

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/17/05
8. DOCKET NO: C-20055445	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: FONT, HUBERT #FS 4731

RESPONDENT/APPLICANT: VERIZON SELECT SERVICES INC

COMP/APP COUNTY: ERIE UTILITY CODE: 310291

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WOULD LIKE THE PUC TO REIMBURSE HER IN THE AMOUNT OF \$421.20.

DOCUMENT
FOLDED

DOCKETED
OCT 18 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C - 20055445

ORIGINAL

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Hubert Font #FS 4731

Street/P.O. Box 10745 Rt. 18 Apt# UNIT D-B-17

City Albion State PA Zip 16475-0002

County Erie

Area Code/HOME Phone 814 756 5778 Main Prison number

Area Code/WORK Phone

Utility Account Number (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

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05 OCT 17 AM 9:22
SECRETARY'S BUREAU

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Verizon select services Inc.

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

10

4. **COMPLAINT** (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other. recorded message played over conversation every five (5) minutes (explain) at my cost.

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

3 and 1/2 The phone system here at the Pa DOC plays a recorded message over my conversation every ~~five (5)~~ minutes at my cost. The recording accounts for about three (3) minutes of my phone time that I have paid for. I have made about four (4) calls a week since Feb. 25, 2004 to the present. I pay twenty seven cents (\$.27) per minute. By my calculations that comes to four hundred twenty one dollars and twenty cents (\$421.20) *I am an inmate at SCI Albion. In 2004 Dept DOC Secretary Shafer told PA lobbyist coalition C.U.R.E. That the announcements were to be in the background so that inmates could talk over them and they were working on collecting it. This has never been collected.*

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I would like the PUC to order the company to reimburse me in the amount of four hundred twenty one dollars and twenty cents (\$421.20)

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

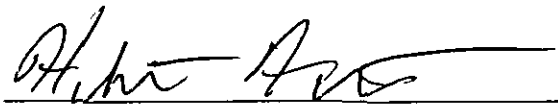
If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Hubert Font, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).


(Signature)

10-13-05
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
--	--

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: OCTOBER 18, 2005

C-20055445

VERIZON SELECT SERVICES, INC.
600 HIDDEN RIDGE
MAIL CODE HQE02E91
IRVING TX 75038

DOCUMENT
FOLDED

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by HUBERT FONT #FS 4731 . To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

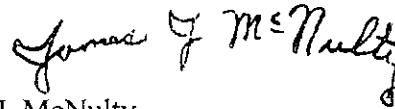
OCTOBER 18, 2005

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 18, 2005

DOCUMENT
FOLDED

HUBERT FONT #FS 4731

Complainant

VS.

VERIZON SELECT SERVICES, INC.

Respondent

Complaint Docket

No: C-20055445

DOCKETED

OCT 18 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: VERIZON SELECT SERVICES, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

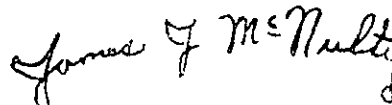
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which

prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

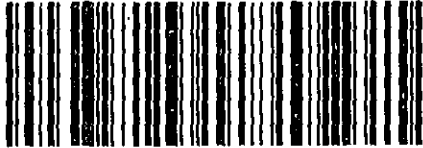


James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

2. Article Number



7160 3901 9843 0834 8853

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee) Yes

1. Article Addressed to:

C-20055445
Fc
Verizon Select Services,
Inc.

RJP

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) *R. BASS* B. Date of Delivery *10/2/05*

C. Signature *Richard Bass* Agent Addressee

D. Is delivery address different from item 1? Yes No
If YES, enter delivery address below:

N. Bruce Kazez
Senior Counsel
Legal Department



ORIGINAL

Legal Department
600 Hidden Ridge
HQE03H21
Irving, TX 75038

October 28, 2005

Phone: 972-718-6969
Fax: 972-718-7634
bruce.kazez@verizon.com

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

**DOCUMENT
FOLDER**

Re: **Docket No. C-20055445 – Hubert Font**

Dear Mr. McNulty:

Enclosed is an original and three (3) copies of a Notice of Appearance to be filed regarding the above referenced docket. Please file the original and return one copy to me in the enclosed self-addressed, postage paid envelope.

Sincerely,

N. Bruce Kazez

NBK/jvn
enclosures

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2005 OCT 31 AM 11:05
PA P.U.C. BUREAU
SECRETARY'S BUREAU

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COMMONWEALTH OF
PENNSYLVANIA
BEFORE THE
PENNSYLVANIA PUBLIC
UTILITY COMMISSION

2005 OCT 31 AM 11:05

PA P.U.C.
SECRETARY'S BUREAU

In the Matter of:
Docket No. C-20055445 – Hubert Font

DOCUMENT FOLDER

NOTICE OF APPEARANCE

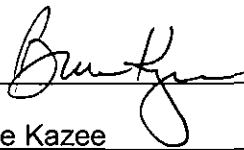
Please enter my appearance in the above-designated matter on behalf of
Verizon Select Services Inc.

I am authorized to accept service on behalf of said participant in this matter.

On the basis of this notice, I request a copy of each document hereafter issued
by the Commission in this matter.

I am already receiving or have access to a copy of each document issued by the
Commission in this matter (alone, or in a consolidated proceeding) and do not on the
basis of this notice require an additional copy.

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NOV 2 2005

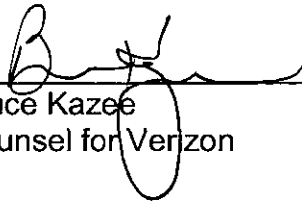
 Signature
Bruce Kazee Name (Printed)
Verizon, P.O. Box 152092 P.O. Address
Irving, TX 75038 City, State and Zip Code
972-718-6969 Telephone Number

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the participants, listed below, in accordance with the requirements of 52 Pa. Code § 1.54.

Hubert Font – FS 4731
SCI Albion
Unit D-B-17
10745 Rt. 18
Albion, PA 16475-0002

Dated this 28th day of October, 2005.



Bruce Kazee
Counsel for Verizon

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PA P.U.C.
SECRETARY'S BUREAU

Hawke

Mckeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

ORIGINAL

William T. Hawke
Kevin J. McKeon
Thomas J. Sniscak
Norman James Kennard
Lillian Smith Harris
Scott T. Wyland
Todd S. Stewart

Craig R. Burgraff
Steven D. Snyder
Janet L. Miller
Steven K. Haas
William E. Lehman
Rikardo J. Hull
Katherine E. Lovette

100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 www.hmsk-law.com

November 8, 2005

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2 North)
P.O. Box 3265
Harrisburg, PA 17105-3265

RECEIVED
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PA PUC
SECRETARY'S BUREAU

RE: Hubert Font v. Verizon Select Services Inc.; Docket No. C-20055445; **ANSWER**

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Select Services Inc. ("VSSI") Answer in the above-captioned proceeding. A copy of this document has been served upon the Complainant in accordance with the attached Certificate of Service.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

**DOCUMENT
FOLDER**

Regards,



William E. Lehman
Counsel for Verizon Select Services Inc.

RJP

WEL/kmg
Enclosures
cc: Hubert Font

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HUBERT FONT,

Complainant

v.

VERIZON SELECT SERVICES INC.,

Respondent

Docket No. C-20055445

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SECRETARY'S BUREAU

**ANSWER OF
VERIZON SELECT SERVICES INC.
TO THE COMPLAINT OF HUBERT FONT**

Verizon Select Services Inc. ("VSSI"), by and through its counsel in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer to the Complaint filed by Hubert Font ("Complainant" or "Mr. Font"). In support thereof, VSSI avers and represents as follows:

1. ADMITTED upon information and belief.
2. ADMITTED.
3. ADMITTED upon information and belief.

**DOCUMENT
FOLDER**

DOCKETED
NOV 15 2005

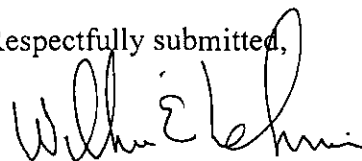
4. VSSI ADMITS that recorded messages play during telephone calls placed by the Complainant during his incarceration. VSSI DENIES that the outages account for three minutes of telephone time that is paid for by the complainant. VSSI DENIES the Complainant's

allegations regarding the number of telephone calls or amounts paid by the Complainant. VSSI is without sufficient information or knowledge at this time to respond to the Complainant's allegations regarding comments made by a Pennsylvania Department of Corrections ("DOC") employee; therefore, these allegations are DENIED. By way of further answer, VSSI avers that the taped message is mandated by state law.¹ The taped messages appear at the beginning of a call, and repeat during the call. They appear between the second and third minute and every 5-6 minutes thereafter. The message is 5 seconds long, so during a 15 minute call, approximately 15 seconds would be used. The Complainant is not billed during the initial message because the billing does not start until the called party accepts the call.

5. The statements set forth in Paragraph 5 are requests for relief to which no response is required.

WHEREFORE, for the reasons set forth above, Verizon Select Services Inc requests that the Formal Complaint of Hubert Font be denied in its entirety.

Respectfully submitted,



William E. Lehman
Hawke McKeon Sniscak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300

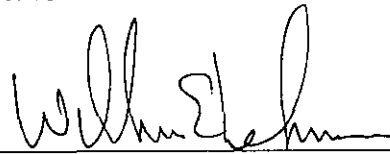
Counsel for
Verizon Select Services Inc.

DATED: November 8, 2005

¹ 66 Pa. C.S. §2907(a).

AFFIDAVIT

I, William E. Lehman, certify that I am counsel for Verizon Select Services Inc. and that, in this capacity, I am authorized to and do make this Affidavit for them, that the facts set forth in the foregoing document are true and correct to the best of my knowledge, information and belief, and that I expect Verizon Select Services Inc. to be able to prove the same at any hearing hereof. I understand that false statements made therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.



William E. Lehman
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street
PO Box 1778
Harrisburg, PA 17105-1778
Telephone: (717) 236-1300
Facsimile: (717) 236-4841
E-mail: welehman@hmsk-law.com

Counsel for Verizon Select Services Inc

DATED: November 8, 2005

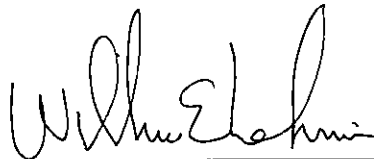
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the person and in the manner indicated below.

Service by first class mail:

Hubert Font (FS-4731)
10745 Route 18
Unit D-B-17
Albion, PA 16475-0002

RECEIVED
2005 NOV -8 PM 3:53
PA PUC
SECRETARY'S BUREAU



William E. Lehman

DATED: November 8, 2005



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
November 16, 2005

PLEASE DOCKET

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20055445

(SEE ATTACHED LIST)

Hubert Font FS-4731 v. Verizon Select Services Inc.

Billing dispute.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Tuesday, January 17, 2006
Time: 10:00 a.m.
Presiding: Administrative Law Judge Corbett
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: 412.565.3550
Fax: 412.565.5692

DOCUMENT
FOLDER

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCKETED
NOV 22 2005

At the above date and time, the Presiding Officer will contact the parties as follows:

Hubert Font/William Barr	814.756.5778
William E. Lehman, Esquire	717.236.1300

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Corbett
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File

C-20055445 HUBERT FONT FS-4731 v. VERIZON SELECT SERVICES INC.

HUBERT FONT FS-4731
SCI-ALBION
10745 ROUTE 18
UNIT D-B-17
ALBION PA 16475-0002
814.756.5778

WILLIAM BARR
SCI ALBION
10745 ROUTE 18
ALBION PA 16475-0001
814.756.5778

WILLIAM E LEHMAN ESQUIRE
HAWKE MCKEON SNISCAK & KENNARD LLP
100 NORTH TENTH STREET
PO BOX 1778
HARRISBURG PA 17105-1778
717.236.1300

BRUCE KAZEE ESQUIRE
VERIZON
P O BOX 152092
IRVING TX 75038
972.718.6969