

Replacing blank pages 7, 8, 9, 10, 11 of Susan Drombetta's deposition and adding page 3 of Edgemont Exhibit 1 under OCC Exhibit 1.

Case #93-487-TP-ALT filed on 9/2/1998.

MC GINNIS & ASSOCIATES, INC.
COLUMBUS, OHIO (614) 431-1344

- 1 Q. When you left Ameritech in March of 1993, what was your job
2 title?
- 3 A. I was a senior network consultant.
- 4 Q. What does that mean?
- 5 A. I was a consultant for customers who were looking at data
6 communications, specifically in the packet service area, packet
7 switching.
- 8 Q. And in what -- Where was that job situated in the overall
9 Ameritech organization?
- 10 A. At that point in time it was a part of the marketing
11 department.
- 12 Q. Okay. How long did you do that job?
- 13 A. I believe it was for about two years.
- 14 Q. And was it part of the marketing for the whole two years?
- 15 A. Yes.
- 16 Q. When you were working for Ameritech in that first time
17 period, the one from '69 to '93, did you do any specific work on
18 universal service or low-income programs?
- 19 A. Not that I can recall.
- 20 Q. Okay. And then where did you go in March of 1993?
- 21 A. I took a voluntary leave, or voluntary retirement.
- 22 Q. Okay. And did you continue to work in the
23 telecommunications industry then?
- 24 A. Not immediately. I afterwards did.
- 25 Q. Okay. When did you resume employment in the

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1 telecommunications sector?

2 A. It wasn't specifically telecommunications, but I did get
3 involved in some portion of it in September of 1993.

4 Q. And what were you doing then?

5 A. I was the customer service manager for Scherers
6 Communications.

7 Q. What were you doing for Scherers?

8 A. I was customer service manager.

9 Q. I don't know what that means.

10 A. I was the manager over the department that took calls and
11 took orders and worked specifically with customers.

12 Q. Was that a full-time job for you?

13 A. Yes.

14 Q. How long did you do that?

15 A. That particular position I held until August of 1996.

16 Q. And then what did you do?

17 A. I became the technical -- manager of technical affairs, I
18 believe was the specific title.

19 Q. Okay. For Scherers?

20 A. Yes.

21 Q. Manager of technical affairs?

22 A. Yes.

23 Q. And what was involved in that job?

24 A. I reviewed patents to determine whether there were patent
25 infringements.

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1 Q. Okay. What kind of company is Scherers?

2 A. Scherers was a multifaceted company, or is a multifaceted
3 company. It was a service bureau company for recorded messages,
4 voice response units.

5 It also, after I joined the firm, became an interexchange
6 company and then later while I was working there received its
7 local exchange certificate.

8 Q. Okay. And were you involved in any aspect of their local
9 exchange operation while you worked for them?

10 A. I applied for the certificate. During the time I was
11 there, we never specifically started business as a local
12 exchange carrier.

13 Q. How long did you work as a manager of technical affairs?

14 A. It was from August of '96 until December of '96.

15 Q. And then?

16 A. And then I left the company.

17 Q. Okay. And where did you go?

18 A. I came back to Ameritech.

19 Q. Back to Ameritech. Okay.

20 And what job were you hired to perform for Ameritech at
21 that time?

22 A. I was hired as a state regulatory advocate.

23 Q. The position you hold now?

24 A. That is correct.

25 Q. Okay. Has your position changed at all since you were

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1 hired in, was it December of '96?

2 A. January of '97.

3 Q. January of '97. Has the position changed since then?

4 A. My responsibilities have not changed, the focus has.

5 Q. Okay. What were and are your responsibilities?

6 A. At the time I was hired, I was hired as the advocate for
7 residence and small business matters. In October of 1997 I
8 moved over to wholesale matters.

9 Q. So when you say the advocate for residence and small
10 business matters, advocate about what to whom?

11 A. It was a regulatory advocate. In that position I was
12 responsible for presenting the Ameritech position in those
13 matters to the Commission, to consumer groups and outside
14 organizations.

15 At the same time it was my responsibility to communicate
16 requirements or requests that came from those organizations to
17 the corporation.

18 Q. Okay. And so the change in focus you talked about was from
19 res and small bis to wholesale?

20 A. Wholesale, that's correct.

21 Q. And so you still performed the same sort of advocacy
22 functions but just in Ameritech's wholesale business now?

23 A. That's correct.

24 Q. Do you also do res and small bis?

25 A. I no longer have that responsibility.

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- 1 Q. Does somebody else have that responsibility now?
- 2 A. Yes.
- 3 Q. Okay. And when did that change take place?
- 4 A. That was in, I believe, October of '97.
- 5 Q. Okay. When did you first become aware of the USA Program?
- 6 A. When I was hired back at Ameritech in January of '97.
- 7 Q. Okay. And how did you become aware of the USA Program?
- 8 A. It was a part of my responsibility, so I was expected to
- 9 become familiar with the program.
- 10 Q. And it was a part of your responsibilities in what sense?
- 11 A. From a regulatory perspective anything that had to do with
- 12 regulatory affairs.
- 13 Q. Okay. It was part of your job description?
- 14 A. I can't say that it was specifically named in a job
- 15 description, but anything that had to do with consumer matters
- 16 was in my job description.
- 17 Q. Under that one that says other tasks as assigned?
- 18 A. I can't tell you specifically what's in there.
- 19 Q. Okay. Did you receive -- ever receive a mandate in writing
- 20 regarding your responsibilities vis-a-vis the USA Program?
- 21 A. Not that I recall.
- 22 Q. Okay. Who was it that explained to you your
- 23 responsibilities regarding the USA Program?
- 24 A. I'm not sure I can -- I don't remember. There were several
- 25 people that I talked with when I came to the position.

6. Enrollment Process.

A discussion was held on how to make it easier to sign up. Accepting sign up over the phone and verifying eligibility later was one idea. Having the agencies provide a tape transfer is another idea. S. Glaspie will follow-up all of these ideas.

A question arose about those with a need for extra services. PUCO has received over 100 calls in the past 2 weeks from people about the waiver process and eligibility. Sharon Glaspie will check whether customer letters for seeking waivers could be sent direct to Ameritech rather than PUCO.

7. Brochure and Application Form.

No enrollment mail in has been developed. Company has not found a way to implement this agreement. MOVED by S. Wertheim that the mailer, not the brochure, be used until the mail in form is developed and put on the brochure. SECONDED by A. Edgerton. Approved by the Committee 9-0-0.

8. ODHS Lobby Phones.

They are in in Cuyahoga County. Not in Clark Co. yet, due to technical problems. Ameritech is looking for another small County.

9. Miscellaneous.

To get mailer cards, ask S. Glaspie. Cards are in English only, and not in braille either. Brochures will be in Spanish and English, and in braille.

Grassroots promotion contracts policy. A one page document was distributed. The Outreach Subcommittee proposed that Ameritech pay community groups in 7 areas to do community outreach. Ameritech said it must consider this internally. It was agreed that the Subcommittee would discuss and edit the proposal. This probably would not be done until 1997 anyway. It will be discussed early at the next Advisory Comm. meeting.

Reasonable payment arrangements discussed. The PUCO's Order in the Disconnect case is out. Ameritech will provide copies to everyone. Implementation is by Mid February.

MEETING DATES: E & T - 10/25/96; Communications - 11/17/96; Call Waiting - after Meissner drafts letter; Evaluation - 11/13/96.

Submitted by,

William M. Ondrey Gruber 
Chief Assistant Director of Law

Secretary