

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
P.O.Box 3265  
Harrisburg, PA 17105-3265

January 27, 2010

Re; Lidia Shan vs. Verizon Pennsylvania Inc; Docket No. C-2009-2150021

Dear Mr. McNulty:

I recently received a copy of Law Offices representing Verizon's response dated January 20, 2010 to my *Formal Complaint* dated December 12, 2009.

I strongly object to Verizon's request that the *Formal Complaint* be dismissed and denied in its entirety because Verizon's response did not address the principle reason on which my original complaint was based.

I request that a hearing be scheduled upon my return to the United States in order to initiate action for Verizon to change their unfair tariff structure for temporary suspension of telephone services.

The main purpose of my complaint is for the Pennsylvania Public Utility Commission (PA P.U.C.) to revise the tariff structure of Verizon whenever a customer puts their service on temporary suspension. Presently there is a very small difference between the monthly service charge for a telephone being in full operation and when the telephone is placed on temporary suspension. Verizon has not presented any hard facts to substantiate why the monthly charges for the telephone being on temporary suspension is nearly the same as when the telephone is in a full use mode.

I believe that the PA P.U.C. has a legal, moral and social obligation and responsibility to oppose Verizon's charges and insist that Verizon provide the documentation that reflects the actual costs to Verizon whenever a telephone is placed on temporary suspension. It defies all logic that the costs to Verizon are nearly the same. This is why I will continue to pursue my efforts in forcing PA P.U.C. to change the tariffs for the consumers of Verizon whenever the consumer puts their telephone service on temporary suspension.

Let's put in to prospective and investigate from the time when a telephone number is conceived. There is an original charge for the number to be initiated. However years later seems to me that it is like a mortgage on the telephone number and Verizon is charging the consumer for Dial Tone line and Voice line for life of the telephone number or the consumer's life until death. What was the original cost for Verizon when the telephone number was originated? The line services must be paid off at some time or at least be discounted if the consumer has the phone number for substantial period of years.

In Order for Verizon to continue to operate in Pennsylvania and succeed in business they must change their business practices. PA P.U.C. must work with Verizon to initiate new tariffs that will be more competitive and suitable for the consumer's interests. In the light of world financial problems the companies to survive must have healthy, financially stable businesses to compete and provide for the consumers credible services so the consumer will have a continuous interest

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in investing in the companies. Verizon is totally missing the thinking of how to run a financially healthy and stable business.

Since my initial complaint was filed with PA P.U.C., the only responses have been legal gobble-y-gook from your Commission and Verizon. It appears that your Commission does not represent and serve the interests of the citizens of the Commonwealth and only protects the financial interests of the utilities.

Today I read that Verizon lost \$653 million dollars in net profits only in fourth quarter and thousands of Verizon's employees lost their jobs in the wireline business. The reason for Verizon to lose profits is that many consumers are cancelling services with Verizon. They are cancelling because Verizon doesn't provide the services for the high fees they charge and the consumer today is more educated than yesterday. Yes, Verizon was able to increase the amount of customers using cell phones but these are the customers who probably cancelled their wireline telephones. Is there a gain anywhere? Today consumers have a variety of options to communicate with each other. Today the quality of services and the fees are the indicators that will keep the consumer with the same provider. The competition, new technological advances, and quality services will insure which companies are going to succeed. Maybe today Verizon still reports some numbers for Wall Street but tomorrow appears to be very gloomy. Mr. Seidenberg should use common sense instead of greed to run his operation because Verizon will loose more consumers to the competition.

The following is my response to every statement Verizon's Law Offices presented to PA P.U.C.

1. The second telephone number 215-677-7674 was disconnected by my request in June of 2009, not on November 30, 2009 as stated in Verizon's Law Offices letter. It is affirmed that I disconnected my main phone 215-677-6471 on November 30, 2009 due to the fact that I had no options offered by Verizon that would make any financial sense for me to pay.

4. (a) I am out of the country from November 26, 2009 and will not return until September 7, 2010. That was the reason for me to call Verizon and disconnect the telephone at my residence at 301 Byberry Rd, Apt. F-14, Philadelphia, PA 19116

(b) I e-mailed my reasonable request to Ms. Ryan at Verizon to settle my claim by not offering credit to me on a one time basis but rather to initiate suggestions of how to change tariffs that will reflect the actual cost to Verizon when the telephone is not in use or on suspension. I did not ask Verizon to give me a credit. I do not know why Verizon's Law Offices are disconnected and have no sufficient knowledge or information from Verizon's Ms. Ryan, Manager PA/DE Public Policy - telephone number 215-466-8751, who corresponded with me to discuss the issue in order to settle my complaint.

The Law Offices are asking me to provide for Verizon my opinion of what would be a "reasonable price when the telephone is out of service"? There should not be a price tag attached to something that is out of service. What are the services we receive when the phone is not in use and we must to pay for? Therefore there is no valid reason for the denial.

(c) If Verizon avers that customer is allowed to suspend the telephone services and the telephone is not in use and do not receive any services, why are the full monthly tariffs applied? Who in the right mind at PA P.U.C. allows Verizon to have such a tariff

structure? This is the premise of my Formal Complaint. There is no physical difference between a telephone on suspension and a disconnected telephone; in both cases the telephones do not receive any services from Verizon. Therefore the tariffs for disconnected telephones must be eliminated.

What manpower cost is involved to put the telephone on suspension that Verizon has a tariff of \$26.0, a one time fee to charge the consumer in order to make the change?

It is a moral and social obligation of PA P.U.C. to make changes in what and how Verizon may or may not charge.

(d) I do not understand why Verizon was allowed to have a promotion in 2007? Why this was a promotion and not a normal procedure for the customers whose telephones are not in use?

In 2006 my rate for suspended line was \$7.0-8.0 a month, taxes included. Why is there such a fluctuation in the charges within 3 years that basically accomplish the same: keeping the phone number out of use? In both years 2006 and 2007 Verizon did not lose their profits by accommodating consumers to suspend their telephone lines with lowering their rates. Why Verizon decided that in 2008 they may charge the full rate as if a telephone was in operation? What does it mean and what is an actual cost to Verizon to keep the telephone number out of the circulation if requested? What is manpower cost to hold the number? It is not like someone at Verizon holds the number in their hands or carry on their back and that is the only thing this employee can do. It is absurd, isn't it? In the time of computers and electronics Verizon is able to manipulate PA P.U.C. and they allowed Verizon to charge the consumers incredibly high fees and at the same time not providing any services.

(e) I aver this statement.

(f) Verizon offered me a promotional rate and gave me confirmation numbers for both telephone lines in a September 4, 2008 conversation with the customer service representative. At the present time I do not have these documents with me to provide the confirmation numbers that were later denied by Verizon. What I do not understand is how Verizon with one hand does one thing and with another hand cancel what the first hand did!

(g) I was given explanations by various representatives from Verizon in 2008-2009; however, to my disbelief they did not make any sense. Therefore I filed a complaint with PA P.U.C. to oversee and revise the existent tariffs. Verizon is able to come up with all kind of extraneous fees as long as they can charge the consumer without any objections from PA P.U.C. It appears that PA P.U.C. does not require Verizon to justify any of their tariff requests and rubber stamps them.

(h) I reviewed my last billing statement from Verizon of November 2009 where there is a charge for the Voice Line Service of \$7.97 and taxes, fees & other Verizon's charges of \$8.73 that totaled \$16.70. When my telephone was on suspension my bills were totaling about \$14.0-15.0 monthly. How come there is no significant difference in prices between a dead telephone, not in use without any services applied and the telephone in operation with the full service? That is the reason why I am questioning the outmoded tariffs of Verizon. Why should I pay for the Voice Line Service if there was no voice line operating? It doesn't make any sense to apply tariffs to a dead telephone plus applicable taxes and fees! It appears that Verizon can convince and manipulate PA P.U.C. to ask

them to force a dead body to pay for its living expenses. It is not justifiable and yet the consumer is a victim of Verizon's practices and of PA P.U.C. not protecting the consumer from Verizon's unjustifiable tariffs.

(i) As far as I know there is only one definition and explanation of the word meaning "Suspension". If Verizon has a different explanation of this word, why is it not written in the Webster Dictionary? Verizon should relate directly to Webster Dictionary and provide a different meaning of the word "Suspension" that could be used only by Verizon's suitable application. Otherwise it must be admitted that Verizon is misusing the definition of the word "Suspension". I did not want to cancel the service but I did not receive the service when the telephone was on temporary suspension, therefore I complained to PA P.U.C. for services I did not receive.

During a conversation with Verizon's customer service representatives on November 16, 2009, I was offered to disconnect the telephone from the network and was given an assurance that Verizon will keep the telephone number for at least 6 months and will continue to keep my telephone number out of circulation for longer time if I call Verizon prior of cut off date of the 6 months period. I was also informed that upon my return I may sign for a new package for which I will not be charged and than convert to the budget schedule which I previously had.

I was not informed about "only 30 days period which is an amount of time a number generally is taken out of service after disconnection of the account".

(j) In my letter of December 12, 2009 I presented my observations and beliefs of how Verizon conducts their business practices and how PA P.U.C. doesn't protect the interests of the consumers. I strongly object to Verizon's Law Offices to deny my experiences by having Verizon to serve my account and it makes me to question all the modus oprandi.

(k) I am not seeking relief for other customers, however, when I win this argument it will benefit many Verizon's consumers that do not know that the tariffs are outmoded and the tariffs will be changed after these hearings. The Law Offices of Verizon cannot single my complain out for their benefits to defend Verizon's unfair tariffs because there are many people that complained to P.U.C. about similar situation. Verizon provides services to millions of consumers and many, as I know, were complaining about Verizon's charges for telephones on suspension. Verizon's Law Offices should not separate my complaint from many others that possibly also complained about Verizon's practices and whose complaints were probably satisfied by settling their disputes without filing formal complaints as it was offered to me by Verizon's Manager Ms. Ryan. By mentioning other law suit cases and their decisions made by other judges is irrelevant to the case of Verizon's practices and unjustifiable tariffs.

In addition to my Formal Complaint I must describe another situation I previously experienced with Verizon's unfair practices and about PA P.U.C. ignorance to force Verizon to pay for the damages they caused me.

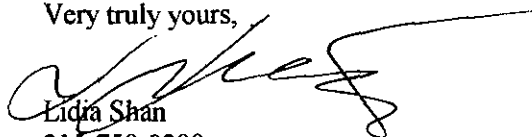
I was subscribing to Verizon DSL since September 2006. Initially AOL was my Internet provider at that time. AOL recommended switching to Verizon DSL to receive better Internet speed. I signed up with Verizon and received from them installation kit with CD disc and all accessories in the package. The CD disc I received was corrupted with a virus and when I was trying to install the CD into my hard drive all memory from the hard drive in the computer was wiped out and it was not recoverable. Not only I had to buy a new computer because of that tremendous damage but very important files in the memory were lost and I had to ask my customers to mail me a lot

of lost technical information I needed at that time. I spoke with various Verizon's representatives in September 2006 regarding this problem with the disc but nobody offered me anything for the damages and nobody had ideas of how to accommodate my losses and fix the problem. I wrote a complaint to Verizon's CEO Mr. Seidenberg and to PA P.U.C. about this incident to learn that Verizon doesn't have any responsibilities to pay for the damages and PA P.U.C. confirmed in a response letter that Verizon is not responsible for anything. Apparently PA P.U.C. is not protecting the consumer but fully protects Verizon and their profits. Verizon and PA P.U.C. must have my complaint on file. I did not follow up with a Formal Complaint at that time to recover my losses from Verizon.

In 2006 Verizon offered a deal for the suspended services for DSL of \$8.95 for 6 months. However I had to disconnect the services in September of 2008 because Verizon did not have a discounted rate to suspend the DSL services while I was out of country and they wanted to charge me the full price even though there was no computer to be hooked up to this line. I took the computer with me where I received free Internet connection without any charges added! Isn't it ridiculous to pay for the service I did not receive? After I disconnected DSL, Verizon had an audacity to charge me \$99.0 disconnection fee for cancellation of the contract that I never had or was aware of. It took me many months to obtain credit for \$99.0. In June of 2008 upon my return home I found out that the DSL modem was dysfunctional and I called Verizon asking them to mail me a different modem. I was told to pay \$47.0 for a new modem. I was furious to hear that I have to pay for Verizon's equipment that was dysfunctional! It took me many telephone calls to complain about the \$47.0 charge and until I threatened to cancel the service I received a new DSL modem free of charge. Then DSL was not as good as it was at the beginning and I was told that if I want better access to Internet I have to pay higher fees; however, when I signed up I was told that the fee I have is for life. What conniving practices Verizon have and PA P.U.C. turns their heads in a different direction!

Wherefore I strongly oppose the Verizon's Law Offices request to dismiss or deny my formal complaint Docket No C-2009-2150021. I respectfully request that a hearing be held regarding my Formal Complaint upon my return in September 2010.

Very truly yours,



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