

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CAROL BOLAND

v.

VERIZON PENNSYLVANIA INC.

:
:
:
:
:
:

C-20077796

DOCUMENT
FOLDER

INTERIM ORDER
SETTING RESOLUTION PROCEDURE

On or about May 17, 2007, Carol Boland ("Complainant") filed a complaint against Verizon Pennsylvania Inc. ("Respondent"), at the above-captioned docket number. On or about June 21, 2007, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall continue to work with Complainant in an attempt to resolve this case.

By July 31, 2007, Respondent shall file a short report with Herbert R. Nurick ("Mediator"), setting forth:

(a) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and

(b) A statement of any issues which have been resolved, if a full resolution has not been achieved.

DOCKETED
11 09 2007

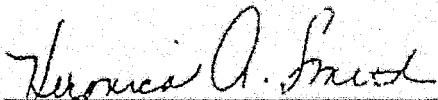
The Commission encourages mediation if the parties cannot reach an agreement on their own. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party,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

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

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

Herbert R. Nurick
P. O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5428
Email: hnurick@state.pa.us

Date: June 28, 2007


VERONICA A. SMITH
Chief Administrative Law Judge

Hawke
 McKeon &
 Sniscak LLP

ATTORNEYS AT LAW

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

William T. Hawke
Kevin J. McKeon
Thomas J. Sniscak
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
Amy A. Whitney

August 31, 2007

VIA HAND DELIVERY

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Filing Room - Second Floor
Commonwealth Keystone Building
Harrisburg, PA 17120

ORIGINAL

RECEIVED
AUG 31 2007
10:15 AM

RE: Carol Boland v. Verizon Pennsylvania Inc.; Docket No. C-20077796; **FILING OF CERTIFICATE OF SATISFACTION**

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that Verizon Pennsylvania Inc. ("Verizon PA") has satisfied the issues raised in the Formal Complaint filed by Carol Boland at Docket No. C-20077796. Unless Ms. Boland files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20077796 should be withdrawn and the Commission's file in this matter should be closed.

Thank you for your attention to this matter. If you have any questions, please feel free to call

Very truly yours,

Katherine E. Lovette

Katherine E. Lovette
Counsel for Verizon Pennsylvania Inc.

Enclosures
cc: Carol Boland

DOCUMENT
FOLDER

BTL

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

7

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CAROL BOLAND,

Complainant

v

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20077796

ORIGINAL

CERTIFICATE OF SATISFACTION

I, Katherine E. Lovette, an attorney with Hawke McKeon & Sniscak LLP, representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the issues raised in the Formal Complaint filed by Carol Boland with the Pennsylvania Public Utility Commission ("Commission") and assigned Docket No. C-20077796 have been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code § 5.24(b). Unless Ms. Boland files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20077796 shall be withdrawn and the Commission's file closed.

DOCUMENT
FOLDER

DOCKETED
SEP 04 2007

Katherine E. Lovette

Katherine E. Lovette
Attorney I.D. #91458
Hawke McKeon & Sniscak LLP
100 North Tenth Street
PO Box 1778
Harrisburg, PA 17105-1778
717-236-1300 (voice); 717-236-4841 (fax)
kelovette@hmslegal.com

Counsel for Verizon Pennsylvania Inc.

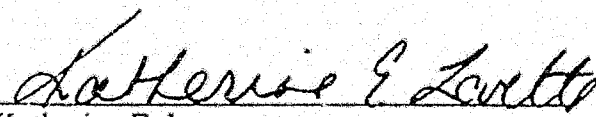
DATE August 31, 2007

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the person listed below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

SERVICE BY FIRST CLASS MAIL:

Carol Boland
315 Rosemont Drive
State College, PA 16801


Katherine E. Lovette

Dated this 31st day of August, 2007

2007 AUG 31 PM 4:18

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: September 4, 2007
SUBJECT: Carol Boland v. Verizon Pennsylvania Inc.
C-20077796
TO: Wanda Zeiders
Docket Management
FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On August 31, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Herbert Nurick, Mediation Coordinator
Beth Plantz
Case File

DOCKETED
SEP 06 2007

BTL



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

IN REPLY PLEASE
REFER TO OUR FILE

September 28, 2007

C-20077796

CAROL BOLAND
315 ROSEMONT DRIVE
STATE COLLEGE PA 16801

CAROL BOLAND
v.
VERIZON PENNSYLVANIA INC

DOCKETED
OCT - 2 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

cc: All parties of Record

nvl

**DOCUMENT
FOLDER**

BTL