

Received 10/2/12

Pennsylvania
Public Utility Commission
Harrisburg, PA 17120

Attention: Rosemary Charette
[Signature]

From: *[Signature]*
825 W. Pittsburgh
Harrisburg PA 17102
610-485-2947

[Handwritten note:] Date there will be no additional
for what the *[Signature]*

RECEIVED

MAY 15 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S-BUREAU

May 12, 2014

Cheryl Lack
v.

Verizon Pennsylvania LLC

Re: Rosemary Chivetta

By Cheryl Lack am filing
a petition for revision or to
amend, under regulation 5.52(D)
the previous order on March 20, 2014 -
Docket C-2013-238800.

Enclosed are copies of revised
data and additional info. of what
I originally "faxed" to you (copy of
did you ever receive?)
(There is ^{one more} that is not part do allive
to file).

Original 1st page

188

Pennsylvania
Public Utility Commission
Harrisburg, Pa 17105-3265

Attention: Rosemary Chivette
Secretary

From: ~~David L. Cook~~
610-435-2947
Allentown, Pa 18104

Fax: 1-717-783-9526

W (Fax # I was given and
Rosemary Chivette said
they never got it)

Who's fax # is this?

~~Original In Reply~~

To: Susan D. Davis, Esquire
Venice
1717 Arch Street
3 East
Philadelphia, Pa 19103

From: Cheryl Leach
825 W. Polk Street
Allentown, Pa 18102

Copy sent to:
Pennsylvania
Public Utility Commission
Harrisburg, Pa 17105-3265

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Change to May 13, 2014 April 2, 2014

C-2013-2388000

Cheryl Teak

v.

Verizon Pennsylvania LLC

To: Rosemary Chiodetto

1) Cheryl Teak, on filing a petition reconsideration

- Reasons why I disagree with the decision to close this case:

I totally disagree that the exception on December 3, 2013 should be denied - Everything stated was in fact true.

Gary Kessler (from Pittsburgh office) is supposed to be on contract but he does not call us back. Why must I repeat this situation to

so many people? Also, the problem in my house is not that I need to get an electrician (By the way I do not have a computer or a cell phone - which I was told I had to get a hook-up for).

Note also, blocks have been placed on my caller ID which I didn't do - this situation was addressed ^{file} to the Attorney General Office - No. (Medical Section) since it happened right after an incident with a doctor's office saying that "if you have caller ID you must remove it now or the doctor will not call you back." (A recorded message). I called Verizon to tell them about this block and 3 ~~technicians~~ technicians claim they couldn't get in to remove it!

AG-13-05-2157

Also in February I tried to call to get things "removed" like DVR etc. I spoke to "Suzanne" - she said it was a of your contract

that it wasn't up in March 2014 -
 that ~~everything~~ in the contract
 was valid until March 2015.
 My bill we received ~~for~~ March
 reflected a higher price.

This is what happened:

When I received February's bill

Thursday March 27, 2014 it was
 180 instead of \$134 (approx). I

called to question - I got a person

by the name of Tony (from
 Pittsburgh office) and explained

what Suzanne had told me
 about my contract. I also told

him I tried to discontinue some
 services (she said I didn't need to)

I also told Tony about the same
 ongoing problems with the volume

on the tv "going off" all the
 time and still no picture

"(in signal)" on the other tv.

He said a tech could come
 out and "switch boxes" and take

out the tv. I told him I'm not
 paying anything for this (we're

already paying for utilities we're

not receiving). After a while he said there would be a charge if it's not my house - then he finally said there would be no charge and he would call back later that evening to verify and report everything (including no charge). He then gave me to a supervisor "Steve" (after he said he'd take \$53 off bill which doesn't cover costs for other problems including the stress associated with the situation. So Steve talked about the same things and said they would call back later to verify everything. My appointment was to be for Friday 11/14/14. The conversation lasted almost 2 hours again!

March 27, 2014 5:16 p.m.

1-800-961-1946 - received confirmed - wrong time! They said between 8^{am} and 12 p.m. Did not press key to accept appointment,

"Tony" never called me back
at home or work. March 27, 2014
I was in the office including

Friday, March 28, 2014

I saw a Verizon truck across the
street early after 8 a.m. (on Lombard
Street).

9:28 a.m. 3/28/14 1-800-837-4966

I received a call from a guy
about coming in to work - I
told him I can't let him in
because Tony never called me
back to verify plus the time we
had was for between 10 and 2 p.m.

(My mother is handicapped - I'm
not making her for therapy.
He said "what if you want me to
do - I said I don't know - don't
know if I'll have to
wait a couple more hours and the
phone again with Verizon.

3/28/14 9⁴⁷ a.m. 610-264-8149
(Local Version Number) to Tony
Rodgers (locally) left message
to resolve problem - AGAIN

3/28/14 1-800-837 4966 at 11:00 a.m.
I got a message that said
if you're still having problems -
they'll be coming ^{out} at the
regular time. (?)

No Show (obviously)
(They were told not to come
earlier in the morning)

Now, in the meantime the
Version truck was down
the street until 2 p.m. (or a little
after) then approximately 20 minutes
to a half hour later - And
electricians touch show up
there!

Again I disagree with everything
and believe this case should
not be closed or dismissed!

I strongly feel we are victims
of utility abuse, theft and
possible fraud.

I still maintain I did not
say this situation is "a conspiracy"
by the Obama Administration.

By we still have the same
problem, volume of tv are tv
still no signal (+ no picture)
and screen placing blocks on
our phone's other id!

And yes we're still paying
for services we're not receiving!

Charles L. Zwick

Please note that everything stated
is full on truth and a "Good
Truth".

You also need to know that since
the Commission's decision to "close
or dismiss the case - My mother
has not had television at all!
(Since Before Christmas)

Respectfully,

Phyllis [Signature]



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