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December 16, 2005

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

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SECRETARY'S BUREAU

2005 DEC 16 PM 4: 16

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RE: Melissa Hall v. Verizon Pennsylvania Inc.; Docket No. C-20055449;
ANSWER OF VERIZON PENNSYLVANIA INC.


Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Pennsylvania Inc.'s Answer in the above-captioned proceeding. A copy of this document has been served upon the Complainant in accordance with the attached Certificate of Service.

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

DOCUMENT
FOLDER

Very truly yours,



Steven K. Haas
Counsel for Verizon Pennsylvania Inc.

SKH/kml
Enclosures
cc: Melissa Hall

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

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DOCUMENT
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MELISSA HALL,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent.

Docket No. C-20055449

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCKETED
DEC 21 2005

ANSWER OF VERIZON PENNSYLVANIA INC.
TO THE COMPLAINT OF MELISSA HALL

Verizon Pennsylvania Inc. ("Verizon PA"), by its attorneys in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer to the Complaint filed by Melissa Hall ("Complainant"). In support thereof, Verizon PA avers and represents as follows:

1. ADMITTED, upon information and belief.

2. ADMITTED. The Complaint identifies "Verizon" and "Verizon DSL" as Respondents. The correct corporate name of the Complainant's local exchange provider is Verizon Pennsylvania Inc. The corporate name of the company that provides the DSL service at issue here is Verizon Online. Although both companies are subsidiaries of Verizon Communication Inc., they are separate and distinct companies.

3. DENIED. Ms. Hall's Complaint involves a dispute about charges associated with DSL service provided to her by Verizon Online. Verizon Online provides Internet services to its customers. Internet services are not regulated by the Commission. Benchmark Color Lab, Inc.

v. Verizon Pennsylvania Inc., Docket No. C-20042694 (Initial Decision dated June 2, 2004, Final Order entered August 2, 2004).

4. A. ADMITTED.

4. B. The gravaman of Ms. Hall's Complaint involves a dispute about certain charges associated with DSL service provided to her by Verizon Online. Verizon PA notes initially that Verizon Online is a separate and distinct company from Verizon PA. Verizon Online provides Internet services to its customers. Verizon Online is not regulated by the Commission. Further, the Commission does not have subject matter jurisdiction over the provision of Internet services.¹

Benchmark.

The complaint was served by the Commission on Verizon PA. As a separate company, Verizon PA is without sufficient information or knowledge to either admit or deny any of the allegations raised by the Complainant involving the provision of DSL service by Verizon Online. Accordingly, these allegations are DENIED.

Verizon PA ADMITS that it provides billing services to Verizon Online for DSL-related charges incurred by its customers. Verizon PA responds to the Complainant's allegations concerning certain billing issues, of which it has knowledge, as follows:

Verizon PA ADMITS that the Complainant established telephone service in early February of 2005. Verizon PA ADMITS that the Complainant's first telephone bill under this new service, which was dated February 27, 2005, contained charges totaling \$306.54. Verizon PA DENIES that these charges were related to the connection of DSL service. By way of further response, Verizon PA AVERS that, of the total balance on the Complainant's February 27, 2005 bill, only \$20.77 was from Verizon Online for DSL service. The Complainant's March 27, 2005

¹ Verizon PA has filed a Motion to Dismiss the Complaint on this ground. Verizon PA's Motion to Dismiss is incorporated herein by reference. Even if the allegations in the complaint were true, the Commission does not have jurisdiction over the issues raised therein.

bill contained a total balance of \$81.11. Of this total, only \$32.83 was from Verizon Online for the Complainant's DSL service. Verizon PA ADMITS that the total charge associated with DSL service billed to the Complainant's Verizon PA account (\$53.60) was adjusted off of her account when she cancelled DSL service. Credits totaling \$53.60 were applied to the Complainant's Verizon PA account on April 6, 2005. As a result of these credits by Verizon Online, all charges associated with the Complainant's DSL service were removed from her Verizon PA account.

Verizon PA DENIES that there were any charges associated with DSL service on the Complainant's April 27, 2005 telephone bill. As mentioned above, this bill included a credit in the amount of \$53.60 from Verizon Online to remove all charges associated with DSL service. The Complainant's DSL service was cancelled on or about April 2, 2005. Verizon PA DENIES the allegations raised by the Complainant concerning a ship-back label from Verizon Online, as this action would involve Verizon Online.

Verizon PA DENIES that there were any charges from Verizon Online associated with DSL service on the Complainant's May 27, 2005, June 27, 2005, July 27, 2005 and August 27, 2005 Verizon PA telephone bills. As indicated previously, all charges associated with DSL service were removed from the Complainant's account in April of 2005. All charges on these bills were Verizon PA charges related to the Complainant's telephone service.

Verizon PA ADMITS that it refers customers calling about DSL service to Verizon Online.

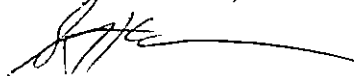
Verizon PA is without information or knowledge to either admit or deny the Complainant's allegations concerning her conversation with a representative from the Office of Consumer Affairs. Accordingly, these allegations are DENIED and, to the extent relevant and material, strict proof thereof is demanded at hearing.

Verizon PA ADMITS that the Complainant's September 27, 2005 Verizon PA telephone bill contained a charge from Verizon Online in the amount of \$105.95. Verizon PA AVERS that the Complainant's October 27, 2005 telephone bill contained a credit from Verizon Online in the amount of \$105.95. Accordingly, the charges from Verizon Online associated with DSL equipment were removed from the Complainant's Verizon PA telephone account by Verizon Online.

5. Paragraph 5 of the Complaint contains requests for relief to which no responses are required. As indicated above, however, all charges from Verizon Online associated with the Complainant's DSL service, including the charge for unreturned equipment, were removed from the Complainant's Verizon PA account.

WHEREFORE, for the reasons set forth above, Verizon Pennsylvania Inc. respectfully requests that the Formal Complaint filed by Melissa Hall, at Docket No. C-20055449, be dismissed or denied in its entirety.

Respectfully submitted,



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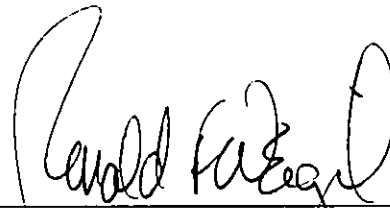
DATED: December 16, 2005

Counsel for
Verizon Pennsylvania Inc.

AFFIDAVIT

I, **RONALD F. WEIGEL**, Director – Government Relations of Verizon

Pennsylvania, am authorized to make this affidavit on its behalf, and I verify that the information provided in the foregoing document(s) is true and correct to the best of my knowledge, information and belief. I understand that false statements therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.




RONALD F. WEIGEL
Director – Government Relations

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

DATED: December 16, 2005

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