

1. REPORT DATE: 00/00/00 :  
 2. BUREAU: ALJ :  
 3. SECTION(S): : 4. PUBLIC MEETING DATE:  
 5. APPROVED BY: : 00/00/00  
 DIRECTOR: :  
 SUPERVISOR: CORRECTED :  
 6. PERSON IN CHARGE: : 7. DATE FILED: 08/12/04  
 8. DOCKET NO: C-20043520 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: REESE, JEAN

RESPONDENT/APPLICANT: VERIZON NORTH INC

COMP/APP COUNTY: LEHIGH

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPLAINT IS THE AREAS CLOSER TO THE 298 EXCHANGE ARE LOCAL LONG DISTANCE WHILE AREAS FURTHER AWAY ARE LOCAL. THE COMPLAINANT IS REQUESTING VERIZON TO EXTEND THE LOCAL CALLING AREA TO INCLUDE 769 - 799 EXCHANGES (SCHNECKSVILLE AREA).

COMPLAINANT

DOCKETED  
SEP 6 - 2004

ORIGINAL - 20043520

2004 AUG 12

SECRETARY'S BUREAU

Formal Complaint Form  
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Jean Reese

Street/P.O.Box 6938 Lentz Rd. Apt # \_\_\_\_\_

City New Tripoli State PA Zip 18066

County Lehigh Area Code/Home Phone 610-298-2218

Area Code/Work Phone 610-769-4811

2. Name of company your complaint concerns: Verizon

3. What is your complaint? (Use additional paper if need more space).

Areas closer to the 298 exchange are local long dist.  
while areas further away are local?

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

Request Verizon extend local calling area to include  
769 - 799 exchanges (Schnecksville area).

5. You must sign and date your complaint below.

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

Signature Jean Reese

Date 8/9/04

Continued on next page

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**Mail to:**  
Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**For more information, please contact the Secretary's Bureau at 717-772-7777.**

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

DATE SERVED: AUGUST 13, 2004

C-20043520

JULIA A CONOVER ESQUIRE  
VERIZON PENNSYLVANIA INC  
FLOOR 32-N 1717 ARCH ST  
PHILADELPHIA PA 19103

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JEAN REESE. 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.

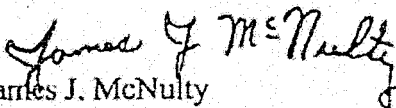
DOCUMENT  
FOLDER

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

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

JHH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: AUGUST 13, 2004

JEAN REESE  
Complainant

VS.

VERIZON PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20043520

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

**DOCKETED**  
AUG 11 2004

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,

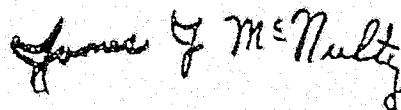
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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

**H**awke **DOCUMENT**  
 **M**ckeon  
  **S**niscak &  
   **K**ennard 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

August 25, 2004

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

**ORIGINAL**

SECRETARY'S BUREAU

2004 AUG 25 PM 4:17

RECEIVED

RE: Jean Reese v. Verizon North Inc.; Docket No. C-20043520; ANSWER

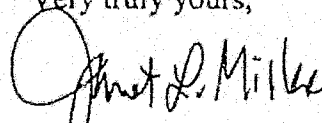
Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon North Inc.'s 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.

Although this Formal Complaint is docketed as a case against Verizon Pennsylvania Inc., Verizon North Inc. serves the New Tripoli telephone exchange in which Ms. Reese resides. The Company requests that the caption of this matter be changed to reflect Verizon North Inc. as the proper Respondent.

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

Very truly yours,



Janet L. Miller  
Counsel for Verizon North Inc.

JLM/kmg  
Enclosures  
cc: Jean Reese

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

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JEAN REESE,

Complainant

v.

VERIZON NORTH INC.,

Respondent

Docket No. C-20043520

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**ANSWER OF VERIZON NORTH INC.  
TO THE FORMAL COMPLAINT FILED BY  
JEAN REESE**

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SECRETARY'S BUREAU

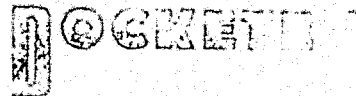
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RECEIVED

Verizon North Inc.. ("Verizon North" or "Company"), by and through its attorneys in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer to the Formal Complaint filed by Jean Reese ("Complainant"). In support thereof, Verizon North responds and avers as follows:

1. ADMITTED.
2. DENIED. Verizon North AVERS its proper corporate name is "Verizon North Inc."
3. Verizon North is without sufficient information or knowledge to respond to Complainant's statement that "areas closer to the 298 exchange are local long dist. while areas further away are local." This statement is therefore DENIED. Verizon North AVERS Complainant has not identified those areas to which she is referring.

By way of further Answer, Verizon North AVERS Complainant is assigned to the Company's New Tripoli exchange, which has a local calling area that includes the exchanges of



SEP 08 2004

Allentown, Kempton, New Smithville, New Tripoli and Slatington.<sup>1</sup> Verizon North AVERS the current local calling area of the New Tripoli exchange is sufficient to allow Complainant and other customers assigned to this exchange to contact a variety of business, social and medical facilities in order to conduct their day-to-day activities without incurring a toll charge. In addition, Verizon North AVERS the Company offers a number of packages that provide customers with discounted toll calling. Verizon North AVERS Complainant currently subscribes to the Verizon Five Cents Plan that allows her to make interstate toll calls at 5¢ per minute and intrastate toll calls at 7¢ per minute.

4. The statements made in Paragraph 4 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 North AVERS that adding exchanges to the local calling area of the New Tripoli exchange would require the implementation of Extended Area Service ("EAS"). Verizon North AVERS the Commission's Regulations at 52 Pa. Code §§63.71-63.77 set forth the criteria for and govern when EAS must be provided. Verizon North further AVERS that, in order to determine if EAS is to be considered in connection with two exchanges, the Commission's Regulation at 52 Pa. Code §63.72 requires the Company to perform toll traffic studies<sup>2</sup> of telephone exchanges that are contiguous with one another or that are noncontiguous with one another but have toll rate centers that are within sixteen (16) miles of each other. Verizon North AVERS the Commission's Regulations require EAS be provided to an exchange ONLY if (a) 50% of the customers in the calling exchange (New Tripoli) make one or

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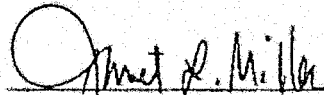
<sup>1</sup> Verizon Pennsylvania Inc. provides local service to customers in the Allentown and Slatington exchanges.

<sup>2</sup> In its March 25, 1999 Order entered at Docket No. I-00940035, the Commission suspended the requirement that local exchange carriers perform and file biennial toll traffic usage studies. In re: Formal Investigation to Examine and Establish Updated Principles and Policies for Telecommunications Services in the Commonwealth.

more calls to the receiving exchange (not identified in the Formal Complaint) during the 30-day study period; AND (b) the average number of calls made per access line from the calling exchange to the receiving exchange is 5.50 or more during the study period. 52 Pa. Code §63.74. Verizon North AVERS that, based on the results of the most recent toll traffic study conducted by the Company in March 2004, the Commission's criteria for provision of Extended Area Service from the New Tripoli exchange to any other exchange have not been met and implementation of Extended Area Service is neither warranted nor appropriate at this time.

WHEREFORE, for all of the reasons set forth above, and in accordance with the Commission's Regulations, Verizon North Inc. requests that the Formal Complaint filed at Docket No. C-20043520 be dismissed or denied in its entirety.

Respectfully submitted,



---

Janet J. Miller  
Hawke McKeon Sniscak & Kennard LLP  
Harrisburg Energy Center  
100 North Tenth Street  
P.O. Box 1778  
Harrisburg, PA 17105  
717-236-1300

DATED: August 25, 2004

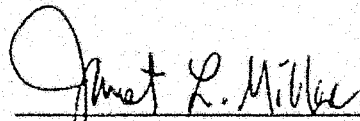
Counsel for Verizon North Inc.

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:

Jean Reese  
6938 Lentz Road  
New Tripoli, PA 18066

  
\_\_\_\_\_  
Janet L. Miller

DATED: August 25, 2004

RECEIVED  
2004 AUG 25 PM 4: 18  
SECRETARY'S BUREAU



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

IN REPLY PLEASE  
REFER TO OUR FILE

December 23, 2004

In Re: C-20043520

(SEE ATTACHED LIST)

Jean Reese v. Verizon North Inc.

Extended service area

Hearing Notice

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

Type: Initial Hearing

Date: Tuesday, March 1, 2005

Time: 10:00 a.m.

Location: Room 318  
Scranton State Office Building  
100 Lackawanna Avenue  
Scranton, Pennsylvania

Presiding: Administrative Law Judge Ember S. Jandebaur  
Room 317 Scranton State Office Building  
100 Lackawanna Avenue  
Scranton, PA 18503  
Telephone: (570) 963-4818  
Fax: (570) 963-3310

*Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.*

**DOCKETED**  
JAN 13 2005

**DOCUMENT  
FOLDER**

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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

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

pc: Judge Jandebaur  
Dawn Reitenbach  
Beth Plantz  
Docket Section  
Calendar File

ORIGINAL

Hawke

McKeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

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

Craig R. Burgraff  
Steven D. Snyder  
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Katherine E. Lovette

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

January 7, 2005

DOCUMENT  
FOLDER

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

RE: Jean Reese v. Verizon North Inc.; Docket No. C-20043520; MOTION TO JOIN

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon North Inc.'s Motion to join Ironton Telephone Company as an indispensable party to this proceeding. Copies of this document have been served in accordance with the attached Certificate of Service.

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

Very truly yours,

*Janet L. Miller*

Janet L. Miller  
Counsel for Verizon North, Inc.

JLM/kmg  
Enclosures

cc: Honorable Embèr S. Jandebour  
Timothy Hausman, Ironton Telephone Company  
Jean Reese

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

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ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JEAN REESE.

Complainant

v.

Docket No. C-20043520

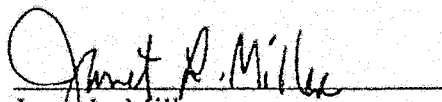
VERIZON NORTH INC.,

Respondent

NOTICE TO PLEAD

Timothy Hausman, Director  
Network Operations  
Ironton Telephone Company  
4242 Mauch Chunk Road  
Coplay, PA 18037-9608

Pursuant to 52 Pa. Code §5.103(c), you are hereby notified that, if you do not file a written response to the enclosed Motion of Verizon North Inc. ("Verizon North") within ten (10) days from service of this notice, the facts set forth in the Motion may be deemed to be true without requiring other proof. All pleadings such as a Reply to the enclosed Motion must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on Administrative Law Judge Ember S. Jandebaur and a copy served on the undersigned counsel for Verizon North.



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

DATED: January 7, 2005

Counsel for Verizon North Inc.

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
ADMINISTRATIVE LAW JUDGE EMBER S. JANDEBEUR

---

MOTION OF VERIZON NORTH INC.  
TO JOIN INDISPENSABLE PARTY

---

**DOCKETED**  
FEB 23 2005

Verizon North Inc. ("Verizon North" or "Company"), by its counsel in this matter, Hawke McKeon Sniscak & Kennard LLP, and pursuant to 52 Pa. Code §5.103, hereby files this Motion to join Ironton Telephone Company as an indispensable party in the above-captioned proceeding. In support of its Motion, Verizon North avers and represents as follows:

1. On August 12, 2004, Jean Reese ("Complainant") filed a Formal Complaint against Verizon North with the Pennsylvania Public Utility Commission ("Commission") in which she stated as follows:

What is your complaint?

Areas closer to the 298 exchange are local long dist. while areas further away are local.

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

Request Verizon extend local calling area to include 769 - 799 exchanges (Schnecksville area).

2. Complainant lives within the New Tripoli exchange served by Verizon North. Telephone numbers assigned a 610-769 and 610-799 NXX or telephone prefix are assigned to the Ironton exchange, which is served by the Ironton Telephone Company ("ITC"). Thus, ITC is the terminating carrier for purposes of this Extended Area Service proceeding.

**DOCUMENT  
FOLDER**

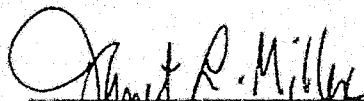
3. Verizon North filed its Answer to the Formal Complaint at Docket No. C-20043520 on August 25, 2004.

4. An Initial Hearing in connection with the above-captioned matter has been scheduled before Your Honor on Tuesday, March 1, 2005 at 10:00 a.m.

5. The Commission's Regulation at 52 Pa. Code §63.76 provides that all "affected" utilities be included as a party in an Extended Area Service proceeding. As the service provider for the terminating exchange, ITC will be affected if the New Tripoli to Ironton route becomes a local call in that it may have to install additional facilities to handle the traffic and it may lose revenue as a result of the re-classification of these calls. For these reasons, ITC should be made an indispensable party to this proceeding.

WHEREFORE, for all the reasons set forth above, Verizon North Inc. requests that Ironton Telephone Company be joined as an indispensable party and be required to participate in this proceeding.

Respectfully submitted,



Janet L. Miller  
Malatesta Hawke & McKeon LLP  
Harrisburg Energy Center  
100 North Tenth Street  
PO Box 1778  
Harrisburg, PA 17105  
717-236-1300

DATED: January 7, 2005

Counsel for Verizon North Inc.