

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Mark Mazza

v.

Verizon Pennsylvania Inc.

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C-2010-2174062

**SECOND PREHEARING ORDER**

On April 28, 2010, Mark Mazza (Complainant) filed a formal Complaint against Verizon Pennsylvania Inc. (Verizon or Respondent) alleging that he received insufficient notification of termination of service and requested that Verizon be ordered to provide reasonable payment agreement or arrangement. He requested that Verizon be ordered to not terminate phone and other broadband services including internet and television.

On May 24, 2010, a letter was issued advising Verizon that its request for an extension of time in which to file an answer has been granted, and the due date was set for June 8, 2010. Verizon filed its Answer on June 8, 2010, and the matter was directed to the OALJ Mediation Unit for evaluation. A report was submitted on November 16, 2010.

On December 15, 2010, a Telephonic Hearing Notice was issued which set the evidentiary hearing for January 20, 2011. A Prehearing Order was issued on December 15, 2010, which set forth some of the requirements for a formal hearing before the Commission.

On January 10, 2011, I received a letter from Complainant which sought a continuance, citing his desire to engage affordable legal counsel.

I contacted counsel for Verizon, Suzan Paiva, Esq., who referred me to Steven Haas, Esq., as having been retained to represent Verizon in this matter.

By Cancellation Notice issued January 13, 2011, the scheduled hearing was canceled, and the parties were directed to provide a date that both could attend.

E-mail inquiries to Mr. Haas revealed that on February 11, 2011, the parties had agreed to settlement terms but that the paperwork had not been finalized. On February 21, 2011, Mr. Haas reported that Complainant had not returned settlement documents nor did he respond to messages informing him that his failure to respond would result in Mr. Haas telling me that he had been unable to contact Complainant to agree upon a date for the hearing.

Complainant has not informed this office that he does not wish to pursue his Complaint, nor has he provided preferred dates for an evidentiary hearing. Therefore, due process requires that he be afforded an opportunity to present his case, and a hearing shall be scheduled.


Complainant is warned that there will be no continuance granted, and the hearing will be held as scheduled. If a certificate of satisfaction is not filed prior to the time of the hearing, Complainant is directed to appear or the Complaint will be dismissed. The parties are directed to follow the directions in the Prehearing Order issued December 15, 2010.

THEREFORE,

IT IS ORDERED:

1. That the case captioned *Mark Mazza v. Verizon Pennsylvania Inc.*, at Docket No. C-2010-2174062, be scheduled for hearing.
2. That the case is scheduled for a telephonic evidentiary hearing on March 31, 2011 at 10:00 am. and failure to attend will result in dismissal of the case.

Dated: February 23, 2011

  
Susan D. Colwell  
Administrative Law Judge