

Pasquale Colancecco
2316 South Warnock Street
Philadelphia, PA 19148

Hawke, McKeon, Sniscak & Kennard
100 North Tenth Street
Harrisburg, PA 17101

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

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NOV 17 2005

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

November 16, 2005

RE: Pasquale Colancecco and attached v. Verizon PA Inc. Docket C-200554433-
Response.

C-20055443

Dear Mr. Secretary,

I respectfully argue the respondent's "Answer of Verizon PA Inc. To The Complaint of Pasquale Colancecco", dated November 14, 2005, in behalf of and all the petitioners in the said complaint.

Of this, notice the following items:

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Item 1.

1. This entire area of South Philadelphia has had continued problems with phone service. I am sure that Verizon of PA Inc. has its own records of service calls and this would be made proof.
2. We have many seniors living in this area, and they have difficulties signing their own names, lest filling out complaint forms on their own.
3. Many of these customers are on the "Life Lines" program, and with bills paid, one wonders how Verizon of PA Inc. would be able to explain why someone on this program may be found dead, next to a dead phone.
4. I argue to allow these voices be heard.

Item 4 A and B

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1. The history of these complaints and the amount of service calls that are mad are entirely too many. These complaints have also included dead lines. (See item 1, line 3.)
2. Mr. Pasquale Colancecco had made previous complaint to the PUC, after almost one year of service problems. It was only after the complaint was filed, that the service at 2316 South Warnock Street was finally made, for approximately six months, without interruptions of service. Then, once again, service turned adverse.
3. At one point, Verizon had credited this account due to lack of good, quality service. However, in a "down service time" Verizon may have been forced to answer, "Why is there a dead body next to a dead phone, when the bill is always paid?"

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Item 5

1. I firmly argue that the request made by neighbors and myself are legitimate complaints.
2. I firmly argue that the complaints of Pasquale Colancecco should be heard in arbitration before a PUC mediator, if necessary.
3. I firmly question as part of the argument, if the service of Verizon was outstanding in this area, why would Verizon DSL connections not be made in the area.
4. I will finally argue that evidence from other petitioners on this complaint, along with Verizon PA Inc.'s own records of the complaints and service calls made to the area be admitted into the PUC arbitration, as this is an area problem, not solely a problem of Pasquale Colancecco.

However, one Mr. Jim Daley, of Verizon PA Inc. had respectfully contacted me on or about November 9, 2005. He assured me he personally inspected our lines, and found problems with them. He saw to it these problems were corrected. He had assured me that we should not have any other problems with our phone service.

Though I have heard this before, I am willing to ask Secretary to hold this case for one year before any action is taken before or with the assistance of the PUC. So far, there has been no problem.

I do appreciate the time Mr. Daley has given us, and I hope Verizon PA Inc. appreciates this employee, who is a great asset to this company.

While we understand the coming of "fiber optic" lines are on the way, we can not tolerate paying for service that continues to be poor. Continued poor phone service could make a difference between living and dyeing. Verizon PA Inc. should be made aware of this responsibility.

Thank you,



Pasquale Colancecco

p_colancecco@netzero.com

CC. Hawke McKen Sinscak Kennard.

*Sir,
Thank you!*

Hawke

McKeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

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March 2, 2006

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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: Pasquale Colanccco, *et al.* v. Verizon Pennsylvania Inc.; Docket No. C-20055443; **CERTIFICATE OF SATISFACTION**

Dear Secretary McNulty:

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-20055443. Unless Mr. Colanccco files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20055443 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.

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Regards,



Steven K. Haas
Counsel for Verizon Pennsylvania Inc.

PA PUC
SECRETARY'S BUREAU

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Enclosures

cc: Pasquale Colanccco
Herbert Nurick

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

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PASQUALE COLANCECCO, *et al.*,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20055443

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SECRETARY'S BUREAU

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CERTIFICATE OF SATISFACTION

I, Steven K. Haas, an attorney with Hawke McKeon Sniscak & Kennard LLP, representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the above-captioned Formal Complaint filed by Pasquale Colancecco on October 6, 2005, with the Pennsylvania Public Utility Commission against Verizon Pennsylvania Inc., and docketed at Complaint Docket No. C-20055443, has been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code § 5.24(b). Unless Mr. Colancecco files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20055443 shall be withdrawn and the Commission's file closed.

DOCKETED
MAR 6 - 2005



Steven K. Haas
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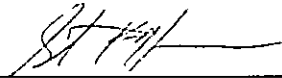
DATED: March 2, 2006

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 by first class mail:

Pasquale Colancecco
2316 S. Warnock Street
Philadelphia, PA 19148



Steven K. Haas

DATED: March 2, 2006

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SECRETARY'S BUREAU

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: March 8, 2006

SUBJECT: Pasquale Colancecco, et al. v. Verizon Pennsylvania Inc.
C-20055443

TO: Wanda Zeiders
Docket Management

FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

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On March 2, 2006, 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: Herbert Nurick, Mediation Coordinator
Beth Plantz
Case File

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MAR 9 - 2006