

Larry L. Wolfe

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York, PA 17402
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January 20, 2012

Via First Class Mail

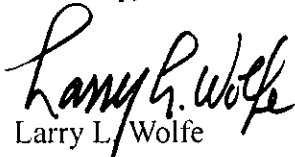
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room
Harrisburg, PA 17120

RE: Larry Wolfe v. Verizon North Inc.; C-2011-2266224
TRANSMITTAL OF EXHIBITS

Dear Ms. Chiavetta:

Enclosed is one copy each of Complainant's Exhibits 1 and 2 for the Presiding Officer in the above-captioned case, and two copies of the exhibits for the reporter. A copy of the exhibits has been served in accordance with the attached Certificate of Service

Sincerely,


Larry L. Wolfe

Enclosures

RECEIVED
2012 JAN 23 AM 10:49
PA P.U.C.
SECRETARY'S BUREAU

OUTAGE/RESTORAL HISTORY

RECEIVED

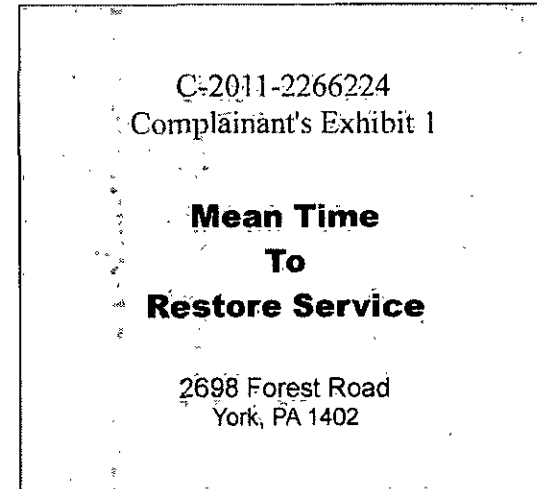
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PA.P.U.C.
SECRETARY'S BUREAU

OUTAGE HISTORY

DURATION

June 1, 2010 (Tuesday)	1654	
June 2, 2010 (Wednesday)	1913	26.3 Hours
June 19, 2010 (Saturday)	1832	
June 20, 2010 (Sunday)	1832	
June 21, 2010 (Monday)	1203	35.5 Hours
October 24, 2010 (Sunday)	1119	
October 25, 2010 (Monday)	1119	
October 26, 2010 (Tuesday)	1119	
October 27, 2010 (Wednesday)	1119	
October 28, 2010 (Thursday)	1119	
October 29, 2010 (Friday)	1119	
October 30, 2010 (Saturday)	1137	144.3 Hours
September 22, 2011 (Thursday)	0940	
September 23, 2011 (Friday)	0940	
September 24, 2011 (Saturday)	0940	
September 25, 2011 (Sunday)	0940	
September 26, 2011 (Monday)	1355	100.25 Hours



306.16 Hours/4 Events = MTRS of 76.5 Hours

Mean Time To Restore Service - The average time taken to Restore a Configuration Item or IT Service after a Failure. MTRS is measured from when the CI or IT Service fails until it is fully Restored and delivering its normal functionality.

One Easy-to-Remember, Nationwide Phone Number Simplifies Verizon's Customer Service

Introduction of 1-800-VERIZON Makes It Easier for Residential Wireline Customers to Do Business With Verizon

News Release ShareThis

February 3, 2009 - NEW YORK - Verizon is now offering consumers a single, convenient toll-free phone number to contact the company, greatly simplifying the process of reaching the correct customer service area.

The new number, 1-800-VERIZON (1-800-837-4966), replaces more than 100 toll-free numbers used in the past by Verizon wireline customers. It creates a quick, more efficient way for Verizon wireline telephone, high-speed Internet, and FiOS Internet and TV customers from coast to coast to speak to service representatives who can answer billing questions, process orders for new services and repair requests, and provide technical support.

The new number was introduced market by market across the country over the last few months. Already, more than 40 percent of all calls to Verizon from residential wireline customers are made via 1-800-VERIZON. Other Verizon services will be added to the number in the future, and the other toll-free customer-service numbers will be gradually phased out.

"Instead of asking customers to figure out which number to call for what, one number is now all they'll need," said John Comisky, vice president of operations at Verizon. "It makes life much easier for our customers."

IT Innovation Enables Customers to Get Assistance Faster

After dialing 1-800-VERIZON, customers first hear an automated "greeter" that recognizes either word commands or number prompts to obtain a particular area of assistance, automatically routing the call by geographic region and function.

Once a customer's specific need is identified, the call is directed to the proper service representative, regardless of whether the call originated from a landline or wireless phone. Early results from customers using the one-number contact show a significant, and growing, increase in calls going to the right place the first time. The simpler process is helping customer communications while making more efficient use of service representatives' time.

"We implemented leading-edge technology to create a seamless process that our customers grasp intuitively," said Kamil Hajji, Verizon IT director and lead architect of contact center technology.

Verizon Communications Inc. (NYSE:VZ), headquartered in New York, is a leader in delivering broadband and other wireline and wireless communication innovations to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving more than 80 million customers nationwide. Verizon's Wireline operations include Verizon Business, which delivers innovative and seamless business solutions to customers around the world, and Verizon Telecom, which brings customers the benefits of converged communications, information and entertainment services over the nation's most advanced fiber-optic network. A Dow 30 company, Verizon employs a diverse workforce of nearly 224,000 and last year generated consolidated operating revenues of more than \$97 billion. For more information, visit www.verizon.com.

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Media Contact:

Bob Elek, 813-483-2541

Bill Kuta, APR, 972-718-6924

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C-2011-2266224
Complainant's Exhibit 2

**One Number
Servicing
POTS, INTERNET & FIOS
Customers**

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing documents upon the party, listed below, in accordance the the requirements of 52 Pa Code § 1.54 (relating to service by a party).

Service Via First Class Mail:

William E. Lehman, Esq.
Hawke McKeon & Sniscak LLP
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105-1778


Larry L. Wolfe

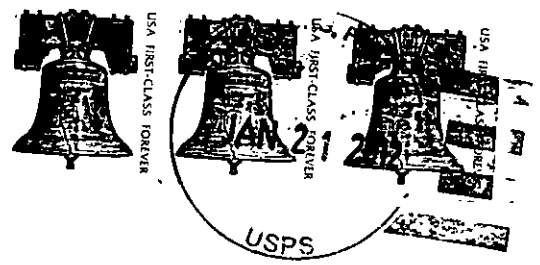
Dated this 27th day of January 2012

RECEIVED
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PA. JUD.
SECRETARY'S BUREAU

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