

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Show Cause proceeding)
against Southern Bell Telephone)
and Telegraph Company for)
misbilling customers)

) Docket No. 900960-TL

SCANNED
920260

CERTIFIED COPY

DEPOSITION OF WANDA FUTCH

DATE: September 2nd, 1993

TIME: 9:20 o'clock a.m.

PLACE: 3300 Okeechobee Road
Fort Pierce, Florida

REPORTER: Rise J. Holmes
Notary Public
State of Florida at Large

TAKEN BY: Office of Public Counsel

APPEARANCES:

FOR CITIZENS OF OFFICE of PUBLIC COUNSEL
STATE OF FLORIDA c/o The Florida Legislature
111 West Madison Street
Room 812
Tallahassee, Fl 32399-1400
BY: CHARLES J. BECK, ESQ.

FOR PUBLIC JEAN R. WILSON, ESQ.
SERVICE Counsel for Commission Staff
COMMISSION Public Service Commission
101 East Gaines Street
Tallahassee, Fl 32399-0872

CARL S. VINSON, JR.
Bureau of Regulatory Review
Florida Public Service Commission
101 East Gaines Street
Tallahassee

DOCUMENT NUMBER-DATE

11004 OCT 13 83

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

FOR SOUTHERN BELL

ROBERT G. BEATTY, ESQ.
General Attorney
BellSouth Telecommunications, Inc.
Museum Tower Building
Suite 1910, 150 West Flagler Street
Miami, Florida 33130

FOR THE WITNESS

MESSER & RAY
8000 U.S. 1, Suite 400
Riverside Bank Bldg.
Port St. Lucie Fl 34952
BY: CHARLES EDWIN RAY, ESQ.

Also Present:

Michael Tartaglio, Pres.
C.W.A. Local 3111
and
Peggy Ward, area Rep.
C.W.A. Local 3111

I-N-D-E-X

Direct Cross Redirect Recross

By Mr. Beck

3

1 And thereupon,

2 WANDA FUTCH

3 having been first duly sworn, testified on her oath as
4 follows:

5 DIRECT EXAMINATION

6 BY MR. BECK:

7 Q. My is Charlie Beck. I am with the office of
8 Public Counsel and I will be starting off the deposition
9 this morning. There are also members of the Florida
10 Public Service Commission staff here as well and they may
11 have have questions also.

12 Would you please state your name?

13 A. Wanda Futch.

14 MR. RAY: At this time I would like to make
15 a statement on behalf of my client. My client is
16 hereby agreeing appear today under a promise by
17 Southern Bell Telephone, by and through their
18 counsel, that no disciplinary action will be taken
19 against my client for voluntarily appearing,
20 telling the truth and being subject to questioning
21 about certain activities. I note counsel for the
22 corporation is present in this room today.

23 Thank you.

24 BY MR. BECK:

25 Q. Would you please state your home address?

1 A.

2 Q. What is your zip code?

3 A.

4 Q. Are you employed by Southern Bell?

5 A. I respectfully refuse to answer on the
6 grounds that it may tend to incriminate me. This refusal
7 is pursuant to my right under the Fifth and Fourteenth
8 Amendments to the United States Constitution.

9 Q. Have you ever added services to a customer's
10 bill without receiving the consent or the agreement of
11 the customer?

12 A. I respectfully refuse to answer on the
13 grounds that it may tend to incriminate me. This refusal
14 is pursuant to my right under the Fifth and Fourteenth
15 Amendments to the United States Constitution.

16 Q. Do you know whether any employee of Southern
17 Bell has ever added services to a customer's bill without
18 receiving the consent of the customer?

19 A. I respectfully refuse to answer on the
20 grounds that it may tend to incriminate me. This refusal
21 is pursuant to my right under the Fifth and Fourteenth
22 Amendments to the United States Constitution.

23 Q. One more question.

24 Do you know whether any employee of Southern
25 Bell has ever falsified any customer billing information

1 in any way?

2 A. I respectfully refuse to answer on the
3 grounds that it may tend to incriminate me. This refusal
4 is pursuant to my right under the Fifth and Fourteenth
5 Amendments to the United States Constitution.

6 MR. BECK: Thank you. That is all.

7

8 (Deposition concluded at 9:25 a.m.)

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

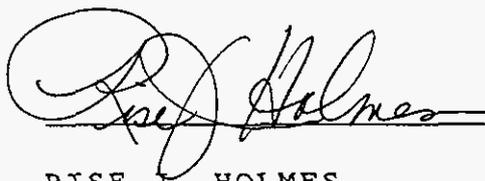
24

25

1 STATE OF FLORIDA)
2 ss.
3 COUNTY OF MARTIN)

4 CERTIFICATE

5 I, RISE J. HOLMES, a Notary Public of the
6 State of Florida at Large, authorized to administer
7 oaths, certify that WANDA FUTCH, was by me first duly
8 sworn to tell the truth this 2nd of September, 1993.

9 

10 RISE J. HOLMES

11 My Commission Expires:

12 April 15, 1995



14
15
16 STATE OF FLORIDA)
17 ss.
18 COUNTY OF MARTIN)

19 CERTIFICATE

20 I RISE J. HOLMES, a shorthand reporter and
21 Notary Public of the State of Florida at Large certify
22 that the foregoing deposition of WANDA FUTCH,
23 stenographically reported by me and is a true and
24 accurate transcription of said deposition of WANDA FUTCH.

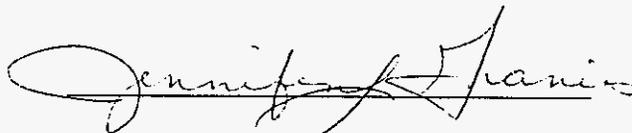
25 I CERTIFY FURTHER that I am neither attorney
nor counsel for, nor related to, nor employed by any of

1 the parties to the action in which the deposition was
2 taken and, further, I am not a relative or an employee of
3 any attorney or counsel employed in this case, nor am I
4 financially interested in the outcome of this action.

5
6 
7

8 RISE J. HOLMES

9
10
11 The foregoing was acknowledged before me by
12 RISE J. HOLMES and who _____ did or did not take an oath
13 this 17 day of September.

14
15
16 
17

18 NOTARY PUBLIC

19 My Commission Expires:
20 _____



21 JENNIFER L. GRANUS
22 MY COMMISSION # CC310225 EXPIRES
23 August 23, 1997
24 BONDED THRU TROY FAIR INSURANCE, INC.
25