



# Public Service Commission

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

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DATE: September 22, 1993  
 TO: ALL PARTIES OF RECORD  
 FROM: TRACY HATCH, STAFF COUNSEL  
 RE: NOTICE OF STAFF COMMUNICATION IN DOCKET NO. 920260-TL - THE COMMISSION STAFF'S AUDIT OF SOUTHERN BELL'S WORK ACTIVITY STATISTICAL SAMPLING PROCESS

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Staff of the Florida Public Service Commission hereby provides notice to the parties of communications between the Staff and a party to the above referenced docket. Please find attached a summary description of the content of the communications.

If anyone has any questions regarding this notice, please feel free to call Tracy Hatch at (904) 487-2740.

TWH  
Attachment  
notice.twh

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- LIN \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC / \_\_\_\_\_
- WAS \_\_\_\_\_
- WTH \_\_\_\_\_

DOCUMENT NUMBER - DATE  
 10267 SEP 23 93  
 FPSC-RECORDS/REPORTING

MEMORANDUM  
September 15, 1993

✓ TO: Tracy Hatch, Chief Bureau of Communications  
FROM: Lynn D. Whitehead, Computer Audit Analyst *LW*  
RE: Work Activity Statistical Sampling Process (WASSP)-Docket #920260-TL *MS*

The review of the WASSP procedures was originally handled as a non-docketed item. When an audit services request was written to address questions staff had concerning the WASSP procedures, it was included in the Rate Stabilization Docket for Southern Bell.

In keeping with SOP 1613 Guidelines for Communications between Commission Staff and Parties, I wish to report the following:

Brief unscheduled telephone conversations took place on the following dates between myself and the following identified party.

Date	Caller
8/20/93 morning	Walter Reid - Southern Bell
8/20/93 afternoon	Tim Stuart - Deloitte & Touche
8/24/93 afternoon	Walter Reid - Southern Bell
8/30/93 unknownn	Brad Branch - Deloitte & Touche
9/2/93 morning	Walter Reid - Southern Bell
9/9/93 morning	Walter Reid - Southern Bell

The discussions centered around the procedures BellSouth follows in assigning trouble calls to technicians (as it relates to the WASSP procedures). I asked for documentation from Southern Bell and Deloitte and Touche to support what they were explaining to me verbally and the documentation was sent to me. This documentation is being treated as confidential per request of Southern Bell and is arranged in two parts as detailed below.

1. From Southern Bell, a two page document entitled "Controls to Prevent 'Pre-Determination' of Work Performed by Outside Technicians".
2. From Deloitte & Touche, copies of excerpts from their workpapers supporting a study of the BellSouth WASSP methodology. The workpapers consist of

Cover letter dated September 1, 1993  
Sample interview questions of network technicians marked "Appendix A" (45 pages total)  
Sample interview questions of network technicians supervisors marked "Appendix B" (55 pages total)  
Sample interview questions for analysts marked "Appendix C" (5 pages total)  
4 page (legal size) memo regarding "Rides with Technicians & WAL's"

cc: Angela Green, Senior Attorney  
Chuck Chaires, Computer Audit Supervisor

SEP 17 1993

RECEIVED

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Comprehensive review of revenue requirements and rate stabilization plan of SOUTHERN BELL. ) DOCKET NO. 920260-TL ) ) ) ) )

In Re: Investigation into the integrity of SOUTHERN BELL'S repair service activities and reports. ) DOCKET NO. 910163-TL ) ) ) ) )

In Re: Investigation into SOUTHERN BELL'S compliance with Rule 25-4.110(2), F.A.C., Rebates. ) DOCKET NO. 910727-TL ) ) ) ) )

In Re: Show cause proceeding against SOUTHERN BELL for misbilling customers. ) DOCKET NO. 900960-TL ) ) ) ) )

In Re: Request by Broward Board of County Commissioners for extended area service between Ft. Lauderdale, Hollywood, North Dade and Miami. ) DOCKET NO. 911034-TL ) DATED: 09/23/93 ) ) ) ) )

CERTIFICATE OF SERVICE (DOCKET NO. 920260-TL)

I HEREBY CERTIFY that the original of Staff's Audit of Southern Bell's Work Activity Statistical Sampling Process has been furnished to Harris R. Anthony, J. Phillip Carver and R. Douglas Lackey, c/o Marshall M. Criser, III, 150 South Monroe Street, Suite 400, Tallahassee, Florida 32301, on behalf of BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company, and that true and correct copies thereof have been furnished by U.S. Mail, this 23rd day of September, 1993, to the following:

CERTIFICATE OF SERVICE  
DOCKETS NOS. 920260-TL, 910163-TL, 910727-TL, 900960-TL, 911034-TL

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Florida Pay Telephone  
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Suite 202  
Jacksonville, FL 32256

CERTIFICATE OF SERVICE  
DOCKETS NOS. 920260-TL, 910163-TL, 910727-TL, 900960-TL, 911034-TL

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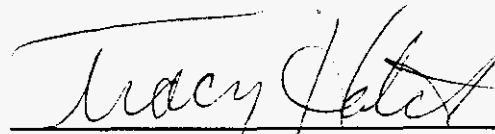
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