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PA.P.U.C.
SECRETARY'S BUREAU

November 7, 2011

Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Docket No: C-2010-2204479
Neil H. Touchet v Frontier Communications of PA, LLC

Secretary Chiavetta:

I filed the original above captioned complaint on or about October 5, 2010.

Judge Colwell conducted a hearing on July 1, 2011. As a result of that hearing I requested either a continuation of the hearing or a ruling against Frontier. A copy of my letter to Judge Colwell is enclosed for your convenience.

In the intervening period, I have received no written or telephonic communication from the PUC. I find this to be excessive, even for a government entity.

I would appreciate a written reply as to why this matter is taking so long to resolve and an explanation as what action the PUC is taking to resolve this matter.

Absent your assistance, I will seek assistance elsewhere within the Commonwealth.

Sincerely,



Neil H. Touchet

Enclosure: As Stated

COPY
Neil Touchet
525 Paul Avenue
Lewisberry, PA 17339
(717) 938-6790

August 31, 2011

Honorable Susan D. Colwell
Administrative Law Judge
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Docket No: C-2010-2204479
Neil H. Touchet v Frontier Communications of PA, LLC

Dear Judge Colwell:

I am in receipt of a copy of Mr. Katsock's letter to you dated August 29, 2011.

Based upon Mr. Katsock's comments after you left the hearing room on July 1, 2011, it was evident to me that neither he nor Frontier had any intention of attempting to reach a good faith settlement. Therefore, I saw no reason to return Mr. Katsock's telephone call.

I would refer Your Honor to my letter of August 1, 2011 which illustrates several unanswered questions and inconsistencies in the information Frontier furnished to the Court.

Once again, I respectfully request that you continue the hearing so that we may determine the truth about these matters before the Court.

If that is not acceptable, then I would respectfully request you issue your ruling against Frontier.

The fact that this matter has lasted so long is prima facie that Frontier has a total disregard for its customers in the Commonwealth.

Absent a continuation or a ruling (with sanctions) against Frontier, I will not feel that I have been well served by the Pennsylvania Public Utility Commission.

Sincerely,

NS/

Neil H. Touchet

cc: Andrew J. Katsock, III

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