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December 13, 2005

James McNulty, Secretary
PA Public Utility Commission
Commonwealth Keystone Bldg.,
2nd Floor, 400 North Street
P.O. Box 3265
Harrisburg, PA 17105-3265

ORIGINAL

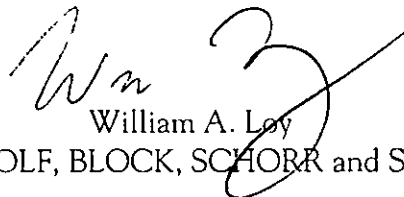
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Re: Thomas Crock v. Comcast Phone of PA, LLC
Docket No. C-20055592

Dear Secretary McNulty:

On behalf of Comcast Phone of PA, LLC, enclosed for filing please find an original and three copies of its Answer to Complaint with regard to the above referenced matter.

Sincerely,



William A. Loy
For WOLF, BLOCK, SCHORR and SOLIS-COHEN LLP

WAL
Enclosure

cc: Thomas Crock (w/ enc.)

PA PUBLIC UTILITY
SECRETARY'S BUREAU
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Wolf, Block, Schorr and Solis-Cohen LLP, a Pennsylvania Limited Liability Partnership

15

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Thomas Crock

Complainant,

v.

Comcast Phone of PA, LLC

Respondent.

Docket No. C-20055592

DOCUMENT
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**COMCAST PHONE OF PA, LLC'S
ANSWER TO COMPLAINT**

Comcast Phone of PA, LLC ("Comcast") submits this Answer to the complaint filed by Thomas Crock on November 21, 2005. In his complaint, Mr. Crock alleges that Comcast suspended his toll service without notice and failed to promptly restore his service after he paid the past due amount on his account. In addition, Mr. Crock alleges that Comcast did not properly respond to automatic redial problems on his service.

Comcast strictly denies Mr. Crock's allegations. At all times relevant hereto, Comcast provided Mr. Crock with reasonable service in compliance with all applicable requirements and tariffs.

In specific support of its Answer, Comcast states as follows:

1. On November 21, 2005, Mr. Crock filed a complaint with the Commission against Comcast as captioned above. In his complaint, Mr. Crock alleges that Comcast suspended his toll service without notice and failed to promptly restore his service after he paid the past due amount on his account. In addition, Mr. Crock alleges that Comcast did not properly respond to automatic redial problems on his service.

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2. Comcast strictly denies Mr. Crock's allegations. At all times relevant hereto, Comcast provided Mr. Crock with reasonable service in compliance with all applicable requirements and tariffs.
3. On October 28, 2005, a customer notice was generated informing Mr. Crock that payment on his account was due November 7, 2005.
4. Mr. Crock's toll service was subsequently suspended for non-payment.
5. On November 9, 2005, Mr. Crock made the requested payment on his account.
6. It is Comcast's policy that it is the customer's responsibility to call the company to make changes or upgrades to the account by the customer's request.
7. Mr. Crock did not contact Comcast's customer service to place an order to have service restored until November 10, 2005.
8. On November 10, 2005, a work order was placed to restore service and service was restored on November 14, 2005.
9. On September 26, 2005, Mr. Crock contacted Comcast stating that he was experiencing some automatic redial issues on his service.
10. Comcast performed tests on Mr. Crock's service line and the test levels showed no problems.
11. Comcast thereafter contacted Mr. Crock and advised him that his service phone unit may be causing the problems he was experiencing.
12. Additionally, Comcast denies that it did not provide Mr. Crock with proper notice regarding his application for Lifeline service.
13. Comcast has provided Mr. Crock with reasonable service in compliance with all applicable requirements and tariffs.

WHEREFORE, for all of the foregoing reasons, Comcast requests that the instant complaint be dismissed.

Respectfully submitted,



William A. Loy, Esq.
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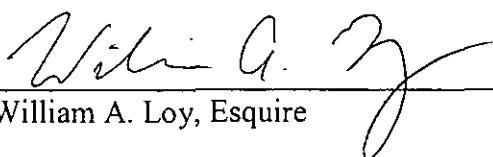
Attorney for Comcast Phone of PA

Dated: December 13, 2005

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the persons listed below via first class mail in accordance with the requirements of 52 Pa. Code Section 1.54 of the Commission's rules:

Thomas Crock
65 Barry Street
Pittsburgh, PA 15203



William A. Loy, Esquire

Date: December 13, 2005