

EMPLOYEE REPORTING LINE

INCIDENT REPORT

DATE 1-4-91 TIME 8:03 A.M. RECEIVED BY Clark Stone

5 FULL NAME OF PERSON MAKING REPORT \_\_\_\_\_

JOB TITLE Services Technician

DEPARTMENT Network

8 LOCATION \_\_\_\_\_

9 CONTACT NUMBER \_\_\_\_\_

NATURE OF CALL Believes someone changed or falsified  
four time sheets he submitted on 12/21/90. He  
submitted 4 HO days; they were changed to

13 N days. also believes the measurement  
plan should be investigated because of false  
reporting to influence the Company position with  
the PSC.

Redacted

Attachment "B"  
Copy 2

SUBJECT INFORMATION

FULL NAME(S) \_\_\_\_\_

DEPARTMENT \_\_\_\_\_

LOCATION \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

24 SUPERVISOR \_\_\_\_\_

25 HOW DID COMPLAINANT ACQUIRE INFORMATION? \_\_\_\_\_

REFERRED TO Jim Jeffries  
North Florida Security AREA North Florida

DATE 1-4-91 TIME 8:30 Am

Claim theme attached as slides



FACSIMILE  
HEADQUARTERS/SU38 SBC

DATE: Jan. 4, 1991

TO: Jim Jeffries

FROM: Clark Stone

# PAGES INCLUDING COVER SHEET: 2

CALL 529-5527 IF ALL PAGES ARE NOT RECEIVED OR IF MESSAGE  
IS ILLEGIBLE

January 4, 1991  
ASN 01-008

L. L. Schoolar  
Vice President & Comptroller  
4503 Southern Bell Center  
Atlanta, GA

7 Re: \_\_\_\_\_ Complainant  
Employee Reporting Line  
Incident Report 91-001  
File: 420.080001

Dear Mr. Schoolar:

12 On January 4, 1991 \_\_\_\_\_ a Services Technician in \_\_\_\_\_  
13 \_\_\_\_\_ contacted the Headquarters Security office via the  
Employee Reporting Line and supplied the following information.

16 On December 21, 1990 he submitted four time sheets, which reflected  
17 four HO days \_\_\_\_\_ believes someone changed or falsified the  
time sheets by changing the 4 HO days to N days. \_\_\_\_\_ also  
believes the measurement plan should be investigated because of  
false reporting to influence the Company's position with the Public  
Service Commission.

The complaint was discussed with Jim Jeffries, Security Manager in  
Jacksonville, and a copy of the Incident Report was faxed to that  
office. The results of the investigation conducted in Florida will  
be supplied to you as soon as possible.

Yours very truly,



CFS/fgn

F03B36Z 0000066

We mailed due to timing..

JLS

1/17/91  
H/16/91  
F. J. Jeffries

\*\*\*\*\*  
TRANSMISSION REPORT

TTI NO. 100435004111  
DATE AND TIME 01.01.91 09:34 AM  
DURATION 01:48  
MODE  
PAGE 02  
CODE 0001

\*\*\*\*\*





1 Services Technician was also interviewed  
2 on January 8, 1991, and he made the same allegation as  
Both employees stated that if they show a different clearing time  
than the closing time, management harasses them about what they  
were doing between the time they cleared the trouble and the time  
they closed the trouble.

7 Neither \_\_\_\_\_ nor \_\_\_\_\_ would say that they have ever  
been asked or instructed by a Manager to cheat or falsify a report.

9 \_\_\_\_\_ provided copies of the DLETH (Customer Trouble  
History Report) which shows the clearing time the same as the  
closing time. He stated that the technicians use a hand held  
computer terminal to receive and close out their trouble. When  
they close out their trouble, they can only input one date and time  
of day. They are supposed to input the actual time service was  
restored to the customer because the computer automatically input  
their completion time when they close out.

17 \_\_\_\_\_ stated that no one is being asked to cheat. They  
are being asked to do the job correctly. He stated that if all the  
technicians would close their trouble out the correct way, the PSC  
20 objective would take care of itself. \_\_\_\_\_ stated that it is  
impossible to clear a trouble and close it out at the same time and  
when he sees the time the same and the out of service objective has  
been missed by a few minutes, he sends the report to the  
technician's supervisor and requests the employee be covered again  
on the proper way to close a trouble.

27 Information gained during interviews with Assistant  
Manager: \_\_\_\_\_ and \_\_\_\_\_ on January 9, 1991,  
28 reinforced \_\_\_\_\_ statement.

30 Since no information has been revealed which would  
support \_\_\_\_\_ allegation, this file is being closed on January  
14, 1991.

If you have any questions, please contact me or Staff  
Manager-Security Nelson Thornton at 407-237-3349.

Yours very truly,

General Security Manager  
North Florida Area

NCT:pw

CC: Mr. J. L. Schmidt  
Assistant Vice-President-Security

EMPLOYEE REPORTING LINE

INCIDENT REPORT

DATE Mar. 28, 1991 TIME 1:40 P.M. RECEIVED BY Feeda Norah

FULL NAME OF PERSON MAKING REPORT Anonymous

JOB TITLE Account Executive

DEPARTMENT Marketing (North District Office)

8 LOCATION

9 CONTACT NUMBER

10 NATURE OF CALL an Account Executive in the caller's

group, is calling business customers and making bogus sales. He sells  
to approximately 40-50 customers per month, while the other people in the

13 group average 2-3 sales per month. The sales pitch uses is "the

government has authorized me to reduce your monthly Southern Bell long  
distance bill by x-amount of dollars, by using WAT Saver. All I need is

your approval." Naturally, when the customer hears a deal that sounds  
this good, no questions are asked. WAT Service is a service the Company

offers its business customers. (see next page)

SUBJECT INFORMATION:

20 FULL NAME(S)

DEPARTMENT Marketing

22 LOCATION

PHONE NUMBER -

24 SUPERVISOR

HOW DID COMPLAINANT ACQUIRE INFORMATION? Personal observation

REFERRED TO Del Castellanos AREA South Florida

DATE 3/28/91 TIME 3:30 P.M.

forward to S.F. SET office

Incident Report 91-16 continued.

On numerous occasions the above situation  
3 has been brought to the attention of  
4 [redacted], Supervisor of that group, by the other  
5 concerned employees in the group. [redacted] has told  
them to mind their own business, and has  
literally turned a deaf ear to the entire  
8 problem. [redacted] also told the Anonymous  
caller that he could be sued for slander by  
10 [redacted] if he was thinking of  
reporting this incident.

- South Central Bell
- Southern Bell
- BellSouth Services
- Other:

# Investigative Report

State of Origin: Florida

Reporting Office: <b>South Florida</b>	Investigation At: <b>Miami, Florida</b>	Date: <b>06/12/91</b>
Title:	Classification: <b>PERSONNEL INVESTIGATION</b>	
	Reporting Manager:	Steno: <b>jl</b>
	Period Covered By Investigation: <b>03/28/91 thru 06/12/91</b>	

Synopsis: This investigation was predicated upon an anonymous report to the Employee Reporting Line alleging [redacted] was using an unethical sales presentation to customers in the sale of WATS Saver service. The caller stated this had been brought to the attention of [redacted] supervisor, [redacted] by concerned employees in the group. The caller states [redacted] has told the anonymous caller that he could be sued for slander b [redacted] if [redacted] e was thinking of reporting this incident. Eight members of [redacted] group were interviewed by Staff Manager-Security D. H. Fleming providing signed statements they had heard [redacted] using terms such as "The Federal Government, the Public Service Commission or the Government has authorized Southern Bell to lower their rates", usually by \$40.00 per month and the customers were not informed they were purchasing the WATS Saver billing plan. The original anonymous caller stated [redacted] after finding out a Security investigation was being conducted, accused him of making the call to the Employee Reporting Line. After admitting to [redacted] he made the call, he felt so threatened he called the Employee Reporting Line again to request protection. [redacted] informed [redacted] that two members of the group had come to her questioning the integrity of his WATS Saver sales. [redacted] confronted each member of her group, with the exception of [redacted] questioning them or informing them a Security investigation was being conducted. During the investigation, two employees received Cease and Desist letters, threatening them with (cont'd)

Investigating Manager: *D.H. Fleming*  
Staff Manager-Security

Approved By: *Mario C. Mortines*  
General Security Manager

- Copies To:
- President-Florida
  - 7 Director-Security
  - A.V.P.-Security
  - 9 A.V.P.-Personnel Services
  - General Attorney
  - General Manager-Business Marketing
  - General Manager-Personnel
  - Regional Sales Manager-Business Marketing
  - 5 Operations Manager-Personnel

File No:

10-5012

**NOT TO BECOME PART OF EMPLOYEE'S PERSONNEL FILE** F03B36Z 0000071

on July 19, 1991, D.H. Fleming WAS informed by THAT: [redacted] WAS suspended for TWO WEEKS from July 19, 1991 through August 1, 1991 "E"

on July 30, 1991 D.H. Fleming WAS informed by THAT: [redacted] WAS suspended for ONE WEEK "Restricted BellSouth Security"





**Southern Bell**

Southern Bell Center  
Room SU38  
675 West Peachtree Street, N.E.  
Atlanta, GA 30375  
404 529-5527

April 3, 1991  
ASN 04-003

MEMO TO:

Don Fleming

FROM: Judy Harris

6 RE: Subject  
Employee Reporting Line  
91-16

11 On 4-3-91, the original caller of the Emergency Reporting Line case recontacted the Headquarters Security office. The caller stated his name was He gave no last name.

12 The caller stated his supervisor, contacted him by beeper at a customer's premise on 4-2-91 and requested to see him in her office immediately. When he returned to her office, she began to question him about calling Security on the "800" number. At that time she told him he should be real careful because he could be sued for slander. He admitted to her that he had, in fact, made the call to the Emergency Reporting Line. told him then that "this was going to be a blood bath and if she went down she was going to take everyone with her."

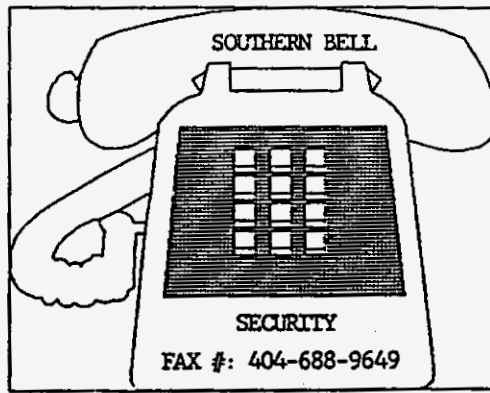
The caller was concerned about what she might do to him and what protection he could get from Security. He wanted us to know that she had threatened him.

I explained to him that Security only gathers the facts and does not control disciplinary actions of the departments. I told him I would refer this information to the person in charge of the investigation.

If you have any questions, I may be reached at 404-529-8453.

*Judy Harris*  
cc: Clark Stone





FACSIMILE  
HEADQUARTERS/SU38 SBC

DATE: 4/3/91

TO: Don Fleming

FROM: Judy Harris

# PAGES INCLUDING COVER SHEET: 2

CALL 529-5527 IF ALL PAGES ARE NOT RECEIVED OR IF MESSAGE  
IS ILLEGIBLE



EMPLOYEE REPORTING LINE

INCIDENT REPORT

DATE April 15, 1991 TIME 2:03 P.M. RECEIVED BY Clark Stone

FULL NAME OF PERSON MAKING REPORT Anonymous male

JOB TITLE —

DEPARTMENT —

LOCATION —

CONTACT NUMBER —

NATURE OF CALL reported that the cable repair  
groups and the station repair group in  
12 were abusing home dispatch  
and are fabricating morning reports and  
tickets and are abusing overtime. The  
caller supplied no additional details and no  
names. Caller would not answer questions  
and ended the call abruptly.

SUBJECT INFORMATION:

FULL NAME(S) —

DEPARTMENT —

LOCATION —

PHONE NUMBER —

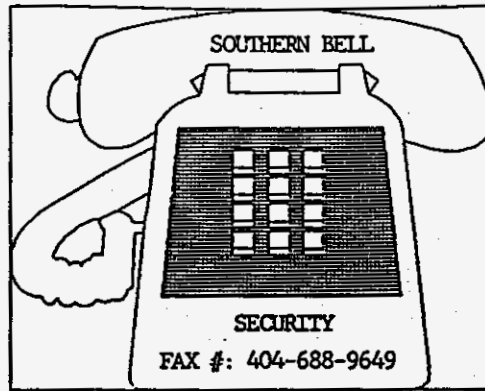
SUPERVISOR —

HOW DID COMPLAINANT ACQUIRE INFORMATION? unknown

REFERRED TO Jim Jeffries AREA North Florida

DATE April 15, 1991 TIME 2:48 P.M.

No case closing memo No tickets



FACSIMILE  
HEADQUARTERS/SU38 SBC

DATE: 4-15-91

TO: Jim Jeffries

FROM: Clark Stone

# PAGES INCLUDING COVER SHEET: 2

CALL 529-5527 IF ALL PAGES ARE NOT RECEIVED OR IF MESSAGE  
IS ILLEGIBLE

EMPLOYEE REPORTING LINE

INCIDENT REPORT

DATE May 15, 1991 TIME 10:40 A.M. RECEIVED BY Clark Stone

FULL NAME OF PERSON MAKING REPORT Anonymous male

JOB TITLE -

DEPARTMENT -

LOCATION -

CONTACT NUMBER -

NATURE OF CALL Caller inquired about status of investigation he referred on April 15, 1991. Caller stated he did not want to supply specific names and did not want to get anyone fired. He is concerned that the cable repair group and station repair group have abused overtime and home dispatch for a long, long time, and it needs to be stopped. Caller was referring to situation in

18

SUBJECT INFORMATION:

FULL NAME(S) -

DEPARTMENT -

LOCATION -

PHONE NUMBER -

SUPERVISOR -

HOW DID COMPLAINANT ACQUIRE INFORMATION? Unknown

REFERRED TO - AREA North Florida

DATE May 15, 1991 TIME 10:55 Am



FACSIMILE  
HEADQUARTERS/SU38 SBC

DATE: May 15, 1991  
TO: North Florida Office  
  
FROM: Clark Stone

# PAGES INCLUDING COVER SHEET: 2

CALL 529-5527 IF ALL PAGES ARE NOT RECEIVED OR IF MESSAGE IS ILLEGIBLE

Julia B. North  
Vice President  
Customer Services

4515 Southern Bell Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375  
404 529-6183

July 16, 1993

Mr. Robert W. O'Neill  
Suite 2005 Campanile Bldg.  
1155 Peachtree St. N.E.  
Atlanta, GA 30367-6000

**SUBJECT: Restoration of Service Following Temporary Suspension**

Dear Mr. O'Neill:

This is in response to your letter dated June 21, 1993 regarding restoration of service following temporary suspension.

After investigating the conditions on which an order to restore service following a temporary suspension is coded CF or PF, we believe the customer is entitled to an adjustment to his/her bill since he/she is being billed a discounted charge while the service is in the suspend status. The adjustment should be at the discounted rate for the period we were not able to provide telephone service.

Because the service order does not get closed out to a trouble report in repair, an adjustment is not given automatically. A process needs to be established by which the Business Office is notified when the service order is completed. Once we are notified we can make the appropriate adjustment.

We will proceed with this request by obtaining Pricing/Regulatory and Legal's concurrence with our recommendation. A conference call is scheduled for Friday, July 16, 1993 to begin this process. Plans will also be developed to coordinate with Network the best method for notifying the Business Office of situations where the service could not be restored on the date requested by the customer.

If you need additional information, please let me know.

Sincerely,

*Judi*  
Judi North  
Vice President - Customer Service

A  
JUL 1993  
RECEIVED  
CORP. RESPONSIBILITY  
& COMPLIANCE  
ROBERT W. O'NEILL-V.P.

F03B36Z 0000080

7/9/93 Call to Lloyd Nant - give re this procedure re Fla tariffs / automatic agreement

Tempo Susp

- (1) Nt's to translations to restore service
- (2) only to tel - mt'g & free of trouble

USUALLY ALL THAT'S REQ'D CASE  
FALS # ARE RESERVED

- (3) If line trouble detected, remove from automatic compl'n & Nt's to give to a Code "CF" until facilities repaired

Restoral re a loss. Order NOT repair order or cust. rpt

Until service is restored, it can not be processed as trouble rpt

Rebates must be handled manually by mt'g case of  
NOT COV'D BY PSC RULES

C. J. Sanders  
Vice President--Network Operations/South

20th Floor Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Florida 32202  
(904) 350-2424

**PRIVATE & CONFIDENTIAL**

June 25, 1993  
File Code: 420.0800

Mr. Robert W. O'Neill  
Suite 2005 Campanile Bldg.  
1155 Peachtree St. N. E.  
Atlanta, Ga 30367-6000

Dear Mr. O'Neill,

**SUBJECT: Ombudsman Complaint - Restoration of Service Following  
Temporary Suspension**

This is in response to your letter dated June 21, 1993 regarding captioned subject.

When an order is issued to restore a service that is on temporary suspension, it follows the normal service order flow through network. Temporary suspensions are routed to translations to restore the service and then subjected to test to determine that the customer's service is working and free of trouble. This is usually all that is required to restore a temporary suspension since the facilities and telephone number is reserved for that customer. If line trouble is detected, the order is removed from automatic completion and routed to field forces for clearance.

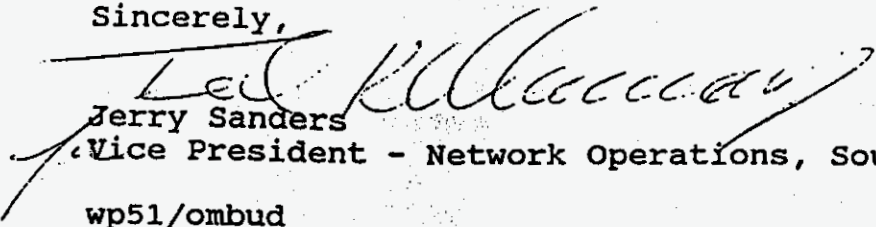
In the instance described in this complaint, when the facility can not be repaired on the service order due date, it must be coded to a company facility problem CF. It remains in this status until facilities are repaired or replaced and the order is completed.

The reference in this complaint to repair order is not accurate. A restoral is a service order and not a repair order or customer report. Until the service is restored it can not be processed as a trouble report, since it is a non-working service, until the order is completed.

Any rebates that might be appropriate would be handled manually by the customer services group. This issue is not specifically covered by any PSC rule.

The coding and service order processing in this described issue was appropriate. If you need additional information, please let me know.

Sincerely,



Jerry Sanders  
Vice President - Network Operations, South

wp51/ombud

cc: Ted Kellermann

  
JUL 1993  
RECEIVED  
CORP RESPONSIBILITY  
& COMPLIANCE  
ROBERT W. HENNING



June 21, 1993

TO: Jerry Sanders  
Judi North

FROM: Bob O'Neill *RW9*

SUBJECT: Ombudsman Complaint - Restoration of Service Following  
Temporary Suspension

I received an anonymous call from an employee in Florida. The caller's complaint involved the handling of the Service Order for restoring service following a temporary suspension (i.e., for summer) but, when attempting to restore, the cable is not working. I believe that during suspension the customer pays 50% of the local rate for a period and then the full amount.

The problem posed by the caller relates to how the order is coded when the fact that the cable is not working is discovered.

- We do not use issue a repair order, which could trigger a credit if the service is out for over 24 hours.
- We code the order CF or PF (cable facilities not available) and hold it until the facilities are available. During this hold period, the customer continues to pay 50% (or 100%) of the local rate and there is no triggering of credit, even if the hold period exceeds 24 hours.

The caller stated this issue was raised with the local staff and the HQ staff, both of whom opined the procedure used was allowed by the PSC. The caller stated that even if such a practice was "allowed", it was not right.

I would appreciate your having someone investigate this question and providing the results to me. Please coordinate with Legal on the interpretation of PSC rules.

# 6-9

Anonymous call from Fla

Call: concerned about how we handle S.O. re restoration of service following  
temp suspension (ie. summer, during susp. period rate 50% of  
normal rate for period, then 100%

Prob - when restore order rec'd & cable facility w not avail.

Therefore service not available.

- We do not issue repair order - which would trigger credit  
out over 24 hrs
- Instead, code CF or PF (cable fac. not avail) therefore no service  
& order is held until cable fac. avail. During this period,  
no service, but pay 50% (or 100%) of rate & no credit  
triggered for out of service.
- Caller claims local staff & HQ staff said this procedure is ok for  
PSC
- Caller believes - even if allowed, it is not right because customer  
paying for serv. when we are unable to provide service

To 0  
 Date 3/16 Time 3:30  AM  PM  
**WHILE YOU WERE OUT**  
 M Mike Matthews  
 of \_\_\_\_\_  
 Phone (905) 985-1808  
 Area Code 905 Number 985 Extension 1808

TELEPHONED	<input checked="" type="checkbox"/>	PLEASE CALL	<input checked="" type="checkbox"/>
CALLED TO SEE YOU	<input type="checkbox"/>	WILL CALL AGAIN	<input type="checkbox"/>
WANTS TO SEE YOU	<input type="checkbox"/>	URGENT	<input type="checkbox"/>

RETURNED YOUR CALL

Message Responding to e-mail from John Dunter to Vernon Graham

Operator MJ

**BELLSOUTH**

Robert W. O'Neill  
 Vice President  
 Corporate Responsibility  
 and Compliance  
 Suite 2005  
 1155 Peachtree Street, N.E.  
 Atlanta, Georgia 30367-6000  
 404 249-3850

*Andrea Lewis*

*Close*

*Policy Changed*

*J*

To 0  
 Date 3/26 Time 4:22  AM  PM  
**WHILE YOU WERE OUT**  
 M Mike Matthews  
 of \_\_\_\_\_  
 Phone (205) 985-1808  
 Area Code 205 Number 985 Extension 1808

TELEPHONED	<input checked="" type="checkbox"/>	PLEASE CALL	<input checked="" type="checkbox"/>
CALLED TO SEE YOU	<input type="checkbox"/>	WILL CALL AGAIN	<input type="checkbox"/>
WANTS TO SEE YOU	<input type="checkbox"/>	URGENT	<input type="checkbox"/>

RETURNED YOUR CALL

Message \_\_\_\_\_

3/29 1214P LWTC

Operator MJ

180.1502

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**COMPENSATION BULLETIN**  
**No. 93-07**

Date: March 19, 1993  
 Policy: WatsSaver Service Downgrade Policy  
 Effective Date: March 1, 1993

The WatsSaver Service Downgrade Policy is being revised as follows:

- when a WatsSaver Service option is downgraded from a netted option (Levels 7, 8 & 9) to a smaller netted option or to a non-netted option (Levels 1 through 6), full value for the option sold is awarded and full value for the option discontinued is debited. This results in the incremental difference being debited.
- when a WatsSaver Service option is downgraded from a non-netted option to a smaller non-netted option, no compensation revenue will be debited and no compensation credit will be awarded.

*Per. telecon 4/2/93  
 for Mike Matthews  
 netting is against the  
 original AE who made  
 the sale NOT against  
 AE who might have  
 the downgrade*

Please contact your compensation coordinator, if you have any questions concerning this bulletin.

*Colleen Mc Lewis*

Printed by:  
I N T E R O F F I C E M E M O R A N D U M

Date: 19-Mar-1993 05:10pm GMT  
From: John R. Gunter  
GUNTER\_J  
Dept: BSC Corp Resp & Compliance  
Tel No: 249-3850

TO: Robert W. O'Neill

( ONEILL\_R )

7 CC:

0 CC:

Subject:

Bob-

13 I called back today (Friday, March 19). She said that the marketing people had recently received a notification that the compensation plan was being changed on downsizing WATS-saver plans. She said she did not know if I had anything to do with that or not, but she wanted me to know it had been changed.

I told her that since it had gotten better, I would take credit for it whether I deserved it or not. I told her I had passed her concern on to Vernon Jobson, without revealing her name, and that Vernon had said he would look into it.

She seemed to be pleased with the change.

John

Printed by: ONEILL R - Robert W. O'Neill  
INTEROFFICE MEMORANDUM

Date: 15-Mar-1993 05:29pm GMT  
From: John R. Gunter  
GUNTER J  
Dept: BSC Corp Resp & Compliance  
Tel No: 249-3850

TO: Remote Addressee ( JOBSON\_VC @ AI @ GAMD )  
CC: Robert W. O'Neill ( ONEILL R )  
CC: \_\_\_\_\_  
CC: \_\_\_\_\_

Subject: Wats Saver Downgrades

Vernon-

In case you did not make a note of my question out at the officer's conference, I wanted to remind you of the question I received from an A.E. in Florida about the compensation penalty they suffer if they downsize a WATS Saver customer from a plan with a more hours to a plan with less hours.

The caller's concern is that if the customers usage indicates that a downgrade is in the customer's best interest, the compensation penalty could deter our employees from doing the right thing.

Since I have passed the baton to Bob O'Neill, please get back to him with your decision on what to do so Bob can get back to the caller.

If you need more details, call Bob or me.

Thanks,

John

- WATS Sav -  $\Delta$  levels -  $\Delta$  options 1  $\rightarrow$  9  
never did net level 1  $\rightarrow$  6 NON-NETTED!
- Revised policy 1-6 - wash - no hit / no comp / no penalty )
- AE (if downgrade fr 7-9 to 1-6 ) -

Printed by:  
INTEROFFICE MEMORANDUM

Date: 10-Mar-1993 11:32am GMT  
From: John R. Gunter  
GUNTER\_J  
Dept: BSC Corp Resp & Compliance  
Tel No: 249-3850

TO: Robert W. O'Neill

( ONEILL\_R )

CC: [REDACTED]  
CC: [REDACTED]

Subject: Omb Call

*file made and logged*

Bob-

As I mentioned to you this morning (3-10-93), I got a call from [REDACTED] who is an Account Executive in [REDACTED]

Her telephone number is [REDACTED]

Her complaint concerns sales incentive compensation in general and in particular the compensation on WATS Saver service.

According to [REDACTED] we offer the service in several hourly bands. She indicated that a customer can buy a two hour plan, a five hour plan, a ten hour plan, etc. The idea is that depending on a customer's calling habits, we would offer the most appropriate plan. Compensation is paid for selling these plans.

Her concern is that when a customer's usage pattern declines so that downgrading to a lower band is appropriate, the difference in the sales commission is netted against the person who initiates the downgrade order.

As I understand it from [REDACTED] a customer could have been sold a five hour plan by the business office because his calling pattern indicated this was good for the customer. Then some time passes and the customer is not calling very much, perhaps because they have had a business reversal. If this was an account that [REDACTED] had picked up in her module in January, and noticed that the customer's usage no longer required a five hour plan, she has a dilemma. If she does the right thing and changes the customer to a two hour plan, then [REDACTED] gets her compensation netted for the difference between a five hour plan and a two hour plan. In her view the company is financially punishing her, and thus discouraging her from doing the right thing for the customer. She questions with all of the emphasis we have in Florida on treating customers right, if that is what we want to do.

[REDACTED] believes that with all of the things that an account executive has to do, that they will likely push making such a change to the bottom of their stack of things

to do.

2 I asked \_\_\_\_\_ if she had been the one to make the initial sale of the five hour plan ( and had gotten the incentive pay for doing so ) would she think it was fair that she should later have the downgrade netted. She said she thought that would be fairer, although she still said a lot of factors beyond an AE's control can affect small businesses. She said these small businesses are subject to swings that can significantly changes their needs.

She also said that if she were to completely disconnect the WATS Saver service for the hypothetical customer described above, there is no netting. Thus, she says, you could disconnect the five hour plan in March, sell a new two hour plan to the same customer in April and get no netting, plus you would get a new compensation for the April two hour sale. She does not think that should be allowed either, but she says the present situation is open to such manipulation.

18 I told \_\_\_\_\_ I would talk to some of the people familiar with sales compensation to see what I could learn.

Thanks,

John

P.S. be sure that this gets logged and filed as an Ombudsman complaint. ,

*done*  
*3/11/93*  
*CR*



April 22, 1993

TO: Judi North

FROM: Robert W. O'Neill *rwo*

SUBJECT: Ethical Question

5 I received a call concerning an awards program in the  
6 ~~\_\_\_\_\_~~ (See attached notice). The prize was  
7 ~~\_\_\_\_\_~~ for the highest "C" and  
"R" revenue for a day. The bottom of the notice has the following  
statement:

Ethical Practices Requires (sic) Attendance by  
the Winner and a Guest - No Selling or Give Away

It appears to me we are creating an ethical problem where none  
exists unless there is more to all of this than the attached notice.  
Such assertion could damage our emphasis on real ethical problems.

Attachment

APRIL  
16

2

3

4

HIGHEST "C" + "R"  
REVENUE WINS

6

7

8

SUBMIT TOTAL C + R REVENUE  
FIGURES TO ANY SALES  
COMMITTEE MEMBER BY 230 pm  
TODAY - WINNER TO BE ANNOUNCED  
BY 3 PM TODAY!

\* ETHICAL PRACTICES REQUIRES  
ATTENDANCE BY THE WINNER AND  
A GUEST - NO SELLING OR GIVE AWAY

F03B36Z 0000093

ADVICE

2

3 4/16/93 350 PM called RWD not in said his  
to talk to someone that day Cindy called Mickey Lopez -  
called her - she had left for the day  
4/19/93 RWD called FG Not in today

7 4/20/93 called

8 Ques re Awards pgm in residence ...

9

10 Prize for highest "C" & "R" revenue -

11

NOTE AT BOTTOM OF FLYER " Ethical Practices Requires  
Attendance By the Winner and a Guest - No Selling  
or Give Away " (underline in original)

15 question - What's unethical about  
nephew & husband, or 2 neighbors?  
my answer - I don't see a problem, as long as we don't

18 use to curry favor with vendor or supplier.  
She is to send me cc of flyer

1 5/7/93

252 PM rec'd call Not In

256 PM ret'd call

re Incentive Contest

5

"Must use this - Can't give away"

I told her I had talked to Judi North

Will check & call her back

5/19/93 Talked to Judi North - Agree the restriction re use of tech's  
was wrong Knee-jerk reaction of super's who had E'ee

11 bragging that she could

CLOSE FILE

404. 249. 5908

DATE 04-20-93

- Type Of Transmission

Admin. \_\_\_\_\_ Normal ✓

Facsimile \_\_\_\_\_ Urgent \_\_\_\_\_

8	Message To: <u>BOB ONEAL</u>	Message From:
9	Name <u>BOB ONEAL</u>	Name _____
	Title <u>Ombudsman</u>	Title <u>SERVICE REP</u>
11	Room No. _____	Room No. _____
12	Address _____	Address _____
13	Contact Number <u>(404) 249-3850</u>	Contact Number _____

Number Of Pages To Be Sent 1 (Excluding Cover)

Message Sent By: (Name) \_\_\_\_\_ (Date) \_\_\_\_\_ (Time) \_\_\_\_\_

Special Instructions: BOB

AS PER YOUR REQUEST HERE IS A COPY

OF NOTICE RECEIVED REFERENCE TO

THANK YOU IN ADVANCE

23 Return To \_\_\_\_\_ Name \_\_\_\_\_ Room No. \_\_\_\_\_ Telephone No. \_\_\_\_\_

PRINT - USE BALL POINT PEN. FILL IN ALL APPROPRIATE BLANKS.

APRIL  
16

2

3

4

HIGHEST "C" + "R"  
REVENUE WINS

7

8

9

SUBMIT TOTAL C + R REVENUE  
FIGURES TO ANY SALES  
COMMITTEE MEMBER BY 230 pm  
TODAY - WINNER TO BE ANNOUNCED  
BY 3 PM TODAY!

\*ETHICAL PRACTICES REQUIRES  
ATTENDANCE BY THE WINNER AND  
A GUEST - NO SELLING OR GIVE AWAY -

F03B36Z 000097

July 13, 1993

2 TO: \_\_\_\_\_

FROM: Robert W. O'Neill *rwO*

SUBJECT: Your Complaint Regarding Network Terminating Wire

You called my office to voice a complaint relative to network terminating wire. Specifically, you expressed concern about needless expenses associated with customer outages caused by the use of sub-standard network terminating wire. According to your complaint, we accept contractor-installed network terminating wire which is either sub-standard wire or inadequately installed.

The rules under which we must operate place certain restrictions on what we can do or not do. Our policy is to own and maintain the facilities on the company's side of the demarcation point. (See attached memorandum, dated July 13, 1992.) Problems do develop, however, when the builder does not coordinate with BST, does not place conduit, and/or uses non-standard materials or methods. The attached memorandum, RL-91-12-039SV, addresses this situation and how BellSouth will respond. Unfortunately, we can not force a builder/contractor to install conduit nor can we prevent them from placing the network terminating wire. In addition, we can not require the building owner to allow us to prewire and place the network terminating wire.

The FCC, in Docket No. 88-57, determined that the multi-tenant building owner could determine the location of the demarcation point. BellSouth is not required, however, to connect to substandard wire or utilize improper support structures (see pp. 6-7 of memorandum RL-90-08-055SV). This, then, is the point at which the decision must be made whether to accept the contractor-installed network terminating wire or to reject it if it causes harm or it is reasonably believed that such harm is imminent.

I hope this answers the questions you raised which are very valid questions. I appreciate your taking the time to bring this matter to my attention.

Enclosures

F03B36Z 0000098

FILE CODE: 240.0220

DATE: July 13, 1992

TO: Vice Presidents - Network & Technology Group  
Vice Presidents - Marketing Group

FROM: Group President - Network & Technology  
Group President - Marketing

SUBJECT: Cable/Wire and Demarcation Point Policies  
Vice President - Network, Florida  
Jacksonville, Florida

Prior to reorganization into BellSouth Telecommunications, Inc., (BST), South Central Bell (SCB) and Southern Bell (SBT) had established policies which served to guide field forces in delivering network services on private property. The purpose of this policy statement is to integrate and unify previous SCB and SBT policies in light of the current marketplace and regulatory environment.

Consistent application of demarcation point and cable/wire policies is of vital importance. These issues directly impact the manner in which our customers receive BST services and, consequently, their perception of how easy it is to do business with BellSouth. It is essential that Network and Marketing forces have a common understanding of the underlying philosophies of BST.

First, it is the policy of BellSouth Telecommunications to locate the demarcation point/Network Interface as close as possible to where the customer desires, subject to applicable federal and state regulations. This is the guiding principle for field forces to follow in those situations where judgement is required.

Secondly, it is BST policy to own and maintain its own transmission media for the delivery of regulated network services. Premises wiring owned by other parties is not to be utilized on the Company's side of the demarcation point. Historically, exceptions to this policy have been made on certain military bases for national security reasons. These or any other exceptions must be approved by the undersigned or a designated officer representative.

Attached are several references and exhibits which provide procedural details relating to demarcation point locations.

In conclusion, it is the goal of BellSouth Telecommunications, Inc. to maintain the highest possible quality of service and network reliability. To this end, it is vitally important that the Company be in total control of the facilities needed to deliver the network to our customers.

W. M. Ferguson  
Group President -  
Network & Technology

J. A. Drummond  
Group President -  
Marketing

RECEIVED  
JUL 17 1992  
GEN. MGR. NETWORK

F03B36Z 000099

To: G.M. in  
& SIAST HARRIS S/U  
10/20

RECEIVED  
JUL 17 1992

111



**BELLSOUTH**  
**TELECOMMUNICATIONS** ®

file code: 240.0700

subject: Wiring Multi-Tenant Residential Buildings

type: Information Letter

date: December 16, 1991

distribution list: ND0, ND1, ND2, ND3, ND4, ND5, ND7, NC1, CE1, SO8

related letters: RL: 90-08-055SV

other: None

to: B. G. Almond, Operations Manager - Implementation/GA, MS, LA  
 D. L. Guillory, Operations Manager - Implementation Support/KY, TN, NC, SC  
 E. M. Hardwick, Operations Manager - Implementation Support/GA, MS, LA  
 T. C. Taylor, Operations Manager - Implementation Support/AL, FL  
 B. R. Williams, Operations Manager - OSPE/C - Implementation/AL, FL

entities: BellSouth Telecommunications

from: Operations Manager - I&M/IMC  
 Operations Manager - OSP Engineering Systems Development  
 Operations Manager - OSP Engineering Support

description: Provides guidelines for the provision of Network Terminating Wire in new multi-tenant, residential buildings.

\* \* \*

It is not uncommon in today's environment for owners of new multi-tenant, residential buildings to contract the placement of Inside Wire (IW) and Network Terminating Wire (NTW) to electrical contractors. The placement of NTW by private parties has caused concern in the field given BellSouth's general policy to install the Network Interface inside each customer's premises, and to own, install and maintain all cable and wire up to that point.

Usually, NTW is prewired by the electrical contractor when the owner desires concealed wiring and:

- does not coordinate with BellSouth I/M forces for the prewire of NTW by Company forces, and/or
- does not wish to incur the cost of conduit for later placement of NTW by BellSouth.

This situation is most commonly encountered in small, multi-tenant buildings (i.e., 2 - 12 units). Owners of high rise residential buildings (over 3 stories) normally include riser and lateral conduits in their building plans.

RL: 90-08-055SV (10/7/90) provides general guidelines for handling customer-owned premises wire. however, field personnel have raised several specific questions. The Q&As included in Attachment 1 should assist the field in handling these situations.

F03B36Z 0000100

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FEB 5 1992

QUESTIONS & ANSWERS REGARDING CUSTOMER-OWNED PREMISES WIRING \*

1. Q: Is a building owner required to provide conduit for Network Terminating Wire (NTW)?

A: No. Although conduit is preferred due to ease of installation and maintenance, there is no regulatory or code requirement for conduit.

2. Q: Should BellSouth I/M forces prewire NTW during the construction phase of a building?

A: BICS, I/M and OSPE personnel should strongly recommend the placement of conduit when concealed wiring is required. If the owner is unwilling or unable to provide conduit, I/M forces should attempt to prewire the NTW.

3. Q: What happens if concealed NTW that is not in conduit requires replacement or reinforcement?

A: The owner and/or customer should be advised that concealed wiring will be provided if a means of concealment is provided. If a means of concealment is not provided, the NTW will be run exposed if possible and agreeable to the owner and customers.

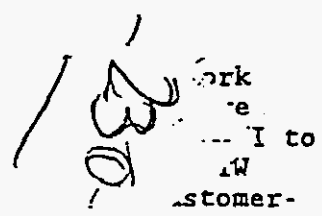
4. Q: Under what conditions will the Company provide exposed wiring?

A: Exposed wiring should be installed in accordance with normal I/M procedures providing that:

a) the exposed wiring does not cross one tenant's space to reach another's.

b) the conditions are such that exposed wiring can be installed in a safe, efficient manner; i.e., adequately fastened to walls or other structures. Wiring should not be hung out of windows, laid on the ground, or draped unsupported along walls. Exceptions may be necessary as a temporary measure to provide service while permanent facilities are placed.

\* Inside Wire (IW) is on the customer Interface (NI) and is deregulated (NTW) is on the Company's side the network distribution term. placed by non-Company forces is Owned Premises Wiring (OPW).



If further questions arise, field personnel should contact their local Implementation Staff coordinate.  
Core staff contacts are as follows:

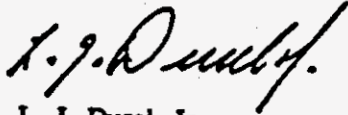
Steve Vanderburg, I/M, 205-977-3097  
Tom Larsen, BICS/CSPW, 404-529-5426  
Lowell Thomas, OSPE, 205-977-2605



J. A. Bedell  
Operations Manager -  
OSP Engineering Systems Development



G. D. Harkness  
Operations Manager -  
I&M/IMC



L. J. Durel, Jr.  
Operations Manager -  
OSP Engineering Support

Attachment

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**BellSouth Services**

A BELL SOUTH Company

file code: 840.0101

subject: FCC Part 68 Rules and Regulations

type: Information Letter

date: October 7, 1990

distribution list: ND0, ND1, ND2, ND3, ND4, ND5, ND7, NC1, CE1, S08, CP2

related letters:

other: FCC Docket No. 88-57

to: Vice Presidents - Network Operations and Provisioning

entities: Southern Bell, South Central Bell, BellSouth Services

from: Vice President - Network Strategic Planning

 description: Provides an update to BellSouth's wiring/cable guidelines as a result of  
FCC Docket No. 88-57.

\* \* \*

This Region Letter provides an update to BellSouth's wiring/cable guidelines as a result of regulations set forth by the Federal Communications Commission (FCC) in the Report and Order recently released in FCC Docket No. 88-57.

#### GENERAL

Part 68 of the Federal Communications Commission's (FCC) rules governs the terms and conditions for connection of customer provided terminal equipment and wiring to the telephone network. Part 68 is designed to assure consumers, manufacturers and local exchange carriers that terminal equipment and wiring may be connected to the telephone network without causing harm.

In 1988, the FCC undertook a review of the rules setting forth the terms and conditions under which customers may install and connect inside wiring to the network. The Report and Order, better known as FCC Docket No. 88-57, provides for the following:

- (1) modifies Section 68.104 to allow customers to connect simple inside wiring to the telephone network by direct access to local exchange carrier installed wiring at points up to and including the demarcation point.
- (2) revises the definition of the demarcation point in Section 68.3 so that in most cases it will be at or near where wiring enters the customer's premises.
- (3) modifies Section 68.108 to authorize the local exchange carriers to discontinue service when harm occurs originating from customer-installed wiring, or when the local exchange carrier reasonably believes such harm is imminent.
- (4) deletes Sections 68.213 (e), (f) and (g) concerning notification, acceptance testing and extraordinary procedures.

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- (5) determines that jacks and plugs used in inside wiring must conform to Subpart F.
- (6) states that it expects local exchange carriers to develop and submit to subscribers an informational brochure on the rights of subscribers to perform inside wiring operations.

In accordance with State and Federal regulations, and our own Corporate philosophy, it is BellSouth's policy to provide customers with reasonable and non-discriminatory access to the network. Historically, BellSouth has adhered to the general principle that physical interconnection to the network should be at a point easily accessible to the end user. BellSouth will continue to adhere to this principle to the extent permitted by the revised Part 68 rules.

BellSouth and several other regional operating companies/parties have filed for partial reconsideration and clarification of this Report and Order. However, a formal review of our petition is not expected in the short term and, when answered, the response may not be favorable. The Report and Order is in conflict with some provisions in State specific tariffs governing the connection of customer provided terminal equipment and wiring to the telephone network. Efforts are currently underway to file tariff revisions to bring these tariffs into line with the new Federal rules. To the extent that the Federal rules conflict with rules in the State tariffs, we believe the Federal rules control and should be followed.

To facilitate adherence to the terms and conditions ordered in FCC Docket No. 88-57, these guidelines have been prepared and must be followed until further notice. These guidelines are effective upon receipt. Our existing BellSouth cable/wire policy will be revised and reissued to reflect the terms and conditions of this Order pending the outcome of our petition for reconsideration and clarification. The following guidelines pertain to the administration of items (1), (2) and (5) as defined above. The remaining terms and conditions as ordered by the Commission (items 3, 4 and 6) are clarified later in this document.

*W.H.W. = D. W. Jones*

X D. W. Jones  
Vice President -  
Network Strategic Planning

Attachment

F03B36Z 0000104

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TERMS AND CONDITIONS FOR INSTALLATION  
AND CONNECTION OF INSIDE WIRING

FCC Docket No. 88-57

TERMINOLOGY

The Commission defines "Demarcation Point" as the point of demarcation and/or interconnection between telephone company communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Commission in Docket No. 88-57 revises the definition of demarcation point so that in most cases it will be at or near where wiring enters the customer's premises.

Two new terms have been adopted by the FCC, "Single Unit Installations" and "Multiunit Installations". Pending further clarification of these terms, the following is BellSouth's understanding of these terms which will be used only to the extent necessary to implement the Rules set forth by the Commission. These terms do not require a change in how the telephone companies currently define "customer premises" for different types of buildings (i.e., multitenant, single tenant, campus, high-rise, etc.) under their operating practices.

Single Unit Installation - Generally, a building that contains only one customer premises (i.e., unit) as determined by the telephone company's reasonable and nondiscriminatory standard operating practices. Thus, under the telephone company's existing practices, a single family residential house or a stand-alone, small business location such as a convenience store or a service station would each represent a single unit installation.

Multiunit Installation - All other properties, buildings or structures that contain multiple customer premises (i.e., units) as determined by the telephone company's reasonable and nondiscriminatory standard operating practices. This includes, but is not limited to, multitenant residential [apartments and condominiums], shopping centers, high and low rise commercial, and campus arrangements.

Premises - Generally, a dwelling unit, building or other "unit" of property as determined by the telephone company's reasonable and nondiscriminatory standard operating practices. Therefore, where a commercial building with more than one (1) floor is considered a multiunit installation (for example, where each floor represents a separate customer premises) under the telephone company's existing practices, it will continue to be treated as such even if the building contains only one tenant.

Simple Wiring - Wiring used for one or two lines located on the customer's side of the demarcation point.

Complex Wiring - Wiring used for more than two lines usually in association with PBX or key system equipment, also referred to as intrasystem wiring.

GENERAL GUIDELINES FOR DEMARCATION POINT LOCATION

A. Single Unit Installations

The Commission defines the demarcation point for single unit installations, both simple and complex wiring, as "a point within twelve inches of the protector or, where there is no protector, within twelve inches of where the telephone wire enters the customer's premises."

1. Existing Installations - In cases where an Outside Network Interface (ONI) does not exist, the demarcation point is considered to be on the customer's side of the protector, at a point twelve (12) inches from where previously installed telephone company premises wiring connects to the protector. Customers may connect to all existing wiring at any point up to and including the demarcation point, regardless of whether the wiring was installed by the telephone company or the customer. In cases where an ONI has been installed, a standard jack/plug arrangement is provided and housed within the ONI for connection of deregulated inside wire. However, in the unlikely event the customer chooses not to use this TELCO provided arrangement for termination of his inside wiring, the customer may connect to all existing wiring at any point on the customer's side of the ONI.

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2. New Installations - Our current policy of providing a combination network interface/protector (ONI) at the customer's premises on new installations will continue at this time. In cases where an ONI is installed, a standard jack/plug arrangement is provided and housed within the ONI for connection of deregulated inside wire.

Previously, any new inside wiring, as well as additions and modifications to existing inside wiring were to be connected to the network through an already existing jack or telephone company installed demarcation jack. The terms and conditions of this Order allow customers to connect simple inside wiring to the telephone network by direct access to telephone company-installed wiring at points up to and including the demarcation point. On existing installations where there is no network interface or jack within 12 inches of the protector, the customer can access the wiring at any point on the customer's premises so long as it is no closer than 12 inches to the protector.

Connection of simple wiring and terminal equipment at this point may continue to be made through a jack as previously allowed or by direct attachment to previously installed TELCO wiring. This direct attachment includes, but is not limited to, splicing, bridging, twisting and soldering. There is no requirement for a jack or other device (i.e., entrance bridge) at this location. Maintenance of inside wiring, defined as all wiring on the customer's side of the demarcation point, will continue to be performed on a deregulated basis.

NOTE 1: Direct attachment applies to simple wiring only.

NOTE 2: Complex inside wiring and terminal equipment will continue to be connected to the network through standard telephone company-installed plugs/jacks (Network Interfaces) conforming to Subpart F of the Commission's Part 68 Rules, in such a manner as to allow for easy and immediate disconnection.

NOTE 3: The customer or premises owner may not access telephone company-installed wiring and facilities on the telephone company's side of the demarcation point. **CUSTOMERS MAY NOT ACCESS THE TELEPHONE COMPANY-INSTALLED PROTECTOR.**

## B. Multiunit Installations

UNDER THE COMMISSION'S REVISED DEFINITION OF THE DEMARCATION POINT FOR NEW MULTIUNIT INSTALLATIONS, THE MULTI-UNIT BUILDING/PROPERTY OWNER SHALL DETERMINE WHETHER THERE SHALL BE A SINGLE DEMARCATION POINT LOCATION FOR ALL CUSTOMER PREMISES OR SEPARATE SUCH LOCATIONS FOR EACH CUSTOMER PREMISES UNIT. This revised definition of the demarcation point will apply for connection of both simple and complex wiring.

The revised definition of the demarcation point for multiunit installations allows the building/property owner to establish a single point of demarcation anywhere on the property or in the building(s). This single point of demarcation as decided by the building/property owner may include, but is not limited to, where the TELCO wiring/cable crosses a property line or where the TELCO wiring/cable enters a multiunit building or buildings (i.e., basement).

The revised demarcation point also permits the building/property owner to establish multiple demarcation points (one for each customer premises unit) within the multiunit premises. However, where there are multiple demarcation points, any demarcation point may not be located at a point further than 12 inches, or at the closest practicable point considering space needed for backboards, connecting blocks, etc., from where the telephone company's cable/wire enters the customer's premises (unit) through a wall, ceiling, conduit or other support structure (e.g., duct, raceway). Where a customer premises unit contains an equipment room, the closest practicable point of entry shall be in the equipment room, unless the building/property owner indicates it is practicable to locate the demarcation point at a location closer to where the telephone company's cable/wire enters the customer's unit.

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The terms and conditions of the Order place the Building Industry Consulting Service (BICS) Engineer in the key position of meeting BellSouth provisioning objectives and at the same time complying with the requirements of the Commission. It remains BellSouth's policy to design, install and maintain network facilities at a point easily accessible to the end user to the extent permitted by the Order. Therefore, it is important that our BICS Engineers work with the building/property owner to insure that we provide network facilities to each customer's unit. Personnel with BICS responsibilities must be proactive in negotiating with building/property owners to determine the location of the demarcation point(s).

1. Existing Installations - For existing multiunit installations, where there are multiple demarcation point locations within the multiunit premises, the demarcation point location at each customer's premises [unit] shall be a point within twelve inches, or at the closest practicable point (e.g., equipment room), of where the telephone wire/cable enters the customer's premises (i.e., unit, floor). The closest practicable demarcation point for existing complex wiring will continue to be at the existing telephone company-installed jack. The Order does not require any physical relocation of existing network interfaces to this demarcation location. However, deregulated simple or complex wiring/cable will be required and connected to the network at this point should service(s) be requested beyond this point.

For existing multiunit installations, the revised definition of the demarcation point does not preclude relocation of the demarcation point at the request of the building/property owner, but only with the consent of the customer(s). This may involve a request by the building/property owner to relocate demarcation points for some or all customers to a single location or conversely, to move demarcation points from a single location to each customer's premises. Should the building/property owner decide to relocate a network interface(s) to a new demarcation point(s) with consent of the customer(s), tariffed move charges will apply. Existing procedures applicable to the negotiation of charges to the building owner for removal, purchase and/or continued use of wiring and equipment between the former and the new demarcation point should be followed.

2. New Installations - For new multiunit installations (i.e., office buildings, apartments) where the building/property owner decides to designate separate demarcation points, network cable/wire should continue to be placed from the building terminal to each customer's premises (i.e., unit, floor). However, for new as with existing multiunit installations, the demarcation point at each customer's premises [unit] shall be a point within twelve inches, or at the closest practicable point (e.g., equipment room), to where the telephone cable/wire enters the customer's premises (i.e., unit, floor). Deregulated simple or complex wiring/cable will be required and connected to the network at this point should service(s) be requested beyond this point.

In new multi-unit installations, the revised demarcation point rules provide that the building/property owner may decide to establish a single demarcation point location for all customers. This single demarcation point location as decided by the building/property owner may include, but is not limited to, where the TELCO wiring/cable crosses a property line or where the TELCO wiring/cable enters a multi-unit building or buildings (i.e., basement). This single demarcation point may not be at a location where fire or explosion hazards may exist, and all equipment and wiring must be protected from adverse effects of weather and the environment in which it is used.

If the new multi-unit building/property owner elects to establish a single demarcation point location for all customers, South Central Bell and Southern Bell will install its regulated network facilities to that location and terminate on telephone company-installed Network Interface jacks. As per existing procedures, a separate Network Interface jack will be provided to each customer and installed in such a way as to allow each customer access to our network. Deregulated simple or complex wiring/cable will be required to provide service beyond this point.

Previously, any new premises wiring, as well as additions and modifications to existing premises wiring were to be connected to the network through an already existing jack or telephone company installed demarcation jack. The terms and conditions of this Order allow customers to connect simple inside wiring to the telephone network by direct access to telephone company-installed wiring at points up to and including the demarcation point. On existing installations where there is no network interface or jack within twelve inches, or at the closest practicable point (e.g., equipment room), of where the telephone wire/cable enters the customer's premises, the customer can access the wiring at any point up to and including the demarcation point. The customer or premises owner may not access telephone company-installed wiring and facilities on the telephone company's side of the demarcation point.

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Connection of simple inside wiring and terminal equipment at this point may continue to be made through a standard jack/plug as previously allowed or by direct attachment to previously installed TELCO wiring on existing multi-unit installations. This direct attachment includes, but is not limited to, splicing, bridging, twisting and soldering. There is no requirement for a jack or other device (i.e., entrance bridge) at this location. Direct attachment applies to simple wiring only.

Complex inside wiring and terminal equipment will continue to be connected to the network through standard telephone company-installed plugs/jacks (Network Interfaces) conforming to Subpart F of the Commission's Part 68 Rules, in such a manner as to allow for easy and immediate disconnection.

Until further notice, our current policy of providing a Network Interface jack at the customer's premises on new installations will continue should the building/property owner decide to establish multiple demarcation points within the multiunit premises. Maintenance of inside wiring, defined as all wiring on the customer's side of the demarcation point, will continue to be performed on a deregulated basis.

### C. Customer Owned Premises Wiring (COPW)

Customer Owned Premises Wiring (COPW) refers to any wiring that is installed and owned by parties other than South Central Bell and Southern Bell (i.e., vendors, end users, building owners). In some cases, building owners may install wire/cable on their property and although the owner may not also be a "customer", such wiring falls within the definition of COPW.

Assuming building owner concurrence, it is the intent of South Central Bell and Southern Bell to design, install and maintain all network facilities from the Central Office to the premises of the end user. Accordingly, every effort must be made by BICS, OSPE and I&M Field Forces to coordinate with owners for the installation of telephone-company owned cable and wire during the construction phase of the building(s).

It is expected that most building owners will not wish to establish a single demarcation point serving all customers and will permit South Central Bell and Southern Bell to provide network cable and wire to individual units (premises) of end user customers. Even though this may be the case, there may be some instances where the owner may fail to coordinate construction activities to accommodate telephone company-installed intrabuilding wiring. In these cases, the building owner may offer the wiring he/she has installed to the telephone company for our use in locating demarcation points in each tenant's unit.

If the building owner has installed COPW from the building entrance to individual living units with the intent that the Company utilize this wiring to locate demarcation points in individual units, the Coordinator - Sale/Purchase of Wire (CSPW) should attempt to negotiate the purchase of the COPW from the building owner or contractor, assuming the installed wiring meets BellSouth's technical specifications. If the CSPW is unable to purchase the wiring and the building owner cannot or will not provide a BellSouth acceptable means of access to each unit, the demarcation point will revert to the building entrance. The use of COPW must only be considered a temporary measure until the COPW can be purchased from the building owner or Company facilities installed.

## OTHER REQUIREMENTS OF FCC DOCKET NO. 88-57

### A. Incidence of Harm

The Report and Order modifies Section 68.108 of the Commission's Rules to authorize the local exchange carriers to discontinue service when harm occurs originating from customer-installed wiring, or when the local exchange carrier reasonably believes such harm is imminent.

Should terminal equipment, inside wiring, plugs and jacks, or protective circuitry cause harm to the telephone network, or, should the carrier reasonably determine that such harm is imminent, South Central Bell or Southern Bell shall, where practicable, notify the customer that temporary discontinuance of service may be required. However, wherever prior notice is not practicable, South Central Bell or Southern Bell may temporarily discontinue service if such action is reasonable under the circumstances.

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In case of such temporary discontinuance, South Central Bell or Southern Bell shall:

- (1) promptly notify the customer of such temporary discontinuance
- (2) afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance, and
- (3) inform the customer of his right to bring a complaint to the Commission.

**B. Notification, Acceptance Testing and Extraordinary Procedures**

The Report and Order deletes Section 68.213 (e), (f) and (g) of the Commission's Rules concerning notification, acceptance testing and extraordinary procedures.

1. Notification - Section 68.213(e) requires customers, upon request of the telephone company, to provide the telephone company with a description of the location of jacks installed, a statement that building and electrical codes are being complied with and information on the wiring employed, among other information. With this Report and Order, notification procedures have been eliminated. BellSouth currently does not require notification from its customers and it believes that routinely requiring notification could inhibit customers from installing their own inside wiring.

2. Acceptance Testing - Section 68.213(f) requires customers to test wiring installations and, if failure results, to disconnect their wiring from the network. Since the telephone company has been allowed to discontinue service when harm occurs or is imminent, the Commission concluded that the requirement for testing is unnecessary for network protection and, therefore, has been eliminated.

3. Extraordinary Procedures - Section 68.213(g) authorizes the telephone company to take certain steps, referred to as extraordinary procedures, to protect the network from harm when there is a violation of Part 68, a failure during testing of newly installed wiring or when harm has actually occurred. These extraordinary procedures include monitoring or participating in testing, requiring the use of protective apparatus, and a right of inspection of wiring including removal of all wiring installed behind walls and within ducts. The Commission believes that the right of the telephone company to discontinue service when harm occurs or is imminent is fully adequate to protect against harms arising from inside wiring operations. For this reason, the Commission eliminated the provision for extraordinary procedures in the Report and Order.

**C. Customer Information on Inside Wiring**

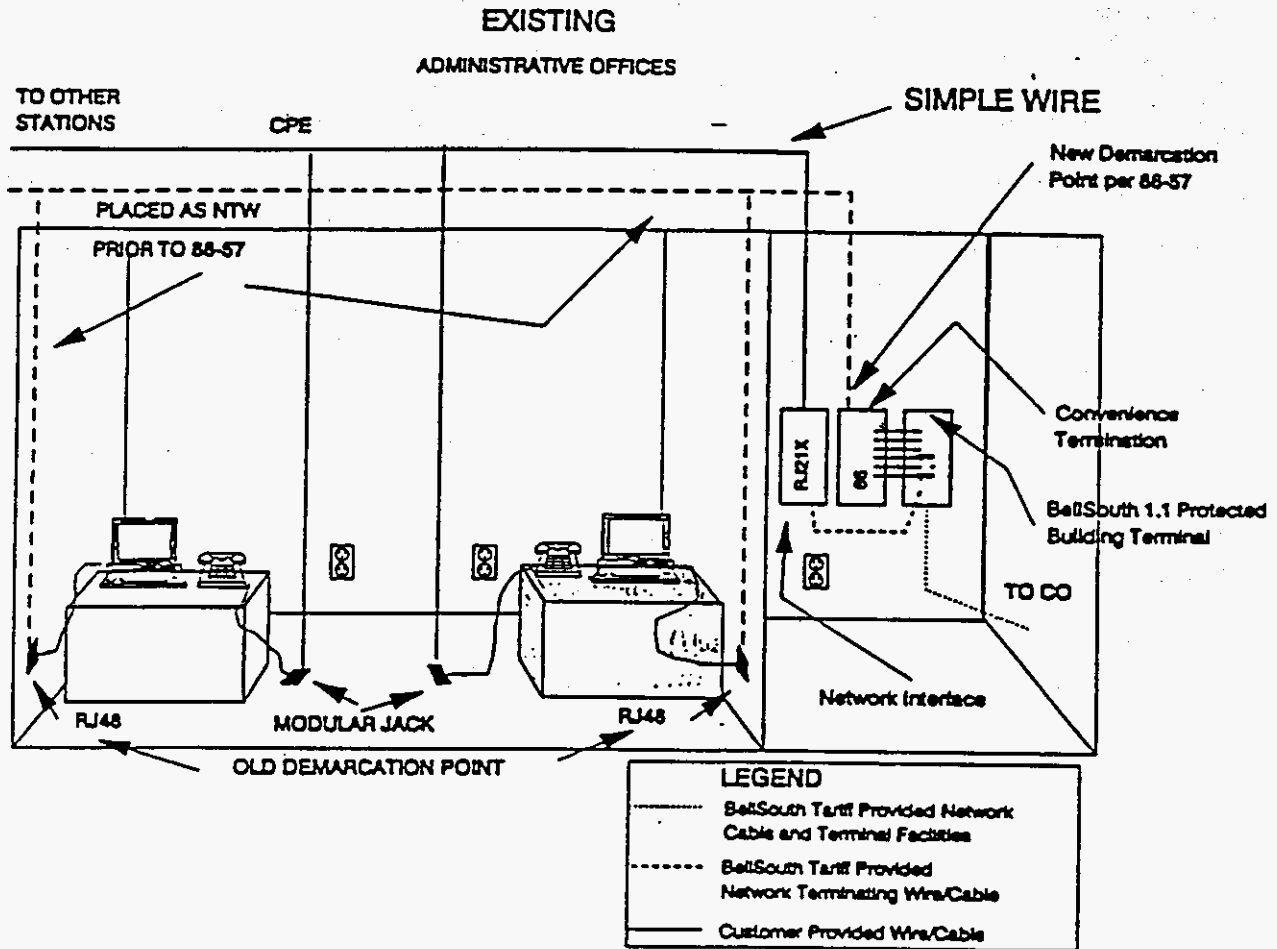
In the Report and Order, the Commission provides for the continuation of on-going consumer education. The Commission states that it expects the telephone companies to develop and submit to subscribers, residential and business, information (i.e., brochures, telephone directory and billing inserts) describing the rights of subscribers to perform inside wiring, including those established in the Report and Order. Should customers request, South Central Bell and Southern Bell are further expected to provide complete information on the customers' rights to install inside wiring and to fully disclose our standard operating practices concerning the location of the demarcation point.

**NOTICE**

Not for use or disclosure outside BellSouth or any of its subsidiaries except under written agreement.

Printed in U. S. A.

F03B36Z 0000109



IN THIS OFFICE THE OLD DEMARCATION POINT FOR THE DATA SERVICES WAS THE RJ48. THE NETWORK TERMINATING WIRE IS TERMINATED ON A 66 BLOCK IN THE EQUIPMENT ROOM. UNDER THE NEW RULES, THE DEMARCATION POINT FOR THIS SERVICE IS THE FIRST PRACTICABLE POINT WITHIN THE CUSTOMER'S UNIT, THAT IS THE 66 BLOCK. IN THIS CASE THE DEMARCATION POINT MOVES BACK TO THE 66 BLOCK. THE CUSTOMER IS ALLOWED TO ACCESS THE WIRE ANYWHERE PAST THE 66 BLOCK

## SERVICE ORDER ANALYSIS REPORT

ADDRESS DISCREP.	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
SANDY SPGS	NA	NA	NA	77		28							105
POWERS FERRY	NA	NA	NA	52	88	199							339
DUNWOODY	NA	NA	NA	51	4								55
CHAMBLEE	NA	NA	NA	0	4								4
COURTLAND	NA	NA	NA	7									7
HOLLYWOOD	NA	NA	NA	64	4								68
PEACHTREE PL	NA	NA	NA	0	37								37
WOODLAND HILLS	NA	NA	NA	0	115								115
TOCU HILLS	NA	NA	NA										0
TOTAL	0	0	0	251	252	227	0	0	0	0	0	0	730

## FEEDER PRS RECOVRD

SANDY SPGS	NA	NA	NA		2	2							4
BUCKHEAD	NA	NA	NA										0
POWERS FERRY	NA	NA	NA			2							2
DUNWOODY	NA	NA	NA										0
CHAMBLEE	NA	NA	NA		3								3
COURTLAND	NA	NA	NA										0
HOLLYWOOD	NA	NA	NA		1								1
PEACHTREE PLACE	NA	NA	NA										0
WOODLAND HILLS	NA	NA	NA										0
TOCU HILLS	NA	NA	NA										0
TOTAL	0	0	0	0	6	4	0	0	0	0	0	0	10

\*\*FACILITY ADDRESS REPORT\*\*  
vc CB  
str ASHFORD DUNWOODY RD NE  
addr 3/16 - 3746

```

*****
addr 3716 ASHFORD DUNWOODY RD NE serv tea F 3713 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3064AD1841 type: FLEX
  ckid NONE ip stat PCF tea F 3713 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3064AD dist pr 847
  ckid 452-7040 ip stat MKG tea S 3716 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 576
  ckid 466-9264 ip stat MKG tea S 3716 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 577
  ckid 452-8924 ip stat MKG tea S 3716 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 578
  ckid NONE ip stat PCF tea F 3692 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3064AD dist pr 899
  ckid NONE ip stat PCF tea F 3692 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3064AD dist pr 900
addr 3718 ASHFORD DUNWOODY RD NE APT A serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid NONE ip stat CT tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 548
addr 3718 ASHFORD DUNWOODY RD NE APT B serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid 464-7093 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 527
addr 3718 ASHFORD DUNWOODY RD NE APT C serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid 458-1983 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 547
addr 3718 ASHFORD DUNWOODY RD NE APT D serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 2 type: STD
  ckid 458-4572 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 544
addr 3718 ASHFORD DUNWOODY RD NE APT E serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid 468-3717 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 549
addr 3718 ASHFORD DUNWOODY RD NE APT F serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid 464-9890 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 550
addr 3718 ASHFORD DUNWOODY RD NE APT G serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid 462-1336 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 530
addr 3718 ASHFORD DUNWOODY RD NE APT H serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 2 type: STD
  ckid 464-7201 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 526
addr 3718 ASHFORD DUNWOODY RD NE APT I serv tea 3718.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1626 fcsu 1 type: STD
  ckid 458-7378 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 545
addr 3718 ASHFORD DUNWOODY RD NE APT J serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid 458-8464 ip stat MKG tea 3718.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 546
addr 3718 ASHFORD DUNWOODY RD NE APT K serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid 452-8440 ip stat MKG tea 3718.2 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 575
addr 3718 ASHFORD DUNWOODY RD NE APT L serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid 462-1782 ip stat MKG tea 3718.2 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 573
addr 3718 ASHFORD DUNWOODY RD NE APT M serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid 458-0140 ip stat MKG tea 3718.2 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 552
addr 3718 ASHFORD DUNWOODY RD NE APT N serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid 455-0782 ip stat MKG tea 3718.2 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 572
addr 3718 ASHFORD DUNWOODY RD NE UNIT O serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid NONE ip stat CT tea 3718.2 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 551
addr 3718 ASHFORD DUNWOODY RD NE APT P serv tea 3718.2 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1601 fcsu 1 type: STD
  ckid 461-7702 ip stat MKG tea 3718.2 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 574
addr 3720 ASHFORD DUNWOODY RD NE APT A serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 1 type: STD
  ckid 468-9872 ip stat MKG tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 522
addr 3720 ASHFORD DUNWOODY RD NE APT B serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 1 type: STD
  ckid 458-7833 ip stat MKG tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 525
addr 3720 ASHFORD DUNWOODY RD NE APT C serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 1 type: STD
  ckid 461-6876 ip stat MKG tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 524
addr 3720 ASHFORD DUNWOODY RD NE APT D serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 1 type: STD
  ckid 461-8120 ip stat MKG tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 503
addr 3720 ASHFORD DUNWOODY RD NE APT E serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 2 type: STD
  ckid NONE ip stat CF tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 506
  ckid 466-8374 ip stat MKG tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 504
addr 3720 ASHFORD DUNWOODY RD NE APT F serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 1 type: STD
  ckid 461-2700 ip stat MKG tea S 3720.1 ASHFORD DUNWOODY RD rz 13 rt 4206 dist ca 3716AD dist pr 510
addr 3720 ASHFORD DUNWOODY RD NE APT G serv tea S 3720.1 ASHFORD DUNWOODY RD rt 4206 rz 13 ptr 3716AD1501 fcsu 1 type: STD

```

FACILITY ADDRESS REPORT

SERIAL NUMBER: \_\_\_\_\_

**RE-CT PLAN**  
**UNITS WITH SECOND LINE CF OR CT**

**COMPLEX/SUBDIVISION NAME:** \_\_\_\_\_

ADDRESS	SERVING TERMINAL	F1 CA, PR	F2 CA, PR	LP STAT

C. J. Sanders  
Vice President-Network Operations/South

20th Floor Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Florida 32202  
(904) 350-2424

May 25, 1993

TO: R. W. O'Neill - Ombudsman

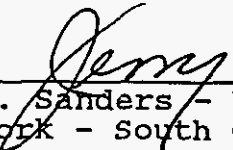
RE: Ombudsman Complaint - Network Terminating Wire (NTW)

Please thank the caller for his/her interest in improving service to our customers.

Company policy is to own and maintain the facilities on the Company's side of the demarcation point. This policy is detailed for you in the attached memorandum from Group Presidents W. M. Ferguson and J. A. Drummond. However, problems develop when the builder does not coordinate with BST, does not place conduit, and/or uses nonstandard materials or methods. These situations are addressed in the attached RL: 91-12-039SV.

It is important to remember that the Company cannot force a builder/contractor to install conduit, nor can we prevent them from placing NTW. Additionally, FCC Docket No. 88-57 allows the multi-tenant building owner to determine the location of the demarcation point. Conversely, the Company is not obligated to connect to substandard wire or utilize improper support structures (See attached RL: 90-08-055SV Pages 6-7). If local management accepts owner provided NTW, which meets our standards, the procedures specified in RL: 90-08-055SV Section C should be followed. Construction, I&M, BICS, and Engineering all have a role to play in providing NTW. Departmental responsibilities are outlined in NL: 89-08-201SB enclosed for your reference.

I encourage the caller to review the above documentation, perhaps this will assist him/her when specific situations are encountered in the field.

  
C. J. Sanders - Vice President  
Network - South Operations

Attachments

cc: W. R. Perry  
R. R. Rupe

  
JUN 1993  
RECEIVED  
CORP RESPONSIBILITY  
& COMPLIANCE  
DEPARTMENT

F03B36Z 0000134

May 11, 1993

TO: Jerry Sanders

FROM: Robert W. O'Neill *rw*

SUBJECT: Ombudsman Complaint - Network Terminating Wire

5 I received a call today from a Service Tech from the  
6 } area. He is concerned about what he feels is a needless  
expense we are encountering and the associated customer outages  
caused by the use of sub-standard network terminating wire.

According to the caller, when an apartment or town house is built, we run the facilities to a terminal at one end of the building. In a great many circumstances, according to the caller, we allow the builder who had done the inside pre-wiring to run the wiring past the network interface to the terminal at the end of the building. He stated the builder uses regular inside wire in conduit for this network terminating wire.

The caller said that too quickly this conduit will get water in it and cause the wiring to short out. Because of the way the wire is placed in the conduit, when we have to replace it we cannot use the conduit. We must either go through the walls of the building (which the owners and occupants object to) or bury the cable across the back yards of other units (which these occupants object to).

The caller has asked why we do not assign Service Techs to place the correct network terminating wire when the apartment or town house is being built rather than relying on the builder to do this. He has been told we do not have the people to do this. He is especially concerned because we just accept what the builder installs and then assume responsibility for it. So, when it goes bad, we must replace it. I would appreciate your investigating this matter and reporting the results of your inquiry to me.

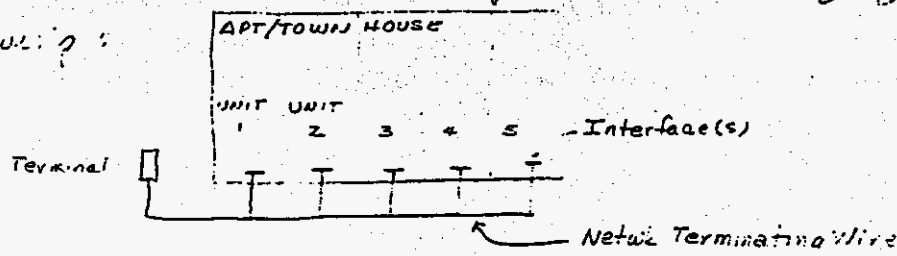
F03B36Z 0000135



1 5/11/93

Carison ... about Network Terminating Wire - installed by ...  
or contractor (not sure) - using sub std wire - frag. repair ...

See drawing:



9 He had ... area - apts & townhouses - when  
builder provides house, he also runs wire to terminal (require ...  
wire - in conduit, - not the correct wire - conduit fills with ...  
& wires short

Problem is - So far ... for network terming wire ...  
had we must replace & either (1) go thru walls of ...  
in yard of apts. units. Costly to do

Carison said he ... tried to get mgmt interested, but no ...  
let ... Mr. ... (202-772-7785) is sympathetic, but says he ...  
for a while time to have Serv. Term install correct wiring ...  
apt. floor ... as being build

TXV = Temperature Sensor 1. plug

K'a - Evidence - to end job

K'h - 100 miles away

We have - space

→ Review pattern

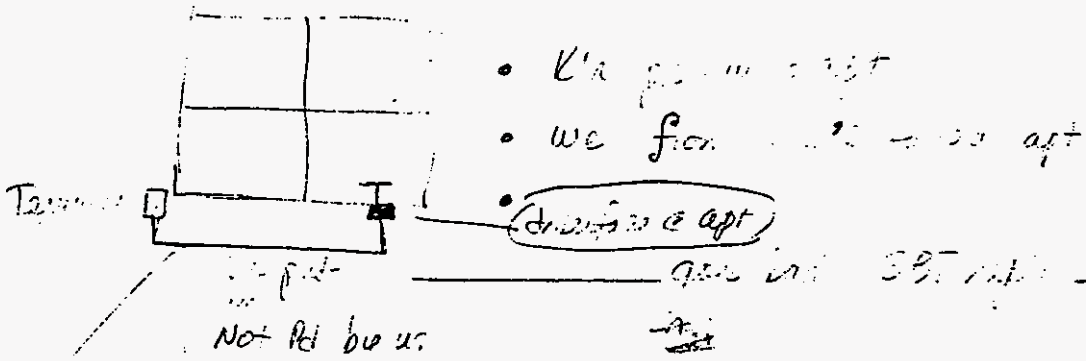
NO - in family wire - own money

Now - under cost of wire - it's a

Was going bad - can't push on now wire, who know

It's a wire w/ insurance

→ Can't get a wire insurance - get the wire, who know



may  
→ 1st level  
can't get ST  
wire  
best wire

- Not a wire. Put the wire
- ↳ must buy wire in other way

Wire in other way

- TXV 1100
- 1st floor
- 2nd floor
- Wire in other way
- Know wire

→ Wire in other way

May 19, 1993

TO: Judi North

FROM: Robert W. O'Neill *RWO*

SUBJECT: Ombudsman Complaint - Refunds in Florida

5 I received a call from a Service Representative in Florida, with a question she felt raised an ethical issue. The question related to why we appeared to have a double standard for payment of refunds, depending on whether the customer who called in accepted our explanation or got angry or insistent on receiving a refund.

The caller noted that we provide a standard explanation concerning eligibility for refunds and, if the customer accepts that explanation, no refund is paid. If, however, the customer becomes angry and insists on receiving a refund, the customer is told the request will be sent to Quality Assistance who contacts the customer within 5 days. According to the caller, the customer then generally receives a refund.

The caller related that customers have told the caller that condo associations are telling their member that to receive a refund all the customer has to do is say, "I never ordered the inside wire plan."

21 The caller cited one customer who had accepted our explanation last July but recently called back saying he had not ordered the inside wire maintenance plan. He received a refund, having admitted that is what his condo association had told him to say. The caller cited another customer where the circumstances were similar.

25 I explained that we have to assess each claim sent to Quality Assistance on an individual basis. I told the caller if we did not have good records concerning whether or not the customer requested the plan, we would err on the side of making the refund. However, because of the caller's concern, I told her I would look into this matter.

I would appreciate your having someone review this issue and report the results to me.

(Called on 800 line)

2 5/13/93 Call from \_\_\_\_\_

3

4 5/14/93 Called:

5

Recently attended ethics seminar & had question re refunds being pd customers under IW Mount Plan settlement

7

According to \_\_\_\_\_, when cust. calls asking about refund, serv. repr says (1) Not blanket refund (2) "some" accts incorrectly billed (3) we have ID'd cust (4) We have notified cust Only these are eligible for refunds

11

Per \_\_\_\_\_, if cust. accepts our explanation - no refund pd, if cust. balks, gets angry or insistent, gets nasty, etc. we tell them we will refer to Quality Assistance who will contact cust w/i 5 days.

15

In latter circumstance, per \_\_\_\_\_, we will pay refund

16

believes we have double std which she believes is ethical ques. If cust accepts our explanation, they do not get refund; if cust gets angry, we pay

19

related 1 call in which cust had accepted our explanation last July, but has called back & said his condo ass'n had told him & others in the condo that all they had to do was to say, "I never ordered it" and we would pay a refund. He now says he didn't order & is receiving about \$113 refund (is cust #)

23

25

related another similar situation (cust # \_\_\_\_\_) where cust is receiving \$765 refund

*Lu pull file*

June 7, 1993

MEMO TO:

Bob O'Neill

6

Bob, this is in reference to the note you sent me on May 19, 1993 about refunds in Florida. The issue was a call you received from a Service Rep in \_\_\_\_\_ Florida about the fact that we were giving refunds to customers who didn't deserve them.

I shared your memo and talked with both Bill Dresser, General Manager - Customer Services-Florida, and Joe Lacher, President - Florida Operations. We all agree that your explanation to the Rep is the correct one. And that is that we will err on the side of the customer. It is the right thing to do in this situation.

*Judi North*

▲  
JUN 1993  
RECEIVED  
CORP. RESPONSIBILITY  
& COMPLIANCE  
ROBERT W. O'NEILL-V.P.

6/10/93 Call to [redacted]

PAYING UNNEC. REFUNDS - CONDO ASS'NS TELLING MBRS WHAT TO SAY

Resid. Serv. investigated

Agree we may be paying unnecessary refunds

Policy - err on customer's side

6/10/93 CLOSE FILE

To: O'Neil  
Date: 5/13/93 Time: 3:00

**WHILE YOU WERE OUT**

4 M. \_\_\_\_\_  
of \_\_\_\_\_  
6 Phone \_\_\_\_\_  
Area Code \_\_\_\_\_ Number \_\_\_\_\_ Extension \_\_\_\_\_

TELEPHONED	PLEASE CALL	<input checked="" type="checkbox"/>
CALLED TO SEE YOU	WILL CALL AGAIN	<input type="checkbox"/>
WANTS TO SEE YOU	URGENT	<input type="checkbox"/>
RETURNED YOUR CALL		<input type="checkbox"/>

Message \_\_\_\_\_  
On hold show:  
Ethical issue  
Cindy  
Operator

AMPAD EFFICIENCY® 23-021 - 200 SETS 23-421 - 400 SETS CARBONLESS

2 E/13/93

Ethical Question

[Ombudsman - ethical issue]

noon @ 3PM - I was out of town

Customer Services

5/5/14/93 rel'd call to

Last wk - Ethics Class

Issue - Sew Rip (Palm Beach) resist

Q re refund - res. - maint plan

Exp. in Condo Ass'n - ask for refund

If accept <sup>think it's</sup> not blanket if accept, <sup>can explain it</sup> no prob

If just adamant (irate, etc.) - we pay refund.

• Tell - not blanket

Some accts billed incorrectly

ID'd customer

Cust<sup>has been</sup> notified

Only ones eligible for refund

If accept explanation - no refund

⊗ If balk, get nasty, etc

Refer to Quality - Those who make adjustments (ref request)

Dept Will call them back

Other Dept Contact w/ 5 days

QUALITY ASSISTANCE

\* I cust getting \$700 + refund  
 \$765  
 Cust called in July re refund - Cust accepted  
 Call last wk - mtg in Condo - Now adamant  
 But doesn't want  
 Comment -

Being led by Condo



COPY

August 2, 1993

TO: Jerry Sanders  
FROM: Robert W. O'Neill *rwo*  
SUBJECT: Ombudsman Complaint - Data Base Cleanup

I sent the enclosed memorandum to you on May 14, 1993, but I have not received a reply. I would appreciate your checking on the status of this investigation and providing me with a report.

May 14, 1993

TO: Jerry Sanders

FROM: Robert W. O'Neill *rwo*

SUBJECT: Ombudsman Complaint - Data Base Cleanup

5 I received a call from an individual in \_\_\_\_\_ whose functions  
6 include \_\_\_\_\_ The caller is concerned that  
we have quiet a few circuits which have been disconnected, but have  
not been removed. According to the caller, there are "D" Orders  
which have been pending for a long time - some from as far back as a  
couple of years.

According to the caller, COSMOS will show the circuits as working,  
but the circuits will not appear on TIRKS or BOCRIS. The caller is  
concerned that we have installed new circuits in some instances  
where facilities are already available, but our records incorrectly  
reflect the facilities are in use.

The caller indicated that removal of dead circuits is such a low  
priority that it generally is not being done. As a result, the caller  
believes we are expending needless funds installing new circuits  
where there are circuits actually available.

I would appreciate your having someone investigate this matter and  
report the findings to me.

1 5/7/93

2

3

Works on:

She is trying to focus on physical facility disconnects, but the circuits have not been removed. Thus, facilities are tied up & are not avail for other cust use.

She said they get run-around from CPC forces, saying mgmt looks at removal of dead circ. as a last resort when there's nothing else to do. Caller believes we frequently install circ when "dead circ" could be used, but for their not being removed.

According to caller COSMOS will show circuits as working, but circuits will not show up on TIRKS or BOCKIS.

Also, some circuits have been dead for some time - "D" orders issued long ago, but not worked (some as far back as 12/90)

To A. O'Keefe

Date 5/7/93 Time 9:25

**WHILE YOU WERE OUT**

f M. \_\_\_\_\_

of \_\_\_\_\_

Phone \_\_\_\_\_

Area Code      Number      Extension

TELEPHONED	PLEASE CALL	
CALLED TO SEE YOU	WILL CALL AGAIN	
WANTS TO SEE YOU	URGENT	

RETURNED YOUR CALL


2 Message \_\_\_\_\_ ext: \_\_\_\_\_

RE: Ombudsman call

\_\_\_\_\_

Cindy

Operator

 **AMPAD EFFICIENCY**      23-021 - 200 SETS  
23-421 - 400 SETS      **CARBONLESS**

1  
2 5/19/93

rec'd call 9254 - Not in

4 1210 P Called not in

300 P Called

• **FACS Office** Data base Cleanup.

Try to get focus on <sup>fac</sup> phys disconnects - but not removed

~~Call~~

CPC force - mgmt looks @ dead circ as last resort

SBT circ tied up w/ dead circ - connected to un-used - Not Conn.

Fac tied up - not usable

**49 Circs** Can ID @ least this many

Run-around

Eg tied up - not usable for other

in COSMOS = wh'g.

TIRKS - BOCRIS = Not shown

- If any had 50 circ
- New - 20 circ
- 30 unusable

"D" Order issued lg ago - Some long ago so 12/90

Circ is dead - but can't free up for use

→ May have to run new fac when "dead" circ avail

October 8, 1992

2075  
6  
7  
8  
9  
10

Dear:

RE:

ONE WIRE TROUBLE  
FL 03-05064

12  
13  
15

On September 4, 1992

placed a telephone call to Southern Bell's Employee Reporting Line. reported that two Services Technicians had come to him with a complaint about the captioned employee.

17  
19  
21  
22  
24  
25

did not identify the two Services Technicians, because he claimed they were apprehensive about calling the Employee Reporting Line themselves for fear of getting into trouble. related that these two Services Technicians had told him that on while they were working on two separate troubles, their supervisor, had come to them and instructed them to close the two troubles out. When the Services Technicians informed that the troubles were not ready to be closed out allegedly told the Services Technicians to close them anyway because the 24-hour commitment to the customer was about to expire.

29  
31  
32

This matter was assigned to George E. Nicholson, Staff Manager Security, who contacted and arranged an in-person interview with him for September 8, 1992. That interview took place as scheduled at, at which time provided a signed statement concerning the information he had provided on his call to the Employee Reporting Line.

"Restricted BellSouth Security Information"

-2-

1 During his interview, [redacted] refused to identify the two  
3 involved Services Technicians, but he did agree to talk to them  
about being interviewed themselves. [redacted] was advised that  
unless these Services Technicians came forward with their  
4 information on the customer accounts involved and provided  
statements concerning the instructions given to them by [redacted] the  
Security investigation into this matter could not proceed.

8 The interview with [redacted] took place on September 8, 1992, and  
nothing more was heard from him until Nicholson telephoned him on  
10 October 7, 1992. At that time, [redacted] stated that he had  
relayed Nicholson's comments to both of the Services Technicians,  
but that neither of them wished to come forward and be interviewed. ✓

Nicholson discussed this matter with you by telephone on October 8,  
1992, and we are now sending you this correspondence for whatever  
use you feel is appropriate. We are now closing our investigation  
16 into [redacted] allegation and any questions you have, may be  
directed to Staff Manager-Security George E. Nicholson in West Palm  
Beach at telephone number 407-837-9270.

Yours very truly,

Mario C. Martinez  
General Security Manager

GEN:rr

"Restricted BellSouth Security Information"

F03B36Z 0000150

October 8, 1992

MEMORANDUM

TO: SHEREE LARGIN, ASSISTANT STAFF MANAGER-SECURITY

FROM: GEORGE E. NICHOLSON, STAFF MANAGER-SECURITY

RE:

EMPLOYEE DEFALCATION  
FL 03-05064

This is to advise that Employee Reporting Line complaint number 9-8, received in your office on September 4, 1992; was investigated by this writer under the captioned case number. This case was closed on October 8, 1992, and the results were summarized in a letter report.

Any questions you have may be directed to this writer at telephone number 407-837-9270.

1-8- Cld Nicholson to send copy of letter report.  
LM on recorder-

"Restricted BellSouth Security Information"

F03B36Z 0000151



EMPLOYEE REPORTING LINE  
INCIDENT REPORT

DATE 9/4/92 TIME 9:45A RECEIVED BY RPD

5 FULL NAME OF PERSON MAKING REPORT

6 JOB TITLE

DEPARTMENT

8 LOCATION

9 CONTACT NUMBER

11 NATURE OF CALL On Tues. 9/1/92, 2 Srvc Tech  
called to report that their super,  
12 [redacted] told them to close out 2 trouble  
that were incomplete. The Srvc. Tech  
advised the troubles were not ready to  
close out & he said do it anyway because  
our 24 hour commitment is about to  
expire. The Srvc. Technicians were  
apprehensive to call the employee reporting  
line

SUBJECT INFORMATION

20 FULL NAME(S)

DEPARTMENT (Network) - (Operators)

22 LOCATION

23 PHONE NUMBER

24 SUPERVISOR

HOW DID COMPLAINANT ACQUIRE INFORMATION? From the 2  
Service Technicians

REFERRED TO Mario AREA Miami

DATE 9-4-92 TIME 10:00A F03B36Z 0000152

07-14-93 05:00PM

FROM: THERN BELL

TO MR. COX

P016/021

June 18, 1993

Mr. Steve Klimacek  
Attorney  
150 West Flagler Street  
Suite 1910  
Miami, Florida 33130

Dear Mr. Klimacek:

RE: EMPLOYEE REPORTING LINE REFERRALS  
92-09-08 FL 03-05064  
93-03-13 FL 13-05198  
92-11-18 FL 20-05051  
92-08-01 FL 10-0-273

Please find the attached photocopies of Security investigations on related to Employee Reporting Line Reports. This information is being forwarded to you at the request of Mr. Mickey Cox, Director-Security, via Ms. Darlene Vines.

If you need any additional information please advise.

Yours truly,



Manager-Security

MP:rr

F03B36Z 0000153

ERL# 92-9-8  
3-5064-7gw

BELLSOUTH SECURITY  
OPERATING GUIDE

PART 2  
SECTION 2  
EXHIBIT D

INTERVIEW LOG

DATE: 9/8/92

TIME: Start 1005am End 1230pm

7 PLACE:

8

9 INTERVIEWEE:

INTERVIEWER: George E. Nicholson GC Nicholson

WITNESSES: \_\_\_\_\_  
\_\_\_\_\_

Was Union Representative requested?  Yes  No

Was the Union Representative Advised of the no Pay Policy?  Yes  No

UNION REPRESENTATIVE: \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3-5064

DATE: September 2, 1992  
TIME: 11:10 am  
PLACE: Fort Pierce, Florida  
PAGE 1 OF 4

5 I, \_\_\_\_\_, do hereby make the following free and voluntary statement to George E. Nicholson, who has identified himself to me as a Staff Manager-Security representing Southern Bell. I understand this statement may be used as evidence. I was born on \_\_\_\_\_ 19\_\_ at \_\_\_\_\_

10 \_\_\_\_\_ and my social security number is \_\_\_\_\_

11 I reside at \_\_\_\_\_

12 \_\_\_\_\_ and my telephone number is \_\_\_\_\_

15 I am employed by Bell South Communications<sup>18</sup> as a/an Systems Technician. My net credited service date or date of employment is \_\_\_\_\_

16

17

18

19

20

On Tuesday  
September 1, 1992, I received a telephone call from a Southern Bell Services Technician who informed me that

24

25 \_\_\_\_\_ had instructed two of his subordinates to close out trouble tickets that were incomplete. It was my understanding that

29 \_\_\_\_\_ had gone to the work site to see the Services Technicians

SIGNATURE \_\_\_\_\_

DATE 9/1/92 TIME 12:20 P.m

DATE \_\_\_\_\_ TIME \_\_\_\_\_ F03B36Z 0000155

32.1 \_\_\_\_\_  
witnessed  
George E. Nicholson Staff Mgr-Security DATE 9/2/92 TIME 12:20p

a-51144

Page two  
File \_\_\_\_\_

involved because the two troubles  
 involved were nearing the 24  
 hour deadline. Even though the  
 troubles were incomplete and not  
 7 completely repaired, I told  
 the men to close them both out  
 as being repaired. This man who  
 called me knew who the two  
 Service Technicians involved were,  
 and I asked him to have <sup>one of the</sup> ~~the~~  
 two men come see me the  
 14 following night.

15 \_\_\_\_\_ 24  
 Wednesday, September 2, 1992, one of  
 the Service Technicians explained  
 what had taken place with  
 19 He said that he had been  
 out on a repair trouble, and that  
 21 I had come out to see him  
 22 on the job site. I had told  
 him to close out the trouble even  
 though the customer was not  
 back in service yet. The man I  
 talked to said he then told  
 27 that we weren't supported

SIGNATURE

*[Handwritten Signature]*

DATE 9/2/92 TIME 12:20 P.M.

witnessed

DATE \_\_\_\_\_ TIME \_\_\_\_\_ F03B36Z 0000156

*[Handwritten Signature]* Staff Rep. Security

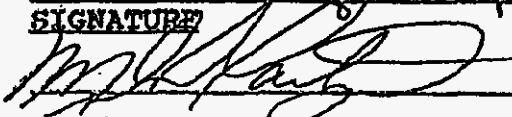
DATE 9/8/92 TIME 12:00

Page Three  
File \_\_\_\_\_

to close out troubles as completed  
when service had not been restored,  
5 and I told him to close  
it out anyway because time was  
up on that ticket. The man I talked  
to had a residence trouble, and  
added that another services Technician  
was at the same customer location  
working on a business trouble.

12. also instructed the other  
man to close out the business  
trouble even though it also was  
incomplete. I told the man that I  
talked to that there was a number  
he could call to report such a matter,  
and I agreed to locate this number  
and call it to see what could be  
done. I did end up calling our  
Employee Reporting Line number twice,  
once to ask how the reporting  
system worked, and a second time  
to get a quick the information I ended  
up providing. The services Technicians  
involved are extremely concerned  
about getting themselves in trouble

SIGNATURE



DATE 9/17/92 TIME 12:20 P.M.

witnessed

DATE \_\_\_\_\_ TIME \_\_\_\_\_

W. C. Nicholson, Staff Rep. Security

DATE 9/17/92 TIME 12:29

F03B36Z 0000157

(1/91)

3-5064

Page Four  
File \_\_\_\_\_

3 See training in \_\_\_\_\_ You know I understand that for security, to investigate this matter thoroughly, the individual troubles involved will have to be reviewed, and the sources Technicians interviewed. I have agreed to talk to these to men to see what they want to do

I HAVE READ THE ABOVE STATEMENT CONTAINING OF THIS & 3 OTHER HAND WRITTEN PAGES & TO THE BEST OF MY KNOWLEDGE IT IS TRUE & CORRECT  
I HAVE SIGNED EACH PAGE & INITIALED ALL CORRECTIONS.

SIGNATURE \_\_\_\_\_

DATE 9/18/92 TIME 12:20 P.M

Witnessed:

DATE \_\_\_\_\_ TIME \_\_\_\_\_ F03B36Z 0000158

VC Nicholson, Staff Mgr - Security DATE 9/18/92 TIME 12:20P

(1/91)  
3-5064

March 15, 1993

MEMORANDUM:

TO: SHEREE LARGIN  
ASSISTANT STAFF MANAGER-SECURITY

FROM: DEL CASTELLANOS  
STAFF MANAGER-SECURITY

RE: EMPLOYEE REPORTING LINE INCIDENT REPORT 10-10  
SOUTH FLORIDA FILE 13-0-2553

The attached memo, although dated February 15, 1993, was not released until March 11, 1993 because it was intended to answer employee reporting line complaints 10-10 and 10-14. Since 10-14 is still being worked on, this correspondence was obtained from Network and they agreed to issue another report once 10-14 is completed.

As the response indicates, employees made incorrect assumptions and there is no substance or logic to the complaint. If further information is necessary, please advise.

DC:mrp

Attachment



03-15-93 03:35PM

TO 1-205-321-6876

P003/004

);11m0;11m

February 15, 1993

Memorandum

To: Mario Martinez  
General Security Manager  
Miami, Florida

6  
7  
8  
From:

Re: Employee Reporting Line Incident Report 10-10

Listed below are the replies to the two incident reports from November 2, 1992:

12  
13  
The following response was from:

Report No. 13-0-2553-1

16  
17  
We are not sure where the employee is getting their information. The fact of the matter is the remote switches were severely damaged by salt and water intrusion caused from Hurricane Andrew. Central Office Switch replacements have never to my knowledge been funded by FEMA or any other government organization. It is irrelevant whether either of these switches fed one or 1000 customer. The fact remained they both had to be replaced.

Ft

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 10-10

DATE 10-23 TIME 9:10 A RECEIVED BY sep

FULL NAME OF PERSON MAKING REPORT: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

10 NATURE OF CALL: Two remote switches in

11 servicing about 50 cust. &

14 servicing about 200 cust were destroyed. Employees didn't feel like they needed replacing & felt like they were only replaced because it was:

Employees would like a justifiable explanation.

SUBJECT INFORMATION: Left a bad taste in employees' mouth to put efforts restoring these

FULL NAME(S): switches before other more

DEPARTMENT: Network necessary repairs

19 LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

21 Dept Head  
SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Martinez

AREA: Miami

DATE: 10-23-92

TIME: 10:21 AM

07-14-93 05:00PM

FROM SOUTHERN BELL

TO MR. COX

P002/021

June 18, 1993

Mr. Steve Klimacek  
Attorney  
150 West Flagler Street  
Suite 1910  
Miami, Florida 33130

Dear Mr. Klimacek:

RE: EMPLOYEE REPORTING LINE REFERRALS  
93-09-08 FL 03-05064  
93-03-13 FL 13-05198  
92-11-18 FL 10-05051  
92-08-01 FL 10-0-273

Please find the attached photocopies of Security investigations on related to Employee Reporting Line Reports. This information is being forwarded to you at the request of Mr. Mickey Cox, Director-Security, via Ms. Darlene Vines.

If you need any additional information please advise.

Yours truly,



Manager-Security

HP:rr

F03B36Z 0000162

ELL # 92-11-18

20-5051-7

**AUTHORIZED SALES REPRESENTATIVE PROGRAM  
OPERATIONS GUIDE**

**SECTION 4  
PRE-SALE ACTIVITIES**

**AGENCY SALES EXECUTIVE RESPONSIBILITIES**

**Introduction**

The ASE is responsible for management of an assigned group of ASRs who interface with the local BSASO. ASR pre-sale activities performed by the ASE include the following:

strengthening ASR training via seminars and newsletters, detailing service enhancements, tariff updates, service applications, etc.;
obtaining and providing information on customer information on ASR files, personal data requests;
advising ASR personnel of BellSouth current and planned central office capabilities;
arranging for busy studies and assisting in interpretation of raw data results as requested by ASR personnel;
providing assistance in the pricing of network service proposals;
determining network service deposit requirements for the ASR;
advising and directing SD in the design of ASR complex network service configurations;
advising interdepartmental team members of specific ASR sales information required to develop network configurations;
consulting and reviewing with the ASR to ensure design meets performance criteria and objectives;
serving as a resource for network technical support to assist in ASR recommendations or customer presentations when requested.

F03B36Z 0000163

20-505X

Appendix A.1

Sales Commission

III. ELIGIBLE SALES

- A. COMPANY shall pay REPRESENTATIVE a commission for the sales of ESSX Service made by REPRESENTATIVE for a one (1) month or longer contractual payment option plan as defined in COMPANY tariffs. An ESSX Service sale is defined as the establishment of an ESSX Service which consists of the first common block having all stations of a customer with the same primary directory listing which are served by the same central office equipment.
- B. REPRESENTATIVE will be authorized to market ESSX Service in the geographical areas (Authorized Marketing Areas) designated in Appendix A of this Agreement. Only sales made by REPRESENTATIVE in its Authorized Marketing Area(s) will be eligible for compensation. Any sales made by REPRESENTATIVE outside its Authorized Marketing Area(s) will be installed and maintained by COMPANY and no commissions will be paid on such sales unless prior, written approval is granted by COMPANY.

Approval to sell outside REPRESENTATIVE's Authorized Marketing Area will be granted on an individual, one-time, basis only. If REPRESENTATIVE wishes to market in any Authorized Marketing Area not specifically authorized by COMPANY, as provided herein, REPRESENTATIVE must apply for such authorization to COMPANY.

- C. Notwithstanding any contrary provision of this Agreement, COMPANY reserves the exclusive right to market ESSX Service directly to (1) COMPANY's affiliates as defined in Paragraph VIII.B. of this Agreement, and (2) to customers requesting ESSX Service directly from COMPANY.

- D. REPRESENTATIVE shall not be paid a commission, or Account Maintenance Fee as described herein, for any sales made to customers of other authorized sales representatives, including sales made by COMPANY and including sales made to affiliates of COMPANY.

~~Howsoever, should a customer request ESSX Service, such customer may be authorized to purchase ESSX Service from any sales representative on COMPANY'S NETWORK sales force after approval by COMPANY.~~

20-5057

**AUTHORIZED SALES REPRESENTATIVE PROGRAM  
OPERATIONS GUIDE**

**SECTION 7  
COMPENSATION**

**ESSX® SERVICE COMPENSATION PARAMETERS**

**Introduction**

The Authorized Sales Representative Program for ESSX® Service provides that ASRs will receive compensation for ESSX® Service customer accounts sold and/or maintained on behalf of either South Central Bell or Southern Bell.

**Components**

ASR compensation for ESSX® Service is paid in accordance with the following schematics:

Sales Commission	Compensation for all A12 General Subscriber Services Tariff Items offered under payment option 1.
Account Maintenance	Compensation for account maintenance functions performed on an ESSX® Service account which resides in an ASR's customer base.

**Bad User  
Line Charge**

In those states where the Bad User Line Charge (BULC) is in the intercom rate, the Agency Sales Executive (ASE) is responsible for "backing out" the BULC in the monthly amount shown on the transmittal submitted to the Contract Administrator (CA) for commission payment.

**Recovery  
Of ESSX®  
Commissions**

The Companies have the right to recover all commissions paid for contractual ESSX® Service sales disconnected prior to the expiration of a contract period. BellSouth also has the same recovery rights concerning non-contractual ESSX® Service sales disconnected with less than one hundred eighty (180) in-service billing days.

ASRs have the right to appeal any case in which they feel a commission should not be recovered by going through the formal appeal process.

20-5057 F03B36Z 0000165

07-14-93 05:00PM FROM SOUTHERN BELL

TO MR. COX

P006/021

2-09-93 04:29 PM

P01

DATE: 2/9

TO: LARRY MEERER

PHONE # \_\_\_\_\_

FAX # \_\_\_\_\_

FROM: BILL CHAPMAN

301 W. Bay Street, Rm. 16JJ1

Jacksonville, FL 32202

PHONE # 904/350-5600

FAX # 904/350-5611

INSTRUCTIONS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

F03B36Z 0000166

20-5051

02-09-93 04:33PM P001 #27

93%  
? - 96%

FROM SOUTHERN BELL

3059280841

07-14-93 04:06PM P006 #50

COST COMPARISONS

PRESENT COSTS-

- \* (124) STATION ESSX
- \* (24) NETWORK ACCESS REGISTERS (NARS)

PROPOSED COSTS-

- \* (124) STATION ESSX
- \* (24) NETWORK ACCESS REGISTERS (NARS)

COMPUTED SAVINGS: MONTHLY  
 : ANNUALLY  
 : TWO-YEAR





Southern Bell

ESSX PRICING FOR

4

A	B	C	D	E	F	G
DESCRIPTION	QTY	USOC	UNIT ONE-TIME	UNIT MONTHLY	TOTAL ONE-TIME	TOTAL MONTHLY

SSX SYSTEM COM. EQUIP.	1	N/R				
------------------------	---	-----	--	--	--	--

MAIN STATIONS						
INTERCOM	124		NRX3X			
STA. MILEAGE	124		EXHMX			
ECAS per system	1		N/R			
ECAS per station	124		CPVZA			
3 Way Call/5	26		E9APG			
Call Fwd Bay/5	20		E6GPG			
Call Fwd DA/5	20		E9GPG			
Call PU/5	20		E3PPG			

TOTAL CONTRACTUAL

NETWORK ACCESS						
N.A. REG.	24		EQA			
NAR GROUP	1		N/A			
CALC	24		9ZR			
FIRST MIA. FX	1					
FX TERM.	1					

TOTAL NETWORK

SERVICE ORDER						
SVC. ORD.	1					
C.O. LINE	124		N/A			
NEW LINE	124		N/A			
PREN. VISIT	1		N/A			
CON. BLOCK	8		RJ21X			

TOTAL SERVICE ORDER

TOTAL NON-CONTRACTUAL

TOTAL ESSX CHARGES



928-0841  
Larry Meehan

Southern Bell

SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

LETTER OF ELECTION FOR ESSX SERVICE

The undersigned subscriber requests the Southern Bell Telephone and Telegraph Company to provide ESSX S service in accordance with the Telephone Company's lawfully filed tariffs. Important tariff provisions relating to the ESSX service are set forth herein:

1. Southern Bell will furnish, install and provide maintenance service for ESSX S service including:

ESSX Common Equipment, Main Station Lines, Extension Station Lines, Group A Features, Group B Features, Optional Service Features and Line Terminating Arrangements.

2. The subscriber agrees to pay Southern Bell installation, service establishment and a monthly rate as detailed on Attachment A for an elected service period of 12 months. The monthly rate will continue for the elected service period and will not be subject to Company initiated change during such period.

Additional ESSX service may be added as follows:

A. Equipment can be added to an existing system at the customer's option, and the payment of rates and charges in the currently effective tariffs for such service will be applied.

B. At the customer's option, additions may be paid for over the remainder of the existing system's payment period, and be added onto the existing agreement, providing at least 30 days remain in the customer's payment period. The addition and installed system payment periods will then have a common expiration date. The charge(s) for the addition(s) will be the current filed rate(s) for the equipment for the same payment period as the installed system's existing payment period. If the installed system's payment period is not in the current tariff, the rate charged for the addition will be that of the next shorter filed payment period. If less than 30 days remain in the current payment period, additions may only be placed on the one-month payment period at the current rates in effect for the one-month period.

A BELLSOUTH Company

F03B36Z 0000169

20-5057

C. If the coterminous option for additions is not elected by the customer, additions may only then be placed on the one-month payment period at the current rates in effect for the one-month period.

3. If the service requested by the Subscriber is cancelled prior to the establishment of service, but after the date of ordering reflected herein, the Subscriber is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

4. At the expiration service period the Subscriber may continue the service according to renewal options provided under the tariff. If the Subscriber does not elect an additional service period or does not request discontinuance of service, then the above service will be continued at the monthly rate then currently in effect for month-to-month Subscribers.

5. In the event that any item of service is terminated prior to expiration of the elected service period, the Subscriber is subject to the following liability charges:

A. Main Station Lines, Group A Features, Group B Features, System Features under contract - 90% of the remaining amount due for each main station line disconnected after the customer's total main station line count falls below 90% of the total main station lines initially installed or of the annually adjusted total.

B. Station Line moves (other than inside moves) will require disconnect of the station line at the existing location, with the application of all appropriate termination charges. Such moves would be treated as a new installation at the new location.

6. Suspension of service is not permitted for equipment covered by this agreement.

7. With the written permission of Southern Bell a subscriber may assign the plan to another subscriber subject to the provisions of the Company tariff.

F03B36Z 0000170

20-5051

07-14-93 05:00PM

FROM SOUTHERN BELL

TO MR. COY

P011/021

SUBSCRIBER: E

ADDRESS:

STREET NUMBER & NAME

CITY OR TOWN, STATE AND ZIP

ACCEPTED BY: *AS*

TITLE: *Controller*

DATE: *Nov 14*, 19*91*

SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

ACCEPTED: \_\_\_\_\_, 19*91*

BY: \_\_\_\_\_

TITLE: OPERATIONS MANAGER

NOTATION:

Date of the establishment of service of the initial system:

(May be entered when service is established)

Attachments:

F03B36Z 0000171

*20-505/*



Southern Bell

Mario C. Martinez  
General Security Manager  
Southeast Florida Area

Suite 1021  
6451 N. Federal Highway  
Ft. Lauderdale, Florida 33308  
305 492-3530

May 26, 1993

Mr. John P. Derham III  
Sales Vice-President  
BellSouth Communications, Inc.  
500 North Orange Avenue  
Room 552  
Orlando, Florida 32803

Dear Mr. Derham:

RE:

~~CONFIDENTIAL~~  
EMPLOYEE REPORTING LINE COMPLAINT FL-92-11-18  
FL 20-05051

14  
15  
19  
20  
21  
22  
The Fort Lauderdale Security Office received an allegation via the Employee Reporting Line that [redacted] had an unethical working relationship with [redacted] an Authorized Sales Representative (ASR), located in Florida. A security case was opened and assigned to Larry L. Meeker, Staff Manager-Security for investigation.

28  
29  
30  
33  
34  
35  
36  
37  
39  
40  
The caller, who made the allegation, requested anonymity when interviewed on February 3, 1993, and declined to provide a statement. However, the caller said that he could provide evidence that would show that [redacted] was providing proprietary information to [redacted], an employee of [redacted]. A recent example given by the caller was the ESSEX contract with [redacted] BellSouth Communications, Inc. had sold ESSEX to them on a 36 month contract which expired in September 1992. About two days after the contract expired and [redacted] approached [redacted] offering ESSEX service for \$700.00 less than they had originally paid. [redacted] signed a contract with [redacted] for ESSEX. This was discovered by the caller when [redacted] called to report a trouble. The caller looked into their records and discovered that [redacted] had sold them less than what BellSouth had provided and that [redacted] only knew that they were saving money.

"Restricted BellSouth Security Information"

F03B36Z 0000172

3 Meeker interviewed [redacted] and obtained a copy of the contract.  
4 [redacted] stated she was approached by [redacted] and someone from  
5 [redacted] in November 1991. The contract was extended for 60 months at  
7 that time and there was to be a savings of \$792 a month. The cost  
8 comparisons that were proposed by [redacted] reveal 124 station ESSEX and  
9 24 network access registers existing and proposed with an monthly  
saving of \$792.12. Also, [redacted] stated she did not deal with [redacted]  
after the contract was signed because she felt it was easier to  
call Southern Bell directly.

12 [redacted] was interviewed and stated  
13 that it was [redacted] job as the Vendor Support Coordinator to  
provide support to ASR's as stated in the Authorized Sales  
Representative Program Operations Guide. This support includes  
obtaining and providing non-proprietary customer information to ASR  
sales personnel upon request.

18 [redacted]  
19 [redacted] were interviewed and stated they the sales made by  
20 the ASR's were a part of their yearly sales results. [redacted] was  
21 identified by [redacted] and [redacted] as a major competitor for BellSouth  
Communications, Inc. Account Executives (AE) and as a very  
aggressive company. Also, that the AE may feel that the support  
given by the Vendor Sales Coordinator gave the ASRs an unfair  
advantage.

Meeker has contacted the caller five times since the original  
interview attempting to get the further evidence indicating  
misconduct, each time the caller was unable to provide additional  
information regarding the allegation.

Yours very truly,

*Larry L. Meeker*

Mario C. Martinez  
General Security Manager

LLM:rr

Copy to: Darlene Vines, Assistant Staff Manager-Security

"Restricted BellSouth Security Information"

May 26, 1993

To: Darlene Vines, Assistant Staff Manager

From: Mike Phagan, Manager-Security

Re: Employee Reporting Line Dispositions

I have listed below, the status of each case per your May 25, 1993 memorandum.

<u>ERL#</u>	<u>SE FILE#</u>	<u>SUBJECT</u>	<u>DISPOSITION</u>
8	92-11-18	20-5051	Case open (LLM)
9	93-02-07	3-5101	Case is open with lead coverage outstanding.
11	93-02-09	3-5102	Investigation was conducted at the direction of Legal, Privileged and Confidential: Subject to Attorney/Client Privilege and Work Product. All records are being maintained in Legal, Miami, Florida.
18 19	93-02-12	3-5104	Awaiting Auditors' report.
20	93-03-16	3-5107	Employee terminated May 6, 1993.
21	93-05-03	10-5064 (FM)	South Florida case.
23	93-05-04	3-5118	Case open (TJF).
24	93-05-12	3-5166	Case open (GEN).

If you have any questions, please contact Mike Phagan at (305) 492-3536.

MP:ds

F03B36Z 0000174

February 3, 1993

MEMORANDUM

TO: SHEREE LARGIN, ASSISTANT STAFF MANAGER-SECURITY  
FROM: MIKE PHAGAN, MANAGER-SECURITY  
RE: EMPLOYEE REPORTING LINE INCIDENTS

11-5, 11-10, AND 11-18

Per your request, I have attached responses for Employee Reports 11-5, and 11-10, both have been handled by Southeast Florida.

We were unable to find any reference to Report 11-18. I therefore contacted the complainant this date, and determined no one had contacted him since his report was made. Arrangements have been made for his interview this afternoon. This case will be handled in an expeditious manner.

Attachments:

— 11-5  
— 11-10

MP

F03B36Z 0000175



\* CALLER WISHES HIS IDENTITY NOT TO BE DISCLOSED OUTSIDE SECURITY \*

EMPLOYEE REPORTING LINE INCIDENT REPORT

REFERENCE NUMBER 11-18

Date Received: 11-18-92 at 1:00 PM by Sheree Largin

5 Full Name of Person Making Report:

Department: Marketing - BSC

7 Contact No.: \_\_\_\_\_ PLEASE CALL THURSDAY MORNING IF  
ADDITIONAL INFORMATION IS NEEDED.

10 Nature of Call: Caller is concerned of working relationship  
11 between \_\_\_\_\_ Vendor Account Coordinator, and  
\_\_\_\_\_ from \_\_\_\_\_ Florida and  
BSC customers.

14 Caller said BSC has services under contract, such as ESSEX, to  
15 numerous customers and \_\_\_\_\_ knows or can find out when the  
contracts expire. "Somehow" just before the contract expires, \_\_\_\_\_  
17 steps in and gets the contract with the customer renewed without it  
being re-negotiated \_\_\_\_\_ gets paid by BSC for the contract like it  
18 was a new contract. Caller said there is no way \_\_\_\_\_ can know when  
19 the contract will expire unless they are told by \_\_\_\_\_

20 A recent example given was the contract with \_\_\_\_\_  
21 About 3 years ago, BSC sold ESSEX to them on a 36  
month contract. (Contract expired about 5 months ago) Roughly 2  
23 days after contract expired, \_\_\_\_\_ and \_\_\_\_\_ approached  
24 \_\_\_\_\_ saying they  
25 will provide ESSEX for \$700 less than what they had  
26 originally paid for it, which was from us (BSC). \_\_\_\_\_ signed with  
27 This was discovered by caller when  
28 \_\_\_\_\_ called to report some kind of trouble. Caller got to  
looking into their customer records and discovered when their  
contract expired and when the new contract was signed and also  
31 realized they had purchased less from \_\_\_\_\_ than what they had  
originally purchased from us, however customer didn't realize it--  
all she knew was that she was saving \$700.

Caller said when a service such as ESSEX is to be installed, a form  
5309 is prepared and input into 'the system' (name of system  
unknown). Engineering has access to this system so see what kind  
of work they need to do and what equipment is needed. Caller said  
38 that just a few days after the 5309 is input, \_\_\_\_\_ began inquiring  
39 about them getting the contract and there is no way they \_\_\_\_\_ can  
40 know about the 5309 unless they are told by \_\_\_\_\_

41 works with \_\_\_\_\_ at \_\_\_\_\_

FAXED

F03B36Z 0000176

*cc  
but O'Neill  
P. Y. Vines  
Mickey*



**Southern Bell**

James L. Preau  
General Security Manager

26JJ1 Southern Bell Tower  
301 W. Bay Street  
Jacksonville, FL 32202-4400  
(904) 350-2823

May 23, 1993

Mr. Mickey Cox  
Director-Security  
BellSouth Telecommunications Inc.  
20th Floor, 600 North 19th Street  
Birmingham, Alabama 35203

B.S.T. Security  
Headquarters  
JUN 07 1993  
Birmingham, Ala.

Dear Mickey:

15 SUBJECT:  
16  
17  
18

FILE: FN03-05084A

On November 23, 1992, your office received an anonymous letter stating that [redacted] had instructed Account Executives to back date contracts to enable [redacted] to qualify for the Florida 3rd Quarter Sales Award Program. In addition, the letter alleged that [redacted] is known among his subordinates for his lack of good ethics. North Florida Security completed and submitted a detailed investigation report on December 23, 1992. No evidence to support the accusations contained in the letter was developed.

As you recall, on March 3, 1993, Vice President Corporate Compliance, John Gunter requested that some Account Executives and Sales Managers in [redacted] offices be interviewed as a follow up to the investigation. The anonymous letter stated that [redacted] Account Executives and Managers would corroborate the allegations.

Two account Executives in [redacted] which did not meet the 3rd Quarter Sales Program criteria, [redacted] and [redacted] were interviewed and denied any knowledge of any unethical sales reporting activity. They also explained that the driver for Sales Award Programs and Compensation is the orders that are input into the service order system, not contract dates. Both stated that the highest ethic standards are expected and demanded by [redacted] and his management team.

Mr. M. Cox  
Director - Security  
600 N. 19th Street, 8th Floor  
Birmingham, AL 35203

Dear Mr. Cox:

Because of the recent dismissal of AE's in Georgia over the sale of Watsavers, I'd like to be sure I'm covered just in case someone comes knocking at my door with a similar ethics issue.

9 M. \_\_\_\_\_ has instructed me and several other AE's to go to our customers and back date contracts // so that we may qualify for the 3rd Quarter sales award program currently being run in the State of Florida. It is unfortunate that my sales did not qualify to meet the program's deadline, and I was prepared to deal with not receiving an award. However, falsifying the date of the sale, thereby qualifying for the monies is not worth losing my job over.

19 Actually, I'm appaled that the upper management of this corporation is currently considering \_\_\_\_\_ for a promotion; the same individual who has instructed us to do this; the same individual who among his subordinates is known for his lack of good ethics.

24 I wish to remain anonymos for fear of losing my job and career; this is the fear \_\_\_\_\_ instills in people that do not necessarily agree with his directives and his ethics.

27 I would urge you to conduct an investigation. He has given such instructions in \_\_\_\_\_ as well as to his \_\_\_\_\_ and numerous AE's and administrative type managers would collaborate this allegation.

Thank you for your immediate attention to this matter.

cc: J. Derham  
V. Jobson

B.S.T. Security Headquarters
NOV 23 1992
Birmingham, Ala.

F03B36Z 0000178

2 In addition, two \_\_\_\_\_  
3 \_\_\_\_\_ were interviewed and also denied any knowledge of  
4 unethical activity by \_\_\_\_\_ or anyone else. \_\_\_\_\_ made the 3rd  
5 Quarter objective, 109.50% while \_\_\_\_\_ did not, finishing at  
80.36%. Both Sales Managers also stated that contract dates are  
not a driver in the Sales Award or Compensation Program and felt  
the allegation was unfounded.

9 One \_\_\_\_\_ Account executive, \_\_\_\_\_ who finished at  
97.57% was interviewed and also denied knowledge of unethical  
behavior. He stated that no one has ever told him to back date  
12 contracts. \_\_\_\_\_ stated that during the 3rd Quarter Sales Program  
he had some pending orders that were not in the service order  
14 system by the contest cut off date. \_\_\_\_\_ said that \_\_\_\_\_ would  
not allow these to count towards the contest because they were not  
16 in the system at the cut off date. \_\_\_\_\_ stated that \_\_\_\_\_ and  
the entire department has a strong emphasis on ethical behavior.

18 \_\_\_\_\_ (92.93%) was also interviewed  
and also stated that he had no knowledge of any unethical behavior,  
false sales reporting, or back dating of contracts. He also  
21 related \_\_\_\_\_ strong commitment to ethics and felt that the  
compensation system contained adequate check and balances to  
23 prevent fraudulent manipulation of sales results. \_\_\_\_\_ also stated  
that contract dates do not drive the Compensation or Sales Award  
Programs.

No evidence to substantiate any of the allegations in the anonymous  
letter was developed in this subsequent investigation.

If you have any questions please contact me or Staff Manager-  
Security Warren Dove.

Very truly yours,

  
General Security Manager  
North Florida Area

CWD:kw

INVESTIGATIVE REPORT

State of Origin:  
NORTH FLORIDA

Reporting Office:

Investigation At:

Date:  
12-23-92

Title:

Classification:

EMPLOYEE DEFALCATION

Reporting Manager:

Steno:

WARREN DOVE

WELLS

Period Covered by Investigation:  
11-23-92 THROUGH 12-23-92

SYNOPSIS:

19 An anonymous letter was received by Bellsouth Security Director Mickey Cox on  
 20 November 23, 1992, alleging that  
 21 \_\_\_\_\_ had instructed several Account Executives to  
 22 back date contracts so that they,  
 23 could qualify for the 3rd quarter "push" sales award program being run in the  
 24 state of Florida. \_\_\_\_\_ did not qualify for the 3rd quarter "push" award  
 which would have paid him \$1500. Investigation revealed that \_\_\_\_\_ denied  
 the appeal of three Account Executives to count sales made during the quarter  
 towards the award program because the sales were not posted on the September  
 final sales results. In addition, there are network sales transactions that  
 28 do not require a contract. \_\_\_\_\_ was interviewed on December 18, 1992 and  
 denied ever instructing anyone to backdate contracts and stated that he has  
 covered his employees many times on the importance of exercising full  
 integrity on each sales transaction. No evidence to support the accusations  
 contained in the letter was developed.

CLOSED

Investigating Manager:

Approved:

*Warren Dove*  
Staff Manager-Security *rw*

*James L. Peden*  
General Security Manager

Copies To:

- GROUP PRESIDENT-FLA.
- GROUP VICE-PRESIDENT
- DIRECTOR-HUMAN RESOURCES
- DIRECTOR-SECURITY
- SALES VICE-PRES.-FLORIDA
- ASST. VICE-PRES.-SECURITY

NOT TO BECOME PART OF  
EMPLOYEES PERSONNEL FILE

B

File No.: FN03-05084

RESTRICTED BELL SOUTH SECURITY INFORMATION

F03B36Z 0000180

PREDICATION

On November 23, 1992 an anonymous letter was received by BellSouth Security Director Mickey Cox alleging that

3  
4

~~\_\_\_\_\_ had instructed Account Executives to back date contracts in order that they, Sales Managers and himself, would qualify for a third quarter sales program and experience financial gain. A copy of the letter was also sent to Vernon Jobson, Group Vice President, and John Derham, Sales Vice President-Florida for BellSouth Communications, Inc. This investigation was conducted by Staff Manager-Security Warren Dove.~~

BACKGROUND

\_\_\_\_\_ is employed by R \_\_\_\_\_

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\_\_\_\_\_ operations. \_\_\_\_\_ is \_\_\_\_\_ years of age having been born on \_\_\_\_\_ He has a net credited service date of \_\_\_\_\_ 63 and a social security number of \_\_\_\_\_

Security Department Records Review

Security Department records were reviewed and it was learned that \_\_\_\_\_ has not been the subject of any previous investigations.

21

DETAILS

On November 23, 1992 the following anonymous letter was received by BellSouth Security Director, Mickey Cox.

Mr. M. Cox  
Director-Security  
600 N. 19th Street, 8th Floor  
Birmingham, Al 35203

Dear Mr. Cox:

Because of the recent dismissal of AE's in Georgia over the sale of Watsavers, I'd like to be sure I'm covered just in case someone comes knocking at my door with a similar ethics issue.

33  
35

My \_\_\_\_\_, has instructed me and several other AE's to go to our customers and back date contracts so that we, \_\_\_\_\_, may quality for the 3rd Quarter sales award program currently being run in the State of Florida. It is unfortunate that my sales did not quality to meet the program's deadline, and I was prepared to deal with not

-2-

receiving an award. However, falsifying the date of the sale, thereby qualifying for the monies is not worth losing my job over.

5 Actually, I'm appalled that the upper management of this corporation is currently considering for a promotion; the same individual who has instructed us to do this; the same individual who among his subordinates is known for his lack of good ethics.

10 I wish to remain anonymous for fear of losing my job and career; this is the fear \_\_\_\_\_ instills in people that do not necessarily agree with his directives and his ethics.

13 I would urge you to conduct an investigation. He has given such instructions in numerous AE's and administrative type managers would collaborate this allegation.

Thank you for your immediate attention to this matter.

cc: J. Derham  
V: Jobson

### 19 Interview of

20 On 12-1-92,

21 \_\_\_\_\_ was interviewed regarding Florida's third  
22 quarter sales award program. \_\_\_\_\_ stated that the program was called "3rd quarter Push". It ran from July 1, 1992 through September 30, 1992. The program was designed to stimulate sales and was based on a person's attainment of 35% of their respective adjusted annual revenue objective during the 3rd quarter. This was a total revenue contest not a product specific contest. The results of the contest were finalized upon September's final sales results, 29 sometime around mid October, 1992. \_\_\_\_\_ further indicated that award checks for all winners were included with November compensation payments.

### Awards

Eligible employees meeting the contest criteria were entitled to the following awards:

Account Executives (M4, M3, M2, and M0)	\$750
Regional Account Managers (M7)	\$750
Support Managers (PG3 & PG4)	\$750
System Designers (I & II)	\$750
Sales Managers (M4 & M8)	\$1000
Support Managers (PG5)	\$1000

-3-

Service Consultants

\$400 awarded in the form  
of a Gift  
Certificate from  
Service Merchandise,  
redeemable for  
merchandise only.

Regional Sales Managers (PG6)

\$1500

Account Executives and Sales Managers had to attain 35% of their adjusted annual objective during 3rd quarter. System Designers, Service Consultants and support Managers were measured against their specific role within the District. Some may have been tied to a specific channel, others may have been tied to an Account team. The various Districts in Florida were given the latitude to set this up as they saw fit to allow the fairest alignment possible at the start of the 3rd quarter. The employees efforts were measured against their unique role in the Sales District. This was the first time this year that Service Consultants were included in a sales bonus program. On July 1, 1992, Florida's revenue objective was increased approximately \$13 million. This was passed down to the various Districts and to the Account Executives and Sales Managers. A projection of 60% of the Florida sales force attaining the objective was made when the plan was filed. The actual amount that attained the award was 53%. Sales results are always one month in arrears. The compensation system downloads the orders in the system usually in the middle of the next month. For example, September's sales are calculated in mid October when the system does a download. A report is issued three times per month that allows the sales personnel to see their results and to notify their District compensation person of any mistakes or discrepancies. Each month the sales personnel receive two preliminary "Listing by Sales Code Reports" as well as a final "Listing Report". In addition, a monthly "Compensation Report" is furnished to the Regional Sales Managers to be distributed to the sales force. In addition, there is an appeals process to process sales discrepancies. The Account Executive writes a letter of appeal to the Sales Manager in the respective Regional Sales Office. If the Sales Manager concurs with the appeal it is submitted to the Regional Sales Manager (PG6). If the Regional Sales Manager concurs with the appeal it is referred to \_\_\_\_\_ and ultimately to Sales Vice President-Florida.

43 to \_\_\_\_\_ and ultimately to Sales Vice President-Florida.  
44 \_\_\_\_\_ recalled that she received three appeals from  
45 \_\_\_\_\_ district during the third quarter.

44 \_\_\_\_\_ submitted an appeal because she sold a network  
product in September but failed to get a contract agreement signed.  
She had to go back to the customer and get the contract signed. As  
a result, the order was delayed being input into the system and was  
50 not on September's compensation report. \_\_\_\_\_ stated that  
51 withdrew the appeal and would not allow \_\_\_\_\_ sale to count



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towards the "Push" award program as it was not on September's results. \_\_\_\_\_ came in at 85.3% of objective and did not receive the bonus award. In addition, \_\_\_\_\_ stated that \_\_\_\_\_

\_\_\_\_\_ did not receive the award as he was 97.57% of objective. A large CPE order for First Union was in the hold file as not all of the appropriate contractual documentation was received in time to have the sale appear on September's final results. Wadley also rejected this appeal. \_\_\_\_\_ also related that \_\_\_\_\_ in \_\_\_\_\_ finished the contest at 38.86% of objective due to \_\_\_\_\_ orders not posting on September's results as expected. \_\_\_\_\_ also rejected these appeals which prevented the Account Executives as well as himself from benefiting from the award program. \_\_\_\_\_ explained that service orders are issued by the Customer Services Business Office and a "service compensation number" (SCN) is placed on the order. The SCN numbers on the service orders are matched against the list of SCN's by the compensation mechanized system. Revenue calculation to retire the respective revenue objectives is calculated by the system based on product factors associated with applicable USOCS.

The following employees in \_\_\_\_\_ district attained the third quarter push bonus:

25

	% of Objective
27	170.64%
28	109.54%
29	260.24%
30	124.63%
31	142.83%
32	417.90%
33	383.40%
34	109.89%
35	143.20%
36	128.48%
37	192.83%
38	433.28%
39	193.17%
40	171.65%
41	144.47%
42	142.83%
43	115.40%
44	115.40%
45	109.54%
46	260.24%
47	170.64%
48	192.83%

-5-

3	
5	109.05%
6	110.66%
7	126.66%
8	108.97%
9	154.08%
10	108.93%
11	108.99%
12	110.66%
13	125.27%
14	108.19%
15	108.84%
16	124.95%
17	108.99%
18	110.66%
20	
22	173.74%
23	198.12%
24	153.13%
25	107.67%
26	168.64%
27	168.65%
28	168.60%
29	173.74%
30	173.74%
31	173.74%

### 33 Interview of

35 On December 14, 1992, BellSouth Communications, Inc.  
 36 was interviewed. indicated  
 37 that he knew of no integrity problems with He remarked that  
 38 he not never seen ter the way he runs the business for the  
 sake of a sales bonus plan that may be in effect. In addition,  
 40 explained that there are various types of contracts used by  
 the sales organization. CPE sales contracts must be signed by the  
 customer and prior to the sale implementation. The customer as well  
 as the authorized Account Executive sign this document which is a  
 legal document and is retained in Company files. Sales of some of  
 Network services do not require a contract. An example of this is  
 Watsaver. Sales of some other type of Network services do require  
 a document called an "Agreement" or "Letter of Election." This is  
 used to outline tariff provisions and term agreements. In some  
 cases, the customer does not even date the form. In fact, there  
 are many situations whereby a sale can be made, orders input into  
 the system and compensation paid in which no contract or written  
 document is involved.

-6-

3 Interview of

5 On December 18, 1992, BellSouth Communications Inc.  
6 was interviewed and provided the following  
signed statement.

December 18, 1992  
7:30AM

11 Page 1 of 10

14 I, \_\_\_\_\_ make this free and voluntary statement  
15 to Warren Dove who has identified himself to me as a Staff Manager-  
Security representing BellSouth Communications, Inc. I understand  
16 that this statement may be used as evidence. I was born on \_\_\_\_\_

17 My social security number is \_\_\_\_\_

18 I am employed by BellSouth Communications, Inc. as a  
19 Regional Sales Manager. My supervisor is \_\_\_\_\_  
20 BellSouth Communications, Inc. My net

credited service date is July 29, 1963. I have been asked about  
allegations involving my ethics in my district. Specifically,  
about a letter in which I am accused of instructing my subordinates  
to back date contracts so that I could earn bonus dollars from the  
Company's third quarter sales program. The third quarter sales  
bonus program was called the third quarter "push." This was a  
Florida program, not a Company wide program. The program began  
July 1, 1992 and completed September 30, 1992. It was based on  
attainment of 35% of adjusted annual revenue objectives during the  
third quarter. Account Executives, system designers and Service  
Consultants were eligible. This was the first incentive program  
for the non-management Service Consultants this year. The Service  
Consultants were tied to Account Executives and in some cases,  
teams. They were tied to the primary group they support. The  
Service Consultants that attained their objective were awarded \$400  
Service Merchandise gift certificates - Account Executives,  
Regional Account Managers, Support Managers, and Systems Designers  
that attained their objective were awarded \$750. Sales Managers  
and Support Managers that attained their objectives received \$1000.  
The Regional Sales Manager, myself, would have been awarded \$1500  
if I had attained the objective. I did not receive this award as  
I was 92.93% of the objective. On July 1, 1992, the revenue  
objective was raised in Florida \$13 million. This was spread out  
among the various districts and passed down to the Account  
Executives. These revised objectives were used in calculating the  
third quarter objectives. My increased district objective was  
approximately \$2 million dollars. When an Account Executive makes  
a sale he or she gives it to a Service Consultant for  
implementation. The Service Consultant prepares the necessary  
documents and gives it to the business office for order issuance.

5  
Title

-7-

A SCN, Sales Compensation Number, is placed on the order by the Service Representative. This number is what allows our Compensation Program to work. Our Compensation staff matches the SCN numbers that my administrative support group submits, to the SCN numbers from actual service orders that have been issued by the business office. This is my understanding of the process. My RSM assistant,

9 explanation of SCN numbers and service order process if you so desire. The third quarter sales push was not a product specific sales bonus plan. It was a total revenue plan, Award checks would have been included in the October payout which would have arrived in November. Contracts in the sale of Network services are really confirmation of tariff provisions. For example, Megalink, Synchronet, ESSX, use a contract to confirm the customer's commitment to a period of time that service will be installed. The contract states the period of subscription, the order date and the terms and conditions as specified in the tariff for the particular service. Not all Network services are contractual. For example, you can have an ESSX that is month to month. This is not contractual. Trunks, Watsavers, and in some cases Synchronet, are not contractual. The services are sold, the orders issued by the business office and compensation paid. Some of our orders go to the ISC depending upon the complexity. They would issue the order and put the SCN on it. CPE system sales always require a contract. They are legal documents with very strict guidelines. We have an exception to the firm order policy provision. This is used when the customer has to have the system ordered prior to obtaining signatures on a contract because the customer's legal department must review the contract. We will not turn the system up, until we have the signed contract. In the compensation system, we put a hold flag. No one is paid compensation until all documentation is received, including the contract. The sales person only gets paid after the documentation is received. The Network Sales contract must be signed prior to the service being installed. However, the sale can be put into the system prior to the signed contract. The procedure on Network sales involving a contract should be identical to that used for CPE contractual services. Over the last 3-4 years we have held training sessions in my district regarding the contract service procedures. I have never instructed anyone in my organization to falsify any document, to back date any document, or to do anything else which would result in unwarranted personal gain. And to the contrary, I have many times, individually and in group meetings covered my employees very strongly on the importance of exercising full integrity on each sales transaction. As a matter of fact, at the end of May 1992, at a district meeting involving my offices, with

48 in attendance, I covered and insisted that they follow firm  
49 order policy and give written order confirmation to their customer on every sale. I told them it was professional business and the

-8-

3 right thing to do. \_\_\_\_\_ even remarked at this meeting that  
he agreed with what I had said and told the employee group he (sic)  
nothing to add. The only incident that I recall regarding back  
7 dating of a contract occurred during the 3rd quarter sales push.  
8 \_\_\_\_\_ made an integrated  
9 system sale to \_\_\_\_\_ The sale included Megalink.  
\_\_\_\_\_ came to the sales job in January 1, 1992 from being a \_\_\_\_\_  
in the Business Communication Center. She made the sale September  
25, 1992. Due to the complexity of the sale and the fact that  
orders were back logged as installation personnel were loaned to  
the Hurricane Andrew restoration project, the orders were delayed  
getting into the system. ISC would not input into the system until  
15 all critical dates could be established. \_\_\_\_\_ went to her  
16 \_\_\_\_\_, and appealed for credit for this sale as part  
18 of the third quarter push bonus program since she sold the service  
in September. \_\_\_\_\_ went to \_\_\_\_\_, to  
19 discuss the validity of the appeal. \_\_\_\_\_ told \_\_\_\_\_ give me the  
20 contract. \_\_\_\_\_ goes back to \_\_\_\_\_ and she asked what contract.  
21 \_\_\_\_\_ advised that she did not know a contract was required for  
22 megalink. \_\_\_\_\_ went to her customer with a contract. She  
23 explained to him \_\_\_\_\_ that she did not know that a contract  
was required and asked him to sign and date the contract the date  
he agreed to purchase, September 25, 1992. This occurred sometime  
26 around October 15, 1992. \_\_\_\_\_ submitted the appeal to  
27 me going through \_\_\_\_\_, myself, and \_\_\_\_\_  
28 \_\_\_\_\_ discussed the matter on a  
29 conference call. On that call I advised both \_\_\_\_\_ that  
even though the sale was made in September I would not allow it to  
count for the third quarter push bonus because the sale did not  
appear in the final sales listing for the month of September. This  
decision was consistent with the way we treated Account Executives  
throughout the state. The sales counted only if they appeared in  
July, August or September's final sales listings obtained from the  
compensation system. This is the only knowledge I have of back  
dating contracts. I have explained why we did not allow this sale  
38 to count for the contest to \_\_\_\_\_ who in turn explained it to  
39 \_\_\_\_\_ Neither one of them liked it but they understood the basis  
for my decision. By the way, if the sale had counted for them it  
would have counted for me too. As you were previously told, I did  
not receive the bonus from the third quarter sales push. I have  
43 instructed \_\_\_\_\_ to cover all employees once again on all  
contract services and the proper procedures for handling those  
transactions in early 1993. If you desire to interview any of my  
people regarding the allegations against me, I welcome it. If you  
decide to interview anyone, I would request you interview everyone.  
If there is one thing that I pride myself on, it is integrity. I  
practice and preach, do the right thing.

I have read the above handwritten 10 page statement and it is true.  
I have signed and dated each page and initialed all corrections.

Signed: \_\_\_\_\_  
Dec. 18, 1992  
9:45AM

Disposition

No further investigation is anticipated at this time.

Closed

Interview Log -

Began : 8:45 AM  
Ended : 9:16 AM

place : 300 N. Orange av, Rm 164

~~Harren Dave~~

ERL #

92-11-22



May 20, 1993  
8:50 AM

3

page 10 of 1

5

I, Stane Dore, make this free and voluntary statement to Stane Dore who has identified himself to me as a Staff Manager Security representing BellSouth Communications, Inc. I understand that this statement may be used as evidence. I have been asked about my knowledge regarding anyone falsely reporting sales, back-dating contracts, or in anyway, falsely reporting sales to achieve sales commission or to qualify for the various sales award programs. I have no knowledge of anyone doing this. In fact, our compensation program is based upon orders being in the system, not contract dates. The order application date is what drives compensation payouts. No one has ever asked or encouraged me to cheat backdate contracts or in anyway, falsely report sales, including and

22  
23

It has been made very clear to myself and my co-workers that only the highest ethical standards and behaviors are acceptable. In fact, we have a firm order policy. This requires that all proper paper work accompany the order input request which is submitted to Customer Services. They input the orders and this is the driver of the compensation system. In our compensation manager,

31

she receives a copy of the contract, service agreement, etc, and maintain a master file.

F03B36Z 0000191

I have read the above statement and it is true.  
Paula Hazel Good 5/20/93

36



Interview Log -

5-14-93

Began - 8:50 AM  
ended - 9:24 AM

place -

Conference room

in attendance: Steven Dore

Mar 14, 1993

8:50 AM

page 1 of 2

I, <sup>1</sup>, make this free and voluntary statement to Karen Dove, who has identified himself to me as a Staff Manager - Security representing BellSouth Communications Inc. I understand that this statement may be used in evidence. I am employed as an Account Executive with BellSouth Communications Inc. in <sup>2</sup> Atlanta, Georgia. I have been an Account Executive for nine years. I have been asked about my knowledge regarding backdating contracts, falsely reporting sales or doing anything that would be a misrepresentation of sales. I have no knowledge of anyone doing such and have never been instructed to do such activity, by either my supervisor or my Regional Sales Manager, or anyone else. We have an elaborate debit and balance system that ensures orders are in the system prior to compensation being awarded. There is an extremely strong emphasis on being ethical and advising our customers with confirmation letters of products purchased, cost, date of activation, as well as thanking them for their order. In addition, the district has a compensation person, that checks orders and ensures proper compensation is rendered. In addition, headquarters also has a compensation person to check the status of compensation issues. In 1992, we had a 3rd Quarter Push Program. I did not get the award as I was at 97.57% of objective. I had some orders

F03B36Z 0000193

5/14/95 @ 7:20 am

F103-05084A-23

page 2 of 2

for that did not get in the system or complete by the contest's deadline.

2

asked: my Regional Sales Manager,

4

~~included the pending~~

5

this opinion on including the pending orders towards the Push Sales Award program.

6

said if the orders are not in the system by the contest deadline, they do not count towards the contest. As a result,

9

I missed the award as I was 97.57%.

This is an example of the strong emphasis the department has on ethical behavior.

My situation, I can not remember the exact details now, was not really an ethical question because there were reasons why

the sales could have been counted.

18

did not even merit the appearance of any impropriety. I have never been instructed to backdate contracts or in anyway cheat on reporting my sales.

19

I have read the above statement and it is true.

I have dated and signed each page each page and initialed all corrections.

5/14/93 @ 9:20 am

26

1 Interview Log -

5-14-93

Began: 8:00 AM  
Ended: 8:45 AM

5 Place:

Conference room

Sharon Dove

May 14, 1993

2

8:20 AM

page 1 of 2

I, \_\_\_\_\_, make this free and voluntary statement to Staver Dore, who has identified himself to me as a Staff Manager - Security representing BellSouth Communications, Inc. I understand that this statement may be used as evidence I am employed by BellSouth Communications, Inc. in

a sales manager since 1978. I have been asked about my knowledge regarding instructions from my superiors, peers or others, to backdate contracts or falsely misrepresent sales in any manner to allow myself or my

to qualify for sales award programs such as the 3rd quarter 1992 Sales Push program. I have no knowledge of anyone falsely reporting sales or back dating contracts or service agreements. I frankly do not even know how one could do this and derive any benefit. Our entire compensation system and sales award programs rely on service orders being input into the system. There are numerous safeguards that are in place to verify orders ~~it~~ are in the system prior to generating compensation. CPE sales activity, contracts, however, copies are filed, maintained and checked for accuracy. Again the sale or CPE is calculated based upon ~~the~~ service orders

are input into the VAD system. Our network services are similar in the fact that no compensation is paid until they are in the system. No one including Bill Stakley has ever instructed me to

witness: Staver Dore

5-14-93  
8:40 AM

5-14-93 8:45 AM  
Staff Manager - Security  
F002 - DORVA - 21

F03B362 0000196

Page 2 of 2

have sales people backdate contracts, falsely report sales, or in anyway unethically report sales. We operate in a full disclosure sales environment explaining all features and benefits to our customers. We are fully expected and do maintain high integrity and ethical standards at all times. If I was aware of any impropriety I would fire the person immediately. There is no tolerance for unethical behavior.

I have read the above two page statement and if it is true, I have dated and signed each page and initialed any and all corrections.

17

witness:  
 Skarver Dore  
 Staff Manager - Security  
 5-14-93 8:45 AM

5-14-93  
 8:40 AM

Interview Log

5-13-93

Began: 1:40pm

Ended: 2:07pm

Place: Security Conference

in attendance: Harren Dove

May 13, 1993

1:50 pm

page 1 of 2

5 Q make this free and  
 Voluntary statement to Steven Dore, who has  
 identified himself to me as a Staff  
 Manager - security representing BellSouth  
 Communications, Inc. I understand that  
 this statement may be used as evidence  
 I am employed by BellSouth Communications,

2 A as a I have been in  
 this capacity for some five years having  
 come to this position 1989 from Advanced  
 Systems. I have been asked about my  
 knowledge of any unethical sales  
 reporting, cheating or manipulating results to  
 influence compensation or to win sales  
 contests. I have no knowledge of anyone  
 cheating, back dating contracts or falsely  
 reporting sales to influence compensation  
 or sales programs such as the 1992  
 3<sup>rd</sup> quarter sales push program. Our  
 compensation and sales award programs  
 are based upon orders in the system.

26

F03B36Z 0000199

May 13, 1993 2:05 PM.

F003-05084A-19  
07-15-93 02:06PM P011 #00



There are checks and balances <sup>page 2 of 2</sup> to ensure the appropriate paperwork is submitted to me and the other Sales managers. Contracts on CPE sales also come to me and go to a "clearing house", a CPE coordinator to verify proper documentation. My supervisor is

9  
10 He has never encouraged, instructed or given any direction to me or anyone else to do anything unethical or dishonest. I have no knowledge of management ever encouraging this and I know it would not be tolerated. In fact, we recently dismissed an Account Executive over questionable sales.

19 I have read the above two page statement and it is true. I have signed each page.

23

May 13, 1998 2:05 P.M.

F03B36Z 0000200

Interview Log - 7

Date: May 12, 1993

Began: 3:30pm

Ended: 4:15pm

Place: Security Office

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in attendance: Steven Dore

5-12-93

May 12, 1993  
4pm

3

Page 1 of 2

5 I, [redacted], make this free and  
voluntary statement to Starrin Dove, who  
has identified himself to me as a Staff  
Manager - Security representing BellSouth  
Communications, Inc. I understand that this  
statement may be used as evidence. I  
am employed by BellSouth Communications, Inc.  
12 as a Sales Manager. I have been asked  
about my knowledge of management  
encouraging false sales reporting and/or  
back dating contracts to enable sales contest  
awards to be attained. I have never  
bee asked or told by anyone, including

18 my ~~self~~

19 to back-date contracts or falsely  
report or manipulate sales in anyway.  
The opportunity really does not exist  
as our sales compensation programs are  
driven by order being placed into the  
customer services order system. We do  
have aggressive sales contests, however,  
the parameters of the contest are

witness:  
Starrin Dove  
Staff Manager - Security 5-12-93  
R-96X

5-12-93  
4:10PM  
FHO3-01084A-17  
07-15-93 02:06PM PO14 HHO

F03B36Z 0000202

Page 2 of 2

Very defined and other rules and regulations of the contest are adhered to with no deviations. Regardless of contract signature date, sales are evaluated on the date they are input into the service order system, not by the contract signing date. Last year, we had a 3<sup>rd</sup> quarter sales program called 3<sup>rd</sup> quarter push. I do not know of anyway to cheat and have no knowledge of anyone cheating, backdating contracts or falsely reporting sales. I did make the objection, 109.05%. I was at the time for

15 a  
 16 Major accounts in support of John  
 17 Hutchinson's sales group and received  
 18 \$1,000. My experience with my  
 19

is that his regard for ethics, honesty, and accountability is second to none. He demands it at all times.

witness: Stamendova  
 Staff Manager - Security  
 5-12-93 4:15pm

I have read the above 2 page statement. It is true. I have dated & signed each page & initialled all corrections.

F03B36Z 0000203

April 28, 1993  
9:06 AM

page 1

I make this free and voluntary statement to Steven Dove and Nelson Thornston who have identified themselves to me as Staff Managers - Security representing Bell South Communications, Inc. I understand that this statement may be used as evidence. I am employed by Bell South Communications, Inc. as an [redacted] and work at [redacted] Florida, room 537. My supervisor is Curt Padgett. I have been asked about my WATS-AVER sales. I have never been told or encouraged to cheat, falsely report sales, or do any short cuts, to obtain sales results by any manager, employee, or co-worker. I have never been told to back date contracts or place unauthorized services on customer accounts. My [redacted] has made it clear to the sales force that he expects ethical sales behavior meaning no acts of cheating or false sales reporting will be tolerated. I have never engaged in any false sales reporting or placed services on customer accounts without their authorization. I have not deceived any customers in my sales efforts and have adhered to high ethical standards. I am very aware that short cuts or any fraudulent reporting of sales not only is wrong, morally and ethically, but would cost me my job as well as

Steven Dove  
Staff Mgr - Security  
4-28-93 10:37 AM

4/28/93 - 10:45 AM  
[redacted]

Page 2

put the company at risk. In fact, in early March 1993, I do not recall the exact date, I was scheduled for an audit of my sales practices and procedures. The exact date is on my calendar in my office and is available if needed:

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from the Tampa office and a staff person, female, I do not remember her name, came to our office and met with me in the fifth floor conference room. Multiple questions in how I was conducting myself with customers, methods used in sales practices, tools used in proposals, documentation of sales, and initial customer approach and follow up were discussed. Specific discussion of how I was selling WATSAVER and information I was providing on the confirmation letter was discussed. He asked for and secured a copy of my WATSAVER confirmation letter. He complimented me and my efforts in two areas. The first, was how I was conducting myself in sales practices and the second how I was taking the extra effort to do more work than the other were doing. I was telling him about my Volunteered efforts, speaker's bureau, Dividends Program, a school volunteer program in County, and helping out with company community activities. He did not give me specific feedback on my letter. I had to leave at ~~5pm~~ for an appointment at 5pm. I joined the company a member.

Witness: Harwood  
Staff Mgr  
Security  
4-28-93  
R-96%

4/20/93 10:45 AM

FO3HJ62 0000205



page 3

I began selling after completing my training in January 1992, the second week. I sold WATSaver and ERSX service. I did not send confirmation letters for WATS AVER at this point, but rather, sent Thank-you cards. I did send a letter outlining the description and cost of WATS AVER. If they bought the service, I sent a Thank-you card. In May 1992, I remember attending a District conference in

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My  
Hold  
Atlanta  
were being dismissed from the company because they had installed WATS AVER and other services on customer accounts without ever contacting them for approval. Stedley did tell me he required his district to be totally ethical in all sales activity and would not tolerate dishonesty. He told us to always follow up on all services sold with confirmation letters. I do not recall the exact details of what he said the letters should contain. However, in

1993, I stated the confirmation letters should contain three items. These are the services bought, the cost, and when the services or the product would be activated. Prior to this conference in my confirmation letters contained the details of the service and specific cost, not the activation date. I changed my letters after this January 1993 conference to include the ~~activation date~~ items, cost, and

Witness  
Susan Dove  
Officer Security  
2543 11:00 AM  
R-96X

4/20/93 10:45 AM

FO3B36Z 0000206

3 the fact that I approached them, discussed  
 the service with them and they ~~agreed~~  
 agreed to take the service. I only  
 implemented the sale after their approval  
 was secured. I redid my WATS over  
 8 confirmation letter at the end of January  
 1993, based on a package sent to us  
 as a model confirmation letter. I  
 added an additional paragraph to include  
 where I discussed the service with them  
 and they approved the service. My letter  
 stated "this letter confirms our conversation  
 14 of on (specified date) and confirms your approval  
 15 of our discussion." The letter does not specify  
 16 the activation date. For those customers  
 17 that did ask I did tell them the next  
 billing cycle was the activation date.  
 I am aware that nine customers have  
 said that they did not authorize the  
 21 service ~~or~~ recall authorizing the service.  
 This number is really only eight as one  
 of those has been resolved. The customer complaint  
 4 from has been resolved.

I sent the confirmation letter to the  
 wrong person as outlined in my letter of  
 27 April 9, 1993 to I did  
 contact all the customers, they just do  
 not recall giving me authorization to  
 install WATS over. Some of these calls  
 were made in person via a premise  
 visit others were made over the telephone.  
 I never told them. The reason there may be  
 confusion on the part of customers is  
 that I never said that they "purchased"  
 WATS over. I told them that based on

Sharon G. ...



their monthly usage analysis, they qualified for the optional calling plan. The waiver period was January through March 1993, the installation fee of \$12.50 was waived during this period. Based upon my prior experiences customers did not want to pay the \$12.50 or at least questioned it. So during the waiver, I disclosed "no out of pocket expense to get on the plan" and the details of the plan and that not all customers qualified for the plan. I did not use the term "purchase" with the customer as I felt this was an optional calling plan. I used the ~~cost~~ cost of the calls per minute on the plan. The letter specified the minimum monthly charge. I know now after my meeting of April 26, 1993 with ~~some~~ and that my letter is ~~not as thorough as it should~~ have been in stating confirmation of the sale. I made the letter based on the example provided me. I in no way meant to defraud anybody. The letter is an oversight on my part and I took for granted that my customers understood the reason for my selling them Watsver. I feel this because my method used in the past was so successful. I ~~did~~ did tell the customer there was a minimum monthly billing charge, followed up with my confirmation letter, but did use the word "purchase" or take the extra minute to confirm

Security - 10:57 AM

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4/28/93 10:46 AM

F03B36Z 0000208

Page 6

understanding that they had approved this plan. On March 18, 1993, I was covered on Sales Practices and Procedures regarding WATSaver services. I signed a memorandum from documenting my coverage. My confirmation letters are the same today and in January. I never assumed a sale, the customer always gave me authorization. I am dumb-founded as to why B customers are saying they did not give me authorization for WATSaver. I sold the service the exact same way to those customers that and contacted that said I was thorough and authorized the plan and were happy with the service. Why would I send a confirmation letter to customers that did not authorize the plan? I did not change my approach or sales technique. These other customers apparently were confused by my letter. I contacted all the customers and felt I had the authorization to install WATSaver. An example is

Bowers - Bill, Dept

26  
27  
I was there twice, the first time to discuss WATSaver, the second time Memory Call. He told me he was surprised that Southern Bell would send someone out to discuss his business and save him money. He was in favor of it so I installed it. I never said "purchase", but I told him ~~that~~ I needed his verbal

34  
21.00  
4/20/93 10:46 AM

F03B36Z 0000209

page 7

2 authorization. I said if it would save  
them money, he was in favor of it.  
I had the service installed and sent  
5 the confirmation letter.

6 told me that!  
he was already on the plan before.  
I have never installed any service  
without securing customer approval.  
I can distinguish the difference  
between yes or no. This is  
12 overwhelming to... and has  
impacted me terribly to have my  
ethics questioned. I have never  
compromised my ethics to do anything  
to defraud the company. I have  
always tried to represent the  
company in the most positive way  
possible, always with integrity!

I have READ THE ABOVE 7 page handwritten  
Statement and it is true. I have Dated and  
Signed each page and initial all corrections.

23

4/28/93 10:45 AM

witness

Nelson Thomsen  
Shift Manager - Security  
4-28-93 10:50 AM

witness:

Sharon Dove  
Shift Manager - Security  
4-28-93 10:51 AM

March 29, 1993

MEMORANDUM

To: File

FROM: Warren Dove, Staff Manager-Security

5 Subject

Regional Sales Manager  
File: FN03-05084

Purcuant to a request by Vice President Corporate Compliance, John Gunter, this case is being reopened to conduct followup interviews of Account Executives in Orlando and in Jacksonville.

11 The anonymous allegation that \_\_\_\_\_ instructed his Account Executives to back date contracts to qualify for the 1992 third quarter sales award program, stated that numerous Account Executives and Administrative managers would collaborate this allegation. A decision was made not to interview any Account Executives or Administrative Managers during the previous investigation. Mr. Gunter requested that some be interviewed to ensure a thorough investigation of the allegation.

Open and assign FN03-05084A with a study bubble of 45 to the writer. Investigation pending.

F03B36Z 0000211

101

03.31.93 02:52 PM

FN03-05084-14

**MEMORANDUM**

**February 24, 1993**

**To: Sheree Largin  
Assistant Staff Manager**

**From: Mario Martinez  
General Security Manager**

**Re: Employee Reporting Line Incident Report  
Number 93-2-9**

Sheree, the above captioned report was received in the Fort Lauderdale Security office on February 19, 1993. Employee Defalcation case 3-5102 has been opened and assigned to Larry L. Meeker, Staff Manager Security.

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-2-9

DATE 2/19/93 TIME 9:10am RECEIVED BY Barlene Vines

FULL NAME OF PERSON MAKING REPORT: Anonymous

JOB TITLE: 2

DEPARTMENT: Network

LOCATION: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

NATURE OF CALL: Caller had just attended an ethics meeting with his supervisor and he along with other technicians question ethical standards in the way the Maintenance Center personnel dispatch service orders and troubles.

The Mtnce. Ctr. juggles figures just to get rid of the stuff quickly. The service orders have to be dispatched by 5:00 pm.  
(See next page)

SUBJECT INFORMATION:

FULL NAME(S): \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Mario Martinez

AREA: FL

DATE: 2/19/93

TIME: 11:05 a.m.

## EMPLOYEE REPORTING LINE INCIDENT REPORT

93-2-9

## NATURE OF CALL (CONTINUED):

The troubles they take are on a 24 hour clock. The MA's will hold them if they are real busy and dispatch to the Technicians at 5:00pm and there is no way a technician can do it then. This is widespread with MA's and all outside technicians have encountered this. One more thing the MAs do is when they get backed up, they will call the customer and ask the customer if they can do their job the next day or so. The caller said he didn't understand all the details of the PSC Tariff when a customer reports phone, but he didn't think this is the way it was set up with the PSC.

Most of the outside technicians there are 23-25 years with the Company and nobody tries harder to be more ethical with the customer. The Company preaches ethics and the customer just continues to get jerked around. The MAs don't care. They are covered once the order is dispatched. Sometimes the customer gets re-scheduled 2 - 3 times. MAs are really bad when they try and convince the customer that their trouble is in the phone or equipment so they don't have to dispatch. Sometimes the customer gets two or three phones but the trouble is in the outside line.

Caller said the Outside Technician is the most honest person in our Company. When the technician is given something at a quarter of 5pm, their supervisor will just say "No access it", or they send a technician a 4 hour service order at 4:00 pm and it's just "No access it". The outside technician is the one that has to meet eye to eye with the customer.

EMPLOYEE REPORTING LINE INCIDENT REPORT

93-2-9

NATURE OF CALL (CONTINUED):

The outside technician has an honest concern down there. The maintenance center people just don't care -- as long as they get it dispatched, they don't care when.

Caller said service orders should not have a 5:00 pm commitment.

Caller says our company is not ethical in our business tactics. There just has to be a point where you stop lying to the customer. The Company talks about ethics but we should have honesty and ethics to have Quality. We need quality.

14 Caller said his supervisor is

15 the

16 The Maintenance Center is located on



07-14-93 03:59PM

TO 914642495908

P002/002

07-14-93 02:11PM FROM SOUTHERN BELL

TO ME COX

P001/001

July 12, 1993

**MEMORANDUM**

**TO: MS. DARLENE VINES, ASSISTANT STAFF MANAGER-SECURITY**

**FROM: M. PHAGAN**

**RE: EMPLOYER REPORTING LINE INCIDENT REPORT  
NUMBER 93-03-13  
FL 04-5055**

As of this date, provisions are being made to petition the Florida Public Service Commission regarding the existing tariffs related to charges for service temporarily suspended. Difficulty exists in that predivestiture tariff language provided essentially for billing at one-half the monthly rate, which would include optional features. At divestiture, tariffs were reissued in bulk and approved by the Commission. However, the language in this particular section was changed to show one-half the monthly access rate, which would be interpreted by most as one-half the basic LFR rate.

Company Attorneys and Regulatory are addressing the matter and expect resolution shortly. We will continue to follow up on this matter on a monthly basis and inform you of the final outcome.

MP:yr

*Pls Fax to Darlene*

F03B36Z 0000216

*ERL# 93-3-13*



**Southern Bell**

Suite 1021  
6451 N. Federal Highway  
Ft. Lauderdale, Florida 33308  
305 492-3530

Mario C. Martinez  
General Security Manager  
Southeast Florida Area

*D.U.*

June 21, 1993

Mr. R. W. O'Neill  
Vice President and  
General Counsel  
2003 Campanile  
1155 Peachtree Street  
Atlanta, Georgia 30346

Mr. M. E. Cox  
Director-Security  
600 North 19th Street  
8th Floor  
Birmingham, Alabama 35203

Dear Mr. O'Neill and Mr. Cox:

RE:

**COMPLAINANTS**

**LEGAL MATTERS  
FL 04-05055**

On June 1, 1993, Mr. Marshall Criser, Operations Manager, and Mario Martinez, General Security Manager, discussed the tariff issue regarding this case.

Mr. Criser indicated that he believed the tariff was properly worded and that possibly it was misinterpreted in the Service Representatives Handbook.

Mr. Criser agreed to discuss this matter further with Mr. W. G. Dresser's office to obtain a satisfactory resolution.

Our files have been marked for follow-up on July 1, 1993. We will advise of this matter's resolution when it becomes available.

Yours very truly,

*Mario C. Martinez*

General Security Manager

MCM:rr

B.S.T. Security Headquarters
JUN 23 1993
Birmingham, Ala.

*Joe*  
*file*  
*Dresser*  
*M*



**Southern Bell**

Mario C. Martinez  
General Security Manager  
Southeast Florida Area

Suite 1021  
6451 N. Federal Highway  
Ft. Lauderdale, Florida 33308  
305 492-3530

May 17, 1993

Mr. W. G. Dresser  
General Manager-  
Marketing-Cust. Contact  
301 West Bay Street  
Room 20EE1  
Jacksonville, Florida

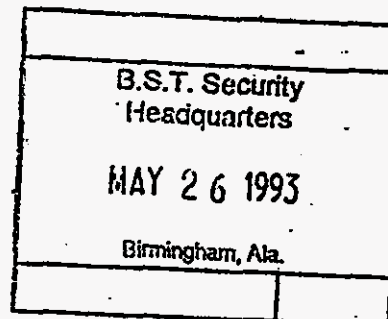
Mr. A. M. Lombardo  
Assistant Vice President-  
Regulatory & External Affairs  
150 S. Monroe Street  
Room 400  
Tallahassee, Florida

Mr. R. W. O'Neill  
Vice President and  
General Counsel  
2003 Campanile  
1155 Peachtree St. N.E.  
Atlanta, Georgia

Mr. M. E. Cox  
Director-Security  
600 North, 19th Street  
8th Floor  
Birmingham, Alabama



Mr. J. L. Nault, II  
General Attorney  
675 W. Peachtree Street  
Room 4300  
675 W. Peachtree Street  
Atlanta, Georgia



Gentlemen:

Re:

COMPLAINANTS

LEGAL MATTERS  
FL 04-05055

21  
22

Reference also Security investigation (FL 13-05198) from mid-March of this year in which issued an Employee Reporting Line Incident Report (93-3-13) questioning Company policy as related to temporary suspension of service. As per the Service Representative Handbook, we were quoting the suspension monthly rate as being one-half the monthly rate to include normal charges for Custom Calling features, etc.

24

Mr. Dresser's response indicated the inquiry was referred to Headquarters, Mr. Lloyd Nault, Legal, and Mr. A. M. Lombardo, Assistant Vice President-Regulatory, since the matter involved the entire Company. The consensus of opinion indicated the situation was not considered a matter of ethics but of customer service. The recommendation was that the tariff wording be changed to reflect the suspend service rate be one-half the monthly IFR rate, rather than one-half the monthly rate.

3 The matter has surfaced again this date, in that a subscriber,  
questioned Service  
7 Representative, as to the minimum monthly cost to suspend her  
telephone service temporarily while retaining her telephone number.  
The costs were quoted as per the Service Representative's Handbook,  
a discussion ensued, and the matter referred to  
Assistant Manager-Customer Services.

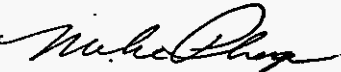
9 The customer questioned as to suspending service on her  
10 optional features, and agreed this was possible. The  
11 customer then advised that a class action suit could be  
filed against Southern Bell for failing to fully disclose this  
information.

14 The customer, who was calling from appeared to be  
somewhat satisfied in that we would suspend charges for all  
16 features as well. It is not our intention to interview either  
17 this time. The service is listed and  
18 billed. This may in fact aggravate the situation or  
demonstrate undue interest in light of the fact tariff changes are  
being considered at this time. We will, however, be guided by your  
input.

I have attached a copy of Security's closing correspondence for  
file 13-05198 and Employee Reporting Line Incident Report number  
93-3-13 for your review.

Please refer any questions you may have to Mike Phagan on (305)  
492-3536.

Yours very truly,



Mario C. Martinez  
General Security Manager

MP:ds

Attachments

March 30, 1993

Mr. Larry Mixon  
Operations Manager-  
Marketing-Customer Contact  
2021 South Military Trail  
Room 121  
West Palm Beach, Florida

Dear Mr. Mixon:

9 Re:

10

EMPLOYEE REPORTING LINE INCIDENT REPORT  
NUMBER 93-3-13  
MISCELLANEOUS INVESTIGATION  
FL 13-05198

16

On March 18, 1993, the Southeast Area Security Office was asked to investigate an Employee Reporting Line Referral in which

17

questioned the Company's suspend service practice. Specifically, we suspend service at one-half the monthly rate including one-half the rate for optional features as well. The customer could in fact disconnect these features, and not be billed for the options. When service is restored, the features could again be added on the same service order at no additional cost.

This matter was researched and referred to Mr. Bill Dresser, General Manager-Customer Services, who recognized that the situation affected the entire Company, and not just the State of Florida. Lloyd Nault, General Attorney, has been consulted by Mr. Dresser, and correspondence directed to Mr. A. M. Lombardo, Assistant Vice President-Regulatory, with the recommendation that tariff wording be changed so that instead of reading "one-half the monthly rate" (includes features) it would read "one-half of the applicable IFR rate". This would preclude the Service Representative having to disconnect and reconnect features as well as network time, negotiation time with the customers, and Comptrollers' time. It is believed this could be accomplished with a program change, and would have a minimal impact on forecasted revenues.

The situation is not considered an ethical breach as we were operating within the confines of the tariff.


F03B36Z 0000220

135798-774

2 Please relate to                      the appreciation of this office as well as higher management for her concern.

Any questions you may have should be referred to my office at 492-3536.

Yours truly,

  
Mike Phagan  
Manager-Security

MP:ds

bcc: Darlene Vines

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-3-13

DATE 3/18/93 TIME 4:10pm RECEIVED BY Barlene Vined

5 FULL NAME OF PERSON MAKING REPORT: \_\_\_\_\_

6 JOB TITLE: \_\_\_\_\_

7 DEPARTMENT: \_\_\_\_\_

8 LOCATION: \_\_\_\_\_

9 CONTACT NUMBER: \_\_\_\_\_

NATURE OF CALL: Caller feels we have a practice that needs to be looked into: When customer requests their services be suspended, they are required to pay half their monthly rates, but we don't tell them they can suspend their optional features

SUBJECT INFORMATION:

FULL NAME(S): \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Martinez

AREA: FL

DATE: 3/18/93

TIME: 5:20pm

F03B36Z 0000222

PAGE 2 OF 2

## EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-3-13

## NATURE OF CALL (CONTINUED):

as well, such as call waiting, touch-tone, etc.

They have a lot of customers who put their telephones on vacation because a lot of customers live there 6 mos. out of the year and elsewhere the other 6 months. This got my attention last summer."

13

has brought this up before in group meetings, but it gets passed over. She feels this is not a full disclosure to the customer and "this could be a lawsuit pending."

18

I asked "if she is forbidden to give this option to customer". She said no, but if she were monitored, she wasn't sure how it would be looked upon.

23

I asked for her supervisor's name but she said she is in an autonomous work group.

F03B36Z 0000223



*cc  
Bob O'Neill  
as info*

*Mickey  
for your info.*

*Darlene  
4/2*

*1/14/93  
Mickey*

March 30, 1993

To: Darlene Vines  
Assistant Staff Manager

From: Mike Phagan  
Manager-Security/Southeast Florida

Re: COMPLAINANT  
EMPLOYEE REPORTING LINE INCIDENT REPORT  
NUMBER 93-3-13  
MISCELLANEOUS INVESTIGATION  
FL 13-05198

Captioned report was investigated by the Southeast Florida Security Office, and is summarized in the attached closing correspondence to Mr. Larry Nixon.

If additional information is needed, please don't hesitate to call 305-492-3536.

MP:ds

Attachment

*Mtd to  
Mr. O'Neill  
4-6*

March 30, 1993

Mr. Larry Mixon  
Operations Manager-  
Marketing-Customer Contact  
2021 South Military Trail  
Room 121  
West Palm Beach, Florida

Dear Mr. Mixon:

9  
10 Re:

EMPLOYEE REPORTING LINE INCIDENT REPORT  
NUMBER 93-3-13  
MISCELLANEOUS INVESTIGATION  
FL 13-05198

16  
17 On March 18, 1993, the Southeast Area Security Office was asked to investigate an Employee Reporting Line Referral in which questioned the Company's suspend service practice. Specifically, we suspend service at one-half the monthly rate including one-half the rate for optional features as well. The customer could in fact disconnect these features, and not be billed for the options. When service is restored, the features could again be added on the same service order at no additional cost.

This matter was researched and referred to Mr. Bill Dresser, General Manager-Customer Services, who recognized that the situation affected the entire Company, and not just the State of Florida. Lloyd Nault, General Attorney, has been consulted by Mr. Dresser, and correspondence directed to Mr. A. M. Lombardo, Assistant Vice President-Regulatory, with the recommendation that tariff wording be changed so that instead of reading "one-half the monthly rate" (includes features) it would read "one-half of the applicable 1FR rate". This would preclude the Service Representative having to disconnect and reconnect features as well as network time, negotiation time with the customers, and Comptrollers' time. It is believed this could be accomplished with a program change, and would have a minimal impact on forecasted revenues.

The situation is not considered an ethical breach as we were operating within the confines of the tariff.

F03B36Z 0000225

2 Please relate to                      the appreciation of this office as well as higher management for her concern.


Any questions you may have should be referred to my office at 492-3536.

Yours truly,



Mike Phagan  
Manager-Security

MP:ds

bcc: Darlene Vines 

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-3-13

DATE 3/18/93 TIME 4:10pm. RECEIVED BY Barlene Vined

5 FULL NAME OF PERSON MAKING REPORT: \_\_\_\_\_

6 JOB TITLE: \_\_\_\_\_

7 DEPARTMENT: \_\_\_\_\_

8 LOCATION: \_\_\_\_\_

9 CONTACT NUMBER: \_\_\_\_\_

NATURE OF CALL: Caller feels we have a practice that needs to be looked into: When customer requests their service be suspended, they are required to pay half their monthly rates, but we don't tell them they can suspend their optional features

SUBJECT INFORMATION:

17 FULL NAME(S): \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Martinez

AREA: FL

DATE: 3/18/93

TIME: 5:20pm

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-3-13

NATURE OF CALL (CONTINUED):

as well, such as call waiting, touch-tone, etc.

They have a lot of customers who put their telephones on vacation because a lot of customers line there 6 mos. out of the year and elsewhere the other 6 months. "This got my attention last summer."

13 [redacted] has brought this up before in group meetings, but it gets passed over. She feels this is not a full disclosure to the customer and "this could be a lawsuit pending."

18 I asked [redacted] if she is forbidden to give this option to customer. She said no, but if she were monitored, she wasn't sure how it would be looked upon.

23 I asked [redacted] for her supervisor's name but she said she is in an autonomous work group.

June 1, 1993

To: File  
From: Mike Phagan, Manager-Security

4 Re:  
5

LAINANTS

LEGAL MATTERS  
FL 704-05055

8  
9

EMPLOYEE REPORTING LINE INCIDENT REPORT  
NUMBER 93-3-13  
MISCELLANEOUS INVESTIGATION  
FL 13-05198

On this date, M. C. Martinez, General Security Manager, was questioned by Marshall Criser, Operations Manager, regarding tariff language vs. the Service Representative Handbook, etc. Accordingly, Criser informed Martinez that the tariff shows "one half the access line rate" which would actually equate to one half the IFR monthly rate. Since this information was provided to Security by W. G. Dresser, General Manager-Marketing, Criser will discuss with him.

MP:ds

6) tariff is being addressed by Marshall Criser + Mr Dresser's office. Criser believes tariff made OK but Service Rep handbook may be misleading. He was to coordinate with Dresser's office for a resolution.

Follow up  
off 7-1-93

F03B36Z 0000229

4-055-6 mg  
4-5055  
ERL# 93-3-13

May 17, 1993

Memo  
To MEM  
Fr ML

5 Re 1  
6

7 On this date  
 8 advised that subscriber  
 9 with Service Representative <sup>Spoke</sup> She requested  
 minimum cost to suspend her telephone service and  
 retain her telephone number. She was quoted 1/2  
 the normal rate. After questioning him further  
 13 she was referred to [redacted] who handled the  
 14 call. [redacted] became somewhat upset in that she  
 was not informed upfront that she could cancel all  
 optional features and then pay 1/2 the normal  
 rate for basic service. She mentioned a CIRC  
 Action Suit is SBT did not fully disclose this  
 information.  
 20 discussed with [redacted] who  
 was aware Security had investigated this in the  
 past. The matter was referred to security and  
 the file noted.  
 24 The account is listed & billed

25  
26

Refer also  
15-5198  
ERL # 93-5-13

qet

4

Sharon

SECURITY  
SOUTHEAST AREA  
45055-1  
MAY 17 1993  
[Signature]

F03B36Z 0000230

25 \*PILL\* APR 23 1993 \*LIVF\*

PPS SCROLLS FORWARD

PB 515	STA	TAX NNNN		
RA	RTA	TAR 037802	TBE	288
RP 616	NT	TCL	DEP	
PPD	CCB 1	AMT DUF		182.16

GAC 1FR  
 GRP 07 PQFS  
 CC B MCC\* C0450  
 DOI 121379

7712783 \*\*IF CU  
 \*CIV 0593  
 FF P3 002 RC  
 SS 000-00-0000

S TO SUS ADS OPT SVC CAN BE RMVD\*\*

(BSUM) OCD  
 IC 3/0101 2/0102 P/0068 TRT 000000000000 PCY 000000000000

UPF	12.52	CLC	3.50	POP9	S021	L152	
*****		WIRE	2.50	TOT		38.71	
LB	109.48	EHSC	3.45	AT&T (ATX)			
PA	0.00	GRT	0.33	SF	8.70	0423-0522	
BAL	109.48	DAC	0.25	2L	DAC-1	0.40	INTRA
LPC	1.64	BILLED		0L	1T	DAC-1	0.65
CC	71.04	IC	5.60	PG,2	IC	1.62	PG 4
TOT	182.16	911	0.31		DOP	19.47	PG 6
SB CHARGES (SB)		FRAN	0.20		GPT	0.41	
SE	19.65	TAX	2.02	NNNN	TAX	1.00	NNNN
DATE TYPE NOTATIONS					FU	ACT	USFRID

22 \*MPM1\* APR 23 1993 \*LIVF\*

PB 515	STA	TAX NNNN		
RA	RTA	TAR 037802	TBE	288
RP 616	NT	TCL	DEP	
480 PPD	CCB 1	AMT DUF		182.16

GAC 1FR  
 GRP 07 PQFS  
 CC B MCC\* C0450  
 DOI 121379

CS503 7712783 \*\*IF CU  
 \*CIV 0593  
 FF P3 002 RC  
 SS 000-00-0000

S TO SUS ADS OPT SVC CAN BE RMVD\*\*

(BSUM) OCD  
 IC 3/0101 2/0102 P/0068 TRT 000000000000 PCY 000000000000

LB	109.48	BAL	109.48	TOT	182.16	LP	
UPF	12.52						
FFN	109.64						
FU	ACT	USFRID					

0517 SIC CI CIV  
 0517 OP1 CRHC2126 DD 05-19-93 AO NTN -  
 0517 CN1 CRHC2126 DD 05-18-93 AO NTN -  
 0517 SIC CI CIV  
 0517 ANY OPTNL SVC IF ASKED  
 40 0517 LRW SP SVC POLICY, ADV WE WL RMV  
 0203 QIC ADJMNT ISD RE AGEMNT ON 2FOR2.  
 0203 MMA 121429 ASU 13.76 0123 P 30  
 0105 ALD 1.11 1223 PG0003 18

\*\*\* FIPCRIF  
 \*\*\* BFWWYPY  
 \*\*\* BFWWIPY  
 \*\*\* BFZFHRN  
 BFZFHRN  
 GSYFFKX  
 SB GSYFFKX  
 SB PSPMCRN RFT

45055



GAC 1FR

GRP 07 PCES 1

- 1
- 2 LN
- 3 LA
- 4 LOC

- 6
- 7
- 8
- 9

---DIR  
DDA

DEL A2, B2

- 2 ---TFC  
TC

- 14 ---BILL
- 15 BN1
- 16 BA2
- 17 BA3
- PO
- TAR
- OCD
- NOTE:

4-5055

F03B36Z 0000232

May 24, 1993

2  
5  
5  
5

7 Dear

8 SUBJECT: MISCELLANEOUS INVESTIGATION  
SEC. FILE: FN13-05422

11 On March 29, 1993, the Security group received an anonymous report via the Employee Reporting Line reflecting that a major business customer had been afforded rearrangement work without the benefit of a service order being received by RCMAC prior to the work being completed. The caller reported that a Service Consultant had requested the work and had followed the request with a letter to a local RCMAC "manager" indicating that formal service orders would follow in two to three weeks. The original rearrangements for the customer were reported to have taken place on March 18, 1993, and as of the date of the anonymous report, no service order activity had been initiated. The caller indicated that any service order discrepancies could have an adverse impact on possible audits conducted by Government agencies. Further, the source of the report felt that changes in Company practices and procedures should be made to prevent such occurrences. Finally, the caller indicated concern with respect to those responsible for issuing service orders; such as Marketing Representatives, Service Representatives, and Service Consultants.

No identification of the orders or business account was provided by the source of the complaint.

31 Inquiries made with \_\_\_\_\_ and  
32 \_\_\_\_\_ the C \_\_\_\_\_ n May 6,  
1993, reflected no specifics on the major customer or the service  
34 orders in question \_\_\_\_\_ stated that orders were sometimes worked

-2-

prior to due dates as a matter of Company convenience and efficiency. He was unaware of any complaints brought to his attention in that regard.

5 SE was advised on this matter on May  
6, 1993, and was requested to search for any large business  
customer activity completed on or about March 18, 1993. She was  
9 also asked to research any recent correspondence that would give  
identity to the involved in the request for the  
rearrangements.

12 On March 7, 1993, the identity of the customer was ascertained as

13 The original request to  
14 move three stations at was also found, with  
15 the correspondence dated March 12, 1993, and directed to  
16 The request detailed the work

17 to be performed relative to  
18 A pending service order, was to account for  
19 the change for station, due dated  
3-18-93. The remaining stations were to be moved accordingly on  
April 2, 1993, with other associated stations transferred via  
service orders on April 30, 1993. The request was initiated by  
23

24 Investigation in the RCMAC group showed the three for  
25 to have been transferred without accompanying  
service orders on March 29, 1993, and caused a customer report  
27 according to The stations were regrouped to  
28 their original on March 29, 1993, at approximately  
10:55AM.

30 On May 11, 1993, provided  
Security with a detailed chronology of service activity associated  
32 with during the period March 2, 1993  
through May 7, 1993. She indicated that the requested movement of  
the three original numbers was in conjunction with an upcoming  
35 conversion of, scheduled for May 7, 1993. Those orders  
were completed as scheduled on May 7th at approximately 6:00PM.


38 Our investigation has not shown any effort to circumvent proper  
billing to or intentionally issue work  
without accompanying service order backup. A great deal of  
customer interface occurred during the course of this conversion  
and with the installation of an associated synchronet circuit.

Some audit confusion could arise as a result of the procedures currently in place, with partial completions being a source of concern.

Documentary evidence gained as a result of this investigation is available for review upon request. No further investigatory effort is being undertaken.

Any questions should be directed to me /at 904-350-2883, in Jacksonville.

Yours very truly,

  
General Security Manager  
North Florida Area

CJP:pw

-2-

- 2 93-2-10  
Security Case FN 10-05064 (CWD) closed, no disposition received from the department.
- 5 93-3-10  
Security Case FN 21-5012 (CJP) open, investigation pending.
- 8 93-3-11  
Security Case FN 10-5065 (CJP) open, investigation pending.
- 11 93-3-21  
Security Case FN 13-05422 (CJP) closed, no disposition received from department.
- 93-4-11 Work Activity ET's -  
Security Case FN 03-05122 (CJP) open, investigation pending.
- 17 93-5-1  
Security Case FN 10-05075 (EWR) closed, no disposition received from department.
- 20 93-5-11 (Governor's Award) -  
Security Case FN 10-05076 (CJP) closed, no disposition received from department.
- 23 93-5-14  
Security Case FN 13-05437 (CJP) closed, no disposition received from department.
- 24 93-5-20  
Security Case FN 13-05435 (CJP) closed, no disposition received from department.

-2-

- 2 93-2-10 [REDACTED]  
Security Case FN 10-05064 closed but no disposition received from the department.
- 5 93-2-11 [REDACTED]  
Security Case FN 03-05094 closed 4-6-93. Warning entry placed in file.
- 8 93-3-10 [REDACTED]  
Security Case FN 21-5012 open, investigation pending.
- 10 93-3-11 [REDACTED]  
Security Case FN 10-5065 open, investigation pending.
- 17 93-3-21 [REDACTED]  
Security Case FN 13-05422 closed, no disposition received from department.
- 15 93-3-24 [REDACTED]  
Security Case FN 10-05067 closed and a clearance taken.
- 17 93-4-10 [REDACTED]  
Security Case FN 16-05024 closed and contract guard resigned.
- 20 93-4-11 Work Activity ET's in [REDACTED]  
Investigation is pending.
- 22 93-5-1 [REDACTED]  
Security Case FN 10-05075 closed but no disposition received from department.

2 10-6

[Redacted]

Investigation pending.

4 12-2  
93-1-1

Security Case FN 10-05056 closed 1-29-93. Employee received warning.

8 93-2-4

Security Case FN 10-05063 closed 3-4-93. Employee received informal counseling.

11 93-2-5

Security Case FN 21-05009 closed 3-31-93. Disposition from department pending.

14 93-2-11

Security Case FN 03-05094 closed 4-6-93. Disposition from department pending.

17 93-3-10

Security Case FN 21-5012 open, investigation pending.

19 93-3-11

Security Case FN 10-5065 open, investigation pending.

21 93-3-21

Security Case FN 13-05422 open, investigation pending.

23 93-3-24

Security Case FN 10-05067 open, investigation pending.

25 93-3-26

26

Referred to [Redacted] Security Office handling.

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-3-21

DATE 3/29/93 TIME 11:10 a.m. RECEIVED BY Darlene Vines

FULL NAME OF PERSON MAKING REPORT: Anonymous

JOB TITLE: \_\_\_\_\_

7 DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

11 NATURE OF CALL: Caller is concerned with procedures  
in she said she had a service  
consultant write a letter concerning a major  
business customer with Sou. Bell. She changed  
customer's equipment. The letter was written to  
15 the manager of In her letter she

SUBJECT INFORMATION:

17 FULL NAME(S): \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

19 LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

21 SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION observation

REFERRED TO: M. Martinez

AREA: FL

DATE: 3/29/93

TIME: 11:30 a.m.



EMPLOYEE REPORTING LINE INCIDENT REPORT  
STAFF OFFICE REFERENCE NUMBER 93-3-21

## NATURE OF CALL (CONTINUED):

wanted changes made and said in 2 or 3 weeks from now she would issue a service order to change. That was March 18 and a service order still has not been written.

The caller is concerned if Attorney General pulled account and asked to look at service order, they wouldn't match. She feels this needs to be changed in practices & procedures. She is concerned with Marketing Reps, Service Reps and Service Consultants.

*Recd from*

*5-11-93*

MAY 11, 1993

*RCMAIL*

TO: JODY PETTY  
SECURITY

FROM:

RE:

PER YOUR REQUEST, THE FOLLOWING IS WHAT TRANSPIRED FOR THIS CUSTOMER FROM MARCH 2, THRU MAY 7, 1993:

13	3/2/93	RECEIVED REQUEST FOR	
14			
15			
16	3/9/93	SERVICE CONSULTANT OF CONFIRMATION TO CUSTOMER.	SENT LETTER
18	3/12/93	SERVICE CONSULTANT FAXED REQUEST TO	
19		TO	TO
20	3/15/93	FOUR CIRCUIT ID	INSTALLED - 1 THRU .4.
21			
22	3/12/93	TWO CIRCUIT ID	CIRCUIT ID
23			
24			
25	3/18/93	ORIGINAL DUE DATE FOR	
26			
27			
28			
29			
30			
31			
32			


F03B36Z 0000241

ERL # 93-3-21

FND 13-05422-3

- 2 3/19/93 CUSTOMER REQUESTED DUE DATE CHANGE FOR ABOVE  
TO 3/25/93.  
PROJECT AND SERVICE ORDERS UPDATED TO REFLECT DUE DATE  
CHANGE.
- 5 3/22/93 CONFIRMED WITH [REDACTED] THAT [REDACTED] HAS BEEN MOVED  
6
- 7 3/25/93 SERVICE ORDERS FOR [REDACTED] COMPLETE.
- 8 3/29/93 RECEIVED CALL FROM CUSTOMER [REDACTED] THAT  
9 STATIONS HAD BEEN MOVED BACK TO OLD [REDACTED] CLD  
10
- 11 3/30/93 RECEIVED CONFIRMATION FROM [REDACTED] THAT  
12 HAVE BEEN RETURNED TO I
- 13 4/26/93 RECEIVED REQUEST FROM CUSTOMER TO TRANSFER REMAINING  
14
- 15 4/27/93 ISSUED [REDACTED]
- 16
- 17 5/4/93 SERVICE ORDERS ISSUED FOR [REDACTED]
- 18
- 19 5/7/93 I [REDACTED] IN MY ABSENCE - RECEIVED CONFIR-  
20 MATION FROM I [REDACTED] THAT SERVICE ORDERS FOR I  
WOULD BE PROGRAMMED AT 6:00 PM AS ORIGINALLY SCHEDULED.  
SERVICE ORDERS WORKED AT 6:00 PM.

24 PLEASE SEE ATTACHED CORRESPONDENCE AND IF I CAN BE OF FURTHER ASSISTANCE, I CAN BE REACHED AT

25 

SERVICE ORDER #

15

9

6

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12

12

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3

15

ABOVE DUE ON 3/18/93

7 DUE 3/15/93

3/16

DUE 3/15/93

3/12

1 DUE 3/15/93

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NYG2L422

NYG2L419

March 9, 1993

2  
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12  
14  
15  
16

Dear

Per our conversation this afternoon, enclosed is a copy of the

I am also enclosing a list of service order numbers, billing ID's and miscellaneous billing numbers for your

If additional information is needed, feel free to call me at

Sincerely,

CHANNEL SERVICE REQUEST FORM  
( to be provided by Marketing)

1  
2  
3  
4

→ XPOI \_\_\_\_\_

	DSO	CKL 2	CLS/TN	F.A. USOC	FNR	NAR	GFA	MIS #	TYPE SVC	ADD
5	1									
6	2									
7	3									
8	4									
9	5									
10	6									
11	7									
12	8									
13	9									
14	10									
15	11									
15	12									

NOVEMBER, 1992

F03B36Z 0000245

CHANNEL SERVICE REQUEST FORM  
to be provided by Marketing)

1  
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→ XPOI \_\_\_\_\_

	CKL 2	CLS/TN <i>Did</i>	F.A. USOC	FNR	NAR	CFA	MIS #	TYPE SVC	ADD
13									
14	0 0								
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									

TC 912053216876

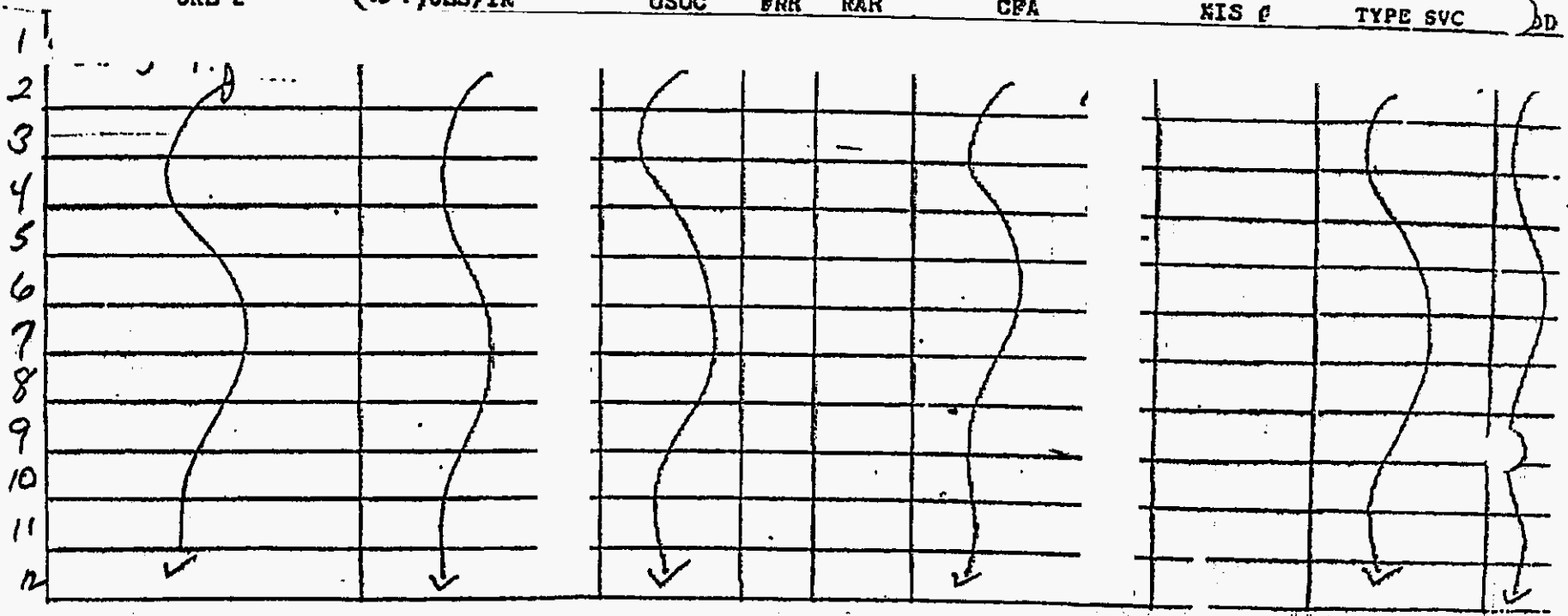
P004/023

NOVEMBER 1993  
25  
26  
27  
28  
E03B36Z 0000246

CHANNEL SERVICE REQUEST FORM  
to be provided by Marketing)

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5

A	B	C	D	E
CKL 2	(904)CLS/TH	F.A. USOC FNR HAR	CFA	NIS P TYPE SVC



EQ 912053216876

PO16/023

FEBRUARY, 1990

F03B36Z 0000247



CHANNEL SERVICE REQUEST FORM  
to be provided by Marketing)

1  
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DSO	A CKL 2	B CLS/TR	C P.A. USOC	PNR	NAR	D CFA	MIS #	E TYPE SVC	ADI
13									
14	↓		↓						
15	↓								
16									
17									
18									
19									
20									
21									
22									
23									
24									

Combs/NOVA

10 912053216876

P007/023

FEBRUARY, 1990

F03B36Z 0000248

CHANNEL SERVICE REQUEST FORM  
to be provided by Marketing)

1  
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3  
4 → XPOI \_\_\_\_\_

OSO	A	B	F.A.	D			E		
	CKL 2	CLS/TN	USOC	FNR	NAR	CFA	MIS.#	TYPE SVC	ADD
1									
2	<i>J. J. Beitel</i>								
3									
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NOVEMBER, 1992

F03B36Z 0000249

CHANNEL SERVICE REQUEST FORM  
( to be provided by Marketing) Page 4 of

1  
2  
3  
4 → KPOI

	A CKL 2	B CLS/TN <i>DID</i>	C P.A. USOC	FNR	NAR	D CPA	MIS #	E TYPE SVC	ADD
13									
14	✓								
15									
16									
17									
18									
19									
20									
21	<i>16</i>								
22									
23									
24									

NOVEMBER, 1992

F03B36Z 0000250



CHANNEL SERVICE REQUEST FORM  
to be provided by Marketing)

Page 4 of

1  
2  
3  
→ 4

XPOI \_\_\_\_\_

A CKL 2      B CLS/TN      C.F.A. USOC      D PNR NAR CFA      E NIS # TYPE SVC      ADD

13										
14										
15										
16										
17										
18										
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20										
21										
22										
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24										

*NOVA/Conto*

NOVEMBER, 1992

F03B36Z 0000252

BUSINESS  
PAGE 110

TQ 912053216876

PO19/023

07-15-93 01:15PM

*Att*

*1 UNIT 59*

DATE: 5/5/93

MESSAGE TO: \_\_\_\_\_

FACSIMILE (FAX) #: \_\_\_\_\_

ROOM #: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_

LOCATION: \_\_\_\_\_

13 MESSAGE FROM: 2 \_\_\_\_\_

14 DEPARTMENT: \_\_\_\_\_

15 ROOM NUMBER: 0 \_\_\_\_\_

16 TELEPHONE #: \_\_\_\_\_

17 SPECIAL INSTRUCTIONS: \_\_\_\_\_

*Please see Article 6 per CR Consideration  
this a.m.*

COVER PLUS 1 PAGE(S)

APR-26-'93 09:23

ROWLEY JAX FL 4

TEL NO:

HS00 P01



April 26, 1993

Southern Bell

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Please arrange to transfer our remaining number ranges from billing group to the new k billing group M. This cutover is to occur at 18:00 hours eastern time Friday, May 7, 1993. It is imperative that this change is not made before 18:00 hours on May 7, 1993.

The number ranges to be transferred are as follows:

Please advise status of this order as soon as possible.

Sincerely,

Project Leader

cc: SBT

Post-It™ brand fax transmittal memo 7671 # of pages 2

25  
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To  
Cc  
Dd  
Fff

F03B36Z 0000254

03-19-93 03:55 PM

3/19 @ 2:55 PM  
VMS

# GET THE FAX FROM

FAX NBR 904 358-1011

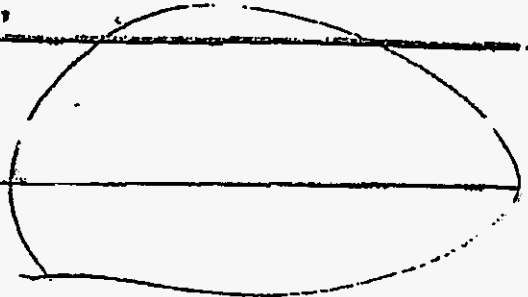
PLEASE HAND DELIVER

COVER PLUS 1 SHEET(S)

*If copy is not clear, please call as soon as possible!*

PAGE TO

MAC Ent.



Page Number

PAGE FROM

ISC

USER NAME:

PRJ

TURN IN IF REQUIRED

NOTES:

F03B36Z 0000255



PROJECT "CRITICAL DATE CHANGE" REQUEST

TE 3-19-93

CUSTOMER NAME \_\_\_\_\_

PROJECT NUMBER \_\_\_\_\_

ORDER NUMBER (S) \_\_\_\_\_

CRITICAL DATES: (NEW)

*customer request*

APP \_\_\_\_\_ SID \_\_\_\_\_ LAM \_\_\_\_\_ DLR \_\_\_\_\_ RID \_\_\_\_\_

DVA 3-22 WOT FCD \_\_\_\_\_ FTD 3-24-93 DD 3-25-93

TEAM INITIALS: DISTRIBUTION \_\_\_\_\_ DATE \_\_\_\_\_

CFC \_\_\_\_\_ DATE \_\_\_\_\_

OPERATIONS \_\_\_\_\_ DATE \_\_\_\_\_

IMPLEMENTOR \_\_\_\_\_ DATE 3-19

FAKED: DATE AND TIME \_\_\_\_\_

SPECIAL SERVICES ASSISTANT \_\_\_\_\_

F03B36Z 0000256

07-15-93 01:15PM

P008/023

MAR-02-'93 TUE 17:46 UUCOM FINANCIAL SERVICES FAX

#137 P01



March 2, 1993

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Dear Mr.

Please place the following orders for  
Please advise order numbers and due date confirmation.

Re: newly ordered services ordered:

Order service.

Order

Order to be terminated on above  
channels due March 15, 1993.

Order to be terminated on above  
channels on April 2, 1993 after 6:00 pm. This due date is  
**CRITICAL** and must be worked on this date and time. Please  
advise names and contact numbers for after hours cutover  
personnel.

Please call if you have any questions. I can be reached at  
(Digital Pager).

Sincerely,

Project Leader

*Transitions Notifications*

*3-393*

# TRANSMISSION REPORT

B

A

FAX NO.  
 RECEIVER ID  
 DATE AND TIME  
 DURATION  
 TYPE  
 PAGE  
 RESULT

NO.:

*AWT*

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MARCH 12, 1993

*3/29*  
*white*  
*Program*  
*727-4292*

RE:

DEAR

THIS SERVES TO CONFIRM OUR CONVERSATION RE

PLEASE MOVE FROM EXISTING ROUTE INDEX TO NEW  
ON 3/18/93; THERE IS A PENDING SERVICE ORDER (  
ESTABLISHING ABOVE NEW ROUTE INDEX, TCC ETC., DUE ON 3 18 93.

STATIONS AND ARE TO BE MOVED TO ABOVE RTI, TCC,  
ETC., ON APRIL 2, 1993, AT 6:00 P.M.; REMAINING DID STATIONS WILL  
BE MOVED ON APRIL 30, 1993, VIA SERVICE ORDERS.

WE DO APPRECIATE YOUR ASSISTANCE AS ABOVE DATES ARE VERY CRITICAL  
AND MUST BE WORKED ON GIVEN DATES AND TIME.

IF THERE ARE ANY QUESTIONS, PLEASE CALL ME AT

SINCERELY,

*Leaving on 3/4/93 at 6:00 PM*

TO:  
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MEMORANDUM WORKSHEET  
FOR DAY OF CUT

CUSTOMER NAME/DDD: \_\_\_\_\_  
PROJECT NUMBER: \_\_\_\_\_  
CENTRAL OFFICE: \_\_\_\_\_  
SERVICE CONSULTANT: \_\_\_\_\_  
TELEPHONE NUMBER: \_\_\_\_\_

ALL NEW TELEPHONE NUMBERS AND OES SHOULD BE PREPROGRAMMED AND WIRED ON THE FRAME PRIOR TO THE DDD.

1. THE FOLLOWING TELEPHONE NUMBERS ARE BEING REUSED AND SHOULD BE PROGRAMMED AS INDICATED.

TELEPHONE NUMBERS: \_\_\_\_\_  
(IF NECESSARY ATTACH SHEET)  
TIME OF DAY TO PROGRAM INTO COMMON BLOCK: \_\_\_\_\_

2. THE FOLLOWING IS A LIST OF D AND/OR F ORDERS ASSOCIATED WITH THIS PROJECT. PLEASE WORK THEM AS INDICATED:

ORDER NUMBERS:	START TIME:
20	6:00 PM 5/7/93
21	6:00 PM 5/7/93

REFERENCE OF CALL SHEET PROVIDED TO AIS-DATE: \_\_\_\_\_

REMARKS: - A New Block of Stations are being added to existing Block of art. being added to existing.

RM:be N-S885

TRANSMISSION REPORT

FAX NO.  
 RECEIVER ID  
 DATE AND TIME  
 DURATION  
 TYPE  
 PAGE  
 RESULT

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*Att*

MARCH 12, 1993

RE: (

DEAR,

THIS SERVES TO CONFIRM OUR CONVERSATION RE

PLEASE MOVE FROM EXISTING ROUTE INDEX TO NEW  
ON 3/18/93; THERE IS A PENDING SERVICE ORDER  
ESTABLISHING ABOVE NEW ROUTE INDEX, TCC ETC., DUE ON 3 18 93.

STATIONS ARE TO BE MOVED TO ABOVE RTI, TCC,  
ETC., ON APRIL 2, 1993, AT 6:00 P.M.; REMAINING DID STATIONS WILL  
BE MOVED ON APRIL 30, 1993, VIA SERVICE ORDERS.

WE DO APPRECIATE YOUR ASSISTANCE AS ABOVE DATES ARE VERY CRITICAL  
AND MUST BE WORKED ON GIVEN DATES AND TIME.

IF THERE ARE ANY QUESTIONS, PLEASE CALL ME AT

XXXXXXXXXX

*back to  
per  
10:55a  
REM*

*Wb 2*

*change due date  
before per  
and  
3/29 @ 10:40a*

F03B36Z 0000262

*FNO13-05422-2*

07-15-93 12:10PM P023 #06

May 24, 1993

MEMORANDUM:

TO: GSM - PREAU

FROM: SM-S STRINGER

RE:

FILE: FN10-05067

Reference is made to the Employee Reporting Line Incident Report dated March 31, 1993, regarding the captioned employee.

On April 23, 1993, contact was made regarding the allegations made against [redacted] was requested to conduct diagnostic observations on [redacted] to determine if her sales of optional services involved any Ethic violations.

On May 21, 1993, this writer met with [redacted] and developed the following:

During the period of April 23, 1993 and May 1, 1993, there were forty-six diagnostic observations conducted on [redacted] by six Assistant Manager's, located in the [redacted] and Florida, area. There were no observations conducted by [redacted] immediate Supervisor. There were no Ethic's violation's observed. A procedural weakness was identified concerning full disclosure in connection with optional services, i.e., Full disclosure requirements as listed in the Service Representative's Handbook, Disclosure Statement Section, page 8, May 7, 1993, are as follows:

- 1) Clearly communicate to customers the optional nature of each optional service that is recommended or ordered.
- 2) Provide a clear description of each optional service recommended or ordered.



-2-

3) Provide the rate charged for each optional service recommended not required to obtain basic telephone service.

4) Make sure the customer understands that optional services are not required to obtain basic telephone service.

5) Make sure the customer understands that optional services can be canceled at any time without a cancellation charge.

7 Of the forty-six observations, there were four contacts which involved discussion with the customer about Calling Cards. In each case obtained customer agreement to send Calling Cards to the customer, however, full disclosure requirements were not consistently met.

12 The diagnostic observation records will be maintained by

13 On May 24, 1993, advised that an informal discussion would be  
14 held with to re-cover her on the Attorney General Settlement requirements of full disclosure in connection with the recommendations on sale of optional services.

→ CC: Darlene Vines

- 1 10-6 Investigation pending.
- 3 12-2  
93-1-1 " " Security Case FN 10-05056 closed 1-29-93. Employee received warning.
- 7 93-2-4 Security Case FN 10-05063 closed 3-4-93. Employee received informal counseling.
- 10 93-2-5 Security Case FN 21-05009 closed 3-31-93. Disposition from department pending.
- 13 93-2-11 Security Case FN 03-05094 closed 4-6-93. Disposition from department pending.
- 16 93-3-10 Security Case FN 21-5012 open, investigation pending.
- 18 93-3-11 Security Case FN 10-5065 open, investigation pending.
- 20 93-3-21 Security Case FN 13-05422 open, investigation pending.
- 22 93-3-24 Security Case FN 10-05067 open, investigation pending.
- 24 93-3-26 I Referred to Miami. South Florida Security Office handling.

-2-

- 1 93-2-10  
Security Case FN 10-05064 closed but no disposition received from the department.
- 4 93-2-11  
Security Case FN 03-05094 closed 4-6-93. Warning entry placed in file.
- 7 93-3-10  
Security Case FN 21-5012 open, investigation pending.
- 9 93-3-11  
Security Case FN 10-5065 open, investigation pending.
- 11 93-3-21  
Security Case FN 13-05422 closed, no disposition received from department.
- 14 93-3-24  
Security Case FN 10-05067 closed and a clearance taken.
- 16 93-4-10  
Security Case FN 16-05024 closed and contract guard resigned.
- 19 93-4-11  
Investigation is pending.
- 21 93-5-1  
Security Case FN 10-05075 closed but no disposition received from department.

F03B36Z 0000266

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-3-24

DATE 3/31/93 TIME 2:55 p.m. RECEIVED BY Harlene Jones

FULL NAME OF PERSON MAKING REPORT: Anonymous

6 JOB TITLE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_

NATURE OF CALL: Caller said she is a service rep, and an employee in her ofc. (another service rep) is advising customers on new service orders, that she will be sending them a calling card. She tells the customer it is free. She never asked the customer if they

SUBJECT INFORMATION:

16 FULL NAME(S): \_\_\_\_\_

17 DEPARTMENT: \_\_\_\_\_

18 LOCATION: \_\_\_\_\_

PHONE NUMBER: 00

20 SUPERVISOR: 6 3

HOW DID COMPLAINANT ACQUIRE INFORMATION observation

REFERRED TO: Preau

AREA: FN

DATE: 3/31/93

TIME: 3:15 p.m.

EMPLOYEE REPORTING LINE INCIDENT REPORT  
STAFF OFFICE REFERENCE NUMBER 93-3-24

NATURE OF CALL (CONTINUED):

would like to have one.

We were re-covered two weeks ago  
and we were advised we must explain  
it is an option. She refuses to change.

29 The service rep is

30 The caller spelled \_\_\_\_\_ & spelled

31 but she said she was not sure  
of the correct spelling of last name.

7-15-93 01:15PM

TO 912053216876

P008/023

MAR-02-93 TUE 17:45 LOCAL FINANCIAL SERVICES FAX NO: (904) 727-4191

A137 P01



March 2, 1993

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Dear Mr.

Please place the following orders for  
Please advise order numbers and due date confirmation.

Re: newly ordered \_\_\_\_\_ ordered:

Trunks.

Order \_\_\_\_\_ due March 15, 1993. to be terminated on above

Order \_\_\_\_\_ to be terminated on above  
on April 2, 1993 after 6:00 pm. This due date is  
**CRITICAL** and must be worked on this date and time. Please  
advise names and contact numbers for after hours cutover  
personnel.

Please call if you have any questions. I can be reached at:  
(Digital Pager).

Sincerely,

Project Leader

*Transitional Notification*

3-393



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*AW*

MARCH 12, 1993

3/29

*Program*  
*727-4292*

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RE:

DEAR

THIS SERVES TO CONFIRM OUR CONVERSATION RE

PLEASE MOVE FROM EXISTING ROUTE INDEX TO :  
ON 3/18/93; THERE IS A PENDING SERVICE ORDER  
ESTABLISHING ABOVE NEW ROUTE INDEX, TCC ETC., DUE ON 3 18 93.

STATIONS ARE TO BE MOVED TO ABOVE RTI, TCC,  
ETC., ON APRIL 2, 1993, AT 6:00 P.M.; REMAINING DID STATIONS WILL  
BE MOVED ON APRIL 30, 1993, VIA SERVICE ORDERS.

WE DO APPRECIATE YOUR ASSISTANCE AS ABOVE DATES ARE VERY CRITICAL  
AND MUST BE WORKED ON GIVEN DATES AND TIME.

IF THERE ARE ANY QUESTIONS, PLEASE CALL ME

SINCERELY,

28  
29  
30

SERVICE CONSULTANT.

*Leaving on 4/2, 1993 6:00 P.M.*



TO:

MEMORANDUM WORKSHEET  
FOR DAY OF CUT

CUSTOMER NAME/DDD: \_\_\_\_\_

PROJECT NUMBER: \_\_\_\_\_

CENTRAL OFFICE: \_\_\_\_\_

SERVICE CONSULTANT: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

ALL NEW TELEPHONE NUMBERS AND OBS SHOULD BE PREPROGRAMMED AND WIRED ON THE FRAME PRIOR TO THE DDD.

1. THE FOLLOWING TELEPHONE NUMBERS ARE BEING REUSED AND SHOULD BE PROGRAMMED AS INDICATED.

TELEPHONE NUMBERS: \_\_\_\_\_  
 (IF NECESSARY ATTACH SHEET)  
 TIME OF DAY TO PROGRAM INTO COMMON BLOCK: \_\_\_\_\_

2. THE FOLLOWING IS A LIST OF D AND/OR F ORDERS ASSOCIATED WITH THIS PROJECT. PLEASE WORK THEM AS INDICATED:

ORDER NUMBERS:	START TIME:
8	6:00 PM 5/7/93
9	6:00 PM 5/7/93

REFERENCE OF CALL SHEET PROVIDED TO AIS-DATE: \_\_\_\_\_

REMARKS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

RM:be N-S885



MARCH 12, 1993

RE:

DEAR,

THIS SERVES TO CONFIRM OUR CONVERSATION RE STATIONS

PLEASE MOVE FROM EXISTING ROUTE INDEX TO NEW ON 3/18/93; THERE IS A PENDING SERVICE ORDER ESTABLISHING ABOVE NEW ROUTE INDEX, TCC ETC. DUE ON 3 18 93.

STATIONS ARE TO BE MOVED TO ABOVE ON APRIL 2, 1993, AT 6:00 P.M.; REMAINING STATIONS WILL BE MOVED ON APRIL 30, 1993, VIA SERVICE ORDERS.

WE DO APPRECIATE YOUR ASSISTANCE AS ABOVE DATES ARE VERY CRITICAL AND MUST BE WORKED ON GIVEN DATES AND TIME.

IF THERE ARE ANY QUESTIONS, PLEASE CALL ME AT

SINCERELY,

*will  
back to  
per  
10:55a*

*will*

*change due date,  
before per  
and J. Mac  
3/29 @ 10:40a*

F03B36Z 0000274

FNO13-05422-2

07-15-93 12:10PM P023 #06

1 April 29, 1993

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7 Dear

8 RE: EMPLOYEE REPORTING LINE COMPLAINT #93-4-8

9  
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13 On April 21, 1993, an Employee Reporting Line Incident complaint  
14 was received from employee, [redacted] was told by her [redacted] h, that an  
17 incorrect charge of \$11.00 appeared on her April telephone bill for  
18 a calling plan that she had no knowledge of and did not request.  
19 [redacted] being aware of past sales issues with customers, referred  
20 the incident to the employee reporting line. It was later  
21 developed that the calling plan in question was SAVER SERVICE and  
22 the date of activation was March 2, 1993. The incident was  
23 referred to [redacted] for  
24 investigation.

The customer, when contacted, requested to not be interviewed personally about the incident and said the report provided by her sister was accurate. The customer requested that her account be corrected to reflect the removal of SAVER SERVICE.

29 The victim's records in BOCRIS were accessed and the employee  
30 issuing the order establishing the SAVER SERVICE on March 2, 1993  
31 was ascertained. That employee, [redacted]  
32 was interviewed on May 4, 1993, about  
33 recollection of the order establishing the SAVER SERVICE for the  
34 customer. [redacted] could not recall the customer or the specific  
35 order establishing SAVER SERVICE, but after reviewing the victim's  
36 subscriber records, he said it appeared to be his order based on  
his employee serial number [redacted] being present on the order.  
[redacted] stated that as a [redacted] selling company  
features is part of his job, and SAVER SERVICE, as he now

"Restricted BellSouth Security Information"

F03B362 0000275

3-5056-4

2 understands it, is an item that would be a sales opportunity and therefore measured on. U said he has offered SAVER SERVICE to customers who would benefit by having, but in reviewing the captioned customer's account, no long distance history was evident where SAVER SERVICE would benefit the customer.

6 U said he is not under any pressure to sell and is not aware of any improper sales activities as they apply to customers, and furthermore would never participate in any unethical sales activity.  
9 U was aware of the sales issues involving customers where items were sold to them without their knowledge and said this situation was unrelated.

12 supervisor,  
13 when contacted about the investigation, said that SAVER SERVICE is a revenue item for the company and Service Representatives do receive individual sales credit. U said that U didn't report to her when the credit policy began in January 1, 1992, and therefore was unable to explain why U was not aware of the sale credit policy.

21 The customer was satisfied with the attention paid to this situation and was provided with Booker's number for future reference as needed. U made the necessary adjustments to the customer's account and as such this investigation will be concluded with this correspondence. Should you have any questions or concerns, contact Hampton Booker at 305-263-3111.

Very truly yours,

*HGB*  
General Security Manager

HGB:mrp

cc: M. E. Cox

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-4-8

DATE 4/21/93 TIME 1:15pm. RECEIVED BY Carlene Vined

4 FULL NAME OF PERSON MAKING REPORT: \_\_\_\_\_

5 JOB TITLE: \_\_\_\_\_

6 DEPARTMENT: V.

7 LOCATION: \_\_\_\_\_

8 CONTACT NUMBER: \_\_\_\_\_

NATURE OF CALL: Her sister received her telephone bill and there was an incorrect charge of \$11.00. She thought it was a charge for "Calling Plan". Her sister called the B.S. Ofc. & they did take the charge off. Felt she should report this because there could be a pattern to this and

SUBJECT INFORMATION:

FULL NAME(S): Unknown

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Martinez

AREA: FM

DATE: 4/21/93

TIME: 3:15 pm

EMPLOYEE REPORTING LINE INCIDENT REPORT

NATURE OF CALL (CONTINUED):

*this is what got us in trouble before.*  
*She thinks her sister's account is in*  
*husband's name :*

6  
7.

D.V.

June 30, 1993

MEMORANDUM:

TO: MR. M. E. COX, DIRECTOR-SECURITY  
FROM: JAMES L. PREAU, GENERAL SECURITY MANAGER  
SUBJECT:

MISCELLANEOUS INVESTIGATION  
FILE: FN-13-05433  
EMPLOYEE REPORTING LINE #: 93-5-21

On May 25, 1993, an Employee Reporting Line referral reflected mis-coding of a service order assigned to a Florida resident. The reporting employee stated that a "MA" (missed appointment) status had been applied to the order and that an unethical situation existed inasmuch as the reason for the missed appointment was listed as "CF" (Company facilities).

The coding procedure and the question of statusing missed appointments was referred via letter to the office of Ted C. Kellermann, Jr., Director-Administration (Network Operations-South) for resolution. In a reply dated June 25, 1993, Kellermann indicated that coding associated with the missed appointment was correct and in order. The due date was not met, and because of the reasons for the missed order (a wet splicing module), the reason was detailed in the remark section as "CF", or Company facilities.

Traditionally, the fact that the order was not completed on the due date afforded the customer, constitutes a missed appointment. It is not widely used as a status code. Additionally, it would be more commonplace to see a "CF" status or other reasoning for not meeting the service commitment to the customer. The fact that the order was a missed appointment is a given reality and not a true reason for the failure to meet the customer's date of expected service.

According to Kellermann, the use of a "CF" status helps no index as it can highlight a situation, wherein, Engineering has not recognized a service growth situation, aggravating the missed appointment scenario.

JUL 06 1993

Birmingham, Ala

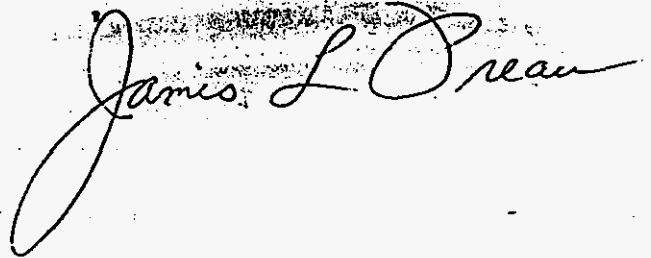
F03R36Z 0000279



The complainant was contacted on June 9, 1993, and on this date, and provided with the status of our efforts. The employee is still of the opinion that a "missed appointment" status should not be used in the service order process and that the true reason for the miss should be the status driver. She has had the proper procedures explained to her in detail.

Attached is the response as provided by Kellermann. No evidence of results manipulation by the group was developed as a result of this investigation.

Attachment

A handwritten signature in cursive script, reading "James L. O'Neal". The signature is written in dark ink and is positioned to the right of the main text block.

T. C. Kellermann, Jr.  
Director - Administration  
Network Operations/South

20th Floor - Southern Bell Tower  
301 West Bay Street  
Jacksonville, Florida 32202  
904 350-2021

**PRIVATE & CONFIDENTIAL**

June 25, 1993  
File Code: 420.0800

Mr. James L. Preau  
General Security Manager  
26JJ1 Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Fl 32202-4400

Dear Mr. Preau,

14 SUBJECT: MISSED APPOINTMENT PROCEDURES -  
MISCELLANEOUS INVESTIGATION FILE FN13-05433

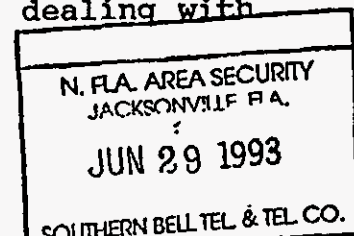
This is in response to your letter dated June 11, 1993 under captioned file.

After investigating this information, all service order coding and handling was found to be proper.

The order as stated by the complainant was placed by the subscriber on 5-11-93 with a due date of 5-24-93. The order was dispatched to employee 264 who was unable to complete the order due to a problem in the cable. The order was not completed on the due date and was properly shown to a missed appointment code CF. This does not help any index, to the contrary, a high CF rate can reflect a problem with engineering properly providing facilities in advance of anticipated customer service needs. The CF missed appointment code means that company facilities were not available to complete the service order.

The facilities to complete this service order were provided on 5-26-93 by repairing a wet splicing module in a buried cable. Both lines were installed this same day.

Missed appointment code information is available in Customer Service and Network offices in the CT/CF plan, SOCS operations manual and various other practices and procedures dealing with service order processing.



F03B36Z 0000281

The proper information substantiating this miss was also placed on the pending service order in the remarks section.

If you need additional information, please advise.

A handwritten signature in cursive script, appearing to read "Ted Kellermann". The signature is written in dark ink and is somewhat stylized.

Ted Kellermann  
Director - Administration  
Network Operations/South

sdg/wp51/palmcst 0

-3-

- 1 93-5-21 \_\_\_\_\_ Area (Complainant - \_\_\_\_\_) -  
Security Case FN 13-05433 (CJP) closed, no disposition received from department.
- 4 93-5-24 Maintenance Center - \_\_\_\_\_ -  
Security Case FN 13-05434 (CJP) closed with correspondence to M. E. Cox, June 29, 1993. Referral has been investigated to the satisfaction of the employee reporting this matter. Contact was made with her this date and the new procedures explained in detail.
- 93-5-28 Ombudsman Complaint - Employee Parking  
(Memo 5-28 from Preau to Cox)
- 12 93-6-1 \_\_\_\_\_ Central Office -  
Security Case FN 13-05438 (CWD), investigation pending.
- 14 93-6-7 \_\_\_\_\_  
Security Case FN 10-05077 (CWD), investigation pending.
- 16 93-6-9 \_\_\_\_\_ -  
Security Case FN 10-05078 (CWD), investigation pending.
- 18 93-6-10 \_\_\_\_\_  
Security Case FN 13-05440 (JLP), investigation pending.
- 20 93-6-12 \_\_\_\_\_  
Security Case FN 12-05074 (CJP), closed, no disposition received from department.
- 23 93-6-15 \_\_\_\_\_  
Security Case FN 10-05079 (CJP), closed, no disposition received from department.
- 25 93-6-17 \_\_\_\_\_  
Security Case FN 10-05082 (EWR) open, investigation pending.

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-5-21

DATE 5/25/93 TIME 3:30pm RECEIVED BY Harlene Vines

5 FULL NAME OF PERSON MAKING REPORT: [Redacted]

JOB TITLE: [Redacted]

7 DEPARTMENT: [Redacted]

8 LOCATION: [Redacted]

9 CONTACT NUMBER: [Redacted]

10 NATURE OF CALL: took customer call today  
checking when his service would be  
working. He placed order on 5-11 and  
order was due on May 24. When  
checked, it showed M.A. (Missed appt.)  
Customer said that wasn't true!

SUBJECT INFORMATION:

17 FULL NAME(S): [Redacted]

DEPARTMENT: [Redacted]

LOCATION: [Redacted]

PHONE NUMBER: [Redacted]

SUPERVISOR: [Redacted]

HOW DID COMPLAINANT ACQUIRE INFORMATION Attaching a  
copy of service order

REFERRED TO: Pream

AREA: FN

DATE: 5/25/93

TIME: 4:40pm

## EMPLOYEE REPORTING LINE INCIDENT REPORT

## NATURE OF CALL (CONTINUED):

put customer on hold & called 780-2935  
and was told to look in remarks.

Remarks read CF for defective encapsulation.  
7. (when 2 lines are going in).

said it shouldn't have been coded 00.

MA. She thinks they are changing in  
Dispatch ofc. and are doing it to help  
meet their index. The Employee in  
Dispatch said they have been doing  
it that way for 2-3 years. She

14 called for updates &  
15 talked with She told him she  
thought this was an integrity problem.  
He didn't think so.

18 could only tell customer  
we were working on it. She faxed  
a copy of service order (attached) and  
wants to know if this was correct  
procedure.

05-25-93 03:34 PM

J01 PAGE 3 of 5

Post-it brand  
Fax Transmittal Memo 7672

To *Darlene*

Company

Location

Fax # *205 321-6876*

Comments

Telephone #

(\*) No. of Pages

From

Company

Location

Fax #

Original  
Disposition:

Today's Date

*5/25*

Time

Dept. Charge

Destroy

Return

Call for pickup

IA 007 TT5L79 001 904445 A0 - - N K N /  
24 445-7547 938 - - PLMC05-11-93 1216 05-11  
TT5L793C 1FR CR4A74A 05-24-93 XCF  
I \$,R,904 436-1023,MRA,904476  
DYK03846 (DD 05-24-93)  
05-24-93  
DYK03846

D 05-19-93

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R  
-LIST

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BTN;NEW INST

DIR

DA

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BILL

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R 000,708

066-46-3224

V 0593

S&E

BSXUP/PIN 5355

TS1C1

9LM

1FR /NLC Y1/PIC 288

/PCA BO, 05-11-93

F03B36Z 0000286

IA 007 TT5L79 002 904445 AO - - N N N  
PLMC05-11-93 1216 05-11 2

T5L793C 1FR CR4A74A 05-24-93 XCF  
LBN  
1FR /TN E/NLC Y1 5  
/PIC 200/PCA BO. 05-11-93 7  
TTR /TN 8  
SEQ1X/TN 9  
OCPA1/BI WIC/TN 4  
/OCP 718NY  
SLM /TN 11  
SEQ1X

RMKS  
ANA  
NEED OSPE TO PROVIDE SERVICE I  
N ENCAPSULATED PLANT  
ENG PF ANS 05-12 MHM  
DWG 2 STAPS 1,2,20  
LAC UPD REL RFS NO DIAL TONE  
PENDING FRAME NEEDS DROP CBL  
5-17 1420  
RESEND DIS ISSUED ON 446-0492  
05-18 0850 BFHFCEC  
ADD PO INFO 05-18 0904  
BFHFCEC  
05-24 CF W-CA REPR FOR DEF ENC  
PI COMP PER 264 8-11A JM CALL  
407-690-6052 FOR UPDATWS

R : 28  
ASGM 30  
31  
/CA PG502/PR 290/PGS DMS1U,  
1009/PGSC I/CUR F ES/DF F99-01  
/PRQ Y/BP 1365/TEA F 209 34  
PLCSFLU0024/RLA 71 WELLWATER 35  
DR/BCF BP 1365 TEA F 209 36  
DR/TPR 317654/RMTE 38  
XBOI STENCILD IN BCKWRDS IN  
COUNT STARTS AT BP1201



WEDDINGTON DR/ 3 01004/RT10  
XBOX STENCILD . . . ECKWRDS IN  
COUNT STARTS AT BF1201

PAGE 5 of 5

2 /CA 209W/PR 651/ENC F 65 4

2 /CA 209W/PR 652/ENC F 65 5

TN 7

TN 8

W 9

W 10

C /CA 2/PR 704

C /CA 2/PR 706

OE 2000-7-08-17/EXK 14

/LPS/DF F99-01 15

OE 2000-7-06-19/EIK 904-445/TN 16

/LPS/DF F99-01 17

-STAT

B F-264

C NR2/DPN 1

TRANSMIT-SF2Z323N

NT 16.29.40 05/25/93\* JN04F0E0 / MSG# 7509

9047699981

05-25-93 03:43PM PO01 #17

07-15-93 11:16AM

TO 912053216876

P002/005

June 11, 1993

ERL # 93-5-21

Mr. C. J. Sanders  
Vice-President-Network Operations  
20th Floor  
Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Florida 32202

Dear Mr. Sanders:

SUBJECT: MISSED APPOINTMENT PROCEDURES-  
MISCELLANEOUS INVESTIGATION  
FILE FN13-05433

The attached Employee Reporting Line complaint reflects confusion relative to the statusing of installation missed appointments. The reporting employee feels the status used on this particular order was possibly miscoded for indices purposes. General inquiries made by the reporting employee have met with unsatisfactory answers as to the proper coding of the order.

We are requesting that this matter be investigated by your staff and a written response provided to this office at your earliest convenience. Please provide the method of coding "missed appointments" and the logic used to "CR" similar types.

The reporting employee is not to be contacted under any circumstances.

We will respond through proper channels upon receipt of your findings, in order to bring this matter to an accurate conclusion.

RESTRICTED BELLSOUTH  
SECURITY INFORMATION

F03B36Z 0000289

FN13-05433-3

07-15-93 11:16AM

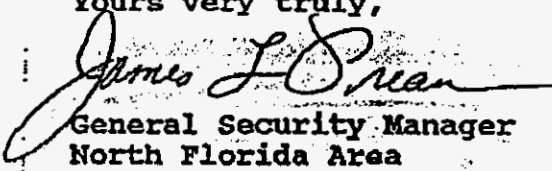
TO 912053216876

P003/005

-2-

Any questions should be directed to me at 904-350-2883, in Jacksonville. Thank you for your prompt attention to this request.

Yours very truly,

  
General Security Manager  
North Florida Area

CJP:pw

Attachment

RESTRICTED BELLSOUTH  
SECURITY INFORMATION

F03B36Z 0000290

D.V.



Southern Bell

James L. Prasu  
General Security Manager

26J1 Southern Bell Tower  
301 W. Bay Street  
Jacksonville, FL 32202-4400  
(904) 350-2823

June 29, 1993

Mr. M. E. Cox  
Director-Security  
20th Floor, 600 No. 19th St.  
Birmingham, AL 35203

Dear Mr. Cox:

13  
SUBJECT: COMPLAINTANT  
MISCELLANEOUS INVESTIGATION  
FILE: FN 13-05434  
ERL REFERENCE # 93-5-24

We have completed an investigation referencing the above Employee Reporting Line referral involving the statusing of out of service (OOS) customer trouble reports. The claimant indicated that Mechanized Loop Testing (MLT) Ver Code "0," "Test OK," was the driver as to whether or not individual reports were placed in an out of service status. If the "Test OK" Ver Code "0" resulted, the report was not statused in an out of service condition, notwithstanding the complaint as reported by the customer.

This matter was referred to the office of Ted Kellerman, Jr., Director-Administration (Network Operations/South) on June 11, 1993, for procedural clarification. We have learned that a trial procedure, effective May 28, 1993, transfers the statusing of out of service reports to those assigned to the Centralized Repair Service Attendant Bureau (CRSAB). The attendant queries the customer as to the nature of the service condition through a series of questions. Each customer is asked whether or not they consider their telephone line out of service. This procedure statuses the report at the initial point of contact with the CRSAB and relieves the IMC from any responsibilities associated with the "OOS" categorization. Further, the MLT process is confined strictly to the testing of subscriber reports after receipt from the CRSAB.

In effect, the customer determines the status of the trouble; a departure from the applied mechanization associated with MLT.

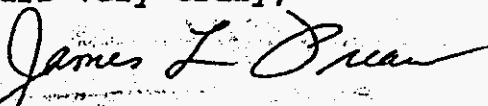
F03B36Z 0000291

RESTRICTED BELL SOUTH  
SECURITY INFORMATION

The original referral has been investigated to the satisfaction of the employee reporting this matter. Contact was made with her this date and the new procedures explained in detail.

Attached is the response as gained from Mr. Kellerman. Any questions should be directed to my office at 904-350-2883 in Jacksonville.

Yours very truly,

  
General Security Manager  
North Florida Area

CJP:kw 7

Attachment

7-15-93 11:16AM

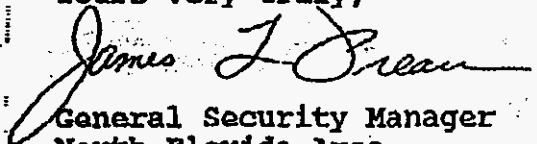
TO 912053216876

P005/005

-2-

Thank you for your timely response in assisting us with this matter. Any questions should be directed to me at 904-350-2883 in Jacksonville.

Yours very truly,



General Security Manager  
North Florida Area

CJP:pw

Attachment

RESTRICTED SECURITY INFORMATION

F03B36Z 0000298

June 11, 1993

ERL # 93-5-24

Mr. C. J. Sanders  
Vice-President-Network Operations  
20th Floor  
Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Florida 32202

Dear Mr. Sanders:

10 SUBJECT: ~~COMPLAINANT~~  
MISCELLANEOUS INVESTIGATION  
FILE FN13-05434

We recently received the attached Employee Reporting Line complaint, which addresses the question of what constitutes an "out of service" report, as opposed to a customer report stasured as "affecting service."

This particular report associated Maintenance Center MLT testing with the status process. If shown as a "test OK", and the customer is reporting a service problem, should the "test OK" reading prevail and the "out of service" status be discarded for record purposes?

Please provide this office with the proper guidelines which are being utilized at this time in Florida. The response should be in writing and this office will inform the originating employee of the proper procedures to be used.

No contact should be made with the complainant.

RESTRICTED BELL SOUTH  
SECURITY INFORMATION

07-13-93 11:16AM

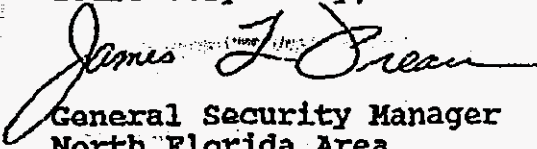
TO 912053216876

P005/005

-2-

Thank you for your timely response in assisting us with this matter. Any questions should be directed to me at 904-350-2883, in Jacksonville..

Yours very truly,

  
General Security Manager  
North Florida Area

CJP:pw

Attachment

RESTRICTED SECURITY INFORMATION

F03B36Z 0000300



-2-

1 This matter was discussed with [redacted] and he advised that  
3 inconsistencies occasionally may occur when administering these  
5 policies. [redacted] has advised that the waiver policies have  
been re-covered with all employees as a result of this  
investigation. Further that he informed [redacted] to do  
likewise.

7 As explained by [redacted] our policy is to accept the customer's  
word regarding the number of jacks at the original location to  
issue an order waiving the costs for jack installation at the new  
location.

It is probable that we can determine customers who received  
waivers; however, it is not clear if our records reflect the number  
of jacks at the original location.

If you believe that further investigation or an audit is  
appropriate, please call me. I will make any arrangements you deem  
appropriate.

Very truly yours,

  
General Security Manager

DHF:mrp

Attachments

cc: Mr. M. E. Cox

07-09-93 12:06PM

TO 12053216876

P002



**Southern Bell**

~~Mario C. Martinez~~  
General Security Manager

600 N.W. 79th Avenue, Room 700  
Miami, Florida 33126  
305 222-0925

June 18, 1993

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Dear Sir:

RE: EMPLOYEE REPORTING LINE  
INCIDENT REPORT 93-5-27  
OFFICE  
MISCELLANEOUS INVESTIGATIONS  
FM 13-5134

11

On May 28, 1993, an anonymous referral was received on the "Employee Reporting Line" concerning inconsistencies with the procedures that permit the Company to waive certain charges (i.e. jacks) for victims of Hurricane Andrew..

An investigation was begun to identify procedures in place and to ascertain adherence to the procedures. Inasmuch as the referral specifically mentioned the Office, was contacted and his assistance was requested.

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The "Special Waiver Procedure for the March 12-14 Storms" was reviewed and a copy is attached. This procedure does allow certain charges to be waived.

The "A4 Tariff Interpretation, Fire, Wind, and Flood" was reviewed and a copy is attached. This interpretation was dated November 12, 1992 and was drafted in connection with Hurricane Andrew. The A4 tariff and its subsequent interpretation also waives certain charges.

In the allegation the caller stated that the procedure for waving certain charges pursuant to Hurricane Andrew were to be terminated on October 31, 1992, but they continued to the present. This information is incorrect. Customer services, pursuant to the tariff, may apply waivers where appropriate.

June 11, 1993

ERL # 93-5-24

Mr. C. J. Sanders  
Vice-President-Network Operations  
20th Floor  
Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Florida 32202

Dear Mr. Sanders:

10 SUBJECT: -COMPLAINANT  
MISCELLANEOUS INVESTIGATION  
FILE FN13-05434

We recently received the attached Employee Reporting Line complaint, which addresses the question of what constitutes an "out of service" report, as opposed to a customer report statused as "affecting service."

This particular report associated Maintenance Center M/T testing with the status process. If shown as a "test OK", and the customer is reporting a service problem, should the "test OK" reading prevail and the "out of service" status be discarded for record purposes?

Please provide this office with the proper guidelines which are being utilized at this time in Florida. The response should be in writing and this office will inform the originating employee of the proper procedures to be used.

No contact should be made with the complainant.

RESTRICTED BELLSOUTH  
SECURITY INFORMATION

F03B36Z 0000297

FN 13-05434-2

**BELLSOUTH**  
TELECOMMUNICATIONS ©

T. C. Kellermann, Jr.  
Director - Administration  
Network Operations/South

20th Floor - Southern Bell Tower  
301 West Bay Street  
Jacksonville, Florida 32202  
904 350-2021

June 22, 1993  
File Code: 420.0800

James L. Preau  
General Security Manager  
26JJ1 Southern Bell Tower  
301 W. Bay Street  
Jacksonville, Fl 32202-4400

Dear Jim,

12 SUBJECT: ~~COMPLAINT~~  
MISCELLANEOUS INVESTIGATION  
FILE FN13-05434

This is in response to your letter dated June 11, 1993. Your file number FN13-05434.

Prior to May 28, 1993 the proper procedure for classifying an out of serviced customer report was predicated on the MLT Ver code at the time the report is auto or manually screened.

In the situation described in your correspondence; at the time the customer report was being screened by the Maintenance Administrator the report was test ok or Ver code 0. This report should not have been statused out of service. The rationale that the company used prior to May 28, 1993 was that MLT would be the factor that determined out of service not what the customer stated.

Since May 28, 1993, the company is trialing a procedure where the out of service classification is being placed on the customer report by the Repair Service Attendant at the time the report is taken in the CRSAB. This determination is currently being scored based on a question each customer is asked as to whether they consider their telephone line out of service. All out of service classification upfront is being done in the CRSAB instead of the IMC.

This is a major change and is being scrutinized carefully to insure accuracy of scoring. If this proves successful, it will eliminate employee misunderstandings such as presented in your letter.

If you have questions, please advise.

  
Ted Kellermann

N. FLA. AREA SECURITY JACKSONVILLE, FLA.
JUN 28 1993
SOUTHERN BELL TEL. & TEL. CO.

03B36Z 0000293

-3-

- 1 93-5-21 (Complainant - -  
Security Case FN 13-05433 (CJP) closed, no disposition received from department.
- 4 93-5-24 Maintenance Center -  
Security Case FN 13-05434 (CJP) closed with correspondence to M. E. Cox, June 29, 1993. Referral has been investigated to the satisfaction of the employee reporting this matter. Contact was made with her this date and the new procedures explained in detail.
- 93-5-28 Ombudsman Complaint - Employee Parking  
(Memo 5-28 from Preau to Cox)
- 12 93-6-1 Central Office -  
Security Case FN 13-05438 (CWD), investigation pending.
- 14 93-6-7  
Security Case FN 10-05077 (CWD), investigation pending.
- 16 93-6-9 (Dick Gennell) -  
Security Case FN 10-05078 (CWD), investigation pending.
- 93-6-10 Southern Bell Tower, Jacksonville, Fl -  
Security Case FN 13-05440 (JLP), investigation pending.
- 20 93-6-12  
Security Case FN 12-05074 (CJP), closed, no disposition received from department.
- 23 93-6-15  
Security Case FN 10-05079 (CJP), closed, no disposition received from department.
- 26 93-6-17  
Security Case FN 10-05082 (EWR) open, investigation pending.

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-5-24

DATE 5/26/93 TIME 2:37pm. RECEIVED BY Darlene Lines

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FULL NAME OF PERSON MAKING REPORT: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

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LOCATION: \_\_\_\_\_

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CONTACT NUMBER: \_\_\_\_\_

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NATURE OF CALL: \_\_\_\_\_

has a question about procedure in Maintenance Center. The way she views it, it's not ethical.

13

said when a customer calls repair and they say they are out of service and repair sends to Maintenance Center,

SUBJECT INFORMATION:

17

FULL NAME(S): Compliance Supervisor

DEPARTMENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Pream

AREA: FN

DATE: 5/26/93

TIME: 4:50 p.m.

EMPLOYEE REPORTING LINE INCIDENT REPORT  
STAFF OFFICE REFERENCE NUMBER 93-5-24

## NATURE OF CALL (CONTINUED):

personnel in Maintenance will test the customer's line. If it tests OK, then they are not supposed to status "out of service".

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I has questioned her supervisors about this, but they say it should not be "out of SVC." if line tests OK. I said they have complained but supervisors say this is the way it should be.

I said "maybe Attorney General wants it this way, but I would like to know. To me, it does not make sense."

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I said she doesn't want to meet with anyone. She just wants an answer as to correct procedure.

I gave her a completion error because she statused "out of service".

This function going to Centralized Repair on 5/28/93.

File Code: 860.2000

March 18, 1993

MEMORANDUM

To: Operations Managers- Florida Customer Services  
Managers- Florida Customer Services

From: Lee Scrabis

Subject: Special Waiver Procedures for the March 12-14 Storm

The following Southern Bell counties have been declared official disaster areas. We will apply special waiver procedures to customers residing in these areas.

Alachua  
Columbia  
Dade

Dixie  
Duval  
Hernando

Martin  
Putnam  
Volusia

*March 13 Storm*

NEW CONNECTS, T&F AND ADDITIONAL LINE ORDERS:

Customers relocating because of storm damage are eligible to receive a waiver of the non-recurring charges to re-establish service at a temporary location, as well as, the move back to the permanent address. Total charges waived are determined by the existence of a maintenance plan at the vacated address.

**CUSTOMER HAS SEQ1X AT OLD LOCATION:** Use FID IBIR HUR1 to waive appropriate charges. If customer wants more jacks at the new location than at the old, manually rate using INRM NRC XXXX.

**CUSTOMER HAD NO SEQ1X AT THE OLD LOCATION:** Use the FID IBIR HUR2 to waive the connection charges through the first jack. Additional jacks will be billed at the regular rate.

REPAIR/ REPLACEMENT OF EXISTING JACKS/ WIRING (no move):

**CUSTOMER HAS SEQ1X:** All jacks and wiring will be replaced at no charge, including prewire.

**CUSTOMER DOES NOT HAVE SEQ1X:** If the customer is completely out of service, we will provide one jack with wiring at either the temporary or permanent location at no charge. If the customer has service, there will be a charge for repairing any non-working jacks.

**NOTE:** Customers outside of these areas should be handled in accordance with the A4 tariff. A clarifying letter from Carol Gordon, dated November 12, 1992, is attached.



File Code: 860.2009

March 18, 1993

MEMORANDUM

To: Operations Managers- Florida Customer Services  
Managers- Florida Customer Services

From: Lee Scrabis /

Subject: Waiver Procedures for the March 12-14 Storm

Should you receive any inquiries regarding the waiving of regulated charges due to storm damage, please use the tariff reference A4.2.1 which states:

H. Service Charges do not Apply to:

3. Service reestablished at a location which has been destroyed by or made untenable by fire, flood or other acts of God. If the subscriber desires service at a new location for a temporary period, all service charges, as appropriate, will apply for the establishment of service at the temporary location.

\* As far as unregulated charges (ie: jacks and wiring), customers with the maintenance plan will have all non-working jacks and wiring replaced at no charge.

Customers who do not subscribe to the maintenance plan and are completely without service, may have one jack installed at no charge by repair.

As further information, we, in Florida, may not use the tariff interpretation dated November 12 from Carol Gordon (file code 860.2009). That interpretation stated that the customer could choose whether to apply the regulated service order charge waiver when moving to temporary location or back to the permanent location. As you can see in the reference above, our tariff is very specific regarding this situation.

Should you have any questions, please call me at (904) 350-5648.

Birmingham, Alabama  
November 12, 1992

To: Tom Milstead, Staff Manager-Alabama Regulatory  
George Frazee, Manager-Florida Regulatory  
Bob Swett, Staff Manager-Georgia Regulatory  
Beth Ice, Manager-Kentucky Regulatory  
Bonnie Eades, Staff Manager-Louisiana Regulatory  
Steve King, Staff Manager-Mississippi Regulatory  
Beverly Pappy, Staff Manager-North Carolina Regulatory  
Les Addis, Staff Manager-South Carolina Regulatory  
Jim Gotto, Manager-Tennessee Regulatory

From: Bonnie O'Bannon, Staff Manager-Pricing

Subject: A4 Tariff Interpretation: Fire, Wind, and Flood

The following is a Tariff Interpretation of the Service Charge (A4) waiver for Fire, Wind, and Flood:

Service Charges do not apply for either establishing at a new/temporary location or re-establishing at the original location, a customer's equivalent service after the premises is made untenable by fire, wind, or flood.

This interpretation does not change the intent of the current tariff, which is to provide one waiver of service connection charges when a premises is destroyed or made uninhabitable. Currently the tariff provides that the waiver will be applied when the customer moves back into the repaired premises, and assumes that all customers eventually return. However, most rental customers never move back. This interpretation allows us the flexibility to apply the waiver as it was originally intended, while providing a better arrangement for our customer.

The waiver should be offered when the customer moves to a new/temporary location. This would appear to be the time when the customer needs his or her monetary resources for other basic needs. If the customer does not require service at a temporary location, the waiver should be applied when he returns to the original location.

This procedure will be filed in your Tariff with the restructure of Service Charges, but this interpretation is effective upon receipt. Methods are being sent to Customer Services contact personnel under separate cover. If you have further questions I can be reached at 205/977-0457.

sd: Bonnie O'Bannon

cc: Carol Gordon  
Ron Reardon  
Frank Norris

F03B36Z 0000305

## MIAMI, FLORIDA

2	93-3-26		13-5135 (DXC)	PENDING	INVESTIGATION CONTINUING
4	93-4-9		13-5128 (DXC)	PENDING	INVESTIGATION CONTINUING
6	93-5-3		10-5064 (RLR)	PENDING	IN TYPING
8	93-5-16		10-5068 (DXC)	PENDING	INVESTIGATION CONTINUING
10	93-5-25		13-5137 (DXC)	PENDING	INVESTIGATION CONTINUING
12	93-5-27		13-5134 (DHF)	PENDING	IN TYPING
13	93-6-8		10-5070 (DHF)	PENDING	IN TYPING
	93-6-14	OMBUDSMAN COM- PLAINT-HOMESTEAD, FL CONTROL CENTER	10-5072 (DXC)	PENDING	INVESTIGATION CONTINUING
17	93-6-25		03-5076 (DHF)	PENDING	IN TYPING
18	93-6-29		13-5143 (DXC)	PENDING	INVESTIGATION CONTINUING

EMPLOYEE REPORTING LINE INCIDENT REPORT

STAFF OFFICE REFERENCE NUMBER 93-5-27

DATE 5/28/93 TIME 3:55pm RECEIVED BY Darlene Tines

FULL NAME OF PERSON MAKING REPORT: Anonymous

6 JOB TITLE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

8 LOCATION: Fl.

CONTACT NUMBER: \_\_\_\_\_

NATURE OF CALL: Caller said she feels we are not consistent in our policy of moving customers' service for free after Hurricane Andrew. Caller stated after the hurricane we told customers we would move ~~them~~ their service out & back to their original location for free;

SUBJECT INFORMATION:

17 FULL NAME(S): \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

19 LOCATION: Fl.

PHONE NUMBER: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

HOW DID COMPLAINANT ACQUIRE INFORMATION \_\_\_\_\_

REFERRED TO: Martinez

AREA: FM

DATE: 5/28/93

TIME: 4:30 p.m.

## EMPLOYEE REPORTING LINE INCIDENT REPORT

## NATURE OF CALL (CONTINUED):

however, some customers are calling & we're moving them numerous times for free and other customers are not free. It seems if the customer asks, we do. But if the customer does not ask, we charge them. This was to be discontinued after Oct 31, however, just yesterday a customer had 10 jacks installed for free and this was their 4th move. Caller said this is not right. If Miami Herald knew this, they would have a field day. Caller said we need to treat all customers the same. Some customers have moved 5 or 6 times for free & other people have not been moved for free at all.

17-14-93-04:19PM

TO 12053216876

P003



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June 14, 1993

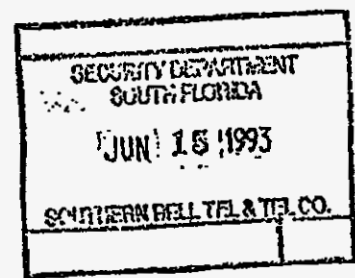
MEMORANDUM TO:

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The attached correspondence from Mario Martinez and reply are self explanatory. It will be appreciated if you could recover your Representatives regarding Hurricane Andrew order procedures.

Should you have any questions regarding the attached correspondence, please don't hesitate to call.

*Alfred*  
Operations Manager  
Attachment



F03B36Z 0000309

17-14-93-04:19PM



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June 14, 1993

MEMORANDUM TO:

Mr. Mario C. Martinez  
General Security Manager  
Miami, FL.

11

This is in response to your correspondence of June 4th concerning Employee Report FM 13-5134. On June 10th I discussed this issue with and reviewed our Company policy. Attached you will find special waiver procedures enacted as a result of Hurricane Andrew. These procedures have been covered with all Representatives and are very specific on the details of order handling. An exception could be where our records do not reflect the number of jacks at the original location. Our policy is to accept the customer's word and issue the order for the number of jacks the customer said was at the original location.

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has agreed to recover all employees on this policy to insure that these guidelines are used when negotiating Hurricane Andrew related orders. By copy of this correspondence and attachments, notification will be given to the rest of the units in my district as well as in southeast.

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Inconsistencies occasionally do occur in administering these policies and we will be happy to make corrections where these disparities are identified.

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Operations Manager  
Attachment

30 cc:  
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June 2, 1993

Memo to: ~~Mickey Cox~~

From: Cindy Roberts

4 Subject: Ombudsman call from

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18  
called the Ombudsman office on May 26 at approximately  
4:00. p.m. expressed concern that there were a lot of  
unethical things happening in  
craft employee in the control center in . His pager  
number is . He said he worked outside as a  
in then was called to work inside in the  
He has witnessed several  
incidences in the control center involving his that he felt  
he should report. His put him in charge of the contract  
bid list when he went on vacation. The computer somehow became  
"locked-up" and he felt was responsible. He accused Ed  
of going into computer and taking out jobs on the  
he referred to as the , which he said was  
the main contractor in Florida. also referred to a  
and said jobs were being taken off of this particular list. He  
expressed that there was a lot of theft between the company and  
outside contractors.

3 I would appreciate your investigating these items listed above, and  
reporting your result to Mr. O'Neill.

Should you have any questions, please give me a call.

B.S.T. Security Headquarters
JUN 04 1993
Birmingham, Ala.

F03B36Z 0000311



A	B	C	D	E	F	G	H	I	J	K	L	M
JOB NUMBER	TAPER CODE	RECEIVED	SVR	READY WORK	RDBK ENG	CONT PRIOR	CONT BID	HOLD 2-D	EXC LOC	EXC PCS	COMPLETE	REMARKS
4500												
4501	512293	28-Jan-93							X			LOCAL TURNED IN TO 2785 3/11
4502	521804	05-Feb-93							X			LOCAL
4503	511706	YES				X						REQ. #8428 BY CA. NOT PL.
4504											ECC	NEW JOB 4856
4505												INJ
4506											ECC	NEW JOB 4880
4507	610940	YES				X						WAITING X-Box
4508	611323	YES		X								RAZ 3/17
4509	511503	YES		X								
4510	610951	YES			X	X						3 PITS Requested BUNDLED NOT PLACED 3/18
4511	612110										ECC	NEW JOB 5158
4512											ECC	NEW JOB 5101
4513											ECC	NEW JOB 4958
4514											ECC	NEW JOB 4977
4515	512804	YES							X			
4516	521804	05-Feb-93							X			
4517	521804	05-Feb-93							X			
4518	310111	125-Jan-93										121-FEB-93
4519	232704	125-Jan-93										116-MAR-93
4520	110211	YES			X							
4521											ECC	NEW JOB 5008

A B C D

JOB NUMBER	TAPER CODE	RECEIVED	READY WORK	RDBK ENG	CONT PRIOR	CONT BID	HOLD 2-D	EXC LOC	ETC PCS	COMPLETE	REMARKS
4522	610945	YES								12-MAR-93	
4523	111105	125-Jan-93	X								
4524	112102	YES	X								
4525	410210	YES						X			
4526	630196	125-Jan-93						X			
4527											INJ
4528	410210	YES			X						
4529	120106	125-Jan-93								X	
4530	6306-09	YES	X								
4531	512206	YES	X								51206 cancelled Randy to close
4532	241707	YES	X								
4533											ECC INEN JOB 4934
4534	112127										ECC INEN JOB 4865
4535	112109	YES	X								
4536	112333	YES	X								3500
4537	120601	YES								117-MAR-93	PRG IN LOCALS FILE 1053
4538	512902	YES	X								
4539											INJ
4540	131320	YES	X								
4541	630503	YES			X						LOCALS
4542	241602	122-Jan-93								120-MAR-93	
4543	320401	YES								120-MAR-93	

A B C D

RDBK : RDBK :

JOB NUMBER	TAPER CODE	RECEIVED	READY WORK	RDBK ENG	CONT PRIOR	CONT BEO	HOLD 2-D	EXC LOC	EXC PCS	COMPLETE	REMARKS
4544	512902	25-Jan-93	X								
4545				X							INJ
4546	112107									ECC	NEW JOB 4976
4547	112107	101-Feb-93								21-MAR-93	
4548											
4549	112304	YES	X								
4550	130202	YES	X								
4551	511119	YES	X								
4552	131701	YES								14-MAR-93	
4553	132890	101-Feb-93	X								
4554	320403	YES						X			LOCAL
4555	120601	22-Jan-93								17-MAR-93	PKG IN LOCALS FILE 4853
4556	111125	YES					X				PARTIAL
4557										ECC	NEW JOB 4862
4558	220414	YES			X						
4559	130202	YES								18-MAR-93	
4560	111515	21-Jan-93								13-FEB-93	
4561										ECC	NEW JOB 5193
4562										ECC	NEW JOB 5165
4563										ECC	NEW JOB 4718
4564										ECC	NEW JOB 4878
4565										ECC	NEW JOB 5023

A B C D

JOB NUMBER	TAPER CODE	RECEIVED	SVR	READY WORK	RDBK ENG	CONT PRIOR	CONT BID	HOLD 2-D	EXC LOC	EXC PCS	COMPLETE	REMARKS
4566											ECC	NEW JOB 5164
4567											ECC	NEW JOB 4898
4568	230816	YES						X				
4569											ECC	CANCEL
4570											ECC	NEW JOB 5003
4571	232509										ECC	NEW JOB 5016
4572												NEW JOB 4978
4573	232704	YES										28-FEB-93
4574	232804										ECC	NEW JOB 5195
4575											ECC	NEW JOB 4893
4576	211907	X									ECC	NEW JOB 4962
4577	130801	YES		X								03-26-93
4578	631033	125-Jan-93						X				LOCAL
4579												INT
4580	211909	125-Jan-93		X								03-26-93
4581	250405	YES			X							
4582	120106	YES			X							
4583	250402	YES		X								
4584	241520	YES										20-MAR-93
4585											ECC	NEW JOB 4871
4586	120805	125-Jan-93		X								
4587	130306	YES										17-MAR-93

A B C D

JOB NUMBER	TAPER CODE	RECEIVED	SVR	READY WORK	RDBK ENG	RDBK CONT	RDBK CONT	HOLD 2-D	EIC LDC	EIC PCS	COMPLETE	REMARKS
4588	310113										ECC	CANCEL
4589												INT
4590	522702	YES		X								
4591	211907	YES										117-MAR-93
4592	522005	125-Jan-93										113-FEB-93
4593	4110113	YES		X								4160
4594	311119	YES				X						
4595	240910	YES										113-FEB-93
4596	512206	YES		X								cancelled 12/14/92
4597	120705	YES		X								
4598											ECC	INEN JOB 4721
4599	130403	YES									ECC	INEN JOB 4722



Southern Bell

*D.V. file*

March 4, 1993

Mr. Stephen M. Klimacek  
Attorney  
150 W. Flagler Street  
Suite 1910  
Miami, Florida 33130

Dear Mr. Klimacek:

2  
9  
10

RE: OMBUDSMAN COMPLAINT  
-VICTIM  
-SUBJECT  
REFERENCE #93-2-15  
SOUTH FLORIDA FILE #4-5032

As you are aware, we jointly investigated the above captioned matter under the "Attorney Client Privilege". It is my understanding that the notes and reports prepared by you will be sufficient for your purposes.

Should you require additional assistance, please advise.

Sincerely yours,

~~Staff Manager-Security~~

DC:mrp

cc: M. E. Cox

B.S.T. Security Headquarters	
MAR 08 1993	
Birmingham, Ala.	

F03B36Z 0000317

3 DATE: Fri Feb 19 10:26 CST 1993

FROM: -jrg16

TO: Cox-mec10

CC: -cr36, -shk46, Oneill, rwo16

SUBJECT: Ombudsman Complaint;

93-2-15

Reference #

-----  
Mickey-A

9 I got an anonymous complaint by telephone from a man who said he was an in South Dade.

10 He said that a friend of his, found a note  
11 from his manager, telling him that on his time  
12 report, was "using a code too much" )

13 The caller says that felt that the code was the appropriate one for the work he was doing and that he believes that the manager was asking him to falsify company records. The caller stated that in his opinion, this was the kind of activity that got us in trouble in Florida in the first place.

Please treat this as a complaint to the ombudsman and initiate the appropriate investigation.

Thanks,

John

=====

1 4/20/93 Call fr

SBT Safety 529-2618

2 His safety inspector who just returned fr 18 days in Fla on loan  
3 Worked

4 Task was looking @ safety of operations - Interviewed about 13-14 people/day  
during interviews he heard numerous complaints from Station Repair

(1) S.O. being passed w/o service being turned up - began bill unmoved  
when passed

(2) Several days later - Sta Rep get repair order & find no drop ever  
installed, or no protector, or no IW - or all of these Indicates  
serv. never really turned up

Believe problem is Installation using lap tap, going to cross box &  
making req'd checks at cross box mit @ Cust. premise - Computer shows  
circ OK so closes out automatically

5 got no indication from Station Repair people that Installation Repair  
mgmt is directing installation forces to do this. Station Repair claim  
they have rpt'd this to their mgmt, but nothing is ever done.

These rpt's come from loaned Sta Rep. technician, but also from some locals  
who say this has gone on for some time

20 had record of interviews, but they are in  
21 Call or

22 This will give list of people we've interviewed, but he did not note these  
who registered above complaint

24  file



2

3

Looking @ safety in Fla ops  
Sta Repair people - 18 days in Fla

→ S.O. passed w/o sev being turned up

→ Sev day later, get repair order - no drop, no connector, no IW

Test Computer → Test shows OK, but

Laptop - Look on ln - won't allow SO/rep. to be closed w/o certain thing - Doing @ cross box closes out automatic thru Computer NO indication of Magnet Direction

Kept run into repair people who have to do install

SO already passed - Drop MISSING - Never placed  
Ho

Repair: String Drop - Do IW also -

↳ locals → continuing problem

- Still 12hr/day 7day/wk Also - Cable Rep.

1 repair people rpt'd to local repair since Aug - no action

0  
21  
22

4/20/93 Call for

SBT Safety

3 Weir is safety inspector who just returned fr 18 days in Fla on loan  
4 Workin

Tech was looking @ safety of operations - Interviewed about 13-14 people/day  
during interview he heard numerous complaints from Station Repair

(1) S.O. being passed w/o service being turned up - begin bill issued  
when passed

(2) several days later - Sta Rep get repair order & find no drop wire  
installed, or no protector, or no IW - or all of these Indicates  
serv. never really turned up

Believe problem is Installation using lap tap, going to cross box &  
making reg'd checks at cross box not @ cust. premise - Computer phones  
are OK so closes out automatically

15 got no indication from Station Repair people that Installation Repair  
mgmt is directing installation forces to do this. Station Repair claim  
they have rpt'd this to their mgmt, but nothing is ever done.

These rpt's come from loaned Sta Rep. technicians, but also from some locals  
who say this has gone on for some time

20 had record of interviews, but they are in  
21 Call or

22 This will give list of people interviewed, but he did not note those  
who registered abuse complaint

24

2

3 ( Looking @ capacity in Fla ops

4 into Repair people - 18 days in Fla

7 -> SO picked up L... ..

-> Sunday later, get repair order - no drop, no connectors, no IW

Computer -> Test shows OK, but

Laptop - Look in ... - want ... 50 /inf. ... be closed up certain ... - Damage @ cross box closes out ... from computer. No ... of Magnet Detective

Kept ... into repair people who have to be install

SO already passed - Drop MISSING - Never showed

Repair: String Drop - Do IW also -

1 -> locs -> continuing problem

- Still 12h/day 7 days/week Also - Cables up

... people ... to ... since Aug - no action



*O'Neill*

*4-16-93*

Time *9:25*

**WHILE YOU WERE OUT**

*4* M \_\_\_\_\_

of \_\_\_\_\_

Phone \_\_\_\_\_

Area Code      Number      Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	

RETURNED YOUR CALL

Message \_\_\_\_\_

*2 pages* - \_\_\_\_\_

AMPAD  
EFFICIENCY®

23-021 - 200 SETS  
23-421 - 400 SETS

CARBONLESS

1  
2  
4/16/93 Call fr. ?

(Pager 305-397-6570)

1 Miami, Fla.

Loaned E'es to Fla fr N.C. Now on 2d tour in Hurricane Andrew rebuilding  
Claims many loaned E'es are upset & ready to leave

5 - Claims Co has announced (4/15 or 4/16) that we are cutting back to 6 day, 8h  
per day wk week - They were on 13 on, 1 off/schedule w/considerable more  
than 8 hrs/day Said loaned E'es did not come to Fla, miles away fr. h  
to wk what is close to "regular hours" He wants the O/T

9 - believes Co is playing games - test ctr closing out cust. rpts when they  
are not closed He claims Test Desk E'es are ordered to do so by  
their super's. Claims super's have "don't care attitude"

12 - believes 1st levels in fear of their mgmt. Claims many troubles close  
out at precisely the last time it can be done under tariff w/o penalty

14 - Claims we used insurance money (\$74m) to put up aerial cable &  
now pulling down perfectly gd cable & putting it undergd "for next  
hurricane"

17 - said he had cc of trbl tkt's which show closeouts when wk not complet  
I asked if others also had them. He said "yes" so I asked if he  
would send me copies. He said he would collect & send them to me  
I told him to send them to me "Open by Addressee Only"

4/16/93 ZWO call to Jerry Sanders re (1) Loaned E'es unhappy w/reduction of  
wk'g hrs. Sanders said of all assessment was we were not getting  
productivity fr. 13 on / 1 off/schedule, so decided to go to 6 on / 1 off.  
w/ std O/T. JS said they anticipated unhappiness among loaned  
E'es. Did not believe Dept would change approach. (2) re aerial  
cable being taken down & buried - JS said much cable was put up  
to get service restored, much was undersized & needed to be replaced  
such replacement was planned from the beginning - Cable in this area  
will survive better being buried. (3) JS was very concerned about  
premature closeout of trouble tkt's. He wants to investigate. He agrees  
if super's are ordering or condoning it, some super's must go! 324

(URGENT)

- \* Unethl Conditn
- 2\* Falsify Co rec.

Co-Fla - Hurricane - 07/20/00

Test Ctr Close Out - Close Out Cust Rpts

Power gen's

3000 and 1500 by ton

Talk today go on 6 day wk wk  
= 10% off fruits

450 man mod - On loan - Talking about leaving  
Call home 10 min / wke

74M Cable put up. Aerial new  
↳ new cable

Take down & put in gal - new buried cable

Break ground to go - send back in service  
Just like

[Paying to see how many want to leave  
Ward ans; new - Paying

more (out state) - send home

middle  
11/12 -> "DON'T CARE ATTITUDE"

± Levels in fear

Level visitors - visit - planned / scheduled!

we out track -> ordered to do

In Test area (

x - house for

130m 1 off

(Leave with 7 days

Didn't come down to Fla to wk 5- days / wk



Wed 4-21-75

Mr. O'Neill

①

To my sorrow I heard yesterday that several people in the test center had been picked by the Florida P.S.C. or some one to testify to them concerning what you and I had discussed last week.

My mind and my eye's see that this company is being destroyed by its own managers who are covering up simple silly mess such as closing out daily trouble loads, when the simple answer is and has been for the last thirty years fix the damn thing and don't worry about it for ten and maby twenty years.

These people are costing this company (that its employees use to be so proud to be a part of) millions of excess dollars every month that exist because in there minds they think that nice paper work & clear books make this company work,

I would say that if a new carrier were to move in on us today and offer good service we would lose seventy percent of our customer base in a very short period of time.

Most of the craft personal here have a total helpless feeling and are just trying to make it to thirty years before the system falls on its face.

F03B36Z 0000326

Help us stop the down fall that is going on 326



Like I said, people are scared to say anything. Is it possible for you to send me a lot of signed letters stating that there will not be any retaliation against anyone. It might bring out the good in some of the managers that act like total -----, pardon the expression.

Although slim we as a massive telecommunication organization still have ~~attiti~~ a little time to get back into being the best Telephone company that exist. You know we were before

Thank you for trying to understand

15

Faith in this outcome.

Temp. Adams

18

19



Wed 14 93

Mr. O'Neill

Here is just a few of my old tickets that I recovered they went on so long and I am a little messy and they make me throw out all the stuff in the cab. I will get and forward tickets from many other employees as soon as I can get them to trust this new way of thinking. They are saying that you folks will run me off for calling you. Two second and one first class manager have given me a thumbs up but are afraid of the same thing.

15 Just to show you the contrast of out of service look at the date on the one with the big circle on it. Now on the first of the week we will be back on things that have been cut unless they have gotten on to this!

I guess nothing could be done about the cut back by the weekend. Several groups signed up to leave.

Maybe they are right, it's not possible to change things but some of us that believe in this company still hope.

Good luck with it & Thanks for talking to me. Give me a call if you need help.

Mr. O'Neill

Look Over These  
AND The others

Last trouble 1/31/81  
 Prior Troubles 1/31/81 2/3  
 3053702530 Types NOISY  
 iclrs 04-08-93 iclrs cust. direct  
 loost 1 idisp: 0420  
 INarrs ZNHLPYK C300 special info: 4/8  
 IDEF ARL REPRD F2CA:  
 19640APRIL DRU  
 /CTTRC770 31

dispatch  
 address: Chicago

3/8: special info: 4/8

IRIS IFR 5/8: 6/8

7/8: FICCS IMP 8/8

router:  
 Irecs 04-08-93 IMMEDIATE ACTION OF  
 iclrs -IRV

dispatch trouble  
 ITRAM LXD RT 1/81 2/8

REPEAT TRBL DEMND

ICLAD-300A

Screening info:  
 IVER:21 LXD GRD RED

Screening cont: 3/8: initial tests: 4/8

IPHONE IGROUND SUB(2)

Access:R 5/8: last trouble 6/8

ICleared: 04-08-93

IRFRD RUTH

7/8: Last trouble 8/8

IClrs: hist. automatically

IClrs: 0384892 Iobtained:

IClrs: 04-09-93 0600P IYes

dispatch dispatch test

EVERY HARD GROUND

IT-G

END OF SUMMARIES

1: 2

1dc meas: 4/8

3500 k t-r

1.27k 0v t-g

3500 k 0v r-g

ICraft dcs: 5/8: 6/8

3500k t-r

1k 0v t-g

3500k 0v r-g

ICentral office: 7/8: 8/8

LI

dispatch

f1: 14 1/6: 1st terminal ist: 2/6

IClrs: 1511 bps: 0061

IColors of pairs

f2: 3/6: 2nd terminal ist: 4/6

IClrs: bps

IColors of pairs

f3: 5/6: 3rd terminal ist: 6/6

IClrs: 0003 bps: 0003 IR

IColors of pairs

10222

CLOSE OUT REPORT

ECN Dsp Time

Time Clrd 1/1/81 Comp 1/1/81

Dspn 0.4 ST Cause 100

Acct Code Hrs

Acct Code 5372 Hrs

Acct Code Hrs

Ma Loss Noise PI

Travel Time K

SWD NFE REA OCB-F

OCB-P OCB-B DPN RAML

Trbl Lctn

Rmrks

D  
 100 End - RPR FI skinner  
 o ld #100 X Boy

5-R-7-0  
 Odr Passed No Ois. 4  
 There has been a 61.0  
 away from here

address: 7/8

What is wrong

3/8: special info: 4/8  
 with those people

IRIS IFR Making hair books look

Service od Customer Inq

Worked NO Ois. 4

Sent out 7/8: Trouble

7/8: FICCS IMP 8/8

router: 305 257 24141

Irecs 03-24-93 0030A RESTRICTED SE

IClrs: all

dispatch trouble

INDI SCBC, NU 1/81

ISVC CP'D 3-22 PER

100 DRD BRYXF305

ISPEC COM 1005 VER 41 0/0 97X

IScreening cont: 3/8: initial tests: 4/8

IOpen out: BALANCED

Access:R 5/8: last trouble 6/8

ICleared: 10-24-91

IL/N

7/8: Last trouble 8/8

IClrs: hist. automatically

IClrs: 0260065 Iobtained:

IClrs: 03-24-93 0600P INo

dispatch dispatch

IOpen out BALANCED- END OF SUMMARIES

ICAP BAL 100 X

IDISTANCE FROM C.O.:

21100 FT 1:

1dc meas: 4/8

3500 k t-r

3500 k 0v t-g

3500 k 0v r-g

ICraft dcs: 5/8: 6/8

3500k t-r: 226k t-r

3500k 0v t-g: 147k t-g

3500k 0v r-g: 148k r-g

ICentral office: 7/8: 8/8

Iline ckt ok Icap 100 X

I dial tone ok I from co = 21100 ft

f1: 4 1/6: 1st terminal ist: 2/6

IClrs: 0514 bps: 0116 115041 SW 296TH ST

IColors of pairs

f2: 3/6: 2nd terminal ist: 4/6

IClrs: bps

IColors of pairs

f3: 5/6: 3rd terminal ist: 6/6

IClrs: 0167 bps: 0007 IR

IColors of pairs

CLOSE OUT REPORT

ECN Dsp Time 9A

Time Clrd 1/1/81 Comp 1/1/81

Dspn 0.384 Cause 100

Acct Code Hrs

Acct Code 2482 Hrs

Acct Code 9700 Hrs

Ma Loss Noise PI

Travel Time K

SWD NFE REA OCB-F

OCB-P OCB-B DPN RAML

Trbl Lctn

Rmrks

100 - AX50 - Fixed in SW

Report on 100 - CA

Fixed

40

dispatch customer address: 2/8  
 3/8: special info: 4/8  
 IRES IER 5/8: 6/8  
 7/8: FI: IWP 8/8  
 routes: 305 250 11091  
 Irecs: 04-17-93 0000P  
 Icust: atd

dispatch trouble  
 IINDT ACN 1/8: 2/8  
 I2334789  
 IScreening info: 3/8  
 I20054 VER 21  
 IScreening cont: 3/8  
 Iinitial tests: 4/8  
 IGROUND- AUTO SCR IGROUND  
 Access: A 5/8: last trouble 6/8  
 IB 6/8: cleared: 06-24-92  
 7/8: last trouble 8/8  
 Icttns: Ihist. automatically  
 Icttns: 0068944 Iobtained:

TEST EQUIPMENT BUSY: SIMULTANEOUS TEST  
 REQUEST MADE  
 COULD NOT ACCESS: END OF SUMMARYS  
 1: 2  
 4/8  
 3:  
 5/8: 6/8  
 central offices: 7/8: 8/8

dispatch facilities  
 If1: 3 1/6: 1st terminal is: 2/6  
 Iprs: 0143 bps: 0143 I12885 SW 250 TER  
 Icolors of pairs  
 If2: 3/6: 2nd terminal is: 4/6  
 Iprs: bps  
 Icolors of pairs  
 Ifz: 1280250T 5/6: 1z terminal is: 6/6  
 Iprs: 0312 bps: 0000 IR 25460 SW 129 AV  
 Icolors of pairs  
 IBL-W+8K-0

CLOSE OUT RECORD  
 ECH \_\_\_\_\_ Dsp Time \_\_\_\_\_  
 Time Clrd \_\_\_\_\_ Comp \_\_\_\_\_  
 Dspn \_\_\_\_\_ Cause \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Ma \_\_\_\_\_ Loss \_\_\_\_\_ Noise \_\_\_\_\_ PI \_\_\_\_\_  
 Travel Time \_\_\_\_\_  
 SWO \_\_\_\_\_ NFE \_\_\_\_\_ REA \_\_\_\_\_ OCB-F \_\_\_\_\_  
 OCB-P \_\_\_\_\_ OCB-B \_\_\_\_\_ DPN \_\_\_\_\_ RAML \_\_\_\_\_  
 Trbl Lctn \_\_\_\_\_  
 Rmrks \_\_\_\_\_

*Att. Given*

1: Post trouble	1: Post trouble
2: Prior Troubles	1: Aircraft 916
3: 13MS2585127	1: Super AIRO-NOT
4: Icls: 04-17-93	1: Icat: cust. direc
5: Ioss: Y Subst: 0	1: Idisp: 0420
6: IWarz: FLTJXY	1: Ispecial info: 4/8
7: ISPLICING ERROR	
8: IRESPLICED CABLE	

di: patch  
address: 2/8

1: AXE  
1: Look at  
Att dates 3/8  
3/8 special info 4/8  
RES A-9-81  
other  
If this is security  
why are we here  
Duck in Post down  
some  
7/8: IACCESS IMP Monday 0/8

1: router 385 258 1305  
1: Irec: 04-17-93 04300  
1: Icust at:

di: patch	1: trouble
1: IINDT AIRO	1/8: 144 hrs 3/8
1: IScreening conts	3/8: Iinitial tests 4/8
1: IT-G BK/R-G 3K -1V	1: IPAIR GAIN SYSTEM
1: IAccess:A	5/8: Ilast trouble 6/8
1: Iclear: 04-17-93	
1: IAccess:A	5/8: Ilast trouble 6/8
1: Iclear: 04-17-93	
1: IAccess:A	5/8: Ilast trouble 6/8
1: Iclear: 04-17-93	
1: IAccess:A	5/8: Ilast trouble 6/8
1: Iclear: 04-17-93	

1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93

1: ITEST EQUIPMENT BUSY: COULD NOT ACCESS  
1: OFFICE OVERFLOW  
1: IEND OF SUMMARIES  
1: Icentral office: 7/8: 8/8

1: I1: PG12 1/6: I1st terminal iss: 2/6  
1: Ipr: 0455 bps 0800 IF 22100 SW 124 NW  
1: Icolors of pairs  
1: I2: 3/6: I2nd terminal iss: 4/6  
1: Ipr: bps  
1: Icolors of pairs  
1: I3: 5/6: I3rd terminal iss: 6/6  
1: Ipr: 0451 bps 0800  
1: Icolors of pairs

1: ICLASSIFIED  
1: IECW 557 Dsp Time 3:30  
1: ITime Clrd  
1: IComp 3:30  
1: IDspn Cause  
1: IAcct Code Hrs  
1: IAcct Code Hrs  
1: IAcct Code Hrs  
1: IMa Loss Noise PI  
1: ITravel Time  
1: ISWO NFE REA OCB-F

1: IOCB-P OCB-B DPN RAML  
1: ITrbl Lctn  
1: IRmarks  
1: NO ACC Fence Locked

di: patch  
address: 2/8

3/8: I special info 4/8  
5/8: I  
6/8: I  
7/8: I ACCESS IMP 8/8

1: Irouter  
1: Irec: 04-17-93 04300  
1: Icust at:

1: Itrouble  
1: IINDT A/P 1/8: ? 2/8

1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93  
1: IAccess:A 5/8: Ilast trouble 6/8  
1: Iclear: 04-17-93

1: ITEST EQUIPMENT  
1: IFAILURE  
1: IEND OF SUMMARIES  
1: Icentral office: 7/8: 8/8

1: I1: PG13 1/6: I1st terminal iss: 2/6  
1: Ipr: 0268 bps 0110  
1: Icolors of pairs  
1: I2: 3/6: I2nd terminal iss: 4/6  
1: Ipr: bps  
1: Icolors of pairs  
1: I3: 5/6: I3rd terminal iss: 6/6  
1: Ipr: 0451 bps 0800  
1: Icolors of pairs

1: ICLASSIFIED  
1: IECW 557 Dsp Time 1:30  
1: ITime Clrd  
1: IComp 7:00  
1: IDspn Cause  
1: IAcct Code Hrs  
1: IAcct Code Hrs  
1: IAcct Code Hrs  
1: IMa Loss Noise PI  
1: ITravel Time  
1: ISWO NFE REA OCB-F

1: IOCB-P OCB-B DPN RAML  
1: ITrbl Lctn  
1: IRmarks  
1: 100 EMP - Rem BX5  
1: IRecon BX5  
1: ISh. Area  
1: INew Box  
1: IBX Box

These must make things  
Look better. We were days Early  
Take A Look At

Report & Comm on These  
And Note What we  
Are working the  
Monday After  
We are back on the  
New Due stuff

3/8: special info: 4/8  
 IRES 1FR  
 5/8: 6/8  
 7/8: FI: CCS IMP 8/8

route:  
 irect: 04-18-93 1200P JTO \*  
 icost: 217

dispatch trouble  
 INDT CBC 1/8: 2/8  
 Screening info:  
 \*00S1 VER 41 -0/0  
 Screening cont: 3/8: initial test: 4/8  
 ICL BEF DISP-AUTO OPEN OUT: BALANCED  
 ISCR  
 Access: A 5/8: last trouble 6/8  
 B cleared: 12-19-89  
 SUB  
 7/8: last trouble 8/8  
 cttr: hist. automatically  
 ttr: 0000767 obtained:  
 due: 04-23-93 0600P II

dispatch dispatch test  
 OPEN OUT BALANCED- RESISTANCE FROM 1/8  
 CAP Bal 100 % 21400 II  
 500 FT. MAX. ERROR END OF SUMMARIES  
 IN DIST. 1 2  
 dc meas: 4/8  
 3500 t t-r  
 3500 t 0v t-g  
 3500 t 0v r-g  
 craft dc: 5/8: ac: 6/8  
 3500k t-r: 554k t-r  
 3500k 0v t-g: 376k t-g  
 3500k 0v r-g: 378k r-g  
 central office: 7/8: 9/8  
 line ckt ok cap 100 %  
 dial tone ok from co = 21400 ft

dispatch facilities  
 f1: 3 1/6: 1st terminal is: 2/6  
 pr: 0728 bp: 0228 12000 SW 252 TER  
 colors of pair:  
 f2: 3/6: 2nd terminal is: 4/6  
 pr: bp:  
 colors of pair:  
 fz: PRTN 5/6: fz terminal is: 6/6  
 pr: 0433 bp: 0000  
 colors of pair:

CLOSE OUT RECORD  
 EC# \_\_\_\_\_ Dep Time \_\_\_\_\_  
 Time Clrd \_\_\_\_\_ Comp \_\_\_\_\_  
 Dsptrn \_\_\_\_\_ Cause \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Ha \_\_\_\_\_ Loss \_\_\_\_\_ Noise \_\_\_\_\_ PI \_\_\_\_\_  
 Travel Time \_\_\_\_\_  
 SWO \_\_\_\_\_ NFE \_\_\_\_\_ REA \_\_\_\_\_ OCB-F \_\_\_\_\_

OCB-F \_\_\_\_\_ OCB-B \_\_\_\_\_ LIT \_\_\_\_\_ TRIP \_\_\_\_\_

3/8: special info: 4/8  
 IRES 1FR  
 5/8: 6/8  
 7/8: FI: CCS IMP 8/8

route:  
 irect: 04-15-93 0930A  
 icost: 217

dispatch trouble  
 INDT BKDT BO 1/8: 2/8  
 ICSR CONTACT  
 FAXED\*DROP DOWN\* Screening info:  
 (OVR) VER 0/DRDP  
 Screening cont: 3/8: initial test: 4/8  
 DOWN TEST OK SUB(1)  
 Access: A 5/8: last trouble 6/8  
 B cleared: 07-26-89  
 SUB  
 7/8: last trouble 8/8  
 cttr: hist. automatically  
 ttr: 0000767 obtained:  
 due: 04-17-93 0600P II

dispatch dispatch test  
 TEST EQUIPMENT BUSY: CAUSE NOT RECORDED  
 OFFICE OVERFLOW END OF SUMMARIES  
 IN DIST. 1 4  
 dc meas: 4/8  
 3500 t t-r  
 3500 t 0v t-g  
 3500 t 0v r-g  
 craft dc: 5/8: ac: 6/8  
 3500k t-r: 554k t-r  
 3500k 0v t-g: 376k t-g  
 3500k 0v r-g: 378k r-g  
 central office: 7/8: 9/8

dispatch facilities  
 f1: 3 1/6: 1st terminal is: 2/6  
 pr: 0045 bp: 0045  
 colors of pair:  
 f2: 3/6: 2nd terminal is: 4/6  
 pr: bp:  
 colors of pair:  
 fz: 12002501 5/6: fz terminal is: 6/6  
 pr: 0591 bp: 0000 1R 25330 SW 127 PL  
 colors of pair:  
 10R-H-Y-RL

CLOSE OUT RECORD  
 EC# \_\_\_\_\_ Dep Time \_\_\_\_\_  
 Time Clrd \_\_\_\_\_ Comp \_\_\_\_\_  
 Dsptrn \_\_\_\_\_ Cause \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Ha \_\_\_\_\_ Loss \_\_\_\_\_ Noise \_\_\_\_\_ PI \_\_\_\_\_  
 Travel Time \_\_\_\_\_  
 SWO \_\_\_\_\_ NFE \_\_\_\_\_ REA \_\_\_\_\_ OCB-F \_\_\_\_\_

OCB-F \_\_\_\_\_ OCB-B \_\_\_\_\_ LIT \_\_\_\_\_ TRIP \_\_\_\_\_

13B36Z 0000334

Address: 2/8

3/8 special info: 4/8

RES IFR 5/8 6/8  
no maint contract

7/8 FI: CCS 8/8

router  
rec: 04-16-93 1100A  
cust: 0000000000

dispatch trouble  
INDT WGRH 1/8 2/8  
PUTTING UP FENCE  
CUT WIRE// Screening info:  
DOOS VER 25  
Screening cont: 3/8 initial test: 4/8  
-SC/GRD- AUTO SCR SHORT AND GROUND  
SUB(1)

Access: A 5/8 last trouble 6/8  
B cleared: 08-23-88

7/8 last trouble 8/8

cttn: hist. automatically  
ltn: 0441034 obtained:  
due: 04-21-93 0600P INC

dispatch dispatch test  
VERY HARD SHORT VERY HARD GROUND  
T-R IP-G  
VERY HARD GROUND VERY LIGHT BATTERY  
T-G T-G -2 V 2  
VERY LIGHT BATTERY 1.64k t-r  
T-R -2 V 2.68k -2v t-g  
END OF SUMMARIES 3 2.67k -2v r-g  
craft dc: 5/8 6/8  
1k t-r  
2k -2v t-g  
3k -2v t-g  
central office: 7/8 8/8

dispatch facilities  
f1: 28 1/6 1st terminal is: 2/6  
lpr: 1373 bp: 0823 IS 20460 SW 103 PL  
colors of pair:  
f2: 3/6 2nd terminal is: 4/6  
lpr: bp:  
colors of pair:  
fz: 20460S103P 5/6 1st terminal is: 6/6  
lpr: 0207 bp: 0800 IENC 20460S103P-201  
colors of pair:

CLOSE OUT RECORD  
EC# Dsp Time  
Time Clrd Comp  
Dsptr Cause  
Acct Code Hrs  
Acct Code Hrs  
Acct Code Hrs  
Ha Loss Noise FI  
Travel Time  
SWO NFE REA OCB-F

Address: 2/8

3/8 special info: 4/8

RES IFR 5/8 6/8

7/8 FI: CCS IMP 8/8

router: 385 253 4144  
rec: 04-16-93 0930A RESTRICTED SE  
cust: 0000000000

dispatch trouble  
TRAN LD 1/8  
HURRING...ALL  
PHS#PLS ASAP# Screening info:  
(OVR)VER 21 GRD LD /  
Screening cont: 3/8 initial test: 4/8  
STTC & HURH LINE LINE IN USE

Access: A 5/8 last trouble 6/8  
B cleared: 07-17-82

7/8 last trouble 8/8

cttn: hist. automatically  
ltn: 0445410 obtained:  
due: 04-21-93 0700P No

dispatch dispatch test  
HARD GROUND END OF SUMMARIES  
T-R  
HARDLINE BATTERY  
T-R -8 V 11 2  
dc meas: 4/8  
3500 k t-r  
3500 l 0v t-g  
3 27.50k -11v r-g  
craft dc: 5/8 6/8  
3500k t-r  
3000 0v t-g  
20k -8v r-g  
central office: 7/8 8/8  
line ckt ok  
dial tone ok

dispatch facilities  
f1: 27 1/6 1st terminal is: 2/6  
lpr: 0710 bp: 0385 IS 20450 SW 103 PL  
colors of pair:  
f2: 3/6 2nd terminal is: 4/6  
lpr: bp:  
colors of pair:  
fz: 20460S103P 5/6 1st terminal is: 6/6  
lpr: 0106 bp: 0800  
colors of pair:

CLOSE OUT RECORD  
EC# Dsp Time  
Time Clrd Comp  
Dsptr Cause  
Acct Code Hrs  
Acct Code Hrs  
Acct Code Hrs  
Ha Loss Noise FI  
Travel Time  
SWO NFE REA OCB-F

03B36Z 0000335



These are what were worked  
on during the Post weekend  
stretched out dates and we  
were early on them

Then back to the old grind  
of Mad Customers on Tuesday

---

J/B: special info: 4/8

RES IFR

5/8: 6/8

*Tried to get linked on the  
6/8*

7/8: FI: IMP 8/8

trouse: 305 253 31861 *Note ↓*

lrec: 04-19-93 0200P: RESTRICTED SB

lcust att IRV

disoatch trouble

INDT NOT DROP 1/8: 2/8

INAS BEEN CUTINSIDE :

IND OUTCALL FOR : Screening info:

ACCESS : #0054 VER 41 -0/0

Screening cont: J/B: initial test: 4/8

ICL BEF DISP-AUTO : OPEN OUT: BALANCED

ISCR

Access: A 5/8: last trouble 6/8

IB : cleared: 08-12-89

ITIARE

7/8: Last trouble 8/8

icttn: : hist. automatically

Ittn: 0149763 : obtained:

Idue: 04-21-93 0600P : No

disoatch : disoatch :

OPEN OUT BALANCED- : END OF SUMMARIES

: CAP BAL 100 % :

: DISTANCE FROM C.O. :

: 12000 FT : 1 :

: dc meas: 4/8

: 3500 k

: 3500k

: 3500k

: craft dc: 5/8: 6/8

: 3500k : t-r

: 3500k : t-r

: 3500k : t-r

: central office: 7/8: 8/8

: line ckt ok

: dial: 12000 ft

: 12000 ft

: 12000 ft

: 12000 ft

: 12000 ft

: 12000 ft

: 12000 ft

: 12000 ft

: 12000 ft

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: 12000 ft

*To you  
u.s. 31 2500  
craft dc: 5/8  
3500k  
3500k  
central office  
line ckt ok  
dial: 12000 ft*

*This customer tried to  
Cut this. Fixed 14 days  
14790 -1148  
1290 bp: 0198 IF 2438 STERLING  
colors of pair: 11/10  
1/6: 3/6: 2nd terminal  
1/7: 5/6: 1st terminal  
1/8: 0812 10/10/88  
colors of pair: 1/19 + ACOW + I repaired  
1/8L: W+ BK 10  
T 4.20.93 when did this*

CLOST  
EC# 257 Dsp Time 11  
Time Ctrd Comp 1100  
Dsptrn 0181 Cause 210  
Acct Code 5474 Hrs 1  
Acct Code Hrs  
Acct Code Hrs  
Ma Loss Noise PI  
Travel Time  
SWO NFE REA OCB-F  
OCB-P OCB-B DPN RAML  
Trbl Lctn  
Remarks

*220 utility Rpt so'  
sect House*

This is From Tuesday  
1 YL893 - back  
on seedial

last trouble hist last trouble hist  
 !Prior Trouble: 1/3!craft: 000 2/3  
 !type: 000  
 !clr: !cat:  
 !oos: N Subs: 0 !disp: 0000  
 !NAFF: FROM !special info: 4/8  
 !DENIAL/RESTORAL  
 !PROCEDURE - RES  
 !04-12-93. 3: Restored on  
 !dispatch !customer No one checked  
 !address: 2/8

!H  
 !/8!special info: 4/8  
 !RES 1FR  
 !5/8: 6/8  
 !7/8!FI:INP 8/8

!route:  
 !rec: 04-15-93 !030A:  
 !cust air

!disbatch !trouble  
 !NOT A/P 1/8: 2/8  
 !Screening info:  
 !OOS(OVR) VER 18  
 !Screening cont: 3/8!initial test: 4/8  
 !R-G OK !VER CODE NOT FOUND  
 !Access:A 5/8!last trouble 6/8  
 !B !cleared: 03-27-93  
 !7/8!last trouble 8/8  
 !cttn: !hist. automatically  
 !ttn: 0366577 !obtained:  
 !due:04-20-93 0600P Yes

```

dispatch          dispatch test
!POSSIBLE LINE ON !END OF SUMMARIES
!INTERCEPT..CALL :
!CUSTOMER TO      :
!VERIFY..         1:                2
:                 !dc meas:         4/8
:                 ! 3500 k           t-r
:                 ! 3500 k           0v t-g
:                 3: 0.47k           0v r-g
!craft dc:        5/8:
!3500k           t-r:
!3500k           0v t-g:
! 0k             0v r-g:
!central office: 7/8:
!can't do c.o. test :
:
:

```

```

dispatch          facilities
!f1: 7           1/6:1st terminal is:2/6
!pr: 0927 bp: 0327 !12805 SW 250 TER
!colors of pair:  :
:
!f2:             3/6:2nd terminal is:4/6
!pr:             bp:
!colors of pair:  :
:
!fz: 128A250T 5/6:fz terminal is: 6/6
!pr: 0431 bp: 0000 !R 25505 SW 129 PL
!colors of pair:  :
!O-W+R-BL

```

LF 287

```

CLOSE OUT RECORD
EC# _____ Dsp Time 3/6
Time Cld 2/6 Comp 3/6
Dsptrn 6/6 Cause ?
Acct Code _____ Hrs _____
Acct Code _____ Hrs _____
Acct Code _____ Hrs _____
Ma _____ Loss _____ Noise _____ PI _____
Travel Time _____
SWO _____ NFE _____ REA _____ OCB-F _____
OCB-P _____ OCB-B _____ DPN _____ RAML _____
Trbl Lctn _____
Rmrks _____

```

(OUR) RFD F2B -  
All Prs Bad -

*This is a new week  
 Do you see the difference  
 in The Trouble dates  
 As opposed to 4-19 & 4-17*

last trouble hist last trouble hist  
 Prior Trouble: 1/3/crafts: 248 2/3  
 type: Phys. Cond.  
 clr: 83-17-93 icat: cust. direct  
 oos: N Subs: 1 ldiso: 1218  
 Narr: 24:C458 ispecial info: 4/8

IF/R . 31

dispatch customer  
 address: 2/8  
 3/8: special info: 4/8  
 RES 1FR 5/8: 6/8  
 7/8: FI:IMP 8/8

router  
 rec: 84-18-93 0530P: RESTRICTED SE  
 cust at: IRV

dispatch trouble  
 NOT ACCESS 1/8: 2/8  
 NEEDED SPEC  
 COMM\*\* Screening info:  
 (OVR) DEFECTIVE  
 Screening cont: 3/8: initial test: 4/8  
 JACKS WAS WAS 84 :LINE IN USE  
 SUB(1)  
 Access: A 8800A 5/8: last trouble 6/8  
 B 8500P cleared: 83-17-93  
 MSKENWORTH  
 7/8: Last trouble 8/8  
 hist. automatically  
 obtained:  
 At: 887887  
 due: 84-28-93 0500P Yes

dispatch	dispatch test
ICPE OR HIGH	
RESISTANCE OPEN	
END OF SUMMARIES	
	11
	dc meas: 4/8
	3500 k t-r
	3500 k 8v t-g
	31 3500 k 8v r-g
icraft dc:	5/8iac: 6/8
3500k	t-r: 13k t-r
3500k 8v	t-g: 444k t-g
3500k 8v	r-g: 446k r-g
icentral office:	7/8ilong 65 db 8/8
iline ckt ok	icap 99 %
idial tone ok	iloop is 18200 ft

dispatch	facilities
f1: 22	1/6:1st terminal is:2/6
ipr: 2238 bps: 0238	IS 9331 SW 192 DR
icolors of pair:	
	3/6:2nd terminal is:4/6
ipr: bps:	
icolors of pair:	
fz: 9331SW192D 5/6:fz terminal is: 6/6	
ipr: 0466 bps: 0008	IR 19001 SW 89 CT
icolors of pair:	

**CLOSE OUT RECORD**

EC# 534 Dsp Time 9  
 Time CIRD \_\_\_\_\_ Comp 11  
 Dspth L110 Cause 920  
 Acct Code 9200 Hrs 12  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Ma \_\_\_\_\_ Loss \_\_\_\_\_ Noise \_\_\_\_\_ PI \_\_\_\_\_  
 Travel Time 12  
 SWO \_\_\_\_\_ NFE \_\_\_\_\_ REA \_\_\_\_\_ OCB-F \_\_\_\_\_

OCB-P \_\_\_\_\_ OCB-B \_\_\_\_\_ DPN \_\_\_\_\_ RAML \_\_\_\_\_  
 Trbl Lctn \_\_\_\_\_  
 Rmrks \_\_\_\_\_

*420 WLT REP IN LOR*

4-DAYS out

13MS2556R74 address 2/8

3/8 special info 4/8

IRES IFR 5/8 6/8

7/8 FI/CCS IMP 8/8

troubleshoot  
 (Ac 04-12-93 093001)  
 cust att

dispatch trouble  
 INT AIRD 1/8 2/8

Screening info  
 180054 VER 21

Screening cont: 3/8 initial tests 4/8  
 1-GROUND- AUTO SCR 1GROUND

Access: A 5/8 last trouble 6/8  
 cleared: 05-28-91

7/8 last trouble 8/8  
 hist. automatically obtained

Att: 0895489  
 (Ac: 04-17-91 0600P) No

dispatch trouble  
 EVERY HARD GROUND 1END OF SUMMARIES  
 IR-G

EVERY LIGHT GROUND  
 IT-G 11 2

dc meas: 4/8  
 3500 k t-r  
 517 k 0v t-g  
 3: 0.77k 0v r-g

craft dc: 5/8 6/8  
 516k t-r  
 515k 0v t-g  
 1k 0v r-g

central offices 7/8 8/8

dispatch trouble  
 f1: 41 1/61st terminal iss: 2/6  
 lpr: 0430 bps: 0430 120001 SW 114 CT  
 colors of pairs

f2: 3/612nd terminal iss: 4/6  
 lpr: bps  
 colors of pairs

fz: 200015114C 5/61fz terminal iss: 6/6  
 lpr: 0039 bps: 0014 IR 11430 SW 196 ST  
 colors of pairs

CLASS OUT RECORD

EC# \_\_\_\_\_ Dsp Time \_\_\_\_\_  
 Time CIRD \_\_\_\_\_ Comp \_\_\_\_\_  
 Dsptrn \_\_\_\_\_ Cause \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Na \_\_\_\_\_ Loss \_\_\_\_\_ Noise \_\_\_\_\_ PI \_\_\_\_\_  
 Travel Time \_\_\_\_\_  
 SWO \_\_\_\_\_ NFE \_\_\_\_\_ REA \_\_\_\_\_ OCB-F \_\_\_\_\_

OCB-P \_\_\_\_\_ OCB-B \_\_\_\_\_ DPN \_\_\_\_\_ RAML \_\_\_\_\_  
 Trbl Lctn \_\_\_\_\_  
 Rmrks \_\_\_\_\_

Over One Week  
Cut wire

address 2/8

3/8 special info 4/8  
 NAME

IRES IFR 5/8 6/8  
 Add  
 Foot + 448  
 554

no maint contract  
 EST SAY  
 3 20 93 7/81111111 8/8

troubleshoot  
 (Ac 03-22-91 093001)  
 cust att

dispatch trouble  
 INT AIRD 1/8 2/8

Screening info  
 180054 VER 25

Screening cont: 3/8 initial tests 4/8  
 1-SC/GRD- AUTO SCR 1SHORT AND GROUND

Access: A 5/8 last trouble 6/8  
 cleared: 02-18-91

7/8 last trouble 8/8  
 hist. automatically obtained

Att: 0808695  
 (Ac: 03-25-93 0600P) No 3.5 DAY  
 AT

dispatch trouble  
 EVERY HARD SHORT 1EVERY HARD GROUND  
 IT-R IR-G

EVERY HARD GROUND 1END OF SUMMARIES  
 IT-G 11 2

dc meas: 4/8  
 4.51k t-r  
 2.55k 0v t-g  
 3: 2.55k 0v r-g

craft dc: 5/8 6/8  
 2k t-r  
 2k 0v t-g  
 2k 0v r-g

central offices 7/8 8/8

dispatch trouble  
 f1: 4 1/61st terminal iss: 2/6  
 lpr: 1617 bps: 0217 114970 SW 296 ST  
 colors of pairs

f2: 3/612nd terminal iss: 4/6  
 lpr: bps  
 colors of pairs

fz: 1497052965 5/61fz terminal iss: 6/6  
 lpr: 0281 bps: 0001 IR 14742 SW 297 TER  
 colors of pairs

CLASS OUT RECORD

EC# 557 Dsp Time 120  
 Time CIRD \_\_\_\_\_ Comp 130  
 Dsptrn 0.181 Cause 120  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Acct Code \_\_\_\_\_ Hrs \_\_\_\_\_  
 Na \_\_\_\_\_ Loss \_\_\_\_\_ Noise \_\_\_\_\_ PI \_\_\_\_\_  
 Travel Time 4  
 SWO \_\_\_\_\_ NFE \_\_\_\_\_ REA \_\_\_\_\_ OCB-F \_\_\_\_\_

OCB-P \_\_\_\_\_ OCB-B \_\_\_\_\_ DPN \_\_\_\_\_ RAML \_\_\_\_\_  
 Trbl Lctn \_\_\_\_\_  
 Rmrks \_\_\_\_\_

@ 220 Rpted BSU-2  
with BSU 5 foot not CA

343



10 Days DPA TU  
 BAD JACK  
 NO VISIT

13852515165 Address: 2/8  
 126415 SW 137TH AV,  
 IN 2501  
 APTS 3/8: special info: 4/8  
 IRES IFR 5/8: Customer Irate 6/8  
 7/8: FI: CCS IMP 8/8  
 routes: 305 257 25041  
 Irec: 04-11-93 073001TU &  
 ICBT: 041

dispatch trouble  
 IHDY RNDT RNOS 1/8: 2/8  
 IONCE NOTH DOS 10  
 IDYS ICL 04 DP  
 IScreening info:  
 I(ORR) OPN OUT DA  
 IScreening cont: 3/8: Initial tests 4/8  
 IRES WAS 04 ICFE OR HIGH  
 IRESISTANCE OPEN  
 ISUB(2)  
 IAccess: A 5/8: last trouble 6/8  
 I cleared: 01-01-78  
 IINS: ALLEGRE  
 I 7/8: Last trouble 8/8  
 I hist. automatically  
 I ttn: 0143129 I obtained:  
 I dtes: 04-14-93 0600P I No

OPEN OUT BALANCE- END OF SUMMARIES  
 ICAP BAL 99 Z  
 IDISTANCE FROM C.O.  
 9500 FT 11 2  
 I dc mast: 4/8  
 3500 k t-r  
 3500 k 0v t-g  
 31 3500 k 0v r-g  
 Icraft dca: S/B: 6/8  
 13500k t-r: 2000k t-r  
 13500k 0v t-g: 974k t-g  
 13500k 0v r-g: 851k r-g  
 Icentral offices: 7/8: 8/8  
 Iline ckt ok Icao 99 Z  
 Idial tone ok I from co = 9500 ft

dispatch trouble  
 I f1: 6 1/6: 1st terminal is: 2/6  
 I pr: 0018 bpt: 0060  
 I colors of pairs  
 I f2: 3/6: 2nd terminal is: 4/6  
 I pr: bot  
 I colors of pairs  
 I f2: 13500H 5/6: 1/2 terminal is: 6/6  
 I pr: 0704 bot: 0004 IR 26610 SW 136 AV  
 I colors of pairs

CLOSE OUT RECORD  
 EC# Dsp Time 12:20  
 Time CIRD Comp 2:30  
 Dsptr Cause  
 Acct Code 9999 Hrs 14  
 Acct Code Hrs  
 Acct Code Hrs  
 Ma Loss Noise PI  
 Travel Time 14  
 SWO NFE REA OCB-F  
 OCB-P OCB-B DPN RAML  
 Trbl Lctn  
 Rmrks

210 CIT Act Rep ID &  
 RSTIC LWA

Passed S.O. on  
 (473-93) NO VISIT  
 NO FACI New Trailer  
 Libythe Rest  
 13852451358 Address: 2/8

ILOY 41-8 3/8: special info: 4/8  
 IRES IFR 5/8: 6/8  
 7/8: FI: IMP 8/8  
 routes: 305 257 25041  
 Irec: 04-11-93 0300P  
 Icust at: 0000000000  
 Passed  
 Let go?

dispatch trouble  
 IHDY RNDT 1/8: 2/8  
 IScreening info:  
 IVER41 OPN OUT  
 IScreening cont: 3/8: Initial tests 4/8  
 I 1002000544 IANALYSIS OF FULL  
 IRESULTS NEEDED  
 IAccess: A 5/8: last trouble 6/8  
 I cleared: 06-13-92  
 I 7/8: Last trouble 8/8  
 I hist. automatically  
 I ttn: 0313443 I obtained:  
 I dtes: 04-19-93 0600P I No

dispatch trouble  
 ITEST EQUIPMENT BUSY: TIME OUT IN ACCESS  
 IDOFFICE OVERFLOW END OF SUMMARIES  
 11 2  
 4/8  
 31  
 5/8: 6/8  
 Icentral offices: 7/8: 8/8

dispatch trouble  
 I f1: PG39 1/6: 1st terminal is: 2/6  
 I pr: 157 bpt: 107  
 I colors of pairs  
 I f2: 3/6: 2nd terminal is: 4/6  
 I pr: bot  
 I colors of pairs  
 I f2: 1330152085 5/6: 1/2 terminal is: 6/6  
 I pr: 725 bot: ENC  
 I colors of pairs  
 F.A.

CLOSE OUT RECORD  
 EC# Dsp Time 7  
 Time CIRD Comp  
 Dsptr Cause 100  
 Acct Code 4500 Hrs 2  
 Acct Code 544M Hrs 41  
 Acct Code Hrs  
 Ma Loss Noise PI  
 Travel Time 41  
 SWO NFE REA OCB-F  
 OCB-P OCB-B DPN RAML  
 Trbl Lctn  
 Rmrks

100 - EMP PICB DSW  
 BONE DXT - Box + Res

S. R. R. Adv  
NO FAC MAY  
S.O. ←

dispatch customer  
address: 2/8

INRSD

ILDT 288 3/8 special info 4/8

RES IFR

Passed Feb 10th

7/8 ICCS IWP 8/8

trouter

trcc: 83-23-93 8190P

trccst at: 305248823 IRV

dispatch trouble 2/8

INDT CAC ALL 1/8

INRSD

Screening info

180058 VER 41 -0/0

Screening cont: 3/8 initial test: 4/8

ICL BEF DISP-AUTO IOPEN OUT: BALANCED

ISCR

Access: A 5/8 last trouble 6/8

cleared: 18-26-88

INRSD

7/8 last trouble 8/8

icttn: hist. automatically

itns: 0219668

obtained:

idue: 83-26-93 8680P INo

di patch dispatch test

IOPEN OUT BALANCED- IEND OF SUMMARIES

ICAP BAL 100 X

IDISTANCE FROM C.O.:

6800 FT 11 2

dc meas: 4/8

3500 k t-r

3500 k 0v t-g

3500 k 0v r-g

craft dcs 5/8: acc: 6/8

3500k t-r: 2800k t-r

3500k 0v t-g: 492k t-g

3500k 0v r-g: 479k r-g

central office: 7/8

line ckt ok icap 100 X

idial tone ok ifrom co = 6800 ft

dispatch

ifl: 25 1/6 1st terminal ist: 2/6

ipr: 8198 bps 8198

icolors of pair: 1/6

if2: 3/6 2nd terminal ist: 4/6

ipr: bps

icolors of pair: 2/6

ifz: 1000 HENRY 5/6 1/2 terminal ist: 6/6

ipr: 8895 bps 8812 IR

icolors of pair: 1/6

close out record

EC# 534 Dsp Time 2/8

Time Cld 3/8 Comp 3/8

Dspn 0191 Cause 302

Acct Code Hrs

Acct Code 153A Hrs 1/4

Acct Code Hrs

Ma Loss Noise PI

Travel Time 1/4

SWO NFE REA OCB-F

OCB-P OCB-B DPN RAML

Trbl Ctn

Rmrks

500-CD-

130-24 Meeting

500

IN 80

Passed Through  
A96 No Dist. & AD  
C. J. Tomper

dispatch customer  
address: 2/8

INRSD

ILDT 288 3/8 special info 4/8

RES IFR

Scout AS  
TAL

7/8 ICCS IWP 8/8

trouter

trcc: 84-86-93 8930A110

trccst at: 2541119

dispatch trouble 2/8

INDT NOT NU 1/8

ISVC3-38 NDS NEW

ILNE PER BOACE. Screening info

IAFT438P 180058 VER 41 -0/0

Screening cont: 3/8 initial test: 4/8

ICL BEF DISP-AUTO IOPEN OUT: BALANCED

ISCR

Access: A 8200P 5/8 last trouble 6/8

cleared: 01-01-78

INRSD

7/8 last trouble 8/8

icttn: hist. automatically

itns: 0058096

obtained:

idue: 84-87-93 8680P INo

di patch dispatch test

IOPEN OUT BALANCED- IEND OF SUMMARIES

ICAP BAL 100 X

IDISTANCE FROM C.O.:

22500 FT 11 2

dc meas: 4/8

3500 k t-r

3500 k 0v t-g

3500 k 0v r-g

craft dcs 5/8: acc: 6/8

3500k t-r: 348k t-r

3500k 0v t-g: 287k t-g

3500k 0v r-g: 297k r-g

central office: 7/8

line ckt ok icap 100 X

idial tone ok ifrom co = 22500 ft

dispatch

ifl: 37 1/6 1st terminal ist: 2/6

ipr: 1252 bps 8152 IF 19828 SW 119 AV

icolors of pair:

if2: 3/6 2nd terminal ist: 4/6

ipr: bps

icolors of pair:

ifz: 198285119A 5/6 1/2 terminal ist: 6/6

ipr: 8492 bps 8801 IR 11961 SW 198 ST

icolors of pair:

close out record

EC# Dsp Time 2

Time Cld Comp 5

Dspn 0191 Cause 100

Acct Code Hrs

Acct Code Hrs

Acct Code Hrs

Ma Loss Noise PI

Travel Time 1/4

SWO NFE REA OCB-F

OCB-P OCB-B DPN RAML

Trbl Ctn

Rmrks

100 EMD. REA PICD AXIT

Acct 4121 in IU

Address: 2/8

3/8 Special Info: 4/8  
SRP

Service Passed March  
ASD - NO VISIT - NO WIRING  
- NO FACT. 7/81 CCS TWP 8/8

Well down  
Screening  
Customer 3/8

Screening info: 8/8  
MOOSK VER 41 - 0/0  
Initial tests: 4/8  
OPEN OUT: BALANCED

Last trouble 6/8  
Reds: 83-28-93  
Last trouble 8/8  
hist. automatically

Dispatch test  
DISTANCE FROM C.O.  
15200 FT  
END OF SUMMARIES

3500 k t-r  
3500 k 0v t-g  
3500 k 0v r-g  
947k t-r  
685k t-g  
595k r-g

1st terminal is: 2/6  
25418 SW 134TH  
AV

2nd terminal is: 4/6  
LRC &  
JRM EVANS  
25418 SW 134 AV

CLOSE OUT RECORD  
EC# 130  
Dsp Time 770  
Time CIRD  
Cause  
Acct Code Hrs  
Acct Code Hrs  
Ma Loss Noise PI  
Travel Time  
SWO NFE REA OCB-F

OCB-P OCB-B DPN RAML  
Trbl Lctn  
Rmrks

100 PT 3 ASD - 2 ONT-A  
IEW  
(out for month)

Billed & Paid for  
Three months - Not even  
Hooked up at residence  
Sent out to add New Sack  
serv order dispatch customer ?  
address: 7/8

Serial: OXXS986  
Location: 3/8 Special Info: 4/8  
Issue: 84-86-93 8500P  
Appt. codes V  
5/81 access remarks: 6/8

Dr. Passed  
As worked  
7/81 service codes: 8/8  
IFR  
related order? N  
IS. O. nbs

serv order dispatch serv order info 4/3  
billings: 1/61 2/6  
Serial: OXXS986  
Issue: 8392679

1/11 VCA/11  
1R711C/11 ESX/11  
1ESC  
1S&E: 5/61 S&E: 4/6  
Orig odv  
Never worked

serv order dispatch facilities  
1fl: 16 1/711st terminal is: 2/7  
1pr: 0163 bps 0163 IR 11870 SW 101 ST  
1color: of pairs

1narrative: 3/71 narrative: 4/7  
IOE AAB4-1-02-28

1narrative: 5/71 narrative: 6/7  
Customer Comment  
She thought she had  
paid for FAXING  
so they would  
hook it up  
when they got around to it.

CLOSE OUT RECORD  
EC# 507  
Dsp Time 1130  
Time CIRD  
Comp 270  
Dsptn Cause  
Acct Code 9201 Hrs 24  
Acct Code 4501 Hrs 74  
Acct Code Hrs  
Ma Loss Noise PI  
Travel Time K  
SWO NFE REA OCB-F

OCB-P OCB-B DPN RAML  
Trbl Lctn  
Rmrks  
300 CP PICA ID - ASITE  
DXT REXD HRO CAP.

HRO R-11850 183

















**Southern Bell**

**Personnel Record  
Current Entry Sheet**

**B**

Employee's Name \_\_\_\_\_ Title MAINTENANCE ADMINISTRATOR

Department DISTRIBUTION Location 214 ALHAMBRA CIR. RM 504

4  
9

Date	Held By	Content Of Interview
11-22-83	JSM	<p>REVIEWED SUSPENSION OF 4-25-83 FOR LESS THAN SATISFACTORY PUNCTUALITY. ADVISED MS. KING THAT THE SUSPENSION WAS STILL IN EFFECT AND THAT IMMEDIATE AND SUSTAINED IMPROVEMENT MUST BE MADE AND MAINTAINED OR MORE SEVERE DISCIPLINARY ACTION MAY BE TAKEN.</p>

B

# PERSONNEL RECORD

## CURRENT ENTRY SHEET

EMPLOYEE'S NAME \_\_\_\_\_ TITLE M.A.

DEPARTMENT DISTRIBUTION LOCATION CORAL GABLES

DATE	HELD BY	*	CONTENT OF INTERVIEW
4-25-83	BWH		<p>Suspended for one day (4-26-83) for less than satisfactory punctuality; advised her that immediate and sustained improvement must be made and maintained or more severe disciplinary action may be taken.</p> <p><u>4/25/83</u></p>







Personnel Record  
Current Entry Sheet

Form 3181-B  
(9-80)

B

Employee's Name \_\_\_\_\_ Title DISPATCH CLERK  
 Department DISTRIBUTION Location 214 ALHAMBRA CTR AR504

Date	Held By	Content Of Interview
7-26-82	JSM	REVIEWED THE WRANING OF 12-1-81 AND WARNED THAT IMPROVEMENT IN PUNCTUALITY MUST BE MADE AND MAINTAINED OR MORE SEVERE DISCIPLINARY ACTION MAY BE TAKEN.

7/26/82



Southern Bell

Personnel Record Current Entry Sheet

B

Employee's Name \_\_\_\_\_ Title Dispatch Clerk

Department Distribution Location 214 Alham. Circ., Rm.504

Date	Held By	Content Of Interview
2/8/82	JSM	Warned about her unsatisfactory attendance, advised her that improvement must be made and maintained or more severe disciplinary action may be taken.
		<i>2/8/82</i>







Personnel Record  
Current Entry Sheet

**B**

Employee's Name \_\_\_\_\_ Title Dispatch Clerk

Department Distribution Location 214 Alhambra Circle, Rm. 504

4  
6

Date	Held By	Content Of Interview
12/1/81	JSM	Warned about her unsatisfactory punctuality.
		Advised her that improvement must be made and maintained
		or more severe disciplinary action may be taken. <span style="float: right;">12/1/81</span>

**B**

### PERSONNEL RECORD CURRENT ENTRY SHEET

EMPLOYEE'S NAME \_\_\_\_\_ TITLE Dispatch Clerk

DEPARTMENT Distribution LOCATION 214 Alhambra Circle, Rm. 504

4  
5

DATE	HELD BY	*	CONTENT OF INTERVIEW
9-10-81	J. M.		Counseled with _____ concerning her unsatisfactory Punctuality performance.