

The Commissioners
Public Utility Commission
Commonwealth Keystone Bldg.
400 North St.
Harrisburg, PA 17120

Dear Commissioners:

First, we want to thank you for accepting the wise judgments of Administrative Law Judge Darlene Heep regarding civil penalties upon Verizon for their unreasonable and inadequate service to us. We want to make clear that we do not want to be Verizon customers further.

We do want proper reimbursement for the following: days we were no longer Verizon's customers towards the end of November, 2015 and we had pre-paid our Nov./early December, 2015 bill; taxes and fees should be included since we were no longer customers; and the days on our November 2015 bill that we had inadequate phone service. These reimbursements should not be conditional upon our returning to Verizon as customers. It may seem like "pennies" but it's the principle of the matter that counts.

Verizon knew I was sick as early as last Feb. 2015, when our phone was out for 5 straight days. I respectfully ask the Commission for clarification on why this factor was ignored in the decision-making process of fining Verizon; also the fact that neither the doctor's note nor my filing a formal complaint would stop them from cutting off my service. Mr. Wood, of Verizon, wrote to the Office of Consumer Advocate that my service would not be cut off only if I agree to switch to fiber-optics.

We are a tiny paradigm of the outrageous behavior Verizon has visited upon our community. For the many customers that have health problems, like myself, that need access to help immediately, only POTS with copper wiring--not FIOS or fiber-optics with short-term batteries--will save lives and protect our national security as well. This is the worst possible time in U.S. history to depend on batteries! We all know the frustration that comes from a dead battery in a flashlight or a smoke alarm. The expense of replacing batteries can be a factor for many low-income families and can jeopardize their safety.

Batteries are not the answer--dependable landlines are. The situation can become critical in a terrorist attack that can bring down the electric grid, or something ordinary, like an ice storm. The phone company always had an alternative electric source to keep the phones working. Cell phones are also vulnerable to poor reception and require

819 Hampshire Rd.
Drexel Hill, PA 19026
Dec. 6, 2016

Case #: C-2015-2515583

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re-charging. The original POTS was the one utility everyone could depend on--in black-outs, white-outs, and natural disasters of all kinds. Now, when the lights go out, so can..your phone! Commissioner Coleman,Jr. pointed out in his statement the key requirements, but what Verizon provides now is not the same reliable service as the original POTS! Verizon touts its new system as "superior," but how can that be when 12 batteries can cost the customer from \$75 a day and up! Or the impracticality of going on icy roads or late at night to search for batteries to keep 911 working!

We submit these issues to your consideration.

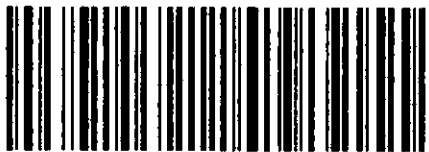
Sincerely yours,

Neil + Gilda Altman

Neil and Gilda Altman

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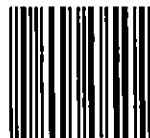
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