

VERIZON PA (F/K/A BELL)

DISPUTE REPORT

BCS investigator: AMY VEYLUPEK

BCS Case Number: 3270430

BCS Sent: 8/6/2014

BCS Received: 8/6/2014 2:16 PM

Number: [REDACTED]

Prepared Date: 8/6/2014

GENERAL INFORMATION

Customer Name: MARY PHALAN

Service Address: 919 RONNIE CIRCLE
PHILADELPHIA, PA 19128

Mailing Address:

PRIOR BCS PAYMENT ARRANGEMENT

Date: BCS #: Terms:

Missed Payment Amount: \$0.00

CURRENT ACCOUNT INFORMATION

Last 4 Payments

Account Number: 8888888888

The service to be Suspended or Terminated	Basic:	Date Established: 5/1/1991	Residential
	Toll:	Date of Notice:	
Basic	NonBasic / Other**	Notice Due Date:	
ON	Total: \$0.00	Suspension Notice No	Termination Notice No
		# of returned checks in the last 12 months 0	

BILL INFORMATION		Include all payments and adjustments as of date of report		
BILL DATE	Type of Service	Past Due Balance	Current Due	Total Due
7/22/2014	Basic	\$0.00	-\$116.50	-\$116.50
DUE DATE 8/18/2014	Toll	\$0.00	\$0.00	\$0.00
	Non Basic / Other**	\$0.00	\$0.00	\$0.00
	TOTALS	-\$0.00	-\$116.50	-\$116.50

**NON BASIC / OTHER charges may include toll and nonbasic charges for some companies

MISCELLANEOUS INFORMATION

Unpaid final bills relative to this complaint? No if "Yes", details in company position

Dispute summaries relative to this complaint. No if "Yes", see Attachments

LAST CONTACT INFORMATION

Did the customer contact the company in the last 6 months about this same problem? No

If yes, provide details of contacts and the resolution.

Last Contact Information

Last Contact Date:

DETAILS OF THE COMPANY'S INVESTIGATION PRIOR TO BCS CONTACT

Repair

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5/14/14 12:36pm commitment 5/15/14 7:15pm

static/echo on line all phones trouble at NID alarm on line

5/15/14 10:37am- customer checking status

5/15/14 12:38pm- closed tech changed F3 pair

6/4/14 6:38pm commitment 6/5/14 7:15pm

static on line all phones premises visit charge quoted customer to check equipment/NID

6/6/14 10:57am- customer checking status

6/6/14 11:09am- customer checking status

6/6/14 2:34pm- closed tech repaired buried cable

6/6/14 5:16pm commitment 6/8/14 7pm

no dial tone all phones premises visit charge quoted

6/7/14 11:12am- tech returned job to cable

6/8/14 12:51pm- closed tech reports trouble cleared while chasing

6/20/14 10:15am commitment 6/22/14 7:15pm

customer reporting that she still has noise on the lines

6/22/14 11am- closed tech repaired effective insulation did 100% inspection

7/7/14 4:08pm commitment 7/8/14 12pm

static on line humming cross talk at NID

7/9/14 8:31am- customer checking status

7/9/14 12:27pm- customer checking status

7/9/14 7:25pm- closed tech changed cable pair

7/31/14 10:31pm commitment 8/4/14 7:15pm

static on line all phone premises visit charge quoted

8/1/14 7:24am- customer checking status

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8/1/14 12:44pm commitmnet 8/1/14 7pm

earlier commitment given

8/1/14- tech returned job to cable

8/4/14 5:42pm- closed tech repaired buried cable in multiple splice locations

CUSTOMER'S DISPUTE TO BCS

CUSTOMER STATES THAT SHE HAS BEEN HAVING INTERRUPTIONS IN HER PHONE LINE FOR ABOUT 16 YEARS. CUSTOMER PHONE CURRENTLY IS NOT WORKING. VERIZON WAS OUT 3 WEEKS AGO TO FIX PROBLEM AND TOLD CUSTOMER THAT LINES ARE BURIED AND THEY WILL NOT DIG ON PRIVATE PROPERTY TO FIX PROBLEM. CUSTOMER STATES THAT SHE DOES NOT HAVE FIOS IN HER AREA AND DOES NOT HAVE ANY OTHER OPTIONS FOR LAND LINE SERVICE. CUSTOMER IS REQ THE PUC TO HAVE VERIZON FIX LINES TO PREVENT INTERRUPTIONS IN THE FUTURE.

DETAILS OF THE COMPANY'S INVESTIGATION AFTER BCS CONTACT

COMPANY FINAL POSITION TO BCS

The customer contacted repair 6 times in 2014 with reports of static/noise on the line. Techs were dispatched making repairs to the buried cable, changing the cable pair, and repairing defective cable insulation. The last tech was dispatched 8/14/14 and closed the report by repairing the buried cable in multiple locations. There have been no further repair reports from this customer. A rep spoke with the customer and verified that the service is now working properly. The customer received a 24 day local service adjustment of \$116.58 on 8/5 which will appear on the 8/22/14 bill.

This is old info. See attached service calls since.

Trouble Calls Since August Report

08/19/2014 06:39 PM customer reported static on line tech just out problem back. Suspected equipment trouble

08/20/2014 08:12 AM customer reported static on line every time making a call static on line at NID in basement. Commitment 08/22/2014 07:15 PM

08/22/2014 02:27 PM technician dispatched facility change

09/25/2014 05:06 PM customer reported transmission noise, all phones all calls, customer to check NID. Commitment 09/29/2014 07:15 PM

09/29/2014 09:00 AM technician dispatched repaired F2 cleared trouble

11/18/2014 11:50 AM customer reported loud hum on line all phones all calls DSL working gave rights. Commitment 11/21/2014 07:00 PM

11/21/2014 09:30 AM tech dispatched 100% inspection, repaired conduit defective insullation

Out of Service Credit 11/22/14 bill

3 days -\$4.99

12/15/2014 10:24 AM customer reported can't be called all calls all phones can't be called at NID

Commitment 12/17/2014 07:00 PM

12/17/2014 12:00 PM tech dispatched repair conduit defective insullation 100% inspection

Out of Service Credit 12/22/14 bill

2 days -3.33

12/21/2014 03:11 PM Ms. Phalan reported noise on the line. Commitment 12/24/2014 02:00 PM

12/24/2014 04:30 PM tech dispatched test okay cable buried repaired defective conduit

01/21/2015 08:32 AM customer reported can't be calls all phones all calls customer to check equipment. Commitment 01/21/2015 07:00 PM

01/21/2015 05:45 PM technician dispatched test okay intermittent trouble not found

01/27/2015 10:17 AM customer reported doesn't have dial tone. Commitment 01/28/2015 07:00 PM

01/28/2015 01:30 PM technician dispatched cleared buried cable