

August 11, 2013

Vahrom
PA Box 15026
Albany NY 12212-5026

C-2010-2174497

Mailing Address
P.O. Box 9000
Annapolis MD 21401-9000

Kim Hallen, Legal Services Supervisor
Pennsylvania Public Utility Commission
Commonwealth Center Building
400 North Second Street 2nd Floor
Harrisburg Pa 17120

Vivian Jorg Butcher
P.O. Box 1001
San Angelo, TX 76902-1001

Rosemary (Chiaretta) Secretary
Pennsylvania Public Utility Commission
400 North Second Street 2nd Floor
Harrisburg Pa 17120

Better Business Bureau
1880 4th Boulevard
Suite 1330
Pottsville Pa 19103

Public Utility Commission
P.O. Box 3265
Harrisburg Pa 17105-3265

Case # 2669818

~~RECEIVED~~
2013 AUG 16 AM 10:22
PA P.U.C.
SECRETARY'S BUREAU

RECEIVED
2013 AUG 29 AM 9:50
PA P.U.C.
SECRETARY'S BUREAU

August 11, 2013

Bureau of Consumer Protection
2nd & 12th Street 2nd Floor
Phila Pa. 19107

Re: Verizon BCF-10-05-006919
Also: Kathleen Cucco

Federal Communication Committee
445 12th Street Room 54865
Washington DC 20554

RE: PHONE Account (215) 551-1149 [374] 628
FORMAL COMPLAINT (2010-2174497)
Kimberly AND Michael Silvestri

To Whom This May Concern:

This has come to this legal step I'm
used to say. 8 months ago I called Verizon
placing another dispute due to the fact that
we were still receiving 75.00 to \$48.00 a
month long bills. At that time there was
a \$464.00 balance due on our account.
Mrs Harris, the Representative that I had
spoken to, transferred me to another depart-
ment after verifying through looking up records
on our account that there were formal complaints
filed against Verizon for " theft of us" and
" identity theft" both of these fraudulent matters
happening to the phone, that we had been
customers of Verizon since 1988

8-11-13

(2)

After I explained the matter to Mr. Harris, they placed my OR hold (ONE of the first really honest Verizon Reps AND probably most knowledgeable after speaking at least 75 representatives), when Mr. Harris had come back on the line with what they were to tell me next, I was not aware of at all. Was that all kinds of paperwork was sent to us and that this matter was considered closed due to the fact that there was a court date where we would need to attend to settle this matter — I informed Harris that neither nor my husband had received any notification of any court date. I explained to Mr. Harris that in every letter that I wrote and sent to ANYTHING pertaining to Verizon, The FCC, The FCC, and Verizon Long Distance — that I sent everything (certified mail and in each letter I wrote out, I asked for any important information that it had to be sent "certified mail" because at the policy had described to us, the "Theft of Use" and "Identity Theft" that we were victims of was at such a "magnitude" of which that the police couldn't handle this on their own. I had to wind up contacting the FBI to help us get our "Lives" back.

Mr. Harris put the balance on hold, and explained to me that I could FILE AN APPEAL, and also ANOTHER FORMAL COMPLAINT with everyone on the heading of this letter.

8-13-11

But, after our phone call, of course, the plan was changed again, without our knowledge or our authority, and we went back to paying \$60.00 a month and despite our 65 calls to Verizon, requesting that they not send us a "Quick Summary Bill" when we made the new package with Verizon, that 1st month we received a regular bill, after only 30 days, the Quick Summary bills were being sent again — and again our plan changed — frequently, and this has got to end — I could not pay a \$275.00 bill unfairly, and this bill was for 2 months of service.

We would like to remain customers of Verizon, we would like to keep our FIOS for internet, but we need to have this matter settled once and for all — from not paying that bill, Verizon shut off our phone over 90 days ago, and we are still receiving evidence from QVC that the phone is still ordering merchandise using the (215) 551-1149 number that has been deactivated now for over 90 days — not to mention the charges we are not having a home phone.

We have retained a lawyer. His name is Matthew Hanna, Esquire
 310 W. Front Street
 Media Pa 19063
 (610) 892-9201

8-13-11

(5)

We now are filing formal complaint our phone show was heavily used and should have been costing us no more than \$25.00 monthly.

We wish for Verizon to place our phone service back on at the plan that we originally made with Verizon (mentioned on page 4) We would like all the money we have spent paying overcharged bills, the hundreds of letters we had to pay (Certified Mail for Secretary Assistance call not made by us but we were charged. The right to pick a long distance company. All copies of Verizon long distance welcoming us when in fact, we NEVER AUTHORIZED LONG DISTANCE SERVICE AT ALL.

We are asking that this matter be taken care of in the next 30 days. After the 30 days we will file a "Statement of Claim" to have this done by court. We don't wish to go this way in this matter. But we as consumers and customers of Verizon have been dealt with in bad faith since March of 2010 since we were made aware of the "Theft of Use" and identity theft that is still to this day occurring, probably ever before March 2010.

Sending Statement of Claim - but after 30 days if no action is taken immediately. I think through a number of years my time writing these letters and practically begging for some sort of privacy to be reinstated about phone, paying huge bills that weren't even our and asking for a refund of our money that we've overpaid - (Although receiving a \$240 credit for my bill ALONE!

8-11-13

6

This is notice to all these companies to
 please document this, and we wish to file
 formal complaints with all companies
 & hope this matter can finally be
 resolved in a completely humane way. Gov
 that this does not need to draw out any further
 & can be reached at (267) 844-0556
 and Michael can be reached at (267) 844-0557
 should you need to speak to us for any
 matter.

Anxiously awaiting your response.

~~Handwritten signature of Kimberly Silvestri~~

~~Handwritten initials MS~~

~~Handwritten signature of Kimberly Silvestri~~
Kimberly Silvestri

ORIGINAL INK ~~Handwritten initials MS~~

Michael Silvestri

Photocopy - MATTHEW HANNA, ESQUIRE



COMMONWEALTH OF PENNSYLVANIA
THE PHILADELPHIA MUNICIPAL COURT
34 South 11th Street • Philadelphia, PA 19107

STATEMENT OF CLAIM

Louis J. Presentza, *President Judge*

No. **SC-**

Michael AND Kimberly SILVESTRI
837 JACKSON STREET
Phila., Pa. 19148
Plaintiff(s)

TYPED BY	APPROVED	COURT COSTS
VERIZON, INC		\$
1717 Market St		
Phila., Pa 19107		
<input type="checkbox"/> CONSTABLE SERVICE		<i>Defendant(s)</i>

SERVICE ADDRESS (INFORMATION) if other than above

<input type="checkbox"/> MOTOR VEHICLE CASE - Defendant License Information	DATE OF ACCIDENT	LICENSE PLATE NO
OPERATOR - DATE OF BIRTH	DEFENDANT - OPERATOR NO	OWNER - DATE OF BIRTH
		OWNER - OPERATOR NO

TO THE DEFENDANT: The above named plaintiff(s) ask judgment in this Court against you for \$ 2,000.00 plus court costs upon the following claim:

PHONE SERVICE ILLEGALLY SLAMMED, THEFT OF USE, IDENTITY THEFT, PERSON OR PERSONS CALLING VERIZON AND MAKING CHANGES TO ACCOUNT (215) 551-1149-3747-621, UNDER DEFENDANTS NAME, IMPOSTER DRESSED IN VERIZON CLOTHING, WEARING VERIZON ID, AND GAINING ACCESS TO BASEMENT OF OUR HOME FOR 5 MINS. UNSUPERVISED BEFORE DEFENDANT GOT THERE. FAILURE TO PROVIDE SECURED LINE THROUGH NUMEROUS LETTERS AND COMPLAINTS MADE. FIRST NOTIFIED IN MARCH, 2010

Principal Amount	\$ _____
Interest at _____ %	from _____
Attorney's Fee:	\$ _____
Other:	\$ _____
TOTAL \$	_____
PLUS COURT COSTS	

NOTICE TO DEFEND FILED

COUNSEL FOR PLAINTIFF/ATTY. I.D. NO. NAME & ADDRESS: MATTHEW HANNA 310 W FRONT ST Media Pa 19063 ZIP CODE: _____ PHONE: _____

COMMONWEALTH OF PENNSYLVANIA
COUNTY OF PHILADELPHIA ss'

I, _____
depose and say that the facts set forth in this complaint are true and correct and acknowledge that I am subject to the penalties of 18 P.S. 4904 relating to Unsworn Falsification to Authorities.

SUMMONS to the defendant: You are hereby ordered to appear at a hearing scheduled as follows:

CITACION - Al Demandado: Por la presente, usted esta dirigido a presentarse a la siguiente vista en:

LOCATION (Sitio)	DATE (Fecha)	TIME (Hora)
Courtroom 4- Fourth Floor, 34 South 11th Street		

Signature Plaintiff/Attorney _____ Date _____

IMPORTANT NOTICE TO THE DEFENDANT


You have been sued in court. If you wish to defend against the claims set forth, you must appear at the date, time and place as shown. You are warned that if you fail to appear, the case may proceed without you and a judgment may be entered against you by the Court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

NOTA IMPORTANTE PARA EL ACUSADO

Usted ha sido demandado en corte. Si usted desea defenderse contra las quejas que aparecen en contra suya debe usted apelar el día, la hora y sitio que se senalo. Usted esta advertido que si no comparece, el caso puede continuar sin su presencia y una querrela puede ser puesta en contra suya por la corte sin ninguna notificacion, por dinero reclamado, o por alguna otra queja requerida por el demandante. Usted puede perder dinero, propiedad u otros derechos importantes para usted.

THE MUNICIPAL COURT COMPLIES WITH THE AMERICANS WITH DISABILITIES ACT, WHICH REQUIRES THAT ALL COURT SERVICES AND FACILITIES BE ACCESSIBLE TO PERSONS WITH DISABILITIES ON AN EQUAL BASIS TO THOSE WITHOUT DISABILITIES. IF YOU HAVE A DISABILITY, AND REQUIRE REASONABLE ACCOMMODATIONS TO FILE A CLAIM, PARTICIPATE IN A MUNICIPAL COURT PROCEEDING, OR USE ANY SERVICE PROVIDED BY THE COURT, PLEASE CALL 686-7986. REQUESTS FOR REASONABLE ACCOMMODATIONS MUST BE MADE AT LEAST THREE BUSINESS DAYS BEFORE ANY HEARING, OR WITHIN THREE BUSINESS DAYS AFTER SERVICE (DELIVERY) OF THE NOTICE OF HEARING, WHICHEVER IS LATER.

LA CORTE MUNICIPAL CUMPLE CON EL DECRETO DE AMERICANOS INCAPACITADOS (AMERICANS WITH DISABILITIES ACT). ESTE DECRETO REQUIERE QUE TODOS LOS SERVICIOS Y FACILIDADES DE CORTE SEAN ACCESIBLE A PERSONAS INCAPACITADAS. AL IGUAL QUE PERSONAS NO INCAPACITADAS, SE USTED ESTE INCAPACITADO Y NECESITA ACOMODACIONES RAZONABLES. PARA PODER RADICAR UNA DEMANDA, PARTICIPAR EN ALGUN PROCEDIMIENTO O UTILIZAR SERVICIOS EN LA CORTE MUNICIPAL POR FAVOR LLAME AL TELEFONO 686-7986. PARA SOLICITAR ACOMODACIONES RAZONABLES DEBE LLAMAR POR LO MENOS TRES DIAS DE TRABAJO ANTES DE SU AUDIENCIA O DENTRO DE TRES DIAS DESPUES DE RECIBIR SU CITA, SEGUN LO QUE OCUR RA PRIMERO.



Verizon Long Distance
P.O. Box 1001, MC:TXD01110
San Angelo, TX 76902-1001

July 14, 2010

8028 6461714 01993 195 1

Kim Silvestri
837 Jackson St
Phila PA 19148-3107

Ret#: 2155511149



Dear Kim Silvestri,

Welcome to Verizon. We're pleased you have chosen Verizon as your domestic and international long distance carrier. We're determined to provide you with outstanding service and to earn your loyalty every day.

As a valued customer, you can always expect competitive, low rates and unparalleled customer service. Simply call toll free 800-837-4966 (Mon - Fri, 8:00 am - 6:00 pm) to get fast, courteous answers to all your questions and concerns. You can also go to verizon.com to find additional information on services and products offered by Verizon, as well as a complete list of rates. **Please see reverse side for more information regarding your order.**

Thank you for choosing Verizon.

Sincerely,



Edward L. Googe
Director, Voice Product Management

Long distance service brought to you by Verizon Long Distance.
©2010 Verizon. All Rights Reserved.





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

IN REPLY PLEASE
REFER TO OUR FILE

June 30, 2010

Marie Barker
Executive Assistant for
William B. Petersen, VP & Assoc. Gen. Counsel
Suzan D. Paiva, Asst. Gen. Counsel
Leigh A. Hyer, VP & VP Gen. Counsel (PA/DE only)
Verizon Pennsylvania Inc.
1717 Arch Street, Floor 17NW
Philadelphia, PA 19103

RE: Kimberly and Michael Silvestri
Docket No. C-2010-2174497

Dear Ms. Barker:

On June 17, 2010, I received a letter from Kimberly Silvestri stating that "nothing has changed as of yet" and that the problem is they "have no safe secure place to make phone calls...." Ms. Silvestri requests that the current account be closed and another "with heightened security," be opened. I am mailing you a copy of her letter and attachments.

If you have any questions, do not hesitate to contact me.

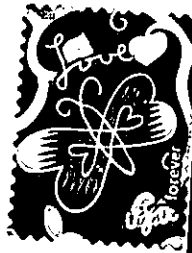
Sincerely,

Kimberly A. Hafner
Legal Division Supervisor
Office of Administrative Law Judge
Pennsylvania Public Utility Commission

c: Kimberly Silvestri

Encls.

837 JACKSON ST
PHILA PA 19148



PUC (File # C-2010-2174497
400 NORTH 2ND ST 2ND FLOOR
HARRISBURG PA 17120