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100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 www.hmsk-law.com

October 27, 2005

ORIGINAL

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

Re: Melissa Hall v. Verizon Pennsylvania Inc.; Docket No. C-20055449;
CERTIFICATE OF SATISFACTION

Dear Secretary McNulty:

DOCUMENT
FOLDER

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that Verizon Pennsylvania Inc. has satisfied the Formal Complaint filed at Docket No. C-20055449. The Formal Complaint filed at Docket No. C-20055449 should be withdrawn and the Commission's file closed.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Regards,


Steven K. Haas
Counsel for Verizon Pennsylvania Inc.

SKH/kml
Enclosures
cc: Melissa Hall

RECEIVED
2005 NOV -1 PM 3:59
SECRETARY'S BUREAU
PA PUC

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

35

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

MELISSA HALL,

Complainant

v.

Docket No. C-20055449

VERIZON PENNSYLVANIA INC.,

Respondent.

**DOCUMENT
FOLDER**

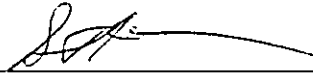
CERTIFICATE OF SATISFACTION

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PA PUC
SECRETARY'S BUREAU

I, Steven K. Haas, an attorney with Hawke McKeon Sniscak & Kennard LLP, representing Verizon Pennsylvania Inc. in this matter, hereby certify that the Formal Complaint filed on October 17, 2005 by Melissa Hall with the Pennsylvania Public Utility Commission against Verizon Pennsylvania Inc., and docketed at Complaint Docket No. C-20055449, has been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code § 5.24(b). Unless Ms. Hall files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20055449 shall be withdrawn.

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NOV 9 2005



Steven K. Haas
Hawke McKeon Sniscak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105-1778
717-236-1300

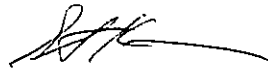
DATED: November 1, 2005

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the person and in the manner indicated below.

Service Via First Class Mail:

Melissa Hall
496 Clearview Street
Pottstown, PA 19464



Steven K. Haas

DATE: November 1, 2005

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PA PUC
SECRETARY'S BUREAU

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November 1, 2005

Melissa Hall
496 Clearview Street
Pottstown, PA 19464

RE: Melissa Hall v. Verizon Pennsylvania Inc.; Docket No. C-20055449;
REVIEW AND CONFIRMATION OF SETTLEMENT TERMS

Dear Ms. Hall:

This firm represents Verizon Pennsylvania Inc. ("Verizon PA") in Formal Complaint proceedings before the Pennsylvania Public Utility Commission ("Commission"). I am writing about the complaint you filed recently against Verizon PA concerning disputed toll charges on your account related to DSL service. I understand you spoke with Ms. Patricia Mack from Verizon PA recently, and the two of you have agreed on settlement terms as a complete resolution of your complaint. The purpose of this letter is to review and confirm the terms of the settlement. The terms that have been agreed upon as a resolution of your complaint are as follows:

1. Verizon PA agrees to credit your Verizon PA account (number 610-718-5383) in the amount of \$105.95 (charge for the DSL modem). This credit was issued to your account on October 17, 2005, and will be reflected on your October 27, 2005 bill;
2. Verizon PA agrees to issue a second credit on your account in the amount of \$54.00 (DSL charges for February and March of 2005). This credit will be reflected on your November 27, 2005 bill; and
3. In exchange for the credits described above, you have agreed to withdraw your complaint against Verizon PA from the Commission.

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

Melissa Hall
November 1, 2005
Page 2

I have prepared and filed with the Commission a document called a Certificate of Satisfaction. This document indicates to the Commission that the issues raised in your complaint are resolved and that you have agreed to withdraw your complaint. Upon receipt of this document from me, the commission will mark this proceeding closed. I have mailed a copy of this certificate to you for your records.

Thank you for your cooperation in resolving this matter on an informal basis. Please do not hesitate to contact me at the above-listed number with any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read 'SKH', with a long horizontal line extending to the right.

Steven K. Haas
Counsel to Verizon Pennsylvania Inc.

SKH/kml

**COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION**

DATE: November 3, 2005
SUBJECT: C-20055449
Melissa Hall v. Verizon Pennsylvania Inc.
TO: Wanda Zeiders
Docket Management
FROM: Susan Kirwan, ALJ Support Staff
Office of Administrative Law Judge

**DOCUMENT
FOLDER**

On November 1, 2005, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Bruce Bigelow, Mediator
Beth Plantz
Case File

DOCKETED
NOV 07 2005

November 9, 2005

ORIGINAL

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

DOCUMENT
FOLDER

Re: Docket #C-20055449

DOCKETED
NOV 15 2005

Dear Mr. McNulty,

I am writing to you personally to inform you that I object to the Certificate of Satisfaction being sent to your office by Mr. Steven Haas, attorney for Verizon Pennsylvania.


I understand that I have the right to object this certificate within 10 days of the date of filing, and am exercising this right.

I object due to the condition set by Mr. Haas that Verizon will rectify their wrongdoings through providing me credits only if I agree to withdraw my complaint with the commission. This implies that they are doing me a courtesy by crediting me. It is not a courtesy if that money was owed to me for service they did not provide.

Moreso, I have filed a formal complaint to make the public aware of Verizon's business practices. That is why I do not want this complaint withdrawn. It is necessary for the public to have access to this information.

Thank you for your understanding.

Respectfully,


Melissa Hall
496 Clearview Street
Pottstown, Pa 19464
610-718-5383

RECEIVED

NOV 09 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RJT

69

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: November 14, 2005

SUBJECT: Request to Rescind
C-20055449 Melissa Hall v. Verizon Pennsylvania Inc.

TO: Wanda Zeiders, Supervisor
Docket Management Division

FROM: Cherie Pyle, Scheduling Officer
Office of Administrative Law Judge

DOCUMENT
FOLDER

On November 3, 2005 you received a request for satisfaction of complaint from the Office of Administrative Law Judge on the above-captioned proceeding. This request has been **rescinded** by the complainant. Therefore, the proceeding should remain in active status and not be closed by Secretarial Letter.

I apologize for any inconvenience this may have caused and ask that you take the necessary steps to update the Commission file. If you need anything further from me, please contact me at 787-1380.

pc: Bruce Bigelow
Beth Plantz
Case File

DOCKETED
DEC 29 2005



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
December 14, 2005

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20055449

(SEE ATTACHED LIST)

Melissa Hall v. Verizon Pennsylvania Inc.

Billing Dispute

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing

Date: Wednesday, February 8, 2006

Time: 10:00 a.m.

Presiding: Administrative Law Judge Marlane R. Chestnut
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

**DOCUMENT
FOLDER**

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCKETED
DEC 30 2005

At the above date and time, the Presiding Officer will contact the parties as follows:

Melissa Hall	610-718-5383
Steven K. Haas, Esquire	717-236-1300

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Chestnut
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section
Calendar File