

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office of Administrative Law Judge
1103 Pittsburgh State Office Building, 300 Liberty Avenue, Pittsburgh, PA 15222

Tel: 412-565-3550
Fax: 412-565-5692
IN REPLY PLEASE
REFER TO OUR FILE



January 30, 2006

Thomas Crock
65 Barry Street
Pittsburgh, PA 15203

DOCUMENT
FOLDER

RECEIVED
JAN 31 9:17
PA P.U.C. BUREAU
SECRETARY'S BUREAU

Re: *Thomas Crock v. Comcast Phone of Pennsylvania, LLC*
Docket No. C-20055592

Dear Mr. Crock:

I am replying to a FAX dated 1/29/2006 addressed to Judge Veronica Smith.

I have reviewed my decision in your case filed against Allegheny Energy Supply, LLC, at Docket No. C-20016063. The section labeled History of the Proceeding indicates that your initial request for a continuance was granted. The case was rescheduled for Monday, March 11, 2002. You apparently FAXed a request for a second continuance on March 9, 2002, a Saturday, at 10:53 p.m. In my decision I held that the request was too late and was inappropriate under the circumstances. Apparently you did not file exceptions to the initial decision as it became final by a Commission form final order. Had you filed exceptions, they would have been dealt with by the Commission in an opinion and order.

The second case you referred to in your FAX, C-20020580, involving your complaint against Equitable Gas Co., was heard by ALJ Fred R. Nene, not me. In any event, you did file exceptions to ALJ Nene's initial decision that included all of the matters raised in your most recent FAX. Your exceptions were discussed in detail and denied by the Commission in its opinion and order entered June 28, 2004.

At this juncture, all I can tell you is that I will not remove myself from your current case against Comcast, and I will provide you with a full and fair opportunity to present your case if you decide to participate.

Sincerely,

Michael A. Nemeč
Administrative Law Judge

cc: James J. McNulty, Secretary
William A. Loy, Esq.
Veronica A. Smith, Chief Administrative Law Judge

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2006 FEB - 1 AM 9:43
PA P.U.C. BUREAU
SECRETARY'S BUREAU

BTL

MEMORANDUM

**COMMONWEALTH OF PENNSYLVANIA
PA Public Utility Commission**

DATE: January 30, 2006

SUBJECT: **Thomas Crock v. Comcast Phone of PA, LLC**
Docket No. C-20055592

TO: James J. McNulty, Secretary
PA Public Utility Commission

FROM: ALJ Michael A. Nemec *MAN/seo*
Office of Administrative Law Judge, Pittsburgh

Please find for filing a four page copy of a FAX received regarding the above case.

Thank you.

MAN:seo

Enclosure

cc: William A. Loy, Esq. (w/encl)
Chief Administrative Law Judge Veronica A. Smith

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2006 FEB - 1 AM 9:13
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SECRETARY'S BUREAU

RECEIVED
2006 JAN 32 AM 9:17
PA P.U.C. BUREAU
SECRETARY'S BUREAU

FACSIMILE COVER PAGE

To : Judge L. Gesoss

From : tc

Sent : 1/19/2006 at 7:33:44 PM

Pages : 4 (including Cover)

Subject reassignment. continue

I have requested but not received reassignment to another judge
please confirm receipt & reassign. Thank you.

Also, I have a conflict with the hearing date & time, Please continue / reschedule the
hearing
for a later day & time.

Cc. Judge Larry Gesoss, Judge Veronica Smith
Jan. 20th, '06; 395-3240/3186/3155f 717 787- 0481fx

12/24/05,
Thurs., Feb., 2nd, '05,
Crock v. Comcast
C-20055592

395-3240/3186/3155f
Honorable Judge Nemecc:

I will search my files, but if memory serves - I want you, Judge Nemecc, off
this, and any/all case(s) involving me, now, and in the future - a blanket
order.

Final Complaint

Update: Nov., 23rd: incentive / inducement

Comcast offered a customer referral incentive / inducement when I signed up. It was a \$25
or \$50 American Express gift card provided to both sides - referred & referror. Form is to completed
& given to the installer. The installer forgot to take the form with him so I mailed it to Comcast, to
the attention of the customer referral program co-ordinator. Her name was on the form. Neither
party received their gift card.

Update: Nov., 21st

Sunday morning Nov., 20th, no service whatsoever - local, local toll, long distance.
Service was restored Monday afternoon 3 - 3:30 p.m., following requests for repair
Sunday & Monday.

My car broke-down Saturday nite. I had to resort to my pre-pay cell phone for all calls for road service, parts, rides & so forth. Pre-pay calls cost 40-45 cents/min., prime time, 20-25 off-peak - approximately \$15 in calls Sunday.

412 747-6613/f, 6900 x4459- Brandy

65 Barry St.
Pgh, Pa 15203
412 381-4548
November 10, '05

Comcast
PO Box 4200
Brownsville, TX 78520
2008682

15 summit park dr.
pgh, pa 15275

Secretary of the Commission - PUC
Commonwealth Keystone Building, 2nd Flr
400 North Street
Harrisburg, PA 17120
717 787- 0481fx puc

Re: 001801 0827541011, Comcast phone
412 381-4548

"Rohrbaugh, Eric" <errohrbaug@state.pa.us>; "Waters, Lisa" <liwaters@state.pa.us>; "Christian-son, Robert" <rchristian@state.pa.us>

Complaint:

Comcast is my local, toll, & long distance carrier.

At some point I contacted Comcast Re: universal access service, as I had completed an application for it when I contracted for their service. If I recall I was told I was denied, yet never notified. They told me something like, I didn't qualify for it w/ my service package, I would have to change / reduce my service to qualify, and it would cost me 30 a month. I was, and am willing to make those changes.

Comcast terminated my long-distance service Mon., Nov., 7th - to my knowledge w/out notice, as I was behind w/ my bill. I contacted Comcast Tues., Nov., 8th, Jamie in Billing and was transferred to, Whustalia (sp.?), collections representative (native Spanish speaking). This collection's person refused to handle the call on speaker phone, I asked for someone else who could. She did not transfer me to another rep. Three, possibly four times, I was asked to hold 2 or 3 minutes ca. time. The last time I picked up the received & asked for a supervisor. She put me on hold again, picked up 2 - 3 minutes later and again refused to handle the call yet failed to connect me w/ a supervisor. I hung up.

I called back Wed., morning and paid the outstanding balance. I asked for Collections, got them, and asked for a Supervisor. I was then put on hold by the supervisor, "one moment please," 6 - 7 minutes later I hung up.

Today, Thursday, Nov., 10th, nearly a day & ½ later, I was still without long-distance service, so I

called Comcast again. I spoke with "Merlin," apparently when I paid my bill yesterday they had not requested reinstatement of long distance services. Comcast placed that order today and scheduled me for reinstatement Monday, 5 days later. Note: Local toll services remain out as of Today, Sat., Nov., 19th, 8 days later. (\geq after repair call).

Lastly, Comcast's network seemed unable to accommodate "redial," repeatedly redial would fail - more than 70% of the time. Multiple repair calls were not addressed. Repair would leave a message, take no action, then call to advise that they'd closed the repair order. The problem has not been resolved.

I would appreciate an investigation of our good friends at Comcast.

Sincerely,

Thomas D. Crock
412 381-4548, tdlcrock@yahoo.com



COMMONWEALTH OF PENNSYLVANIA
 PENNSYLVANIA PUBLIC UTILITY COMMISSION
 1103 PITTSBURGH STATE OFFICE BUILDING
 300 LIBERTY AVENUE
 PITTSBURGH, PENNSYLVANIA 15222-1210

Tel: 412-565-3550
 Fax: 412-565-5692

IN REPLY PLEASE
 REFER TO OUR FILE

January 27, 2006

RECEIVED
 2006 FEB - 1 AM 9:43
 PA P.U.C.
 SECRETARY'S BUREAU

Thomas Crock
 65 Barry Street
 Pittsburgh, PA 15203

Re: Thomas Crock v. Comcast Phone of Pennsylvania, LLC
 Docket No. C-20055592

Dear Mr. Crock:

I am responding to a FAX received in our office on Friday afternoon, January 27, 2006, at about 2:45 p.m. It purports to have been sent to "Judge L. Gesoss" on 1/19/2006 at 7:33 p.m.

At present the initial hearing in your case is scheduled for Thursday, February 2, 2006, at 10:00 a.m. My understanding of your FAX is that you are requesting a continuance and also that I remove myself from your case. As to the continuance, following your phone call that you had talked to Mr. Loy, Mr. Loy confirmed that he had agreed to a continuance. Your request will be granted and you will be notified by mail of the new date and time.

As to your request that I remove myself from your case, again you do not provide any reason why I should do so. For that reason, I decline to do so.

Sincerely,

Michael A. Nemec
 Administrative Law Judge

cc: James J. McNulty, Secretary
 William A. Loy, Esq.
 Veronica A. Smith, Chief Administrative Law Judge

RECEIVED
 2006 JAN 32 AM 9:17
 PA P.U.C.
 SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
January 30, 2006

PLEASE DOCKET

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20055592

(SEE LETTER DATED 12/16/05)

Thomas Crock v. Comcast Phone of PA, LLC

Service dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that the Initial Telephonic Hearing on the above-captioned case previously scheduled for February 2, 2006 has been canceled.

The hearing has been rescheduled as follows:

Type: Initial Telephonic Hearing

Date: Wednesday, March 1, 2006

Time: 10:00 a.m.

Presiding: Administrative Law Judge Michael A. Nemec
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: 412.565.3550
Fax: 412.565.5692

DOCUMENT
FOLDER

DOCKETED
MAR 02 2006

Please mark your records accordingly..

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.

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

Thomas Crock	412.381.4548
William A. Loy, Esquire	717.237.7160

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 5 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 Nemec
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File

Feb., 27th, '06

Crock v. Comcast phone
C-20055592
Nemec - 565-3550/5692f
William Loy, 717 237-7161/ 7170

DOCUMENT
FOLDER

PUC / Judge Nemec:

Am I permitted to withdraw & refile (at a later date) my complaint?

If so, I withdraw my complaint v. Comcast.

I appreciate your consideration in this matter.

Sincerely,

DOCKETED
MAR 6 - 2006

tcrock
412 381-4548
td1crock@yahoo.com

PA PUC
05 Feb 2006 10:30

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: February 28, 2006
SUBJECT: C-20055592
Tomas Crock v. Comcast Phone of Pennsylvania, LLC
TO: Wanda Zeiders
Docket Management
FROM: Dawn M. Reitenbach, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On February 27, 2006, a Petition for Leave to Withdraw was filed in the above-captioned proceeding. If no objection is filed to this petition 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: ALJ Michael A. Nemec
Beth Plantz
Case File

DOCKETED
MAR 6 - 2006



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
February 28, 2006

PLEASE DOCKET

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20055592

(SEE LETTER DATED 12/16/05)

Thomas Crock v. Comcast Phone of Pennsylvania, LLC

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial Telephonic Hearing
Date: Wednesday, March 1, 2006
Time: 10:00 a.m.
Presiding: Administrative Law Judge Michael A. Nemec

**DOCUMENT
FOLDER**

Please mark your records accordingly.

pc: Judge Nemec
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File

DOCKETED
MAR 7 - 2006

OALJ Hearing Report

Please Check Those Blocks Which Apply

Docket No.:	C-20055592		YES	NO
Case Name:	Thomas Crock	Prehearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	v.	Hearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Comcast Phone of Pennsylvania, LLC	Testimony Taken:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Location:	Pittsburgh	Transcript Due:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date:	March 1, 2006	Hearing Concluded:	<input type="checkbox"/>	<input type="checkbox"/>
ALJ:	Michael A. Nemeo	Further Hearing Needed:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reporting Firm:	Sargents Court Reporting	Estimated Add'l Days:		
<div style="font-size: 2em; font-weight: bold; opacity: 0.5; position: absolute; top: 10px; left: 10px;">DOCUMENT FOLDER</div> <div style="font-size: 2em; font-weight: bold; opacity: 0.5; position: absolute; top: 30px; left: 10px;">RECEIVED</div> <div style="font-size: 1.2em; font-weight: bold; opacity: 0.5; position: absolute; top: 50px; left: 10px;">MAR - 8 2006</div> <div style="font-size: 0.8em; opacity: 0.5; position: absolute; top: 70px; left: 10px;">PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU</div>		RECORD CLOSED:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS:	Complainant withdrew complaint by FAX dated 2/27/2006 Done.	

PLEASE PRINT CLEARLY - Incomplete information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?					
Thomas Crock	65 Barry Street	Complainant pro se					
	<table style="width: 100%; border: none;"> <tr> <td style="border: none; text-align: center;">City</td> <td style="border: none; text-align: center;">State</td> <td style="border: none; text-align: center;">Zip</td> </tr> <tr> <td style="border: none;">Pittsburgh</td> <td style="border: none;">PA</td> <td style="border: none;">15203</td> </tr> </table>		City	State	Zip	Pittsburgh	PA
City	State	Zip					
Pittsburgh	PA	15203					
Telephone: 412-381-4548	E-mail Address:	Fax Number:					
William A. Loy, Esq.	213 Market Street, 9 th Floor P.O. Box 865	Respondent					
	<table style="width: 100%; border: none;"> <tr> <td style="border: none; text-align: center;">City</td> <td style="border: none; text-align: center;">State</td> <td style="border: none; text-align: center;">Zip</td> </tr> <tr> <td style="border: none;">Harrisburg</td> <td style="border: none;">PA</td> <td style="border: none;">17108-0865</td> </tr> </table>		City	State	Zip	Harrisburg	PA
City	State	Zip					
Harrisburg	PA	17108-0865					
Telephone: 717-237-7160	E-mail Address:	Fax Number:					
	<table style="width: 100%; border: none;"> <tr> <td style="border: none; text-align: center;">City</td> <td style="border: none; text-align: center;">State</td> <td style="border: none; text-align: center;">Zip</td> </tr> </table>	City	State	Zip			
City	State	Zip					
Telephone:	E-mail Address:	Fax Number:					

Check this box if additional parties or attendees appear on back of form.

3/17/06 elf.

Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.

Name and Telephone Number	Address			Who are you representing?
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
Telephone:	E-mail Address:			Fax Number:
	City	State	Zip	
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	City	State	Zip	
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	City	State	Zip	
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