

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the)
integrity of SOUTHERN BELL)
TELEPHONE AND TELEGRAPH)
COMPANY'S repair service)
activities and reports.)

DOCKET NO. 910727-TL

In re: Investigation into)
SOUTHERN BELL TELEPHONE AND)
TELEGRAPH COMPANY'S complaine)
with Rule 25-4.110(2), F.A.C.,)
Rebates.)

FILED: 04/28/93

DEPOSITION OF:

JAMES JONES

TAKEN AT THE INSTANCE OF:

The Staff of the Florida
Public Service Commission

PLACE:

605 West Garden Street
Pensacola, Florida 32501

TIME:

Commenced at 8:30 a.m.
Concluded at 9:15 a.m.

DATE:

Tuesday, May 11, 1993

REPORTED BY:

Angela E. Harrell, CP,
Registered Professional Reporter

DOCUMENT NUMBER-DATE

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APPEARANCES:

JANIS SUE RICHARDSON, Staff Counsel, 111 West Madison Street, Tallahassee, Florida 32399, Telephone No. (904) 488-9330, appearing on behalf of the Office of Public Counsel.

JEAN R. WILSON, Staff Counsel, Stan L. Greer, Engineer and Terrill Booker, Engineer, 101 East Gaines Street, Fletcher Building, Room 226, Tallahassee, Florida 32399, Telephone No. (904) 487-2740, appearing on behalf of the Florida Public Service Commission.

ROBERT G. BEATTY, Esquire, 150 West Flagler, Suite 1910, Miami, Florida 33130, Telephone No. (305) 530-5564, appearing on behalf of Southern Bell.

BURTON E. STRUBHAR, Esquire, 3298 Summit Boulevard, Suite 31-B, Telephone No. (904) 432-7001, appearing on behalf of James Jones.

I N D E X

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STIPULATION

IT IS STIPULATED that this deposition was taken pursuant to notice in accordance with the applicable Florida Rules of Civil Procedure; that objections, except as to the form of the question, are reserved until hearing in this cause; and that reading and signing was not waived.

IT IS ALSO STIPULATED that any off-the-record conversations are with the consent of the deponent.

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WHEREUPON,

JAMES JONES

was called as a witness and after having been first duly sworn, was deposed and testified as follows:

EXAMINATION

BY MS. RICHARDSON:

Q Mr. Jones, would you please state your name and then spell it for the court reporter?

A James S. Jones, J-A-M-E-S, J-O-N-E-S.

Q Thanks. And your address?

A 6915 Pine Forest, Pensacola, Florida.

Q And do you have a zip code there?

A I don't know it.

Q Is that a business address?

A Yeah.

Q All right. And a phone number?

A 944-0005.

Q Are you represented by an attorney here today?

A Yes, ma'am.

Q I'll ask him to put his appearance on record.

MR. STRUBHAR: My name is Burton Strubhar. My address is 3298 Summit Boulevard, Suite 31-B, telephone number is 904-432-7001.

MS. RICHARDSON: And do you have a zip code for

1

1 that?

2

MR. STRUBHAR: 32503.

3

MS. RICHARDSON: Thanks, Mr. Strubhar.

4

BY MS. RICHARDSON:

5

Q Mr. Jones, have you discussed your deposition here today other than with your attorney or attorneys for Southern Bell?

7

8

A No, ma'am.

9

Q Okay. Were you advised that you would not be disciplined based upon your answers to us today?

10

11

A Yes, sir.

12

Q Has anyone explained to you the criminal penalties that could apply if you perjure your testimony here today?

14

15

A No.

16

Q I guess this is as good a point as any. If you have any questions, if you don't understand what I'm telling you or what I'm saying, feel free to ask me to explain or reword my question. If at any point you want to go off the record where the court reporter is not taking down what is said and talk to your attorney, then we can do that too.

20

21

22

Do you understand?

23

A Yes, ma'am.

24

Q Have you ever given a statement to a company investigator?

25

1 1 A Only on these kind of hearings, yeah.

2 Q When did that occur?

3 A Over the last three years, I think, four
4 different times. I don't recall the dates.

5 Q You said four different times?

6 A I think four different times.

7 Q When was the first time?

8 A I think sometime in 1990.

9 Q All right. Do you remember who took your
10 statement then?

11 A No, ma'am.

12 Q Do you remember whether or not they were with
13 the company?

14 A No, I don't. I assume they were. They were
15 lawyers down in the security building.

16 Q Okay. For the company?

17 A Yeah.

18 Q All right. Did you have a union person there?

19 A No.

20 Q Are you union?

21 A No.

22 Q Was your supervisor there?

23 A When I was testifying? No.

24 Q Did you have an attorney there?

25 A No. They didn't offer one.

1

1

Q What about the second time that you gave a statement, when was that?

2

3

A Oh, about three or four months after that in the same place.

4

5

Q Okay. So was there a security person again at this one?

6

7

A No, just two lawyers and I don't remember who they were for.

8

9

Q You don't remember who they worked for?

10

A No, ma'am. At that time it didn't seem real important.

11

12

Q Okay. So you don't know whether they were with the company or not or represented?

13

14

A No, I don't. I just don't remember.

15

Q Okay.

16

A Like I said, it's been about three years ago.

17

Q What about the third time you gave a statement?

18

A I think that was here.

19

Q In this office?

20

A Uh-huh (affirmative).

21

Q Do you remember about when that was given?

22

A About two years ago seems like.

23

Q And do you know who was present then?

24

A No.

25

Q Do you know if they were with the company?

- 1 1 A Yes, they were with the company.
- 2 2 Q Was there an attorney present at that one?
- 3 3 A I think they were all attorneys.
- 4 4 Q Do you know if the attorneys were with the
5 company? Were they company counsel?
- 6 6 A I believe they were.
- 7 7 Q Okay. And did you have your own attorney at
8 that one?
- 9 9 A No.
- 10 10 Q Was your supervisor there?
- 11 11 A No.
- 12 12 Q Was there anyone other than the attorneys
13 present at that one?
- 14 14 A No.
- 15 15 Q And the fourth time you gave a statement, when
16 was that?
- 17 17 A It may have been just those three.
- 18 18 Q Just those three?
- 19 19 A I believe it was, yeah.
- 20 20 Q What's your present position with the company,
21 Mr. Jones?
- 22 22 A Cable -- well, facilities technician, but my
23 actual job is cable repairman.
- 24 24 Q And how long have you been a facility tech?
- 25 25 A Since about '85.

- 1 1 Q How long have you been with the company
2 altogether?
- 3 A Twenty-four years.
- 4 Q What did you do before you were a facility tech?
- 5 A Cable splicer.
- 6 Q And how long did you hold that position?
- 7 A From about '78.
- 8 Q To about '85?
- 9 A Uh-huh (affirmative).
- 10 Q Have you been in Pensacola your entire
11 twenty-four years with the company?
- 12 A I moved here in June of '84.
- 13 Q Were you in Florida before that with the
14 company?
- 15 A Titusville, Florida.
- 16 Q Okay. Who is your present first-level manager?
- 17 A Johnny Lovelace.
- 18 Q How long has Mr. Lovelace been your manager?
- 19 A I have no idea.
- 20 Q Couple of years, three, four?
- 21 A Probably ten or fifteen years at least. It's
22 been a long time.
- 2 23 Q At least since maybe '85?
- 24 A He was a manager when I came here. I know that.
- 25 Q Who is your second-level manager?

2 1 A Well, Tony Devito.

 2 Q How long has Mr. Devito been your second-level
 3 manager?

 4 A Since about October, I think, of '91.

 5 Q Who was it before Mr. Devito?

 6 A Bivens.

 7 Q B-I-V-I-N-S (sic)?

 8 A I think so.

 9 Q How long was Mr. Bivins your manager, a year,
 10 two years?

 11 A About three years.

 12 Q Okay. Can you go back for me beyond Mr. Bivins?
 13 Do you know who it was before then?

 14 A Humphreys.

 15 Q Bill Humphreys?

 16 A I think he came here just a month or two after I
 17 did. I think he was the manager until maybe 1989. I don't
 18 remember.

 19 Q So about '85 to '89 for Mr. Humphreys?

 20 A The times may overlap a little, but I don't
 21 remember.

 22 Q Do you know who your operations manager is right
 23 now?

 24 A Mr. St. Amant.

 25 Q How long has Mr. St. Amant been your operations

2

1 manager?

2 A Seems to me like about '86. It's been a while,
3 '86 or '87.

4 Q Who was it before Mr. St. Amant? Do you know?

5 A I don't remember. I was new here then.

6 Q Okay. Do you know who your general manager is?

7 A No.

8 Q All right. As facility technician do you just
9 do cable repair?

10 A Now I do, yeah.

11 Q Have you worked with repair for residences and
12 businesses?

13 A No. You mean like inside equipment and stuff?

14 Q Uh-huh (affirmative).

15 A No, ma'am.

16 Q In cable repair are you dealing with just from
17 the trunk back to the company, just the street side of it?

18 A Yes.

19 Q When you were a cable splicer, were you also
20 just dealing with street work?

21 A Yes.

22 Q Do you have a CAT terminal that you use in cable
23 repair?

24 A I have one, but I've never used it.

25 Q Why haven't you used one?

2 1 A It's a mystery to us. We got it about maybe
2 2 over two years ago and it's been riding on our trucks ever
3 3 since then. They said they never programmed it for us to
4 4 access the information.

5 5 Q So when you finish a job, you still call in to
6 6 the maintenance administrator to get it closed?

7 7 A Right.

8 8 Q What part of the trouble repair, cable repair
9 9 process do you deal with? Just actual hands-on stuff or do
10 10 you deal with clearing, closing actual trouble reports?

11 11 A Just regular demand-load troubles,
12 12 out-of-service and service-affecting troubles.

13 13 Q Do you make any decision about whether it's out
14 14 of service or service affecting?

15 15 A No. That comes from MA, from the dispatcher.

16 16 Q Okay. When you get a trouble, do you know
17 17 whether it's out of service or service affecting?

18 18 A Yeah. They tell you when they dispatch you.

19 19 Q Okay. Do they also tell you when that
20 20 twenty-four hour clock time is up?

21 21 A Oh, yeah.

22 22 Q Do they definitely make you aware this is going
23 23 to be out of service over twenty-four at a certain point in
24 24 time?

25 25 A Yes.

2

1 Q Are you supposed to keep a record of that?

2 A I usually make a note on my ticket usually, but
3 not all the time.

4 Q Okay. Are you aware of the requirement that the
5 company complete a repair on an out of service within
6 twenty-four hours at least ninety-five percent of the time?

7 A I know it's real high. I don't know the exact
8 number.

9 Q But you're aware they need to get it done within
10 twenty-four hours?

11 A Oh, yeah.

12 Q How long have you been aware of that?

13 A Ever since I been cable repairman.

14 Q Do you know if a customer is due a rebate if
15 their service is out longer than twenty-four hours?

16 A I didn't know that until two or three years ago,
17 no. I knew it was in as far as the accounting, the index, as
18 far as keeping track of their troubles and how long. I knew
19 it was counted, but I didn't know if it was counted for
20 anything more than their performance index. I didn't realize
21 there was a rebate thing, no.

22 Q Do you know of anyone, any customer that's been
23 denied a rebate because their phone went out over twenty-four
24 hours but the report wasn't coded properly so they could get
25 the rebate?

2 1 A No. No customer ever said anything to me about
2 it.
3 Q How many customer contacts do you have in your
4 job?
5 A Almost none. I try to call them when I complete
6 the trouble and tell them it's repaired and about half the
7 time someone is there and I just inform them that the trouble
8 is cleared and they say thank you or cuss me or whatever and
9 that's usually about it.
10 Q Do you call on every single line that's out of
11 service that you clear?
12 A No, not on every single line. If you have a wet
13 cable or something, you may have several hundred reported
14 troubles. I don't call all of them.
3 15 Q Which ones do you call? How do you decide?
16 A Usually they have the lead ticket. Maybe it's
17 the first trouble that's reported. I don't know how they
18 determine that. I usually try to contact those people. The
19 MA's, I think, contact as many as they can when they close it
20 out, test it.
21 Q All right. When you close that lead ticket,
22 does it close out all the other tickets that are attached to
23 it?
24 A Yes, ma'am. But they have to test them first,
25 you know.

3

1 Q You personally or the MA?

2 A The MA.

3 Q The MA's test them?

4 A Yes.

5 Q At what point does she decide to test?

6 A When I call her and tell her that I have cleared
7 the trouble.

8 Q Then she tests them all?

9 A Uh-huh (affirmative).

10 Q Does she test them while she's talking to you on
11 the phone?

12 A Oh, no. If it's two or three, yeah; but if it's
13 a long time, they run it on the computer printout thing and
14 test them.

15 Q Then she calls you back, the MA calls you back?

16 A I usually call back in fifteen, twenty minutes
17 or something like that while I'm working on it.

18 Q Doing routine work, filling the holes, wrapping
19 the cable?

20 A Yes.

21 MR. BEATTY: I object to the form of the
22 question as leading. You said, yes, I think was
23 your last response.

24 BY MS. RICHARDSON:

25 Q So you're doing the finishing up work, then you

3

1 call back in to the MA and she tells you that she's tested
2 all the lines. If she tells you that they're all clear, then
3 what do you do?

4 MR. BEATTY: Object to the form of the question.
5 Counsel is testifying. You can respond, if you can.

6 THE WITNESS: I don't understand.

7 MR. BEATTY: I made a legal objection. My
8 objection was that the lawyer is testifying into the
9 record. It's just a legal objection to insure that the
10 problems that I perceive, the legal problems are
11 preserved for the record. It's really of no moment for
12 you in terms of your testifying, however, so that you
13 can continue to answer her questions.

14 THE WITNESS: Well, when I find out that the
15 trouble is cleared, I usually close up the splice. I
16 have closed it up occasionally and then found out the
17 trouble wasn't all cleared and had to open it up again.
18 So I quit doing that. When I get that done, I close
19 the ticket out.

20 BY MS. RICHARDSON:

21 Q All right. And when you close a ticket out, is
22 that just a paper -- writing on a piece of paper?

23 A Well, I have to close it out with her and she
24 then puts it in the computer. It closes the trouble out.

25 Q All right. When you say she puts it in the

3

1 computer, does she record some kind of time that it's
2 cleared?

3 A I'm sure, yeah.

4 Q Do you tell her what time that it's cleared?

5 A Yeah.

6 Q Do you give her a specific closing time also?

7 A What do you mean? For closing the ticket?

8 Q Uh-huh (affirmative).

9 A I usually tell her to close it now.

10 Q Do you know if --

11 A Whatever time now happens to be.

12 Q Do you know if there's a different time between
13 the time you clear it and the time you close it?

14 A Usually there's a difference in time, yeah.

15 Q Okay. And why would there usually be a
16 difference in time?

17 A Well, usually there's -- you close your splice
18 and pick up all your stuff, you know. Sometimes you close
19 the pit. Sometimes you don't take up signs and cones.
20 Usually the minimum of thirty minutes or more.

21 Q All right. Is the cleared time the time that
22 she calls you back and says they test clear?

23 MR. BEATTY: Objection to the form of the
24 question. It's leading. I think her question is what
25 is the cleared time.

3

1

THE WITNESS: The cleared time is when I tell

2

her that I have finished the trouble, she tests it,

3

then she says it's okay. That's the cleared time.

4

BY MS. RICHARDSON:

5

Q Okay. The cleared time then comes after she

6

tests it?

7

A Yes, ma'am.

8

Q Have you ever had -- let me just ask you this

9

way. Have you ever heard the term backing up the time?

10

A Certainly.

11

Q What context have you heard that?

12

A Well, say the trouble went over twenty-four

13

hours at four o'clock. You were working on the trouble until

14

five say and some people have probably backed it up to past

15

four o'clock. I don't know that that's happened, but I have

16

heard that that happened.

17

Q Okay. And where have you heard that this has

18

happened?

19

A Gossip around the phone.

20

Q Other employees?

21

A Yeah.

22

Q Okay. Mr. Jones, I'm going to show you a

23

document. It's called Citizens' Third Set of Interrogatory

24

Answers dated June 6, 1991. An interrogatory is a written

25

question that I mail off to the company and then the company

3 1 sends me a written answer by mail. Okay.

2 In this question I asked the company to give me
3 the names of employees who had information about using -- I
4 better make sure -- using improper exclusion codes on repair
5 service forms and the

6
7
8 use of exclude codes. Okay.

9 I want to give you time to read this and the
10 first question I'll ask when we get back on the record is

11
12 Okay.

13 (An off the record discussion was held.)

14 BY MS. RICHARDSON:

15 Q

16
17 A

18 Q

19 exclude code?

20 A I think it was a moisture or lightning, I think
21 is what it used to be.

22 Q What would moisture or lightning exclude an
23 out-of-service report from?

24 A It didn't go over the twenty-four hours. It
25 didn't count as going over the twenty-four hours.

4

1 Q What do you know about the improper use of
2 exclude codes?

3 MR. BEATTY: What, if anything, do you know?

4 THE WITNESS: Well, I know that the moisture
5 code is a very vague thing. Moisture can be anything.

6 BY MS. RICHARDSON:

7 Q Okay.

8 MR. BEATTY: Is there a further question?

9 Q I would like you to elaborate on the fact
10 moisture can be very vague. How is it used?

11 A Well, there's, you know, wet cable that are
12 sitting there wet and out of service and then there's just
13 like moisture from the dew. That's all moisture to me, but
14 now the phone company has decided that's not moisture any
15 more or someone decided that.

16 Q All right. Have you had any manager stress with
17 you the use of the moisture code?

18 A Said to use the code that applied.

19 Q All right. Do you know of anyone who used the
20 moisture code when the cause was actually something else?

21 A Me personally know that? No.

22 Q Do you know of anyone using a squirrel bite, for
23 instance, on the cable?

24 A That's one if the squirrel bite caused it to get
25 wet. No doubt that probably has been charged to moisture.

4

1 Q Okay. What about other situations like that,
2 where something else really caused the break in the cable,
3 that then allowed the moisture to seep in and close it to
4 moisture?

5 A It doesn't matter what the cause was.

6 MR. BEATTY: Objection to the form of the
7 question.

8 BY MS. RICHARDSON:

9 Q Have you had that occur where a manager told you
10 to use that?

11 A Not told me, no.

12 Q All right. What about just talked about that in
13 a general format, either around you or around other cable
14 repairmen?

15 MR. BEATTY: Objection to the form of the
16 question. It's ambiguous. You can answer, if you can.

17 THE WITNESS: Like I say, that could be
18 translated. Now codes have changed. It just said
19 moisture. All right. Well, it's a squirrel bite and
20 it rains in it. That's moisture. That could be very
21 liberally either way, I imagine.

22 BY MS. RICHARDSON:

23 Q Okay. Do you know if the use of, say, the
24 lightning code, is that an exclude code?

25 A I believe it is or was. I don't know if it is

4

1 now.

2 Q Do you know if that particular code has been
3 used when maybe it wasn't proper?

4 A I don't know.

5 Q Do you know if it's been over-used?

6 MR. BEATTY: Objection to the form of the
7 question. It's ambiguous.

8 BY MS. RICHARDSON:

9 Q You personally, do you know if it's been
10 over-used by the company in order to exclude out-of-service
11 reports?

12 A I don't know if it's been over-used.

13 Q Have you heard of that being done?

14 A No, I haven't.

15 Q Okay. Do you know of the multiple cable failure
16 code?

17 A Certainly.

18 Q Do you know if that is also an exclude code?

19 A Like a cut cable?

20 Q Uh-huh (affirmative).

21 A Yes, I believe it is.

22 Q Okay. Do you know the definition of a multiple
23 cable failure?

24 A No, not exactly.

25 Q Okay. Do you know how many failures have to be

4

1 attached or how many phones have to be attached to that to be
2 a multiple cable?

3 A I think it's supposed to be three.

4 Q Do you know of any instances where that multiple
5 failure code has been used with under three lines?

6 A No. Usually it's the other way around. It's a
7 lot out and it never gets charged to that.

8 Q Okay. I would like to go back to statusing for
9 a minute. When the services that come in, they're already
10 statused by the time they get to you. Have you ever had
11 occasion to tell an MA to change the status on a report?

12 A You can't do that.

13 Q What if it's a service-affecting report that
14 says there's noise on the line and when you get out there,
15 the person didn't have any dial tone, they're really out of
16 service? Have you ever had occasion to tell an MA you gave
17 me a service affecting, but now it's out of service?

5

18 A Well, I may have told them, but that don't
19 change the status of it.

20 Q Have you seen any report or reports that come
21 through with the wrong status on them?

22 A Certainly some come through with the wrong
23 status, yeah.

24 Q But to your knowledge that's never been changed?

25 A I don't think it can be. I don't know.

5 1 Sometimes when a trouble is reported and service
2 affecting, like you say, sometimes it's a day or two before
3 we get there. It can be totally out of service when we get
4 there or the other way around. Sometimes it gets wet, it's
5 reported out of service. It is out of service. Then due to
6 sunshine and this sort of thing when we get there, it may
7 have little or no trouble on it. It can go either way on
8 that. I think they probably equal out pretty much.

9 Q All right. I would like to go back for a minute
10 to our conversation about backing up the time. You said that
11 you had heard of this being done. Have you ever heard of it
12 being done in Pensacola?

13 MR. BEATTY: Objection to the form of the
14 question. This, whatever it is, I'm not sure
15 specifically what you're referring to. I object to the
16 form of the question as ambiguous.

17 BY MS. RICHARDSON:

18 Q Mr. Jones, we were talking about backing up
19 clearing times. Have you heard of it being done in
20 Pensacola?

21 A Well, it is the only place I've worked in a long
22 time. During all this investigation, I heard a lot about it,
23 not any specific time or person or anything else. I mean
24 through all of this is, in fact, where I heard about it.

25 Q Okay. Do you know if it was the inside people

5

1 in the test center when you heard about this, were the
2 remarks directed that the MA's inside were backing up the
3 times?

4 A I don't know about that.

5 Q Did you hear whether or not it was the outside
6 field techs that were giving incorrect clearing times in
7 order to meet the twenty-four hour clock?

8 A I don't remember a specific.

9 Q Okay. Do you remember a comment by Mr.
10 Humphreys in a staff meeting if you were there?

11 A I doubt I was there.

12 Q You doubt if you were there. You had Mr.
13 Humphreys between 1985 and 1989?

14 A Yeah, that's close. But he was not and I was
15 not in repair all of that time.

16 Q Okay. Do you recall attending any staff
17 meetings with Mr. Humphreys?

18 A Staff meetings, no.

19 Q What about just general bull sessions in the
20 morning when you report to work, do you remember any of those
21 when Mr. Humphreys was present?

22 A Oh, yeah.

23 Q In any of those meetings do you remember Mr.
24 Humphreys saying, we got the CAT now so we can do our own
25 clearing times?

5

1 A We didn't have the CAT when we were working with
2 him.

3 Q You don't remember it coming out in 1988?

4 A Like I say, I never used it. They never put us
5 on line with the CAT, never.

6 Q But you don't remember that comment in any staff
7 meeting?

8 A No. I think it was much later than '88. You
9 may be talking about installation. I think they had one back
10 then but cable repair didn't.

11 Q I'm going to show you another document. Mr.
12 Jones, this document is Southern Bell's response to
13 preliminary PSC-93-0263-PCO-TL entered on February 19th, 1993
14 filed by the company on April 1st, 1993 in the consolidated
15 rate case docket. On line number 280 out of 650 names
16 there's a James S. Jones.

17 I would like to know if you'd had an opportunity
18 to look at this document. Have you had a chance to see this?

19 A I saw it this morning.

20 Q Is that your name?

21 A I believe so.

22 Q By your name there is a group of numbers?

23 A Yes.

24 Q One, two and seventeen?

25 A That's true. One, two and seventeen.

5

1 Q Have you had a chance to read the paragraphs?

2 A I didn't read any of it.

3 MS. RICHARDSON: Let's go off the record.

4 (An off the record discussion was held.)

5 BY MS. RICHARDSON:

6 Q Mr. Jones, on the list by your name appears the
7 number seventeen. Number seventeen says something about
8 intimidation or pressure. I would like to know what
9 information you have about that.

10 MR. BEATTY: Just a point of clarification.

11 What that document says is that with regard to
12 intimidation or pressure or any of the other matters,
13 numbers that appear in addition to your name that you
14 may have knowledge and you may not have knowledge with
15 respect to intimidation or pressure. With that please
16 respond to her question, if you can.

17 BY MS. RICHARDSON:

18 Q Essentially I would like whatever information
19 you have about intimidation or pressure on the job with cable
20 repair work you've done with trouble repair reports.

21 A I was never intimidated.

6

22 Q What about pressure to use certain exclusion
23 codes like moisture or lightning?

24 A There was never any pressure that I was aware
25 of.

6

1 Q What about insistence on being sure you met the
2 twenty-four hour clock time on trouble reports?

3 MR. BEATTY: Object to the form of the question.
4 It's not a question.

5 THE WITNESS: I never experienced any pressure,
6 intimidation or otherwise.

7 BY MS. RICHARDSON:

8 Q Okay. Have any managers ever given you a verbal
9 discipline for not properly closing a trouble report?

10 A No, ma'am.

11 Q Has any manager ever discussed with you the fact
12 that you had gone over twenty-four hours on an out of
13 service?

14 A As that being the reason he was talking to me?

15 Q Yes.

16 A No.

17 Q Have any managers ever had occasion other than
18 just say tardiness or something of that nature, personal
19 conduct, had occasion to verbally discipline you?

20 A Nothing in the context about this, no.

21 Q Have you ever received a B-Form?

22 A I'm not sure. I don't believe so. The only
23
24

25 Q All right. Do you know of anyone who has

6

1 protested instructions from a manager that they felt were
2 improper in handling trouble reports?

3 A No.

4 Q Do you know of anyone who has filed a grievance
5 with the company because of instructions for handling trouble
6 reports?

7 A I never heard of it, no.

8 Q Do you know of anyone, a Craft, who filed a
9 grievance with the company because of manager's treatment of
10 them in regard to repair service?

11 A No.

12 Q Have you ever had occasion to use the no-access
13 code?

14 A No. I'm not familiar with a no-access code.

15 Q Do you know anybody who has used someone else's
16 employee code on a report?

17 A No.

18 Q Has anyone ever used yours?

19 A Not to my knowledge.

20 Q Do you know if any manager ever told you to use
21 someone else's code to close out a report?

22 A No.

23 Q Have you ever had a manager ask you to take
24 out-of-service reports and close them out on cable before the
25 work was completed and then open it up as employee reports to

6

1 complete the repairs and close them out?

2 A Huh-uh (negative). No.

3 Q Have you ever had a manager tell you that you
4 need to call him before you close out an out of service?

5 A No, ma'am.

6 Q Do you know what a test-OK report is?

7 A Certainly.

8 Q What's a test-OK report?

9 A It's one report, say there's problems with their
10 line. When it goes through the test procedure, it appears
11 okay.

12 Q All right.

13 A That doesn't necessarily mean that it's okay.

14 Q Do you get dispatched on those?

15 A Certainly.

16 Q And do test-OK reports generally end up being
17 cable problems or are those individual residential type
18 problems?

19 A Probably half and half. It could be something
20 inside the house. Sometimes people got the phone unplugged
21 and don't realize it or it could be a cable problem too.

22 Q Okay. Now, I'm a little unclear. Have you
23 worked on residential repair?

24 A Not as far as going in the house, but
25 occasionally you have a trouble that when you get out there,

6

1 the trouble is in the house and I turn that back to the
2 installation department.

3 Q Okay. Then someone else gets dispatched?

4 A Yeah.

5 Q Have you any knowledge of anyone taking a group
6 of test-OK reports and closing them out as out of service?

7 A No, ma'am.

8 Q Have you heard of that being done?

9 A No, ma'am. I don't believe that could be done.
10 I guess it could, but I don't know.

11 Q In your opinion would that be proper?

12 A It wouldn't be proper, no.

13 Q Have you ever had a manager tell you to take
14 your test-OK report and close it as out of service?

15 A No.

16 Q Do you know of anyone who has created phony
17 reports?

18 A No.

19 Q Do you know of anyone in cable who has directed
20 that a cable failure be opened with several reports attached
21 and then just closed as out of service when there really
22 wasn't a cable problem?

23 A I never heard of that, no.

24 Q Have you ever been dispatched to a cable failure
25 where there really wasn't a problem at all once you got out

6 1 there and tested a line?

 2 A A single trouble?

 3 Q Uh-huh (affirmative).

 4 A Oh, certainly. For one reason or another, any

 5 trouble can become clear, you know. Certainly from the time

 6 the trouble was reported until the time you get there, which

 7 may be an hour, may be a day, a lot of things happen. Even

 8 someone else could clear a multiple over here that has this

 9 line in it that didn't get put in that multiple and when you

 10 get there, it's clear. There's nothing unusual about that.

 11 Q Have you ever helped with sales for the company?

 12 A No, ma'am.

7 13 Q Has anybody ever asked you to help sell services

 14 or products for the company?

 15 A No.

 16 Q Are you aware of any sales campaigns the company

 17 has had in the past?

 18 A Vaguely. That almost always was the

 19 installation department or service reps or something.

 20 Q Okay.

 21 A I never did that with cable repair. We just

 22 very seldom ever come in contact with the customer.

 23 Q Okay.

 24 A And I don't care nothing about being a salesman

 25 anyway.

7

1 Q Mr. Jones, I want to thank you for your time and
2 unless someone jogs my memory -- wait, I do have one other
3 question. Do you know how to exclude a report, I mean other
4 than the cause codes we talked about, just eliminate a
5 trouble report?

6 A After I'm dispatched on it?

7 Q Yeah. After you're dispatched.

8 A Just go out and eliminate it?

9 Q Just exclude it.

10 A No, ma'am, I don't know how to do that.

11 MS. RICHARDSON: Okay. Then I think that
12 answers all the questions that I have today. I want to
13 thank you for your time. I appreciate you coming.
14 Some of the other commission staff people may have some
15 questions before you go.

16

17

EXAMINATION

18

BY MS. WILSON:

19

Q Mr. Jones, I'm Jean Wilson with the Public
20 Service Commission. I believe you said there had been a
21 change in your understanding when it was appropriate to use
22 moisture as the cause of the trouble?

23

A Yes, ma'am.

24

Q Could you explain to me what that change is?

25

A Well, to the best of my knowledge used to it

7

1 just said moisture in the codes down there. Now, there's a
2 little narrative beside it specifying more what moisture is
3 or what it isn't really. In the past that wasn't there.

4 Q Okay. In the past did it include such things as
5 let's say you knew it was a squirrel bite on the line, but
6 perhaps moisture got in, would you have considered that
7 moisture as the cause of the trouble?

8 A There was a time that I would have considered
9 that moisture, yeah.

10 Q Have you personally reported squirrel bite as
11 moisture?

12 A I probably did in the past, yeah.

13 Q How about dew?

14 A Well, like I say, that's a judgment call. Dew
15 is moisture.

16 Q Do you believe that the use of the moisture code
17 now is more restricted than it was in the past?

18 A Certainly.

19 Q Can you tell me what types of things, and I may
20 have asked this in a way, but you would have considered
21 clearly to be moisture in the past but you clearly do not
22 believe now should be coded as moisture?

23 A Well, squirrel bite is one example. Most
24 anything where you can see a cause for the moisture,
25 sometimes you can't see a cause for the moisture. Sometimes

7

1 it just sits there so long and corrodes, but now if I see a
2 physical sign, like a break in the cable, I would charge it
3 to that.

4 Q To --

5 A To the break in the cable, even though when the
6 cable cracked or whatever, it didn't go out. It went out
7 when it rained.

8 Q Okay. Thank you. Has there been a change in
9 your understanding of when it is appropriate to use lightning
10 as the cause of the trouble?

11 A Well, I never had much problem with lightning.
12 Usually it's blown up.

13 Q Did you ever read a report that said the cause
14 of the trouble is lightning when, in fact, you didn't believe
15 it was lightning?

16 A No, ma'am.

17 Q Did a supervisor ever encourage you to use a
18 lightning code when you did not believe it was appropriate?

19 A No, ma'am.

20 MR. GREER: I don't have any questions.

21 MR. BEATTY: No questions. Thank you very much.

22 (Whereupon, the deposition was concluded.)

23

24

25

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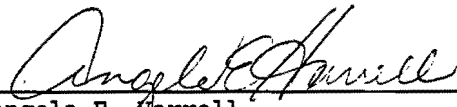
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CERTIFICATE OF OATH

STATE OF FLORIDA)
COUNTY OF ESCAMBIA)

I, Angela E. Harrell, hereby certify that
JAMES S. JONES, personally appeared before me and was duly
sworn.

WITNESS my hand and official seal this 24th day
of May, 1993.


Angela E. Harrell
Notary Public, State of Florida
My Commission No. AA753128
Expires: 3/20/94

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REPORTERS DEPOSITION CERTIFICATE WITH ACKNOWLEDGMENT

STATE OF FLORIDA)
COUNTY OF ESCAMBIA)

I, Angela E. Harrell, CP, Registered Professional Reporter, certify that I was authorized to and did stenographically report the foregoing deposition; and that the transcript is a true record of the testimony given by the witness.

I further certify that I am not a relative, employee, attorney, or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in this action.

Dated this 24th day of May, 1993.

Angela E. Harrell

Angela E. Harrell, CP
Registered Professional Reporter

STATE OF FLORIDA)
COUNTY OF ESCAMBIA)

The foregoing certificate was acknowledged before me this 24th day of May, 1993, by Angela E. Harrell who is personally known to me.

Patrick Baggett

 PATRICK BAGGETT
NOTARY PUBLIC-STATE OF FLORIDA
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