

October 11, 2011

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

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2011 OCT 12 AM 9:47
P.A.P.U.C.
SECRETARY'S BUREAU

Re: Joanne Yurchak v. Verizon Pennsylvania Inc.; Docket No. C-2011-2254504

Dear Madame Secretary:

I am not amenable to a mediation of the above-referenced matter. I believe it would be a waste of time, effort and expense. Verizon Pennsylvania Inc. ("Respondent") is unwilling to admit to the faultiness of either its equipment or its accounting practices. I am unwilling to expend any more of my time and money (for postage and copies) on correcting its erroneous bills on pretty much a monthly basis.

Respondent Answer 3: If memory serves, Respondent's provision of telephone services to me did not begin until early 2001. I have **always** had a measured local calling plan (not just since 2008, as Respondent alleges), with an attendant cost, allowance and per call billing for calls above the allowance. I have always paid for such calls which I actually made (which included giving Respondent the benefit of the doubt for one or two calls for which I had no record), as well as for any properly assessed charges. Unfortunately, Respondent has always found a way to add improperly assessed charges. I also have provided Respondent, on a consistent basis, with copies of my "good records as to number and date" of my calls, which Respondent has, apparently, chosen to regard as a fraudulent "claim."

Respondent claims that, on August 30, 2011, an "inspection" of their facilities, etc. was made. I know that their serviceman came to my **current** residence. Respondent, however, failed to provide information as to whether this inspection would also apply to my two former residences. Perhaps we are both wrong; perhaps it is faulty accounting and not faulty equipment. Also, since, from the beginning, I corrected their erroneous bills as they occurred, and paid only the correct amounts owed; and since **the sole impetus behind my complaint was to get this erroneous billing stopped permanently**, I fail to understand why Respondent would think their offering a credit to me would resolve the problem. I do admit, however, that I should be entitled to reimbursement of my costs of postage and copies over the last ten years.

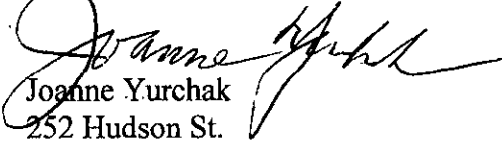
I am in the process of finding another telephone service provider. I respectfully request that you maintain my complaint in Verizon's files, along with any others you have

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received. Even better, you could share it with Mr. Popowsky, who is supposed to be the advocate for consumers with regard to public utilities.

Thank you.

Sincerely,

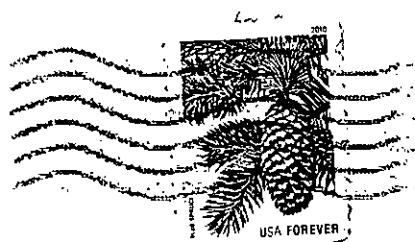

Joanne Yurchak
252 Hudson St.
Jermyn, PA 18433-1417

cc: Ms. Cynthia Lehman, Mediator
Suzan D. Paiva, Esq., Verizon Pennsylvania Inc.

J.C. Yurchak
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