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Southern Bell Tel. & Tel. Co.  
FPSC Docket No. 910163-TL  
Staff's 16th Set of Interrogatories  
October 25, 1993  
Item No. 262  
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020260-TL

REQUEST: In SB response to Public Counsel's 1st set of Interrogatories, Item 7, SB shows several employees that were disciplined by the Company. Identify specifically what each employee was disciplined for.

RESPONSE: Southern Bell objects to this interrogatory to the extent that some of the information requested is proprietary. Southern Bell will provide the proprietary information to Staff subject to its Specified Request for Confidentiality filed contemporaneously with the serving of its interrogatory responses.

*Sidney J. White Jr.*  
General Attorney (AW)

1. Manager

Company review indicated employee failed to exercise appropriate management control of day-to-day Maintenance Center operation. (Period: 4th quarter 1990 - 1st. quarter 1991.)

2. Svc. Tech.

The employee was identified as having called in over the Automated Trouble Reporting System (as a customer would do to generate a trouble report) and subsequently being assigned at his request to correct the trouble reported. In fact no trouble existed. Involved customers did not report any trouble condition. The employee apparently did do certain work, but such was routine or preventive maintenance in nature. No trouble condition existed. The employee did so to enhance his work performance results. (Period: 4th Quarter 1990)

3. Svc. Tech.

On a limited number of occasions (4), the employee generated a trouble report by calling in on the Automated Trouble Reporting System (as a customer would do) or by indicating that he had encountered the trouble condition while performing other work. No such trouble conditions existed. Involved customers had not reported any trouble condition. (Period: 4th Quarter 1990)

4. Svc. Tech.

Employee reported trouble condition on his own service and indicated he had worked on such. Inspection revealed no work had been done on any trouble condition on service. (Period: 3rd Quarter 1990)

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12744 NOV 29 88

FPSC-RECORDS/REPORTING

5. Svc. Tech.

On a limited number of occasions (4 or 5) the employee indicated that he had performed certain work on various work operations he had been assigned. Inspection of such work revealed that work had not been done or had not been done as indicated. (Period: 3rd & 4th Quarter 1990)

6. Svc. Tech.

On a limited number of instances (4), questions arose as to the actual work performed versus what employee had indicated on work and time reports relating to trouble conditions. On one such instance, employee admitted he made up trouble report to cover time and situation he had been personally involved in reference his work while at police station and related police matter. (Period: 3rd & 4th Quarter 1990)

7. Svc. Tech.

Over a short period of time the employee generated several employee reports as to trouble conditions and reported various work efforts on such troubles. The situations generally involved relatives of employee. Work inspections revealed questions as to work actually done versus work activity reported. (Period: 3rd Quarter 1990)

8. Svc. Tech.

Created false trouble reports 8-15-90 through 10-04-90. (Period: 3rd and 4th quarter 1990)

Employee generated trouble condition reports by accessing the Automated Trouble Reporting System. Later the employee indicated he had worked on such trouble conditions. No such trouble conditions existed. As such, no related work could have been done.

9. Svc. Tech.

Created false trouble reports from 8-5-90 through 10-04-90. (Period: 3rd and 4th quarter 1990)

Employee generated trouble condition reports by accessing the Automated Trouble Reporting System (as a customer would do) and later indicating that he had worked on such troubles. No such troubles existed. This occurred on at least nine occasions. The employee admitted he did so to help his work performance situation.

10.                   Manager  
  
    Manipulated customer trouble reports in order to meet Public Service Commission index.  
    (Period: 3rd and 4th quarter 1990)
11.                   Asst. Mgr.  
  
    Manipulated customer trouble reports in order to meet Public Service Commission index.  
    (Period: 3rd and 4th quarter 1990)
12.                   Facility Tech.  
  
    On one instance, employee reported clearing a trouble condition, although he had not corrected the problem and cleared the trouble condition. (Period: April 1990)
13.                   Maintenance Admin.  
  
    Employee failed to notify a supervisor and note the record that notification had taken place on an out of service trouble report.  
    (Period: December 1989)
14.                   Maintenace Admin.  
  
    NOTE: Counsel entry reads - "Counselled                   for circumventing customer billing on a trouble report by falsifying the nature of the trouble reported." (Period: November 1989)
15.                   Svc. Tech.  
  
    Employee damaged equipment to create troubles and misrepresented related work reports as to nature of troubles and work time involved. (Period: 3rd Quarter 1988)
16.                   Svc. Tech.  
  
    Employee damaged equipment to create troubles and misrepresented related work reports as to nature of troubles and work time involved. (Period: 3rd Quarter 1988)
17.                   Svc. Tech.  
  
    Employee damaged equipment to create troubles and misrepresented related work reports as to nature of troubles and work time involved. (Period: 3rd Quarter 1988)

18. Maintenance Admin.

Disregard for Company policy and Company records which contributed to a Customer's Special Service outage in excess of 44 hours. (Upon receipt of trouble report, she neglected to act sufficiently to get the customer restarted). She proceeded to back up the time to her last LMOS line of status to make it appear that it had been handled in the allotted four (4) hours. (Period: September 1987)

19. Svc. Tech.

Falsifying his outside plant field ticket. He was showing that it took him more time to clear a trouble than it actually did. This allowed him more time between jobs that was not properly accounted for. (Period: July 1987)

20. Svc. Tech.

Employee was dispatched on a customer trouble report. Customer reported employee visited the premise, did some work, he was tired and that someone would be back the next day to finish the work. The employee gave the customer a no access card. (Period: May 1985)

21. Cable Rep. Tech.

Very limited information is available on this 1984 issue. It appears as if the employee reflected on his work and time report that he had repaired a drop wire involving 7 1/2 hours of work. In reality, he apparently cleared trouble by changing a cable pair and such involved an hour or so of work time. (Period: February 1984)

INFORMATION PROVIDED BY:

Sylvia Parks  
301 W. Bay Street  
Jacksonville, Florida 32202