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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Petition on behalf of CITIZENS)  
OF THE STATE OF FLORIDA to Initiate )  
Investigation into Integrity of )  
SOUTHERN BELL TELEPHONE & TELEGRAPH )  
COMPANY's Repair Service Activities )  
and Reports. )

DOCKET NO. 910163-TL  
920360-TL

COPY

DEPOSITION OF: SANDRA TERRY  
TAKEN AT THE INSTANCE OF: Citizens of the State of Florida, by and through Jack Shreve, Office of Public Counsel  
DATE: Wednesday, July 29, 1992  
TIME: Commenced at 10:35 a.m. Concluded at 11:10 a.m.  
PLACE: 666 N.W. 79th Avenue Room 642 Miami, Florida  
REPORTED BY: JANE FAUROT Notary Public in and for the State of Florida at Large

ACCURATE STENOTYPE REPORTERS, INC.  
100 SALEM COURT  
TALLAHASSEE, FLORIDA 32301  
(904) 878-2221

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## 1 APPEARANCES:

2 REPRESENTING THE SOUTHERN BELL TELEPHONE AND  
3 TELEGRAPH COMPANY:4 HARRIS R. ANTHONY, ESQUIRE  
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19 COMMISSION:20 JEAN WILSON, ESQUIRE and  
21 STAN GREER, Class B Practitioner  
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26 REPRESENTING SANDRA TERRY:

27 VICTOR P. DeBIANCHI, JR., ESQUIRE  
28 Center Court Building  
29 Suite 300  
30 2450 Hollywood Boulevard  
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32 ALSO PRESENT:

33 WALTER BAER, Office of Public Counsel.

34 CARL VINSON, FPSC Division of Communications.

35

\* \* \* \* \*

36

I N D E X

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WITNESS:

PAGE NO.

SANDRA TERRY

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S T I P U L A T I O N S

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The following deposition of SANDRA TERRY was taken on oral examination, pursuant to notice, for purposes of discovery, for use in evidence, and for such other uses and purposes as may be permitted by the Florida Rules of Civil Procedure and other applicable law. Reading and signing of said deposition by the witness is not waived. All objections, except as to the form of the question, are reserved until final hearing in this cause; and notice of filing is waived.

\* \* \* \* \*

Thereupon,

SANDRA TERRY

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

MR. ANTHONY: Okay. Ms. Terry, we'll use the same stipulations as before. I assume that's acceptable with everybody.

There is one other thing I want to add, Ms. Terry. These depositions are being taken pursuant to an investigation being conducted by the Public Service Commission into questions about Southern Bell's trouble reporting practices.

As you may be aware, Southern Bell did its own internal investigation of related matters. That

1 investigation, I should add, was done at the request  
2 and under the guidance of the Legal Department and is  
3 privileged, which means that things that happened in  
4 that investigation cannot be disclosed to third  
5 parties. As a consequence, to the extent that any of  
6 the questions that you're asked today ask you for your  
7 knowledge about that investigation, your participation  
8 in it, or ask you what you've heard about the  
9 investigation, I may instruct you not to answer the  
10 question, because it is privileged, and it is not  
11 subject to discovery. To the extent, though, that you  
12 have any knowledge that's responsive to the questions  
13 that's derived from anything other than that  
14 investigation, then, of course, you're free to answer,  
15 and you should do so fully and honestly, unless there  
16 is some other objection that I or your attorney may  
17 interpose. Is that relatively understandable?

18 THE WITNESS: Yes.

19 MR. ANTHONY: Okay. Thanks.

20 MR. DeBIANCHI: And when you answer the questions  
21 make sure you say "yes" or "no" and don't nod or shake  
22 your head, because the court reporter won't be able to  
23 pick it up.

24 THE WITNESS: Okay.

25 MS. RICHARDSON: All right. I have just a few

1 little preliminaries also. And they deal with use of  
2 common -- a couple of common terms, so that if you use  
3 them we both are understanding what you're saying.

4 THE WITNESS: Okay.

5 MS. RICHARDSON: Okay. The first one is "I don't  
6 know," all right. If you tell me that you don't know,  
7 that means that you have no personal direct knowledge,  
8 nor have you heard anything by rumor, reading the  
9 newspaper or from any other source. Is that  
10 acceptable? Is that okay for you?

11 THE WITNESS: Okay.

12 MS. RICHARDSON: All right. Then the other one is  
13 "I can't remember" or "I can't recall," that means you  
14 drew an absolute blank. If there are any little  
15 fragments out here, then I would like for you to say,  
16 "Well, I can't remember, but there is something, okay,  
17 and I can't put my finger on it; but there is a little  
18 something out here that I may have heard." And that  
19 will give me an opportunity to ask maybe some further  
20 question and bring it clearer to your mind. Okay. Is  
21 that acceptable?

22 THE WITNESS: Yes.

23 DIRECT EXAMINATION

24 BY MS. RICHARDSON:

25 Q All right. Then we will start by asking you to

1 state your full name and spell it for the record, please.

2 A Sandra Terry, S-A-N-D-R-A, T-E-R-R-Y.

3 Q And your address, please?

4 A Home?

5 Q Uh-huh.

6

7 Q And you commute every day?

8 A Yes, it is not that far.

9 Q What is your present position?

10 A With the Company, assistant administrator.

11 Q In an IMC?

12 A No, in a major account center.

13 Q Major account center.

14 A Right.

15 Q And is there just one major account center for  
16 Miami?

17 A For South Florida.

18 Q And does that includes Fort Lauderdale, as well?

19 A No. There is one for southeast, also. I'm in the  
20 one for South Florida.

21 Q All right. And that is for Miami and the Keys?

22 A Yes.

23 Q That is the extent from one end to the other?

24 A Yes.

25 Q And who is your immediate supervisor?

- 1           A     Fred Stallworth.
- 2           Q     Two Ls?
- 3           A     Yes, S-T-A-L-L-W-O-R-T-H.
- 4           Q     And who is his immediate supervisor?
- 5           A     Linda Isenhour.
- 6           Q     Okay. And what is your present pay grade?
- 7           A     Four.
- 8           Q     You're a Pay Grade 4?
- 9           A     Uh-huh.
- 10          Q     How long have you held this position?
- 11          A     Where I'm at now?
- 12          Q     Uh-huh, systems administrator, I believe you said.
- 13          A     Well, I have been one now since November.
- 14          Q     Of '91?
- 15          A     Of '91.
- 16          Q     '91. And what did you do before that?
- 17          A     Systems administrator.
- 18          Q     For the MAC?
- 19          A     No, for the IMC, local maintenance center.
- 20          Q     And which one was that?
- 21          A     Metro, Miami Metro.
- 22          Q     Why did you move from that particular position to
- 23          your present position?
- 24          A     They closed my office.
- 25          Q     Were your duties as a systems administrator in the

1 IMC the same duties that you're performing now for the MAC?

2 A Basically.

3 Q And what is the scope of those duties?

4 A I maintain computer systems in the center and  
5 applications.

6 Q Okay. For a layperson -- I'm sure that says a lot  
7 for you, but for a layperson that doesn't do much for me.  
8 Can you clarify or explain a little bit more in detail?

9 A Well, how can I explain this one? Everybody has a  
10 computer, and they have different applications that go into  
11 the different computer boxes. If one of the applications go  
12 down, they call me. If something happens to their computer,  
13 they call me.

14 Q So, is an application software?

15 A Yes, basically.

16 Q Is that what it amounts to? Would that be like  
17 LMOS?

18 A Yes, LMOS, CIMAP, SARTS, M-A-C-S.

19 Q Okay. CIMAP is C-I-M-A-P?

20 A Yes.

21 Q And SARTS is S-A-R-T-S.

22 A Yes.

23 Q Would it include MTAS?

24 A No. I don't remember the name. It's similar to  
25 MTAS, but it's not MTAS.

1 Q TREAT?

2 A No.

3 Q Would it include any of the billing, customer  
4 billing type information?

5 A No.

6 Q Okay. Generically, then, in terms of the types of  
7 software that you deal with, applications that you deal  
8 with, do any of those, really your part of it, deal with  
9 customer trouble report handling?

10 A No.

11 Q So, then, if I'm understanding you, what your  
12 position requires you to do is to make sure that the  
13 employees who are dealing with LMOS and these other systems,  
14 their actual computer screen comes up and they actually are  
15 able to type into the program, that the software is  
16 available?

17 A Right.

18 Q And that is what you do?

19 A Yes.

20 Q Prior to that in your position in the IMC as a  
21 systems administrator, what were what your duties there?

22 A The same.

23 Q You dealt with CIMAP and SARTS?

24 A Not SARTS, but CIMAP.

25 Q And LMOS?

- 1           A     And LMOS.
- 2           Q     Did you deal with MTAS in that position?
- 3           A     It was -- no. It was there, but it wasn't a  
4 system that I would keep up, no.
- 5           Q     Did you deal with the AUTOSCREENER rules?
- 6           A     Yes.
- 7           Q     Was one of your responsibilities maintaining the  
8 AUTOSCREENER rules?
- 9           A     Yes.
- 10          Q     Is that also your present responsibility?
- 11          A     No.
- 12          Q     How long did you hold your position in the IMC as  
13 a systems administrator?
- 14          A     Maybe three years, approximately three years.
- 15          Q     So, you were there from what, '85 to '88, '88 to  
16 '91?
- 17          A     I don't remember.
- 18          Q     You don't remember?
- 19          A     I don't remember.
- 20          Q     And what was your entry position with the Company?
- 21          A     Construction clerk.
- 22          Q     Construction clerk?
- 23          A     Construction clerk.
- 24          Q     And when was that?
- 25          A     1973.

1 Q So, you have been with the Company quite awhile?

2 A Yes.

3 Q All right. Did you hold any other positions with  
4 the Company from 1973 up until these past two that dealt  
5 with customer trouble report handling?

6 A I was an assistant manager in the maintenance  
7 center.

8 Q Which maintenance center?

9 A Metro.

10 Q The Metro Maintenance Center?

11 A Uh-huh.

12 Q Was that right before you became the systems  
13 administrator?

14 A Yes.

15 Q All right. So, how long were you in the Metro  
16 center?

17 A Approximately five years.

18 Q About five years, okay. Okay. So, we are  
19 speaking of maybe '86, 1986 to 1991, roughly, time frame?

20 A Yes.

21 Q Okay. Are you familiar with customer trouble  
22 report handling? How a customer trouble report comes into a  
23 center, and the dispatch and cause codes, and the clearing  
24 and closing of customer trouble reports?

25 A How many questions was that?

1 Q I'm sorry. That's fine. Are you familiar with  
2 the customer trouble report process?

3 A Yes.

4 Q All right. Are you familiar with opening a  
5 customer trouble report?

6 A No.

7 Q Are you familiar with statusing, the intermediate  
8 statusing on a customer trouble report?

9 A No.

10 Q Are you familiar with clearing procedures for a  
11 customer trouble report?

12 A No.

13 Q Are you familiar with closing procedures for a  
14 customer trouble report?

15 A No.

16 Q Okay. In your earlier position in the IMC, before  
17 you were systems administrator, what responsibilities or  
18 duties did you have in the customer trouble report process?

19 A I was the cable control supervisor. I handled --  
20 I was in charge of detecting if the cable failure was coming  
21 in on multiples, multiple group of troubles within the same  
22 cable.

23 Q All right. And how did you go about detecting  
24 that?

25 A We had a system. We did it through LMOS.

1 Q Okay. So, it came off on a report or something?

2 A Uh-huh.

3 Q Were these individual customer trouble reports or  
4 was there --

5 A I don't understand the question.

6 Q When you determined that there was some cable, you  
7 were looking at the cable reports, were these individual  
8 customer trouble history reports that were coming up or was  
9 there a separate report saying, "We have ten cable failures  
10 here and they are all tied into whatever pair or whatever  
11 number"?

12 A No, they were individual reports and you had to  
13 look at them to see if they were related.

14 Q And how could you determine if they were related?

15 A By the test.

16 Q Are you familiar with bulk statusing of cable  
17 failures, individual customer reports that are attached to  
18 cable failures?

19 A Bulk statusing, no.

20 Q Are you familiar with TRACKER?

21 A TRACKER?

22 Q The TRACKER program, the software program?

23 A No.

24 Q Then the extent of your duties as cable repair  
25 foreman was simply to look at a customer report, decide if

1 it was a cable failure, and then code it properly?

2 A No.

3 Q Okay. Then I still don't quite have a handle on,  
4 obviously, exactly what you did?

5 A I had to detect if there was a failure. I had to  
6 get somebody dispatched on it.

7 Q And that is the extent?

8 A And then make sure that -- and then get it closed  
9 out.

10 Q Okay. So, making sure that it was closed out.  
11 How did you make sure it was closed out?

12 A Well, the cable repairman would call in and say  
13 that it was to one of the girls, and have them test it. And  
14 they would test it, and they would call the customers. And  
15 they would -- then the cable repairman would tell them what  
16 they did and give them the codes, and they close it out.

17 Q Okay. And did you supervise that process?

18 A Kind of, yes.

19 Q How did the cable repairman know what codes to use  
20 on closeout?

21 A They had a ticket book or something they carried  
22 around that told them.

23 Q And were those codes just sort of standard codes,  
24 or did they change from time to time?

25 A No, they changed, depending on what they found and

1 what they did.

2 Q Okay. Was it possible at that time to take a  
3 group of cable failures that were on the same cable or group  
4 of customer troubles that were linked to the same cable and  
5 put them all together and have one repairman go out and work  
6 on all of those at the same time?

7 A That's usually what they did.

8 Q Okay. Is that considered bulk processing of cable  
9 repairs, bulk statusing and processing?

10 A I don't know.

11 Q You don't know. When they were all fixed at one  
12 time, do you know if they were all closed at one time?

13 A We didn't close anything until every customer was  
14 contacted and made sure that, yes, in fact, they were in  
15 service.

16 Q So, they might have been closed at different  
17 times?

18 A It's possible.

19

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14     disciplined.

15             Q     And who was that?

16

17             Q     All right.  And were you her supervisor?

18             A     At that time.

19

20

21

22     you're saying?

23             A     Say that again.

24

25

1

2

A Yes.

3

4

5

Q Do you know which code?

6

A It was a CON code.

7

Q The CON code. Did you ever use the CON code

8

yourself?

9

A No.

10

Q Did you ever direct anyone else to use the CON

11

code?

12

A No.

13

Q Do you know of anyone who directed employees to

14

use CON codes?

15

A No.

16

Q Have you, or do you know of any other employees

17

who misused the CON code?

18

A No.

19

20

any other employees misusing the CON code?

21

A No.

22

23

A I don't understand the question.

24

25

1

2

Q Uh-huh.

3

A My operations manager and Hilda Geer.

4

Q And who was your operations manager at that point?

5

A Fred Stallworth.

6

Q There was no one else present?

7

A No.

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A No.

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A No.

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Q Why not?

6

A I just don't.

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12

A I don't know.

13

14 then?

15

A No.

16

Q Why not?

17

A I just -- I don't know. I just forgot about it.

18

Q Did anyone accuse you of falsifying customer

19

trouble reports?

20

A No.

21

Q Have you ever accused anyone else of falsifying

22

trouble reports?

23

A No.

24

Q Have you heard of anyone being accused of

25

falsifying trouble reports?

- 1           A     No.
- 2           Q     Have you heard the terms, "backing up time" in  
3 reference to handling customer trouble reports?
- 4           A     No.
- 5           Q     You have never heard those terms used?
- 6           A     No.
- 7           Q     Have you ever heard of anyone backing up the time  
8 on a customer trouble report to meet the out-of-service  
9 index base, keep an out-of-service report from going over 24  
10 hours?
- 11          A     No.
- 12          Q     Do you know if anyone has ever done that?
- 13          A     No.
- 14          Q     And have you ever done it?
- 15          A     No.
- 16          Q     Do you know of any procedure in an IMC where  
17 maintenance administrators were directed to call a manager  
18 to receive disposition and cause codes before closing out an  
19 out-of-service report?
- 20          A     No.
- 21          Q     Have you ever heard of that being done?
- 22          A     No.
- 23          Q     Have you ever done that yourself?
- 24          A     No.
- 25          Q     As cable dispatcher, were your cable repairmen

1 permitted to close reports out themselves?

2 A No.

3 Q Did they have to call into the center to have that  
4 done?

5 A Yes.

6 Q And did they ever have to call a manager to have  
7 that done?

8 A No.

9 Q They talked to whom?

10 A An MA.

11 Q An MA. Do you know of anyone who has miscoded a  
12 cable failure or a cable report?

13 A No.

14 Q Are you aware of exclusion codes that would keep  
15 an out-of-service report from being counted in that repair  
16 index base, meeting the 95 percent repair within 24 hours  
17 base?

18 A No.

19 Q You don't know any disposition codes that would  
20 keep a report out of that?

21 A No.

22 Q Are you familiar with the multiple cable failure  
23 code?

24 A I don't remember it.

25 Q Are you familiar with a no access code?

- 1           A     You mean the NAS code?
- 2           Q     Uh-huh.
- 3           A     Yes.
- 4           Q     You know that one?
- 5           A     Uh-huh.
- 6           Q     Okay. Do you know of anybody who has used the no  
7 access code to stop the repair clock on a customer trouble  
8 report?
- 9           A     No.
- 10          Q     Have you ever heard of that being done?
- 11          A     No.
- 12          Q     Have you ever done that yourself?
- 13          A     No.
- 14          Q     Do you know if it's possible to exclude an  
15 out-of-service report on the system?
- 16          A     No.
- 17          Q     You don't know whether it's possible to do that?
- 18          A     (Witness indicating no.)
- 19          Q     Do you know what an exclude is?
- 20          A     No.
- 21
- 22 supervised her?
- 23          A     She was station control.
- 24          Q     And was part of her duties handling customer  
25 trouble repair reports?

1 A I don't know what you're talking about.

2 Q You were her supervisor, correct?

3 A Yes.

4 Q All right. In your supervision of her, was part  
5 of your duties overseeing her work and making sure that she  
6 did it properly?

7 A No.

8 Q All right. In what respect, then, were you her  
9 supervisor?

10 A I was her supervisor because my supervisor was in  
11 the hospital.

12 Q So, this was a temporary supervision?

13 A Right.

14 Q For what period of time?

15 A Maybe three months.

16 Q So, you filled in?

17 A Right.

18 Q Were you given any training for filling in in that  
19 position?

20 A No.

21 Q Did you have an option to receive training if you  
22 had requested it as taking on that position?

23 A No.

24 Q Did you have an option of rejecting that  
25 supervisory responsibility and just sticking with whatever

1 else it was that you were doing?

2 A I don't know.

3 Q You were just told to do it, and you just did it?

4 A Right.

5

6 A I don't remember exactly.

7 Q Was it this year?

8 A Yes.

9

10

11

12 A Correct.

13

14 A No.

15

16 A No.

17

18 A I just don't want to.

19

20

21 A No.

22 Q Do you know of anyone who has excluded an  
23 out-of-service report to keep it from going over 24 hours  
24 and then reopen the report in order to clear and close it?

25 A No.

- 1 Q Have you ever done that yourself?
- 2 A No.
- 3 Q Have you ever heard of it being done?
- 4 A No.
- 5 Q Do you know of anyone who has recorded an  
6 extension of time in order to keep from missing a commitment  
7 on a report?
- 8 A No.
- 9 Q Have you ever done that yourself?
- 10 A No.
- 11 Q Have you ever heard of that being done?
- 12 A No.
- 13 Q Are you familiar with the CON code?
- 14 A No, not really.
- 15 Q Do you know what it means?
- 16 A I don't remember what it means.
- 17 Q Is it carryover no?
- 18 A I don't know if that is for sure or not.
- 19 Q All right. Do you know what function it has on a  
20 customer trouble report?
- 21 A No.
- 22 Q Do you know of anyone who has taken test okay  
23 reports and statused them as out-of-service?
- 24 A No.
- 25 Q Have you ever done that yourself?

- 1           A     No.
- 2           Q     Have you ever heard of anybody doing that?
- 3           A     No.
- 4           Q     Are you familiar with the operational review that  
5 was conducted in the summer of 1990 in this area, in the  
6 Miami area?
- 7           A     I don't remember.
- 8           Q     Did you possibly know something about it at one  
9 time, but you just don't remember it right now?
- 10          A     It's possible.
- 11          Q     Does it ring any faint bells or you're just saying  
12 you're an absolute blank?
- 13          A     No, blank.
- 14          Q     Okay. Do you know of anyone who has violated  
15 Company procedures in terms of customer trouble repair  
16 report processing?
- 17          A     No.
- 18          Q     Have you ever, yourself, violated Company  
19 procedure for handling customer trouble reports?
- 20          A     No.
- 21          Q     For handling cable?
- 22          A     No.
- 23          Q     Have you ever heard of anybody doing that?
- 24          A     No.
- 25          Q     Have you ever heard of anyone using a dummy

1 employee code instead of their own employee code for  
2 statusing?

3 A No.

4 Q Have you ever done that yourself?

5 A No.

6 Q Do you know of anyone who has done that?

7 A No.

8 Q Do you know of anybody who has ever used an  
9 unassigned employee code to status a trouble report?

10 A No.

11 Q Have you ever done that yourself?

12 A No.

13 Q Have ever heard of that being done?

14 A No.

15 Q Do you know of anybody who has used someone else's  
16 employee code to status a trouble report?

17 A No.

18 Q Have you ever done that yourself?

19 A No.

20 Q Have you ever heard of that being done?

21 A No.

22 Q Do you know what it means to build the base, the  
23 out-of-service base to meet the 95 percent index?

24 A No.

25 Q All right. Do you know what the 95 percent index

1 is, to meet?

2 A I don't remember.

3 Q You don't remember. Are you aware that the  
4 Company has a policy and the PSC has a rule that requires  
5 the Company to clear out-of-service reports within 24 hours  
6 and must clear at least 95 percent of those reports within  
7 24 hours?

8 A I knew there was a rule.

9 Q So, you knew that? You're aware of that?

10 A Yes.

11 Q All right. Do you know of anyone who was in  
12 danger of missing that 95 percent index who may have added  
13 some more out-of-service reports to the pool in order to  
14 meet that 95 percent index?

15 A No.

16 Q Have you ever heard of that being done?

17 A No.

18 Q Do you know of anyone who has taken affecting  
19 service reports and statused them as out-of-service to build  
20 the base?

21 A No.

22 Q Have you ever heard of that being done?

23 A No.

24 Q Have you ever done that yourself?

25 A No.

1 Q Do you know anyone who has improperly excluded a  
2 customer trouble report?

3 A No.

4 Q Do you know what excluding a report is?

5 A No.

6 Q Do you know of anybody who has falsified a  
7 customer repair record?

8 A No.

9 Q Have you ever done so yourself?

10 A No.

11 Q Have you ever heard of anybody doing so from any  
12 source, newspaper, other employees, outside rumor, gossip  
13 any source?

14 A I don't listen to rumor or gossip, no.

15 Q Do you know if a customer is due a refund or a  
16 rebate if his phone is out-of-service over 24 hours?

17 A You mean should they get one?

18 Q Yes.

19 A Yes.

20 Q Okay. Do you know of anyone who has taken any  
21 action whatsoever with a customer trouble report that has  
22 prevented a customer from getting a rebate that he or she  
23 should have received?

24 A No.

25 Q Do you know of anyone who has left a cable report

1 as affecting service when it should have been closed out-  
2 out-of-service?

3 A No.

4 Q Have you ever done that yourself?

5 A No.

6 Q Have you ever heard of that being done?

7 A No.

8 MS. RICHARDSON: Ms. Terry, I'm, finished with my  
9 questions, and I want to thank you for coming today and  
10 being with us. I appreciate your time. Now, perhaps  
11 the PSC may have one or two questions before you go.

12 CROSS EXAMINATION

13 BY MR. GREER:

14

15

16

17 A Uh-huh.

18

19 A Yes.

20

21

22

23 MR. GREER: That is all I have.

24 MR. VINSON: I have one question.

25

CROSS EXAMINATION

1 BY MR. VINSON:

2

3

4 A I don't remember. I don't remember.

5 MR. VINSON: That's all.

6 MR. ANTHONY: I don't have any questions.

7 MR. DeBIANCHI: No questions.

8 MS. RICHARDSON: Okay.

9 (The deposition concluded at 11:10 a.m.)

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CERTIFICATE OF ADMINISTERING OATH

STATE OF FLORIDA:  
COUNTY OF LEON:

I, JANE FAUROT, Notary Public in and for the State of Florida at Large:

DO HEREBY CERTIFY that on the date and place indicated on the title page of this transcript, an oath was duly administered by me to the designated witness(s) before testimony was taken.

DATED THIS 27<sup>th</sup> day of September, 1993.



JANE FAUROT  
MY COMMISSION # CC295576 EXPIRES  
July 18, 1997  
BONDED THRU TROY FAIN INSURANCE, INC.

*Jane Faurot*

JANE FAUROT  
100 Salem Court  
Tallahassee, Florida 32301  
(904) 878-2221

MY COMMISSION EXPIRES: 7/16/97

CERTIFICATE OF REPORTER

STATE OF FLORIDA )  
COUNTY OF LEON )

I, JANE FAUROT, Court Reporter, do hereby certify that the foregoing proceedings was taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages numbered 1 through 33 are a true and correct record of the proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor relative or employee of such attorney or counsel, or financially interested in the foregoing action.

DATED THIS 27<sup>th</sup> day of September, 1993.

*Jane Faurot*

JANE FAUROT  
100 Salem Court  
Tallahassee, Florida 32301  
(904) 878-2221

SWORN TO AND SUBSCRIBED TO BEFORE ME THIS 28<sup>th</sup> day of September, 1993, IN THE CITY OF TALLAHASSEE, COUNTY OF LEON,

1 STATE OF FLORIDA, BY THE ABOVE PERSON WHO IS PERSONALLY  
2 KNOWN BY ME.

3 *Melanie Y. Bradford*  
4 NOTARY PUBLIC  
5 STATE OF FLORIDA



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