

FLORIDA PUBLIC SERVICE COMMISSION

Fletcher Building  
101 East Gaines Street  
Tallahassee, Florida 32399-0850

M E M O R A N D U M

APRIL 18, 1991

TO : DIRECTOR, DIVISION OF RECORDS AND REPORTING  
FROM : DIVISION OF COMMUNICATIONS [BOOKER, TAYLOR]  
DIVISION OF LEGAL SERVICES [SUMMERLIN]  
RE : DOCKET NO. 910163-TL: INVESTIGATION INTO THE INTEGRITY  
OF SOUTHERN BELL'S REPAIR SERVICE ACTIVITIES AND REPORTS  
AGENDA: APRIL 30, 1991 - FULL COMMISSION-PARTIES MAY PARTICIPATE  
CRITICAL DATES: NONE  
SPECIAL INSTRUCTIONS: PLACE AFTER DOCKET NO. 910505-TL ON AGENDA

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CASE BACKGROUND

On February 18, 1991, the Office of Public Counsel filed a petition to initiate an investigation into Southern Bell's repair service activities and reports. Public Counsel included three affidavits or sworn statements from former employees of Southern Bell which state that Southern Bell employees falsified service orders, repair orders, and Commission reports. Collectively, these former employees indicate that such falsification of records and reports occurred for years in a variety of geographical locations served by Southern Bell.

Staff had been informally investigating similar allegations against Southern Bell received on January 23, 1991 from Don Babair, a former Southern Bell employee, in connection with our investigation of misbilling in Docket Number 900960-TL.

Our staff recommendation is to grant the petition based on the affidavits contained in Public Counsel's petition, and the questions that have arisen as a result of staff's informal preliminary investigation.

DOCUMENT NUMBER-DATE

03719 APR 18 1991

1000-RECORDS/REPORTING

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DISCUSSION OF ISSUES

**ISSUE 1:** Should the Commission grant Public Counsel's petition to formally initiate an investigation into the integrity of Southern Bell's service order activities, repair order activities, and reports submitted to the Commission?

**RECOMMENDATION:** Yes. The Commission should grant Public Counsel's petition to formally initiate an investigation into the integrity of Southern Bell's service order activities, repair order activities, and reports submitted to the Commission.

**STAFF ANALYSIS:** Due to the allegations of falsification of service records against Southern Bell during Staff's interview with former Southern Bell employee Don Babair in Orlando on January 23, 1991, Staff proceeded with a preliminary investigation of Southern Bell by reviewing internal repair records in the Orlando area. The documents consisted of employee identification code information and Loop Maintenance Operational System (LMOS) details. Staff had also requested that Southern Bell down-load various repair summary information to our computer system for analysis.

After Public Counsel's petition on February 18, 1991, Staff issued a request for production of documents. This production of documents requested repair orders, installation orders, detailed lengthy trouble histories, consumer complaints, employee information, and Mechanized Trouble Analysis System (MTAS) details. Staff and Public Counsel's staff made a site visit to Jacksonville on March 21, 1991 in order to review Southern Bell's computer record information. In addition, Public Counsel and Staff took depositions of three current Southern Bell employees on March 25, 1991.

Based on Staff's informal preliminary investigation results and the information already submitted by Public Counsel, Staff recommends that the Commission grant the petition and formally initiate an investigation into the integrity of Southern Bell's service order activities, repair order activities, and reports submitted to the Commission.

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ISSUE 2: Should this docket remain open?

RECOMMENDATION: Yes. This docket should remain open, and the investigation process should proceed. If the petition is not granted, Staff recommends that this docket be closed administratively.

STAFF ANALYSIS: If the Commission agrees with staff's recommendation in issue one, this docket should remain open. Otherwise, the docket may be closed.