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September 17, 2012

VIA HAND DELIVERY

Pennsylvania P.U.C.

Bureau of Consumer Services
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

SEP 17 2012

Consumer Services
CAC Division

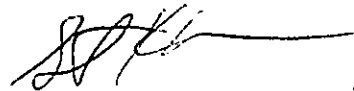
RE: Gary Gaskins v. Verizon Pennsylvania Inc.; Docket No. C-2010-2195549;
Billing Statement and Report on Facilities Inspection

Dear Bureau of Consumer Services:

Enclosed, as directed by the Commission in its Tentative Opinion and Order in this proceeding, entered July 11, 2012, are the following documents from Verizon Pennsylvania Inc. ("Verizon PA"): (1) a detailed billing statement for the Complainant's Verizon PA account for the time period from June 2009 to March 2011. This detailed billing statement was included in the Comments filed by Verizon PA on July 31, 2012. A copy of this billing statement was sent to the Complainant on July 31, 2012; and (2) a report describing an inspection that was performed by Verizon PA on its facilities through which telephone service to the Complainant is provided. This inspection included all facilities from and including the Central Office up to the Network Interface Device at Mr. Gaskins' residence. The report also includes the results of an inspection performed by Verizon PA on facilities and equipment located inside of Mr. Gaskins' residence. This inside inspection was performed at no charge to Mr. Gaskins.

Thank you for your attention to this matter. Feel free to contact me with any questions you may have.

Very truly yours,



Steven K. Haas
Counsel to Verizon Pennsylvania, Inc.

PA P.U.C.
SECRETARY'S BUREAU

2012 SEP 17 PM 3:06

RECEIVED

SKH/san
Enclosures
cc: Gary Gaskins

RECEIVED

2012 SEP 17 PM 3:06

PA P.U.C.
SECRETARY'S BUREAU

Gary L. Gaskins
(215) 468-2157
Account Established June 24, 2009

**Monthly Billing Itemization
June 2009 - March 2011**

Background and Summary Sheet

1. **Initiation of Service:** The Complainant's account that is at issue here (number 215-468-2157) was established with Verizon PA on June 24, 2009. Accordingly, his first bill for this service was dated July 7, 2009. This bill contained prorated charges for the period of time from June 25, 2009 to July 6, 2009, as well as normal advance billing for the time period of July 7, 2009 to August 6, 2009.
2. **Basic service charges:** The calling plan to which Mr. Gaskins subscribes is the Flat Rate Unlimited Service plan. The fixed monthly fee for this plan, exclusive of applicable taxes, surcharges, fees and any additional charges for the use of services not included in the plan, is \$8.87.
3. **Lifeline Credits:** The Complainant received the Lifeline 135 credit on every bill during this time period. He did not receive the Lifeline 100 credit during this time period. The *Lifeline 135 credits are shown on the attached itemized bills.* This was the Lifeline plan he was eligible for when he initiated service in June of 2009. (Transcript, pp. 24-26).

The total amount of Lifeline credits received by Mr. Gaskins on his July 7, 2009 through March 7, 2011 bills is \$162.81.

4. **Taxes, surcharges and fees:** The monthly taxes, surcharges and fees applicable to Mr. Gaskins' basic service, excluding any additional charges for the use of services not included in his calling plan, include: (1) Dial Tone Line Charge; (2) Federal Subscriber Line Charge; (3) Federal Excise Tax; (4) PA Gross Receipts Tax; (5) Pa Relay Surcharge; and (6) E911 Fee. Charges for the use of services not include in his calling plan, such as calls to Directory Assistance, pay-per-use services such as Call Trace, or calls beyond his free calling area, would be extra.
5. **Total monthly charge:** The total monthly charge for Mr. Gaskins' basic calling plan, including applicable taxes, surcharges and fees, at the time he initiated service in June of 2009, was approximately \$16.40. (Transcript, p. 19). This did not include the fee or associated taxes for the wire maintenance plan. The rate for the wire maintenance plan during the months Mr. Gaskins received the service was \$6.99 plus tax (on page 21 of the transcript, the rate is identified as \$5.99. The \$22.05 amount ordered by the Commission was calculated using the \$5.99 figure). The actual total monthly charge for Mr. Gaskins' basic calling plan, including applicable taxes, surcharges and fees, and including the fee

and taxes for the wire maintenance plan during the months he received the service, averaged approximately \$23.70.

The figures shown on the attached bills are consistent with the figures provided in Verizon PA Exhibit No. 2, with the exception of the current charge figure of \$15.85 shown on Exhibit No. 2 for the January 7, 2010 bill. The correct amount, as reflected on the attached bill for January 7, 2010, is \$16.00.

Verizon has identified on the attached bills for the time period Mr. Gaskins had the wire maintenance plan (June 24, 2009 through December 29, 2009), the difference, if any, between the actual charges billed for basic service and wire maintenance and the \$22.05 figure ordered by the Commission. As indicated on the attached statements for July 7, 2009 through December 7, 2009, the total credit due is \$10.12. This credit has been applied to Mr. Gaskins' account.

6. **Total charges billed/total payments received:** The total amount billed to Mr. Gaskins on his July 7, 2009 through March 7, 2011 bills was \$520.95. This included all charges associated with basic service and wire maintenance discussed above, as well as additional charges, with related taxes and fees, for the use of services or calls that were not included in his basic calling plan. Any such additional charges and fees are identified on the attached bills. As noted above, services and calls for which additional charges were incurred include calls beyond his free calling area, use of pay-per-use services such as Call Trace and Directory Assistance, and late payment fees applied to past due balances.

The total of all the payments received from Mr. Gaskins, as reflected on his July 7, 2009 through March 7, 2011 bills, was \$294.86. The difference between total charges billed and total amount of payments received is \$226.09.

Verizon PA notes that if Mr. Gaskins had only been billed \$22.05 for each of the 21 months at issue here (July 2009 through March 2011), excluding all other additional charges and associated taxes and fees, the total amount he would have been billed is \$463.05. Accordingly, the total amount of the payments he actually made (\$226.09) was still \$168.19 less than the \$463.05 total.

7. **Courtesy Credits:** As noted on page 10 of the Initial Decision, Verizon PA issued two courtesy credits to Mr. Gaskins on March 7, 2011. The first credit was in the amount of \$79.47. This credit was applied to Mr. Gaskins' live account and completely cleared the past due balance that was on the account at that time. The second credit was in the amount of \$105.22. This credit was applied to his non-basic final bill and completely cleared the balance on the final bill account at that time.

Verizon PA's witness at the hearing explained that the credits were applied in order to clear his accounts, so he could start with a "clean slate." The credits, which were for a great deal more than the difference between \$22.05 per month for basic, wire maintenance and all associated taxes, surcharges and fees and the actual amounts Mr. Gaskins was billed for those services, were intended to clear his accounts and allow him

to start from zero, in the event there was, in fact, legitimate confusion over the actual costs for basic service and wire maintenance. As Verizon PA's witness explained, the correct charges were fully explained to him at that point, so he was aware of the correct charges going forward. (Transcript, p. 19).

8. **Communication with Mr. Gaskins:** Copies of the attached billing statements and this summary have been sent to Mr. Gaskins for his review. In addition, a Verizon representative will contact him in the near future and offer to review the statements with him and to answer any other billing questions or concerns he may have. Verizon will also offer to discuss with him any concerns or questions he may have about the company's various calling plans and services, as well as the fees, taxes and surcharges associated with those services.

July 7, 2009 Bill (due 8/3/09)

I. Total of current charges: \$32.65

II. Breakdown of basic charges

A. Monthly calling plan (7/7/09 – 8/6/09)

| | |
|--|---------------|
| 1. Flat Rate Unlimited Service | \$8.87 |
| 2. Lifeline 135 credit | (\$7.64) |
| 3. Dial Tone Line Charge | \$7.19 |
| 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| TOTAL: | \$14.31 |

A. Monthly calling plan (prorated 6/25/09 – 7/6/09)

| | |
|--|---------------|
| 1. Flat Rate Unlimited Service | \$3.55 |
| 2. Lifeline 135 credit | (\$3.06) |
| 3. Dial Tone Line Charge | \$2.88 |
| 4. <u>Federal Subscriber Line Charge</u> | <u>\$2.36</u> |
| TOTAL PRORATED CHARGES: | \$5.73 |

B. Taxes and surcharges

| | |
|--------------------------|---------------|
| 1. Federal Excise Tax | \$0.62 |
| 2. PA Gross Receipts Tax | \$0.43 |
| 3. PA Relay Surcharge | \$0.08 |
| 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| TOTAL: | \$2.13 |

TOTAL OF BASIC CHARGES: \$22.17

III. Breakdown of non-basic charges

| | |
|--|---------------|
| A. Inside Wire Maintenance Plan (7/7/09 – 8/6/09) | \$6.99 |
| <u>Inside Wire Maintenance Plan (6/25/09 – 7/6/09)</u> | <u>\$2.80</u> |
| TOTAL: | \$9.79 |

B. Taxes and surcharges

| | |
|---------------------|---------------|
| 1. State Sales Tax | \$0.59 |
| 2. <u>Local Tax</u> | <u>\$0.10</u> |
| TOTAL: | \$0.69 |

TOTAL OF NON-BASIC CHARGES: \$10.48

GRAND TOTAL OF CURRENT CHARGES \$32.65

PAYMENTS RECEIVED 0

GRAND TOTAL DUE 32.65

Total due, at \$22.05/month, for basic and wire maintenance (total 43 days): \$30.57

Actual amount billed for the 43 days included on this bill: \$32.65

Amount of credit due: \$2.08

August 7, 2009 Bill (due 9/2/09)

| | | |
|------|---|---------------|
| I. | Total of current charges: | \$23.78 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (8/7/09 – 9/6/09) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.19 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>5.89</u> |
| | TOTAL: | \$14.31 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.44 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL: | \$1.82 |
| | C. Miscellaneous charges | |
| | 1. <u>Late payment fee</u> | <u>\$0.03</u> |
| | TOTAL: | \$0.03 |
| | TOTAL OF BASIC CHARGES: | \$16.16 |
| III. | Breakdown of non-basic charges | |
| | A. Inside Wire Maintenance Plan | \$6.99 |
| | B. Taxes and surcharges | |
| | 1. State sales tax | \$0.43 |
| | 2. <u>Local tax</u> | <u>\$0.07</u> |
| | TOTAL: | \$0.50 |
| | C. Miscellaneous charges | |
| | 1. Late payment fee | \$0.13 |
| | TOTAL OF NON-BASIC CHARGES: | \$7.62 |
| | GRAND TOTAL OF CURRENT CHARGES | \$23.78 |
| | PAYMENTS RECEIVED 8/4/09 | \$20.00 |
| | PAST DUE BALANCE | \$12.65 |
| | GRAND TOTAL DUE | \$36.43 |

| | |
|---|----------------|
| Total due, at \$22.05/month, for basic and wire maintenance: | \$22.05 |
| Actual amount billed: | \$23.62 |
| Amount of credit due: | \$1.57 |

September 7, 2009 Bill (due 10/5/09)

| | | |
|------|--|---------------|
| I. | Total of current charges | \$28.84 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.19 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL: | \$14.31 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.49 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL: | \$1.87 |
| | C. Miscellaneous Charges | |
| | 1. Late payment fee | \$0.23 |
| | 2. <u>Directory Assistance calls (1)</u> | <u>\$1.50</u> |
| | TOTAL: | \$1.73 |
| | TOTAL OF BASIC CHARGES: | \$17.91 |
| III. | Breakdown of non-basic charges | |
| | A. Inside Wire Maintenance | \$6.99 |
| | B. Taxes and surcharges | |
| | 1. State sales tax | \$0.62 |
| | 2. <u>Local tax</u> | <u>\$0.10</u> |
| | TOTAL: | \$0.72 |
| | C. Miscellaneous charges | |
| | 1. Pay-per-use service: Call Trace (1) | \$3.00 |
| | 2. <u>Late payment fee</u> | <u>\$0.22</u> |
| | TOTAL: | \$3.22 |
| | TOTAL OF NON-BASIC CHARGES: | \$10.93 |
| | GRAND TOTAL OF CURRENT CHARGES | \$28.84 |
| | PAYMENTS RECEIVED | 0 |
| | PAST DUE BALANCE | \$36.43 |
| | GRAND TOTAL DUE | \$65.27 |

| | |
|---|----------------|
| Total due, at \$22.05/month, for basic and wire maintenance: | \$22.05 |
| Actual amount billed: | \$23.67 |
| Amount of credit due: | \$1.62 |

October 7, 2009 Bill (due 11/3/09)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$30.18 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (10/7/09 – 11/6/09) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.19 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.31 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.44 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.82 |
| | TOTAL OF BASIC CHARGES | \$16.13 |
| III. | Breakdown of non-basic charges | |
| | A. Inside Wire Maintenance | \$6.99 |
| | B. Taxes and surcharges | |
| | 1. State sales tax | \$0.79 |
| | 2. <u>Local tax</u> | <u>\$0.13</u> |
| | TOTAL | \$0.92 |
| | C. Miscellaneous charges | |
| | 1. Late payment fee | \$0.14 |
| | 2. <u>Pay-per-use service: Call Trace (2)</u> | <u>\$6.00</u> |
| | TOTAL | \$6.14 |
| | TOTAL OF NON-BASIC CHARGES | \$14.05 |
| | GRAND TOTAL OF CURRENT CHARGES | \$30.18 |
| | PAYMENTS RECEIVED 9/16/09 | \$25.00 |
| | PAST DUE BALANCE | \$40.27 |
| | GRAND TOTAL DUE | \$70.45 |

| | |
|---|----------------|
| Total due, at \$22.05/month, for basic and wire maintenance: | \$22.05 |
| Actual amount billed: | \$23.62 |
| Amount of credit due: | \$1.57 |

November 7, 2009 Bill (due 12/7/09)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$83.62 |
| II. | Breakdown of basic charges | |
| A. | Monthly calling plan (11/7/09 – 12/16/09) | |
| 1. | Flat Rate Unlimited Service | \$8.87 |
| 2. | Lifeline 135 credit | (\$7.64) |
| 3. | Dial Tone Line Charge | \$7.19 |
| 4. | <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.31 |
| B. | Taxes and surcharges | |
| 1. | Federal Excise Tax | \$0.58 |
| 2. | PA Gross Receipts Tax | \$0.30 |
| 3. | PA Relay Surcharge | \$0.08 |
| 4. | <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.96 |
| C. | Miscellaneous charges | |
| 1. | Late payment fee | \$0.20 |
| 2. | <u>Directory Assistance calls (3)</u> | <u>\$4.50</u> |
| | TOTAL | \$4.70 |
| | TOTAL OF BASIC CHARGES | \$20.97 |
| III. | Breakdown of non-basic charges | |
| A. | Inside Wire Maintenance | \$6.99 |
| B. | Taxes and surcharges | |
| 1. | State sales tax | \$3.51 |
| 2. | <u>Local tax</u> | <u>\$0.58</u> |
| | TOTAL | \$4.09 |
| C. | Miscellaneous charges | |
| 1. | Late payment fee | \$0.42 |
| 2. | Pay-per-use service: Call Trace (17) | \$51.00 |
| 3. | <u>Long distance call</u> | <u>\$0.15</u> |
| | TOTAL | \$51.57 |
| | TOTAL OF NON-BASIC CHARGES | 62.65 |
| | GRAND TOTAL OF CURRENT CHARGES | \$83.62 |
| | PAYMENTS RECEIVED 11/6/09 | \$20.00 |
| | PAST DUE BALANCE | \$50.45 |
| | GRAND TOTAL DUE | \$134.07 |

November 7, 2009 Bill, con't.

| | |
|---|----------------|
| Total due, at \$22.05/month, for basic and wire maintenance: | \$22.05 |
| Actual amount billed: | \$23.76 |
| Amount of credit due: | \$1.71 |

December 7, 2009 Bill (due 1/4/10)

| | | |
|------|---|----------------|
| I. | Total of current charges | \$49.74 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (12/7/09 – 1/6/10) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.19 |
| | 4. <u>Federal Line Subscriber Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.31 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.44 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.82 |
| | TOTAL OF BASIC CHARGES | \$16.13 |
| III. | Breakdown of non-basic charges | |
| | A. Inside Wire Maintenance | \$6.99 |
| | B. Taxes and surcharges | |
| | 1. State sales tax | \$1.89 |
| | 2. <u>Local tax</u> | <u>\$0.31</u> |
| | TOTAL | \$2.20 |
| | C. Miscellaneous charges | |
| | 1. Late payment fee | \$0.42 |
| | 2. <u>Pay-per-use service: Call Trace (8)</u> | <u>\$24.00</u> |
| | TOTAL | \$24.42 |
| | TOTAL OF NON-BASIC CHARGES | \$33.61 |
| | GRAND TOTAL OF CURRENT CHARGES | \$49.74 |
| | PAYMENTS RECEIVED 12/7/09 | \$25.00 |
| | PAST DUE BALANCE | \$109.07 |
| | GRAND TOTAL DUE | \$158.81 |

| | |
|---|----------------|
| Total due, at \$22.05/month, for basic and wire maintenance: | \$22.05 |
| Actual amount billed: | \$23.62 |
| Amount of credit due: | \$1.57 |

January 7, 2010 Bill (due 2/3/10)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$16.00 |
| II. | Breakdown of basic charges | |
| A. | Monthly calling plan (1/7/10 – 2/6/10) | |
| 1. | Flat Rate Unlimited Service | \$8.87 |
| 2. | Lifeline 135 credit | (\$7.64) |
| 3. | Dial Tone Line Charge | \$7.19 |
| 4. | <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.31 |
| B. | Taxes and surcharges | |
| 1. | Federal Excise Tax | \$0.45 |
| 2. | PA Gross Receipts Tax | \$0.30 |
| 3. | PA Relay Surcharge | \$0.08 |
| 4. | <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.83 |
| C. | Miscellaneous charges | |
| 1. | Calls beyond free calling area | \$0.18 |
| 2. | <u>Late payment fee</u> | <u>\$0.04</u> |
| | TOTAL | \$0.22 |
| | TOTAL OF BASIC CHARGES | \$16.36 |
| III. | Breakdown of non-basic charges | |
| A. | Inside Wire Maintenance (removed 12/29/09) – Credit | (\$2.10) |
| B. | Taxes and surcharges | |
| 1. | State sales tax – credit | (\$0.03) |
| 2. | <u>Local tax</u> | <u>0</u> |
| | TOTAL - credit | (\$0.03) |
| C. | Miscellaneous charges | |
| 1. | Late payment fee | \$1.62 |
| | TOTAL OF NON-BASIC CHARGES – credit | (\$0.51) |
| | GRAND TOTAL OF CURRENT CHARGES | \$16.00 |
| | PAYMENTS RECEIVED 1/8/10 | \$25.00 |
| | PAST DUE BALANCE | \$133.81 |
| | GRAND TOTAL DUE | \$149.81 |

February 7, 2010 Bill (due 3/4/10)

I. Total of current charges \$13.48

II. Breakdown of basic charges

A. Monthly calling plan (2/7/10 – 3/6/10)

| | |
|--|---------------|
| 1. Flat Rate Unlimited Service | \$8.87 |
| 2. Lifeline 135 credit | (\$7.64) |
| 3. Dial Tone Line Charge | \$7.45 |
| 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| TOTAL | \$14.57 |

B. Taxes and surcharges

| | |
|--------------------------|---------------|
| 1. Federal Excise Tax | \$0.36 |
| 2. PA Gross Receipts Tax | \$0.30 |
| 3. PA Relay Surcharge | \$0.08 |
| 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| TOTAL | \$1.74 |

C. Miscellaneous charges and credits

| | |
|--|-----------------|
| 1. Late payment fee | \$0.24 |
| 2. Rate increase adjustment charge (1/1/10 – 2/6/10) | \$0.31 |
| 3. <u>Adjustment credit</u> | <u>(\$3.38)</u> |
| TOTAL – credit | (\$2.83) |

TOTAL OF BASIC CHARGES \$13.48

III. Breakdown of non-basic charges - 0

Non-basic services denied January 2010 due to non-payment

Non-basic final balance moved to final bill \$130.22

GRAND TOTAL OF CURRENT CHARGES \$13.48

PAYMENTS RECEIVED 0

PAST DUE BALANCE \$19.59

GRAND TOTAL DUE \$33.07

March 7, 2010 Bill (due 4/1/10)

I. Total of current charges \$20.21

II. Breakdown of basic charges

A. Monthly Service plan (3/7/10 – 4/6/10)

| | |
|--|---------------|
| 1. Flat Rate Unlimited Service | \$8.87 |
| 2. Lifeline 135 credit | (\$7.64) |
| 3. Dial Tone Line Charge | \$7.45 |
| 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| TOTAL | \$14.57 |

B. Taxes and Surcharges

| | |
|--------------------------|---------------|
| 1. Federal Excise Tax | \$0.54 |
| 2. PA Gross Receipts Tax | \$0.30 |
| 3. PA Relay Surcharge | \$0.08 |
| 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| TOTAL | \$1.92 |

C. Miscellaneous charges

| | |
|--|---------------|
| 1. Late payment fee | \$0.41 |
| 2. Calls beyond fee calling area (2) | \$3.00 |
| 3. <u>Back billing local sales tax</u> | <u>\$0.31</u> |
| TOTAL | \$3.72 |

TOTAL OF BASIC CHARGES \$20.21

III. Breakdown of non-basic charges - none

TOTAL OF NON-BASIC CHARGES 0

GRAND TOTAL OF CURRENT CHARGES \$20.21

PAYMENTS RECEIVED 0

PAST DUE BALANCE \$33.02

GRAND TOTAL DUE \$53.28

April 7, 2010 Bill (due 5/4/10)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$16.40 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (4/7/10 – 5/6/10) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.57 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.45 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.83 |
| | TOTAL OF BASIC CHARGES | \$16.40 |
| III. | Breakdown of non-basic charges – none | |
| | TOTAL OF NON-BASIC CHARGES | 0 |
| | GRAND TOTAL OF CURRENT CHARGES | \$16.40 |
| | PAYMENTS RECEIVED | \$60.00 |
| | PAST DUE BALANCE – credit | (\$6.72) |
| | GRAND TOTAL DUE | \$9.68 |

May 7, 2010 Bill (due 6/2/10)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$16.40 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (5/7/10 – 6/6/10) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.57 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.45 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.83 |
| | TOTAL OF BASIC CHARGES | \$16.40 |
| III. | Breakdown of non-basic charges – none | |
| | TOTAL OF NON-BASIC CHARGES | 0 |
| | GRAND TOTAL OF CURRENT CHARGES | \$16.40 |
| | PAYMENTS RECEIVED 5/3/10 | \$9.68 |
| | PAST DUE BALANCE | 0 |
| | GRAND TOTAL DUE | \$16.40 |

June 7, 2010 bill (due 7/6/10)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$16.85 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (6/7/10 – 7/6/10) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.64) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.89</u> |
| | TOTAL | \$14.57 |
| | B. Taxes and Surcharges | |
| | 1. Federal Excise Tax | \$0.46 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.84 |
| | TOTAL OF BASIC CHARGES | \$16.85 |
| III. | Breakdown of non-basic charges – none | |
| | TOTAL OF NON-BASIC CHARGES | 0 |
| | GRAND TOTAL OF CURRENT CHARGES | \$16.85 |
| | PAYMENTS RECEIVED 6/3/10 | \$9.68 |
| | PAST DUE BALANCE | \$6.72 |
| | GRAND TOTAL DUE | \$23.57 |

July 7, 2010 Bill (due 8/3/10)

| | | |
|------|--|----------|
| I. | Total of current charges | \$24.98 |
| II. | Breakdown of basic charges | |
| A. | Monthly calling plan (7/7/10 – 8/6/10) | |
| 1. | Flat Rate Unlimited Service | \$8.87 |
| 2. | Lifeline 135 credit | (\$7.59) |
| 3. | Dial Tone Line Charge | \$7.45 |
| 4. | Federal Subscriber Line Charge | \$5.84 |
| | <u>TOTAL</u> | \$14.57 |
| B. | Taxes and Surcharges | |
| 1. | Federal Excise Tax | \$0.51 |
| 2. | PA Gross Receipts Tax | \$0.30 |
| 3. | PA Relay Surcharge | \$0.08 |
| 4. | E911 Fee | \$1.00 |
| | <u>TOTAL</u> | \$1.89 |
| C. | Miscellaneous charges | |
| 1. | Calls beyond free calling area (3) | \$0.54 |
| 2. | Directory Assistance calls | \$1.50 |
| | <u>TOTAL</u> | \$2.04 |
| | TOTAL OF BASIC CHARGES | 18.50 |
| III. | Breakdown of non-basic charges | |
| A. | Miscellaneous charges | |
| 1. | Pay-per-use service: Call Trace (2) | \$6.00 |
| B. | Taxes and surcharges | |
| 1. | State sales tax | \$0.36 |
| 2. | Local tax | \$0.12 |
| | <u>TOTAL</u> | \$0.48 |
| | TOTAL OF NON-BASIC CHARGES | \$6.48 |
| | GRAND TOTAL OF CURRENT CHARGES | \$24.98 |
| | PAYMENTS RECEIVED 7/2/10 | \$12.50 |
| | PAST DUE BALANCE | \$11.07 |
| | GRAND TOTAL DUE | \$36.05 |

August 7, 2010 Bill (due 9/2/10)

| | | |
|------|--|----------|
| I. | Total of current charges | \$26.78 |
| II. | Breakdown of basic charges | |
| A. | Monthly calling plan (8/7/10 – 9/6/10) | |
| 1. | Flat Rate unlimited Service | \$8.87 |
| 2. | Lifeline 135 credit | (\$7.59) |
| 3. | Dial Tone Line Charge | \$7.45 |
| 4. | Federal Subscriber Line Charge | \$5.84 |
| | TOTAL | \$14.57 |
| B. | Taxes and surcharges | |
| 1. | Federal Excise Tax | \$0.46 |
| 2. | PA Gross Receipts Tax | \$0.30 |
| 3. | PA Relay Surcharge | \$0.08 |
| 4. | E911 Fee | \$1.00 |
| | TOTAL | \$1.84 |
| C. | Miscellaneous charges | |
| 1. | Late payment fee | \$0.21 |
| 2. | Calls beyond free calling area (3) | \$0.36 |
| | TOTAL | \$0.57 |
| | TOTAL OF BASIC CHARGES | \$16.98 |
| III. | Breakdown of non-basic charges | |
| A. | Miscellaneous charges | |
| 1. | Late payment fee | \$0.08 |
| 2. | Pay-per-use services: Call Trace (3) | \$9.00 |
| | TOTAL | \$9.08 |
| B. | Taxes and surcharges | |
| 1. | State sales tax | \$0.54 |
| 2. | Local tax | \$0.18 |
| | TOTAL | \$0.72 |
| | TOTAL OF NON-BASIC CHARGES | \$9.80 |
| | GRAND TOTAL OF CURRENT CHARGES | \$26.78 |
| | PAYMENTS RECEIVED 8/2/10 | \$12.50 |
| | PAST DUE BALANCE | \$23.55 |
| | GRAND TOTAL DUE | \$50.33 |

September 7, 2010 Bill (due 10/4/10)

| | | |
|------|--|----------------|
| I. | Total of current charges | \$17.33 |
| II. | Breakdown of basic charges | |
| A. | Monthly calling plan (9/7/210 – 10/6/10) | |
| 1. | Flat Rate Unlimited Service | \$8.87 |
| 2. | Lifeline 135 credit | (\$7.59) |
| 3. | Dial Tone Line Charge | \$7.45 |
| 4. | Federal Subscriber Line Charge | \$5.84 |
| | <u>TOTAL</u> | <u>\$14.57</u> |
| B. | Taxes and surcharges | |
| 1. | Federal Excise Tax | \$0.46 |
| 2. | PA Gross Receipts Tax | \$0.30 |
| 3. | PA Relay Surcharge | \$0.08 |
| 4. | E911 Fee | \$1.00 |
| | <u>TOTAL</u> | <u>\$1.84</u> |
| C. | Miscellaneous charges | |
| 1. | Calls beyond free calling area (5) | \$0.45 |
| 2. | Late payment charge | \$0.27 |
| | <u>TOTAL</u> | <u>\$0.72</u> |
| | TOTAL OF BASIC CHARGES | \$17.03 |
| III. | Breakdown of non-basic charges | |
| A. | Late payment fee | \$0.20 |
| | TOTAL OF NON-BASIC CHARGES | \$0.20 |
| | GRAND TOTAL OF CURRENT CHARGES | \$17.33 |
| | PAYMENTS RECEIVED 9/1/10 | \$12.50 |
| | PAST DUE BALANCE | \$37.83 |
| | GRAND TOTAL DUE | \$55.16 |

October 7, 2010 (due 11/2/10)

| | | |
|------|--|----------|
| I. | Total of current charges | \$18.38 |
| II. | Breakdown of basic charges | |
| A. | Monthly service plan (10/7/10 – 11/6/10) | |
| 1. | Flat Rate Unlimited Service | \$8.87 |
| 2. | Lifeline 135 credit | (\$7.55) |
| 3. | Dial Tone Line Charge | \$7.45 |
| 4. | Federal Subscriber Line Charge | \$5.80 |
| | <u>TOTAL</u> | \$14.57 |
| B. | Taxes and surcharges | |
| 1. | Federal Excise Tax | \$0.50 |
| 2. | PA Gross Receipts Tax | \$0.30 |
| 3. | PA Relay Surcharge | \$0.08 |
| 4. | E911 Fee | \$1.00 |
| | <u>TOTAL</u> | \$1.88 |
| C. | Miscellaneous charges | |
| 1. | Late payment fee | \$0.11 |
| 2. | Calls beyond free calling area (1) | \$0.12 |
| 3. | Directory Assistance calls (1) | \$1.50 |
| | <u>TOTAL</u> | \$1.73 |
| | TOTAL OF BASIC CHARGES | \$18.18 |
| III. | Breakdown of non-basic charges | |
| A. | Late payment fee | \$0.20 |
| | TOTAL OF NON-BASIC CHARGES | \$0.20 |
| | GRAND TOTAL OF CURRENT CHARGES | \$18.38 |
| | PAYMENTS RECEIVED 10/1/10 | \$12.50 |
| | PAST DUE BALANCE | \$42.66 |
| | GRAND TOTAL DUE | \$61.04 |

November 7, 2010 (due 12/6/10)

I. Total of current charges \$18.70

II. Breakdown of basic charges

A. Monthly calling plan (11/7/10 – 12/6/10)

| | |
|--|---------------|
| 1. Flat Rate Unlimited Service | \$8.87 |
| 2. Lifeline 135 credit | (\$7.55) |
| 3. Dial Tone Line Charge | \$7.45 |
| 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.80</u> |
| TOTAL | \$14.57 |

B. Taxes and surcharges

| | |
|--------------------------|---------------|
| 1. Federal Excise Tax | \$0.50 |
| 2. PA Gross Receipts Tax | \$0.30 |
| 3. PA Relay Surcharge | \$0.08 |
| 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| TOTAL | \$1.88 |

C. Miscellaneous charges

| | |
|--|---------------|
| 1. Calls beyond free calling area (1) | \$0.16 |
| 2. Late payment charge | \$0.39 |
| 3. <u>Directory Assistance calls (1)</u> | <u>\$1.50</u> |
| TOTAL | \$2.05 |

TOTAL OF BASIC CHARGES \$18.50

III. Breakdown of non-basic charges

A. Late payment fee \$0.20

TOTAL OF NON-BASIC CHARGES \$0.20

GRAND TOTAL OF CURRENT CHARGES \$18.70

PAYMENTS RECEIVED 11/1/10 \$12.50

PAST DUE BALANCE \$48.54

GRAND TOTAL DUE \$67.24

December 7, 2010 Bill (due 1/3/11)

| | | |
|------|--|---------------|
| I. | Total of current charges | \$17.04 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (12/7/10 – 1/6/11) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.55) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.80</u> |
| | TOTAL | \$14.57 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.45 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.83 |
| | C. Miscellaneous charges | |
| | 1. Calls beyond free calling area (2) | \$0.31 |
| | 2. <u>Late payment fee</u> | <u>\$0.23</u> |
| | TOTAL | \$0.44 |
| | TOTAL OF BASIC CHARGES | \$16.84 |
| III. | Breakdown of non-basic charges | |
| | A. Late payment fee | \$0.20 |
| | TOTAL OF NON-BASIC CHARGES | \$0.20 |
| | GRAND TOTAL OF CURRENT CHARGES | \$17.04 |
| | PAYMENTS RECEIVED 11/29/10 | \$13.00 |
| | PAST DUE BALANCE | \$54.24 |
| | GRAND TOTAL DUE | \$71.28 |

January 7, 2011 (due 2/2/11)

| | | |
|------|---|-----------------|
| I. | Total of current charges | \$15.20 |
| II. | Breakdown of basic charges | |
| A. | Monthly calling plan (1/7/11 – 2/6/11) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.55) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.80</u> |
| | TOTAL | \$14.57 |
| B. | Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.39 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.77 |
| C. | Miscellaneous charges | |
| | 1. Late payment fee | \$0.66 |
| | 2. Calls beyond free calling area (1) | \$0.09 |
| | 3. <u>Rate change adjustment – credit</u> | <u>(\$2.09)</u> |
| | TOTAL - credit | (\$1.34) |
| | TOTAL OF BASIC CHARGES | \$15.00 |
| III. | Breakdown of non-basic charges | |
| A. | Late payment fee | \$0.20 |
| | TOTAL OF NON-BASIC CHARGES | \$0.20 |
| | GRAND TOTAL OF CURRENT CHARGES | \$15.20 |
| | PAYMENTS RECEIVED | 0 |
| | PAST DUE BALANCE | \$71.28 |
| | GRAND TOTAL DUE | \$86.48 |

February 7, 2011 Bill (due 3/7/11)

| | | |
|------|---|---------------|
| I. | Total of current charges | \$17.99 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan (2/7/11 – 3/6/11) | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.55) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.80</u> |
| | TOTAL | \$14.57 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.46 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.84 |
| | C. Miscellaneous charges | |
| | 1. Calls beyond free calling area (2) | \$0.54 |
| | 2. <u>Late payment fees</u> | <u>\$0.84</u> |
| | TOTAL | \$1.38 |
| | TOTAL OF BASIC CHARGES | \$17.79 |
| III. | Breakdown of non-basic charges | |
| | A. Late payment fee | \$0.20 |
| | TOTAL OF NON-BASIC CHARGES | \$0.20 |
| | GRAND TOTAL OF CURRENT CHARGES | \$17.99 |
| | PAYMENTS RECEIVED | 0 |
| | PAST DUE BALANCE | \$86.48 |
| | GRAND TOTAL DUE | \$104.47 |

March 7, 2011 (due 4/4/11)

| | | |
|------|--|---------------|
| I. | Total of current charges | \$16.40 |
| II. | Breakdown of basic charges | |
| | A. Monthly calling plan | |
| | 1. Flat Rate Unlimited Service | \$8.87 |
| | 2. Lifeline 135 credit | (\$7.55) |
| | 3. Dial Tone Line Charge | \$7.45 |
| | 4. <u>Federal Subscriber Line Charge</u> | <u>\$5.80</u> |
| | TOTAL | \$14.57 |
| | B. Taxes and surcharges | |
| | 1. Federal Excise Tax | \$0.45 |
| | 2. PA Gross Receipts Tax | \$0.30 |
| | 3. PA Relay Surcharge | \$0.08 |
| | 4. <u>E911 Fee</u> | <u>\$1.00</u> |
| | TOTAL | \$1.83 |
| | TOTAL OF BASIC CHARGES | \$16.40 |
| III. | Breakdown of non-basic charges – none | |
| | TOTAL OF NON-BASIC CHARGES | 0 |
| | GRAND TOTAL OF CURRENT CHARGES | \$16.40 |
| | PAYMENTS RECEIVED 3/3/11 | \$25.00 |
| | PAST DUE BALANCE | \$0 |
| | GRAND TOTAL DUE | \$16.40 |

- Verizon issued a courtesy credit on March 7, 2011 in the amount of \$79.47
This credit cleared the past due balance on the live account.
- Verizon issued a 2nd courtesy credit on March 7, 2011 in the amount of \$105.22.
This credit was applied to the Complainant's non-basic final bill and cleared the balance on the non-basic final bill account.

Gary Gaskins
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(215) 468-2157
Docket No. C-2010-2195549

Inspection of Telephone Facilities

Outside Facilities

On August 18, 2012, Verizon PA performed a complete, 100% inspection of its facilities through which telephone service to Mr. Gaskins is provided. The facilities involved in this "outside" inspection included all lines, cables and equipment from the Central Office that serves his area to and including the Network Interface Device located at his residence.

All equipment in the Central Office was working properly. The equipment and lines in the Central Office that are assigned to his residence were, in fact, properly connected to his residence. There were no cross or mis-connections in the Central Office that could cause Mr. Gaskins to hear other voices on his line. The dial tone signal for his residence assigned to his telephone number and originating in the Central Office was found to be functioning properly. No issues or problems of any kind were found during this inspection.

Verizon PA also inspected all of the cables and lines that run from the Central Office to the Network Interface Device located at his residence. The company inspected all cables and splice connections along the route of these lines, as well as all cross-connect and terminal boxes. All facilities were found to be in good condition, with no problems found. Meter readings were also taken in an attempt to detect any deficiencies. All readings were good and no indications of stress or abnormal or deficient signal strength were detected. In addition, the company checked for "left on loops," which is a condition that could cause a customer's line to become crossed with that of another customer. No "left on loops" were found. Finally, the service wire that runs from the telephone cable to the NID in Mr. Gaskins' residence was inspected. It was found to be in good condition and provided a proper connection between the telephone network and Mr. Gaskins' residence.

Inside Facilities

Following the inspection of outside facilities, Verizon PA contacted Mr. Gaskins and offered to perform an inspection of the lines, jacks and equipment located inside of his residence in an attempt to determine if anything inside of his residence might be causing problems with his telephone service. This inside inspection was offered to Mr. Gaskins at no charge to him.

The inside inspection was conducted by Verizon PA personnel on August 31, 2012. Mr. Gaskins would only permit Verizon PA to inspect one of the phone jacks in his house. This jack is located in his living room. He did not want the company to inspect or test any other jacks in his house. He indicated that the phone connected to the jack in his living room was the only phone he used and, accordingly, that was the only jack he wanted to company to inspect and test.

The company was unable to reproduce the problem of hearing other voices on the line. This problem was not experienced during a number of test calls placed during the visit. Mr. Gaskins informed company personnel during this visit that he has not experienced the problem of hearing other voices on his line for quite some time and that the problem seems to have gone away.

The company did demonstrate to Mr. Gaskins during the visit that the telephone in his living room was causing noise and static on his line during calls. The phone set is an inexpensive set. The company demonstrated to Mr. Gaskins that when the phone is moved during a call, static/noise is experienced. It was suggested to Mr. Gaskins that he consider replacing his phone set with a new one. Beyond the problem with the set, no other problems were found or detected with the facilities located inside of his residence (keeping in mind that Verizon PA was not permitted to inspect any other phone jacks in Mr. Gaskins' house).

As noted in comments filed by Verizon PA on July 31, 2012, the last service complaint of any kind received from Mr. Gaskins was on January 27, 2012 (there have been no contacts from him since then). This contact involved a complaint of no dial tone, which was promptly repaired by the company. The last service complaint received from him involving hearing other voices on his line was on May 5, 2011.

Finally, the company provided Mr. Gaskins with the direct telephone number for a repair manager. Mr. Gaskins was encouraged to call the manager directly with any future service issues.

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Bureau of Consumer Services
Pa PUC

Pennsylvania P.U.C.

SEP 17 2012

Consumer Services
CAC Division