

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
4. PUBLIC MEETING DATE: :
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 02/13/06
8. DOCKET NO: C-20065884 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MCMAHON, KATHRYN

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY HAS BEEN OVERCHARGING HER TELEPHONE LONG DISTANCE SINCE 2003. SHE WOULD LIKE THE PUC TO FULLY INVESTIGATE THE COMPANY AND THEIR UNFAIR PRACTICES.

DOCUMENT
FOLDER

DOCKETED

FEB 16 2006

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
5. APPROVED BY: **CORRECTED** : 4. PUBLIC MEETING DATE:
DIRECTOR: **CAPTION** : 00/00/00
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 02/13/06
8. DOCKET NO: C-20065884 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MCMAHON, KATHRYN

RESPONDENT/APPLICANT: BELL ATLANTIC COMMUNICATIONS INC

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 311108

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY HAS BEEN OVERCHARGING HER TELEPHONE LONG DISTANCE SINCE 2003. SHE WOULD LIKE THE PUC TO FULLY INVESTIGATE THE COMPANY AND THEIR UNFAIR PRACTICES.

DOCUMENT
FOLDER

DOCKETED
APR 14 2006

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

Please Print: 310200

C-20065884

RECEIVED
2006 FEB 13 AM 9:53
P.H. J. J.
SECRETARY'S BUREAU

1. Your Name, Mailing Address and Telephone Number.

Name Mrs. Joseph (Kathryn) McMahon

Street/P.O. Box 2531 Butler Logan Rd Apt.# N/A

City Tarantum State PA Zip 15084

County Allegheny Home Telephone-Area Code (724) 224-9485

Work Telephone-Area Code (412) 386-6031

2. Name of Company your complaint concerns: Verizon

ORIGINAL

3. What is your complaint?

Verizon has been overcharging my telephone long distance since 2003 when I enrolled in their "Sensible minutes", AKA "TALK TIME", AKA "Timeless plan". The Fee at that time was \$3.00 (it is now \$3.50) for 30 minutes of calling outside the (724) and (412) area codes. My billing cycle, which was confirmed by Mrs. Gilligan, ^(11/27/06) and several other representatives on several different dates and times is from the 19th to the 18th. Accordingly, I plan my 30 minutes of phone calling each month between these 2 dates.

(If you need more space, use additional paper and attach to this form).

(-over-)

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Mrs. Joseph (Kathryn) McMahon

P.2

If you didn't use your 30 minutes in that time period, you lost them,

However, on several occasions, 2 months of long distance phone calls were put on the same bill. This meant I only got (1) 30 minute increment of free calling instead of (2). Which is \$3.00 instead of \$6.00

Example: { Dec 13²⁰⁰⁵ - Free minutes
Should have been on 2 { JAN 7²⁰⁰⁶ - Higher rate - NO Free minutes

separate bills with (2) 30 minutes Free minutes

According to my specific billing cycle:
The 19th - 18th.

Nov 19 - Dec 18 = Dec 13th call

Dec 19 - JAN 18 = JAN 7th call

These calls clearly should have NOT been on the same bill

Verizon is FRAUDULENTLY collecting extra money that is not in agreement with the policy I enrolled in,

This adversely affected my bill 11 times from 2003-2006. Other times I didn't use the full 30 minutes, so I didn't lose any money.

4. What do you want the Public Utility Commission to do about your complaint?

I would like the PUC to Fully Investigate Verizon
and their unfair practices, This is not the 1st
time they have tried to over bill me, Heavy
Fines should be imposed on the company. I
have since dropped this plan From Verizon
because I do not like to be "ripped off". I
want others to beware of Verizon's overcharging.
Many people do not scrutinize their bills as I do.
I wish to be compensated for my situation.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Mrs Joseph (Kathryn) McMahon
Original Signature of complaining person

2/11/06
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: February 16, 2006

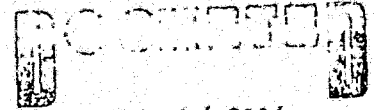
DOCUMENT
FOLDER

KATHRYN MCMAHON
Complainant

v.

VERIZON PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20065884



FEB 16 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: VERIZON PENNSYLVANIA, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: February 16, 2006

C-20065884

WILLIAM B PETERSEN
VERIZON PENNSYLVANIA INC
FLOOR 32SW
1717 ARCH ST
PHILADELPHIA PA 19103

DOCUMENT
FOLDER

Dear Mr. Petersen:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KATHRYN MCMAHON. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

February 16, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

James J. McNulty
Secretary

ane

Hawke
 McKeon
 Sniscak &
 Kennard LLP
ATTORNEYS AT LAW

William T. Hawke
Kevin J. McKeon
Thomas J. Sniscak
Norman James Kennard
Lillian Smith Harris
Scott T. Wyland
Todd S. Stewart

Craig R. Burgraff
Steven D. Snyder
Janet L. Miller
Steven K. Haas
William E. Lehman
Rikardo J. Hull
Katherine E. Lovette

100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 www.hmsk-law.com

March 17, 2006

Eric A. Rohrbaugh
Office of Administrative Law Judge
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street -- Second Floor West
P.O. Box 3265
Harrisburg, PA 17105-3265

DOCKETED
MAY 25 2006

PA P.U.C.
SECRETARY'S BUREAU

2006 MAR 17 PM 2:02

RECEIVED

RE: Kathryn McMahon v. Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance; Docket No. C-20065884; **EXTENSION OF ANSWER PERIOD**

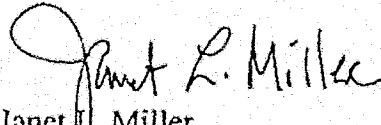
Dear Mr. Rohrbaugh:

This letter will confirm our e-mail communication of yesterday during which you granted an extension until March 22, 2006 for Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance to file its response to the above-captioned Formal Complaint. As I explained, the extension of time will allow the Company to discuss settlement with Ms. McMahon.

Thank you for your consideration of my request. If you have any questions, please call.

Very truly yours,

**DOCUMENT
FOLDER**



Janet L. Miller
Counsel for Bell Atlantic Communications, Inc.
d/b/a Verizon Long Distance

JLM/kmg

cc: James J. McNulty, Secretary
Kathryn McMahon

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
March 20, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20065884

JANET L. MILLER ESQUIRE
HAWKE MCKEON SNISCAK & KENNARD LLP
100 NORTH TENTH STREET
PO BOX 1778
HARRISBURG PA 17105

DOCUMENT
FOLDER

Kathryn McMahon v. Bell Atlantic Communications, Inc. d/b/a
Verizon Long Distance

NOTICE

Please be advised that your request for extension of time to file an answer on the above-captioned complaint has been granted.

An answer must be filed on or before March 22, 2006. Failure to submit an answer by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

pc: Kathryn McMahon
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section

DOCKETED
MAR 29 2006

ORIGINAL

Hawke

McKeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

William T. Hawke
Kevin J. McKeon
Thomas J. Sniscak
Norman James Kennard
Lillian Smith Harris
Scott T. Wyland
Todd S. Stewart

Craig R. Burgraff
Steven D. Snyder
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Rikardo J. Hull
Katherine E. Lovette

100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 www.hmsk-law.com

March 22, 2006

DOCUMENT
FOLDER

RECEIVED

MAR 22 2006

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2nd Floor)
P.O. Box 3265
Harrisburg, PA 17105-3265

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Kathryn McMahon v. Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance; Docket No. C-20065884; ANSWER

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of the Answer of Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance ("Verizon LD") in the above-captioned proceeding. Verizon LD is filing this pleading instead of Verizon Pennsylvania Inc. because Verizon LD billed the charges at issue. A copy of this document has been served upon the Complainant in accordance with the attached Certificate of Service.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Very truly yours,

Janet L. Miller
Counsel for Bell Atlantic Communications,
Inc d/b/a Verizon Long Distance

JLM/kmg
Enclosures
cc: Kathryn McMahon

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

78

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KATHRYN MC MAHON,

Complainant

v.

BELL ATLANTIC COMMUNICATIONS, INC.
d/b/a VERIZON LONG DISTANCE,¹

Respondent

DOCUMENT
FOLDER

Docket No. C-20065884

DOCKETED
APR 14 2006

RECEIVED

MAR 22 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**ANSWER OF BELL ATLANTIC COMMUNICATIONS, INC.
d/b/a VERIZON LONG DISTANCE
TO THE FORMAL COMPLAINT FILED BY KATHRYN MC MAHON**

Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance ("Verizon LD" or "Company"), by its attorneys in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer to the Formal Complaint filed by Kathryn McMahon ("Complainant"). In support thereof, Verizon LD responds and avers as follows:

1. ADMITTED.
2. DENIED. The corporate name of the proper Respondent in this matter is "Bell Atlantic Communications, Inc."
3. Verizon LD ADMITS Complainant previously subscribed to the Company's Talk Time 30 calling plan and that the current monthly fee for this plan is \$3.50. Verizon LD further ADMITS the Talk Time 30 plan provides the customer with 30 minutes of in-state and state-to-state calling per month and that calls made beyond the 30-minute allowance are billed at

¹ The dispute raised in this Formal Complaint concerns long distance calls and telephone plans offered by Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance. The Company asks that the caption of this proceeding be changed to reflect the fact that Verizon Long Distance is the proper Respondent in this matter.

10¢ per minute. Verizon LD DENIES the calls made by Complainant are being billed at an incorrect rate.

Verizon LD ADMITS Complainant's bill is dated the 19th of each month and that Complainant spoke with a customer service representative on January 27, 2006 to discuss her concerns over her bills. Based on the information provided in the Formal Complaint, Verizon LD is without sufficient information or knowledge to respond to Complainant's claim that she spoke with "several other representatives on several different dates and times." This statement is therefore DENIED.

Verizon LD ADMITS the unused portion of the 30-minute calling allowance provided under the Talk Time 30 calling plan is not carried over to the next billing cycle. Verizon LD is without sufficient information or knowledge to respond to Complainant's statement that she plans her "30 minutes of phone calling" based on her bill date. This statement is therefore DENIED.

Verizon LD ADMITS calls placed by Complainant on December 13, 2005 and January 7, 2006 both appeared on her January 19, 2006 bill due to a delay in the billing of toll charges. Verizon LD AVERS a credit has been issued to Complainant's telephone account to compensate for this billing delay. Verizon LD DENIES it has "fraudulently" collected money from Complainant or from any other customer.

Verizon LD is without sufficient information or knowledge to respond to Complainant's statement that her enrollment in the Company's Talk Time 30 plan adversely affected her telephone account. This statement is therefore DENIED.

The remaining statements set forth in Paragraph 3 of the Formal Complaint are a statement of Complainant's opinions or beliefs, to which no response is required. To the extent a response is deemed to be necessary, these statements are DENIED.

RECEIVED

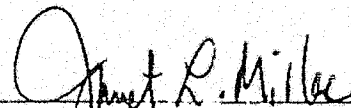
MAR 22 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

4. The statements set forth in Paragraph 4 of the Formal Complaint are statements of Complainant's opinions or are requests for relief, to which no response is required. To the extent a response is deemed to be necessary, these statements are DENIED.

WHEREFORE, for all the reasons set forth above, and in accordance with Commission Regulations, Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance respectfully requests that the Formal Complaint filed at Docket No. C-20065884 be dismissed or denied in its entirety.

Respectfully submitted,



Janet L. Miller
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street
PO Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300

Counsel for Bell Atlantic Communications,
Inc. d/b/a Verizon Long Distance

DATED: March 22, 2006

AFFIDAVIT

I, Janet L. Miller, certify that I am counsel for Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance and that, in this capacity, I am authorized to and do make this Affidavit for them, that the facts set forth in the foregoing document are true and correct to the best of my knowledge, information and belief, and that I expect Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance to be able to prove the same at any hearing hereof. I understand that false statements made therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.



Janet L. Miller
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street
PO Box 1778
Harrisburg, PA 17105-1778

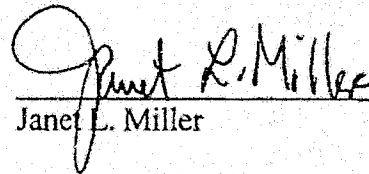
Counsel for Bell Atlantic Communications, Inc.
d/b/a Verizon Long Distance

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing document upon the person and in the manner indicated below.

Service by First Class Mail

Mrs. Joseph (Kathryn) McMahon
2531 Butler Logan Road
Tarentum, PA 15084



Janet L. Miller

Dated: March 22, 2006