

3 Deblyn V Lane
West Chester PA 19382
December 10, 2013

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SECRETARY'S BUREAU

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

Re: Bruce Yelton v. Verizon Pennsylvania LLC
Docket No. C-2013-2392515:
Response to "ANSWER OF VERIZON PENNSYLVANIA LLC
Dated December 4, 2013

Dear Secretary Chiavetta:

Let me start by saying I am not a lawyer nor do I plan to hire legal advice on this matter of public safety. I filed informal complaints, but received no satisfaction in correcting the problem. The problem is that most "Robo Calls" do not shut off when I hang up my phone. I feel certain that this problem is not unique to me, but it affects most if not all customers of Verizon in their service areas. If contact to 911 is needed, then a 10 to 15 second delay (or longer) could be a matter of life or death. This is totally unacceptable.

I concur that Verizon made an attempt to correct this problem based on my informal complaints. Verizon's efforts were not successful. I then formed a formal complaint. A Verizon representative, Brian, contacted me on November 15th. He was going to try to correct the problem again, and asked me to monitor the "Robo Calls" that I received. I believe that Brian called me the following week and I report the problem still was occurring.

In paragraph 7b. I do note that I had contacted Verizon verbally and in writing. In paragraph 7c. I noted that the problem persists.

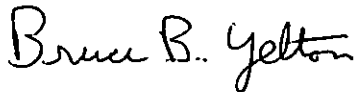
I have three different phones in my house and experience this problem on all of these phones. I do not believe the problem is in my personal telephone equipment. I had four "Robo Calls" between November 20th and November 22nd. All these calls present the same ongoing problem. Verizon may have called me between November 23rd to December 2nd while I was out of town. Verizon has not contacted

me by phone since I returned. From December 4th and December 6th I have received three more problem calls.

THIS IS A VERY SERIOUS COMPLAINT THAT I EXPECT TO BE CORRECTED.

I am not certain that mediation will correct this problem. Verizon must understand the seriousness of this problem.

Sincerely,



Bruce B. Yelton

CC: Susan D. Paiva
Verizon Pennsylvania LLC
1717 Arch Street, 3SE
Philadelphia PA 19103

The following address was added on December 11, 2013 in response to Charles E. Rainey, Jr. letter dated December 9, 2013 directing the parties to try to resolve the problem themselves.

Cynthia Lehman
P.O. 3265
Harrisburg PA 17105-3265

All my correspondence in this matter is done via USPS First Class Mail.

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Bruce B Yelton
3 Deblyn V Ln
West Chester, PA 19382-6960

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ROSEMARY CHIAVETTA, SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET - FELDING ROOM (2 NORTH)
P.O. Box 3265
HARRISBURG PA 17105-3265

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