

CAPTION SHEET

CASE 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-20065957
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 03/06/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DAVIS, VALERIE L

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES BILLINGS ARE NOT QUOTED AMOUNT GIVEN. SHE WOULD LIKE THE PUC TO HAVE QUOTED AMOUNT HONORED.

DOCKETED
MAR 07 2006

**DOCUMENT
FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

PA P.U.C.
SECRETARY'S BUREAU

2006 MAR -6 AM 9:10

RECEIVED

Please print or type.

C-20065957

1. CUSTOMER NAME (COMPLAINANT)

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

Name Valerie L. Davis

Street/P.O. Box 50 Robb Street Apt # _____

City McKees Rocks State PA Zip 15136

County Allegheny

Area Code/HOME Phone 412-771-6480

Area Code/WORK Phone _____

Utility Account Number (from your bill) 412-771-1029-634-594

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)

ORIGINAL

17

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. I WAS QUOTED A CERTAIN AMOUNT PER MONTH FOR INTERNET AND PHONE SERVICE (\$56.54). HOWEVER (explain) PROCEEDING MONTHS MY BILL DOUBLED.

B. State the facts of your complaint.

Please see previous attachments sent. Please refer to attachment

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.

Turned on 10/21/05

10/27/05 SERVICE WAS STARTED, 10/28/05 SERVICE NOT YET ON, REPAIRMAN CAME BACK TO FIX, GIVEN CREDIT FOR NOT BEING DONE CORRECT. FIRST BILL \$31.59, 11/3/05 SUPERVISOR MS. KELLAR I SPOKE WITH BILL NOT CORRECT. SPOKE TO ANOTHER SUPER MS. PARKER GAVE ADJUSTMENT, 12/16/04 SPOKE TO MS. ~~LOWMAN~~ LOWMAN WOULD NOT GIVE REPS. NAME WHO GAVE QUOTE OF \$56.54. MS. RIVERA WAS TO CALL ME NEVER DID. ~~RECEIVED~~ LETTER TOLD BY PARKER I WOULD RECEIVE A COPY OF THE PHONE

5. RELIEF CALLS I HAD WITH SUPERVISORS, WAITED FOR IT (NEVER CAME), RECEIVED LETTER FROM MS. LOWMAN, TELLING ME I HAVE SO MANY DAYS TO WHAT DO YOU WANT THE PUBLIC UTILITY COMMISSION TO DO ABOUT YOUR COMPLAINT? Use additional paper if you need more space. ^{file a} COMPLAINT

I AM A CUSTOMER OF VERIZON WHO WAS QUOTED A PRICE PER MONTH OF \$56.54. I ASKED THIS REP 7+ TIME ON MY CALL HOW MUCH WILL THE MONTHLY BILL BE AND THEY TOLD ME (\$56.54). I WOULD LIKE FOR THIS COMPANY TO HONOR THIS QUOTE, THAT WAS GIVEN BY THEIR REP. I AM ON A FIXED BUDGET AND COULD NOT ACCEPT ANYTHING MORE THAN \$56.54 PER MONTH. 5 HONOR THE QUOTE GIVEN TO ME. PLEASE.

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

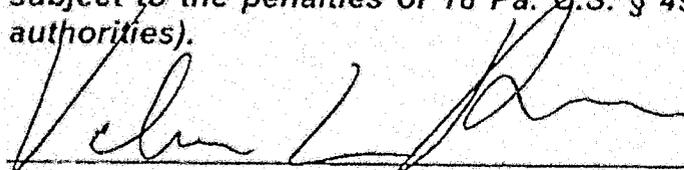
If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

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 Valerie L Davis 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. G.S. § 4904 (relating to unsworn falsification to authorities).



(Signature)

2/28/06

(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.

Valerie L. Davis
5D Robb Street
McKees Rocks, PA
15136

To whom it may concern.

I write to file a formal complaint regarding the misrepresentation of the amount of my telephone and internet service. I applied for telephone service that started on 10/27/05. At the time I applied for service on that date I was told by a verizon representative my services would cost monthly \$56.54 total before taxes. However in each proceeding month my bill has been twice the amount quoted (\$112.89). Although my bill represents services for telephone and internet services, I was assured that the bill would not exceed \$56.54 plus taxes. Over the past several months I have tried to resolve this issue with the telephone co. I have spoken to several representatives including supervisory personnel all of whom refused to correct my bill. I have included copies of relevant bills showing the difference in charges.

I have paid verizon the initial quoted sum of \$57.00 a month. However I recently received a letter saying service would be terminated on 2/16/06. Verizon has refused not withstanding my objection to correct the billing to the initial amount quoted. I request an immediate investigation into the erroneous billing practice.

Very Truly Yours

Valerie L. Davis

forms sent 2/21/06

Valerie L. Davis
5D Robb Street
McKees Rocks, PA
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Very Truly Yours

RECEIVED

FEB 16 2006

Valerie L. Davis

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

501

1/12/05

Valerie L. Davis
50 Robt St.
McKees Rocks, PA 15136

Mr. L. Lowman,

I was awaiting a transcript of the several conversations I had with the representative who sold me this account and quoted me a \$56.54 dollar bill every month. Also with the 3 supervisors that I had 2 hour conversations with. I was told by the last supervisor that I would be supplied with a copy of my telephone conversations I had with each. Then I get a letter from you still presenting me with the same solution that the last supervisor presented me with that I wasn't satisfied with. I am on a budget and don't have money or time to be wasted or time to be held to. From the time I got my phone line in I was done wrongfully and misquoted, misdirected, held to,

1/12/06

and that is a false representation of what I was quoted by your representative. whose name I was to be given but was not. I still have not received the phone conversation copies that I was promised from your company. Now your telling me and putting time limitations on me of when I can write the PVC. your company still has not performed or supplied me with anything I was promised. You need to send out the phone conversation to me as I asked and was told I would receive and find out who quoted me and reiterate to me \$6.54 per month and honor it. That's less the rest of the problems and other circumstances caused by your company to me. My dispute includes much more than you wrote to me. that you did not address??

Abused, Miss Quoted, lied to, Unsatisfied, Single Parent Working Female.
Valerie H. Van

including taxes and she said \$6.54. She said it more than 7 times. She started quoting it without me asking her. Now expect

P.S. The only reason I signed up with you was because the representative told me (because I asked all throughout the conversation how much will my monthly bill be

Why wasn't I given the 1/12/05
courtesy of being made
aware of your procedure,

limitations, or even mailed
out the copy of the conversations
I had so I could mail them
with my complaint to the
P.U.C. I have been waiting for that
paper work for weeks. Also the
name of the customer rep. that took
my order and gave me the quote
of \$56 and change total every month?

Why can you explain that to me?
P.S. Customer Service Procedures Very Unsatisfied
as to honor what you representatives new customer
say/cb. They should be trained adequately
I should not be at a loss because they or she was not.



We never stop working for you.

Billing Date: 11/01/05 Page 2 of 7
Telephone Number: 412 771 1029
Account 412 771 1029 634 59 Y
How to Reach Us: See below

How to Reach Us

Billing questions	verizon.com/onlinehelp	1 800 660-2215	8:00 am - 5:00 pm M-F
Payment arrangements	verizon.com/onlinehelp	1 800 801-4008	24 hour account information
Repair	verizon.com/repair	1 800 275-2355	24 hours a day
To order services	verizon.com/storefront	1 800 660-2215	8:00 am - 5:00 pm M-F
Are you moving?	verizon.com/movingcenter	1 800 660-2215	8:00 am - 5:00 pm M-F
Online billing & payment	verizon.com/billview		24 hours a day
Centro Hispano de Verizon	verizon.com/espanol	1 800 479-0305	8:00 am - 5:00 pm M-F
Preguntas de Pagos	verizon.com/	1 800 801-4008	disponible las 24 horas
Paper Free Billing	verizon.com/paperfreebilling		24 hours a day
Direct Payment Enrollment	verizon.com/billpay	1 800 345-5563	24 hours a day
Pay by Phone		1 800 345-5563	24 hours a day
Customers with Disabilities	verizon.com/disabilities	1 800 974-6006 v/tty	8:30 am - 5:00 pm M-F

This information is required by the Public Utility Commission. "Basic" service includes the line charge, local calling and TOUCH TONE service (if applicable). "Non-Basic" service includes optional services, other than Touch Tone, such as Maintenance agreement for inside wire and Guardian and does not include toll services.

Non-payment of any past due basic charges could result in suspension of your local service after you receive a separate written statement.

	Past Due Balances	Current Charges	Totals
BASIC	\$ 00	\$8 43	\$8 43
TOLL	\$ 00	\$ 33	\$ 33
NON-BASIC	\$ 00	\$47 83	\$47 83
TOTALS	\$ 00	\$56 59	\$56 59

The following pages provide additional details.

* (Includes Verizon and other service provider(s) example, services such as inside wire maintenance charges.)

A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.

Direct Payment Enrollment for Account: 412 771 1029 634 59 Y

By signing below, you authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. (To discontinue Direct Payment, you must call Verizon.)

1: Check this box 2: Sign and Date 3: Return this slip with your check for this month's payment.

Sign here to enroll in Direct Payment

Date

Billing Address Changes or Corrections for Account: 412 771 1029 634 59 Y

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Street Address _____

City, State, Zip _____



We never stop working for you.

Billing Date: 11/01/05 Page 3 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Returned Payments

In some states, a returned check charge may apply for each check returned for any reason. In the event that your check for payment of your Verizon bill is returned by your bank for insufficient or uncollected funds, Verizon may resubmit your check electronically to your bank for payment from your account.

Detail of this month's charges

BASIC CHARGES

These monthly charges are for your service from Nov 1 to Nov 30	
Unlimited calling to local area	\$0.00
Dial Tone Line -Residence -Touchtone	+.00
Federal line cost charge	+5.92
Federal Universal Service Fund Surcharge	+.61
Additional credits and charges	
Addition of your long distance company, VERIZON LONG DISTANCE This was effective on or about Oct 27 2005 on 412-771-1029	
Addition of your regional toll company, VERIZON SERVICES CORP. This was effective on or about Oct 27 2005 on 412-771-1029	
Oct 27 2005 ORDER # NOJP95634	
Charge for new service	
From Oct 28 2005 through Oct 31 2005	
Federal line cost charge - Primary @5.92 per month	+.79
Federal Universal Service Fund Surcharge -Consumer Primary/Centrex @.61 per month	+.08
Pa. Relay Surcharge	+.07
Public Safety Emergency Telephone Act (9-1-1) Fee	+.74
Federal tax.....	+.22
Total Verizon basic charges	\$8.43

Continued



We never stop working for you.

Billing Date: 11/01/05 Page 4 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

NON-BASIC CHARGES

These monthly charges are for your service from Nov 1 to Nov 30

Products with a .00 rate are part of your package.

Maintenance agreement for inside wire	\$3.45
Call waiting service	+ .00
Call forwarding	+ .00
3 way calling.....	+ .00
Regional Package Unlimited SM	+35.00
Additional credits and charges	
Oct 27 2005 ORDER # NOJP95634	
Charge for new service	
From Oct 28 2005 through Oct 31 2005	
Maintenance agreement for inside wire	
@3.45 per month	+ .46
Regional Package Unlimited(sm)	
@35.00 per month	+4.67
Federal tax.....	+1.19
State tax.....	+2.62
Local tax	+ .44
Total Verizon non-basic charges	\$47.83

VERIZON TOLL CHARGES

Directory assistance	
1 call completed at .30 each	+ .30
Federal tax.....	+ .01
State tax.....	+ .02
Total Verizon toll charges	\$.33

Please check the Customer Guide -- Regional Calling Pages of your telephone directory for discount information.

Total for our charges	\$56.59
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(Included on this portion of your bill is approximately \$ 3.13 for Pa. taxes on utilities.)



We never stop working for you.

Billing Date: 11/01/05 Page 5 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

For Your Information

Verizon Customer Proprietary Network Information - Special Notice

Under Federal Law, you have the right and we have the duty to protect the confidentiality of your telecommunications service information. This information includes the services and products you purchase, account activity (for example the telephone numbers you dial), and charges incurred.

We may use this information for marketing purposes, without further authorization by you, to offer you the full range of communications-related products and services available from Verizon, Verizon affiliates and partners. These services may be different from the type of services you currently buy from us. In addition to local telephone services, these services include long distance, wireless, internet access and video services. A more complete description of Verizon's companies and service offerings is available at www.verizon.com or you may call your Verizon service representative.

For Your Information

Without further authorization by you, Verizon may also share your information with its affiliates, agents and partners to offer the services described above.

If you wish to restrict this use of your information to offer services as described above, please call us at any time at 1-866-483-9600. Please have your bill and account number available. If you do not call within 30 days of receipt of this notice, we will assume your consent. You may also call this number at any time after the initial 30-day period to register or remove your restriction. Your decision will remain valid until you tell us otherwise. Whatever you decide will not affect our provision of service to you and does not eliminate all other marketing contacts by Verizon. If you have any questions, please call your service representative or account manager.

For Your Information

Important Credit Reporting Notice

Verizon furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act (FCRA). Please make your payment timely by the due date indicated on page 1 of your bill. To establish or re-establish a good track record of making payments on time, consider signing up for our automated Direct Payment Enrollment on the reverse side of your remittance form on page 2 of your bill.



We never stop working for you.

Billing Date: 11/01/05 Page 6 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

For Your Information

Thank you for selecting Verizon to provide your regional toll calling.

THE TELEPHONE DISCLOSURE AND DISPUTE RESOLUTION ACT

This federal law gives you the following rights regarding 900 calls and telephone billed purchases:

- You do not have to pay for 900 calls that do not follow federal rules and regulations.
- Neither your local nor long distance service will be disconnected if you do not pay these charges; however, the 900 service company may attempt to collect these charges from you and you may be reported to a credit or collection agency. Also, if you do not pay legitimate charges, your ability to make 900 calls from your line may be blocked.
- You can call Verizon to have 900 calls blocked from your line.
- If you have a question about 900 calls or telephone billed purchases on your bill, call the number shown at the end of your 900 charges. Your call starts a review of these charges. During this review you do not have to pay for the charges in question, but you do have to pay the other charges on your bill. Upon completion of the review, your account will be credited for the amount of the charges in question or you will receive a letter explaining why no credit will be allowed and when the payment for the disputed charges is due. If you do not pay the amount for these charges by the due date, you may be reported to a credit or collection agency.

Continued



We never stop working for you.

Billing Date: 11/01/05 Page 7 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. 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.

1-800-345-6563
PAY Bill over
phone



We never stop working for you.



We never stop working for you.

Billing Date 12/01/05 Page 2 of 8
Telephone Number 412 771 1029
Account 412 771 1029 634 59 Y
How to Reach Us: See below

How to Reach Us

Billing questions	verizon.com/onlinehelp	1 800 660-2215	8:00 am - 6:00 pm M-F
Payment arrangements	verizon.com/onlinehelp	1 800 801-4008	24 hour account information
Repair	verizon.com/repair	1 800 275-2355	24 hours a day
To order services	verizon.com/storefront	1 800 660-2215	8:30 am - 6:00 pm M-F
Are you moving?	verizon.com/movingcenter	1 800 660 2215	8:00 am - 6:00 pm M-F
Online billing & payment	verizon.com/billview		24 hours a day
Centro Hispano de Verizon	verizon.com/espanol	1 800 479-0305	8:00 am - 6:00 pm M-F
Preguntas de Pagos	verizon.com/	1 800 801-4008	disponible as 24 horas
Paper Free Billing	verizon.com/paperfreebilling		24 hours a day
Direct Payment Enrollment	verizon.com/billpay	1 800 345-5563	24 hours a day
Pay by Phone		1 800 345-5563	24 hours a day
Customers with Disabilities	verizon.com/disabilities	1 800 974 5006 v/tty	8:30 am - 5:00 pm M-F

This information is required by the Public Utility Commission. "Basic" service includes the line charge, local calling and TOUCH TONE service (if applicable); "Non-Basic" service includes optional services, other than Touch Tone, such as Maintenance agreement for inside wire and Guardian and does not include toll services.

Non-payment of any past due basic charges could result in suspension of your local service after you receive a separate written statement.

	Past Due Balances	Current Charges	Totals
BASIC	\$.00	\$8.52	\$8.52
TOLL	\$.00	\$7.84	\$7.84
NON-BASIC	\$.00	\$96.53	\$96.53
TOTALS	\$.00	\$112.89	\$112.89

The following pages provide additional details.

* (Includes Verizon and other service provider(s); example, services such as inside wire maintenance charges.)

A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.

Direct Payment Enrollment for Account 412 771 1029 634 59 Y

By signing below, you authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. (To discontinue Direct Payment, you must call Verizon).

1: Check this box 2: Sign and Date 3: Return this slip with your check for this month's payment.

Sign here to enroll in Direct Payment

Date

Billing Address Changes or Corrections for Account 412 771 1029 634 59 Y

If your billing address has changed or if your address is incorrect as it appears on this bill, please provide correctors here.

1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Street Address _____

City, State, Zip _____



We never stop working for you.

Billing Date: 12/01/05 Page 3 of 8
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Returned Payments

In some states, a returned check charge may apply for each check returned for any reason. In the event that your check for payment of your Verizon bill is returned by your bank for insufficient or uncollected funds, Verizon may resubmit your check electronically to your bank for payment from your account.

Detail of this month's charges

This bill includes a change to your service. For products with a monthly charge, Verizon bills one month in advance. Depending on the products you added or dropped your first bill may also include a partial month's charge. See Additional credits and charges for more information.

BASIC CHARGES

These monthly charges are for your service from Dec 1 to Dec 31

Unlimited calling to local area	\$.00
Dial Tone Line -Residence -Touchtone	+ .00
Federal line cost charge	+5.92
Federal Universal Service Fund Surcharge	+ .61
Directory assistance	
1 call in 412/724/878 area at .95 each	+ .95
Pa. Relay Surcharge	+ .07
Public Safety Emergency Telephone Act (9-1-1) Fee	+ .74
Federal tax.....	+ .23
Total Verizon basic charges	\$8.52

NON-BASIC CHARGES

These monthly charges are for your service from Dec 1 to Dec 31
Products with a .00 rate are part of your package.

Caller ID	\$.00
Telephone Protection Plan	+3.95
Credit for subscribing to both the Telephone Protection Plan and Inside Wire Maintenance.....	- .45
Maintenance agreement for inside wire	+3.45
Call waiting service	+ .00

Continued



We never stop working for you.

Billing Date 12/01/05 Page 4 of 8
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us. See page 2

3 way calling.....	+1.00
Regional Package Unlimited*	+35.00
Additional credits and charges	
Call Waiting ID with Name added on Nov 3 2005	
Nov 3 2005 ORDER # C4HE46156A	
Partial monthly charge for adding service	
From Nov 4 2005 through Nov 30 2005	
Telephone Protection Plan @3.95 per month	+3.56
Maintenance Credit	
From Nov 4 2005 through Nov 30 2005	
Credit for subscribing to both the	
Telephone Protection Plan and Inside	
Wire Maintenance @.45 per month	-.41
Verizon Services	
1 RepeatDial(s) at .75 each	+1.75
Federal tax.....	+1.07
State tax.....	+2.76
Local tax	+.46
<hr/>	
Total Verizon non-basic charges	\$50.14

VERIZON TOLL CHARGES

<u>No.</u>	<u>Date</u>	<u>Time</u>	<u>Call type</u>	<u>Place</u>	<u>Number</u>	<u>Minutes</u>	<u>Cost</u>	<u>T</u>
1	Nov 2	3:32PM	To	LOCAL DA				
2	Nov 2	3:47PM	To	LOCAL DA				
3	Nov 11	9:29AM	To	LOCAL DA				

T=Tax and or surcharge rate applied:

Total Verizon toll charges	\$0.00
----------------------------	--------

Please check the Customer Guide -- Regional Calling Pages of your telephone directory for discount information.

Total for our charges	\$58.66
(Included on this portion of your bill is approximately \$ 3.25 for Pa. taxes on utilities)	



We never stop working for you.

Billing Date: 12/01/05 Page 5 of 8
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

For Your Information

Important Credit Reporting Notice

Verizon furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act (FCRA). Please make your payment timely by the due date indicated on page 1 of your bill. To establish or re-establish a good track record of making payments on time, consider signing up for our automated Direct Payment Enrollment on the reverse side of your remittance form on page 2 of your bill.

For Your Information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358.

Effective January 1, 2006, new rates will apply when you change your long distance company. The new rates will be based on how you request the change. For requests completed through a Verizon business office, the charge will be \$5.50. For requests submitted directly by your long distance company or completed through the internet, the charge will be \$1.25. Additionally, the charge to change your long distance company will be discounted by 50 percent when you change both local/regional toll and long distance companies at the same time.

Continued



We never stop working for you.

Billing Date: 12/01/05 Page 6 of 8
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

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.



Verizon Online

This portion of your bill is provided as a service to Verizon Online. Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.

Important Billing Information for New Customers
Services with a monthly charge are billed one month in advance. This first bill is higher because it includes billing for the days of service you've received up to this bill date plus the charges for the following month. Your second bill will be a one-month bill.

Verizon Online

Billing for Acct. No. 0053906930662

Charges and Credits Summary

DSL Telephone Number (412)771-1029

DSL Internet Service 11/08 - 11/24	\$ 8.20
Supplier FUSF Recovery Fee 11/08 - 11/24	.67
DSL Internet Service 11/25 - 12/24	14.95
Supplier FUSF Recovery Fee 11/25 - 12/24	1.22
Shipping and Activation Fee	19.95
State tax	1.20
County tax	.20
Total	\$ 46.39



We never stop working for you.

Billing Date: 12/01/05 Page 7 of 8
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Welcome to Verizon Online!

We'd like to take this opportunity to welcome you to Verizon Online and to thank you for your business. We hope you're enjoying your new Internet service! We've designed the Verizon Online billing statement to give you a clear understanding of your Internet charges. Should you need additional information, you can find a complete guide to reading your Verizon Online bill on the Web at <http://www.verizon.net/bill>.

Total Verizon Online non-basic charges	\$46.39
Total for Verizon Online	\$46.39

If you have a question please call 1 800-567-6789.



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

Mo.	Date	Time	Call type	Place	Number	Minutes	Cost	T
Domestic Calls: 412 771-1029								
1	Nov	1	4:17PM	Flat	To FT COLLINS CO 970-267-3116	2.0	.20	
2	Nov	2	11:48AM	Flat	To FT COLLINS CO 970-267-3116	4.0	.40	
3	Nov	3	6:23PM	Flat	To CANTON MA 781-828-9300	5.0	.50	
4	Nov	5	6:04PM	Flat	To PEMBERTON NJ 609-893-2004	44.0	4.40	
5	Nov	8	1:10PM	Flat	To HARRISBURG PA 717-302-5000	1.0	.10	
6	Nov	9	10:56AM	Flat	To JACKSONVL FL 904-219-3084	2.0	.20	

Continued



We never stop working for you.

Billing Date: 12/01/05 Page 8 of 8
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

No.	Date	Time	Call type	Place	Number	Minutes	Cost T
1	Nov 9	10:58AM	Flat	To JACKSONVL	FL 904-476-0006	2.0	.20
2	Nov 13	9:16AM	Flat	To CLEVELAND	OH 440-331-5320	1.0	.10
3	Nov 16	10:22AM	Flat	To JACKSONVL	FL 904-219-3084	2.0	.20
Subtotal for 412 771-1029.....							\$6.30
Total Direct Dialed Calls for 412 771-1029							\$6.30
Total of all Calls for 412 771-1029							\$6.30

Calling Plan and Account Summary

Long Distance calls	\$6.30	
Subtotal of Verizon Long Distance calls	\$6.30	
Federal Universal Service	+.54	
PIC Waiver	+.00	
Timeless Plan	+.00	
Federal Tax	+.21	
State and Local Tax	+.47	
PA Tax Surcharge	+.32	
Total for Verizon Long Distance invoice charges		\$7.84

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	\$7.84
Total for Verizon Long Distance invoice	\$7.84
If you have a question and are in Pa., call toll free 1 800-660-2215.	
If you are out of Pa., call 1 800-660-2215.	

41.59
 Maintenance charge \$3.95
 45.04
 14.95
 \$ 59.99

BASIC Monthly
 Charge
 TAX
 45.04
 16.17
 \$ 61.21



We never stop working for you.

Billing Date: 01/01/06 Page 2 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See below

How to Reach Us

Billing questions	verizon.com/onlinehelp	1 800 660-2215	8:00 am - 6:00 pm M-F
Payment arrangements	verizon.com/onlinehelp	1 800 801-4008	24 hour account information
Repair	verizon.com/repair	1 800 275-2355	24 hours a day
To order services	verizon.com/storefront	1 800 660-2215	8:00 am - 6:00 pm M-F
Are you moving?	verizon.com/movingcenter	1 800 660-2215	8:00 am - 6:00 pm M-F
Online billing & payment	verizon.com/billview		24 hours a day
Centro Hispano de Verizon	verizon.com/espanol	1 800 479-0305	8:00 am - 6:00 pm M-F
Preguntas de Pagos	verizon.com/	1 800 801-4008	disponible las 24 horas
Paper Free Billing	verizon.com/paperfreebilling		24 hours a day
Direct Payment Enrollment	verizon.com/billpay	1 800 345-6553	24 hours a day
Pay by Phone		1 800 345-6553	24 hours a day
Customers with Disabilities	verizon.com/disabilities	1 800 974-6006 v/tty	8:30 am - 5:00 pm M-F

This information is required by the Public Utility Commission. "Basic" service includes the line charge, local calling and TOUCH TONE service (if applicable). "Non-Basic" service includes optional services, other than Touch Tone, such as Maintenance agreement for inside wire and Guardian and does not include toll services.

Non-payment of any past due basic charges could result in suspension of your local service after you receive a separate written statement.

	Past Due Balances	Current Charges	Totals
BASIC	\$8.52	\$8.63	\$17.15
TOLL	\$7.84	\$7.32	\$15.16
NON-BASIC	\$50.18	\$62.61	\$112.99
TOTALS	\$66.54	\$78.76	\$145.30

The following pages provide additional details.

* (Includes Verizon and other service provider(s) example, services such as inside wire maintenance charges)

A late payment charge of 1.25% may apply to any balance carried forward to next month's bill

Direct Payment Enrollment for Account: 412 771 1029 634 59 Y

By signing below, you authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. (To discontinue Direct Payment, you must call Verizon.)

1: Check this box 2: Sign and Date 3: Return this slip with your check for this month's payment.

Sign here to enroll in Direct Payment

Date

Billing Address Changes or Corrections for Account: 412 771 1029 634 59 Y

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Street Address _____

City, State, Zip _____



We never stop working for you.

Billing Date: 01/01/06 Page 3 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Returned Payments

In some states, a returned check charge may apply for each check returned for any reason. In the event that your check for payment of your Verizon bill is returned by your bank for insufficient or uncollected funds, Verizon may resubmit your check electronically to your bank for payment from your account.

Credits and Adjustments

Adjusted service on Dec 12	-25.00
Courtesy Credit Dec 12	-21.35
Total Credits and Adjustments	-46.35

Detail of this month's charges

BASIC CHARGES

These monthly charges are for your service from Jan 1 to Jan 31

Unlimited calling to local area	\$.00
Dial Tone Line -Residence -Touchtone	+ .00
Federal line cost charge	+5.92
Federal Universal Service Fund Surcharge	+ .61
Additional credits and charges	
Basic Charges - Late payment charge of 1.25%	+ .11
Directory assistance	
1 call in 412/724/878 area at .95 each	+ .95
Pa. Relay Surcharge	+ .07
Public Safety Emergency Telephone Act (9-1-1) Fee	+ .74
Federal tax.....	+ .23
Total Verizon basic charges	\$8.63

NON-BASIC CHARGES

These monthly charges are for your service from Jan 1 to Jan 31

Products with a .00 rate are part of your package.

Caller ID	\$.00
Telephone Protection Plan	+3.95
Credit for subscribing to both the Telephone Protection Plan and Inside Wire Maintenance.....	-.45
Maintenance agreement for inside wire	+3.45
Call waiting service	+ .00

Continued



We never stop working for you.

Billing Date: 01/01/06 Page 4 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

3 way calling..... +.00
 Regional Package Unlimited™ +35.00
 Additional credits and charges
 NonBasic Charges - Late payment charge
 of 1.25% +.63
 Federal tax..... +1.07
 State tax..... +2.56
 Local tax +.43

Total Verizon non-basic charges \$46.64

VERIZON TOLL CHARGES

Additional credits and charges
 Toll Charges - Late payment charge
 of 1.25% +.10

No.	Date	Time	Call type	Place	Number	Minutes	Cost	T
1	Dec 12	5:14PM	To	LOCAL DA				
2	Dec 18	11:56PM	To	LOCAL DA				
3	Dec 26	10:07PM	To	LOCAL DA				

T=Tax and or surcharge rate applied:

Total Verizon toll charges \$.10

Please check the Customer Guide -- Regional Calling Pages of your telephone directory for discount information.

Total for our charges \$55.37

(Included on this portion of your bill is approximately \$ 3.07 for Pa. taxes on utilities.)



We never stop working for you.

Billing Date: 01/01/06 Page 5 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

For Your Information

Important Credit Reporting Notice

Verizon furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act (FCRA). Please make your payment timely by the due date indicated on page 1 of your bill. To establish or re-establish a good track record of making payments on time, consider signing up for our automated Direct Payment Enrollment on the reverse side of your remittance form on page 2 of your bill.

For Your Information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. 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.



We never stop working for you.

Billing Date: 01/01/05 Page 6 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2



Verizon Online

This portion of your bill is provided as a service to Verizon Online.
Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.

Verizon Online

Billing for Acct. No. 0053906930662

Charges and Credits Summary

DSL Telephone Number (412)771-1029

DSL Internet Service 12/25 - 01/24 \$ 14.95

Supplier FUSF Recovery Fee 12/25 - 01/24 1.22

Total \$ 16.17

Total Verizon Online non-basic charges \$16.17

Total for Verizon Online \$16.17

If you have a question please call 1 800-567-6789.



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: 412 771-1029							
1	Nov 25	9:45AM	Flat	To JACKSONVL	FL 904-219-3084	2.0	.20
2	Nov 25	9:47AM	Flat	To JACKSONVL	FL 904-476-0006	5.0	.50
3	Dec 1	9:27PM	Flat	To JACKSONVL	FL 904-219-3084	1.0	.10
4	Dec 7	10:31AM	Flat	To JACKSONVL	FL 904-219-3084	4.0	.40
5	Dec 8	11:20AM	Flat	To MIDVALE	UT 801-316-0555	1.0	.10
6	Dec 8	11:39AM	Flat	To MIDVALE	UT 801-316-0555	1.0	.10

Continued



We never stop working for you.

Billing Date: 01/01/06 Page 7 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 534 59 Y
How to Reach Us: See page 2

No.	Date	Time	Call type	Place	Number	Minutes	Cost	T
1	Dec 8	1:21PM	Flat	To MIDVALE	UT 801-316-0555	19.0	1.90	
2	Dec 12	2:53PM	Flat	To MIDVALE	UT 801-316-0555	14.0	1.40	
3	Dec 16	12:05PM	Flat	To JACKSONVL	FL 904-219-3084	9.0	.90	
4	Dec 19	7:31PM	Flat	To HARRISBURG	PA 717-657-6992	2.0	.20	
Subtotal for 412 771-1029.....							\$5.80	
Total Direct Dialed Calls for 412 771-1029							\$5.80	
Total of all Calls for 412 771-1029							\$5.80	

Calling Plan and Account Summary

Long Distance calls	\$5.80	
Subtotal of Verizon Long Distance calls	\$5.80	
Federal Universal Service	+.49	
Timeless Plan	+.00	
Federal Tax	+.20	
State and Local Tax	+.44	
PA Tax Surcharge	+.29	
Total for Verizon Long Distance invoice charges		\$7.22
<hr/>		
Total Verizon Long Distance toll charges		\$7.22
<hr/>		
Total for Verizon Long Distance invoice		\$7.22
If you have a question and are in Pa., call toll free 1 800-660-2215.		
If you are out of Pa., call 1 800-660-2215.		



We never stop working for you.

Billing Date: 02/01/06 Page 1 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

VALERIE DAVIS

Account Summary

Previous Charges	\$145.30
Payments Received thru Feb 3	- 57.00
Past Due Charges (Please Pay Now)	\$88.30
New Charges	
Verizon (page 3)	\$53.48
Verizon Online (page 5)	16.17
Verizon Long Distance (page 6)	1.13
Total New Charges due Feb 28	\$70.78
Total Due (Past Due + New)	\$159.08



Moving?

Take your Verizon phone and DSL service with you. Moving is stressful enough. The last thing you should have to worry about is reconnecting your phone and Internet service at your new place. Let us do that for you. Visit verizon.com/easymoving or call your local business office.



Convenience! Manage Your Verizon Account Online Anytime Day & Night
Order services, view & pay your bill, request repairs, anytime day or night!
At verizon.com click "Sign In" under "My Account." New user? Start with User ID: 4127711029\$
Password: HV8H95
and customize your ID as you register.



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. Visit us today at verizon.com/selfservice to register.

Mall payments to:
Verizon, PO Box 646, Baltimore, MD 21265-0646

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

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



We never stop working for you.

Date: 02/01/06 Page 2 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See below

How to Reach Us

Billing questions	verizon.com/onlinehelp	1 800 660-2215	8:00 am - 6:00 pm M-F
Payment arrangements	verizon.com/onlinehelp	1 800 801-4008	24 hour account information
Repair	verizon.com/repair	1 800 275-2355	24 hours a day
To order services	verizon.com/storefront	1 800 660-2215	8:00 am - 6:00 pm M-F
Are you moving?	verizon.com/movingcenter	1 800 660-2215	8:00 am - 6:00 pm M-F
Online billing & payment	verizon.com/billview		24 hours a day
Centro Hispano de Verizon	verizon.com/espanol	1 800 479-0305	8:00 am - 6:00 pm M-F
Preguntas de Pagos	verizon.com/	1 800 801-4008	disponible las 24 horas
Paper Free Billing	verizon.com/paperfreebilling		24 hours a day
Direct Payment Enrollment	verizon.com/billpay	1 800 345-6563	24 hours a day
Pay by Phone		1 800 345-6563	24 hours a day
Customers with Disabilities	verizon.com/disabilities	1 800 974-6006 w/tty	8:30 am - 5:00 pm M-F

This information is required by the Public Utility Commission. "Basic" service includes the line charge local calling and TOUCH TONE service (if applicable). "Non-Basic" service includes optional services, other than Touch Tone, such as Maintenance agreement for inside wire and Guardian and does not include toll services.

Non-payment of any past due basic charges could result in suspension of your local service after you receive a separate written statement.

	Past Due Balances	Current Charges	Totals
BASIC	\$8.63	\$7.54	\$16.17
TOLL	\$7.32	\$1.13	\$8.45
NON-BASIC	\$72.35	\$62.11	\$134.46
TOTALS	\$88.30	\$70.78	\$159.08

The following pages provide additional details.

* (Includes Verizon and other service provider(s) example, services such as inside wire maintenance charges.)

A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.





We never stop working for you.

Returned Payments

In some states, a returned check charge may apply for each check returned for any reason. In the event that your check for payment of your Verizon bill is returned by your bank for insufficient or uncollected funds, Verizon may resubmit your check electronically to your bank for payment from your account.

Detail of this month's charges

BASIC CHARGES

These monthly charges are for your service from Feb 1 to Feb 28

Unlimited calling to local area	\$.00
Dial Tone Line -Residence -Touchtone	+ .00
Federal line cost charge	+5.92
Federal Universal Service Fund Surcharge	+ .61
Pa. Relay Surcharge	+ .07
Public Safety Emergency Telephone Act (9-1-1) Fee	+ .74
Federal tax.....	+ .20
Total Verizon basic charges	\$7.54

NON-BASIC CHARGES

These monthly charges are for your service from Feb 1 to Feb 28
Products with a .00 rate are part of your package.

Caller ID	\$.00
Telephone Protection Plan	+3.95
Credit for subscribing to both the Telephone Protection Plan and Inside Wire Maintenance.....	- .45
Maintenance agreement for inside wire	+3.45
Call waiting service	+ .00
3 way calling.....	+ .00
Regional Package Unlimited SM	+35.00
Federal tax.....	+1.05
State tax.....	+2.52
Local tax	+ .42

Continued



We never stop working for you.

Date: 02/01/06 Page 4 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Total Verizon non-basic charges	\$45.94
Total for our charges	\$53.48

(Included on this portion of your bill is approximately \$ 2.96 for Pa. taxes on utilities.)

For Your Information

Important Credit Reporting Notice

Verizon furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act (FCRA). Please make your payment timely by the due date indicated on page 1 of your bill. To establish or re-establish a good track record of making payments on time, consider signing up for our automated Direct Payment Enrollment on the reverse side of your remittance form on page 2 of your bill.

For Your Information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358.

Continued



We never stop working for you.

Billing Date: 02/01/06 Page 5 of 7
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

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.



Verizon Online

This portion of your bill is provided as a service to Verizon Online. Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill.

Like to Play Games? Get two weeks FREE!
Verizon Games On Demand: Unlimited - \$14.95/mo after trial
Unlimited play on over 200 PC games- all genres & ratings.
Verizon Games on Demand: Family Place- \$7.95/mo after trial
Kids, sports, casual and action. All games rated E or EC.
INTERESTED? Go to: <http://verizon.net/gamesondemand>
Verizon Game Network: Calling Core Gamers!
Host your own servers and get GameSpot Complete downloads
at VGN for just \$7.95/mo.
READY? Go to: <http://verizon.net/gamenetwork>.

Verizon Online

Billing for Acct. No. 0053906930662

Charges and Credits Summary

DSL Telephone Number (412)771-1029

DSL Internet Service 01/25 - 02/24

Supplier FUSF Recovery Fee 01/25 - 02/24

Total

\$ 14.95
1.22
\$ 16.17

Continued



We never stop working for you.

Billing Date: 02/01/06 Page 6 of 7
Phone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Total Verizon Online non-basic charges	\$16.17
Total for Verizon Online	\$16.17

If you have a question please call 1 800-567-6789.



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: 412 771-1029								
1	Jan 19	7:01PM	Flat	To JACKSONVL	FL 904-219-3084	9.0	.90	
Subtotal for 412 771-1029.....							\$.90	
Total Direct Dialed Calls for 412 771-1029							\$.90	
Total of all Calls for 412 771-1029							\$.90	

Continued



We never stop working for you.

Billing Date: 02/01/06 Page 7 of 7
Phone Number: 412 771 1029
Account: 412 771 1029 634 59 Y
How to Reach Us: See page 2

Calling Plan and Account Summary

Long Distance calls	<u>\$.90</u>	
Subtotal of Verizon Long Distance calls		\$.90
Federal Universal Service		+ .08
Timeless Plan		+ .00
Federal Tax		+ .03
State and Local Tax		+ .07
PA Tax Surcharge		+ .05
Total for Verizon Long Distance invoice charges		<u>\$1.13</u>
<hr/>		
Total Verizon Long Distance toll charges		\$1.13
<hr/>		
Total for Verizon Long Distance invoice		\$1.13
If you have a question and are in Pa., call toll free 1 800-660-2215.		
If you are out of Pa., call 1 800-660-2215.		



We never stop working for you.

Billing Date: 02/09/06 Page 2 of 2
Telephone Number: 412 771 1029
Account: 412 771 1029 634 59 Y

Call us at 1-800-464-0820 right away to:

- set up a payment agreement
- disagree with the amount you owe
- tell us if you made a payment
- ask about your bill or file a complaint

You must call before 02-16-2006.

Remember: If we turn off your basic (local) service, you will lose all telephone service.

Medical Emergency Notice

If someone living in your home is seriously ill, we will not turn off your telephone service for up to 30 days. You must do two things:

1. Have a medical doctor tell us by phone or in writing that because of an illness you need your phone service.
2. Make arrangements to pay your bill by calling Verizon at 1-800-464-0820.

Be aware: If we turn off your basic or toll service, you will have to pay an extra charge of \$11.00 for having each service turned back on. If both services are turned on at the same time, you will only have to pay one \$11.00 charge.

(Si usted no entiende o tiene alguna pregunta sobre esta factura llame al 1-800-479-0305. Preguntas sobre pagos o arreglos de pago llame al 1-800-634-0709.)

Important Credit Reporting Notice

Verizon furnishes bill payment information for all of our customers to the major credit reporting agencies in accordance with the Fair Credit Reporting Act. Late payments may affect your credit rating. Please make your payment timely by the due date indicated on page 1 of your bill or consider signing up for our automated Direct Payment Enrollment to establish or re-establish a good track record of making payments on time.

Direct Payment Enrollment for Account: 412 771 1029 634 59 Y

By signing below, you authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. (To discontinue Direct Payment you must call Verizon.)

- 1: Check this box 2: Sign and Date 3: Return this slip with your check for this month's payment.

Sign here to enroll in Direct Payment

Date

Billing Address Changes or Corrections for Account: 412 771 1029 634 59 Y

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

- 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Street Address _____

City, State, Zip _____

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 7, 2006

VALERIE DAVIS

Complainant

v.

VERIZON PENNSYLVANIA, INC.

Respondent

Complaint Docket
No: C-20065957

DOCKETED
MAR 07 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: VERIZON PENNSYLVANIA, INC.

**DOCUMENT
FOLDER**

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).

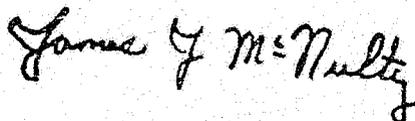
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: MARCH 7, 2006

C-20065957

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 VALERIE DAVIS. 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.

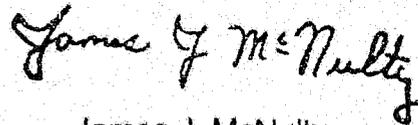
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MARCH 7, 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in black ink and is positioned above the typed name.

James J. McNulty
Secretary

SS

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 28, 2006

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

RECEIVED
2006 MAR 28 PM 4:01
PA PUC
SECRETARY'S BUREAU

RE: Valerie L. Davis v. Verizon Pennsylvania Inc.; Docket No C-20065957;
ANSWER

DOCUMENT
FOLDER

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Pennsylvania Inc.'s ("Verizon PA") Answer in the above-captioned proceeding. 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.

Regards,

William F. Lehman
Counsel for Verizon Pennsylvania Inc.

WEL/kmg
Enclosures
cc: Valerie L. Davis

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

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

VALERIE L. DAVIS,

Complainant

v.

Docket No. C-20065957

VERIZON PENNSYLVANIA INC.,

Respondent

DOCKETED
MAR 30 2006

**DOCUMENT
FOLDER**

SECRETARY'S BUREAU
PA PUC

2006 MAR 28 PM 4:01

RECEIVED

**ANSWER OF
VERIZON PENNSYLVANIA INC.
TO THE COMPLAINT OF VALERIE L. DAVIS**

Verizon Pennsylvania Inc ("Verizon PA"), by and through its counsel in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer to the Complaint filed by Valerie L. Davis ("Complainant" or "Ms. Davis"). In support thereof, Verizon PA avers and represents as follows:

1. ADMITTED upon information and belief.
2. DENIED. The correct corporate name of the Respondent in this matter is "Verizon Pennsylvania Inc."
3. ADMITTED upon information and belief.
4. Verizon PA DENIES that the Complainant was quoted an amount of \$56.54 for internet and telephone service from Verizon PA. Verizon PA ADMITS that new telephone

service was initiated for the Complainant on October 27, 2005. Verizon PA DENIES that the Complainant's service was not installed correctly by Verizon PA. By way of further answer, Verizon PA AVERS that on November 1, 2005, a Verizon PA technician made repairs to the Complainant's inside wiring.¹ Although inside wiring work normally bills at \$91.00 per hour, Verizon PA, as a courtesy to the Complainant, did not bill her for this work. In addition, Verizon PA gave the Complainant a \$25.00 courtesy credit. Verizon PA DENIES that the Complainant's bill totaled \$31.59. Verizon PA ADMITS that the Complainant called Verizon PA on November 3, 2005 and spoke with Ms. Keller. Verizon PA DENIES that the Complainant spoke to a Verizon PA employee named Ms. Parker on that same date. Verizon PA ADMITS that it gave the Complainant a \$25.00 courtesy credit on November 3, 2005. Verizon PA DENIES that the Complainant spoke to a Verizon PA representative, Ms. Lowman, on December 10, 2004; and therefore, DENIES the Complainant's description of that contact. Verizon PA DENIES the Complainant's description of contact she had with a Verizon PA representative named Ms. Parker.

Verizon PA will respond to the Complainant's attachments as if there were included in Paragraph 4 of the Complaint.

COMPLAINANT'S FEBRUARY 21, 2006 LETTER

Verizon PA DENIES that it misrepresented the amount of the Complainant's telephone bill. Verizon PA ADMITS that it initiated new telephone service for the Complainant on October 27, 2005. Verizon PA DENIES that the Complainant was quoted an amount of \$56.54 for her telephone service. Verizon PA DENIES the description of the amount of her telephone

¹ Inside wiring has been detariffed and the Commission has no jurisdiction over the same. *Re. Detariffing of Inside Wire*, 62 Pa. PUC 511 (1986)

bill Verizon PA DENIES that the Complainant was assured by Verizon PA that the bill would not exceed \$56.54 plus taxes. Verizon PA DENIES the Complainant's descriptions of contacts she had with Verizon PA representatives. Verizon PA ADMITS that the Complainant has included copies of bill pages from her telephone bill, but DENIES the Complainant's handwritten statements on these bills. By way of further answer, Verizon PA AVERS that in no way do these telephone bills prove that Verizon PA has provided unreasonable service to the Complainant. Verizon PA DENIES the Complainant has paid the "initial quoted sum of \$57.00 a month." Verizon PA ADMITS that, because of a past due balance owing, the Complainant was mailed a suspension notice for non-basic service on February 9, 2006. Verizon PA DENIES that it has refused to correct the Complainant's billing. By way of further answer, Verizon PA avers that the charges appearing on the Complainant's bill are correct as billed.

COMPLAINANT'S JANUARY 12, 2006 LETTER

Verizon PA DENIES the Complainant's allegations regarding a transcript of conversations she had with Verizon PA representatives. Verizon PA DENIES the Complainant was quoted an amount of \$56.54 for her monthly telephone charges. Verizon PA DENIES that she was told by a Verizon PA representative that copies of telephone conversations would be forwarded to her. By way of further answer, Verizon PA AVERS that in Pennsylvania, it does not record telephone conversations with customers. Verizon PA ADMITS that on December 14, 2005, a Verizon PA representative, Lynne Lowman sent a letter to the Complainant which contained a summary of her dispute. Verizon PA is without sufficient information or knowledge at this time to respond to whether the Complainant is on a budget, therefore, this allegation is DENIED. Verizon PA DENIES that the Complainant was "done wrongly and misguided, misdirected, lied to," or that it made false representation to the

Complainant. Verizon PA DENIES the Complainant's allegations regarding telephone conversations she had with Verizon PA employees. Verizon PA DENIES that it has not performed or supplied the Complainant with anything she was promised. Verizon PA DENIES that the Complainant was quoted an amount of \$56.54 per month for her telephone service. Verizon PA DENIES that the Complainant was "abused, misquoted, or lied to." Verizon PA DENIES the Complainant's allegation regarding Verizon PA's procedures. Verizon PA DENIES the Complainant's allegations regarding a letter she was to receive from Verizon PA. Verizon PA DENIES that one of its customer representatives quoted her an amount of \$56.00 for her monthly telephone service.

COPIES OF COMPLAINANT'S VERIZON PA TELEPHONE BILLS

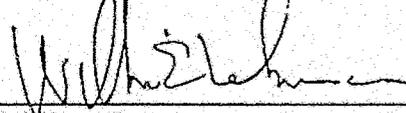
Verizon PA ADMITS that the Complainant has attached true and correct copies of selected pages from her Verizon PA telephone bills. Verizon PA ADMITS that the information contained in these bills is true and correct, but DENIES the Complainant's handwritten notes on these bills. By way of further answer, Verizon PA AVERS that these bills in no way prove that Verizon PA has provided the Complainant with unreasonable service.

5. The statements set forth in Paragraph 5 are requests for relief to which no response is required. To the extent that an answer is deemed necessary, Verizon PA DENIES that the Complainant was quoted a price of \$56.54 per month for her telephone service. Verizon PA AVERS that its rates for telephone service are tariffed, have the full force and effect of law, and, as such, it must charge the rates set forth in its tariff.²

² 66 Pa. C S A §1303; *West Penn Power Co. v. Nationwide Mut. Ins. Co.*, 228 A.2d 218 (Pa. Super. 1967)

WHEREFORE, for the reasons set forth above, Verizon Pennsylvania Inc. respectfully requests that the Formal Complaint of Valerie L. Davis be dismissed in its entirety.

Respectfully submitted,



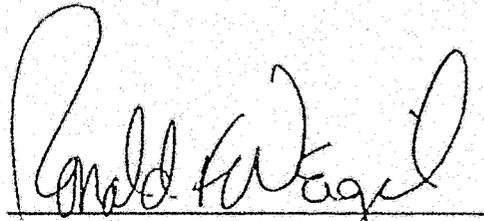
William E. Lehman
Hawke McKeon Sniscak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300

DATED: March 28, 2006

Counsel for
Verizon Pennsylvania Inc.

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

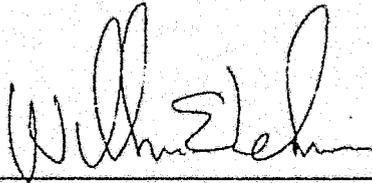
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2006 MAR 28 PM 4:01
PA PUC
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

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

Service by first class mail:

Valerie L. Davis
5D Robb Street
McKees Rocks, PA 15136



William E. Lehman

DATED: March 28, 2006

RECEIVED

2006 MAR 28 PM 4: 01

PA PUC
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