

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Charles Zimmerman,
v.
Verizon Pennsylvania,
Inc.

Docket No.: C-20067044

Telephonic Hearing

Pages 1 - 92

DOCKETED
MAR 22 2007

Keystone Building
400 North Street
Harrisburg, PA

March 15, 2007
Commencing at 10:30 a.m.

BEFORE:

KANDACE F. MELILLO, Administrative Law Judge

APPEARANCES:

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Pro Se

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MAR 20 2007

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

REPORTER: KIMBERLY T. FAIDLEY

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P R O C E E D I N G S

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2 -----
3 JUDGE KANDACE MELILLO:

4 This is the time and place in the formal
5 complaint of Charles Zimmerman versus Verizon
6 Pennsylvania, Inc. The Docket Number is C-20067044.
7 It involves a service, reliability, safety and quality
8 complaint which was filed with the Commission on
9 October 30, 2006. Verizon filed an Answer on or about
10 November 27, 2006. I am Administrative Law Judge
11 Kandance F. Melillo assigned by the Commission to
12 preside in this matter. I note the appearance this
13 morning of Steven K. Haas, Esquire on behalf of
14 Verizon Pennsylvania, Inc. For the court reporter's
15 writing, could you please spell your last name Mr.
16 Haas?

17 ATTORNEY HAAS:

18 Yes, Your Honor, it's Haas, H-A-A-S.

19 JUDGE MELILLO:

20 And Stephen is S-T-E-P-H-E-N?

21 ATTORNEY HAAS:

22 It's with a V.

23 JUDGE MELILLO:

24 Oh, it's with a V? All right, I had it
25 wrong myself. Then we also have Charles Zimmerman,

1 the Complainant. Mr. Zimmerman, are you proceeding
2 pro se? That means without Counsel.

3 MR. ZIMMERMAN:

4 Yeah, I guess so.

5 JUDGE MELILLO:

6 All right. So you'll be noted to be
7 proceeding pro se, and I also have Ms. Santolla who is
8 with the Office of Consumer Advocate. Could you
9 please state you name for the record?

10 ATTORNEY SANTOLLA:

11 Yes, and I will spell it, too. It's
12 slightly complicated.

13 JUDGE MELILLO:

14 All right.

15 ATTORNEY SANTOLLA:

16 My first name is Jennedy, J-E-N-N-E-D-Y,
17 and my last name is Santolla, S-A-N-T-O-L-L-A.

18 JUDGE MELILLO:

19 All right, thank you. And you have
20 intervened in this matter?

21 ATTORNEY SANTOLLA:

22 Yes, and as I informed the parties and
23 Your Honor before, we are in this matter solely for a
24 monitoring capacity.

25 JUDGE MELILLO:

1 All right, very well. And all right, so
2 those are the parties that are involved in this case.
3 I also have George Sutton on the line. He is a
4 proposed witness for Verizon Pennsylvania. The
5 parties were notified of appearing by a telephone
6 hearing notice dated January 23, 2007, and also by a
7 pre-hearing order dated January 31, 2007. This
8 hearing, while being held by telephone, is being
9 transcribed. There is a court reporter on the line,
10 so I ask all of you to please speak clearly, slowly
11 and loudly. My custom is to give the parties an
12 opportunity to speak candidly with each other about
13 settlement, as you know the petition strongly
14 encourages settlement. The parties took an
15 opportunity to discuss settlement before we went on
16 the record, and my understand is the parties were
17 unable to reach a settlement; is that correct?

18 MR. ZIMMERMAN:

19 Yes.

20 JUDGE MELILLO:

21 Is that correct, Mr. Haas?

22 ATTORNEY HAAS:

23 Yes, Your Honor.

24 JUDGE MELILLO:

25 All right. I believe that was Mr.

1 Zimmerman speaking first; is that correct?

2 MR. ZIMMERMAN:

3 Yes, Your Honor.

4 JUDGE MELILLO:

5 All right. The parties maybe want to
6 identify themselves when they're speaking for the
7 court reporter's purposes. At least until she gets to
8 the point where she recognizes your voice. Mr.
9 Zimmerman, you have the burden of proof in the matter,
10 so you will go first in the order of presentation.
11 Since you do not have an attorney, I may be asking you
12 some questions after your presentation and during your
13 presentation. I want you to understand, however, that
14 I am not acting as your attorney. My job is to render
15 a decision in this matter, and my questions will help
16 me to do that. You will present your evidence, and
17 then Mr. Haas as Counsel for the utility will have an
18 opportunity to ask you some questions.

19 MR. ZIMMERMAN:

20 Okay.

21 JUDGE MELILLO:

22 Ms. Santolla, are you also going to be
23 questioning witnesses today?

24 ATTORNEY SANTOLLA:

25 No, Your Honor, it's not my intent to do

1 any sort of questioning.

2 JUDGE MELILLO:

3 All right, and you don't have any
4 witnesses?

5 ATTORNEY SANTOLLA:

6 No, Your Honor.

7 JUDGE MELILLO:

8 All right. Mr. Haas will present his
9 witness and exhibits, and Mr. Zimmerman you will have
10 an opportunity to ask questions of his witness and I
11 may also have some questions.

12 MR. ZIMMERMAN:

13 Okay.

14 JUDGE MELILLO:

15 Now after that, after the utility has
16 presented its case Mr. Zimmerman, as you have the
17 burden of proof, you will have the opportunity to
18 present evidence in rebuttal to the utility's case,
19 and the utility will then have an opportunity to ask
20 questions of your rebuttal testimony. Are you clear
21 about the procedure?

22 MR. ZIMMERMAN:

23 I believe so, yes.

24 JUDGE MELILLO:

25 Does anyone have any questions before we

1 begin?

2 ATTORNEY SANTOLLA:

3 No, Your Honor.

4 ATTORNEY HAAS:

5 I don't, Your Honor, it's Steve Haas.

6 JUDGE MELILLO:

7 All right. Mr. Zimmerman, do you have
8 any questions?

9 MR. ZIMMERMAN:

10 I mean not that I can think of. I mean,
11 you know, I don't really know what I'm doing here.
12 I'm just, I'll do the best I can.

13 JUDGE MELILLO:

14 All right. Very well.

15 -----

16 CHARLES ZIMMERMAN, HAVING FIRST BEEN DULY SWORN,
17 TESTIFIED AS FOLLOWS:

18 -----

19 JUDGE MELILLO:

20 Please state your name and address for
21 the record.

22 A. Charles David Zimmerman, and my address is 3683
23 Calumet Street, and that's Philadelphia, Pennsylvania,
24 and my ZIP Code is 19129.

25 JUDGE MELILLO:

1 Are you a residential customer of Verizon
2 Pennsylvania, Inc. at that address, Mr. Zimmerman?

3 A. Yes.

4 JUDGE MELILLO:

5 And did you file a complaint against
6 Verizon Pennsylvania, Inc. and it's being heard today?

7 A. Yes.

8 JUDGE MELILLO:

9 Okay. Please, state your complaint and I
10 want you to restrict your testimony to two service
11 issues that have occurred within the past three years.
12 That would be three years prior to when you filed your
13 formal complaint.

14 A. Okay. I've had a long history of chronic problems
15 with my telephone. And sometimes when I do have the
16 problems, it takes longer than it should to resolve
17 it, you know, to get it repaired. Oftentimes I'll
18 have problems even when it's like nice days out. You
19 know, I can understand when we have freezing rain, or
20 sometimes a truck may take a pole down and stuff like
21 that, but it still seems like there are times when it
22 takes too long to get the lines fixed, and also it
23 happens too often. Should I just list the problems I
24 have?

25 JUDGE MELILLO:

1 Yes, now back in January or early
2 February I received a proposed exhibit from you, and I
3 did fax it to Mr. Haas. And you indicated in a cover
4 letter with those exhibits you would be referring to
5 this during the telephonic hearing on Thursday, March
6 15, 2007.

7 A. Yes, it's ---.

8 JUDGE MELILLO:

9 All right. So did you want to have that
10 document marked for identification as Complainant
11 Exhibit One?

12 (Complainant Exhibit One marked for
13 identification.)

14 A. Yeah, okay.

15 JUDGE MELILLO:

16 Do you have a copy of that?

17 A. Yeah, it says phone outages at the top?

18 JUDGE MELILLO:

19 That's right.

20 A. Yeah, that's it.

21 JUDGE MELILLO:

22 All right. If you want to talk about
23 that. I note first of all you have a date of January
24 2nd, 2007 to January 3rd, 2007, so if you want to talk
25 about your exhibit, go ahead.

1 A. All right. Well, the first thing I want to set
2 straight is I made a mistake. If you go down to
3 January 20, 2006.

4 JUDGE MELILLO:

5 January 20, oh you mean the one that says
6 January 19, 2006?

7 A. Yeah, yeah January 19, 2006.

8 JUDGE MELILLO:

9 All right.

10 A. That's where I made the mistake. I said I called
11 at 12:00 p.m. January, not January, October sorry.

12 JUDGE MELILLO:

13 All right.

14 A. October 20th, actually by that time I guess it
15 would've been Saturday morning instead of Friday
16 night, so I just wanted to make that correction.

17 JUDGE MELILLO:

18 All right. Where does it say Friday?
19 I'm looking at this document.

20 A. Let's see here. It says October 20th.

21 JUDGE MELILLO:

22 October 20th, yeah, it says October 20,
23 2006 to October 23, 2006, and then there's a notation
24 that says no dial tone.

25 A. Right.

1 JUDGE MELILLO:

2 So did you want to change anything about
3 that?

4 A. No, that's when I had no dial tone, but if you go
5 down to, a couple lines down it says Verizon has phone
6 number, and it says I spoke with Sandy.

7 JUDGE MELILLO:

8 All right.

9 A. Yeah, I believe I wrote 10/20, you know, October
10 20th at 12:00 p.m.

11 JUDGE MELILLO:

12 12:00 a.m., yes.

13 A. Or 12:00 a.m., yeah, at that point it was 10/21.
14 I just wanted to straighten that out.

15 JUDGE MELILLO:

16 All right. Then, that will be corrected
17 on the exhibit. I guess it would be 10/21/06 about,
18 so it was about midnight?

19 A. Yeah, yeah and I just wrote Friday because I'm
20 thinking Friday night.

21 JUDGE MELILLO:

22 All right.

23 A. I just wanted to get that clear before I started
24 out.

25 JUDGE MELILLO:

1 All right. Thank you. So we'll make
2 that correction, but go ahead. Your first notation
3 here on Complainant Exhibit One is dates of January
4 2nd, 2007 through January 3rd, 2007.

5 A. Yeah. I had a loud hum on my line, and that was
6 after, you know, obviously October 20th. That was
7 just another one of the problems I had, and that was
8 from January 2nd to January 3rd. I had made calls to
9 a man named Bernie Bulinski, which I was referred to.
10 He's an outside manager for Verizon, I guess for the
11 repairs. And I was also referred to a Donna Carvin,
12 who I believe is below Bernie Bulinski to try and get
13 repairs done. It was eventually repaired on January
14 3rd. That's one of the problems, and then we go back
15 to the problem that initiated this Public Utility
16 Commission hearing, and it's October 20th when I got
17 home from work ---.

18 JUDGE MELILLO:

19 Let me stop you just for a moment. This
20 hum that you're talking about on January 2nd, 2007,
21 you're saying that that was remedied so you no longer
22 have a hum on your line?

23 A. Now I don't, no. But from January 2nd to January
24 3rd, I had a loud hum on my telephone line. You know,
25 I could make calls and I could get calls, but it was

1 really loud, and at one point I called, I guess I
2 called Verizon. I don't know if I called the 800
3 number or I called Bernie Bulinski and Donna Carvin.
4 Then I went to work and I got back, I got some phone
5 messages, but they were indecipherable. I didn't know
6 if it was Donna Carvin calling me back or if it was
7 ---. I had a doctor's appointment one of those days.
8 I don't know if it was my doctor's office. Actually
9 here it says I did call Verizon, too. I talked with
10 Christy, but I also called Donna Carvin and Bernie
11 Bulinski to try and get it resolved. And they did get
12 that resolved.

13 JUDGE MELILLO:

14 All right.

15 A. It was so soon after October 20th through the
16 23rd, which is part of my reason for making these
17 complaints. I mean such a short time after that that
18 I had yet another complaint, you know.

19 JUDGE MELILLO:

20 Did Verizon say why you were getting the
21 hum?

22 A. No, not that I know of. I don't know --- wait,
23 right here it says Verizon tech called, said he
24 repaired my phone line temporarily. I believe what he
25 was saying is the October 20th through October 23rd,

1 from what I understand, I think he made a temporary
2 repair at that time, and then I guess there was just
3 either the connections came loose, you know. I don't
4 know what gave me the hum, and then he said he made
5 more of a permanent repair from what I understand.

6 JUDGE MELILLO:

7 All right. So now you're talking about,
8 I guess the October 20th, 2006 to October 23rd, 2006
9 matter?

10 A. Yeah, from my understanding, from the Verizon tech
11 I talked to, he said it was related to that. Like
12 when they repaired it in October, I came to understand
13 that it was kind of like a temporary fix until they
14 got whatever they needed, and I guess it didn't hold
15 up and it failed again, and then they came out and he
16 said he made a more permanent fix to it. And since
17 January 3rd, you know, I haven't had a problem with my
18 phone.

19 JUDGE MELILLO:

20 All right. The October of 2006 matter,
21 were you without dial tone for that period of time
22 that you state?

23 A. Yeah, for four days. I came home from work
24 Friday. I get home from my job around twenty after
25 5:00 or 5:30. I had no dial tone, and I've had such a

1 long history of telephone problems, I know the
2 routine, so rather than go try to make a call right
3 away, I disconnected all my telephones, because they
4 always tell you to disconnect all your telephones and
5 your answering machines and internet connections,
6 every connection you have, answering machines and
7 everything, and let just let it sit for like a half
8 hour, and then I put everything back in one at a time
9 to make sure it's not some kind of short circuit in
10 some equipment that I have or some kind of malfunction
11 which is causing some kind of breaker to trip or
12 something.

13 So that's what I do, each one, I disconnect
14 everything, wait awhile, and then I'll plug a phone
15 back in, and then I'll try it again with another
16 phone, rather than plug everything back in. Then I
17 went out to the grey box outside and tried to plug
18 into that. So I wanted to do all that before I had to
19 go find a payphone and make a call and wait on hold to
20 get to an operator. So when I finally did that, I
21 didn't have to do it twice, you know I was trying to
22 cut down.

23 Because normally what I'd do is make that phone
24 call to Verizon, wait on hold, go through the menus of
25 the computer, then finally talk to a live person, then

1 they would tell me to do that. Then I'd have to go
2 back and do that, and then go back to a payphone and
3 do that whole process over of waiting on hold and
4 stuff, so I wanted to avoid that. That's why I didn't
5 go to a payphone immediately, you know, because I've
6 been going through this for quite a long time, much
7 longer than three years.

8 So then I finally did that, I went through trying
9 to go to the payphone at the bottom of my street, at a
10 Quik Mart or something like that, and that payphone
11 wasn't working. And I think I'm under the
12 understanding that the line that was taken out also
13 took that payphone line out because it took out more
14 customers than just me, this line.

15 So then I came back home or I came back home, got
16 into my car, went around looking for payphones. I
17 went to another payphone, that took my money, it
18 didn't work. Finally I went down to Ridge and
19 Midvale. There's like a Mini-Mart down there, too,
20 and I found a payphone, and I called the 800 number
21 for Verizon. I'm sitting there in the dark with a
22 clipboard and flashlight, some change, and a pen,
23 trying to jot down notes. Now I don't know exactly
24 what time I called, but according to the exhibit that
25 I got from Verizon, I guess it's Exhibit Verizon PA

1 Exhibit Number One.

2 JUDGE MELILLO:

3 All right. We got some proposed exhibits
4 from Verizon. Did you want to refer to that?

5 A. Yeah.

6 JUDGE MELILLO:

7 All right. That'll be marked later on,
8 Verizon PA Exhibit One, but it has been pre-marked.

9 A. Actually, I think it's, I'm not good at this, I'm
10 not a lawyer so I'm going to fumble around a little
11 bit, but on this particular page it says Exhibit
12 Number Seven from Verizon PA.

13 JUDGE MELILLO:

14 All right. Number Seven. All right,
15 that appears to relate to the October 2006 matter that
16 you're talking about.

17 A. Yeah, it says Repair Web on the upper left corner
18 if you hold the page sideways.

19 JUDGE MELILLO:

20 Yes. I see that.

21 A. Yeah, and it says assigned user reported date and
22 time, reported date and time 10/21/2006, 12:02 a.m.

23 JUDGE MELILLO:

24 So that's the time then that you
25 contacted Verizon for your outage?

1 A. That's when I finally got through to them after
2 trying to find a number of telephone booths that
3 worked. From what I understand there's some kind of
4 deadline if you don't call them before midnight, they
5 had different obligations of when they have to repair.
6 But at that time I talked to, let me see if I can find
7 the name here, I had Bernie Bulinski's number. I
8 didn't get to talk to Bernie Bulinski that night. I
9 don't know if I called him and just didn't get
10 through, but I took real sparse notes, because like I
11 say I'm at a phone booth, in the dark, with a
12 flashlight and pencil, note pad, change, watching over
13 my shoulder, you know make sure no pushers or junkies
14 or folks rob me, you know what I mean.

15 So I'm just writing down scattered notes, but I
16 talked to a lady named Sandy, and she told me that
17 they could have it repaired by Saturday, October 21st
18 9:00 p.m. Then I asked her if I could make a local
19 call to notify someone that my phone's out, that I
20 didn't hurt or anything like that. And she wanted to
21 charge me \$9 for a three-minute local call, so I
22 didn't do that. Then I called again at 12:37 a.m.
23 October 21st. I talked to a Jessie.

24 JUDGE MELILLO:

25 That should be changed the date of

1 10/20/06 on your exhibit, Complainant Exhibit One. It
2 should be changed to 10/21 I think.

3 A. Right, right, right.

4 JUDGE MELILLO:

5 All right. So we'll change that to
6 10/21/06, okay?

7 A. Yeah. And the one thing I wanted to say from
8 speaking with Jennedy Santolla from the Consumer
9 Advocate, she said that because I called on the 21st
10 that Verizon had lesser obligations to repair my
11 phone, that they wouldn't really have to repair it on
12 the weekend. The point I wanted to make is, it says I
13 called them at 12:02 a.m. I don't know how long I was
14 on hold for, you know, what time that actually
15 happens, whether that obligation starts when I finally
16 get an operator or from the time I dial the phone. I
17 guess there's, you know, I don't know.

18 Another thing I guess I wanted to ask is, am I the
19 only one that complained about it. Did they know this
20 before 10/21? Did any or all the people or other
21 customers who had their phone out, did they make any
22 complaints on October 20th? I'd like to find out
23 about that.

24 JUDGE MELILLO:

25 You'll have an opportunity to ask Mr.

1 Dutton those questions. He's going to be presented as
2 a Verizon witness. Okay. This is your opportunity to
3 talk about the problems that you've had with your
4 service, so go ahead.

5 A. Okay. So that's October 20th, 12:37. At October
6 21st I spoke to a Jesse. He couldn't help me. Let me
7 go back. Then the next time before that, this is
8 another incident on January 1st, 2005.

9 JUDGE MELILLO:
10 January 1st, 2005?

11 A. Or July 1st, 2005.

12 JUDGE MELILLO:
13 All right, so that's on page two of
14 Complainant Exhibit One.

15 A. Yeah, I'm working backwards.

16 JUDGE MELILLO:
17 That's fine. That's the way your exhibit
18 is presented, so go ahead.

19 A. So July 1st, 2005 my phone line was torn down by a
20 truck, because the phone line was hung too low, but
21 that was only out for one day I have marked here,
22 which is, you know that's fine, I mean they repaired
23 it in a timely manner. The fact that the phone line
24 was hung too low, that should've been taken into
25 account that trucks do drive up the street. But they

1 did get it back in a timely manner, so I'm not too
2 upset about that, other than the number of things.
3 The number of breakdowns that I have. So then we'll
4 go back to May 13th, 2005 through May 15th, 2005, no
5 dial tone. I have noted that the weather was nice.
6 In other words, there was no thunder storms, there was
7 no freezing rain, no hurricanes. It was a nice day,
8 much like it is right now. Or at least in
9 Philadelphia, I don't know what it's doing out there.

10 I spoke to a Delores who scheduled service for me
11 on Monday, May 16th, which to me was not acceptable.
12 I shouldn't have to go through a whole weekend without
13 a phone. Evidently they did get someone out there on
14 Sunday, May 15th. A guy named Mike was scheduled for
15 the service on Sunday. So they repaired that on
16 Sunday.

17 Then we'll go back a little further. February
18 3rd, 2004 through February 4th, 2004, no dial tone. I
19 don't have any indication of what the weather was
20 like, but my phone went out, and at that time I had
21 another case with the Public Utility Commission. The
22 case number is 1582859. I was dealing with a man
23 named John Patrick. And with that incident, I guess
24 that ended up with them finally relocating my phone
25 line. At that point I thought all my problems before

1 that would be done. I thought they finally relocated
2 my phone lines. I'm going to be past it now, you
3 know, which isn't the case.

4 So then we'll go back to January 28, 2004, no dial
5 tone. Vines grew up a telephone pole into the
6 electrical box. That was a chronic problem for years
7 of these vines growing up. Evidently for vines to
8 grow from the ground all the way up to a telephone
9 pole, I don't know how high it is, but I'm sure they
10 have a standard height that they can't have the wires
11 any lower for safety reasons. But I had vines grow
12 from the ground all the way up to a telephone pole,
13 and not just a couple vines. I mean it was covered,
14 and the vines got into the electrical box, pried open
15 the access door to the electrical box, grew into the
16 electrical box, intertwined with the wires, and
17 evidently must have been interfering with the
18 connections and the splices of the wires, which to me
19 I can't see any kind of excuse why that should be let
20 to happen.

21 Now I'll go back to August 4th, 2003 through
22 August 8th, 2003. That was one day with no dial tone.
23 That again was the vine issue up the telephone pole
24 into the electrical box.

25 JUDGE MELILLO:

1 All right. Mr. Zimmerman, your exhibit,
2 Complainant Exhibit One has that it is one day. I
3 think you said August 8th. I think it says August 4th
4 from your notes.

5 A. Yeah, August 4th. I'm reading 8th as the month,
6 yeah. I should just say 08/04/2003 so I don't get
7 confused.

8 JUDGE MELILLO:

9 All right.

10 A. Yeah, 08/04/2003 through 08/04/2003. One day, no
11 dial tone. Vines grew up the telephone pole into the
12 electrical box, which also was not a new problem. And
13 with that is, just like now they're doing construction
14 in my area. There's housing projects that they've
15 been building, and they were working on them back
16 then. The area was fenced in while they were
17 demolishing some of the buildings and then rebuilding
18 some of them. I would call Verizon, and they would
19 say well we don't have access to get into that fenced-
20 in area. And I'm like well that's your telephone
21 pole, that's your equipment. You get access. They
22 seemed unwilling to try and find out who they needed
23 to contact to get access. I made all kinds of phone
24 calls. I went out down around the fence. I saw the
25 sign, I tried to find the contractors who were working

1 there. I called my city councilman. I even tried to
2 contact the senator and other state representatives to
3 find out who this was that was working on these
4 housing projects so Verizon could gain access. I
5 don't feel I should've had to do that, but I did do it
6 because I wanted my phone fixed. I don't know why
7 they wouldn't do that.

8 JUDGE MELILLO:

9 What time frame are we talking about that
10 you're saying you had to contact your representatives
11 and did anything to try to find out about getting
12 access. What time frame are we talking about?

13 A. It could be August 8th, 2003 or it could've even
14 gone back before that, so I'm not really sure of the
15 time frame because I know that was all an issue with
16 the vines, the excuse why they wouldn't cut the vines.
17 I mean it actually started before then, but evidently
18 it was still an issue in 2003 because there was still
19 vines on my telephone pole, and in 2004 there was
20 still vines on the telephone pole. So evidently there
21 was some issue why they couldn't go in and gain access
22 to that telephone pole to cut the vines down. So
23 because I'm not allowed to go past three years, either
24 that vine issue goes beyond just three years, but it
25 is also within the time frame of three years. You

1 know what I'm saying? This is a long, ongoing thing,
2 but if I'm not allowed to testify the whole truth, I
3 can only go back three years.

4 JUDGE MELILLO:

5 Well, did you ever get any credit on your
6 phone bill for these times that you said you were
7 without dial tone?

8 A. Yes.

9 JUDGE MELILLO:

10 Do you know how much credit you got?

11 A. I don't know how much credit I got for the --- I
12 really don't know. I know what I got for the October,
13 I think I know what I got for October 21st through the
14 --- well it was actually I'm going to say October 20th
15 through October 23rd, even though I didn't make the
16 call until the 21st. But it's wrote October 20th,
17 2006 to October 23rd, 2006 that I showed I had the
18 problem. But I did get a credit. I'm going to look
19 that up on my computer if I have the whole thing. I
20 have a copy of my bill, because actually they promised
21 me a credit, and then when I got my bill, they didn't
22 give me the amount that they said they would, and I
23 actually had to call back. I'm just waiting for this
24 J-page to open up. I see a credit of \$1.56, but that
25 can't be right. It might have been \$25 or \$75. I

1 really don't remember.

2 JUDGE MELILLO:

3 All right. Did you eventually get the
4 credit that you said you were promised by Verizon?

5 A. Yeah, that was the credit for the days that it
6 didn't work.

7 JUDGE MELILLO:

8 That would be the October 2006 incident.

9 A. Yeah, yeah, like they were supposed to give me a
10 credit for Friday, Saturday, Sunday and Monday, for
11 four days taken off. So maybe it only was \$1.23. I
12 don't know. That's what it says on my bill there. I
13 know in the past I've gotten credit from them for like
14 \$75 and stuff like that. But I don't remember which
15 incident that was because this goes back like 21
16 years, and some of it is even before Verizon had it,
17 when Bell was here. So I don't really remember
18 exactly what credits I got when.

19 But basically that's why I made this complaint. I
20 mean this is the third Public Utility complaint I
21 made, and I never realized before when I made the
22 other two that there was a non-formal complaint. I
23 thought I was making formal complaints, and the last
24 complaint I had, which was in 2004, PUC case 1582859
25 with John Patrick, it wasn't until at that time that

1 he informed me about making a formal complaint. Had I
2 known, I would've made one sooner.

3 JUDGE MELILLO:

4 Did you file a formal complaint in 2004
5 then?

6 A. No, because he didn't tell me that until after it
7 was all settled. I don't know for some reason he
8 didn't let me know that sooner. Maybe he thought that
9 I knew the difference because certainly Verizon got
10 away with a lot of stuff. That, you know, had I made
11 a formal complaint, hopefully something would've been
12 done about it sooner. Finally they did relocate my
13 lines after that one complaint, and I thought I was
14 done with my problems, but I was wrong. And it's more
15 than just the problems of numerous breakdowns.

16 The big problem is getting the repairs done in a
17 timely manner. Now not so for 2006, like I said, they
18 said they would have it repaired by October 21st at
19 9:00 p.m., and that is also on that Verizon Exhibit
20 Number Seven. That's what it says on there. At the
21 bottom right page it says offered commitment
22 10/21/2006 9:00 p.m.

23 JUDGE MELILLO:

24 Yes, I see that, and that commitment
25 you're saying was not met?

1 A. No, and if you'd look just to the right of that,
2 actual commitment is 10/23, but the page is cut off.
3 It might be somewhere else. Oh, if you go to the next
4 page, restored date and time it says 10/23/2006 3:28
5 p.m. And one of my main gripes is, first of all why
6 weren't they able to repair it on Saturday. From
7 phone conversations, let me see if I have anything
8 written down here.

9 From phone conversations, it might have been with,
10 well, I don't know who exactly it was with. Let me
11 see if I can find it here. I'm not sure if it was
12 Donna Carvin I was talking to or not, but she was
13 saying that there was a problem with the cable. They
14 didn't have the cable in stock to repair it, so they
15 had to order it, which to me doesn't seem right. I
16 mean you have I don't know how many thousands of miles
17 of cable that they're responsible for, that they have
18 up and running. You would think that they would have
19 some in stock in case there's some kind of problem,
20 they would have some where they could make repairs and
21 not have to order it, you know.

22 Also, my other gripe is that why didn't they have
23 someone out there working on it on Sunday? From
24 speaking with Jenredy Santolla from the Office of
25 Consumer Advocate, from what I understand, it might

1 have had something to do with that I called after
2 midnight, so that actually puts it into me making the
3 complaint on the weekend. I guess, I don't know if
4 that's the case or not, but that's why I'm curious.

5 Am I the only one who reported this thing? I
6 don't know what time the telephone line or cable went
7 out, you know, who hit it, how it got hit. The way I
8 feel about it is it's a single incident. It's not
9 like we had freezing rain where the whole area had a
10 lot of problems, and they were overrun with phone
11 repair problems. You know this is one incident. I'm
12 sure it wasn't the only incident in the city, but it's
13 not like there was a rush of phone repair problems.
14 It's not like we had a hurricane or a severe
15 electrical storm, ice storm, or anything like that.
16 It wasn't really a bad weather day.

17 JUDGE MELILLO:

18 All right. Mr. Zimmerman, am I correct
19 that you didn't file an informal complaint then again
20 prior to filing your formal complaint in October 2006?
21 You went right ahead and filed a formal complaint.

22 A. I'm under the understanding that it's a formal
23 complaint.

24 JUDGE MELILLO:

25 All right. It is a formal complaint

1 because it initiated a hearing before an
2 Administrative Law Judge. I don't have any record
3 that there was an informal complaint filed with the
4 Bureau of Consumer Services prior to this. I mean
5 prior to the 2006 complaint.

6 A. The informal complaint was, well the one that I
7 can go back to, is in 2004.

8 JUDGE MELILLO:

9 All right.

10 A. That would be the second complaint, and that one
11 was an informal complaint. Do you want the case
12 number for that?

13 JUDGE MELILLO:

14 I think you have that. At least the one
15 where you spoke with John Patrick?

16 A. Right, yeah.

17 JUDGE MELILLO:

18 Right, that's on your exhibit.

19 A. Yeah, the one before that we can't go back that
20 far.

21 JUDGE MELILLO:

22 Right. According to the Commission
23 records in that PUC case 1582859 you were given a
24 service adjustment of \$42.28, does that sound right?

25 A. Yeah, that sounds right.

1 JUDGE MELILLO:

2 All right. Do you have anything further
3 to state?

4 A. Well, I guess I would like to come out of this
5 hearing with something that where Verizon will repair
6 my phone in timely manner, repair it in a way where
7 it's not breaking down so often. I mean because for
8 all these years I've been getting promises and
9 apologies, and I'll get this little credit here or
10 that credit there. I mean if you're going two weeks
11 without a phone, you can kind of imagine what that's
12 like, but two weeks with no phones, no e-mail, no cell
13 phone, no internet connections, it kind of makes it
14 hard to call out sick. People think something
15 happened to you. They come over to your house to see
16 if you're all right.

17 Well, my phone's been down so much, people aren't
18 going to think oh, he may have fallen down the stairs
19 or might have gotten hurt. They're going to think oh,
20 his phone's out. I mean I live alone. It's a major,
21 major inconvenience. Now I haven't had it out for two
22 weeks for quite awhile, but for four days. It
23 shouldn't be out that long. I mean there are times
24 where I can understand where it would be out that
25 long, if we had like a hurricane or severe electrical

1 storm or freezing rain weighing down the cables and
2 stuff like that. Or real bad flooding, which is
3 possible in my area, because I live right near a
4 river. But quite often this is not the case.

5 It just seems like they do a temporary fix and let
6 it go until it breaks down again. I don't know, I'm
7 not actually there, but that's just what it seem like
8 to me. Then that's why with the last thing that
9 happened, January 2nd through January 3rd. I mean,
10 that seems exactly what happened. They did a
11 temporary fix in October of 2006, and then let it go
12 until it broke down again.

13 And I want to come out with something from this
14 where there's some way of deterring Verizon to keep up
15 with that kind of behavior. I want them to be able to
16 --- want them to say hey, you know what? Maybe we
17 should do what we're supposed to do and provide a
18 service for this person. You know, and I understand
19 that things break down. I'm not jumping all over them
20 every time something breaks down, but this has gone
21 too far for too long.

22 JUDGE MELILLO:

23 All right. When you said you wanted to
24 come of this case with Verizon repairing your phone in
25 a timely manner. What do you consider to be timely?

1 A. Well, if we take the incident from October 20th
2 through 23rd of 2006.

3 JUDGE MELILLO:

4 All right.

5 A. I mean, had they repaired my phone by Saturday
6 9:00 p.m., I can understand that. That would've been
7 a timely manner. But for them to wait until Monday.
8 Even if it took till Monday, 3:00 p.m. If it took
9 them that long, but they were working on it the whole
10 time, but if they say hey, we're not coming out
11 Sunday. You just got to wait that day out. To me
12 that's unacceptable. I mean if they were working it
13 on Saturday, they had a problem, and they came out
14 Sunday, they were still having problems. If they were
15 working on it, I wouldn't have a problem with it, and
16 I would've have called the Public Utility Commission
17 on it.

18 But when they say hey, we're just not going to do
19 it, and I have someone hang up on me. And then on top
20 of it, price gouge me. Try and make me pay \$3 a
21 minute to make a local call when they know my phone's
22 out, service that they're providing for me, I mean
23 that's too much.

24 And then not only the timely manner is an issue,
25 it's the frequency of my breakdowns. You know, from

1 October 2006 to January 2007, a phone line shouldn't
2 go down that often. There's some kind of problem
3 there, and I have a long history of that. I mean when
4 they finally hung my new lines, they hung the
5 telephone wire too low, so the first box truck that
6 came up the street, it took out my telephone wire. I
7 mean that shouldn't happen. They have people --- they
8 do this every day. They should know. Hey, you have
9 to have your wires a certain height. Because I'm sure
10 it wasn't an unusually high truck. It was probably a
11 standard box truck. But that's the kind of nuisance
12 problems I've been having on top of the lackadaisical
13 delay in getting it repaired.

14 JUDGE MELILLO:

15 All right. Do you have anything further,
16 Mr. Zimmerman, before we have cross examination by the
17 utility?

18 A. Let me just look real quick.

19 ATTORNEY SANTOLLA:

20 Your Honor? This is Jennedy Santolla
21 from the OCA.

22 JUDGE MELILLO:

23 Yes, Ms. Santolla?

24 ATTORNEY SANTOLLA:

25 If I could, I just wanted to clarify

1 something. Mr. Zimmerman at several times during his
2 testimony referenced a conversation that we had, and I
3 believe that he may not have the same understanding of
4 our conversation that I have.

5 JUDGE MELILLO:

6 Right.

7 ATTORNEY SANTOLLA:

8 Referencing him to 52 Pa. Code 6357(b),
9 which is the provision that discusses what happens,
10 what the standard for Verizon is or any phone company
11 during weekend outings affecting less than 15
12 customers. So I just wanted to clarify that I never
13 said to him that Verizon didn't have to give you your
14 repair on the weekend, but just that the standard is
15 different than what the duty is during the week.

16 JUDGE MELILLO:

17 All right. Thank you for that
18 clarification.

19 ATTORNEY SANTOLLA:

20 Thank you, Your Honor.

21 A. Yeah, and that being said. Would this be
22 considered a weekend outage since it happened on
23 Friday?

24 JUDGE MELILLO:

25 Well, that's something you could ask Mr.

1 Dutton whenever he's presented for cross examination.

2 A. Okay.

3 JUDGE MELILLO:

4 All right?

5 A. Uh-huh. Yeah, I believe that's all I have here
6 right now.

7 JUDGE MELILLO:

8 All right, very well. Did you want to
9 move your exhibits subject to cross examination?

10 A. What is that?

11 JUDGE MELILLO:

12 Complainant Exhibit One. Did you want to
13 have that entered into evidence?

14 A. Yeah, with my phone outage list?

15 JUDGE MELILLO:

16 Right.

17 A. Yeah, yeah.

18 JUDGE MELILLO:

19 All right, any objection?

20 ATTORNEY HAAS:

21 Well, no Your Honor, only with the
22 understanding that the last item, August 15th of 2000
23 will not be included since it's beyond the three-year
24 time period that you mentioned earlier.

25 JUDGE MELILLO:

1 No, I understand that. All right.
2 Complainant Exhibit One will be admitted subject to
3 cross examination.

4 A. What is admitted?

5 JUDGE MELILLO:

6 Complainant Exhibit One is admitted.

7 A. Oh, okay.

8 JUDGE MELILLO:

9 Admitted into the record. It's a part of
10 the record.

11 A. Okay.

12 JUDGE MELILLO:

13 All right, very well. Mr. Haas, you may
14 cross examination.

15 ATTORNEY HAAS:

16 Your Honor, I really only have one or two
17 questions and then I'll move on to our witness.

18 JUDGE MELILLO:

19 All right.

20 CROSS EXAMINATION

21 BY ATTORNEY HAAS:

22 Q. But just to clarify, Mr. Zimmerman, you did say
23 that since the January 2nd, 2007 incident that your
24 phone service has been fine?

25 A. Yes.

1 Q. Okay.

2

3 ATTORNEY HAAS:

4 And Your Honor, if I could have a second
5 to look through my notes.

6 JUDGE MELILLO:

7 Certainly.

8 BY ATTORNEY HAAS:

9 Q. And Mr. Zimmerman, you did indicate that you did
10 receive credit from the company for the times you were
11 out of service?

12 A. Yes.

13 ATTORNEY HAAAS:

14 Your Honor, I really don't think ---
15 that's all I have. I'll bring in Verizon's position
16 through its witness.

17 JUDGE MELILLO:

18 All right, very well. All right. At
19 this point, you would like to include your
20 presentation, is that correct, Mr. Zimmerman? Except
21 for rebuttal, you will have an opportunity to present
22 rebuttal testimony after we hear the utility's case.
23 Will that be the completion of your direct case, Mr.
24 Zimmerman?

25 A. Yeah, I can't really think of anything else.

1 JUDGE MELILLO:

2 All right, very well. Mr. Haas, do you
3 have a witness?

4 ATTORNEY HAAS:

5 Yes, Your Honor, Verizon witness is
6 George Dutton.

7 -----
8 GEORGE DUTTON, HAVING FIRST BEEN DULY SWORN, TESTIFIED
9 AS FOLLOWS:

10 -----
11 JUDGE MELILLO:
12 Please state your name for the record and
13 spell it.

14 A. George W. Dutton, Jr. That's G-E-O-R-G-E, W.,
15 D-U-T-T-O-N, Jr.

16 JUDGE MELILLO:
17 All right, thank you. Please proceed,
18 Mr. Haas.

19 DIRECT EXAMINATION

20 BY ATTORNEY HAAS:

21 Q. Thank you, Your Honor. Mr. Dutton, would you
22 state who you work for and in what capacity?

23 A. I work for Verizon. Local manager for Verizon
24 plant, customer operations.

25 Q. How long have you been with Verizon?

1 A. Twenty-one (21) years.

2 Q. Would you just briefly describe your
3 responsibilities?

4 A. Our responsibilities right now entail the need to
5 take care of all of the cable maintenance for Armat
6 Street, Verizon facility, which encompasses Germantown
7 VO, Ivy Ridge VO, and Chestnut Hills VO.

8 Q. Now does all that you just mentioned include the
9 area where Mr. Zimmerman lives?

10 A. Yes, it does.

11 Q. Now in the regular course of its day-to-day
12 business activities, does Verizon's repair department
13 create and maintain records that contain information
14 about service complaints that it receives from its
15 customers, and any investigative or repair efforts
16 taken by the company in response to those complaints?

17 A. Yes. We call these records trouble reports.

18 Q. And would you just describe the basic information
19 that is included in a typical trouble report record?

20 A. On a trouble report there's the date and the time
21 the customer called. There's a brief description of
22 the problem, and a brief description of the
23 investigation or repair action taken by Verizon.

24 Q. In your position with Verizon, do you regularly
25 review and work with these trouble report records when

1 you're working on a customer account?

2 A. Yeah.

3 Q. In preparing for today's hearing, have you
4 reviewed the trouble report records that have been
5 created by Verizon on Mr. Zimmerman's account since
6 the beginning of 2003?

7 A. Yes.

8 Q. Are you generally familiar with the history and
9 the current status of service complaints received by
10 Mr. Zimmerman, as well as the company's responses to
11 those complaints?

12 A. Yes, I looked them over, yes.

13 Q. Would you give us, just state Mr. Zimmerman's
14 telephone number?

15 A. Zimmerman's telephone number is 215-438-3681.

16 Q. Okay. And Mr. Zimmerman gave us the service
17 address for that account. Who is listed in Verizon's
18 records as the customer for that account?

19 A. Charles Zimmerman.

20 Q. Now, Mr. Zimmerman testified about service
21 problems that he's experienced over the last couple
22 years. Has Verizon, in fact, received complaints from
23 Mr. Zimmerman over the past several years where he's
24 complained about various service quality problems?

25 A. Yes.

1 Q. Approximately how many contacts or complaints has
2 Verizon received from him since the beginning of 2003?

3 A. Looks like seven times.

4 Q. Would you just summarize, before we get into
5 particulars, just summarize the types of problems that
6 Mr. Zimmerman complained about.

7 A. He has had complaints about not being able to be
8 called, static on line, problems when it rains. He
9 had a problem with the lines being down.

10 Q. Now, approximately how many times has Verizon
11 dispatched technicians out to Mr. Zimmerman's area in
12 response to his complaints?

13 A. Looks like seven times.

14 Q. Okay.

15 A. Yeah, seven times.

16 Q. All right. Now as you should be aware, I've sent
17 out to the Judge and to Mr. Zimmerman a series of
18 documents that I have labeled Verizon PA Exhibit One
19 through Eight. Do you have a set of those documents
20 in front of you?

21 A. Yes, I do.

22 JUDGE MELILLO:

23 Hopefully they're marked for the record.
24 Do you want them all marked, Mr. Haas?

25 ATTORNEY HAAS:

1 Yes, Your Honor. I believe I have them,
2 each one individually labeled, Verizon PA Exhibit One
3 through Eight.

4 JUDGE MELILLO:

5 All right. For the record those
6 documents will be labeled and marked for
7 identification as Verizon PA Exhibit One through
8 Verizon PA Exhibit Eight.

9 (Verizon PA Exhibits One through Eight
10 marked for identification.)

11 ATTORNEY HAAS:

12 Thank you, Judge.

13 JUDGE MELILLO:

14 All right, continue.

15 BY ATTORNEY HAAS:

16 Q. Mr. Dutton, would you just go through each trouble
17 report record that we have on Mr. Zimmerman's account,
18 and for each give the time and the date that he
19 called, a brief description of what the complaint was,
20 and what the company did in response?

21 A. You want me to start now?

22 Q. Yes, please.

23 A. The first one showed August 4th, 2003 and the time
24 of Mr. Zimmerman's call is 6:52 p.m. He complained
25 about that he could not call out, that he hears a fast

1 busy signal when he picks up the phone. And he said
2 he also heard a recording on his line. The action
3 taken by the company is that a technician was
4 dispatched and repaired the conductor, and that
5 trouble ticket was closed out August 6th, 2003 at 8:08
6 p.m., and Mr. Zimmerman was credited with a two-day
7 credit for \$1.39 plus tax.

8 ATTORNEY HAAS:

9 Now Judge, just for clarity of the
10 record, that particular report is reflected on Verizon
11 PA Exhibit One.

12 BY ATTORNEY HAAS:

13 Q. All right. Mr. Dutton, then what's next?

14 A. The next report I have here is January 28th, 2004.
15 Mr. Zimmerman called in at 8:15 a.m. and complained
16 about that he had no dial tone, and he said it
17 happened when it rained, and he also said that vines
18 were growing into a terminal box on the pole. And
19 the action taken by the company was technician was
20 dispatched but could not access customer's terminal,
21 and the service was found okay at the time of the
22 dispatch, and we confirmed that service was okay with
23 the customer. The ticket was closed out January 28th,
24 2004 at 2:07 p.m.

25 Q. Are you saying that when the technician went out

1 to the area, that the service was working okay?

2 A. Yes, according to the report, yes.

3 ATTORNEY HAAS:

4 And again, Your Honor, the January 28,
5 2004 incident that Mr. Dutton just mentioned, that is
6 reflected in Verizon PA Exhibit Two.

7 JUDGE MELILLO:

8 All right.

9 BY ATTORNEY HAAS:

10 Q. And Mr. Dutton, what's next?

11 A. The next date here is February 3rd, 2004.

12 Q. You cut out on me.

13 ATTORNEY HAAS:

14 Did everybody else hear that?

15 JUDGE MELILLO:

16 Yes, I heard that. We are now on Verizon
17 PA Exhibit Number Three.

18 ATTORNEY HAAS:

19 Yes, February 3rd of 2004. For some
20 reason it cut out on me. But go ahead, Mr. Dutton.

21 JUDGE MELILLO:

22 Let me do a check, is everyone still on
23 the line?

24 ATTORNEY SANTOLLA:

25 Yes.

1 JUDGE MELILLO:

2 Mr. Zimmerman?

3 MR. ZIMMERMAN:

4 Yes.

5 JUDGE MELILLO:

6 Ms. Santolla?

7 ATTORNEY SANTOLLA:

8 Yes, but I could not hear the date of the
9 last call.

10 MR. ZIMMERMAN:

11 It's the same for me, Mr. Zimmerman, I
12 could not hear the date.

13 JUDGE MELILLO:

14 All right. Mr. Haas, why don't you go
15 through that again? Is everybody up to Verizon
16 Exhibit Three at this point?

17 ATTORNEY SANTOLLA:

18 Yes, Your Honor.

19 MR. ZIMMERMAN:

20 Yes, Your Honor.

21 JUDGE MELILLO:

22 Why don't you start over, Mr. Haas, with
23 Verizon Exhibit Number Three?

24 ATTORNEY HAAS:

25 Thank you, Judge. And the date on that

1 one is February 3rd, 2004.

2 BY ATTORNEY HAAS:

3 Q. And Mr. Dutton, would you describe what happened
4 in that report?

5 A. Okay. Mr. Zimmerman's call came in at 6:24 p.m.
6 He complained of having static on his line, and said
7 that it happened every time it rained, and he put a
8 request in for a new line. The action that we took,
9 the company, Verizon, is that the customer was
10 informed that the technician needed access to his
11 terminal, which is in his breezeway to replace the
12 service line and to install a new NID, and NID is an
13 acronym for Network Interface Device. And we arranged
14 for a visit for February 4th, 2004 according to the
15 report on February 3rd. And this goes right into
16 February 4th, 2004 and there was no call because this
17 ticket was generated from February 3rd, and this is
18 the complaint from Mr. Zimmerman where he says he has
19 no dial tone, and he was also no NID. The customer,
20 Mr. Zimmerman, agreed to arrive at the terminal in the
21 breezeway of this day. And the action taken by the
22 company was that the technician installed a new
23 service wire and placed a new NID and closed out this
24 ticket February 4th, 2004 at 6:34 p.m.

25 Q. And before you move on, when you say a new service

1 wire, exactly what is that?

2 A. That is our --- what we call a drop wire that
3 comes directly from the service terminal to the
4 customer out.

5 Q. Okay. So it runs from some facilities out in the
6 street into the particular customer's house?

7 A. Right.

8 Q. Okay.

9 A. That is correct.

10 Q. So in that incident, on February 4th, 2004 a new
11 service wire was installed, and did you also say a new
12 Network Interface Device was placed?

13 A. Right. Correct.

14 Q. Okay.

15 ATTORNEY HAAS:

16 And again Your Honor, just for clarity,
17 what happened on February 3rd and 4th of 2004 is
18 reflected on Verizon PA Exhibit Number Three.

19 JUDGE MELILLO:

20 Yes, thank you for that clarification.

21 BY ATTORNEY HAAS:

22 Q. Okay. Then what happened next, Mr. Dutton?

23 A. The next date that I have here is June 14th, 2004,
24 and the time of Mr. Zimmerman's call was 5:45 p.m. He
25 complained of no dial tone, and said that a truck

1 pulled down the service wire, telephone wire. And the
2 action taken by the company was that we were
3 dispatched, replaced the damaged wires, and this
4 ticket was closed out June 14th, 2004 at 9:50 p.m.

5 ATTORNEY HAAS:

6 Your Honor, that is Verizon PA Exhibit
7 Number Four.

8 JUDGE MELILLO:

9 All right.

10 BY ATTORNEY HAAS:

11 Q. Okay. Then what was the next report?

12 A. The next date was May 13, 2005. Mr. Zimmerman
13 called in this trouble report at 8:55 p.m. and
14 complained of no dial tone. Our action was that we
15 dispatched our technician, repaired the aerial cross
16 connect, and the time this ticket being closed out was
17 May 15, 2005 at 9:30 a.m. Mr. Zimmerman was credited
18 with a two-day credit of \$1.50 plus tax.

19 Q. And before you move on you said that the
20 technician repaired an aerial cross connect. Could
21 you just explain generally what that is?

22 A. That's just putting a piece of wire up in the
23 terminal box outside of his house, changing those
24 wires just to make sure everything is cleaned up.

25 ATTORNEY HAAS:

1 And Your Honor, that exhibit is Verizon
2 PA Exhibit Number Five.

3 JUDGE MELILLO:

4 All right. Yes, thank you for the
5 clarification.

6 BY ATTORNEY HAAS:

7 Q. And then what was next, Mr. Dutton?

8 A. The next date we have is July 1st, 2005 and the
9 time of Mr. Zimmerman's call was 5:06 p.m. His
10 complaint was that he had noise on his line. Our
11 response to this, repair action to this was the
12 customer was instructed to check his service NID, and
13 customer did not call back, so no further action was
14 taken. This ticket was closed out July 3rd, 2005 at
15 6:05 p.m.

16 Q. All right. Now you cut out on me again. I don't
17 know about anybody else, but did you say that the
18 customer was instructed to check his service at his
19 Network Interface Device?

20 A. Yes, he was.

21 Q. Could you explain why he was told to do that, or
22 how that might be helpful in identifying the source of
23 a problem?

24 A. Well we instruct all our customers, this is a call
25 that is actually made from our DRC, which is our

1 inside forces that work with customers to try to save
2 us dispatch, and he was probably instructed to go
3 outside to his Network Interface box, the grey box,
4 and to open it up. And there's a customer side and
5 there's a company side, and he was instructed to take
6 the connection from the house out, connect a regular
7 phone to that connection to see if he has dial tone.
8 And what that proves is, is that if he has dial tone
9 there, that means that the problem is inside his
10 house, and this is probably why he didn't call back
11 cause he had service there.

12 Q. And in that particular case you had indicated that
13 the complaint actually was noise on the line. Would
14 the same thing be true that if he plugged in his phone
15 at the NID, and he was not experiencing the noise,
16 then the problem was likely inside the house?

17 A. Right. If he didn't have any noise on his phone
18 right there at the Network Interface Device, then his
19 problem is in the inside of the house.

20 Q. Okay. And then do you also --- again just so I'm
21 clear, you said that after he was given those
22 instructions, the company didn't hear back from him?

23 A. Right.

24 Q. Okay. So the report was closed out on July 3rd?

25 A. Yes.

1 ATTORNEY HAAS:

2 Your Honor, that is reflected in Verizon
3 PA Exhibit Number Six.

4 JUDGE MELILLO:

5 All right. Yes, thank you.

6 BY ATTORNEY HAAS:

7 Q. And then, Mr. Dutton, what's next?

8 A. The next date I have is October 21st, 2006. The
9 time of Mr. Zimmerman's call was 12:02 a.m. He
10 complained of no dial tone, and the action taken by
11 the company at this time was that there was a company
12 working in the area that had cut our cable several
13 times in the course of building in the area. And the
14 cable splicer was dispatched on this on 10/23/06, and
15 actually made the repairs to the cable after we were
16 able to restore problems that we were having with the
17 contractor in Schuylkill Falls hit our cable. The
18 time of this ticket being closed out was October 23,
19 2006 at 3:28 p.m.

20 ATTORNEY HAAS:

21 And Your Honor, that report is reflected
22 in Verizon PA Exhibit Number Seven.

23 JUDGE MELILLO:

24 All right. Thank you.

25 BY ATTORNEY HAAS:

1 Q. So the original cause of that problem was an
2 outside company that damaged the Verizon cable. Is
3 that what you indicated?

4 A. Yes.

5 Q. Okay. Then what's next after the October 21st,
6 2006 incident?

7 A. The next ticket is January 2nd, 2007. The time of
8 Mr. Zimmerman's call was 8:49 p.m. Static on line,
9 noise on line. Technician was dispatched and made
10 repairs to the insulation of his wire and underground
11 cable. This ticket was closed out January 3rd, 2007
12 at 6:00 p.m.

13 ATTORNEY HAAS:

14 And Your Honor, that incident is shown in
15 Verizon PA Exhibit Number Eight.

16 JUDGE MELILLO:

17 All right.

18 BY ATTORNEY HAAS:

19 Q. Now Mr. Dutton, has the company received --- well,
20 Mr. Zimmerman indicated that he hasn't had any
21 problems since that incident and, in fact, has the
22 company received any trouble reports from him since
23 the January 2nd incident?

24 A. No, no, we haven't.

25 Q. Okay. Has the company taken any more recent

1 investigative actions on its own in an attempt to
2 identify if there's any ongoing problems?

3 A. Well, yes, I had the technician go out and perform
4 a 100 percent inspection of Mr. Zimmerman's line March
5 14th, and did a 100 percent inspection that involves a
6 visual check of all the facilities and up to the
7 central office to make sure that he's not having
8 anymore problems with his line, and he did not find
9 any problems on his line during his inspection.

10 JUDGE MELILLO:

11 All right. Mr. Haas, do you want to
12 clarify? He said March 14th. He didn't give a year.
13 Do you want to ask him about that?

14 BY ATTORNEY HAAS:

15 Q. Yeah, was that yesterday, Mr. Dutton?

16 A. That was yesterday, March 14, 2007.

17 JUDGE MELILLO:

18 All right. Thank you.

19 ATTORNEY HAAS:

20 Thanks, Judge.

21 BY ATTORNEY HAAS:

22 Q. All right. Mr. Dutton, has Verizon made any
23 recent facility upgrades in Mr. Zimmerman's area? '

24 A. Yes, we did a construction job up in the Olms area
25 around where Mr. Zimmerman lives, and we replaced up

1 to 1,800 feet of cable that services this whole area.

2 This project was completed on January 22, 2007.

3 Q. All right. I'm going to make sure because a
4 little bit cut out there. Did you say the company
5 replaced 1,800 feet of cable?

6 A. Yes. We replaced 1,800 feet of cable, total area.

7 Q. Okay. And that project went on in the early part
8 of January of 2007?

9 A. It was completed January 22nd, 2007.

10 Q. Would you just briefly describe why the company
11 did that project?

12 A. Well, this was a planned job. The area where the
13 cable was being replaced for was an old housing
14 project that is now, they have plans there now to have
15 all new development condominium and some other housing
16 being put up as we speak today. There was a plan to
17 replace all of the old cable in that area, and that
18 plan got performed and completed January 22nd, 2007.

19 Q. Was the new cable placed in the same location?

20 A. No. It was placed in all new conduit, which
21 actually doesn't go anywhere near where it was at
22 before.

23 Q. So it would avoid the area where the construction
24 is ongoing?

25 A. Yeah, it actually goes around the construction now

1 so there shouldn't be any service outages because of
2 the work that they're doing up here.

3 Q. And will the new cable or might the new cable
4 clear up any service problems that Mr. Zimmerman may
5 have been experiencing in the recent past?

6 A. I think that it would clear up a lot of the noise
7 and any of the intermediate problems, and what I mean
8 by that is the no dial tone, because of static on
9 line, him hearing other conversations, things like
10 that of that nature. But that old cable had been hit
11 several times over the years because of the work that
12 was being done up here.

13 Q. So the company's expectation, is those issues
14 should be cleared up by the new cable?

15 A. That's our expectations, yes.

16 ATTORNEY HAAS:

17 And I think that's all I have for Mr.
18 Dutton, Your Honor.

19 JUDGE MELILLO:

20 All right. Did you want to move your
21 exhibits subject to cross examination then?

22 ATTORNEY HAAS:

23 Yeah, Your Honor. At this point I'd move
24 for the admission of Verizon PA Exhibits One through,
25 I think it's Eight is the last one.

1 JUDGE MELILLO:

2 All right. Are there any objections to
3 the admission of Verizon PA Exhibit One through Eight?

4 MR. ZIMMERMAN:

5 No.

6 JUDGE MELILLO:

7 All right, they're admitted. All right.
8 Mr. Zimmerman, this is your opportunity to ask Mr.
9 Dutton questions.

10 CROSS EXAMINATION

11 BY MR. ZIMMERMAN:

12 Q. Okay. Yeah Mr. Dutton, for Verizon Exhibit Number
13 Two, did you say that you needed access, that they
14 needed access to my breezeway for my Network
15 Interface?

16 A. Yeah, that's what I said, I think.

17 Q. And that was what date? January 28th, 2004?

18 A. Right.

19 Q. I didn't have a network interface at that time.

20 JUDGE MELILLO:

21 All right. You'll have an opportunity to
22 present rebuttal testimony. This is your opportunity
23 to ask Mr. Dutton questions, so save that for the
24 rebuttal part of the case.

25 MR. ZIMMERMAN:

1 Okay.

2 JUDGE MELILLO:

3 All right. Yeah, this is your
4 opportunity to ask questions about his testimony and
5 exhibits.

6 MR. ZIMMERMAN:

7 Oh, okay.

8 BY MR. ZIMMERMAN:

9 Q. All right. You said that there was no access to
10 my Network Interface in my breezeway. Why would you
11 need to gain access to my breezeway if there was no
12 network interface in it?

13 A. Do you want me to answer that, Judge?

14 JUDGE MELILLO:

15 Well, I guess it's a hypothetical
16 question or perhaps he's asking was there a Network
17 Interface device?

18 A. Okay. Well, I can answer both of those.

19 JUDGE MELILLO:

20 All right.

21 A. Okay. First of all a Network Interface is
22 actually by a standard the tech is supposed to go
23 there once they contact the customer. The first
24 things they're supposed to do is contact the customer
25 before they even start working on your line. Now if

1 you're not home, or we can't reach you, the next point
2 would be for the technician to find the NID, which is
3 the grey box that's outside of most people's houses
4 that have our service. Now, since we couldn't get to
5 the breezeway, we had no way of knowing whether you
6 had a box or you didn't have a box, as you can see if
7 you went through the rest of the testimony here that
8 we had to put one up later on throughout this
9 testimony.

10 BY MR. ZIMMERMAN:

11 Q. All right. Well, if the customer had called the
12 1-800 number where they make the complaints and
13 explained that to the operator, would they not get
14 that information from the operator or the dispatcher?

15 A. I'm not really clear on what you're asking.

16 Q. If the customer explains that they did not have a
17 Network Interface to the operator ---

18 A. Right.

19 Q. --- wouldn't that information be passed on to the
20 technician through the dispatcher or the operator?

21 A. Sometimes it is, sometimes it isn't to be totally
22 honest with you. That's why we really do need access
23 to the customer's property, which is the customer's
24 location.

25 Q. As far as the vines growing up the telephone pole

1 during that time with Exhibit Number Two from Verizon,
2 what did they access with the vines?

3 A. What vines are you talking about? What pole?
4 Where's the pole at?

5 Q. The telephone pole that served my house at 3683
6 Calumet Street.

7 A. Where do you say that it's at? Is that in front
8 of the house or back of the house?

9 Q. At the time it was behind the house.

10 A. Well, that's what I mean. We changed the
11 direction of your feed to the front of the house
12 sometime in 2003. So anything that's in the back of
13 the house is not related to this problem or with those
14 vines being any type of problem with this issue.

15 Q. Well, I'm talking about January 28, 2004.

16 A. That's what I'm talking about. Are you talking
17 about vines in the back of your house or the front of
18 your house?

19 Q. In the back of the house.

20 A. You aren't being fed from the back of your house.

21 Q. At the time during Exhibit Two, I was fed from the
22 back of my house.

23 A. You were fed from the back?

24 Q. Yes.

25 A. You're sure about that?

1 Q. Yes.

2 JUDGE MELILLO:

3 All right. You're testifying right now,
4 Mr. Zimmerman. You need to reserve that for your
5 rebuttal. You can ask a hypothetical question if you
6 want to do that.

7 MR. ZIMMERMAN:

8 Okay. Let me see here.

9 JUDGE MELILLO:

10 But you need to save that type of
11 information for your rebuttal. If you're being served
12 at that period of time from the back of your house,
13 you need to state that in rebuttal.

14 BY MR. ZIMMERMAN:

15 Q. Let me go to Exhibit Three. You stated that you
16 needed access to the Network Interface in my breezeway
17 before Exhibit Three, which would be February 3rd,
18 2004, you stated that you needed access to the
19 breezeway to get to the Network Interface?

20 A. Right.

21 Q. And you stated that they replaced, did you state
22 that they replaced a Network Interface or installed
23 one?

24 A. Replaced the service line and installed a new NID,
25 which is the Network Interface.

1 Q. Okay. So they didn't replace the Network
2 Interface, they just installed a new one is what
3 you're saying?

4 A. They installed one.

5 Q. Okay. For Verizon Exhibit Number Six.

6 A. Well, actually go on back to February 3rd to be
7 clear the NID was put up February 4th.

8 Q. Wait, you broke up a lot there. Could you repeat
9 that?

10 A. I'm just clarifying that the NID was put up on
11 February 4th, not February 3rd.

12 Q. The what? What's that word, the NID?

13 A. Network Interface Device.

14 Q. Oh, okay, Network Interface. Okay. So I'm going
15 to move to Exhibit Number Six. What was the problem
16 on July 1st, 2005, Exhibit Number Six?

17 A. Called in and said that you had noise on the line.

18 Q. And what was the cause?

19 A. Well, we called you and instructed you to check
20 the Network Interface Device, and you didn't call back
21 according to the ticket.

22 Q. And what was done to fix the problem?

23 A. I really don't have that information. I can only
24 go by what's on the ticket, on the trouble report.

25 Q. Right, so the complaint wasn't that the phone line

1 was hung too low and got knocked down by a truck?

2 A. You said July 1st?

3 Q. Yes.

4 A. Right?

5 Q. Uh-huh (yes). Yeah, July 1st, 2005.

6 A. Wire was pulled down by the truck ---.

7 Q. Excuse me?

8 A. You said that was this related to the wires being
9 pulled down by a truck. That was back in June, June
10 14th, 2004.

11 Q. No, I mean on July 1st, 2005, was the complaint
12 about the wire being pulled down by a truck on July
13 1st, 2005 a separate incident from that other one?

14 A. That we don't know.

15 Q. Exhibit Seven. All right. You stated that they
16 repaired the cable that was damaged on October 23rd,
17 2006. Were you on the job on October 21st or involved
18 with the job October 21st, Saturday?

19 A. I was involved with the process of getting the
20 cable removed so that the new cable could be put in.

21 Q. And that's what they did on Saturday? They
22 removed the old cable?

23 A. No, that didn't happen until January, 2007.

24 Q. What action did they take on October 21st,
25 Saturday, October 21st, 2006 to restore phone service?

1 A. Well, the action was already in progress. We
2 already knew that the cable had been obstructed, and
3 then the cable got hit, but the contractors did our
4 cable up there in Schuylkill Falls.

5 Q. And when did you know about that?

6 A. We knew about it on that Friday.

7 Q. So that would be October 20th ---

8 A. Right.

9 Q. --- 2006, you knew that the cable was damaged.

10 A. Right.

11 Q. Okay. And then what action did they take on
12 Saturday?

13 A. Friday and Saturday we were clearing the trouble.
14 We were restoring the old cable best that we could
15 because everything in that area had been excavated.
16 You know what I mean by that?

17 Q. Escalated? Excavated or ---?

18 A. Excavated. It means that we didn't have anyway of
19 getting up there with trucks or anything. It's a
20 construction area.

21 Q. Oh, it's excavated or escalated?

22 A. Excavated.

23 Q. Oh, okay, sorry.

24 A. So we were up there and we had to clear all the
25 trouble that we could because the contractor kept

1 hitting our cable up here, and that was the reason for
2 putting a new cable in so that this doesn't happen.

3 Q. Okay. So exactly what did you do on October 21st,
4 Saturday, October 21st?

5 A. We were up there splicing and redoing wires to try
6 to make sure that everybody got back in service
7 because the cable had gotten cut.

8 Q. Okay. So that's October 21st, 2006 you were
9 splicing cables?

10 A. Right. Splicing that cable, not cables, just that
11 cable.

12 Q. All right, splicing that cable.

13 A. Right.

14 Q. Didn't you just say a minute ago that you couldn't
15 get to it because you had to clear stuff or something?

16 A. No, we couldn't get to it with trucks. We were
17 out there on foot.

18 Q. Oh, okay.

19 A. Okay?

20 Q. Yeah, yeah, and then what action did you take on
21 October 22nd, 2006?

22 A. We were still trying to improve the trouble, check
23 some people in your area, and just waiting for the
24 tickets to come in so that we could restore service to
25 anybody that was out.

1 Q. And you were trying to improve the trouble with
2 the service in the area by doing what?

3 A. By fixing whatever we thought what the problem
4 was, which was on that hill from Schuylkill Falls.

5 Q. Any what in particular were you fixing on October
6 22, 2006?

7 A. The cut cable.

8 Q. The cut cable?

9 A. Right.

10 Q. So you were working on Sunday, October 22nd, 2006?

11 A. I'm not sure if we were working on the 22nd, but I
12 do know we were there on the 23rd.

13 Q. All right. So you don't know if you were there on
14 the 22nd?

15 A. I don't have any record of being there. I really
16 don't know.

17 Q. All right. So you have no record of working there
18 on ---?

19 A. I would have to look, but that's something I would
20 have to look for, but I know we were there on the
21 23rd. The 23rd was a Monday; wasn't it?

22 Q. Yeah, the 23rd was a Monday, the 22nd was a
23 Sunday.

24 A. Okay.

25 Q. So that would be, would that be reflected in

1 Exhibit Seven, is you were working there on the 22nd?

2 A. Well, we actually got the cable back together on
3 the 21st, so there probably wasn't no need to be there
4 on the 22nd, so we restored the cable, and usually
5 what happens is customers will call tickets in and
6 make us aware that they're still out of service, and
7 we'll go out there and restore service, but now have
8 avoided the cable problem. That's how it works.

9 Q. So you restored the cable on Saturday the 21st?

10 A. Right.

11 Q. And that should've fixed the problem?

12 A. That should've fixed the problem right there, but
13 you probably still had some more problems as people
14 were calling tickets in, and we have to fix them as
15 the tickets come in.

16 Q. So if someone called prior to that and it still
17 wasn't fixed, you don't keep trying to fix that? You
18 wait for someone to think that you're done working on
19 it?

20 A. No, we weren't done working on it. We try to fix
21 them as the tickets come in.

22 Q. So if someone calls in a ticket, and it still
23 doesn't get fixed, how many times does a person have
24 to keep calling in tickets for it --- for the job to
25 be completed?

1 A. I guess because usually it doesn't happen. I
2 mean, when we restore cable, we go through the cable
3 and account, and we try to make sure that everybody is
4 restored according to the tickets that came in. Now,
5 sometimes some stuff gets missed, and sometimes stuff
6 doesn't get missed, but in the end we restore
7 everybody that needs to be restored. I mean my group
8 doesn't leave until everybody is back in service. I'm
9 the last point of the tech.

10 Q. Right. So they didn't leave from Saturday 21st,
11 they stayed there Saturday the 21st, they stayed there
12 Sunday, October 22nd also? Or do you still say ---?

13 A. I don't have any information about the 22nd, so I
14 can only go by the 23rd really.

15 Q. So you do have information of being there the
16 23rd; right?

17 A. Yes, you were restored on the 23rd.

18 Q. And you do have information that you were there
19 Saturday, October 21st; right?

20 A. Yeah, we were there the 21st because we were
21 working on the cable problem, not your specific
22 problem.

23 Q. But you don't have any record of you being there
24 October 22nd, do you?

25 A. I may have to look for it, but I don't have it

1 right here with me right now, no.

2 ATTORNEY HAAS:

3 Your Honor, Mr. Dutton testified that Mr.
4 Zimmerman's particular service wasn't restored until
5 the 23rd. I mean that's in the record, we testified
6 to that, so some of these questions I don't know what
7 the point is.

8 MR. ZIMMERMAN:

9 Well, I just want to find out if there
10 was someone working on my phone service on Sunday.

11 ATTORNEY HAAS:

12 And he said from the information that he
13 has, he's not sure.

14 JUDGE MELILLO:

15 Yeah, that's his answer. He doesn't have
16 the information as to whether the company was working
17 on Sunday, October 22nd. So please continue with your
18 questions.

19 BY MR. ZIMMERMAN:

20 Q. All right. So that question won't be answered
21 then.

22 JUDGE MELILLO:

23 Well, it was answered by Mr. Dutton
24 saying he doesn't have information to indicate that
25 they were working on that day.

1 BY MR. ZIMMERMAN:

2 Q. And then for Exhibit Eight, January 2nd, 2007.
3 What was it that you stated there was a problem at
4 that point?

5 A. Static on the line, that's the complaint that you
6 called in at 8:49 p.m.

7 Q. And what was the cause of that problem?

8 A. You were still working out of old cable at that
9 point, and we were in the process of probably pulling
10 cable and getting the job ready so that we could swing
11 you over to the new. So that cable was actually in
12 trouble, Mr. Zimmerman, up until we switched it over
13 to the new cable. The job was done January 22nd.

14 Q. All right. January 22nd is when you were finished
15 pulling the new cable?

16 A. No, that's when we were finished with the job.

17 Q. Oh, okay. Oh, with the new cable and everything
18 was all connected up?

19 A. Right, right.

20 Q. All right. I guess that's all the questions I had
21 for you right now.

22 A. Okay.

23 JUDGE MELILLO:

24 All right. I just have a few clarifying
25 questions. Mr. Dutton, on Verizon PA Exhibit Seven,

1 the incident that's noted in that exhibit. Does that
2 damaged cable affect 15 or more customers?

3 A. Fifteen (15) or more then?

4 JUDGE MELILLO:

5 Right, during that incident where that
6 cable was damaged. I think you testified about ---.

7 A. Well, on that Friday is when we actually found the
8 trouble. On that Friday or that Thursday. We were up
9 in that area all that week, Your Honor.

10 JUDGE MELILLO:

11 All right.

12 A. And we re-spliced everything that we saw that was
13 hit in that particular cable, and we have what we call
14 stragglers, which is very few customers, and it wasn't
15 15 customers. We wouldn't leave them out of service
16 like that.

17 JUDGE MELILLO:

18 All right. So then the outage that Mr.
19 Zimmerman experienced, which was from I guess around
20 the 20th of October or maybe the 21st until the 23rd,
21 that wasn't something that was experienced by 15 or
22 more people?

23 A. Not that I'm aware of.

24 JUDGE MELILLO:

25 All right.

1 A. But I can only go by the trouble tickets that I
2 have. I was trying to explain to Mr. Zimmerman.

3 JUDGE MELILLO:

4 All right. If you look at Verizon PA
5 Exhibit Three about a quarter of the way down the
6 first page of that exhibit. It says something about
7 vines growing into the NID. Do you see that?

8 A. What date was this for, Your Honor?

9 JUDGE MELILLO:

10 Verizon Exhibit Three, page one of two,
11 about a quarter of the way down the first page. I
12 guess, maybe Verizon Exhibit Three is actually three
13 pages, but it's the first page. There's a reference
14 to vines grew into NID, and I'm wondering is that
15 something that the customer would say had happened or
16 is that something Verizon had noticed when it went out
17 there or what is that reference? Was that what the
18 problem was on that particular ticket? The vines were
19 growing into the NID? I think there's also a
20 reference through Verizon Exhibit Two to that as well,
21 vines growing. Is that something Verizon noticed that
22 was happening when it was restoring those tickets?

23 A. Like I said, on Three that's the customer
24 complaining about the vines growing into his terminal
25 box.

1 JUDGE MELILLO:

2 All right. Is there any indication that
3 when Verizon technicians went out there that that's
4 what they observed as well?

5 A. Your Honor, I would have to clarify first of all,
6 he's working from the front of his house now.

7 JUDGE MELILLO:

8 Right.

9 A. In 2004, I'm almost sure that we weren't working
10 from the back of his house anymore.

11 JUDGE MELILLO:

12 All right. Are you saying according to
13 this, the vines were in the back of the house?

14 A. Well, that's what Mr. Zimmerman said.

15 JUDGE MELILLO:

16 All right. I'm wondering to your
17 knowledge, Mr. Dutton, does Verizon have a policy of
18 checking for vegetation maintenance around its
19 facilities? If so, what is that?

20 A. Yeah, if there's overgrowth from trees or vines or
21 anything of that nature, and it's causing a problem to
22 our facilities, we would just go out and we would take
23 it down. Okay. So that's why I'm more inclined to
24 say that this problem, the vines growing into the
25 terminal, that old cable in the back of his

1 neighborhood is abandoned. It is not up and working,
2 okay?

3 JUDGE MELILLO:

4 All right.

5 A. This could've been because his property line lines
6 up right up against that construction site that I've
7 been talking about. We probably had planned to come
8 out there and take all those poles down once it
9 becomes accessible for us to do that. Okay? But I'm
10 not sure about the timeline in terms of when their
11 feed was put through the front of the houses, but
12 looking at this report, it's telling me almost that
13 his problem wasn't coming from the back of his house.
14 Maybe the customer was unaware that he was just
15 working from the front of his house now.

16 JUDGE MELILLO:

17 Well, then the reference to vines growing
18 into a NID though, that would be the Network Interface
19 Device that would be the company's interface. You
20 don't have any indication of whether vines were
21 actually growing into that. I mean there wouldn't be
22 more than two NIDs. There's one NID, and if there's
23 vines growing in there, that's the problem, so I'm
24 just wondering was that confirmed by the company as
25 the problem?

1 A. Judge, I don't mean to interrupt you, I just think
2 that that's a wrong acronym for what's going on
3 because the NID wasn't actually placed until February
4 4th, 2004, so I find it hard to believe that the vines
5 would be growing in there and was placed February 4th,
6 2004.

7 JUDGE MELILLO:

8 Yeah. There's a reference appears that
9 with the February 3rd, 2004 entry.

10 A. Yeah, that's why I'm saying, I think this
11 information is not correct because his NID wasn't
12 placed until February 4th. That's why I'm more
13 inclined to say that what we're really talking about
14 is the terminal at the back of his house that had
15 vines and stuff growing all through it.

16 JUDGE MELILLO:

17 You're saying that wasn't operational at
18 that time.

19 A. No, no.

20 JUDGE MELILLO:

21 Is that correct?

22 A. That's what I'm saying.

23 JUDGE MELILLO:

24 All right. And you testified about some
25 I think fairly extensive work that's going on in Mr.

1 Zimmerman's neighborhood to help with these problems
2 that Mr. Zimmerman's testified about. Do you know
3 whether Verizon has a program where they have periodic
4 tests, inspections and preventative maintenance aimed
5 at achieving a situation of continuous service? Do
6 you know if Verizon has that, and do you know what
7 that would be?

8 A. Yes. I actually have that also.

9 JUDGE MELILLO:

10 Great, all right. Can you tell me a
11 little bit about that?

12 A. What we do is we monitor our cables 24/7, Your
13 Honor, and we have systems built that actually tell us
14 when we're starting to have a lot of trouble and what
15 particular cable, and that's the proactive measures
16 that we take. By going into different systems, and we
17 proactively go out and solve those problems
18 unbenounced (sic) to the customer. You understand
19 what I'm saying?

20 JUDGE MELILLO:

21 Yeah. All right. So you're saying that
22 this was being done in Mr. Zimmerman's neighborhood?

23 A. No, no, what's being done in Mr. Zimmerman's
24 neighborhood is what we would call a work order, which
25 we're going to place cable to get rid of our old cable

1 because obviously they're building new homes in that
2 area, so we proactively had a job out there to get rid
3 of the old cable so that the new cable would go around
4 the construction site, but the contractor kept hitting
5 our cable while they were building foundations, all
6 kinds of other things in that area.

7 JUDGE MELILLO:

8 Well, I guess what I'm getting at is Mr.
9 Zimmerman testified about problems from 2003 on, and
10 he also said he's had a history of problems. I'm
11 wondering what was in place at during those, not what
12 you're doing now, but during those years that he was
13 having problems, 2003, 2004, 2005, 2006, what was in
14 place to do periodic testing, inspection, preventative
15 maintenance in his area aimed at achieving continuing
16 service for him and similarly situated customers of
17 Verizon PA?

18 A. You mean what measures are in place?

19 JUDGE MELILLO:

20 What was in place in ---?

21 A. Well, it was the same thing as I mentioned just
22 now. I mean I got here in 2004, so my predecessor
23 probably was doing the same thing in terms of
24 maintaining the cable. That's what I do. I maintain
25 the facility, so we are always proactively going

1 there.

2 JUDGE MELILLO:

3 All right. Mr. Haas, do you have any
4 redirect?

5 ATTORNEY HAAS:

6 I don't think so, Your Honor.

7 JUDGE MELILLO:

8 Okay. All right. Does that conclude
9 your presentation then, Mr. Haas?

10 ATTORNEY HAAS:

11 Yes, Judge.

12 JUDGE MELILLO:

13 Okay. Mr. Zimmerman, this is your
14 opportunity to rebut the testimony that you've heard
15 from Mr. Dutton.

16 MR. ZIMMERMAN:

17 Well, first of all Mr. Dutton just stated
18 that he, I believe he just stated that he started
19 there in 2004, so he wouldn't really be able to really
20 testify about 2003. There were definitely vines
21 growing up the telephone pole in the back of my house.
22 It wasn't on my property. Those vines are still
23 growing up that pole, but as Mr. Dutton stated, now my
24 service comes from the front of my house, and that
25 didn't happen until the incident between February 3rd,

1 2004 and February 4th, 2004, and that was the first
2 time they installed a network interface in my
3 breezeway. That's why I was asking him questions
4 about needing access because I did not have an network
5 interface at my house until, I guess it was February
6 4th, 2004 that they actually finally installed one.
7 That was the time I had filed an informal complaint
8 with John Patrick, and I believe that's what initiated
9 them finally moving the line because I had complained
10 about that line for years.

11 Before that point my phone service did
12 come from behind the house, and they did have trouble
13 getting access, but it wasn't because of me or my
14 property, they needed to gain access to where the
15 housing projects were. Not only that, it became even
16 more difficult because they excavated a lot of dirt
17 and they put up a retaining wall, and at the time I
18 was told they didn't have a cherry picker high enough
19 to go up to that telephone pole which, you know, I
20 sympathize with them, but still they're responsible
21 for that equipment and for my service.

22 So it took me taking a informal complaint
23 to the Public Utility Commission, and many complaints
24 before they finally moved it to the front. At that
25 time, when they finally relocated my telephone lines,

1 I thought my troubles were over, but evidently they
2 aren't because here I am testifying with a formal
3 complaint to the Public Utility Commission. And they
4 say they've replaced all these cables and everything.
5 I've received a couple credits on my phone bill as was
6 in the testimony, but mostly I've gotten a lot of
7 promises and apologies, and I want more than that.

8 I want reliable phone service, and when
9 my phone does go down, I would like to have it
10 repaired in a timely manner. And just the fact that
11 those cables were growing up my telephone pole is an
12 indication of what kind of service I got from them.
13 And the fact that, well there's no record of them
14 working on Sunday. From what I was told over the
15 phone, they weren't working on Sunday, they had no
16 intentions of working over Sunday because it didn't
17 matter. I guess they didn't want to pay technicians
18 double time, or they don't want to have ---.

19 ATTORNEY HAAS:

20 Your Honor, I just want to raise an
21 objection at this point. I've let a lot of potential
22 hearsay objections go, but Mr. Zimmerman's references
23 to things that he was told by people on the telephone,
24 I just want to note for the record a hearsay objection
25 to that testimony.

1 JUDGE MELILLO:

2 All right. Mr. Zimmerman, what you were
3 just testifying --- I think you were speculating as to
4 basically why you think there wasn't anybody working
5 on Sunday, but when you were talking about phone
6 conversations, were you talking about conversations
7 with Verizon employees?

8 MR. ZIMMERMAN:

9 Verizon operators, yes.

10 JUDGE MELILLO:

11 That objection is overruled. Mr.
12 Zimmerman, may testify about conversations with party
13 opponents. That's an exception. Please continue, Mr.
14 Zimmerman.

15 MR. ZIMMERMAN:

16 Also another discrepancy I had is with
17 Verizon Exhibit Number Six, I'm turning to it now.
18 Mr. Dutton testified that I called about transmission
19 noise, and that's certainly what it says here. I have
20 in my record, Exhibit Number One on July 1st, 2005.
21 It was that a truck tore down my phone line going to
22 my house, in the front of my house. That was the
23 second incident, but it does not report that on this
24 report. I mean and I don't know why. I mean somebody
25 must have made a mistake somewhere, whether it be me

1 or them, but I know my telephone line, it got knocked
2 down twice by a truck. The first time I was like, oh,
3 well, they hung it too low, and then they rehung it
4 and I was thinking well, that won't happen again, and
5 it did happen again. I have been keeping a diary of
6 this ever since before I'm allowed to say, so that's
7 just another discrepancy. I mean it's not anything
8 that's going to be hashed out, it's just two different
9 things, but it's just another indication of, you know,
10 bad service.

11 Quite often when I call in with a
12 problem, I mean I'll stay on hold for a long time to
13 get my phone fixed, but when my phone finally gets
14 fixed, I'm certainly not going to stay on hold for
15 five, ten, fifteen or twenty minutes to tell them that
16 my phone's fine because the way I feel, not only I
17 shouldn't have to call them to tell them that my
18 phone's working, but I shouldn't even have to be
19 calling them that my phone's down because my phone
20 shouldn't be down, but I mean I understand that
21 happens sometimes. So if I didn't call them back after
22 my phone was working, that's why, but it certainly
23 wasn't a problem inside my house.

24 I have the same phones that I had at that
25 time that I'm using. And like I said about the

1 network interface, before that I just had two
2 terminals in my basement, and every time I would call
3 for service they would tell me check your network
4 interface and I would say I don't have one. They
5 would be in disbelief, but then, I mean they would
6 believe me but they would be surprised I guess I
7 should say. And then that's when they would tell me
8 to unplug my phones for a half hour or something like
9 that, and then plug it back in to see if I could reset
10 any problems it would have. Sometimes that worked,
11 sometimes it didn't.

12 And the only other question that I had,
13 if I didn't already bring it up is why wouldn't they
14 come out to work on my phone line on that Sunday of
15 October 22nd. I mean, whatever they did Monday it
16 seemed like they could've done Sunday, too.

17 JUDGE MELILLO:

18 All right. Mr. Zimmerman, did you have
19 anything further?

20 MR. ZIMMERMAN:

21 No, not that I can think of, thank you.

22 JUDGE MELILLO:

23 All right. Mr. Haas, you may cross
24 examine.

25 ATTORNEY HAAS:

1 I'm looking at my notes, Your Honor.
2 Just a second, please. I don't think I have anything
3 further for Mr. Zimmerman.

4 JUDGE MELILLO:

5 All right. Then does that conclude the
6 parties evidentiary presentation?

7 ATTORNEY HAAS:

8 Verizon is finished, Your Honor.

9 JUDGE MELILLO:

10 All right. Mr. Zimmerman?

11 MR. ZIMMERMAN:

12 Yeah, I believe I'm finished.

13 JUDGE MELILLO:

14 All right. Do the parties wish for final
15 brief after we get the transcript?

16 ATTORNEY HAAS:

17 I think I would like the opportunity to
18 do that, Your Honor. It wouldn't be anything
19 extensive, but I think it may be helpful.

20 JUDGE MELILLO:

21 All right.

22 MR. ZIMMERMAN:

23 I don't know what that means. What is
24 that?

25 JUDGE MELILLO:

1 All right. Once we would get the
2 transcript, what I would do is I would send out a
3 briefing order, and it would provide for the parties
4 to take the evidence that's been presented today, the
5 testimony and exhibits, and make argument about it, to
6 present it in I guess a fashion which is most
7 advantageous to that side. I know you're not an
8 attorney Mr. Zimmerman, however I have had some really
9 decent briefs provided by pro se Complainants. They
10 argue essentially the facts and make their argument
11 from that.

12 You would have that opportunity since the
13 Respondent wants to file a brief, you will have the
14 opportunity. Now you will also have the opportunity,
15 if you so desire, to come to Harrisburg to Commission
16 offices and review the transcript free of charge. You
17 can't take the transcript out, but you can review it
18 in the Commission's Secretary Bureau Office.

19 MR. ZIMMERMAN:

20 Right.

21 JUDGE MELILLO:

22 Otherwise, you also would have the
23 opportunity to purchase the transcript, and you can
24 talk with the court reporter about that.

25 MR. ZIMMERMAN:

1 Would I incur a cost for the brief?

2 JUDGE MELILLO:

3 Not for filing a brief you wouldn't. You
4 would incur cost if you wanted your own copy of the
5 transcript.

6 MR. ZIMMERMAN:

7 Okay. And what is filing for a brief.
8 Do they send me anything?

9 JUDGE MELILLO:

10 Well, I would send you what's called a
11 briefing order, and that would set forth the time
12 limit for filing a brief and certain instructions, and
13 you would be getting that. But you won't be getting
14 that until I receive the transcript. Now I did want
15 to ask the parties, generally I allow 14 days for main
16 brief and ten days for reply brief. Do the parties
17 find that to be acceptable?

18 ATTORNEY HAAS:

19 That would be fine with Verizon, Your
20 Honor.

21 JUDGE MELILLO:

22 All right.

23 MR. ZIMMERMAN:

24 I mean I guess so. I mean I don't even,
25 you know.

1 JUDGE MELILLO:

2 All right.

3 MR. ZIMMERMAN:

4 I mean I don't know even know. I mean I
5 guess it's fine.

6 JUDGE MELILLO:

7 Ms. Santolla, would you be filing a
8 brief?

9 ATTORNEY SANTOLLA:

10 Your Honor, thank you for recognizing me.
11 We're actually not planning on filing a brief, but we
12 would like to put out there that Mr. Zimmerman is
13 welcome to call us if he has questions about briefing
14 generally. We'd be willing to discuss that with him
15 in further detail, because I know that this is not
16 really conducive to that at this point.

17 JUDGE MELILLO:

18 I understand. All right. Mr. Zimmerman,
19 did you hear Ms. Santolla. I believe you've been in
20 touch with her before?

21 MR. ZIMMERMAN:

22 Yes.

23 JUDGE MELILLO:

24 All right.

25 MR. ZIMMERMAN:

1 Yeah, I guess I would you know consult
2 with them first.

3 JUDGE MELILLO:

4 All right.

5 MR. ZIMMERMAN:

6 To see what my next action is, because I
7 you know, I watch a boiler for a living, you know.

8 JUDGE MELILLO:

9 All right. If there's nothing further
10 for today then, what I'll do is our hearing will be
11 concluded, and once I get the transcript, which it's
12 due within 21 days of today, I'll send out a briefing
13 order and all parties will get a copy of that, and
14 then that'll provide for 14 days for main brief and
15 ten days to reply brief. And the re will be
16 instructions, and then once I get the briefs, I'll
17 close the record by an additional order, and I'll have
18 90 days from that point to render an initial decision.

19 When my initial is served, all parties
20 will get a copy, and there will be instructions on
21 there, and the parties will have an opportunity to
22 file exceptions and reply exceptions to that and issue
23 them and I'll make the final decision in this matter.
24 Any further questions?

25 MR. ZIMMERMAN:

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No, thanks for your time.

JUDGE MELILLO:

Thank you.

ATTORNEY HAAS:

Nothing further, Your Honor. I would just if the court reporter can hear me, it's Steve Haas, I would like to order a copy of the transcript.

JUDGE MELILLO:

All right. And also I have exhibits here in Harrisburg for Sargent's to pick up. It'll be Verizon PA Exhibits One through Eight, and Complainant Exhibit One. They have been admitted for the record. All right? If there's nothing further then, thank you very much for your participation today.

* * * * *

HEARING CONCLUDED AT 12:20 P.M.

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C E R T I F I C A T E

I hereby certify, as the
stenographic reporter, that the foregoing
proceedings were taken stenographically by
me, and thereafter reduced to typewriting
by me or under my direction; and that this
transcript is a true and accurate record
to the best of my ability.

Kimberly D. Dudley
Court Reporter

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HBC

PHONE OUTAGES

01\02\07-01\03\07 Phone loud hum on line

3:00 PM 01\03\07: Verizon Tech call said he repaired my phone line temporarily

12:13 PM 01\03\07: Bernie Bulinski returned call

11:42 AM 01\03\07: called Bernie Bulinski Outside Area Manager @215 698-6818

11:40AM 01\03\07: called Donna Carvin @ (215) 638-8400 left a message

!!!Received phone call @ 10:34 AM 01\03\07 on my answering machine while I was at a Medical Office, The message was indecipherable due to poor phone service used *69 service to find out phone # of who called (215 880-2794

8:45 PM- 8:51 PM 01\02\07: called Verizon 1 800 275-2355 ex1 talked to Christy. She said that a technician would not be able to come out before Friday January 5th 2007

8:25PM -8:31 PM 01\02\07: called Verizon 1 800 275-2355 ex1 talked to Miss Jones

8:08PM- 8:15PM 01\02\07: called Verizon 1 800 275-2355 ex1 talked to Mark ??

7:47PM 01\02\07: called Verizon 1 800 275-2355 ex1

7:40 PM 01\02\07: called Bernie Bulinski Outside Area Manager @215 698-6818

01\02\07: 7:38 PM 01\02\07: called Donna Carvin @ (215) 638-8400 left a message

!!!Received phone call on answering machine while I was at work The message was indecipherable due to poor phone service, I don't know who called me or what the message was.

12\19\06 Office of Consumer Advocates (717) 783-5048 | 1 800 684-6560
Jennedy Santola (717) 780-4518

Phone Troubles call Donna Carvin @ (215) 638-8400 Assistant to area manager Bernie Bulinski

11\03\06 Called Consumer Advocate 1 800 684-6560
O.C.A. attn. Bonnie 555 Walnut St. Harrisburg 17101
Docket # C-20067044

717 787-5048

10\20\06 10\23\06 No dial tone

Bernie Bulinski Outside Area Manager 215 698-6818

Verizon 1 800 275-2355 ex1 10\23\06 7:55AM Jim

Exec Office 1 800 483-7988 ex3Debbie A. 10:15AM

Verizon 1 800 275-2355 ex1

10\20\06 12:00AM spoke with Sandy she hung up before I was through explaining

Called back, spoke to Mary she tried to charge \$9.00 for 3 minute local collect call to 267 259-4079 (a local call) isn't that price gouging?

Called again @ 12:37AM 10\20\06 Talked to Jesse he could not help me.

12:00AM Pay phone @ A-Plus Ridge & Midvale Aves. took money 50 cents did not work

Pay Phone own by: Tri County Inc.
1011 Erie Ave
Phila PA 19124

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MAR 22 2007

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MAR 20 2007

877-211-9633

local calls 50 cents

Verizon select service Inc.

???? N. MacArther Blvd.

Irving TX 75039

1 800 708-1361

Long Distance 25 cents per minute 1 800 873-8438

Called P.U.C. 1 800 782-1110 -4-2 Spoke to Eva

07\01\05 5:55PM Phone line hung too low truck tore line down 1 (800)640-4155

*05\13\05-05\15\05 No dial tone [whether was nice]

08:50PM 1 (800) 276-2355 -1 Deloris scheduled service for Monday 05\16\05

09:10PM Mike scheduled service for Sunday 05\15\05

*02\03\04-02\04\04 No dial tone

P.U.C. Case # 1582859 John Patrick_1(800) 782-1110-4-2

Verizon Repairs

1 (800) 276-2355-1

1(888)847-2929

1(800)621-9900 Richard Fox

1(800)483-7988-3 Exec. Office

Phone line replaced

01\28\04 No dial tone

08\04\03-08\04\03 No dial tone

Verizon Repairs 1 (800) 275-2355-00

Verizon 1 (800)640-4155 (5-4-2)

*08\15\00-08\28\00 No dial tone

P.U.C. claim # 0829343 Jack Smith 1(800) 782-1110

Verizon 1 (800)640-4155 (5-4-2)

AT & T 1 (800) 222 -0300

Dale Irwin

P.O. Box 716

Lansdowne PA 19050

NAR CCO GAR 63 SUP TO**LAST APPT OF DAY**FST BSY WHEN PICKS UP ROL HANG UP ETC N
NAR O NID

NAR A 0530P B 2154383681
02 DATE&TIME=08-04-03 0652P EC=965 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=6
03 DATE&TIME=08-04-03 0655P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=6
NAR 007AV 6C4E105
04 DATE&TIME=08-04-03 0655P EC=299 STATUS=PSH RTE=00000298 WP=SCR RSLT-CDE=900
NAR CRSC RESCREENING
05 DATE&TIME=08-04-03 0705P EC=298 STATUS=PSH RTE=00000100 WP=SCR RSLT-CDE=900
NAR VER=6 NEEDS MANUAL RETEST.

06 DTR=08-05-03 0817A COM=08-07-03 0700P RSA=965 CCM
CALLED-NO=132-341-0412 CATEGORY=1 VER=NV CVER=
NAR CCO CK STAT GAR 63 SUP TO**LAST APPT OF DAY**FST BSY WHEN PICKS UP ROL HANG
NAR NETCTRPA

NAR A 0530P B 2154383681
07 DATE&TIME=08-05-03 0827A EC=512 STATUS=TST RTE=00000299 WP=TST RSLT-CDE=100
NAR VRRRC WRKG ON TKT
08 DATE&TIME=08-05-03 0828A EC=512 STATUS=PDI RTE=00000998 WP=DI RSLT-CDE=
NAR VRRRC:RETEST=6
09 DATE&TIME=08-05-03 0828A EC=512 STATUS=PDI RTE=00000911 WP=NWP RSLT-CDE=
NAR PENDING SAB TO UNIT 23400000

10 DATE&TIME=08-05-03 0828A EC=512 STATUS=RSC RTE=23400000 WP=NWP RSLT-CDE=000
NAR VRRRC:RETEST=6
11 DATE&TIME=08-05-03 0828A EC=512 STATUS=PS RTE=00700012 WP=NWP RSLT-CDE=000
NAR VRRRC:RETEST=6
12 DATE&TIME=08-05-03 0828A EC=512 STATUS=PSH RTE=00000000 WP=NWP RSLT-CDE=000
NAR NO AUTO SCR VRRRC:RETEST=6

13 DATE&TIME=08-05-03 0849A EC=491 STATUS=SC5 RTE=00000000 WP=SCR RSLT-CDE=
14 DTR=08-05-03 0917A COM=08-07-03 0700P RSA=965 CCM
CALLED-NO=140-132-8940 CATEGORY=1 VER=NV CVER=
NAR CCO GAR 63N CK STAT GAR 63 SUP TO**LAST APPT OF DAY**FST BSY WHEN PICKS UP R
NAR NETCTRPA

NAR A 0530P B 2154383681
15 DTR=08-05-03 0931A COM=08-06-03 0728P RSA=965 CCM
CALLED-NO=138-110-1192 CATEGORY=6 VER=LU CVER=
NAR CCO GAR 63 EARLY APPT **T/O PREZ APPL ON FILE****LAST APPT OF DAY**FST BSY W
NAR HEN PI NETCTRPA

NAR A 0530P B PREZ APPL 2156864545
16 DATE&TIME=08-06-03 0252P EC=483 STATUS=PDT RTE=00000199 WP=NWP RSLT-CDE=
NAR TOK TRANSX CO/CUST ON PG/DPO
17 DATE&TIME=08-06-03 0342P EC=483 STATUS=ROP RTE=00700000 WP=NWP RSLT-CDE=000
NAR TOK TRANSX CO/CUST ON PG/DPO
18 DATE&TIME=08-06-03 0342P EC=483 STATUS=PS RTE=23400000 WP=NWP RSLT-CDE=000
NAR TOK TRANSX CO/CUST ON PG/DPO

19 DATE&TIME=08-06-03 0343P EC=299 STATUS=PSH RTE=00000000 WP=NWP RSLT-CDE=000
NAR ARTE MC 007: SC: * CS: * UNIT: 23400000
20 DATE&TIME=08-06-03 0343P EC=299 STATUS=PSH RTE=00000234 WP=NWP RSLT-CDE=000
NAR TOK TRANSX CO/CUST ON PG/DPO
21 DATE&TIME=08-06-03 0343P EC=547 STATUS=TST RTE=00000299 WP=TST RSLT-CDE=100
NAR VRRRC WRKNG TIC
22 DATE&TIME=08-06-03 0346P EC=547 STATUS=PDO RTE=00000997 WP=TST RSLT-CDE=100
08-06-03 0840P ***TH*** TN 2154383681 DPA 0 RSB 007 CONTINUED

NAR VRRRC-T=O/O NR DROP 95%,OK IN CO,DPO
23 DATE&TIME=08-06-03 0348P EC=547 STATUS=PDO RTE=00000547 WP=NWP RSLT-CDE=100
NAR VRRRC-T=O/O NR DROP 95%,OK IN CO,DPO
24 DATE&TIME=08-06-03 0349P EC=052 STATUS=PRD RTE=00000732 WP=NWP RSLT-CDE=

DOCUMENT
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VERIZON PA
Exhibit No. 1

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MAR 20 2007

HBG
DKT No. C-2006 7044
Zimmerman v Verizon
Mar 15, 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

NAR PREASSIGNED FOR WORK TODAY 08-06-03 0404P
25 DATE&TIME=08-06-03 0349P EC=899 STATUS=DPO RTE=00000732 WP=NWP RSLT-CDE=
NAR JOB DISPATCHED BY DO 08-06-03 0442P
26 DATE&TIME=08-06-03 0438P EC=899 STATUS=DPO RTE=00000732 WP=DO RSLT-CDE=
NAR DO-PROVIDED DISPATCH START TIME
27 DATE&TIME=08-06-03 0808P EC=732 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR VRRRC-T=O/O NR DROP 95%,OK IN CO,DPO
28 DATE&TIME=08-06-03 0808P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR ST 22 VER 6 REP COND /CTTNMO385
01-28-04 0241P ***TH*** TN 2154383681 DPA 0 RSB 007 UNIT 00700012

History --> HISTORY Results

Arch Type:TN/SPECIAL CIRCUIT ID

Phone #:2154383681

Extension: DPA:

PFX: SVC/MOD: Telephone # Extension: Segment: Group Access Code:

PFX: SVC/MOD: Serial # / SFX: Company: Segment: Region:

cancel

History | History Details

01-28-04 0241P ***TH*** TN 2154383681 DPA 0 RSB 007 UNIT 00700012

AIN= - - CS= RES S-C= 1MR OE=00004-01650-51

LG=140 NPA=215 CABLE= PG62 PAIR=1945 PP-CODE=

N ZIMMERMAN,CHARLES

A 3683 CALUMET ST, PHI

OC

OTYPE=C NNXID=215438 RRT= CLEARED=01-28-04 0207P O/S

DISPT #SUB=000

L1=0 FL2=0 FL3=0 TYP=100 DIS=0902 CAS=227

TROUBLE REPORTS AND STATUSES

1 DTR=01-28-04 0816A COM=01-28-04 0659P RSA=965

CALLED-NO=132-413-0452 CATEGORY=1 VER=45 CVER=

AR NDT GAR 63 A* AP = Y AC = Y MVC YES,UNPLGD EQ,DEAD,NO NID,HPPNS ETIR,PWC Y,S

AR EZ BOX ON POLE VINES GOING THR

AR A 0800A B MR ZIMMERMAN 0000000000

2 DATE&TIME=01-28-04 0816A EC=965 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=45

3 DATE&TIME=01-28-04 0818A EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=45

AR 007AV45T100-199,200-299,400-499E32

4 DATE&TIME=01-28-04 0818A EC=299 STATUS=PDO RTE=00000997 WP=SCR RSLT-CDE=100

AR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)

5 DATE&TIME=01-28-04 0818A EC=299 STATUS=PDO RTE=00000299 WP=NWP RSLT-CDE=100

AR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)

6 DATE&TIME=01-28-04 0819A EC=899 STATUS=DPO RTE=00000258 WP=NWP RSLT-CDE=

AR JOB DISPATCHED BY DO 01-28-04 0115P

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-MAR 22 2007

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PA PUBLIC UTILITY COMMISSION
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VERIZON PA
Exhibit No. 2

C-20067044 3-15-07 HBE

MAIN= - - CS= RES S-C= 1MR OE=00004-01650-51
BLG=140 NPA=215 CABLE= PG62 PAIR=1945 PP-CODE=
LN ZIMMERMAN,CHARLES
SA 3683 CALUMET ST, PHI
LOC

COTYPE=C NNXID=215438 RRT= CLEARED=01-28-04 0207P O/S
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=100 DIS=0902 CAS=227

TROUBLE REPORTS AND STATUSES

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CALLED-NO=132-413-0452 CATEGORY=1 VER=45 CVER=
NAR NDT GAR 63 A* AP = Y AC = Y MVC YES,UNPLGD EQ,DEAD,NO
NID,HPPNS ETIR,PWC Y,S

NAR EZ BOX ON POLE VINES GOING THR

NAR A 0800A B MR ZIMMERMAN 0000000000

02 DATE&TIME=01-28-04 0816A EC=965 STATUS=PSM RTE=00000000

WP=NWP RSLT-CDE=45

03 DATE&TIME=01-28-04 0818A EC=299 STATUS=PSH RTE=00000299

WP=NWP RSLT-CDE=45

NAR 007AV45T100-199,200-299,400-499E32

04 DATE&TIME=01-28-04 0818A EC=299 STATUS=PDO RTE=00000997 WP=SCR
RSLT-CDE=100

NAR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)

05 DATE&TIME=01-28-04 0818A EC=299 STATUS=PDO RTE=00000299

WP=NWP RSLT-CDE=100

NAR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)

06 DATE&TIME=01-28-04 0819A EC=899 STATUS=DPO RTE=00000258

WP=NWP RSLT-CDE=

NAR JOB DISPATCHED BY DO 01-28-04 0115P

07 DATE&TIME=01-28-04 1252P EC=899 STATUS=DPO RTE=00000258 WP=DO
RSLT-CDE=

NAR DO-PROVIDED DISPATCH START TIME

08 DATE&TIME=01-28-04 0207P EC=258 STATUS=CCA RTE=00000899 WP=CRO
RSLT-CDE=

NAR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)

09 DATE&TIME=01-28-04 0207P EC=899 STATUS=CLO RTE=00000899

WP=NWP RSLT-CDE=

NAR ST 20 VER 45 WL REF 2 4MAN-TRBL ACC TERM-FOK SUB

MAIN= - - CS= RES S-C= 1MR OE=00004-01650-51
BLG=140 NPA=215 CABLE= PG62 PAIR=1945 PP-CODE=
LN ZIMMERMAN,CHARLES
SA 3683 CALUMET ST, PHI
LOC

0.TH-KEY=02-02-041043A 1.TH-KEY=01-28-04 241P
COTYPE=C NNXID=215438 RRT= CLEARED=02-04-04 0922A
DISPT #SUB= 4

FL1=0 FL2=0 FL3=0 TYP=800 DIS=1291 CAS=147

TROUBLE REPORTS AND STATUSES

01 DTR=02-03-04 0624P COM=02-04-04 0700P RSA=965

CALLED-NO=132-432-8880 CATEGORY=1 VER= 6 CVER=
NAR MISC GAR 63N (OVR) 4MN CLBK, REQ NEW LN, ETIR, VINES GREW
INTO NID, TERRIB

NAR L STATIC, TECHS TLD MR CNT GET

NAR A B 215-438-3681 AFT4P 2156864545

02 DATE&TIME=02-03-04 0624P EC=965 STATUS=PSM RTE=00000000

WP=NWP RSLT-CDE=6

03 DATE&TIME=02-03-04 0625P EC=299 STATUS=PSH RTE=00000299 WP=NWP
RSLT-CDE=6

NAR 007AHCALLBACKE40

04 DATE&TIME=02-03-04 0625P EC=299 STATUS=RFC RTE=00000817 WP=SCR
RSLT-CDE=900

NAR CALL CUSTOMER(HNDL)

05 DATE&TIME=02-03-04 0639P EC=068 STATUS=PDO RTE=00000997 WP=SCR
RSLT-CDE=900

NAR DSP TECH PLS REF TO FORMN

06 DATE&TIME=02-03-04 0640P EC=068 STATUS=PDO RTE=00000068
WP=NWP RSLT-CDE=900

NAR DSP TECH PLS REF TO FORMN

07 DATE&TIME=02-03-04 0641P EC=021 STATUS=DPO RTE=00000335
WP=NWP RSLT-CDE=

NAR JOB DISPATCHED BY DO 02-04-04 0820A

08 DTR=02-04-04 0813A COM=02-04-04 0700P RSA=965 CCM

CALLED-NO=132-413-0455 CATEGORY=6 VER=45 CVER=
NAR NDT GAR 63 CHG TD (OVR) CAG PB NOW NDT DEMDN DPO,4MN
CLBK, REQ NEW LN, ETI

NAR R, VINES GREW INTO NID NETCTRPA

NAR A B MR WRKOR CL HM 2156864545

09 DTR=02-04-04 1133A COM=02-04-04 0700P RSA=965 CCM

CALLLED-NO=132-432-1195 CATEGORY=6 VER=NV CVER=
NAR NDT CK STAT RFD TO PGH CAG//GAR 63 CHG TD (OVR) CAG PB NOW
NDT DEMDN DPO,4

NAR MN CLBK, REQ NEW NETCTRPA

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NAR A B MR ZIMMERMAN 2156864545

10 DTR=02-04-04 1154A COM=02-04-04 0700P RSA=965 CCM

CALLED-NO=132-432-1198 CATEGORY=1 VER=45 CVER=

NAR NDT GAR 63N CK STAT PGH CAG CLD DSPTCH LFT MSG FOR BOB
TECH//GAR 63 CHG TD (

NAR OVR) CAG PB NOW NDT DEM NETCTRPA

NAR A B MR ZIMMERMAN 2156864545

11 DTR=02-04-04 0140P COM=02-04-04 0700P RSA=965 CCM

CALLED-NO=132-413-4463 CATEGORY=1 VER=NV CVER=

NAR NDT GAR 63N CK STAT PGH CAG CLD DSPTCH LFT MSG FOR BOB
TECH//GAR 63

NAR NETCTRPA

NAR A B MR ZIMMERMAN 2156864545

12 DATE&TIME=02-04-04 0752A EC=068 STATUS=DPO RTE=00000335 WP=DO
RSLT-CDE=

NAR DO-PROVIDED DISPATCH START TIME

13 DATE&TIME=02-04-04 0922A EC=335 STATUS=CCA RTE=00000068
WP=CRO RSLT-CDE=

NAR SCREEN = DOCOMP

14 DATE&TIME=02-04-04 0922A EC=068 STATUS=CLO RTE=00000068
WP=NWP RSLT-CDE=

NAR NAS TO NID,NDS LOOP,CUST ADV

MAIN= - - CS= RES S-C= 1MR OE=00004-01650-51
BLG=140 NPA=215 CABLE= PG62 PAIR=1945 PP-CODE=
LN ZIMMERMAN, CHARLES
SA 3683 CALUMET ST, PHI
LOC

0.TH-KEY=02-04-04 201P 1.TH-KEY=02-02-041043A
COTYPE=C NNXID=215438 RRT= CLEARED=02-04-04 0634P O/S
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=100 DIS=0381 CAS=321

TROUBLE REPORTS AND STATUSES

- 01 DTR=02-04-04 0155P COM=02-05-04 1059A RSA=965
CALLED-NO=132-432-1198 CATEGORY=1 VER=45 CVER=
NAR NDT GAR 63N NO NID, NDT TECH 335 SD NDS ACCSS TO BREEZEWAY
TO PUT IN NEW LOO
NAR P AND NIO, CUST WL MK SURE HAS
NAR A 0700A B 2156864545
02 DATE&TIME=02-04-04 0155P EC=965 STATUS=PSM RTE=00000000
WP=NWP RSLT-CDE=45
- 03 DATE&TIME=02-04-04 0156P EC=299 STATUS=PSH RTE=00000299 WP=NWP
RSLT-CDE=45
NAR 007AV45T100-199,200-299,400-499E32
- 04 DATE&TIME=02-04-04 0156P EC=299 STATUS=PDO RTE=00000997 WP=SCR
RSLT-CDE=100
NAR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)
- 05 DATE&TIME=02-04-04 0156P EC=299 STATUS=PDO RTE=00000299
WP=NWP RSLT-CDE=100
NAR OPEN OUT NEAR DROP|SCRUB|PREM=LOB(VER45)
- 06 DATE&TIME=02-04-04 0157P EC=052 STATUS=PRD RTE=00000335
WP=NWP RSLT-CDE=
NAR PREASSIGNED FOR WORK TODAY 02-04-04 0336P
- 07 DATE&TIME=02-04-04 0157P EC=027 STATUS=DPO RTE=00000335
WP=NWP RSLT-CDE=
NAR JOB DISPATCHED BY DO 02-04-04 0641P
- 08 DATE&TIME=02-04-04 0452P EC=027 STATUS=DPO RTE=00000335 WP=DO
RSLT-CDE=
NAR DO-PROVIDED DISPATCH START TIME
- 09 DATE&TIME=02-04-04 0634P EC=335 STATUS=CCA RTE=00000027 WP=CRO
RSLT-CDE=
NAR SCREEN = DOCOMP
- 10 DATE&TIME=02-04-04 0634P EC=027 STATUS=

MAIN= - - CS= RES S-C= 1MR OE=00004-01650-51
BLG=140 NPA=215 CABLE= PG62 PAIR=1945 PP-CODE=
LN ZIMMERMAN,CHARLES
SA 3683 CALUMET ST, PHI
LOC

COTYPE=C NNXID=215438 RRT= CLEARED=06-14-04 0950P O/S
DISPT #SUB=000

FL1=0 FL2=0 FL3=0 TYP=100 DIS=0381 CAS=321

TROUBLE REPORTS AND STATUSES

01 DTR=06-14-04 0645P COM=06-15-04 0459P RSA=021

CALLED-NO= - - CATEGORY=1 VER=45 CVER=

NAR NDT (OVR) TRUCK PULLED WIRES DWN GV TO TECH 345 ON SITE OK
PER J STAMPS

NAR A B

02 DATE&TIME=06-14-04 0645P EC=021 STATUS=PSM RTE=00000000

WP=NWP RSLT-CDE=

03 DATE&TIME=06-14-04 0647P EC=299 STATUS=PSH RTE=00000299 WP=NWP
RSLT-CDE=45

NAR 007AHCSB1 E40

04 DATE&TIME=06-14-04 0647P EC=299 STATUS=RFC RTE=00000101 WP=SCR
RSLT-CDE=900

NAR DRC-RESCREEN(HNDL)

05 DATE&TIME=06-14-04 0647P EC=021 STATUS=PD8 RTE=00000997 WP=TST
RSLT-CDE=100

NAR (OVR)

06 DATE&TIME=06-14-04 0648P EC=021 STATUS=PD8 RTE=00000021 WP=NWP
RSLT-CDE=100

NAR (OVR)

07 DATE&TIME=06-14-04 0649P EC=899 STATUS=DPO RTE=00000345
WP=NWP RSLT-CDE=

NAR JOB DISPATCHED BY DO 06-14-04 0945P

08 DATE&TIME=06-14-04 0945P EC=899 STATUS=DPO RTE=00000345 WP=DO
RSLT-CDE=

NAR DO-PROVIDED DISPATCH START TIME

09 DATE&TIME=06-14-04 0950P EC=345 STATUS=CCA RTE=00000899 WP=CRO
RSLT-CDE=

NAR (OVR)

10 DATE&TIME=06-14-04 0950P EC=899 STATUS=CLO RTE=00000899
WP=NWP RSLT-CDE=

NAR ST 28 VER 6 REPL SERV WIRNID!CUST EXTR PLEASED!CUS

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Trouble Report --> Trouble Report

Trouble Report #: PAD2348560 Maintenance Center: PA LEVITTOWN DRC

Assigned User: Reported Date/Time: 05/13/2005 8:55 PM

Circuit ID/TN: 215/438/3681 Line Status: IE Deny: N

Service Info: ZIMMERMAN, CHARLES; 3683 CALUMET ST

Class of SVC: RES

Time Zone: EST Suspend: N CCI Level: RED Service #: LOC: Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N

Port Date: # of Subs: 1

RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 02/08/2005

WS Code: Chronic Indicator: N Encore: N Chron: #: 0 Inst Repeater: N Me

Esc. Level: 0 Appt ID: CAO Billing: N EB: N OOF: 0000000000 X list

Reported By: X List Contact:

Trouble Narrative: EARLY APPT SUP T/O BD PRIOR PUC NDT @ NID, MVC-Y VER 45 TCF-N

EXP	STAT	Date/Time
	CLD	05/15/2005 9:

Rpt Category: CR/CUSTOMER REPORT All Phones: Y

Trouble Type: NDT/NO DIAL TONE Out of Service: Y

Exception Code: Adverse Comment: N

Test Results: ISCO

Group TR#: Last Closed Date: 10/23/2006

Dispatch Center: Dispatch Location: PHLAPAMKSDC

Premise ACC. From: To: End:

Arrival Start: Auto Dialer Exclude: Y

Dispatch Remarks: Pending TR #: Pending TR Rpt C

Referred TR: "Scrubber Exclude:

Offered Commitment: 05/16/2005 5:00 PM Actual Commitment: 0: Charges Advised: 0

Dispatch Authorization: Y

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04347

SEQUENCE INFORMATION

Restore Date/Time: 05/15/2005 9:30 AM

SS1:

Disp/Ttbl:

0434

Cust Advised Name:

SS2:

Cause Analysis:

Cust TN:

SS3:

Tech ID: FBJ

Cust Advised Date:

Exclude:

321

ST 20 VER 45 0434 CROSS CONN- AER RPR XCONN

Remarks:

(6)



Trouble Report --> Trouble Report

Trouble Report #: PAD2446456 Maintenance Center: PA LEVITTOWN DRC

Assigned User: Reported Date/Time: 07/01/2005 5:56 PM

Circuit ID/TN: 215/438/3681 Line Status: IE Deny: N

Service Info: ZIMMERMAN, CHARLES; 3683 CALUMET ST

Class of SVC: RES

Time Zone: EST

Suspend: N

Service #: []

LOC: []

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: [] Essential: N

Port Date: []

RSTD: [] AECN: [] # of Subs: 0

WS Code: [] Chronic Indicator: N

Esc. Level: 0

App ID: VOICEPRTAI

Reported By: NONE

Enhanced SVC: []

Maint Plan: []

Maint Plan In Effect: N

Recent SO Date: 02/08/2005

Chronic #: 0

Inst Repeater: N

OOE: []

Contact: []

Maint Repeat: []

Trouble A* AP = Y AC = Y - SUB TO CHECK NID

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EXP	STAT	Date/Time
	CLD	07/03/2005 6:05 PM

Rpt Category: [] All Phones: Y

Trouble Type: [] Out of Service: N

Exception Code: [] Adverse Comment: N

Test Results: SCO

Group TR#: [] Last Closed Date: 10/23/2006

Dispatch Center: [] Dispatch Location: []

Premise ACC. From: [] To: 6:00 PM

All Calls: Y

Isolate: N/A

Reg. Warning: N

Pending TR #: [] Pending TR Rpt Cat: []

Scrubber Exclude: [] Referred TR #: []

Offered Commitment: 07/03/2005 8:05 PM

Actual Commitment: 07/03/2005

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Arrival Start: [] End: [] Auto Dialer Exclude: [Y] Dispatch Authorization: [Y] Charges Advised: [B]

Dispatch Remarks:

CLOSEOUT INFORMATION: ION Restore Date/Time: 07/07/2005 6:05 PM Cust TN: [] Cust Advised Date: []
SSI: [] SS2: [U] SS3: [] Tech ID: [] Exclude: [Y]
Disp/Tribl: 0000 Cause Analysis: 000

RMV FRM HOLD - SUSP CPE - U

Remarks:

(7)

Repair Web

Veri on

HOME | PRINT | HELP | SIG

LINE RECORD TOOLS | LINE TEST | TROUBLE REPORT LOOKUP | NDC DASHB

Trouble Report --> Trouble Report

Trouble Report #: PAD20117TN Maintenance Center: PA LEVITTOWN DRC

Assigned User: Reported Date/Time: 10/21/2006 12:02 AM

Circuit ID/TN: 215/438/3681 Line Status: IE Deny: N

Service Info: ZIMMERMAN, CHARLES; 3683 CALUMET ST

Class of SVC: RES

Time Zone: EST

Suspend: N

Service #: CCI Level: RED

LOC:

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential:

Port Date:

RSID: AECN: # of Subs: 4

WS Code: Chronic Indicator:

Esc. Level: 0 Appl ID: VOICERTAL

Reported By: NONE X List

Enhanced SVC:

Maint Plan:

Maint Plan in Effect:

Recent SO Date: 02/08/2005

Inst Repeater:

OOF:

2156864545 X List

Contact: MR ZIMMERMAN

Trouble Narrative: MISS APPT CCI=R. CK STAT CCI=G. NDT, CCO, CBC, A* AP = AC = ADVISED OUTAGE
NID EXP SKIPPED CPE EXP SKIPPED ADD 2ND CBR#

STATUS

EXP STAT Date/Time

CLD 10/23/2006 3:28 PM

Rpt Category: CUSTOMER REPORT

Trouble Type: N/D/DIAL TONE

Exception Code:

Test Results: SC2

Group TR#: PA11:0116U0

Dispatch Center:

All Phones:

Out of Service:

Adverse Comment:

Last Closed Date: 10/23/2006

Dispatch Location: PHLAPAMKSDC

All Calls:

Isolate: N/A

Reg. Warning:

Pending TR #:

Scrubber Exclude:

Offered Commitment: 10/21/2006 9:00 PM

Actual Commitment: 10/23/2006

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Arrival Start: []

End: []

Auto Dialer Exclude: [Y]

Dispatch Authorization: [Y]

Charges Advised: [S]

NDT:CCI = R, 10/23/2006 00:02 EDT;CCI = G, 10/21/2006 00:02 EDT; LEAVE VMS
MESS 2154383681

Dispatch Remarks:

CLOSEOUT INFORMATION

Restore Date/Time: [10/23/2006 3:28 PM]

SS1: []

Disp/Trbl: [0431]

Cust Advised Name: []

SS2: []

Cause Analysis: []

Cust TN: []

SS3: []

Tech ID: [FCX]

Cust Advised Date: []

Exclude: [N]

CABLE HIT BY CONTRACTOR

Remarks:

(7, Cont.)

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LINE RECORD TOOLS | LINE TEST | TROUBLE REPORT LOOKUP | NDC DASHB

Trouble Report --> Trouble Report

Trouble Report #: PAD2011BEQ Maintenance Center: PA LEVITTOWN DRG

Assigned User: Reported Date/Time: 10/23/2006 5:08 PM

Circuit ID/TN: 21S/438/3681 Line Status: IE Deny: N

Service Info: ZIMMERMAN, CHARLES; 3683 CALUMET ST

Class of SVC: RES

Time Zone: EST

Suspend: N

Service #: []

LOC: []

CCI Level: RED

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: [] Essential: N

Port Date: []

RSID: []

WS Code: [] Chronic Indicator: N

Esc. Level: 0 Appl ID: VREPAIR

Reported By: [] X [List]

Trouble Narrative: PRES COMP RCV'D IN DRG

Enhanced SVC: []

of Subs: 0

Assoc SVC: []

Encore: N

Billing: N

Recent SO #: []

Chronic #: 1

EB: N

Contact: []

Maint Plan: []

Maint Plan In Effect: N

Recent SO Date: 02/08/2005

Inst Repeater: N

OOF: []

0000000000 X [list]

STATUS

EXP STAT Date/Time

CLD

10/23/2006 5:08 PM

Rpt Category: [IN, INFORMATION]

Trouble Type: [TYPE CODE FOR WATH]

Exception Code: []

Test Results: SCU

Group TR#: []

Dispatch Center: []

Premise ACC. From: [] To: []

All Phones: N

Out of Service: N

Adverse Comment: N

Last Closed Date: 10/23/2006

Dispatch Location: []

All Calls: N

Isolate: N/A

Reg. Warning: N

Pending TR #: []

Scrubber Exclude: []

Offered Commitment: 10/26/2006 6:00 PM

Pending TR Rpt Cat: []

Referred TR #: []

Actual Commitment: 10/26/2006

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Arrival Start:

End:

Auto Dialer Exclude:

Dispatch Authorization:

Charges Advised:

CCI = R, 10/23/2006 17:08 EDT;

Dispatch Remarks:

CLOSEOUT INFORMATION

Restore Date/Time: 10/23/2006 5:08 PM

SS1:

Disp/Ttbl:

PRES COMP RCV'D IN DRC

Cust Advised Name:

SS2:

Cause Analysis:

000

Cust TN:

SS3:

Tech ID:

Cust Advise. Date:

Exclude:

Remarks:

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Trouble Report --> Trouble Report

Trouble Report # PAD2014899 Maintenance Center: PA LEWISTOWN DRC

Assigned User: **Reported Date/Time: 01/02/2007 8:40 PM**

Circuit ID: N: 215/438/3681 Line Status: IE Deny: N

Service Info: ZIMMERMAN, CHARLES; 3603 CALUMET ST

Class of SVC: RES

Time Zone: EST

Suspend: N CCI Level: RED

Service #:

LOC:

cancel

Trouble Report | Line Record | Line History | Activity Log | Billing |

TSP: Essential: N

Port Date:

RSID:

WS Code:

Esc. Level: 0

Reported By:

Enhanced SVC:

Maint Plan:

Maint Plan In Effect: N

Recent SO #:

Recent SO Date: 02/08/2005

Chronic Indicator: N

Chronic #: 0

Inst Repeater: N

Me:

App'l ID: CAD

EB: N

OOE:

X List

Contact:

2154383681 X list

Trouble Narrative: EARLY APPT GAR 63N CCI=R.SOL, AP AC, CCI=R, CHKD CPE, SME @ NLD

STATUS

EXP STAT Date/Time
CLD 01/03/2007 6:

Rpt Category: CR/CUSTOMER REPORT

Trouble Type: TRAN/TRANSMISSION-NOISE

Exception Code:

Test Results: 17

Group TR# PAD20157MH

Dispatch Center:

Premise ACC. From:

To:

All Phones: Y

Out of Service: N

Adverse Comment: N

Last Closed Date: 10/21/2006

Dispatch Location: PA/PA/PA/MSOC

All Calls: Y

Isolate: @/MSOC

Reg. Warning: N

Pending TR #:

Scrubler Exclude:

Offered Commitment: 01/05/2007 6:00 PM

Actual Commitment:

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Arrival Start: []

End: []

Auto Dialer Exclude: Y N Dispatch Authorization: Y N

0411:CCI - R, 01/02/2007 20:53 EST:CBP2NA

Charges Advised: [B]

Dispatch Remarks:

CLOSING INFORMATION:

Restore Date/Time: 01/03/2007 6:00 PM

SSI: []

Disp/Ttbit: []

ST 26 VFR XX 04.1 CABT,E- UG RPR INS

Cust Advised Name: []

SSZ: []

Cause Analysis: []

Cust Ttl: []

SSZ: []

Tech ID: []

Cust Advised Date: []

Exclude: []

Remarks: