

416 Commonwealth Avenue
West Mifflin, Pennsylvania 15122

August 17, 2012

Socket no. C-2012-2355483

① Assistant General Counsel

Suzan D. Pavia
Philadelphia, Pa. 19103
and

② Ms. Nancy Basher

Verizon
Philadelphia, Pa. 19103

and ③ PUC Commission
Harrisburg, Pa.

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AUG 20 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Ladies:

I regret to inform you that I am not entirely satisfied with my original complaint filed with PUC against Verizon Phone company.

Therefore, please accept this objection ^{to} the filing of your certificate of satisfaction, all because of experiencing services with the company answering, system and personnel.

Since Ms. Basher is off today, Friday, and the response to her basic writ certificate letter, if this objection is not received within 10 days, the formal Complaint will be withdrawn. I don't want this to happen.

Most assuredly I thank her with heartfelt thanks for her professionalism, courtesy, and ready attention to my account and adding a password. I am truly indebted to her for her utmost cooperation.

The complaint still has not entirely resolved because of the many inept competencies of the operators: redness, quick to get off the phone, refusal to tell me what state of them was in, length of time to wait (10-11 minutes) with no answer, the litany of options, which make me forget why I'm calling. I would like to have discussed this throughout till next for your call next week. Somehow this will be mutually neutralized. My apologies to you and counsel for this stoppage.

Respectfully

Sincerely,

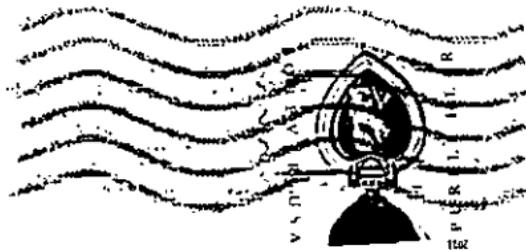
Raymond Cohen.

incl

414 Commonwealth Ave
West Mifflin Pa

PITTSBURGH PA 150

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PA P.U.C.
SECRETARY'S BUREAU

Secretary
Pennsylvania Public Utility Commission
P.O. Box 3268
Harrisburg, Pa.

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