

12/9/2013

C-2013-2395524

C-2013-2395511

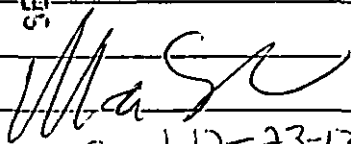
To whom it may concern:

We have added additional dates and phone service has been down.

On the bottom of the last page is the dates our phone have been out.

I also added a copy of a fax we received from one of the Cave managers thinking we were closed.

Thank you



Signed 12-23-13

RECEIVED

2013 DEC 12 AM 11:03

PA.P.U.I.C.
SECRETARY'S BUREAU

PA.P.U.I.C.
SECRETARY'S BUREAU

2013 DEC 26 12:12

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2013 DEC 12 AM 11:03

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4. Reason for complaint

MSI previously filed PUC complaint against Verizon. We had over 100 service disruptions. Approximately two years ago in the complaint Verizon responded agreeing they would replace cable lines. However our service was still being disrupted. We switched phones to AireSpring, unfortunately Verizon is serving the T1 line.

We had to contact AireSpring on the following dates this year, 4/19/2013, 5/23/2013, 6/10/2013, 6/18/2013, 7/23/2013, 7/29/2013, 8/20/2013 and 8/21/2013 and now 11/12/2013, 11/13/2013 and 11/14/2013. AireSpring concluded issue was Verizon. Verizon service technicians have stated, "The line needs to be re-spliced and repaired, but Verizon won't do that because they will not invest in this old technology." We had discussed with a technician and he stated that several technicians put in splice requests, but that it probably wouldn't be done due to costs. According to several Verizon technicians, only a small portion of line was recently replaced, and that is why our building is still experiencing issues. This is in contract to the agreement Verizon proposed after the prior PUC complaint.

5. Requested Relief

We request that Verizon apply the remedy that they suggested to resolve the prior complaint and replace the T1 lines. We also request that this work be done on off business hours as not to subject our business to further damage due to phone outages. We expect Verizon to fix it so we do not have any further disruptions in the future.

We also expect refunds for services not rendered for which we were billed for all 12 lines.

Additional dates are phones were out since 11/25/2013

11/27/2013, 11/28/2013, 11/29/2013, 12/06/2013, 12/07/2013, 12/08/2013 and 12/09/2013.

Our consumers are getting a message that says our phone has been disconnected. We received a fax asking If we were still in business?

Case Coordination Unit Community Care Systems, Inc.

Frank J. Vala
Chairman of the Board

William M. Vala
President

FAX COVER SHEET

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2013 DEC 12 AM 11:03

PA.P.U.C.
SECRETARY'S BUREAU

Date: 12-6-13

To: MSI

Re: _____

Attention: _____

From: Angie

Fax#: 888 329 2872

Remarks: Are you still in business? Your phone has been disconnected.

217/774-7885

Angie

Total number of sheets transmitted including cover sheet _____

"Confidentiality Notice: The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any disclosure, copying, dissemination, distribution or any action taken in reliance on the contents of this communication is strictly prohibited. If you have received this communication in error, please destroy the materials and immediately notify the sender of the error." Thank you.

*Called
(800) 777 6647*

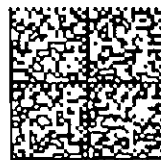
Community Care Systems, Inc. Case Coordination Unit does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint. For information, call the Illinois Department of Aging Senior Helpline 1/800/252/8966

1604 W. Main, Suite 100
P.O. Box 152

Shelbyville, IL 62565-9570

217/774-7885
1-888/299-9553
Fax # 217/774-3628

Medical Supply, Inc.
P.O. Box 88
Essington, PA 19029



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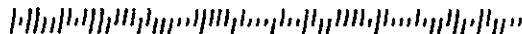
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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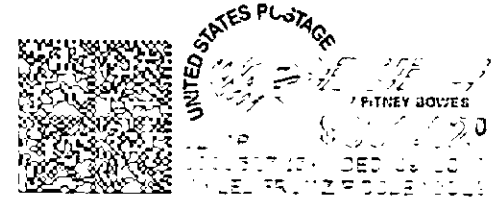
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Secretary
Pennsylvania Public Utility Commission
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