

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S): :
5. APPROVED BY: : 4. PUBLIC MEETING DATE:
DIRECTOR: : 00/00/00
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 06/04/07
8. DOCKET NO: C-20077862 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GRAY, ROBERT

RESPONDENT/APPLICANT: COMMONWEALTH TELEPHONE CO.

COMP/APP COUNTY: LUZERNE

UTILITY CODE: 310800

ALLEGATION OR SUBJECT

COMPLAINANT STATES POOR SERVICE SINCE MARCH 2007 THAT THE COMPANY REFUSES TO FIX. HE WOULD LIKE THE PUC TO HAVE SERVICE RESTORED TO QUALITY PRIOR TO MARCH OR HAVE REDUCTION IN PRICE.

DOCUMENT
FOLDER**DOCKETED**
JUN 26 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2007 JUN -4 10:26
SECRETARY'S OFFICE

Please print or type.

C-20077862

1. CUSTOMER NAME (COMPLAINANT)

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

Name Robert Gray

Street/P.O. Box 363 Sunshine Rd. Apt #

City Shickshinny State PA Zip 18655

County Luzerne

Area Code/HOME Phone 570-542-7084

Area Code/WORK Phone 570-574-6505

Utility Account Number 16-542-7084-8-854-2
(from your bill)

ORIGINAL

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. Commonwealth Telephone Company

3. TYPE OF UTILITY (check one)

☐ ELECTRIC

☐ STEAM HEAT

☐ GAS

☐ WASTE WATER

☐ WATER

☐ MOTOR CARRIER
(taxi, moving company, limousine)

☒ TELEPHONE
(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

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

B. State the facts of your complaint.

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

Since March of 2007 my DSL service has been awful. Constant disconnects noise on my phones. I had technicians here numerous occasions. They cut my service in half, while I still pay full price. Technician informed me that they could remedy the problem but the supervisors refuse too until the end of the year.

5. RELIEF

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

I would like my service fixed as it was prior to March. Also if they won't I want a discounted rate for there dismal service.

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 ☐

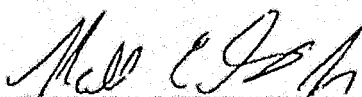
If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

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


(Signature)

5-31-07
(Date)



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JUNE 26, 2007

C-20077862

MICHAEL P SHARRY SR MANAGER REG & PUB AFFAIRS
COMMONWEALTH TELEPHONE CO
100 CTE DRIVE
DALLAS PA 18612-9774

**DOCUMENT
FOLDER**

Dear Mr. Sharry:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ROBERT GRAY. 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.

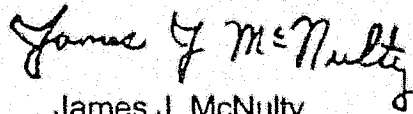
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JUNE 26, 2007

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 dark ink and is positioned above the printed name and title.

James J. McNulty
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 26, 2007

ROBERT GRAY

Complainant

v.

COMMONWEALTH TELEPHONE CO.

Respondent

Complaint Docket
No: C-20077862

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: COMMONWEALTH TELEPHONE CO.

DOCKETED
JUN 26 2007

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).

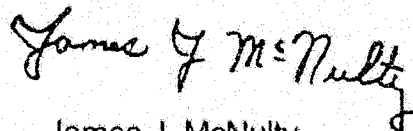
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



FRONTIER COMMUNICATIONS

ORIGINAL

RECEIVED
2007 JUL 20 AM 8:22
SECRETARY'S OFFICE
BUREAU

July 17, 2007

James McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

DOCUMENT
FOLDER

RE: Robert Gary v. Commonwealth Telephone Company; Docket No. C-20077862;
FILING OF CERTIFICATE OF SATISFACTION

Dear Mr. McNulty:

Enclosed, for filing with the Commission on behalf of Commonwealth Telephone Company ("CTCo"), are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that CTCo and Robert Gray have resolved the issues raised in the Formal Complaint filed at Docket No. C-20077862. Unless Mr. Gray files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20077862 should be withdrawn and the Commission's file closed.

Thank you for your attention to this matter. Please feel free to contact me at (570) 631-6908 if you have any questions regarding this filing.

Very truly yours,

Cheryl Mirro
Supervisor Regulatory Relations

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED
JUL 20 AM 8:22
SECTION 100

ROBERT GRAY,

Complainant :

C-20077862

v.

COMMONWEALTH TELEPHONE
COMPANY,

Respondent :

DOCUMENT
FOLDER

CERTIFICATE OF SATISFACTION
AND WITHDRAWAL

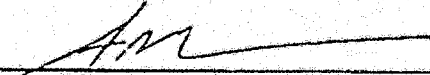
DOCKETED
JUL 20 2007

I, Andrew J. Katsock III, Senior Corporate Counsel for Commonwealth Telephone Company, hereby certify on behalf of Commonwealth Telephone Company that: (a) a telephone conference with Complainant, Robert Gray, took place on July 13, 2007, to discuss the issues raised in the Formal Complaint filed by the Complainant with the Pennsylvania Public Utility Commission at Docket No. C-20077862; (b) the issues raised in the Formal Complaint have been resolved and satisfied; and (c) Mr. Gray has agreed to withdraw his Formal Complaint.

This Certificate of Satisfaction and Withdrawal is provided in accordance with 52 Pa.Code Section 5.24(b). Unless Mr. Gray files an objection to this Certificate of Satisfaction and Withdrawal within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20077862 shall be withdrawn and the Commission's file closed.

Commonwealth Telephone Company

BY:


Andrew J. Katsock, III
Senior Corporate Counsel
100 CTE Drive
Dallas, PA 18612-9774
Telephone: (570) 631-2818

DATE: July 17, 2007

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of a Certificate of Satisfaction and Withdrawal in the foregoing matter upon the person(s) and in the manner indicated below:

Service by First Class Mail:

Robert Gray
363 Sunshine Road
Shickshinny, PA 18655

Commonwealth Telephone Company

BY: 
Andrew J. Katsock, III
Senior Corporate Counsel

DATE: July 17, 2007

RECEIVED
2007 JUL 20 AM 8:22
SECRETARY'S OFFICE
TREASURY

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: July 23, 2007

SUBJECT: Robert Gary v. Commonwealth Telephone Company
C-20077862

TO: Wanda Zeiders
Docket Management

FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDER

On July 20, 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: Bruce Bigelow, Mediator
Beth Plantz
Case File

DOCKETED
JUL 31 2007

BTL



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

IN REPLY PLEASE
REFER TO OUR FILE

August 24, 2007

C-20077862

ROBERT GRAY
363 SUNSHINE ROAD
SHICKSSHINNY PA 18655

DOCUMENT
FOLDER

ROBERT GRAY
v.
COMMONWEALTH TELEPHONE COMPANY

DOCKETED
AUG 22 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

BTL