

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CHARLES ZIMMERMAN

v.

VERIZON PENNSYLVANIA INC

C-20067044

DOCKETED
DEC 04 2006

INTERIM ORDER
SETTING RESOLUTION CONFERENCE

DOCUMENT
FOLDER

On or about October 30, 2006, Charles Zimmerman ("Complainant") filed a complaint against Verizon Pennsylvania Inc ("Respondent"), at the above-captioned Docket Number. On or about November 27, 2006, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than December 14, 2006, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than December 28, 2006, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow ("Mediator"), setting forth:

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

BTL

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

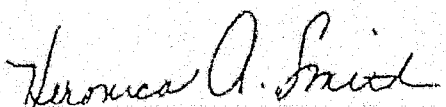
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

If you have any questions, you should contact the Mediator. His address and phone number are:

Mediator Bruce Bigelow
P. O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5413
Email: bbigelow@state.pa.us

Date: November 30, 2006


VERONICA A. SMITH
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 12, 2007
SUBJECT: Charles Zimmerman v. Verizon Pennsylvania Inc.
C-20067044
TO: Commission Document Folder
FROM: Bruce Bigelow
Mediator

DOCUMENT
FOLDER

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated November 30, 2006, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

DOCKETED
JAN 25 2007

pc: OALJ File
Mediator Bigelow
Beth Plantz
Docketing

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JAN 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ETL



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
January 23, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20067044

(SEE ATTACHED LIST)

Charles Zimmerman v. Verizon Pennsylvania Inc.

Reliability, Safety & Quality Issues

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Thursday, March 15, 2007
Time: 10:00 a.m.
Presiding: Administrative Law Judge Kandace F. Melillo
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717-783-5452
Fax: 717-787-0481

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

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

Charles Zimmerman	215-438-3681
Steven K. Haas, Esquire	717-236-1300

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717-787-1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988

pc: Judge Melillo
Stacy Nolan, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

Charles D. Zimmerman
3683 Calumet St.
Philadelphia, PA 19129

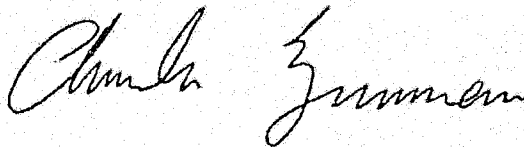
January 29, 2007

In Re: C-20067044

Administrative Law Judge Kandace F. Melillo
PO Box 3265
Harrisburg PA 17105-3265

Enclosed find the exhibits that I will refer to during the telephonic hearing on Thursday, March 15, 2007.

Thank You



Charles Zimmerman

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SECRETARY'S BUREAU

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27 JAN 31 PM 1:52
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COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

555 Walnut Street, 5th Floor, Forum Place
Harrisburg, Pennsylvania 17101-1923
(717) 783-5048
800-684-6560 (in PA only)

IRWINA. POPOWSKY
Consumer Advocate

FAX (717) 783-7152
consumer@paoca.org

ORIGINAL

January 30, 2007

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2007 JAN 30 PM 4:04
PA P.U.
SECRETARY'S BUREAU

James J. McNulty, Secretary
PA Public Utility Commission
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

DOCUMENT
FOLDER

Re: Charles Zimmerman v. Verizon Pennsylvania
Inc.
Docket No. C-20067044

Dear Secretary McNulty:

Enclosed please find for filing an original and three (3) copies of the Office of Consumer Advocate's Notice of Intervention and Public Statement in the above-captioned proceeding.

Copies have been served upon all parties of record as shown on the attached Certificate of Service.

Sincerely,

Shaun A. Sparks
Assistant Consumer Advocate
PA Attorney I.D. # 87372

Enclosures

cc: All parties of record
Office of Special Assistants

*92466

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

CHARLES ZIMMERMAN
Complainant

v.

VERIZON PENNSYLVANIA INC.
Respondent

Docket No. C-20067044

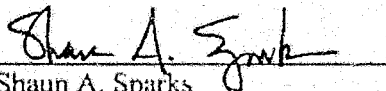
NOTICE OF INTERVENTION

Pursuant to 52 Pa. Code Sections 5.71-74, the Office of Consumer Advocate hereby gives Notice of Intervention in the above-captioned proceeding. A copy of all correspondence and notices, documents, orders or other communications with respect to the above-captioned proceeding should be addressed to the following:

Shaun A. Sparks
Assistant Consumer Advocate
Office of Consumer Advocate
555 Walnut Street 5th Floor, Forum Place
Harrisburg, PA 17101-1923

**DOCUMENT
FOLDER**

Respectfully Submitted,



Shaun A. Sparks
PA Attorney I.D. # 87372
E-Mail: ssparks@paoca.org
Jennedy E. Santolla
PA Attorney I.D. # 203098
E-Mail: jsantolla@paoca.org
Counsel for:
Irwin A. Popowsky
Consumer Advocate

Office of Consumer Advocate
555 Walnut Street 5th Floor, Forum Place
Harrisburg, PA 17101-1923
Phone: (717) 783-5048
Fax: (717) 783-7152

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DATED: January 30, 2007

PUBLIC STATEMENT OF THE
OFFICE OF CONSUMER ADVOCATE
PURSUANT TO 71 P.S. SECTION 309-4(e)

Act 161 of the Pennsylvania General Assembly, 71 P.S. § 309-2, as enacted July 9, 1976, authorizes the Consumer Advocate to represent the interests of consumers before the Pennsylvania Public Utility Commission (PUC or Commission). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file a Notice of Intervention and participate in proceedings before the Commission involving the Formal Complaint of Charles Zimmerman, C-20067044.

On October 30, 2006, Mr. Zimmerman filed a Formal Complaint due to chronic phone service problems. Mr. Zimmerman alleges he has, on numerous occasions, been unable to obtain dial tone from his telephone. Additionally, he alleges that on January 1, 2007, he heard a loud hum on the phone line and it subsequently went dead. On these occasions he contacted Verizon Pennsylvania Inc. and requested service for an outage. Mr. Zimmerman alleges that Verizon does not promptly fix these outages. Specifically, that it takes three plus days to restore service or fix the problem, this is especially true over the weekend. Based on all this, Mr. Zimmerman filed a Formal Complaint with the Commission.

The OCA intends to participate in this proceeding to assist Mr. Zimmerman and to determine if Verizon Pennsylvania, Inc. is fulfilling its regulatory obligation to provide reasonable and adequate service.

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CERTIFICATE OF SERVICE

Re: Charles Zimmerman v. Verizon Pennsylvania Inc.
Docket No. C-20067044

I hereby certify that I have this day served a true copy of the foregoing document, Office of Consumer Advocate's Notice of Intervention and Public Statement, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant), in the manner and upon the persons listed below.

Dated this 30th day of January, 2007.

SERVICE BY INTER-OFFICE MAIL

Office of Trial Staff
Pa. Public Utility Commission
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

PA PUC
SECRETARY'S BUREAU

2007 JAN 30 PM 4: 04

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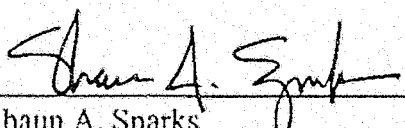
SERVICE BY FIRST CLASS MAIL, POSTAGE PREPAID

Leigh A. Hyer, Esq.
Verizon Communications Inc.
1717 Arch Street, 10 Floor
Philadelphia, PA 19103

Office of Small Business Advocate
Suite 1102 Commerce Building
300 North Second Street
Harrisburg, PA 17101

Steven K. Haas, Esq.
Hawke McKeon Sniscak & Kennard LLP
10 North Tenth Street
Harrisburg, PA 17101

Charles Zimmerman
3683 Calumet Street
Philadelphia, PA 19129



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Fax: (717) 783-7152
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