

CAPTION SHEET

...E MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20065759
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 01/12/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KAZAN, HIAM

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: BUCKS

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES SOMEONE SWITCHED HER PHONE SERVICE WITHOUT HER AUTHORIZATION. SHE WANTS THE PUC TO RESOLVE THIS ISSUE AND HAVE THE COMPANY WAIVE THE CHARGES AND STOP THE COLLECTION & CLEAR HER CREDIT.

DOCUMENT
FOLDER

DOCKETED
JAN 12 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

C-20065759

Formal Complaint Form

ORIGINAL

Please print or type.

310200

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Hiam KAZAN

Street/P O Box 1874 Sheridan Apt # _____

City Bensalem State Pa Zip 19020

County Bucks

Area Code/HOME Phone 215 741 4480

Area Code/WORK Phone 215 245 6114

Utility Account Number 215 741 4480 118 904
(from your bill)

RECEIVED
2006 JAN 12 AM 9:09
FACILITY
SECRETARY'S BUREAU

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: VERIZON

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

25

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

please see Attached Explanation.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I need the PUC to resolve this issue for me and have verizon waive the charges and stop the collection and clear my credit since they got me in this mess.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Hi Am KAZAN, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Hi Am KAZAN
(Signature)

1-9-06
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service.

If using overnight delivery service.

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

DEAR PUC Agent.

- This is the second time I mail those document to the PUC.

First time I mailed them was Nov 29 - 2005.

they told me they never received anything

Any way, the documents explain my situation and what had happened with Verizon.

please let me know the outcome of this case asap

thank you in advance for your efforts

Thankfully yours

ITIAM KAZAN

1-9-05



We never stop working for you.

Mrs
Harris

Flannery

1 800 782 1110

800-660-2215



Long Distance Invoice

This portion of your bill is provided as a service to Verizon Long Distance.

Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.

Verizon Long Distance toll charges

No.	Date	Time	Call type	Place	Number	Minutes	Cost T
Domestic Calls: 215 741-4480							
1	Aug 9	10:56AM	Flat	To DETROIT	MI 313-330-9622	1.0	.10
2	Aug 10	3:07PM	Flat	To NILES	MI 269-537-2020	1.0	.10
3	Aug 19	5:46PM	Flat	To DETROIT	MI 313-330-9622	32.0	3.20
4	Aug 26	4:30PM	Flat	To AKRON	OH 330-869-5248	1.0	.10
5	Aug 27	11:27AM	Flat	To WILLIAMSTN	NJ 856-875-0865	6.0	.60
6	Aug 27	11:39AM	Flat	To WILLIAMSTN	NJ 856-875-0865	14.0	1.40
7	Aug 27	11:22PM	Flat	To WILLIAMSTN	NJ 856-875-0865	10.0	1.00
8	Aug 30	5:12PM	Flat	To WILLIAMSTN	NJ 856-875-0865	12.0	1.20
Subtotal for 215 741-4480.....							\$7.70
International Calls: 215 741-4480							
9	Aug 9	10:45AM	Flat	To LEBANON	LE 9613528457	8.0P	45.36
10	Aug 9	11:01AM	Flat	To GERMANY	GE 493061652696	5.0	12.60
11	Aug 9	12:03PM	Flat	To GERMANY	GE 493061652696	47.0	118.44
12	Aug 12	5:07PM	Flat	To LEBANON	LE 9613528457	60.0P	340.20
13	Aug 12	6:08PM	Flat	To LEBANON	LE 9613528457	19.0P	107.73
14	Aug 13	1:56PM	Flat	To LEBANON	LE 9613278317	16.0P	90.72
15	Aug 13	2:16PM	Flat	To LEBANON	LE 9613528457	8.0P	45.36
16	Aug 19	5:40PM	Flat	To BRAZIL	BR 554599750102	1.0P	3.95
17	Aug 19	5:42PM	Flat	To BRAZIL	BR 554599750102	2.0P	7.90
18	Aug 22	2:02PM	Flat	To GERMANY	GE 493046065278	3.0	7.56
19	Aug 22	2:15PM	Flat	To GERMANY	GE 493046065278	35.0	88.20
20	Aug 24	10:48AM	Flat	To GERMANY	GE 493061652696	9.0	22.68
21	Aug 27	4:20PM	Flat	To LEBANON	LE 9613528457	53.0P	300.51
22	Aug 27	5:35PM	Flat	To GERMANY	GE 493061652696	1.0	2.52
23	Aug 28	10:16AM	Flat	To GERMANY	GE 493061652696	34.0	85.68
Subtotal for 215 741-4480.....							\$1,279.41
Total Direct Dialed Calls for 215 741-4480							\$1,287.11
Total of all Calls for 215 741-4480							\$1,287.11

P - denotes call terminated to premium services.

Continued

PUC:

856-467-9400

Primer
pic code
0132

switched
AUG 8th 2005



We never stop working for you.

Billing Date: 09/07/05 Page 9 of 9
Telephone Number: 215 741 4480
Account: 215 741 4480 118 90 Y
How to Reach Us: See page 2

Calling Plan and Account Summary

Long Distance calls	\$7.70	
International calls	+1,279.41	
Subtotal of Verizon Long Distance calls	\$1,287.11	
Federal Universal Service	+111.98	
PIC Waiver	+0.00	
Timeless Plan	+0.00	
Federal Tax	+43.90	
State and Local Tax	+83.95	
PA Tax Surcharge	+64.36	
Total for Verizon Long Distance invoice charges		\$1,591.30

Thanks for choosing Verizon Long Distance as your new long distance service provider. With Verizon you can count on great low rates, clear quality connections and reliable customer service. We look forward to serving all your communications needs.

Total Verizon Long Distance toll charges \$1,591.30

Total for Verizon Long Distance invoice \$1,591.30

If you have a question and are in Pa., call toll free 1 800-640-4155.

If you are out of Pa., call 1 800-660-2215.



We never stop working for you.

Billing Date: 10/05/05 Page 1 of 5
Telephone Number: 215 741 4480
Account: 215 741 4480 118 90 Y
How to Reach Us: See page 2

HIAM KAZAM

Account Summary

Previous Charges	\$1,668.68
Payments Received thru Oct 6	.00
Past Due Charges (Please Pay Now)	\$1,668.68
New Charges	
Verizon	\$.00
Verizon Long Distance (page 4)	432.15
Total New Charges	\$432.15
Total Due (Past Due + New)	\$2,100.83



*Convenience! Access Your Verizon Account Online-Day Or Night!
Enjoy the benefits of managing your Verizon account online: view and pay your bill, order services, request repair, and more Go to verizon.com/selfservice and register today!*

Mail payments to:
Verizon, PO Box 8585, Phila PA 19173-0001

Change of billing address?
Go to verizon.com/billingaddress or see page 2.

▼ Detach & return payment slip with your check, payable to Verizon.

Account: 215 741 4480 118 90 Y



Total Due \$2,100.83

Amount Paid:

\$, .

HIAM KAZAM
1874 SHERIDAN RD
BENSALEM PA 19020-2428



Verizon
PO BOX 8585
PHILA PA 19173-0001



11721507414480118604305322999991000016686800000210083200000



We never stop working for you.

Billing Date: 9/06/05 Page 4 of 5
Telephone Number: 215 741 4480
Account: 215 741 4480 118 90 Y
How to Reach Us: See page 2

Verizon has changed the way it processes check payments. Your payment may look like an electronic fund transfer from your account and you will not receive a cancelled check from your bank. Verizon will keep an image of your check in case there is a dispute. If you wish to be excluded from this process, please call 1-888-500-5358.

If you have a billing question or complaint, please call or write to your Representative before the payment due date. The number to call is included on the "How to Reach Us" page. You may write to us at P.O. Box 8585, Philadelphia, PA 19173-0001.
RESIDENCE CUSTOMERS: You can obtain a rate schedule, an explanation of how to verify the accuracy of your bill and an explanation of various charges, if necessary, by calling your Service Representative or writing to the above address. You can also find rate and service information in the "Customer Guide" pages located in the front of your telephone directory.



Long Distance Invoice

This portion of your bill is provided as a service to Verizon Long Distance.

Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.

Verizon Long Distance toll charges

No.	Date	Time	Call type	Place	Number	Minutes	Cost T
Domestic Calls: 215 741-4480							
1	Sep 7	6:24PM	Flat	To WILLIAMSTN NJ	856-875-0865	2.0	.20
2	Sep 7	6:25PM	Flat	To HADDONFLD NJ	856-424-8119	7.0	.70
3	Sep 7	6:34PM	Flat	To WILLIAMSTN NJ	856-740-0304	21.0	2.10
4	Sep 10	10:01AM	Flat	To AKRON OH	330-869-5248	13.0	1.30
Subtotal for 215 741-4480.....							\$4.30

Continued

Account Number	Bill Date	Payment Due Date
030 417 3338 001	AUG 3, 2005	AUG 29, 2005



ALDO'S PIZZERIA III
 RM MAIN
 5813 BENSALAM BLVD
 BENSALAM PA 19020-3327

TELEPHONE NUMBER: 215 245 6114

AT&T All-in-One Service
Summary of Charges For Customer Care: 1-877-325-0445

EXPLANATION	AMOUNT
LOCAL SERVICE	
MONTHLY CHARGES	
Plan A Flat Rate - 3 Business Line(s)	\$69.75
Hunting - Normal For 2 Lines	5.90
Call Waiting For 1 Line(s)	5.50
Caller ID With Name For 3 Line(s)	31.35
MONTHLY CHARGES SUBTOTAL	\$112.50
TOTAL LOCAL SERVICE CHARGES	\$112.50
REGULATORY FEES, TAXES AND OTHER SURCHARGES	
REGULATORY FEES AND OTHER SURCHARGES	
Local Number Portability Surcharge	\$1.05
Local FCC Line Charge	18.30
FEES SUBTOTAL	\$19.35
TAXES	
Federal Tax	\$4.16
State Tax	8.31
SURCHARGE	6.59
LOCAL ACCESS TAX/SURCHARGES	3.30
TAXES SUBTOTAL	\$22.36
TOTAL FEES AND TAXES	\$41.71
TOTAL CURRENT CHARGES	\$154.21

Summary by Subaccount/Location

SUBACCOUNT/LOCATION	EXPLANATION	AMOUNT
011 531 6673 001 Telephone Number: 215 245 6114	LONG DISTANCE SERVICE 0 Total Calls	
	TOTAL LONG DISTANCE CHARGES	\$0.00
ALDO'S PIZZERIA III RM MAIN 5813 BENSALAM BLVD BENSALAM PA 19020-3327	LOCAL SERVICE 309 Total Calls 5:13:00 Total Hr/Min/Sec Monthly Charges Plan A Flat Rate - 2 Business Line(s)	\$46.50
	Hunting - Normal For 2 Lines	5.90
	Caller ID With Name For 2 Line(s)	20.90
	TOTAL LOCAL CHARGES	\$73.30
	REGULATORY FEES AND OTHER SURCHARGES	
	Local Number Portability Surcharge Local FCC Line Charge	\$0.70 12.20
	TOTAL FEES	\$12.90

Account Number	Bill Date	Payment Due Date
030 417 3338 001	AUG 3, 2005	AUG 29, 2005



ALDO'S PIZZERIA III
 RM MAIN
 5813 BENSLEM BLVD
 BENSLEM PA 19020-3327

TELEPHONE NUMBER: 215 245 6114

AT&T All in One Service
Summary by Subaccount/Location For Customer Care: 1-877-325-0445

SUBACCOUNT/LOCATION	EXPLANATION	AMOUNT
	TAXES	
	Federal Tax	\$2.72
	State Tax	5.43
	PA GRT SRCHG INTRASTATE	4.31
	LOCAL 911 CHARGE	2.00
	TELEPHONE RELAY CHARGE	0.20
	TOTAL TAXES	\$14.66
	LOCATION TOTAL	\$100.86
011 531 6676 001	LONG DISTANCE SERVICE	
Telephone Number: 215 741 4480	0 Total Calls	
	TOTAL LONG DISTANCE CHARGES	\$0.00
ALDO'S PIZZERIA III 1874 SHERI RD RM MAIN BENSLEM PA 19020-2428	LOCAL SERVICE	
	111 Total Calls	
	8:25:00 Total Hr/Min/Sec	
	Monthly Charges	
	Plan A Flat Rate - 1 Business Line(s)	\$23.25
	Call Waiting For 1 Line(s)	5.50
	Caller ID With Name For 1 Line(s)	10.45
	TOTAL LOCAL CHARGES	\$39.20
	REGULATORY FEES AND OTHER SURCHARGES	
	Local Number Portability Surcharge	\$0.35
	Local FCC line Charge	6.10
	TOTAL FEES	\$6.45
	TAXES	
	Federal Tax	\$1.44
	State Tax	2.88
	PA GRT SRCHG INTRASTATE	2.28
	LOCAL 911 CHARGE	1.00
	TELEPHONE RELAY CHARGE	0.10
	TOTAL TAXES	\$7.70
	LOCATION TOTAL	\$53.35
	TOTAL	\$156.21

Account Number	Bill Date	Payment Due Date
030 417 3338 001	SEP 3, 2005	SEP 28, 2005



ALDO'S PIZZERIA III
RM MAIN
5813 BENSALAM BLVD
BENSALAM PA 19020-3327

TELEPHONE NUMBER: 215 245 6114

AT&T All in One Service
Summary by Subaccount/Location For Customer Care: 1-877-325-0445

SUBACCOUNT/LOCATION	EXPLANATION	AMOUNT
	TAXES	
	TELEPHONE RELAY CHARGE	\$0.20
	TOTAL TAXES	\$6.88
	LOCATION TOTAL	\$48.43
011 531 6676 001	LONG DISTANCE SERVICE	
Telephone Number: 215 741 4480	0 Total Calls	
	TOTAL LONG DISTANCE CHARGES	\$0.00
ALDO'S PIZZERIA III 1874 SHERI RD RM MAIN BENSALAM PA 19020-2428	LOCAL SERVICE	
	7 Total Calls	
	1:17:00 Total Hr/Min/Sec	
	Monthly Charges	
	Plan A Flat Rate - 1 Business Line(s)	\$23.25
	Call Waiting For 1 Line(s)	5.50
	Caller ID With Name For 1 Line(s)	10.45
	TOTAL LOCAL CHARGES	\$39.20
	OTHER CHARGES AND CREDITS (See Other Charges & Credits Page for Details)	\$3.35
	REGULATORY FEES AND OTHER SURCHARGES	
	Long Distance Federal Universal Connectivity Charge	\$0.34
	Long Distance Administrative Expense Fee	0.03
	Local FCC Line Charge	6.10
	TOTAL FEES	\$5.73
	TAXES	
	Federal Tax	\$1.30
	State Tax	2.61
	PA GRT SRCHG INTERSTATE	0.19
	FEDERAL REGULATORY FEE	0.04
	PROPERTY TAX ALLOTMENT	0.06
	PA GRT SRCHG INTRASTATE	2.27
	TOTAL TAXES	\$5.89
	LOCATION TOTAL	\$47.47
	TOTAL	\$95.90



HIAM KAZAN
Statement No: 679625107
Invoice Date: 07/07/05

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HIAM KAZAN
Statement No: 679625107
Invoice Date: 07/07/05

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07/07/05

CURRENT ACCOUNT ACTIVITY

USAGE CHARGES:

LONG DISTANCE USAGE CHARGES	136 - COUSE TALK 92	1.70
INTERSTATE		38.04
INTERNATIONAL		39.74
TOTAL LONG DISTANCE USAGE:		79.48
TOTAL USAGE CHARGES		79.48
NON-RECORDING CHARGES		2.00
Monthly Produce Fee (136)		1.50
Billing Service Fee		0.99
CARRIER ACCOUNT CHARGE		4.49
TOTAL NON-RECORDING CHARGES		4.49
OTHER CHARGES AND CREDITS:		
SURCHARGES:		
FEDERAL ONLY SERVICE FUND SURCHARGE		4.05
FEDERAL FEE RECOVERY		0.22
TOTAL SURCHARGES		4.27
TOTAL OTHER CHARGES AND CREDITS:		4.27
TOTAL TAXES:		1.46
FEDERAL EXCISE TAX		1.99
STATE STATUTORY GROSS RECEIPTS TAX		2.45
TOTAL TAXES:		6.10
TOTAL CURRENT CHARGES		86.25
TOTAL CREDIT		54.86
TOTAL CURRENT CHARGES		31.39

* PART OUT PORTIONS OF YOUR TOTAL AMOUNT ARE SUBJECT TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT

CALL DETAIL

DATE	TIME	DATE	TO	NUMBER *	MINUTES	AMOUNT		
06/28/05	02 18 PM	D	CAMDEN	609 932-0142	1 00	0.04		
06/28/05	02 19 PM	D	CAMDEN	609 932-0142	1 00	0.04		
06/28/05	02 20 PM	D	WILLIAMSTN	856 875-0865	21 00	0.82		
06/29/05	12 23 PM	D	WILLIAMSTN	856 875-0865	1 00	0.04		
06/29/05	12 28 PM	D	CAMDEN	609 932-0142	1 00	0.04		
06/30/05	12 58 PM	D	OKLAHA	402 938-3659	1 00	0.04		
06/13/05	01 01 PM	D	CORPUS CITY	609 381-9120	2 00	0.08		
06/14/05	11 00 AM	D	WILLIAMSTN	856 875-0865	2 00	0.08		
06/14/05	11 03 AM	D	CAMDEN	609 932-0142	1 00	0.04		
06/14/05	11 25 AM	D	BALDOWHTLD	609 228-2590	1 00	0.04		
06/24/05	01 07 PM	D	LINDA BEIRD	961 1274438	13 00	1.42		
07/02/05	04 23 PM	X	WILLIAMSTN	856 875-0865	6 00	0.24		
TOTAL FOR (215) 245-6114						CALLS: 12	MINUTES: 51 00	AMOUNT: 2.92

CALL DETAIL

DATE	TIME	DATE	TO	NUMBER *	MINUTES	AMOUNT
06/10/05	10 11 PM	DI	KNOXVT	365 2636399	1 00	0.11
06/11/05	11 03 AM	SI	KNOXVT	965 2636399	73 00	7.74
06/11/05	12 18 PM	N	ORLANDO	407 361-8808	1 00	0.04
06/11/05	01 32 PM	D	ORLANDO	493 061653695	23 00	2.39
06/12/05	04 14 PM	RI	LEBA-DIRIB	961 1274438	37 00	4.04
06/13/05	12 19 AM	DI	LEBA-CELL	961 3881208	1 00	0.22
06/13/05	12 21 AM	DI	LEBA-BEIRD	961 1274438	5 00	0.55
06/13/05	12 21 AM	DI	LEBA-CELL	961 3881208	3 00	0.66
06/15/05	09 08 AM	SI	KNOXVT	365 2636399	45 00	4.91

CALL DETAIL (CONTINUED)

DATE	TIME	DATE	TO	NUMBER *	MINUTES	AMOUNT		
06/17/05	01:54 PM	DI	ORLA-BEIRD	493 061652696	25 00	3.13		
06/21/05	09 56 AM	D	BALDOWHTLD	609 440-0900	1 00	0.04		
06/21/05	10 14 AM	D	WILLIAMSTN	609 319-9999	3 00	0.12		
06/29/05	10:38 AM	SI	LEBA-CELL	961 3528457	59 00	12.93		
06/29/05	11 43 AM	SI	ORLA-BEIRD	493 061652696	43 00	1.94		
TOTAL FOR (215) 741-4480						CALLS: 14	MINUTES: 218 00	AMOUNT: 36.82
TOTAL FOR SERVICE						CALLS: 26	MINUTES: 399 00	AMOUNT: 39.74

LONG DISTANCE CALL RECAP SUMMARY

DESCRIPTION	CALLS	MINUTES	AMOUNT	TED TAX	STATE TAX	LOCAL TAX	TOTAL
PHONE NUMBER: (215) 245-6114	12	51 00	2.92	.09	.00	.00	3.01
PHONE NUMBER: (215) 741-4480	14	348 00	36.82	1.10	.00	.00	37.92
DEPARTMENT:	26	399 00	39.74	1.19	.00	.50	40.53
CUSTOMER: HIAM KAZAN	26	399 00	39.74	1.19	.00	.00	40.93

LONG DISTANCE INTERNATIONAL TRAFFIC SUMMARY BY COUNTRY / RATE PERIOD

LOC	COUNTRY	CALLS	MINUTES	AMOUNT	PERCENT	STANDARD DISCOUNT	ECONOMY PERCENT
	GERM-BERLIN	3	121 00	5.46	35.53	64.17	00
	KNOXVT	3	117 00	12.76	59.14	8.6	00
	LEBA-BEIRD	3	55 00	6.01	23.63	9.15	67.22
	LEBA-CELL	3	63 00	13.81	93.63	6.37	00
		12	356 00	38.04			

LONG DISTANCE EXECUTIVE SUMMARY

TOTAL CALLS	26
TOTAL MINUTES	399.00
AVERAGE LENGTH OF CALLS	15.34
TOTAL ACTIVE DAYS	29
AVERAGE CALLS PER DAY	0.12
AVERAGE HOURS PER DAY	609
MOST USED AREA CODE	856 875-0865
MOST USED PHONE NUMBER	0
MOST USED ACCOUNT CODE	0

LONG DISTANCE AUTH/ANI SUMMARY

TOTAL	CALLS	MINUTES	AMOUNT	TED TAX	STATE TAX	LOCAL TAX	TOTAL
(215) 245-6114	12	51 00	2.92	.09	.00	.00	3.33
(215) 741-4480	14	348 00	36.82	1.10	4.05	.00	41.97

LEGEND

T = TRAVEL CALL
* = ORIGINATING NUMBER FOR TOLLFREE CALLS
DI = DISCONNECT INTL
N = NIGHTWEEKEND
E = EVENING
P = PAY PHONE ORIGINATING CALL
X = ORIGINATING NUMBER UNAVAILABLE
F = EVENING
M = MULTIPLE RATE PERIOD



HIAM KAZAN
Statement No. 579625107
Invoice Date 08/07/05

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HIAM KAZAN
Statement No. 579625107
Invoice Date 08/07/05

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CURRENT ACCOUNT ACTIVITY

USAGE CHARGES:
LONG DISTANCE USAGE CHARGES: 136 - GLOBE TALK 52

PRODUCT TYPE	136 - GLOBE TALK 52	0.07
INTERNATIONAL		3.52
INTERNATIONAL		18.46
TOTAL LONG DISTANCE USAGE:		23.07
RECORDING CHARGES:		2.00
Monthly Product Fee (136)		2.00
TOTAL RECORDING CHARGES:		2.00
FOR-RECORDING CHARGES:		1.50
BILLING SERVICE FEE		0.99
CARRIER RECOVERY CHARGE		2.49
FOR-RECORDING CHARGES:		
PER CHARGES AND CREDITS:		
SUBCHARGES:		
FEDERAL ONLY SERVICE FTRD SURCHARGE		2.24
FEDERAL FEE RECOVERY		0.01
TOTAL SUBCHARGES:		2.25
TOTAL OTHER CHARGES AND CREDITS:		2.25
TOTAL TAXES:		0.88
FEDERAL EXCISE TAX		1.10
STATE STATUTORY GROSS RECEIPTS TAX		1.59
STATE SALES TAX		3.58
TOTAL TAXES:		6.27
SERVICE CHARGE		33.14
TOTAL CURRENT CHARGES		
* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT ARE SUBJECT TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT		

CALL DETAIL

TELEPHONE NUMBER: (215) 245-6114

DATE	TIME	RATE	TO	NUMBER *	MINUTES	AMOUNT
07/25/05	01:01 PM	D	CANNONBURG PA	724 597-8325	1.00	0.07
07/25/05	01:15 PM	D	SALISBURY MD	410 749-8769	1.00	0.04
07/25/05	09:02 PM	K	MILLIAMSTER NJ	856 815-0865	1.00	0.24
07/26/05	11:34 AM	D	FRENCHTOWN NJ	402 727-2510	1.00	0.24
08/01/05	04:29 PM	D	MERCANTILE NJ	856 317-9223	1.00	0.24
8/04/05	11:18 AM	D	MERCANTILE NJ	856 317-9223	2.00	0.08
TOTAL FOR (215) 245-6114				CALLS: 6	MINUTES: 7.00	AMOUNT: 0.31

CALL DETAIL

TELEPHONE NUMBER: (215) 741-4480

DATE	TIME	RATE	TO	NUMBER *	MINUTES	AMOUNT
07/09/05	05:37 PM	DI	KOWALIT	965 2636399	74.00	8.07
07/10/05	10:26 AM	SI	LEBA-CELL	961 3528457	2.00	0.44
07/10/05	11:00 AM	SI	LEBA-CELL	961 3528457	28.00	6.14
07/10/05	11:32 AM	SI	LEBA-BEIRUT	961 1274938	2.00	0.22
07/10/05	11:44 AM	N	WILLIAMSTER NJ	856 815-0865	0.43	0.43
07/10/05	12:16 PM	SI	LEBA-BEIRUT	961 1274938	18.00	1.97
07/21/05	02:47 PM	SI	BRAT-CELL	554 599750102	2.00	0.50
07/21/05	02:51 PM	SI	BRAT-CELL	554 599750102	2.00	0.50
07/21/05	03:04 PM	SI	BRAT-CELL	554 599750102	2.00	0.50
08/01/05	11:32 AM	SI	GERM-BERLIN	493 051653696	1.00	0.14
08/02/05	10:36 AM	D	DETROIT MI	313 330-9622	73.00	2.83
TOTAL FOR (215) 741-4480				CALLS: 11	MINUTES: 217.00	AMOUNT: 21.76
TOTAL FOR SERVICE				CALLS: 17	MINUTES: 234.00	AMOUNT: 22.07

LONG DISTANCE CALL RECAP SUMMARY

PHONE NUMBER	DESCRIPTION	CALLS	MINUTES	AMOUNT	FED TAX	STATE TAX	LOCAL TAX	TOTAL
(215) 245-6114		6	7.00	31	01	00	00	32
(215) 741-4480		11	217.00	21.76	65	00	00	22.41
		17	224.00	22.07	66	00	00	22.73
CUSTOMER	HIAM KAZAN	17	224.00	22.07	66	00	00	22.73

LONG DISTANCE INTERNATIONAL TRAFFIC SUMMARY BY COUNTRY / RATE PERIOD

LOC	COUNTRY	TOTAL CALLS	TOTAL MINUTES	TOTAL AMOUNT	STANDARD DISCOUNT PERCENT	ECONOMY PERCENT
	BRAT-CELL	3	6.00	1.50	100.00	00.00
	GERM-BERLIN	1	3.00	0.14	100.00	00.00
	KOWALIT	1	74.00	8.07	100.00	00.00
	LEBA-BEIRUT	2	20.00	2.19	100.00	00.00
	LEBA-CELL	2	30.00	6.58	100.00	00.00
		9	133.00	18.48		

LONG DISTANCE EXECUTIVE SUMMARY

TOTAL CALLS	17
TOTAL MINUTES	224.00
AVERAGE LENGTH OF CALLS	13.17
TOTAL ACTIVE DAYS	30
AVERAGE CALLS PER DAY	0.57
AVERAGE AMOUNT PER DAY	0.74
MOST USED AREA CODE	856
MOST USED PHONE NUMBER	317-9223
MOST USED ACCOUNT CODE	0

LONG DISTANCE AUTH/ANI SUMMARY

PHONE NUMBER	TOTAL CALLS	TOTAL MINUTES	TOTAL AMOUNT	FED TAX	STATE TAX	LOCAL TAX	TOTAL
(215) 245-6114	6	7.00	31	01	00	00	32
(215) 741-4480	11	217.00	21.76	65	00	00	22.41

LEGEND

D = DAY
S = STANDARD INTL
X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING

I = TRAVEL CALL
* ORIGINATING NUMBER FOR ILLSRP

N = NIGHT/EVENING
E = ECONOMY INTL



HIAM KAZAN
Statement No
679625107
Invoice Date
08/07/05



HIAM KAZAN
Statement No
675625107
Invoice Date
08/07/05

CURRENT ACCOUNT ACTIVITY

USAGE CHARGES:
LONG DISTANCE USAGE CHARGES:
PRODUCT TYPE - 136 - GLOBE TALK 92
INTERSTATE
INTERNATIONAL

TOTAL LONG DISTANCE USAGE 1.03
TOTAL USAGE CHARGES 2.15
RECURRING CHARGES:
Monthly Product Fee (136) 3.16
NON-RECURRING CHARGES:
BILLING SERVICE FEE 2.00
CARRIER RECOVERY CHARGE 1.50
OTHER CHARGES AND CREDITS 2.49

SURCHARGES:
FEDERAL UNIV SERVICE FUND SURCHARGE 0.32
TOTAL SURCHARGES 0.32
TOTAL OTHER CHARGES AND CREDITS: 0.32

FEDERAL EXCISE TAX 0.24
STATE STATUTORY GROSS RECEIPTS TAX 0.16
STATE SALES TAX 0.46
TOTAL TAXES 0.86
TOTAL CURRENT CHARGES 8.85

* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT ARE SUBJECT TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT

CALL DETAIL

DATE	TIME	RATE	NO	MINUTES	AMOUNT	
08/09/05	02:11 PM	D	631 244-8813	1.00	0.04	
08/13/05	02:04 PM	N	856 875-0865	1.00	0.04	
08/13/05	02:05 PM	H	609 220-2593	7.00	0.28	
08/13/05	02:14 PM	N	856 424-8119	14.00	0.55	
08/27/05	11:43 AM	SI	961 1274938	11.00	1.20	
08/31/05	02:01 PM	SI	905 3583817	5.00	0.20	
08/31/05	02:08 PM	SI	905 5624101	16.00	0.63	
08/31/05	02:46 PM	SI	905 5624101	3.00	0.12	
09/07/05	12:31 PM	D	856 467-4900	3.00	0.12	
TOTAL FOR (215) 245-6114				CALLS 9	61.00	3.18
TOTAL FOR SERVICE				CALLS 9	61.00	3.18

LONG DISTANCE CALL RECAP SUMMARY

DESCRIPTION	CALLS	MINUTES	AMOUNT	FED TAX	STATE TAX	LOCAL TAX	TOTAL
PHONE NUMBER: (215) 245-6114	9	61.00	3.10	.10	.00	.00	3.28
DEPARTMENT:	9	61.00	3.10	.10	.00	.00	3.28
CUSTOMER: HIAM KAZAN	9	61.00	3.18	.10	.00	.00	3.28

LONG DISTANCE INTERNATIONAL TRAFFIC SUMMARY BY COUNTRY / RATE PERIOD

LOC	COUNTRY	TOTAL CALLS	TOTAL MINUTES	TOTAL AMOUNT	STANDARD PERCENT	DISCOUNT PERCENT	ACCOUNT PERCENT
905	CANADA	3	24.00	0.95	100.00	.00	.00
	LENA-BEIRO	1	11.00	1.20	100.00	.00	.00
		4	35.00	2.15			

LONG DISTANCE EXECUTIVE SUMMARY

TOTAL CALLS	4
TOTAL MINUTES	35.00
AVERAGE LENGTH OF CALLS	8.75
TOTAL ACTIVE DAYS	30
AVERAGE CALLS PER DAY	0
AVERAGE HOURS PER DAY	0.03
MOST USED AREA CODE	905
MOST USED PHONE NUMBER	562-4101
MOST USED ACCOUNT CODE	0

LONG DISTANCE AUTHANI SUMMARY

(215) 245-6114	CALLS	MINUTES	TOTAL AMOUNT	FED TAX	STATE TAX	LOCAL TAX	TOTAL
	9	61.00	3.18	.10	.75	.00	3.43

LEGEND

O = DAY
SI = STANDARD INTL
X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
T = TRAVEL CALL
* = ORIGINATING NUMBER END YOUR EDGE CALL

N = NIGHTWEEKEND

ALDO'S PIZZERIA III
5813 BENSLEM BLVD.
BENSLEM, PA 19020

Nov 29, 2005

PUC
P O BOX 3256
HARRISBURG, PA 17120

DEAR PUC AGENT :

MY NAME IS HIAM KAZAN, OWNER OF ALDO'S PIZZERIA III AT 5813 BENSLEM BOULEVARD, PA 19020. ON JULY 27 WE WERE CONTACTED BY 2 AGENTS THAT CLAIMED TO BE WORKING FOR VERIZON. THEY GAVE ME A GOOD DEAL THAT'S HARD TO TURN DOWN. WE TOLD THEM WE HAVE 3 BUSINESS LINES THAT WE COULD SWITCH TO VERIZON WHICH ARE 2152456114, 2152453507 AND 2157414480.

THE DEAL WAS PENDING A FINAL APPROVAL BY THEIR SUPERVISORS AND TOLD US WE'LL CALL YOU FIRST THING ON MONDAY WITH THE FINAL PACKAGE COST.

WE NEVER HEARD FROM THEM SINCE. BY FRIDAY OF THE SAME WEEK I CALLED VERIZON TO MAKE SURE THAT THE ORDER NEVER WENT THROUGH AND TO CONFIRM THAT VERIZON HAS NOTHING TO DO WITH MY 3 BUSINESS LINES. I WAS TOLD THAT NO ORDER WAS SUBMITTED TO SWITCH YOUR BUSINESS LINES TO VERIZON, AND THAT WAS THE END OF THAT CONVERSATION. NEXT THING WE KNOW , WE RECEIVED AN INVOICE FROM VERIZON FOR \$ 1700.00 ON ONE OF THE BUSINESS LINES WHICH IS (2157414480) AT THE BUSINESS MAIN LOCATION WHICH IS AT 1874 SHERI ROAD IN BENSLEM, AND THE TELEPHONE NUMBER WAS UNDER RESIDENTIAL INSTEAD OF BUSINESS AS LISTED. APPARENTLY WHO EVER SWITCHED ME TO VERIZON WITHOUT MY AUTHORIZATION FORGOT TO LIST THE NUMBER UNDER BUSINESS INSTEAD OF RESIDENTIAL AND ALSO GOT MY NAME WRONG, SPELLED MY LAST NAME KAZAM INSTEAD OF KAZAN AND DIDN'T KNOW I AM A FEMALE AND THE INVOICE WAS UNDER MY NAME INSTEAD OF BEING UNDER ALDO'S PIZZERIA III IT IS OBVIOUS THAT I WOULDN'T MAKE A STUPID MISTAKE OR HAVE ANYBODY ON MY BEHALF DO SUCH A SWITCH WITHOUT PROVIDING HIM WITH ALL THE CORRECT INFORMATION. WE TRIED TO STAY CALM AND CALLED VERIZON TO FIND OUT WHAT'S GOING ON AND IT WAS THE BEGINNING OF A NIGHTMARE TO US. THEY SAID A MALE MADE THE SWITCH TO VERIZON ON AUGUST 8, AND LIKE I MENTIONED EARLIER, I AM A FEMALE (COPY OF MY DRIVER LICENSE ENCLOSED) AND I AM THE ONLY AUTHORIZED PERSON TO MAKE SUCH DECISIONS SINCE I AM THE OWNER OF THIS BUSINESS. THEY TOLD ME YOU ARE RESPONSIBLE FOR ALL THESE INTERNATIONAL CHARGES AND NOTHING WE COULD DO FOR YOU. AND WE RECEIVED A CALL FROM THE LONG DISTANCE DEPARTMENT SUSTAINING THE CALL . I SAID I AM NOT DISPUTING THE CALLS , MY COMPANY MADE ALL THESE CALLS , MY PROBLEM IS THIS I DON'T DEAL

WITH VERIZON AND I DON'T HAVE VERIZON AS MY LOCAL OR LONG DISTANCE CARRIER , I ALSO FAXED THEM INVOICES OF CURRENT INVOICES FROM AT&T AND PRIMUS AND ALL THEY COULD SAY YOU MADE THOSE CALLS YOU PAY FOR THEM AT OUR OUTRAGOUS PRICE WHICH IS ALMOST AN ASTOUNDING 50 TIMES HIGHER THAT WHAT I PAY WITH PRIMUS (COPIES OF EVIDENCE FROM PRIMUS ENCLOSED).THEY TREATED ME LIKE TRASH AND DISCRIMINATED AGAINST ME BY SAYING STUPID FEMALES SHOULD NOT BE ALLOWED TO RUN THEIR OWN BUSINESS. I SUFFERED A LOT EVERYTIME I HAD TO CALL AND FOLLOW UP ON THIS CASE AND REALLY CAUSED ME GREAT PAIN.I RECEIVED ANOTHER INVOICE FOR \$ 300.00 AND THE TOTAL NOW IS \$ 2100.00. WE KEPT TRYING TO RESOLVE THIS ISSUE WITH VERIZON BY SAYING THAT WE GOT SWITCHED TO VERIZON BY MISTAKE AND WITHOUT OUR AUTHORIZATION AND THE LINE IS UNDER A BUSINESS NOT A RESIDENTIAL , AND NO BODY WOULD ELECT TO SWITCH TO A COMPANY LIKE VERIZON AND BE HAPPY WITH PAYING ALMOST FIVE DOLLARS PER MINUTE TO A COUNTRY LIKE LEBANON WHEN WE HAVE A LOND DISTANCE CARRIER THAT'S CALLED PRIMUS THAT CHARGES US ALMOST 12 CENTS PER MINUTE TO THE SAME COUNTRY. HELLO ANYBODY LISTENING. THEY TOLD US TO CALL THE FRAUD DEPARTMENT AT 18006600505. IT'S A JOKE ,THIS LINE IS CONSTANTLY BUSY AND THEY KNOW IT. WE CALLED CUSTOMER SERVICE AGAIN AND TOLD THEM ABOUT THE BUSY LINE AND SAID TO US MRS.MARCELL WILL CALL YOU BACK TO TAKE CARE OF THIS ISSUE. TWO MONTHS LATER NOBODY HAD BOTHERED TO CALL. WE KEPT ON CALLING AT LEAST ONCE A WEEK TO SEE HOW FAR THEY GOT INTO THIS AND THEY SEEMED TO BE COMPLETELY LOST WHEN THEY SAID WE DON'T KNOW WHAT DEPARTMENT SHOULD BE HANDLING YOUR CASE BUT WAIT FOR A CALL FROM US. OF COURSE JUST LIKE YOU GUESSED THAT CALL NEVER CAME BUT INSTEAD IT WAS A LETTER FROM A COLLECTION AGENCY THAT WORKS FOR VERIZON. HOW PATHETIC !!

IT IS CLEAR TO ME THAT THOSE SCUMBAGS DIDN'T GIVE A DAMN ABOUT ANY OF MY 100 SOME CALLS AND IT IS PRETTY OBVIOUS THAT THEY DON'T CARE ABOUT ANYTHING OTHER THAN GETTING MONEY MOSTLY THROUGH SCAMS JUST LIKE IN MY CASE. I BLAME NOBODY BUT VERIZON FOR INTERCEPTING MY LONG DISTANCE AND INTERNATIONAL CALLS AND FAKING MY IDENTITY TO MAKE ME A VERIZON CUSTOMER AGAINST MY WILL. THEY EVEN CHARGED ME FOR LOCAL SERVICE AT THE SAME TIME WHEN AT&T WAS PROVIDING ME AND CHARGING ME FOR THIS SERVICE. SINCE AUGUST WE GAVE THEM EVERY CHANCE TO RESOLVE THIS ISSUE BUT DECIDED TO IGNORE MY SCREAMS. AND WITHOUT MAKING A FINAL DECISION ON THIS MATTER NEITHER BY PHONE NOR BY WRITING ,THEY SENT THE CASE TO COLLECTION AGENCY WHEN THE CASE IS STILL IN DISPUTE AND THIS IS AGAINST THE LAW AS YOU KNOW. I AM SURE YOU GOT THE MESSAGE. WE SENT COPIES OF ALL THESE DOCUMENTS TO THE FRAUD DEPARTMENT WITH A SIMILAR LETTER EXPLAINING THE ISSUE AND IT HAS BEEN OVER A MONTH AND A HALF. IT SEEMS LIKE THEY HAVE THE SAME MENTALITY AS THE CUSTOMER SERVICE. SO FINALLY AFTER I

GOT FED UP WITH THEM I DECIDED TO LET YOU HANDLE THIS CASE THE WAY IT SHOULD BE HANDLED BECAUSE VERIZON KEPT SLAMMING THE DOOR IN MY FACE AND KEPT IGNORING THE FACTS AND KEPT ON GIVING ME NON SENSE REASONS SO THEY COULD TAKE MY HARD EARNED MONEY. SUCH COMPANIES SHOULD HAVE TOUGHER REGULATIONS ON THEM AND THEY NEED TO BE PUNISHED FOR THEIR ILLEGAL ACTIONS AND MAYBE FINED BIG FOR THEIR IGNORANCE. BECAUSE I AM SURE I AM NOT THE ONLY UNSATISFIED PERSON WITH VERIZON THERE ARE HUNDREDS OUT THERE WHO HAD SIMILAR BAD EXPERIENCES WITH VERIZON. INSTEAD OF PROTECTING THE CONSUMER FROM FRAUD AND IDENTITY THEFT THEY PREY ON SUCH CUSTOMERS TO RIP THEM OFF AND CLEAN THEIR BANK ACCOUNTS. I REALLY HOPE YOU CAN RESOLVE THIS ISSUE FOR ME AND DISMISS THE CHARGES AND STOP THE COLLECTION AGENCY FROM HURTING MY CREDIT AND STOP VERIZON FROM STEALING LINES THIS WAY.

A SIMILAR COPY OF THIS COMPLAINT WILL BE AVAILABLE TO MOST NEWSPAPERS AND RADIO STATIONS AND WEBSITES, JUST TO GIVE THEM SOMETHING TO TALK ABOUT ,BUT FIRST I HAVE TO WAIT AND SEE IF YOU ARE ABLE TO HANDLE THIS CASE.

PLEASE RESPOND TO THIS CASE WITH ME IN WRITING BECAUSE I LIKE TO KEEP EVERYTHING DOCUMENTED JUST IN CASE.

I THANK YOU IN ADVANCE FOR YOUR EXTRA EFFORTS TO END THIS NIGHTMARE FOR ME.

THANKFULLY YOURS,
HIAM KAZAN
NOV. 29, 2005



See Consumer Rights Information on Reverse Side

Consumer Service Department
P.O. Box 4157
Woodland Hills, CA 91365
M - F 9am to 5pm, Sat 7am to 3:30pm PST
(818) 879-2948

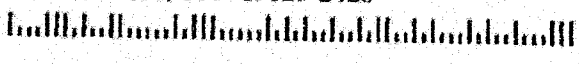
Client Name: Verizon Communications Inc.
Amount Due: \$2,100.83
Client Ref. No: 2157414480118
Placement ID: 0171386310
Contact Phone: (877)357-4075



010589/0036
011 334906069

HIAM KAZAM
1874 SHERI RD
BENSALEM, PA 19020 2428

Notice Dated: 11/12/2005



Collectech Systems, Inc. is a collection agency. This is an attempt to collect a debt. Any information obtained will be used for that purpose.

Our client, Verizon Communications Inc., has been unable to resolve this outstanding balance due on your account. Since you have failed to resolve this issue with Verizon Communications Inc., they have now assigned your account to us for collection.

If you have questions or need assistance regarding payment, please call (877)357-4075.

Send your check or money order payable to Verizon Communications Inc. for the full amount due or see reverse side. It is in your best interest to resolve this matter to avoid any further collection efforts. To ensure accurate recording of your payment you must send your payment using the bottom tear-off portion of this letter with the enclosed envelope. When your obligation has been resolved, we will clear this record from our collection file.



or Here

Debtor Name: HIAM KAZAM
Amount Due: \$2,100.83
Client Ref. No: 2157414480118

\$

Fill in Amount Paid

Make Check
Payable
To:



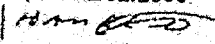
Collectech Systems, Inc.
Accounting Department
P.O. Box 361744
Columbus, OH 43236

Pennsylvania
www.state.pa.us
DRIVERS LICENSE

070

No. **25 413 791** Dups: 00
DOB: **02/01/1967** Sex: **F**
Class: **C** Eyes: **BRO**
Endorse: — Height: **5'04"**
Com/Med Rstr: **"1"**
Issued: **02/10/2005**
Expires: **02/02/2009**

MIAM A KAZAN
1874 SHERI RD
BENSALEM PA 19020



BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 12, 2006

DOCUMENT
FOLDER

HIAM KAZAN
Complainant

v.

VERIZON PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20065759

DOCKETED

JAN 12 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: January 12, 2006

C-20065759

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 HIAM KAZAN. 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.

January 12, 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

February 3, 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

DOCUMENT
FOLDER

RE: Hiam Kazan v. Verizon Pennsylvania Inc. and Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance; Docket No. C-20065759; **EXTENSION OF ANSWER PERIOD**

Dear Mr. Rohrbaugh:

This letter will confirm our e-mail communications in which you granted an extension for Verizon Pennsylvania Inc. and Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance to file a response to the above-captioned Formal Complaint. As I explained, the Companies are gathering the information necessary to determine if a settlement can be reached with Ms. Kazan in connection with her disputes.

I will file either a Certificate of Satisfaction or an Answer to Ms. Kazan's Formal Complaint on or before February 17, 2006.

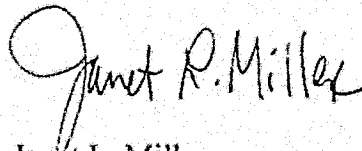
MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

EST
11:00
2/10

Eric A. Rohrbaugh
Office of Administrative Law Judge
Pennsylvania Public Utility Commission
February 3, 2006
Page Two

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

Very truly yours,

A handwritten signature in black ink that reads "Janet R. Miller". The signature is written in a cursive style with a large initial "J".

Janet L. Miller

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

JLM/kmg

cc: James J. McNulty, Secretary
Hiam Kazan

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
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 6, 2006

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Second Floor
P.O. Box 3265
Harrisburg, PA 17105-3265

DOCUMENT
FOLDER

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SECRETARY'S BUREAU

RE: Hiam Kazan v. Verizon Pennsylvania Inc. and Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance; Docket No. C-20065759; ANSWER

Dear Mr. McNulty:

Enclosed are the original and three (3) copies of the Answer of Verizon Pennsylvania Inc. and Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance to the above-captioned Formal Complaint. A copy of this document has been served in accordance with the attached Certificate of Service.

Because the Companies believe this matter can be resolved, it is requested that the matter be referred to mediation.

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

Very truly yours,

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

JLM/kmg
Enclosures

cc: Bruce Bigelow, Mediator
Hiam Kazan

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

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SECRETARY'S BUREAU
PA PUC

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HIAM KAZAN,

Complainant

v.

Docket No. C-20065759

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

Respondents

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ANSWER OF VERIZON PENNSYLVANIA INC. AND
BELL ATLANTIC COMMUNICATIONS, INC. d/b/a VERIZON LONG DISTANCE
TO THE FORMAL COMPLAINT FILED BY HIAM KAZAN

Verizon Pennsylvania Inc. ("Verizon PA") and Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance ("Verizon LD"), by their attorneys in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submit an Answer to the Formal Complaint filed by Hiam Kazan ("Complainant"). Verizon LD and Verizon PA are collectively referred to herein as "Verizon." In support thereof, Verizon responds and avers as follows:

1. ADMITTED.
2. DENIED. The proper corporate names of the Respondents in this matter are "Verizon Pennsylvania Inc." and "Bell Atlantic Communications, Inc."

3. ADMITTED.

4. A. DENIED.

B. Verizon is without sufficient information or knowledge to respond to

Complainant's statements regarding her ownership of Aldo's Pizzeria, conversations she

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allegedly had on July 27, 2005 with "2 agents that claimed to be working for Verizon" or instructions she received during those conversations. These statements are therefore DENIED. Verizon PA ADMITS that, until August 8, 2005, Complainant received telephone service from Teleport Communications Group ("Teleport"), a Competitive Local Exchange Carrier, under telephone account numbers 215-741-4480, 215-245-6114 and 215-245-3507.

Verizon PA ADMITS the Business Office was contacted on August 3, 2005 by an individual who provided the requested customer information and advised he was authorized to make changes on telephone account number 215-741-4480. Verizon PA AVERS a service order to change the local service provider on telephone account number 215-741-4480 to Verizon PA was placed as a result of that conversation, with Verizon PA assigned as the carrier for regional or IntraLATA toll service and Verizon LD assigned as the carrier for all other long distance services. Verizon PA AVERS this service order was completed on August 8, 2005 and residential service at 1874 Sheri Road, Bensalem, PA under telephone number 215-741-4480 was established on that date. Verizon PA ADMITS the billing name on the account was identified as Hiam Kazam, due to a typographical error on the service order.

Verizon PA DENIES the Business Office received any contacts other than on August 3, 2005 to question or request a change of Complainant's telephone service from Teleport to Verizon.

Verizon ADMITS the September 7, 2005 bill issued for telephone account number 215-741-4480 included \$1,689.09 in current charges and that \$1,591.30 of these charges was billed for service provided by Verizon LD, including international calls placed to Lebanon, Germany and Brazil between August 9, 2005 and August 28, 2005. Verizon ADMITS the charges for these calls were sustained because, during its investigation of the disputed calls,

Verizon LD reached an individual at the telephone number called in Germany who stated he was a relative of Complainant and that he was from Lebanon. By way of further answer, Verizon AVERS Complainant previously advised Verizon and stated in her Formal Complaint that she is "not disputing the calls, my company made all these calls."

Verizon ADMITS the individual who placed the order on August 3, 2005 to switch telephone account number 215-741-4480 back to Verizon PA was male but AVERS he provided the customer information needed to secure the account and advised the Company he was authorized to make changes on the account.

Verizon ADMITS Complainant attached billing statements to her Formal Complaint that were issued by AT&T and Primus. Verizon AVERS the AT&T invoices show no long distance charges and the Primus invoices show calls placed from telephone number 215-741-4480 to Lebanon, Germany and Brazil between June 10, 2005 and August 2, 2005, which was prior to the transfer of service to Verizon. Verizon further AVERS that the telephone numbers called in Lebanon, Germany and Brazil that are reflected on Complainant's Primus statements are the same telephone numbers that were called during the time Verizon provided service to telephone number 215-741-4480.

Verizon ADMITS the international calls placed from telephone number 215-741-4480 between August 9, 2005 and August 28, 2005 were billed at "casual" rates because no international calling plan was subscribed to when the account was established.

Verizon DENIES Complainant was treated in an unkind or unprofessional manner during her contacts with either Verizon PA or Verizon LD.

Verizon ADMITS a final bill was issued on October 6, 2005 after service to telephone number 215-741-4480 was terminated. Verizon further ADMITS this final bill

included additional charges totaling \$345.24 (plus taxes and surcharges) billed by Verizon LD for calls placed to Lebanon and Germany and that the amount of the charges owed to Verizon for services provided to telephone account number 215-741-4480 total \$2,100.83. Verizon ADMITS this bill has been referred to an outside collection agency to obtain payment.

Verizon DENIES Complainant has called "at least once a week" or "100 times" to discuss her disputes with Verizon PA or Verizon LD. On the contrary, Verizon AVERS the Business Office was contacted on September 16, 2005 and September 29, 2005, at which time the disputed calls and change of service were discussed. Verizon AVERS the Business Office was contacted again on October 6, 2005 and October 12, 2005; callbacks were made to Complainant on each of those days and on November 7, 2005. Verizon AVERS there were no additional contacts with Complainant after November 7, 2005.

Verizon specifically DENIES that it perpetuated a "scam" against Complainant, that it improperly intercepted her long distance service or international calls or that it faked her identity to make her a Verizon customer. On the contrary, Verizon AVERS the Business Office was contacted by an individual claiming to be Hiam Kazan and requested to make the change of service.

The remaining statements set forth in the Formal Complaint and in the attachments thereto are statements of Complainant's opinions, beliefs and conclusions 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.

5. The statements set forth in Paragraph 5 of the Formal Complaint are a request for relief, to which no response is required. To the extent a response is deemed to be necessary,

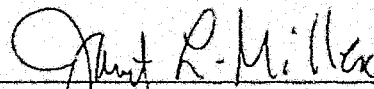
these statements are DENIED. By way of further answer, Verizon AVERS it has placed calls to Complainant to discuss this matter but has been unsuccessful in its attempts to speak with her.

6. ADMITTED.

7. No information was provided in this Paragraph of the Formal Complaint; therefore, no response is required.

WHEREFORE, for all the reasons set forth above, and in accordance with Commission Regulations, Verizon Pennsylvania Inc. and Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance respectfully requests that the Formal Complaint filed at Docket No. C-20065759 be dismissed or denied in its entirety.

Respectfully submitted,



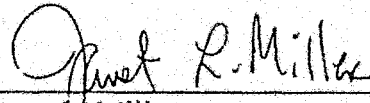
Janet L. Miller
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street
PO Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300

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

DATED: March 6, 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.



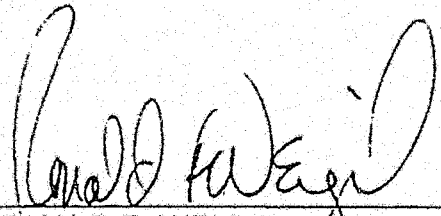
Janet L. Miller
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street
PO Box 1778
Harrisburg, PA 17105-1778

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

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AFFIDAVIT

I, **RONALD F. WEIGEL**, Director – Government Relations of Verizon Pennsylvania, am authorized to make this affidavit on its behalf, and I verify that the information provided in the foregoing document(s) is true and correct to the best of my knowledge, information and belief. I understand that false statements therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.



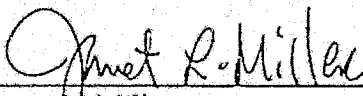
RONALD F. WEIGEL
Director – Government Relations

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

Hiam Kazan
1874 Sheri Road
Bensalem, PA 19020



Janet L. Miller

Dated: March 6, 2006

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