

**ZURAWSKY & ASSOCIATES**  
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June 12, 2012

Rosemary Chiavetta  
Secretary  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Lawrence Zurawsky  
vs.  
Verizon Pennsylvania, Inc.  
Docket Number: C-2012-2305085

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PA P.U.C.  
SECRETARY'S BUREAU

Dear Secretary Chiavetta:

Please send a copy of this letter to the appropriate Administrative Law Judge.

This letter is in response to your June 6, 2012 letter to Assistant General Counsel Suzan D. Paiva at Verizon.

The problem with our telephone service has not been resolved.

At 4:39 a.m. on Monday, June 11, 2012, the code signal again sounded in our residence and awakened my wife and me.

On or about Thursday, June 7, 2012, a Verizon technician visited our residence. He found no problem with the telecommunications wiring or other circumstances in our residence.

While the Verizon technician was in our residence, I conducted a joint telephone conference with the Verizon technician and a representative of Guardian Security Company, who serves our residence. Guardian, for the fourth time, assured us that their system could not be transmitting the code signal that we are receiving. The Guardian alarm signal is not transmitted over the Verizon telephone line and, in fact, is transmitted from our residence to the Guardian facility.

Again we suggested to the Verizon technician that the Verizon automated computer system be corrected to prevent automatic restoration to our residence telephone of the periodic system checking signal. The last four and one-half years, every time we make that suggestion to a Verizon representative, we receive no effective response. In the past we have been informed by Verizon personnel that, although the line checking code had been removed from our system, it was subsequently automatically restored by the Verizon system.

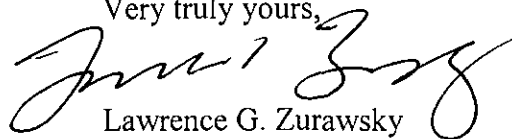
That is the problem which Verizon has never addressed, and apparently, refuses to address.

Please acknowledge receipt of this letter and your submission of a copy to the appropriate Administrative Law Judge.

A copy of this letter has been sent to Attorney Paiva so that the matters in this letter can be addressed prior to the June 21, 2012, continuance date, when we shall expect to receive Verizon's written Answer to our Complaint.

Thank you for your assistance.

Very truly yours,



Lawrence G. Zurawsky  
Complainant

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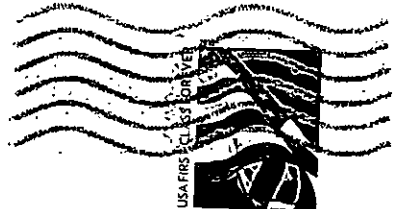
cc: Suzan D. Paiva  
Assistant General Counsel  
Verizon Pennsylvania, Inc.  
1717 Arch Street, Floor 3 SE  
Philadelphia, PA 19103

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