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Commissioners:
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MICHAEL WILSON



DIVISION OF LEGAL SERVICES
ROBERT D. VANDIVER,
DIRECTOR
(904) 487-2740

Public Service Commission

April 11, 1991

**ORIGINAL
FILE COPY**

Mr. Les Garringer, Esquire
Assistant Attorney General
Department of Legal Affairs
The Capitol
Tallahassee, FL 32399

~~910163- TL~~
900960- TL

Dear Mr. Garringer:

As I related to you in our conversation yesterday, we have completed our search pursuant to the public records request received by the Commission on April 9, 1991, from the Attorney General. Our search of our records has produced the following:

1. Audits of possible falsification of repair records - No audits with the specific goal of discovering falsification of repair records have been performed. There have been a number of financial accounting audits of Southern Bell activities devoted to various subjects. Attachment 1 is a list of these audits involving Southern Bell. Since these documents have been archived we cannot be certain that some portion of them does not relate to your request. We have asked that the documents be returned. The documents should be returned from archives within a couple of days. As soon as we receive the documents you can review them to retrieve any information relating to your request.

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPC _____
- RCH _____
- SEC 1
- WAS _____
- OTH thead

The Commission has also conducted two audits of Southern Bell's managerial operations. A cross-sectional management audit was conducted in 1985 comparing Southern Bell with other local exchange companies. The audit did not reveal any falsification of repair records but did evaluate the service and repair functions. The relevant portion of the audit report is being provided. The Commission is currently in the final stages of completing another management audit of Southern Bell.

2. Inquiries of Possible Falsification of Repair Records - This Commission has not initiated any inquiries pursuant to Section 350.121, Florida Statutes, regarding possible falsification of repair records by Southern Bell.

DOCUMENT NUMBER-DATE

03495 APR 11 1991

FPSC-RECORDS/REPORTING

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3. Subpoenaes Issued - The Commission has no record of any subpoenaes being issued in conjunction of a probe of possible falsification of repair records.
4. Documents and Reports of Investigations - All such documents have been compiled and are available for your inspection. A summary list of these documents is attached as Attachment 2.
5. Southern Bell Tutorial Documents - These documents have been compiled and are available for your inspection. Please note, however, that nine Commission employees attended the tutorial presented by Southern Bell regarding Southern Bell's automated trouble reporting system. Two of the employees are no longer employed by the Commission. Of the remaining employees five of the nine are currently out of the office on leave or on Commission business. The personal files of those individuals not in the office were examined but it is possible that relevant documents do exist in these files. If, when these individuals return, they have any responsive documents you will be contacted immediately and the documents will be made available to you.
6. Attendance Sheets And Notes From Tutorial - These documents have been compiled and are available for your inspection. As described above in response to your request No. 5, if the individuals that may possess relevant documents find any such documents on their return, you will be notified immediately and these documents will be made available to you.

With respect to your request for the names of all persons that were aware, prior to January 1, 1991, of reports of possible falsification of repair records, there are no documents that contain such a list. However, it appears that certain individuals may have had some knowledge of the allegations of falsification of repair records. A list of these persons is attached as Attachment 3. It does not appear that anyone at Southern Bell was informed of the allegations of possible falsification of reports.

If you have any questions, please do not hesitate to contact me at (904) 487-2740.

Sincerely,



Tracy Hatch
Staff Counsel

AUDIT TRACKING SYSTEM
 LEGISLATIVE REPORT - BASED ON INDUSTRY
 TELEPHONE INDUSTRY - ARCHIVED RECORDS
 01/31/90 THROUGH 04/09/91
 04/09/91

ATTACHMENT 1

NEW RECORD NUMBER	OLD RECORD NUMBER	COMPANY NAME	DOCKET PREFIX	DOCKET SUFFIX	INDUSTRY CODE	AUDIT PURPOSE
196	706	UNITED TEL.	840202	TP	T	AB (DEPRE.)
197	707	VISTA-UNITED	840202	TP	T	AB (DEPRE.)
1157	0	INDIANTOWN TEL.	N/A	T?	T	
13	653	SOU. BELL TEL.	820263	TL	T	
2616	0	SOU. BELL TEL.	N/A		T	90-176/22960
2617	0	SOU. BELL TEL.	N/A		T	
1165	0	SOU. BELL TEL.	N/A		T	
795	430	SOU. BELL TEL. (1-4/2/SUP)	820263	TP	T	
810	447	SOU. BELL TEL.	N/A	T?	T	WTS. 89-654/21259
1627	0	SOU. BELL TEL.	N/A	T?	T	AISC (LINES/PACKS) 89-520/30356
2627	0	ABTEL COMMUNICATIONS, INC.	N/A		T	AISC (MISC.)
1624	0	ADTEC COMMUNICATIONS	N/A		T	AISC (MISC.)
2031	0	COMMONWEALTH TEL.	N/A	T?	T	AISC (MISC.)
1853	0	CONTINENTAL PAY TEL., INC.	N/A		T	AISC (MISC.)
686	57	FLORIDA FIRST PHONES, INC.	N/A		T	AISC (MISC.)
815	473	SOU. BELL TEL. (1-4/SUP)	N/A	T?	T	AISC (SURV.) 89-520/30353
784	396	INDIANTOWN TEL.	N/A	T?	T	AICC (SURV.)
2205	0	SOU. BELL TEL.	N/A	T?	T	AICC (SURV.)
2198	0	INDIANTOWN TEL. (SJ CON. AUDIT)	N/A		T	AICCC (SURV.) Dup 89-520/30356
2801	0	SOU. BELL TEL. (INVOLV. CONF.)	871401	TL	T	AICCC (SURV.)
192	702	SOU. BELL TEL. (PARTS/STILL IN USE)	880069	TL	T	AICCC (SURV.)
188	698	INDIANTOWN TEL.	840202	TP	T	AB (DEPRE.)
		SOU. BELL TEL.	840202	TP	T	AB (DEPRE.)

Reg. 04/09/91
 (Don Hartford)

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State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: April 10, 1991
TO: ALAN TAYLOR, CHIEF, BUREAU OF SERVICE EVALUATION
FROM: TERRILL BOOKER, ENGINEER, BUREAU OF SERVICE EVALUATION
RE: ATTORNEY GENERAL'S REQUEST FOR STAFF WORK PAPERS IN REGARDS TO DOCKET NUMBER 910163-TL

As you requested, I have documented staff's work papers and general information in regards to Southern Bell's repair service investigation. Staff information is as follows:

1. Draft recommendation prepared April 10, 1991 to grant Public Counsel's petition.
2. Memorandum from Terril Booker to Kathy Welch dated February 25, 1991 requesting the Auditors in Miami to conduct an inquiry into Employee ID code falsification.
3. Audit Service Request to Division of Auditing & Financial Analysis. Request from Alan Taylor to Tim Devlin dated April 8, 1991.
4. Memorandum from Alan Taylor to Frank Doud in AFAD dated March 20, 1991 to request the services of a statistician and computer expert to assist us in a review of Southern Bell's computer information system and records sampling methodology in Jacksonville, Florida on March 21, 1991.
5. Memo from Alan Taylor to Suzanne Summerlin dated March 18, 1991 in regard to Case Assignment and Scheduling for Docket Number 910163-TL.
6. Staff's first production of documents from Suzanne Summerlin dated February 27, 1991 and memorandum from Terrill Booker to Suzanne Summerlin dated February 22, 1991 stating staff's items for production of documents.
7. Internal correspondence from Terrill Booker to Chris Holman dated March 20, 1991 in regard to the CAM and Misbilling Docket Number 890190-TL, 900960-TL, and their relationship to Docket Number 910163-TL.
8. Public Counsel Petition to Investigate SBT and Deposition taken on March 25, 1991 by Public Counsel and the Commission's staff.
9. Pragmatical Strategic Plan to prove or disprove the allegation against SBT. Memorandum to Alan Taylor from Terrill Booker dated March 15, 1991.
10. The Preliminary Audit work papers and data of SBT performed in Jacksonville on March 21, 1991 and April 1 to April 2, 1991.

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11. Document on the piecemeal audit results of SBT being performed in Miami on April 2, 1991. Audit is in progress and will be completed on April 12, 1991.
12. Data on SBT LMOS/MLT, MTAS, Disposition Codes and Repair Dispatch information received by PSC staff and Public Counsel staff on March 21, 1991 in Jacksonville, Florida.
13. Work papers on analysis of SBT Sandlake/Orlando office for the period of December 22, 1990 to February 19, 1991 in regard to repair dispatch and clearing times.
14. Work papers on analysis of SBT Sandlake/Orlando office for the period of December 22, 1990 to February 19, 1991 in regard to employee ID codes.
15. Memo to Consumer Affairs requesting assistance in comparing complaint files to Bell's records. Memo from Alan Taylor to George Hanna dated for March 1, 1991.
16. Memo to Suzanne Summerlin in regard to staff's second set of Production of Documents. Memo from Terrill Booker to Suzanne Summerlin dated April 8, 1991.
17. Staff's Preliminary Interrogatory questions for SBT as noted in Terrill Booker's notes in file to date.
18. District Maps of SBT territory, corporate structure of Southern Bell, and Report on Bell South Corporation (Executive Summary).
19. Response to Mr. Arthur W. Tifford, P.A. (letter and response). Alan Taylor to Arthur W. Tifford, P.A. dated February 12, 1987.
20. Interview with Ed Ryan in West Palm Beach on March 14, 1991.
21. Preliminary suggestions for changes in Rule 25.020 location and preservation of records.
22. Interview with Don Babair in Orlando on January 23, 1991.
23. Memo dated March 5, 1991 to Sandy Simmons from Alan Taylor in regard to Case Assignment and Scheduling for Docket Number 910163-TL.

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24. Service evaluation audit from October 22 through December 14, 1990 with associated work papers. Evaluation report completed on March 29, 1991.
25. Service evaluation audit from February 20 through March 31, 1989 with associated work papers. Evaluation report completed on September 8, 1989.
26. Service evaluation audit from July 11 through August 19, 1988, with associated work papers. Evaluation report completed December 7, 1988.
27. Service evaluation audit from August 28 through October 10, 1987, with associated work papers. Evaluation report completed March 17, 1988.
28. Service evaluation audit from September 8 through December 16, 1986, without associated work papers. Evaluation report completed February 6, 1987.
29. Memo dated April 20, 1987 for travel authorization to "Tutorial".

TMB/cmd

In response to the Attorney General's request for the names of persons that were aware, prior to January 1, 1991, of reports of possible falsification of repair records, the following is a list of persons who may have been aware of allegations of possible falsification of repair records.

Jay McGlon
Walter D'Haeseleer
Richard Tudor
Jill Butler
Alan Taylor
Frank Williamson
Bill Yates
Curtis Williamson
Gene Ferguson
Don Robertson
Julia Russo