



## Interoffice Memorandum


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SECRETARY'S BUREAU

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Date: May 6, 2010

To: Rosemary Chiavetta, Secretary

From: Alexis Bechtel, Director, Bureau of Consumer Services 

Subject: Alan L. Redinger v. Verizon North Inc.; Docket No. C-2009-2104301

The Bureau of Consumer Services (BCS or Bureau) has received a letter submitted on behalf of Verizon North Inc. in compliance with the final order at the above referenced docket. The order was entered March 26, 2010 and the letter containing a brief synopsis of the company's report was received by BCS on April 27, 2010.

A representative from the BCS spoke with Mr. Redinger, the Complainant, on April 28, 2010. Mr. Redinger confirmed that he had also received the letter. However, he expressed dissatisfaction with the quality of his telephone service over the last one to two weeks. He complained of humming on the telephone line on or about April 26, 2010 and static on or about April 21, 2010. However, during the conversation with BCS which lasted approximately 30 minutes, there was no static or noise on the line.

BCS advise Mr. Redinger to contact Verizon North, Inc. if the quality of his telephone service deteriorates or if the occurrences of static and/or humming become excessive. Mr. Redinger agreed to do this. Additionally, BCS provided Mr. Redinger with a direct contact name and telephone number within the BCS for future reference.

On April 29, 2010, the BCS followed up with Mr. William E. Lehman, Counsel for Verizon North Inc., and requested he provide a copy of the service order(s) that detailed the inspection and corrective action taken by the company. The BCS received the order the same day. BCS completed a review of the order. After discussion with Commission technical staff, the Bureau believes Verizon North satisfied the requirements outlined in the ordering paragraph number 3 of the above referenced docket.

Please place this interoffice memorandum in the record and attach it to the case. The attachments accompanying this memorandum should be placed in the confidential case file. Thank You.

Attachment