

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition on behalf of CITIZENS ) DOCKET NO. 910163-TL  
OF THE STATE OF FLORIDA to initiate )  
investigation into integrity of SOUTHERN ) ORDER NO. 24476  
BELL TELEPHONE & TELEGRAPH COMPANY's )  
repair service activities and reports. ) ISSUED: 5/6/91  
\_\_\_\_\_)

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON  
BETTY EASLEY  
GERALD L. GUNTER  
MICHAEL MCK. WILSON

ORDER INITIATING INVESTIGATION

On February 18, 1991, the Office of Public Counsel (OPC) filed a petition to initiate an investigation into Southern Bell Telephone and Telegraph Company's (Southern Bell) repair service activities and reports. OPC included an affidavit and a sworn statement from two former employees of Southern Bell, as well as information given by a third employee, which state that Southern Bell employees falsified service orders, repair orders, and Commission reports. These former employees indicate that such falsification of records and reports has occurred for years in a variety of geographical locations served by Southern Bell.

This Commission has been informally investigating similar allegations against Southern Bell received on January 23, 1991, from another former Southern Bell employee, in connection with our investigation of misbilling in Docket No. 900960-TL. In addition, depositions of two current Southern Bell employees were taken by OPC and our staff on March 25, 1991, which also support these allegations.

Based on this informal preliminary investigation and the information submitted by OPC, we find it appropriate to grant OPC's petition and hereby formally initiate an investigation into the integrity of Southern Bell's service order activities, repair order activities, and reports submitted to this Commission.

Based on the foregoing, it is, therefore,

ORDERED by the Florida Public Service Commission that the petition filed by the Office of Public Counsel to initiate a formal investigation into the integrity of Southern Bell Telephone and

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Telegraph Company's service order activities, repair order activities, and reports submitted to this Commission is hereby granted.

By ORDER of the Florida Public Service Commission, this 6th  
day of MAY, 1991.

  
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STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

SFS

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.