out-of-service?

16 A No, I do not.

17 Q Have you ever heard of that being done?

18 A No.

19 Q Have you ever done it yourself?

20 A No.

21 Q And have you ever directed anyone to do so?

22 A No.

23 Q Mr. Hankerson, do you know of anyone who has  
24 violated Company procedures for handling trouble reports?

25 MR. BEATTY: Objection to the form of the

1 question. It calls for a legal conclusion.

2 THE WITNESS: No.

3 BY MS. RICHARDSON:

4 Q Okay. Have you ever done so yourself?

5 A No.

6 Q And have you ever directed anyone to do so?

7 A No.

8 Q Do you know of anyone who has used an employee  
9 code other than their own to status a trouble report?

10 A No.

11 Q Have you ever done so yourself?

12 A No.

13 Q Have you ever directed someone to do so?

14 A No.

15 Q Are you familiar with disposition codes that might  
16 exempt an out-of-service report from being counted in that  
17 index, that 24-hour index? Let me ask you first, are you  
18 aware that some disposition codes will do that?

19 A I believe that I am. I have recollection, you  
20 know, recollection of it, but I don't know of it. I can't  
21 remember.

22 Q Specific ones?

23 A Any specifics ones.

24 Q Okay. Let me try you on one or two, then, and see  
25 if these come back to mind, if I can help you with that?



1           A     Okay.

2           Q     What about an inside wire code, like a 1200 code  
3 for a problem that was maybe in a wire that was inside the  
4 house, beyond the protector. Would a trouble that was found  
5 to be within a person's own premise be counted in that  
6 out-of-service index over 24?

7           A     I don't know.

8           Q     You don't know?

9           A     Huh-uh.

10          Q     What about the 3400 codes, the network inside  
11 wires code?

12          A     Okay.

13          Q     From the protector, the network inside, do you  
14 know what that is? Can you explain what the inside network  
15 wiring is?

16          A     Well, like I assume that you're talking about the  
17 network terminating wire coming from our network from the  
18 demarcation point?

19          Q     Uh-huh.

20          A     Okay. So what would you like to know about it?

21          Q     All right. Were there disposition codes when the  
22 problem was found in that particular area?

23          A     I don't recall if there were any back during the  
24 time that I worked in the maintenance center. I know that  
25 there are now.

1 Q That they are now?

2 A Uh-huh. At least for the last few years there  
3 have been, yes.

4 Q Okay. Do you know whether those codes for the  
5 network would exempt a trouble report, an out-of-service  
6 report from that 24-hour base?

7 A No, I do not.

8 Q Do you know what cause codes are?

9 A Yes.

10 Q And, generally, what is a cause code?

11 A Generally, a cause code is a way of defining, you  
12 know, the cause of the problem that the customer is  
13 experiencing.

14 Q Okay. Do you know if any cause codes would exempt  
15 an out-of-service report from that 24-hour index?

16 A Not that I am aware of.

17 Q Okay. If a trouble was caused by customer action,  
18 and it was stasured out-of-service, in your experience,  
19 would that report be exempt from the out-of-service over 24  
20 hours?

21 MR. BEATTY: Objection, speculative.

22 THE WITNESS: I don't know.

23 BY MS. RICHARDSON:

24 Q You don't know. Do you know of anyone who has  
25 used any means whatever for manipulating that out-of-service

1 over 24 hours index to meet that 95 percent requirement?

2 MR. BEATTY: I object to the form of the question.  
3 It's an improper question.

4 THE WITNESS: No, I haven't.

5 BY MS. RICHARDSON:

6 Q Have you ever heard of that being done?

7 A No, huh-uh.

8 Q And you have never done that yourself?

9 A No.

10 Q And you have never directed anyone to do so?

11 A I've never directed anyone to do so.

12 Q Do you know of anyone who has falsified a customer  
13 report?

14 A No.

15 MR. BEATTY: Objection. It calls for a legal  
16 conclusion.

17 BY MS. RICHARDSON:

18 Q Have you ever done so yourself?

19 A No.

20 Q Have you ever directed someone to do so?

21 A No.

22 MS. RICHARDSON: Mr. Hankerson, I want to thank  
23 you for being here today. I appreciate your coming.

24 THE WITNESS: You're welcome.

25 MS. RICHARDSON: Thank you. I have no further



(The deposition was concluded at 9:30 a.m.)

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CERTIFICATE OF ADMINISTERING OATH

STATE OF FLORIDA:  
COUNTY OF LEON:

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

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

DATED THIS 27th day of September, 1993.



JANE FAUROT  
MY COMMISSION # CC295576 EXPIRES  
July 16, 1997  
BONDED THRU TROY 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 29 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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