

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street- Filing Room (2 North)  
P.O. Box 3265  
Harrisburg, PA 17105-3265

12/16/2010

RECEIVED  
2011 FEB 22 AM 10:34  
PA P.U.C.  
SECRETARY'S BUREAU

Re: Michael Moffa v Verizon Pennsylvania Inc.  
Docket No. C-2010-2212745

Dear Secretary Chiavetta:

I am contacting you to tell you NOT TO WITH DRAWL the formal complaint as directed by Verizon's Attorney Suzan DeBusk Paiva. I have been trying to settle this issue with Verizon for a year before ending my service with them. As a customer I was told they could fix this many times, and they never could. I was treated rudely and got into several heated arguments with customer service representatives. I was finally told from (1) lady that if I did not like the service I should just leave? I have done just that.

I thought once I left Verizon I would never have to deal with them again. I was wrong. I was disputing \$40.67 in late fees. Now 6 Months later I am still fighting with them. That was my reason for my formal complaint. I paid my last bill which is in advance. (Less the \$40.67 in disputed late fees.) I assumed they would take the fees anyway and not return any money back to me. They continued to send me 3 rebate checks for overpayment. (For approximately \$41.00 & \$42.00 & \$46.00) All the time they kept harassing me for \$40.67. I kept telling them it was paid and they keep sending me overpayment checks. We have spent at least 100 hours dealing with problem of \$40.67. Then I started receiving letters from collection agencies. I always returned their calls and letters the way I was instructed. Only to be confronted with another agency weeks later. When we would call Verizon not even their own people could explain the issue to us?

They must be trained to be arrogant and argue. They would argue Verizon's point but when you asked them a technical question no one could answer it because they could not see anything in their computer. I have been receiving constant collection letters. (From at least 6-10 collection agencies.) I have been the recipient of constant harassment on the phone by collection agencies. I have written letters to them explaining the problem. They would then drop it only to be replaced with another agency. Then Verizon tacked on another \$100.00 just because they wanted too, or thought they deserved it.

My credit has been affected. I even had a problem when I tried to replace them as my Wireless service. T-Mobile would not extend me credit because of Verizon placing this on my credit report. I was spending \$600.00 a month with them. And they keep hounding me for the \$40.67 that I am disputing. I had a nice respectful conversation with Donna Mc Tague and she apologized and said she would correct the problem. Now I receive a letter from Ms. Paiva saying it is resolved and if I do not respond within 10 days it will be dropped. I have no evidence that anything was corrected. I thought I would call her. No telephone numbers are listed on her letter. A Facsimile is listed but after 10 attempts I gave up. They are still the arrogant company I thought they were. Now I decided to take it up with an attorney. I now am looking for a settlement from Verizon for all my time and aggravation? So please leave this open until further notice.

This brings me to a second issue. Verizon has been calling me, since I dropped their Internet and Phone service in September of 2009. I have repeatedly told them I would never be coming back to Verizon and to take me off their marketing list. Till this day they keep calling me to sign up with them. When I tell them to take me off their list I hear them say: "Sir we are a Big Company and even if we take you off our list you might still be called from one of our other marketing firms around the country" This is in direct Violation of the DO NOT CALL rules and regulations. They have been calling my answering service sometimes 5-10 times a day? This is my business number each time it costs me \$1.00 for them to answer the call. Even if the caller hangs ups? It gets documented in the system as a dropped caller, and I still get charged.

Please note these people are total useless idiots! THEY CALLED ME AND TOLD ME ONCE AGAIN THAT THIS WAS SETTLED BUT OFFERED NO EVIDENCE THAT WAS TRULY THE CASE. The attorney sent the same letter. I called my contact like I was told to do in case of a problem, and she did not answer or return my phone calls. I asked them to send me proof of this being cleared up? They offered no proof nor have they run a credit check to see if it was truly removed? I do not want this withdrawn or removed until I have assurances that they did what they said they would do?

Thanks in Advance,



Michael J Moffa  
267-474-9478 cell

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Michael J Moffa  
1877 School Road  
Hatfield, Pa. 19440

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