

RECEIVED

AUG 5 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

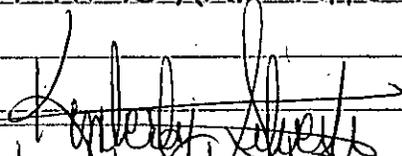
July 28, 2010

Rosemary Chiavetta
PENNSYLVANIA Public Utility Commission
400 North Street 2nd Floor
HARRISBURGH PA 17120

Formal Complaint C 2010 2179782
PECO → C 2179782
Account # → 15734-01206

Ms Chiavetta
Please REVIEW enclosed letter. As you
CAN see I HAVE REQUESTED PECO to come out
a second time to INSPECT OUR WIRING. I
ACTUALLY requested this three months ago
AND HAVE heard NOTHING. We need to set up
a payment arrangement - BUT SINCE this identity
theft IS MASSIVE IN size, everything we have
had INVESTIGATED SO FAR HAS SHOWN UP CONFIRMED
fraud, according to the Federal Trade Comm
this needs to be EXAMINED before we go
further.

YOUR TIME AND EFFORTS ARE GREATLY APPRECIATED.


KIMBERLY SILVESTRI


MICHAEL SILVESTRI

July 28, 2010

KIM HAFNER
400 NORTH STREET 2ND FLOOR
PENNSYLVANIA PUBLIC UTILITY COMMISSION
OFFICE OF ADMINISTRATIVE LAW JUDGE
P.O. Box 3265
HARRISBURGH PA. 17105-3265

RE: FORMAL COMPLAINT FOR VERIZON
C-2010-2174497
KIMBERLY AND MICHAEL SILVESTRI

DEAR MS HAFNER

VERIZON HAS BEEN ACTING IN TOTAL BAD FAITH, WHY THEY NEED NEEDING THE EXTENSIONS THEY DO, I DO NOT KNOW, BUT THIS MATTER HAS BECOME VERY SERIOUS TO US. THE FBI HAS WARNED US NOT TO USE THE HOME PHONE # (215) 551-1149, EVERY TIME IT IS USED, THE PERPS GET A HEADS UP ON WHATS GOING AND THIS HAS LED TO THEM CLAIMING AND GETTING MY UNEMPLOYMENT COMPENSATION. VERIZON IS DEALING WITH US IN VERY BAD FAITH, THEY HAVE TAKEN ALL THE FEATURES OFF THE PHONE AND ARE GETTING READY TO SUSPEND LINE.

WE HAVE MADE OVER 25 CALLS TO THE VERIZON EXECUTIVES, JUST LAST WEEK, I LEFT A VERY DETAILED MESSAGE TO PAUL GILINSKI — OUTLINING EVERYTHING AND MISS HAFNER, WITH WHAT VERIZON OWES BACK IN MONEY, MY HUSBAND AND I ARE SO BROKE BECAUSE OF THIS, CAN'T WE SETTLE BEFORE WE PAY THEM?

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DURING THE WHOLE YEAR THIS PHONE HAS BEEN COMPROMISED WE WERE NOT ABLE TO USE CALL WAITING, THE DIRECTORY ASSISTANCE CALLS, LONG DISTANCE AND TO BE QUITE HONEST THE LAST 6 MONTHS WE HAVE HAD SERVICE, WE COULDN'T USE THE PHONE, I WOULD LIKE CREDITS FOR THEM AS WELL

THEY HAVE TURNED OFF ALL OUR FEATURES, AND I WOULD REALLY LIKE TO GET CALLER ID, BUT BACK ON, I DON'T ANSWER THE PHONE WHEN NO ID THEY ARE ALL DOGS CALLS, BUT I HAVE A GRANDDAUGHTER ON THE WAY, AND I WANT TO BE ABLE TO SEE WHEN MY DAUGHTER IS CALLING.

— ALSO, VERIZON HAS STATED TIME AND AGAIN, THAT NO VOICE MAIL HAS BEEN SET, AND THAT COULDN'T BE FURTHER THAN THE TRUTH, TWO WEEKS AGO, THE NEW VOICE MAIL SIGN CAME UP ON THE PHONE, IT STAYED THERE FOR 2 DAYS I BELIEVE THEY CAN ALSO HEAR THROUGH THE PHONE, AS SOON AS I WAS SHOWING THIS TO MY HUSBAND, IT WENT AND DISAPPEARED FROM THE PHONE, MY HUSBAND AND I BOTH HAVE LEFT MESSAGES WITH ALL THE EXECUTIVES STATING THEY NEED TO GET OUT TO THE HOUSE, CHECK THE LINES AND NOW BASICALLY DO ANYTHING THEY HAVE TO DO TO GET THESE LINES CLEAN — CHANGE OUR ACCOUNT NUMBER, ISSUE A NEW PHONE NUMBER, ANYTHING... THE ONLY THING THAT VERIZON HAS DONE, IS THEY HAVE CONTINUED TO CALL MY HOME, ON MY HOME PHONE NUMBER (215) 551-1149, WHEN THEY WERE TOLD NOT TO CALL THE HOUSE, BUT THEY STILL CONTINUE TO CALL.

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Mrs. Hatcher, I am imploring someone to please help now with the situation, I have been calling and pleading with Verizon to do something. We are spending hundreds of dollars, going to pay phones and making these phone calls and paying a Verizon phone bill. Now with all these proceedings, Verizon has now cut the features, call waiting, call forwarding, caller ID, at the most dangerous of times ——— when I am needing proof of these dangerous phone calls, that I cannot get any, I don't know how it is being done it is, and with the home phone being compromised, it has now led to whom-ever this is, to the theft of my unemployment compensation. I never lost the card, the card is in my possession, it was compromised either because I would apply online for my benefits or dial on the home number to check my balances. Either way, I believe that with the theft of the unemployment compensation, when I dispute these new charges, and I will be disputing these charges, just like the first set were disputed, that they have clear views on camera from the ATM withdrawals. I plan to prosecute to the fullest extent of the law.

I am sending a copy of this letter to Attorney General Tom Corbett. He has been getting copies and sending everything to him for help, but the proof is basically in

black and white AND there is NO MORE MONEY
TO THROW OUT OF MY POCKETS, MY POCKETS
ARE NOW EMPTY. WE HAVE PAID BILL UPON BILL
UPON BILL. THE DIRECTORY ASSISTANCE CHARGES
ARE SO GREAT, THAT THEY ALONE WOULD PAY
FOR 3 MONTHS OF MY BILLS. I NEED TO HAVE
THIS RESOLVED, AS IT CANNOT CONTINUE ON THIS
WAY.

YOUR TIME AND HELP IS GREATLY APPRECIATED
IN THIS SITUATION.

~~Kimberly Silvestri~~
Kimberly Silvestri

~~Michael A. Silvestri~~
Michael A. Silvestri

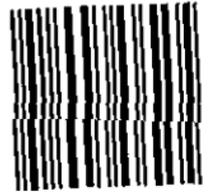
Photocopy: Matthew Hanna, Esquire
Detective CRAIG

Verizon
1717 Arch Street 17th Floor
Philadelphia PA. 19103

Attorney General
Tom Corbett
300 North Street 2nd Floor
Phila, PA. 19107

Silvestri
837 Jackson St
Phila, PA. 19148

RETURN RECEIPT
REQUESTED



1000

17120

U.S. POSTAGE
PAID
PHILADELPHIA, PA.
19147
AUG 05, 10
AMOUNT
\$5.71
00059382-08

ROSEMARY CHIAVETTA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
100 NORTH STREET 2ND FLOOR
HARRISBURGH PA. 17120

6626 9742 1000 0901 0102



CERTIFIED MAIL RETURN RECEIPT REQUESTED

CERTIFIED MAIL
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE