

Harris R. Anthony
General Counsel-Florida

ORIGINAL
FILE COPY

Southern Bell Telephone
and Telegraph Company
c/o Marshall Criser III
Suite 400
150 South Monroe St.
Tallahassee, Florida 32301
Phone (305) 530-5555

April 1, 1993

Mr. Steve C. Tribble
Director, Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32301

Re: Docket No. 920260-TL - 900960-TL - 910163-TL - 910727-TL

Dear Mr. Tribble:

Enclosed please find an original and fifteen copies of Southern Bell Telephone and Telegraph Company's Response to Preliminary Order No. PSC-93-0263-PCO-TL Entered on February 19, 1993, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

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AFA 3
APP _____
CAF _____
CMD (circled)
CTR _____
EAG _____
LEG 1
LIN 6
OPC _____
RCH _____
SEC 1
WAS _____
QTH _____

Sincerely yours,

Harris R. Anthony
Harris R. Anthony
(22)

Enclosures

cc: All Parties of Record
A. M. Lombardo
Harris R. Anthony
R. Douglas Lackey

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[Signature]
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CERTIFICATE OF SERVICE

**Docket No. 920260-TL
Docket No. 900960-TL
Docket No. 910163-TL
Docket No. 910727-TL**

I HEREBY CERTIFY that a copy of the foregoing has been
furnished by United States Mail this ^{1st} day of *April*, 1993

to:

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& Ervin
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Harris R. Anthony
(22)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

**ORIGINAL
FILE COPY**

In re: Petition on Behalf of)
Citizens of the State of Florida) Docket No. 910163-TL
to Initiate Investigation into)
the Integrity of SOUTHERN BELL)
TELEPHONE AND TELEGRAPH COMPANY'S)
Repair Service Activities and)
Reports.)

Comprehensive Review of the)
Revenue Requirements and Rate) Docket No. 920260-TL
Stabilization Plan of SOUTHERN)
BELL TELEPHONE AND TELEGRAPH)
COMPANY.)

Show Cause Proceeding against)
SOUTHERN BELL TELEPHONE AND) Docket No. 900960-TL
TELEGRAPH COMPANY for misbilling)
customers.)

Investigation into SOUTHERN BELL)
TELEPHONE AND TELEGRAPH COMPANY'S) Docket No. 910727-TL
Compliance with Rule 25-4.110(2),)
F.A.C., Rebates.)

Filed: April 1, 1993

**SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S
RESPONSE TO PRELIMINARY ORDER NO.
PSC-93-0263-PCO-TL ENTERED ON FEBRUARY 19, 1993**

BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company ("Southern Bell" or the "Company") hereby files its Response to Preliminary Order No. PSC-93-0263-PCO-TL (the "Order").

GENERAL RESPONSE

1. The information herein is being provided solely in response to the Order. By filing this Response and providing the information contained herein, Southern Bell does not intend to waive the attorney-client privilege or work product doctrine and reserves the right to assert the attorney-client privilege and work

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product doctrine if the same information is requested by any other person including, but not limited to, requests that may be made in pending or future litigation, administrative proceedings or any other action or proceeding.

2. All of the individuals whose names appear below were interviewed during Southern Bell's internal investigation. Next to each name there appears one or more numbers. Each number corresponds to a general subject matter. The criterion used for associating a subject matter with an individual was strictly whether the statement directly or indirectly addressed the subject matter, not whether the individual had knowledge of the subject matter. Consequently, an individual with no knowledge about a particular subject matter may nevertheless have that subject matter appear next to his name if he or she mentioned it in his or her statement.

3. The categories and corresponding numbers are as follows:
1. Backing up clear or close time, excluding special services
 2. Use of cause codes, including exclude codes
 3. Rebates for Out-of-Service ("OOS") over 24 hours
 4. Use of CON
 5. Changing commitment times generally, including PSC 222
 6. "Building the base" of OOS troubles, excluding Test-OKs statused OOS and excluding creation of employee reports to affect internal task-per-day requirements
 7. No Access
 8. Instructions not to status OOS or not statusing OOS

or both

9. Test-OKs statused OOS
10. Test-OKs generally, including the Pending Activity Completion file (also known as PAC file)
11. Improper preparation of trouble reports or improper activity generally
12. Statusing troubles generally, including criteria for statusing OOS
13. Not statusing at initial screening
14. Use of one employee's code by another employee or an employee's use of AIRO code
15. Exclusion or elimination of trouble reports
16. Customer Direct reports reported as Employee Originated reports
17. Intimidation or pressure
18. Discipline or grievances
19. Found-OKs
20. Central office failures
21. "Wet" and "Dry" rules
22. Staff review procedures
23. Task-per-day requirements
24. Special services or special circuits
25. Service orders
26. Line Insulation Test System (also known as LITS)
27. Supervisor involvement in closing troubles
28. Falsetti, D'Alessio or Lesko
29. Backing up screening time

30. Employee Originated Reports generally

31. Construction activities

SPECIFIC RESPONSE

Subject to the foregoing General Response, the following information is responsive to the Order:

| | | |
|-----|----------------------------|--|
| 1. | Abbott, Leonard F. | 1, 6, 11 |
| 2. | Adams, Annie K. | 1, 11 |
| 3. | Adams, Howard T. Jr. | 1, 2, 17 |
| 4. | Adams, T.J. | 11, 12, 17, 18 |
| 5. | Albert, John R. | 22 |
| 6. | Alderman, Joseph L. | 1, 3 |
| 7. | Amos, Martha E. | 1, 2 |
| 8. | Anderson, Roger M. | 1, 2, 3, 6, 8, 11, 21, 30 |
| 9. | Andrade, Eduardo | 1, 2, 11, 12, 14, 15, 25 |
| 10. | Andrews, Charles P. Jr | 1, 2, 17 |
| 11. | Andrews, Willie L. | 1, 2, 3, 4, 6, 8, 9, 12, 17, 30 |
| 12. | Armel, Cynthia J. | 1, 2, 3, 6, 11, 17, 18, 24 |
| 13. | Armstrong, Linda P. | 3, 4, 5, 11, 21 |
| 14. | Astrauskas, Lawrence J. | 22 |
| 15. | Avis, Russel N. | 1, 3, 11, 18 |
| 16. | Baggett, Ruby B. | 1, 5, 11, 27 |
| 17. | Bailes, Sandra N. | 1, 2, 11 |
| 18. | Bailey, Rebecca J. | 12, 24 |
| 19. | Ballew, Ellen K. | 1, 2, 3, 4, 5, 6, 8, 11, 12, 14, 18, 24, 25 |
| 20. | Balsay, John M. | 1, 6, 11, 20, 22 |
| 21. | Basel, Audrey H. | 11 |
| 22. | Batchelor, Lawrence Edward | 1, 3, 4, 5, 6, 8, 11, 12, 14, 18, 21, 24, 25 |
| 23. | Bates, Ronald | 1, 2, 3, 8, 11, 17 |
| 24. | Beasley, Juanita C. | 2, 3, 6, 9, 11, 14, 17 |
| 25. | Beck, John D. | 1, 2, 3, 6, 8, 12, 17, 21 |
| 26. | Beckham, Allison A. | 1, 3, 6, 11, 17, 27 |
| 27. | Bennett, Mary A. | 1, 2, 4, 9, 11, 12, 17, 21, 24 |
| 28. | Berman, Gregory K. | 1, 2, 3, 6, 12, 15, 17, 25 |
| 29. | Berry Dennis D. | 1, 2, 3, 6, 11, 17, 18 |
| 30. | Bertone, Louis C. Jr | 1, 2, 3, 6, 8, 9, 11, 17 |
| 31. | Bickham, Robert E. | 1, 2, 3, 6, 7, 8, 21, 25, 26 |
| 32. | Bierer, Margaret | 11 |
| 33. | Bilbro, Jan H. | 1, 2, 3, 6, 8, 9, 11, 12, 13, 17, 21 |
| 34. | Bird, Richard | 11, 12, 27, 28 |
| 35. | Bivens, William T. | 1, 2, 3, 6, 11, 17 |
| 36. | Blackman, William J. | 11 |
| 37. | Blair, Kathy C. | 1, 2, 6, 10, 17, 18, 21 |
| 38. | Blake, Sally S. | 11 |

39. Blaney, Nancy M. 1, 2, 3, 6, 8, 17, 21, 30
 40. Bloski, Thelma H. 11, 27
 41. Blouin, Gerry M. 1, 3, 6, 8, 9, 10, 14, 17, 21
 42. Boggs, Susan D. 1, 2, 10
 43. Bolena, Denis W. 22
 44. Bond, Loretta P. 1, 11
 45. Booker, Hampton G. 1, 2, 3, 8, 11, 12, 14, 15, 17, 21, 22
 46. Booy, Nellie 1, 3
 47. Bourne, Clyde C. 9, 11, 28
 48. Bowen, Robert 1, 3, 17
 49. Boyle, James J. 1, 2, 3, 11, 17
 50. Bradley, Jonah 3, 8, 11, 12, 28
 51. Brady, Veronica A. 1, 2, 3, 6, 8, 9, 11, 20
 52. Brent, Wanda S. 3, 9, 28
 53. Brewer, Charlotte L. 1, 10, 11, 12
 54. Britten, Maria J. 1, 3, 12
 55. Brittle, Sherian D. 1, 11, 17, 25
 56. Brockington, Annie 3, 8, 11
 57. Brooks, Kae P. 1, 2, 3, 8, 11, 17
 58. Brooks, Bertha 3, 9, 11, 12, 27, 28
 59. Brotherton, Gertrude S. 1, 2, 3, 6, 8, 11, 13, 17, 21, 27
 60. Brown, Iris R. 1, 8, 11, 12, 27
 61. Brown, Linda S. 1, 6
 62. Brown, William H. 1, 27
 63. Browning, Ronald E. 1, 2, 3, 6, 8, 11, 17, 18, 21, 25
 64. Bryant, James M. 1, 2, 3, 4, 6, 8, 12, 14, 15, 16, 21, 24, 30
 65. Buford, Roy A. 1, 2, 3, 4, 6, 8, 10, 11, 13, 16, 19
 66. Bulko, John E. Jr. 1, 2, 6, 17, 27
 67. Bullock, Joseph H. 1, 2, 3, 6, 8, 11, 12, 17
 68. Burger, Donald B. 1, 2, 3, 6, 11, 16, 17, 21, 25
 69. Burns, Beverly B. 11, 17
 70. Burns, Susan F. 2, 11
 71. Burroughs, Brenda S. 1, 10, 17
 72. Bush, Annie C. 5
 73. Butts, Warren K. 1, 2, 3, 4, 5, 6, 8, 18, 21, 25
 74. Byrd, Larry 1, 11, 14
 75. Cadden, Kim E. 2, 3, 11, 17
 76. Cadwallader, Norma S. 1, 2, 3, 4, 6, 8, 11, 17, 21
 77. Calvert, Cherie B. 6, 9
 78. Calvert, Thomas G. 1, 3, 6, 8, 20, 21
 79. Campbell, Rosa R. 1, 4, 6, 8, 9, 11
 80. Canavan, James J. 1, 2, 3
 81. Cannon, Michael L. 1, 2, 6, 12, 27
 82. Cannon, Pamela J. 3, 10, 11, 12, 28
 83. Cantrell, Margaret B. 1, 2, 3, 4, 6, 8, 10, 11, 15, 17
 84. Carhart, Frank Leland 1, 2, 3, 6, 18
 85. Carpenter, Ann C. 27, 28, 29
 86. Carpenter, Marilyn G. 3, 8, 9, 11

87. Carreno, Manuel 10, 11, 21, 28
88. Carroll, Charles 1, 2, 3, 6, 8, 17, 21
89. Carroll, Gary J. 1, 3, 8, 12,
90. Carson, Inez D. 1, 2, 3, 17
91. Casarino, Philip J. 1, 3, 11, 25
92. Cash, Richard E. 11
93. Cashwell, Gary L. 1, 2, 3, 21
94. Cavanuagh, Karen M. 12, 16
95. Chapman, Marvin S. 8, 11, 12
96. Chasteen, Charlie D. 1, 2, 3, 8, 11, 17, 21
97. Chester, Anne M. 1, 2, 10, 17, 20
98. Christian, Rudolph Sr. 1, 2, 6, 10, 11, 15, 17, 21, 24
99. Cius, John M. 4, 6, 11, 14, 28
100. Clark, Francis M. 1, 6, 11, 24, 25, 27
101. Clark, Mary Ann 1, 2, 8, 11, 23, 30
102. Clemons, Edna M. 1, 12
103. Cleveland, Ruby M. 1, 17
104. Cody, Sybil O. 27
105. Coffone, Gregory T. 1, 6, 8, 9, 11, 12, 14, 17
106. Cole, Jimmy S. 1, 2
107. Cole, Susan W. 1, 8, 20
108. Coleman, Floyd 1, 2, 11
109. Collamati, Richard P. 1, 2, 3, 4, 5, 6, 8, 9, 11, 14,
17, 18, 21, 22
110. Colosimo, David 1, 2, 8, 11
111. Conner, Terry B. 2, 11, 14
112. Connor, Robert J. 6, 8, 11, 14
113. Copeland, David R. 1, 2, 3, 6, 17, 20, 25
114. Corriveau, Robert W. 1, 2, 3, 4, 5, 6, 11, 12, 13,
16, 17
115. Costa, Cynthia 11
116. Crampton, Thomas 2, 3, 11, 16, 24
117. Crawford, Linda B. 11
118. Crews, Mary J. 1, 2, 6, 11, 12, 20
119. Crittenden, L. Earl 2, 3, 11, 12, 17, 21, 22
120. Crooms, Dorothy W. 11
121. Crosby, Denise E. 1, 2, 6, 8, 14, 15, 27
122. Cueto, Bernardo 1, 2, 3, 11
123. Curren, Dennis A. 1, 6
124. Daugherty, Napoleon J. 1, 3
125. Davis, Beverly A. 1, 3, 11, 25
126. Davis, Chester F. 1, 2, 11
127. Davis, Emma H. 1, 6, 24
128. Davis, Joann B. 1, 2, 3, 4, 6, 8, 9, 14, 18, 21
129. Davis, Joyce M. 1, 2, 11, 12, 14, 17, 27, 30
130. Davis, Melanie 3, 4, 6, 9, 21, 22
131. Davis, Raymond, W. 1, 2, 3, 6, 8, 16, 17, 18, 21,
25
132. Davis, Sandra H. 1, 2, 3, 4, 6, 10, 11, 17
133. Dean, Glennis C. 1, 6, 10, 11
134. Dean, Julia B. 1, 2, 3, 5, 8, 9, 11, 17, 21
135. Dean, John Stanley 1, 2, 11, 17

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|-------------------------------|---|
| 136. Dennard, Kenneth W. | 1, 2, 6, 15 |
| 137. Denslow, Gerald D. Jr. | 1, 3, 6, 9, 11, 12, 21 |
| 138. Dopheide, Walter | 1, 2, 3, 11, 17 |
| 139. Dorsey, Eddie G. | 1, 3, 6, 8, 21 |
| 140. Dufresne, Linda W. | 1, 3, 4, 5, 6, 8, 11, 14, 25 |
| 141. Dugan, Elizabeth S. | 1, 10, 11, 12, 17 |
| 142. Dukes, Frank M. | 1, 3, 4, 5, 6, 8, 11, 14, 18, 24, 25, 27 |
| 143. Dunham, Fred C. | 1, 11 |
| 144. Dunn, Mary H. | 1, 4, 5, 6, 8, 10, 17, 21 |
| 145. Duran, Jaime L. | 1, 2, 7, 11, 12, 14, 25 |
| 146. Dyett, Jessie S. | 1, 2, 3, 6, 8, 12, 21, 24 |
| 147. Eaves, Ollie E. | 1, 2, 3, 4, 9, 10, 12 |
| 148. Eckhoff, Susan L. | 1, 3, 6, 8, 9, 21, 27 |
| 149. Edwards, Diane F. | 3, 9, 10, 11, 17, 28 |
| 150. Edwards, Ruby D. | 11 |
| 151. Egers, Carol M. | 1, 6, 9, 10, 14, 18 |
| 152. Elkin, Gail L. | 1, 8, 11, 17 |
| 153. Ellis, Patricia A. | 1, 11, 17, 18 |
| 154. England, W.A. | 1, 2, 3, 6, 8, 12, 14, 18, 21 |
| 155. Etheridge, Mildred N. | 11 |
| 156. Evan, Jacquelynn J. | 1, 2, 11, 17 |
| 157. Everette, Jimmie C. | 1, 2, 11 |
| 158. Fairhurst, Mary B. | 1, 2, 4, 6, 8, 14, 15, 27, 30 |
| 159. Faller, John E. | 1, 2, 3, 6, 8, 17, 21, 31 |
| 160. Farbarik, William H. Jr. | 8, 11, 17, 22, 24 |
| 161. Farless, James S. | 1, 2 |
| 162. Farmer, Laura D. | 1, 2, 6, 7, 8, 12, 15, 20, 25, 28 |
| 163. Feaganes, Charlotte | 1, 3, 6, 11, 14, 18, 25 |
| 164. Febus, James T. | 11, 28 |
| 165. Fecht, Robert M. Jr | 2, 4, 9, 14, 16, 22 |
| 166. Ferrer, Antonio | 11 |
| 167. Figler, Leonard A. Jr. | 1, 2, 3, 4, 6, 8, 10, 14, 15, 17, 21 |
| 168. Fink, Jerry | 1, 2, 3, 4, 6, 8, 9, 12, 21 |
| 169. Finnegan, John William | 1, 2, 6, 17, 20, 24 |
| 170. Flanagan, Mary E. | 1, 8, 17 |
| 171. Floda, Sandra R. | 1, 11, 14, 20, 24, 27 |
| 172. Flowers, Thomas M. | 1, 2, 3, 11, 17 |
| 173. Ford, Roberta M. | 1, 2, 3, 10, 12 |
| 174. Fortner, George W. | 11 |
| 175. Foutz, Lorna M. | 1, 4, 6, 7, 8, 11, 15, 16 |
| 176. Fowler, Brenda D. | 1, 5, 6, 8, 11, 18 |
| 177. Franks, Doris L. | 1, 6, 10 |
| 178. Fredrick, Donald J. | 11, 30 |
| 179. Freeman, Dasset | 3, 10, 11, 12, 28, 31 |
| 180. Freire, Patricia | 1, 10, 11, 12 |
| 181. French, Ellen S. | 3, 11, 17 |
| 182. Fundora, Geraldo M. | 1, 3, 11, 23 |
| 183. Garcia, Virginia | 1, 11 |
| 184. Gardner, Janet R. | 2, 11, 31 |

| | |
|--------------------------------|---|
| 185. Gaulding, Wayne R. | 1, 3, 6 |
| 186. Geiger, Robert F. | 1, 6, 8, 11, 16, 30 |
| 187. Gillam, Ronald L. | 3, 11, 12, 21, 28 |
| 188. Giovinazzo, Linda | 1, 3, 9, 12 |
| 189. Godfrey, Howard K. Jr. | 1, 2, 3, 5, 6, 8, 10, 11, 12, 17, 21 |
| 190. Goldberg, Diane | 1, 2, 3, 6, 8, 12, 21 |
| 191. Goode, Charles H. | 1, 3, 6, 8, 17, 21 |
| 192. Goodholm Carl R. | 1, 2, 6, 11, 17, 27 |
| 193. Gort, Carol L. | 1, 8, 11 |
| 194. Gowen, Beverly A. | 1, 6, 12, 17 |
| 195. Grantham, Helen F. | 11, 14 |
| 196. Gray, Leslie N. | 1, 2, 3, 6, 7, 17, 21 |
| 197. Gray, Marjorie S. | 2, 3, 6, 8, 12, 18, 21, 25 |
| 198. Gray, Pamela J. | 1, 4, 5, 6, 8, 13, 17 |
| 199. Green, Florida Bell | 6, 9, 11, 27, 28 |
| 200. Green, Shirley H. | 1, 2, 6, 8, 9, 11, 25 |
| 201. Griffith, James | 1, 2, 6, 17 |
| 202. Griffith, Kathryn L. | 1, 2, 3, 4, 6, 8, 9, 14, 15, 17 |
| 203. Griggs, Jackie | 1, 2, 3, 6, 8, 11, 17, 21, 25 |
| 204. Guariglia, Pasquale M. | 8, 11, 12, 17, 22 |
| 205. Guyer, Wendell Curtis Jr. | 1, 2, 3, 11, 14, 15, 16 |
| 206. Haber, Robert | 1, 5, 6, 10, 11, 15, 27 |
| 207. Hall, Donald C. | 1, 2, 11, 17 |
| 208. Hall, Dorothy E. | 1, 2, 3, 6, 8, 21 |
| 209. Haltiwanger William V. Jr | 1, 2, 3, 11, 17 |
| 210. Hamilton, Carole | 1, 5, 9, 11, 28 |
| 211. Hamman, Joyce B. | 1, 3, 27, 28 |
| 212. Hancock, Paul E. | 1, 3, 6, 11 |
| 213. Hand, Frank Jr. | 1, 2, 6, 11, 20, 27 |
| 214. Haney, Christina | 1, 3, 9, 10, 11, 12, 21 |
| 215. Hansberry, Rena B. | 1, 3, 5, 17, 18 |
| 216. Hantzis, Peggy S. | 1, 8, 9, 12 |
| 217. Harden, Jackie B. | 1, 2, 3, 4, 6, 8, 11, 21 |
| 218. Hardiman, Joyce V. | 1, 2, 4, 5, 6, 8, 13, 21, 25 |
| 219. Hardy, William E. Jr. | 11, 24 |
| 220. Harker, Wayne D. | 2, 3, 6, 11, 12, 17, 21, 22 |
| 221. Harmon, Bonnie O. | 2, 10, 11, 12, 17, 24, 27, 31 |
| 222. Harrell, Brenda M. | 1, 2, 10, 11, 17 |
| 223. Harris, Frances L. | 1, 2, 18, 27 |
| 224. Harris, James W. | 1, 11 |
| 225. Harris, Michael R. | 1, 3, 6, 11, 27 |
| 226. Harrison, Cora L. | 1, 3, 11 |
| 227. Hart, Gregory B. | 1, 11 |
| 228. Hartman, William J. Jr | 1, 2, 3, 6, 7, 8, 21, 25 |
| 229. Harvey, Franklin D. | 1, 2, 17 |
| 230. Hastings, Linda L. | 1, 5, 6, 8, 11, 14, 17 |
| 231. Haugh, Carmen M. | 1, 3, 5, 6, 11, 17, 18, 21 |
| 232. Hawkins, Shirley F. | 11, 17 |
| 233. Hebert, Steven D. | 1, 4, 6, 14 |
| 234. Heilfurth, Doris M. | 1, 3, 4, 5, 8 |
| 235. Henderson, Linda M. | 2, 3, 6, 11, 17 |

236. Henry, Eileen M. 6, 8, 10, 11,
 237. Henry, Linda D. 1, 3
 238. Hensey, Everett B. 1, 2, 3, 5, 6, 8, 12, 21
 239. Herington, Stanley 1, 2, 5, 9, 11, 24, 27
 240. Hernandez, Carmen L. 1, 2, 3, 4, 6, 8, 27
 241. Herndon, Robert T. 1, 2, 6, 10, 11, 12, 14, 15,
 17, 20
 242. Herrera, Eddy 1, 2, 15, 27
 243. Hice, Howard R. Jr 1, 2, 6, 21
 244. Higgins, Bruce W. 1, 2, 3, 4, 5, 8, 11, 12, 17,
 18, 21, 26
 245. Hill, Carol R. 2, 3, 6, 8, 10, 11, 21
 246. Hill, Marsha T. 1, 2, 11, 17, 24, 27
 247. Hodges, Kenneth W. 1, 2, 6, 30
 248. Hoeltke, Stephen C. 1, 8, 21
 249. Hoeltke, Oscar C. 1, 2, 3, 4, 5, 6, 8, 11, 21, 25
 250. Holden, Franklin T. 1, 4, 5, 6, 8, 10, 11, 12, 16
 251. Horne, Martha A. 1, 2, 3, 6, 8, 14, 21
 252. House, Donald L. 1, 2, 6, 10, 11, 17, 30
 253. Howarth, Dorothy Ruth 1, 6, 8, 12, 13
 254. Huffman, Phyllis C. 2, 6, 12, 17, 27
 255. Humphrey, Harold William 10, 11, 17
 256. Humphrey, Lela T. 1, 11, 27
 257. Hunter, Frederick W. Jr. 2, 11, 17
 258. Hurt, Janis L. 1, 6, 8, 11, 17, 21
 259. Hurst, John W. 1, 6
 260. Husfield, Joan L. 5, 9, 14
 261. Huston, Connie L. 1, 2, 3, 6, 8, 9, 21, 30
 262. Hutchinson, Joe D. Jr 1, 11
 263. Isenhour, Linda C. 11, 28
 264. Ivy, April 4, 10, 14, 21, 22
 265. Jackson, Hal T. 1, 2, 3, 6, 8, 21
 266. Jacob, Michael A. 2, 3, 4, 11, 12, 14, 17, 25
 267. Jahnke, Walter M. 11, 28
 268. James, Jacob Jr 1, 2, 6, 8, 12, 17, 21
 269. Janes, Joseph J. 11, 17, 18
 270. Jenkins, Carlotta R. 1, 2, 3, 6, 8, 18, 21
 271. Jenkins, Thomas Henry 11
 272. Johnson, Cheryl Y. 1, 6, 8, 12
 273. Johnson, Georgia S. 1, 6, 17, 25
 274. Johnson, Glenda W. 8, 12, 18, 28
 275. Johnson, Laurie V. 1, 3, 4, 5, 9, 17, 21, 25
 276. Johnson, Martha D. 11
 277. Johnson, Sharon M. 1, 5, 10, 11,
 278. Jones, Betty C. 1, 2, 12, 18, 28
 279. Jones, Elaine 2, 4, 6, 7, 14, 17, 27
 280. Jones, James S. 1, 2, 17
 281. Jones, Johnnie C. 1, 2, 3, 6, 11
 282. Jones, Michael D. 1, 2, 3, 6, 8, 16, 21
 283. Jones, R.G.M. 1, 4, 6, 8, 10, 11, 12, 16, 20,
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 284. Jones, Thomas E. 1, 2, 3, 6, 11, 21

285. Jones, William J. 11, 24
 286. Joost, William H. 1, 3, 11, 12
 287. Kahle, Sandra C. 8, 11, 21
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 289. Kearse, Margaret 1, 10, 11
 290. Keating, Timothy R. 1, 2, 3, 8, 12, 17, 21
 291. Keefner, Edward A. Jr. 11
 292. Keels, James H. 2, 3, 6, 9, 17, 21
 293. Kellerman, Theodore C. Jr 11, 21
 294. Kellum, Rosco R. 22
 295. Kent, Valerie A. 11, 24, 27
 296. Kenyon, Linda T. 1, 3, 4, 5, 6, 8, 11, 14, 20, 24, 25
 297. Ketchum, Dottie 6, 11, 20
 298. Kiddy, Patricia M. 11, 17, 24
 299. Kilgore, Evelyn P. 1, 2, 3, 6, 8, 9, 13, 14, 15, 17
 300. Kimbrell, Charles C. 1, 3, 11, 15, 22
 301. King, John W. 6, 8, 9, 11, 17, 21
 302. Kingcade, Carl 2, 3, 9, 11, 17, 27, 28
 303. Kings, Laura M. 1, 3, 5, 6, 11, 17
 304. Kinne, Raymond W. 1, 2, 3, 5, 6, 7, 11, 17
 305. Kirby, Richard W. III 1, 3, 6, 8, 17, 21
 306. Klima, Calista 3, 4, 10, 12, 16
 307. Klink, Jeffrey C. 11, 21, 30
 308. Klipp, Mary C. 8, 11
 309. Knight, William R. 1, 2, 3, 6, 8, 17, 21
 310. Knowles, Floyd B. 6, 11, 17, 21
 311. Knowles, Joanne D. 1, 2
 312. Koski, Jane 2, 6, 8, 24
 313. Kraft, Ronald G. 11
 314. Kulick, Mary Lou 1
 315. Kummer, Raymond J. 2, 3, 4, 6, 9, 11, 13, 21, 22, 24, 28
 316. Kurkowski, Fred 1, 3, 11, 17
 317. Ladamirak, Thomas S. 1, 10, 11, 12
 318. Land, Robert L. 1, 2, 3, 4, 5, 6, 8, 11, 17, 21, 25
 319. Langen, Thomas E. 1, 2, 3, 6, 8, 17, 21
 320. LaPorte, Brian 22
 321. Lawrence, Rolland B. 1, 2, 3, 4, 6, 8, 9, 11, 17, 21
 322. Laws, Dorothy L. 6, 10, 11, 27
 323. Lawson, Anthony J. 1, 3, 6
 324. Lawson, Margaret A. 12, 28
 325. Lee, Carolyn S. 1, 2, 3, 5, 6, 8, 9
 326. Lee, Dorothy M. 1, 5, 6, 11
 327. Lee, Joyce E. 1, 3, 4, 6, 8, 9, 12, 25
 328. Lee, Millard W. 1, 3
 329. Lemons, Steven A. 1, 3, 4, 6, 8, 11
 330. Lenertz, Robert V. 11, 22, 25
 331. Leugers, Josephine 1, 3, 6, 8, 10, 17, 21
 332. Lewis, George H. 1, 2, 3, 4, 6, 9, 11, 12, 19, 21
 333. Lewis, Mike J. 1, 2, 11, 14, 17, 18, 25

334. Lichner, Phyllis H. 1, 3, 17
335. Liebrich, Geoffrey B. 1, 8, 11, 12, 17
336. Little, Robert 1, 2, 11, 17
337. Little, Robert E. 1, 2, 25
338. Littles, Geraldine H. 1, 6, 9, 28, 30
339. Lobach, David Bruce 1, 2, 17, 27
340. Lockerd, Carla L. 1, 2, 3, 6, 8, 9, 11, 17, 21, 30
341. Lockward, Robert C. 2
342. Lom-Ajan, Sylvia 2, 3, 4, 6, 8, 11, 17, 21
343. Long, John 1, 2, 3, 6, 8, 9, 10, 14, 17, 21
344. Louis, Karen S. 1, 2, 6, 14, 17
345. Lovelace, John H. 1, 3, 10, 18
346. Lovett, Robert T. 1, 2, 27
347. Lowry, Jack E. 21
348. Lubert, Edward Victor, Jr. 2, 9, 11
349. Luongo, Maria G. 1, 11
350. Lyles, James D. 1, 2, 3, 6, 12
351. Lytle, Lynn 1, 2, 3, 4, 6, 8, 9, 10, 11, 12, 14, 21, 24, 30
352. Madden, Robert F. 2, 7, 11
353. Maestri, Georgina A. 1, 2, 3, 4, 5, 8, 11, 12, 21, 27, 28
354. Mainer, George W. Jr. 1, 11, 16, 17
355. Malone, Betty J. 1
356. Malone, Mildred 2, 5, 10, 11, 17, 20, 24
357. Maloy, Twinkle, F. 1, 3, 6
358. Mancusi, Ralph 1, 2, 6, 8, 11, 17, 21
359. Manis, Mary Florence 1, 3, 4, 5, 6, 8, 11, 14, 18, 24, 25
360. Mann, Larry D. 1, 2, 3, 6, 7, 8, 17, 21
361. Maphis, Viola G. 11, 17
362. Marchant, Roger L. 1, 2, 11, 17
363. Marshall, Dennis 1, 2, 3, 6, 8, 17, 21
364. Markham, John L. 2, 11, 16, 17, 24
365. Marquis, Douglas S. 1, 2, 3, 6, 11, 15, 17, 21, 25
366. Marsh, Susan K. 1, 3, 6, 8, 10, 17, 27
367. Martin, Nan C. 1, 2, 3
368. Martin, Hubert Jr. 11
369. Maser, Gary L. 1, 2, 3, 6, 8, 11, 17, 18, 21, 25
370. Massey, Clarence T. 1, 2, 3, 4, 6, 9, 10, 11, 12,
371. Massey, Perry J. Jr. 1, 6, 11, 27
372. Masuda, Ryan S. 2, 11, 17
373. Mathis, Brenda M. 1, 2, 3, 4, 6, 9, 12
374. Matthews, Kenneth R. 2
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376. Maxwell, Rodney B. 1, 2, 11
377. Mayo, Linda F. 1, 9, 10, 15, 17, 27, 30
378. McCagh, John T. 1, 2, 6, 27
379. McCarthy, Karen A. 1, 2, 3, 4, 6, 9, 10, 12, 14, 17
380. McCullough, Ray L. 1, 2, 6, 24

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| 381. McDonough, Kay W. | 1, 2, 11 |
| 382. McDonough, Russell D. | 1, 2, 21 |
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| 384. McDuffie, D.C. | 11 |
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| 386. McFarlin, Charles W. | 1, 2, 3, 6, 8, 17, 21, 28 |
| 387. McGowan, Wendy C. | 3, 5, 6, 8, 13, 18, 21 |
| 388. McGrory, Michael | 1 |
| 389. McHale, Mike | 11, 28 |
| 390. McInnis, Colen D. | 1, 2, 3, 6, 11, 21, 27 |
| 391. McKeand, Allen Ray | 1, 2, 5, 17, 18 |
| 392. Mecca, Michael J. | 1, 2, 11 |
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| 395. Mergelsberg, Earl W. | 3, 9, 10, 11, 27, 28 |
| 396. Metz, Leon T. Jr. | 1, 3, 17 |
| 397. Michaud, Patricia L. | 1, 2, 3, 5, 8, 11, 13, 21, 30 |
| 398. Mieback, William C. | 2, 11 |
| 399. Mikle, Georgia J. | 1, 3, 10, 11 |
| 400. Miller, Dorothy L. | 1, 3, 6, 10, 11, 17 |
| 401. Miller, Gordon | 1, 2, 18 |
| 402. Miller, Larry W. | 6, 11, 18 |
| 403. Mills, James S. | 11, 14, 24, 27, 28 |
| 404. Minahan, Robert R. | 1, 2, 6, 16, 21 |
| 405. Miner, Robert A. | 1, 2, 3, 11 |
| 406. Minkley, Raymond L. | 1, 3, 6, 11, 16, 26, 30 |
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| 409. Mitchell, Mary S. | 1, 2, 3, 8, 11, 16, 17, 21, 25 |
| 410. Mize, Jacquelyn B. | 11, 25 |
| 411. Moir, Alexander B. | 9, 11, 17, 27, 28 |
| 412. Moneypenny, Jack W. | 1 |
| 413. Moniz, Linda M. | 1, 2, 3, 6, 8, 9, 10, 11, 14, 15, 17, 21, 27 |
| 414. Montgomery, Raymond L. | 1, 2, 16, 27 |
| 415. Moore, Betty J. | 1, 2, 3, 6, 8, 9, 10, 13, 14, 17, 18, 27 |
| 416. Moore, Donald E. Jr. | 1, 3, 6, 11 |
| 417. Moore, George D. Jr. | 2, 3, 6, 11 |
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| 419. Moore, Michael L. | 1, 6 |
| 420. Morabito, Fred B. | 11, 28 |
| 421. Moran, Patricia A. | 1, 6, 8, 9, 11, 20, 27, 28 |
| 422. Morreale, Edward J. | 1, 2 |
| 423. Morris, William D. III | 6, 9, 24 |
| 424. Morrison, William S. | 6, 11, 12, 15, 17, 28 |
| 425. Morse, Geneva K. | 1, 2, 3, 8, 11, 21, 25 |
| 426. Morse, Roger L. | 1, 2, 3, 4, 10, 12 |
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| 428. Mosley, Sylvia H. | 4, 6, 8, 14 |
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| 430. Mott, Karen A. | 1, 11, 17 |

431. Mower, Iris M. 1, 6
432. Muckenfuss, Thomas D. 1, 2, 3, 6, 17, 21, 24
433. Mullins, Gayle D. 11
434. Muniz, Brenda R. 1, 8, 11, 13
435. Munoz, Maria 1, 8, 11, 17, 24
436. Murphy, Patricia O. 1, 3, 9, 11
437. Murray, Peter 1, 6
438. Myers, John L. 1, 2, 3, 23
439. Myers, Michael G. 1, 2, 3, 6, 11, 27
440. Nance, James H. 1, 2, 3, 5, 6, 8, 9, 11, 13, 17, 21, 24
441. Necuze, Chajide 1, 6, 7, 8
442. Nester, Madely T. 1, 11, 17, 25
443. Newsome, Richard W. 1, 2, 3, 4, 5, 6, 8, 11, 13, 14, 18, 21, 25
444. Nichols, Lucinda G. 1, 3, 14
445. Norberg, Mary L. 11, 12, 27, 30
446. Nye, Kenneth W. 1, 2, 3
447. O'Daniel, Edna C. 1, 2, 5, 6, 8, 9, 12, 15
448. Oliver, David 1, 3
449. Ortiz, Carmen R. 1, 3, 10, 17
450. Orton, Steve R. 1, 2, 17
451. Osterhoudt, R.A. 2, 3, 11, 17
452. Owens, Shirley A. 1, 9, 10
453. Paige, Charlotte B. 1, 3, 4, 11, 21
454. Parades, Angel 1, 2, 7, 12
455. Parker, Shirley V. 6, 12
456. Patrognani, Michael A. 1, 3, 6, 8, 11, 17
457. Patroni, Hargis 11
458. Patroni, Samuel G. 2, 17
459. Payne, Wanda F. 1, 17
460. Peacock, Daniel W. 11, 21, 22, 24
461. Peeples, Richard E. 1, 3, 7, 11
462. Pellegrini, Gerard M. 1, 2, 4, 6, 9, 10, 14, 22, 23, 24
463. Perera, Ismael 1, 2, 3, 4, 7, 8, 11, 12, 17, 21
464. Perring, Shirley S. 1, 2, 3, 4, 6, 8, 9, 11, 12, 14, 21, 22, 25
465. Perry, Mary E. 1, 3, 6
466. Perry, William R. 3, 11, 17, 21, 22
467. Phelan, Patricia A. 1, 3
468. Phillips, Deborah, E. 1, 2, 6, 8, 11, 12, 21
469. Phillips, Richard 12, 21, 22
470. Pierce, Alton L. Jr 1, 2
471. Pifer, Terri H. 1, 3, 4, 5, 6, 8, 11, 14, 24, 25
472. Piper, J.D. 1, 2, 5, 6, 8, 13, 18, 21
473. Plant, John M. 11, 17, 25
474. Platt, Evelyn L. 2, 11, 24, 28
475. Plott, Beverly F. 9, 11, 28
476. Pope, William R. 11
477. Porter, Donald R. 1, 2, 3, 4, 6, 8, 10, 11, 13, 21
478. Post, Bonnie O. 1, 3, 6, 11

479. Potish, Lawrence P. 1, 2, 3, 6, 8, 11, 17, 21, 25
 480. Powers, Richard L. 1, 2, 3, 11
 481. Powell, James Scott 1, 3, 4, 6, 7, 9, 11, 14, 16, 17, 24
 482. Pulazzo, Rosemary 1, 10, 17
 483. Ramage, Carl F. 1, 2, 3, 5, 6, 8, 11, 13, 21, 27
 484. Ramsey, James H. 11, 17, 27
 485. Reed, Kathleen A. 1, 11, 12, 25
 486. Reid, William E. 1, 2, 17, 30
 487. Remeo, Charles R. 22
 488. Reneer, Mary P. 1, 3, 6, 9, 11, 12, 27
 489. Rich, Rachel M. 1, 2, 3, 6, 8, 17, 21, 25
 490. Richardson, Ethel H. 1, 11, 12, 14, 24, 27
 491. Richmond, Julia H. 1, 11, 17
 492. Robak, Nancy G. 1, 5, 6, 8, 13, 14, 25, 27
 493. Roberson, James O. 11
 494. Roberts, Barbara L. 1, 3, 6, 8, 11, 14, 18, 21
 495. Roberts, Ivan S. 1, 2, 25
 496. Roberts, Kathryn A. 1, 2, 3, 5, 6, 7, 9, 14, 15, 17,
 497. Roberts, Therell D. 1, 3, 12, 17, 27
 498. Roberts, Valda M. 10, 18, 27, 28
 499. Robinson, Susie R. 1, 2, 6, 7, 8, 9, 12
 500. Rodriguez, Kathleen A. 4, 11, 12, 21, 22, 24, 28
 501. Rollins, Beryl S. 1, 2, 5, 6, 8, 9
 502. Romano, Philip M. 1, 3
 503. Rorrer, Larry L. 1, 3, 6, 8, 9, 12, 17, 20, 21, 24
 504. Rose, Barbara C. 1, 2, 18, 27
 505. Rote, Judith R. 1, 6, 9, 11, 14, 15, 17
 506. Rugama, Jose A. 3, 11, 28
 507. Rupe, Robert R. 3, 11, 12, 17, 21, 22
 508. Sainz, John 1, 2, 8, 10, 11, 13, 16, 17, 18, 24, 27
 509. Salter, K.M. 1, 2, 6, 11
 510. Sanchez, Dee 1, 2, 3, 8, 11, 17, 18, 21
 511. Sandifier, John R. 11, 18
 512. Sattizahn, Robert B. 11, 17, 21
 513. Sauers, Fred L. 1, 11, 17
 514. Schena, Donald J. 1, 2, 3, 6, 8, 9, 10, 11, 14, 21, 30
 515. Schmoll, Carole 5, 11
 516. Sciulli, Albert L. 2, 11, 17
 517. Scofield, Timothy 2, 3, 6, 11, 17, 28
 518. Scott, Elizabeth 1, 2, 3, 6, 8, 11, 12, 17, 21
 519. Scott, Joyce S. 1, 6, 11, 25, 27
 520. Scruggs, Kenneth R. 11
 521. Sedlacek, Henry J. 1, 11, 17, 24
 522. Seiler, John W. 1, 2
 523. Sellers, John W. 3, 9, 10, 11, 12, 28
 524. Shanaver, Frances T. 1, 2, 9, 18, 20
 525. Shaw, Stephen A. 2, 3, 11, 21, 22
 526. Sheaf, Mark A. 1, 3, 6, 11, 17, 21

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| 527. Shelley, William | 1, 3, 6, 8 |
| 528. Sheppard, Barbara Jean | 1, 6, 8, 10, 14, 15 |
| 529. Short, Alice W. | 1, 2, 3, 4, 6, 10, 12, 14, 16 |
| 530. Simmons, Nolan | 1, 2, 17 |
| 531. Slattery, Dennis M. | 1, 2, 3, 6, 8, 11, 12, 21 |
| 532. Smith, Clinton G. | 1, 11 |
| 533. Smith, Crystal M. | 1, 2, 3, 4, 8, 9, 10, 13, 20, 21 |
| 534. Smith, Donald R. | 1, 2, 6, 20 |
| 535. Smith, James D. | 1, 10 |
| 536. Smith, Reba M. | 4, 11, 15 |
| 537. Smith, Ronald | 2, 11, 17 |
| 538. Smoak, Maria | 3, 6, 8, 20, 24 |
| 539. Snider, Rachel M. | 1, 3, 6, 8, 9, 10, 13 |
| 540. Sommer, Billie C. | 4, 6, 14, 24 |
| 541. Sontag, Jerry | 8, 11, 18, 24, 28 |
| 542. Soto Juan C. | 10, 11, 28 |
| 543. Soto, Marcie B. | 11, 28 |
| 544. Sowell, Virginia W. | 1, 6, 11 |
| 545. Spalding, Anthony H. | 25 |
| 546. Spence, James R. | 1, 17 |
| 547. St. Amant, John G. | 1, 2, 11, 17 |
| 548. St. Lawrence, W. M. Henry, Jr | 1, 3, 6, 8, 17, 21 |
| 549. Stake, Sara S. | 1, 3, 5, 6, 8, 11, 12, 17, 13, 20, 21, 25 |
| 550. Staley, Dudley C. III | 1, 2, 11, 12, 14, 25 |
| 551. Stephens, Martha B. | 1, 6, 17, 27 |
| 552. Stephens, Harold E. | 1, 2, 6, 7, 8, 12, 18, 28 |
| 553. Stevens, James H. | 1, 2, 11 |
| 554. Stewart, Jim W. | 2, 3, 17, 21 |
| 555. Stewart, Peggy J. | 1, 5, 6, 9, 31 |
| 556. Stewart, T.D. | 1, 2, 11 |
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| 558. Stout, Karen J. | 1, 2, 3, 4, 5, 6, 8, 11, 12, 16, 17, 25 |
| 559. Stout, Charles R. | 1, 23 |
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| 561. Suhar, Frances M. | 11, 27 |
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| 564. Svendsen, David J. | 1, 2, 3, 8 |
| 565. Swilley, Gary H. | 1, 2, 6, 17, 20 |
| 566. Syphard, Walter L. Jr. | 1, 2, 3, 4, 9, 11 |
| 567. Szymczak, Kenneth M. | 1, 2, 3, 6, 8, 12, 21, 22 |
| 568. Tagner, Eleanor | 1, 10, 11, 17 |
| 569. Talbert, Marie V. | 1, 11, 14 |
| 570. Taylor, Prudence F. | 3, 6, 8, 9, 13, 24, 27, 28, |
| 571. Taylor, Robert Q. | 1, 2, 3, 6, 8, 11, 21, 22, 24 |
| 572. Taylor, T.C. | 1, 2, 3, 4, 6, 7, 10, 21, 22 |
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| 574. Teeters, Osborne, H. Jr. | 1, 2, 3, 11, 14, 17, 27 |
| 575. Terry, Sandra L. | 4, 11, 14, 21, 28 |

576. Thomas, Daniel N. 1, 6
577. Thomas, J.G. 2, 27
578. Thomas, James H. 1, 2, 3, 6, 8, 11, 12, 17, 21, 30
579. Thomas, Martha B. 1, 2, 8, 11, 17
580. Thomas, Nadine 1, 5, 8, 10, 27
581. Thomas, Tara R. 1, 4, 5, 6, 11
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586. Travis, Patricia H. 4, 6, 17
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594. Vorpe, Joyce S. 1, 2, 6, 8, 10, 11, 17, 20, 23, 25, 27
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608. Webster, Robert 1, 2, 11, 12, 30
609. Weinstein, Jay B. 11, 18
610. Wells, Everett E. 11, 28
611. Wells, John A. 3, 5, 9, 11, 27
612. Wells, Robert H. 1, 2, 6, 8, 11, 24
613. Welt, Robert B. 1, 3, 11, 25, 27
614. West, Mae 10, 11
615. White, Cynthia A. 1, 2, 11, 12, 14
616. White, Paul F. 6, 9, 11, 22
617. White, Raymond L. 1, 2, 4, 10, 12, 14, 30
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622. Wilcox, Derrall R. 1, 2, 3, 5, 8, 13, 28,
623. Williams, Edwin E. 1, 3, 6, 8, 10, 13, 14

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| 625. Williams, Glovine | 1, 6, 27 |
| 626. Williams, Gussie O. | 1, 2, 6, 8, 11, 21 |
| 627. Williams, Janice P. | 22 |
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| 629. Williams, Richard F. | 1, 5, 8, 10, 11, 25, 27 |
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| 633. Willis, Joy H. | 1, 2, 3, 6, 21, 25, 30 |
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| 635. Winkel, Wayne A. | 1, 3, 6, 11 |
| 636. Winter, Marguerite P. | 1, 2, 3, 6, 8, 17, 21, 30 |
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| 638. Witte, A.C. | 11, 22 |
| 639. Wofford, Patsy B. | 1, 3, 6, 9, 27, 31 |
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| 647. Wynn, Clifford | 11 |
| 648. Wynn, Joan M. | 3, 11 |
| 649. Zambouros, Peter P. | 3, 11, 16 |
| 650. Zezulak, Loretta T. | 11, 22 |

Respectfully Submitted,

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