

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: 01/17/07
8. DOCKET NO: C-20077284	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SPIESBERGER, JOHN

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: CHESTER

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A RELIABILITY, SAFETY OR QUALITY PROBLEM WITH HIS UTILITY SERVICE.

DOCUMENT
FOLDER

DOCKETED

JAN 19 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

310200

Please print or type.

C-20077284

SEARCHED
SERIALIZED
INDEXED
FILED
2007 JUN 11 PM 2:05
FBI - PHILADELPHIA

1. CUSTOMER NAME (COMPLAINANT)

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

Name John Spiesberger

Street/P.O. Box 6 Derrington Dale Rd Apt # _____

City Wayne State PA Zip 19087

County Chester

Area Code/HOME Phone 610 293 0834

Area Code/WORK Phone 610 293 0834

Utility Account Number 610293 0834 772 84Y
(from your bill) & REACT account 02-0592

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)

30

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.

see attached

5. RELIEF

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

see attached.

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 John Spiesberger, 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).

John Spiesberger
(Signature)

10 Jan 2007
(Date)

John Spiesberger 610 293 0834
Pennsylvania Public Utility Commission
Formal Complaint Form: More answers.

4. COMPLAINT

b. State the facts of your complaint.

Verizon has not been able to fix their intermittent REACT system problem since my service started failing at 09:42EST on 4 April 2006. I am required by Federal law to have a service like REACT to maintain my Department of Defense activities located in my home company office. Verizon's REACT system service to my house seems to fail for a few months at a time on a yearly or semi-yearly basis. The first failure was on 22 Dec 2000. In previous years, technicians at Verizon were able to find the problem with their REACT system and fix it after a period of a few months. However, I am told by Verizon employee Purcell (215 451 2468), that his boss, an expert in REACT systems, has retired. Purcell no longer knows anyone who knows enough about the Verizon REACT system to fix it this time. A REACT system is supposed to notify an alarm company if someone cuts the phone lines to my house. The cause of the REACT system failure has always been traced back to a problem in the Verizon equipment. Since 4 April 2006, however, no Verizon employee appears to have the know-how to fix their REACT system service to my house. I have contacted many individuals at Verizon (all of whom are nice). None of these individuals have been able to get the problem fixed. I include a 19 page document which details many of the problems I have experienced with Verizon's REACT system since 22 Dec 2000. This document includes the names and phone numbers of many Verizon employees I contacted about this problem in the past and since the most recent failure on 4 April 2006.

C. RELIEF

Verizon could do several things to provide relief.

1. Fix their REACT system service for my home.

- A. Employ or identify an expert-REACT technician and find a long term solution to the intermittent failures that I have experienced since 22 Dec 2000. In particular, I request the current problem be diagnosed and fixed.
- B. Verizon says they do not have the capability of automatically detecting when their REACT service to my house has failed. I request they set up automatic monitoring of this service. This is possible since my Alarm company, Electronic Security (610 833 5400), has this capability. Automatic monitoring seems to be essential for finding intermittent problems. For example, the current Verizon REACT system seems to fail for a few minutes each day at a random time.
- C. I request that Verizon have at least one expert in REACT systems that I or my alarm company can contact when their REACT system fails. Then, this expert can make speedy diagnosis and repair when needed.

2. Provide \$2,320 in funds to my company, Scientific Innovations, Inc., so my company can pay the alarm company to install an alternative monitoring system meeting Department of Defense standards.

If Verizon cannot fix their REACT system, I request Verizon compensate me for the installation of a substitute ALARM capability at a cost of \$2,320. I enclose a quote from my alarm company, Electronic Security (610 833 5400) for a substitute system. The substitute system is not based on a REACT system, but rather uses the internet to communicate between my house and the Alarm company.

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.

January 10, 2007

Mr. John Spiesberger
6 Derrington Road
Radnor, PA 19087

RE: UL Approved 2050 Internet Communications Option.

Dear Mr. Spiesberger,

Electronic Security Corporation of America is pleased to present this proposal to replace your existing React Service with approved Internet Service. In order to make this change we will need to replace your existing DMP-XR200 (main control panel) with a DMP-XR500E. We will also need to install an ups power supply to power your cable modem, and or router. We will connect the new communicator output to your network (internet service). Listed below is the required scope of work.

"Scope of Work"

1. Install One Main DMP XR500E Control Panel Server.
 - a. Located in place of the existing DMP-XR200.
2. Install One Ups Power Supply.
 - a. To power the cable modem, and or router.
3. Program & Test Control Communicator & Security System.
 - a. As required.
4. Update UL 2050 Certificate.
 - a. For network communications.

E.S.C.A. will install the above listed UL 2050 Internet Communications Option in a workmanlike manner for \$2,320.00, and continue to provide **Central Station Monitoring and Service Agreement** (required by UL 2050 and DSS) for \$90.00 per month.

Respectfully Submitted,

Scott L. Torrens
Electronic Security Corp.

Date	Time	Response	Reason
22 Dec 2000	640 P	Police came	Communication Channel Alarm
22 Dec 2000	955 P	I answered phone	"
26 Dec 2000	815 A	I answered phone	Phone lines out. Phone company says there is a problem on the line. They will do further tests. I should call back in afternoon. 800 640 4155
15 Jan 2001	1000 P	Police came	Communication Channel Alarm. I was on line 2 with computer, Mary was using line 1 with computer. This is out of my control. The police said they dont like to have to take people off their routes for false alarms. Verizon said I could file a complaint with the Public Utility commission. 1 800 782 1110. Verizon said the previous problem in Dec was due to a problem with a line outside the switching center.
16 Jan 2001	440 pm		Charles Boyd of verizon 302 576 8486 said verizon couldnt find any problem. They are willing to meet the alarm co at my house.
17 Jan 2001	1245 PM		Terry at Electronic Sec. Corp said verizon called. Terry said she found two Stu's on my line, and that is why I heard it, and that caused the false alarm. I no longer hear the Stu chirp. Usual buisness repair at verizon asked me to call 800 462 2224 =verizon special circuits. Special circuits said I shouldnt call them but should call 800 275 2355 = regular verizon repair This person said they dont have records of how the problem was fixed.
	215 PM		I just heard a loud stu beep on my phone. Tom at Electronic Sec is service manager, and he will return my call. Tom said: Every 90 s or less, verizon polls my stu. If verizon doesnt get the answer, verizon notifies alarm company Tom says I should reduce the # of phones on my line. PHones go in parallel. I put a greater current drain on my telephone. If I have a ringer equivalence ≥ 3 (add them up), then get a modern phone because that can draw too much current on the stu line. Every phone in my house has a ringer equivalent on the bottom. STU III 0.7 Answering machine 0.4 kitchen 0.4 cordless 0.0 marys speaker phn 0.8 bedroom 0.8
22 Feb 2001	11am	Shawn from Electronic security visited my house. He said the react service is not turned on. I tried sel on my modem, and it was crystal clear. So perhaps the service charge I had last month was due to the fact that the react service was on, and the technician was measuring a react signal and not noise in my house lines. Terry from Electronic security said she talked to Rob Carone in the react office and Rob knew what he was talking about.	

- 23 Feb 2001: The alarm company dispatched the police at 153 PM because the react system detected a problem. My alarm was off and I was at work.
- 26 Feb 2001: Terry said Verizon tripped the react system on 23 Feb 2001. Terry received a call from Verizon at that time telling her that Verizon fixed the problem.
I could ask Verizon to call Terry at Electronic Security to verify that Verizon tripped the alarm.
- 27 Feb 2001: Terry. Electronic Security has contract to provide react service for me. Terry thinks I should talk to Greg Torry at her company. He knows about react and UL obligations.
- 28 Feb 2001: Greg Torry called from electronic Security. It is a tariff service. The gov gives them immunity from suits because it is a tariff. They dont have a legal requirement to pay me back.
Ask Terry for printout of alarms. Bring to judge.
Electronic Security is 610 833-5400.
- 27 Mar 2001: 9:00 am: Electronic Security said I have a communication channel alarm.
- 28 May 2001: Sherry Dershowitz called from Verizon. She is the Union Town Office. She said that the alarm on the 27th was due to the fact that Verizon accidentally disconnected my react service, and that it is now re-instated. Sherry said she would credit my phone bill for \$100 for the trouble and nuisance I have been experiencing. Sherry said that the Verizon technicians say there is nothing else they can do to better fix the react problems.
- 8 Apr 2001: 4:21 PM (Sunday) Communication channel alarm at 4:21 PM. Police came. They said they would not charge me. I called 610 833 5462 (alarm co) and asked if they would put my react system on test till 9 am on mon morn. They said react had still not been restored.
The police officer (Michelle Major) said I should try and call orc. Meoli and talk to him in person about my problem.
The police officer said there are even criminal charges for too many false alarms.

I left message for verizon supervisor to call me back.

Bill Lougheri (Phily office) called me back. He said he would call a technician for monday, and would call me back too. He said there is a Presidential Complaint number 1 800 621 9900. Bill said he was unfamiliar with the react service.
- 9 Apr 2001: 8:07 AM Electronic Security said. They said restore hasnt occured yet. They suggest I call verizon for help.
- 8:14 AM I called the public utility commission. 800 782 1110 x4 x2. case 092 7434. Gave case to colleen ganner. I will be hearing back from her after she get records from verizon.
- 8:31 AM I called 800 (21) 9900 (presidential complaint #) Richard Foy: He said he would investigate the problem, and call back within 24 hrs.
- 8:47 AM I called police officer Larry Meoli 610 644 3221.
- 9 Apr 2001: 1:19 PM Andy (technician 293) replaced our outside telephone box and said he didnt know about the react. He went back to his main office and they told him they wanted him to do another test on a main box on weadley. The react office he talked to said there

is a reset button for me in that box, but he wanted to do a new test first. Andy's supervisor is Bill Weil 610 640 7930.

2:55 PM Mr Joe Klein (verizon) supervisor, 610 408 6640 (his desk) out of Philly office. He didn't know it is a react issue. Andy (293) reported there was a problem with an underground verizon cable. I requested some written documentation of this result. He said he would try to get it for me.

3:26 PM I called Richard Foy to tell him what Mr Klein told me at 2:55 PM. Richard Foy said he had been contacted by the PUC about this problem, and Foy said Verizon would do a full investigation of these problems.

3:44 PM I called electronic security, they said react is not working yet. I called Joe Klein first. Joe knows how to check if my react service is working or not. He will do so now, and call me back. He wants to run a full test, and will call me back in a few minutes.

3:30 PM Joe Klein called back. The test that Joe Klein ran shows no problem, but it is not a definitive test. He is going to send a technician to the central switching office to test my service. Joe suggests I wait for result of switching office test. 800 640 4155 option 3 (to request trouble history documentation). It's an official Verizon document.

3:35 PM I called Richard Foy back to tell him Electronic Security said react was still not working.

3:57 PM Mary, tech 452, called from Verizon. Mary sees no problem, at the Central switching. Office checked my cable and pair, and the central office sees the chirping. Mary called electronic security with me on the line. Dispatcher 10 from Electronic Security said the STU came up, but it did not respond. Then we called 610 833 5400. We talked to Tom at electronic security. Tom thinks it isn't working because we can't hear the chirp on the 610 293 6834 number. Tom will be available on Tues. Verizon will send a tech out again on tuesday. I am supposed to call Tom when the technician arrives.

5:35 PM Joe Klein called back. He told me he thought the react service was working. We called Electronic security, but Tom had gone for the day. There are currently people in paoli that are doing more react tests. We will try and fix this tomorrow.

10 Apr 2001 9:39 AM Electronic Security said my react system hookup is still not working.

11:16 AM Mary called from Verizon. The supervisors are sending a special technician who specializes in the react, through the central office. This technician is coming to Wayne from Philadelphia, and won't do anything until later today or tomorrow. Mary is not going to send a technician because the Philly one is better. I gave Mary Electronic Secur

ity's

phone number so Verizon can call them to ask if the react system is working

11 Apr 2001 9:20 AM I called Electronic Security. They said my react system is now working.

11AM Officer Larry Meoli called me. He would like to see documentation of who's fault it is so the police might complain to Verizon (or who is at fault). His # is 610 644 3221

3:18 PM Electronic Security said I got another communication channel alarm just now. It was working last night and today until now.

between

I then called Joe Klein said a react card was changed in the central office 1003 and 1015 AM today, and tested with Electronic Corporation, and

all tests were ok.

3:33 PM I called Richard Foy. He heard it was fixed last night. But he didnt know it just failed again.

3:42 PM I called repair 800 640 4155 and they transferred me to the Security office to get the trouble history.
Sharon in security office 800 997 3287, option 3 on voicemail said I need to call 212 221 2585 or 2586. I need a coepena to get a copy of a trouble history.

3:50 PM Terry at Electronic Security said that there is a problem with react in the Wayne office.
And everyone with react in Wayne is down.
JoAnn Alder (in REACT office. This is where terry orders react service) told Terry this.
Terry said my react service started working at 4:50 PM on 10th April.
A technician (Mary) called Terry this morning at 10 AM to check that it was running. Terry said my react went out at 3:08 PM this afternoon.

3:58 PM Joe Klein called back. Joe talked to the react specialist from Philydelphia who came out to Wayne to fix it yesterday. The specialist name is Rob. Rob did not know the cause of the failure. Rob said he found a failure in a Verizon card. Joe doesnt know Rob's last name.

Joe said I dont need a coepena to get the trouble report I want. He is trying to transfer me to someone who can help me.
Joe said Rob may not be able to get back out to Wayne until tomorrow (Thurs).
Joe said he spoke to someone who will call me by wed next week to get me the trouble history report.

12 Apr 2001 2:38 PM Verizon (Jerry McKenna, tech 284) wants to put 0834 on different cable and pair, and leave 0834 on same number react will remain on 0834 and inside house will remain same wiring.
Jerry McKenna, tech 284. This will test the wires that carry the 0834 number to see if they are the culprit. Jerry McKenna's supervisor is Bill Weil at 610 640 7930. I can request Jerry in the future by calling Bill Weil.

3:13 PM Jerry McKenna called and said they changed the outside lines carrying 0834. He switched the cable pair with 610 243 9974 with 0834.
I then called Electronic Security to see if they can bring up react on 0834. I talked to Terry at Electronic Security. Terry said all of Wayne is still down, so she doesnt know if she can bring my system up. When I was talking to Mary at home to tell her Terry would call her directly if they brought my system up, I heard a react chirp on my line from UPENN where I was working.

5:29 PM Mary Putt said Electronic Security told her they did succeed in getting my react system to work.

17 Apr 2001 12:38 PM Got trouble alarm on my panel. Panel says transmit -trbl. I cant reach Electronic Security because their lines are busy.

12:57 PM I finally got through to Electronic Security. They said they didnt receive any problem from me, and the police were not called.

13:00 PM Electronic Security did get a communication channel alarm just now. Terry said she thought when I came into my room and disarmed it after lunch (around 1230), my system couldnt get through to Electronic Security, and that generated the transmit -trbl message. My system couldnt tell Electronic Security that I had disarmed

the system.

Terry said my system now look good to her. There is no react problem at this moment.

14:18 PM Went out for 5 min and came back in. After disarming, my panel said transmit failure. Electronic Security doesnt have this problem yet. I asked them to put my react system on test. Katie from electronic security said she thought I may have a memory problem.

She said

Tom would call me back.

Tom walked me through a system test and transmit test, and it worked fine. He thinks there is a problem with verizon equipment somewhere.

14:52 PM My panel beeped and said transmit trouble. I called electronic security They will put my react system on test until 10 am wed (tomorrow).

15:01 PM I called Joe Klein (verizon). He couldnt find anything wrong with service in my area.

9:50 PM I disarmed system, and it said transmit failure.

18 Apr 2001 afternoon: Suzanne Weaver 302 576 5192 called from Verizon and said she should be my point of contact for troubles. I will get a report within 10 days.

19 Apr 2001: 2 PM I called Suzanne Weaver and requested no charge for many calls to dca net at 610 788 2421 on 17 apr between around noon - 1 pm because of bad verizon lines. I made these calls on 610 293 6979 (my third phone line).

6 May 2001: 525 AM Electronic Security said I had a communication error. It has been without rain here for about two weeks, and we were all sleeping. I left a message on Suzanne Weaver's phone.

8 May 2001: 825 AM I called Suzanne at Verizon. She said the people she talked to at Verizon think its not their fault that the react service doesnt work. However, I explained to Suzanne that no one has ever been able to explain why the Verizon equipment fails due to anything happening at my house. Suzanne is trying to contact Terry at Electronic Security to have a meeting at my house.

1121 AM Terry at Electronic Security said Suzanne's idea is not productive because all the react systems in wayne and radnor went down on 6 May 2001 at 525 AM

10 May 2001. 1130 AM Terry said my react system is now fixed.

10 May 2001: 43M Wayne Reid called 610 867 9230. He has had lots of problems with react and v erizon.

He operates Wayne Jewlers at North Wayne and Lancaster.

454PM Suzanne Weaver called. She also said she knows that verizon is at fault. Suzanne will ask the react people on Market phil about the possibility of installing new react equipment in Wayne. Suzanne Weaver will let Aleta Hall know whats happening. She is a verizon person who interfaces with the PUC.

17 May 2001: 745 AM Electronic Security called to tell me I have a communication channel alarm.

930 AM Terry said their other customer also lost their react service at the same time as me this morning. Terry said the react system is not working again.

342 AM I called Richard Foy in presidential complaint office. He took the phone number of Suzanne Weaver and Wayne Reid too.

and said he would get back to me. I asked him if Verizon could try something else to fix the problem.

23 May 2001: Verizon said they were changing some react circuitry in Wayne at 10 AM. Suzanne Weaver said this is being done to see if it stops the problems I am having.

17 May 2002: Alarm got Z5 communication channel alarm. 849 AM. This indicates someone cut the phone lines. It restored at 851 AM. I was not using my alarm. The police came.

22 May 2002: Alarm got communication channel alarm at 728 AM and was restored at 730 AM according the electronic security company. I was home and gave password on phone so police didnt come.

7:43 AM. I called Suzanne Weaver's phone # 302 576 5192.
Suzanne Weaver was out and wont
be in today. I spoke to Nicole Mosuly. She will make calls to see
if the phone company has been working in the area, and will call me back

This is the POC office for verizon.

9:40 AM Nicole called back. She talked mmoc department (they do the alarm systems
i.
g.
That alarm department doesnt see a problem yet, but they are still lockin
They didnt see anything wrong with the card. They are still looking
into this problem.

23 May 2002 I got a phone message from Nicole saying they replaced some boards in the react o
ffice.

28 May 2002. 2:25 PM I called Electronic security because the police came to my house.
(My alarm system was off).
Mary was at home and left a message for me. She said
they were entering the house with their guns drawn because
a patio door was open. My house alarm did not
to off, and she used our phone just fine to call me at the university.
They got com pannel alarm at 1:15 PM they a
Z5 communication channel alarm. At 230 PM, they still dont have
a restore signal. They still think the phone line is out as of 230 PM.
Terry think the react is down.
2:33pm Terry at electronic security will try to bring my line back
up. She thought the react system is down at verizon.
2:42 PM Terry said she couldnt bring react system back up.

3:00 PM I called police officer Larry Meoli 610 644 3221.
He suggested I call him back if we received a bill for today.

3:15 PM I called 800 621 9900 (presidential complaint #)
Koxanne Cook. (same office as Richard Foy).
Koxanne will try and get this resolved from where she is.

28 May 2002 7 PM I called Electronic Security. They said the problem was with Verizon.
(I think Chris said this).

29 May 2002 8AM. Nicole at verizon (302 576 8442, 576 5192 for message)
said verizon completed swithboard change. They want alarm
to check their tone to their central office. Nicole doesnt
want to talk to the alarm company.
8:10AM I asked alarm company to put my Z5 alarm on test till noon.
9:04 AM Katie at Electronic Security said they checked their system
for me and its working. She transferred me to Terry
Terry said they checked. The equipment at my house is a stu.
Terry turned my stu off and on, and react during come back on.
Terry thinks my stu works because she can communicate with it.
9:27 AM Terry says their manager is working with my stu now to check it out.
Terry says I should not normally hear the stu beeping at me.
Terry says thats something Electronic Security can turn off.
Terry will get together with Tom and call me back.

11:18 AM Terry said they cant talk to my stu from electronic security.
So they will come out this afternoon to check it out.
2:05 PM Chris from Electronic Security came. He said there is nothing
wrong with my equipment, and the chirp I usually hear is generated
by

2:14 PM I called 600 621 9900 (presidential complaint #)
Roxanne Cook. (same office as Richard Foy).
Chris from Electronic Security said that even if my stu
is broken, I should still be able to hear the chirp on
my telephone.
Chris put his test set on, and there is no polling chirp from Verizon.
My STU responds to this polling chirp.
Terry from Electronic Security tried to poll my stu, and it couldnt be found
and it wouldnt respond. This means there is no line between
the alarm company and the security company.
I talked to Annette Anthony in verizon president office
She said she would call me back. She cant reach anyone also.

Chris from Electronic Security will put my 25 on test till june 7 at 5 pm
(next friday).

Chris can be reached at 610 496 4792 (mobile phone)

4:00 PM Terry said Verizon fixed the problem. Nicole called Terry.
Terry remembers my stu dissappears off the line last year just
like this year.
We will leave the 25 on test till 7 june at 5 pm to see how the
system works.

4:08 PM. I tried to call Nicole but there was no answer.

30 May 2002 8:50 AM. I called Nicole at Verizon. No answer.

10:58 AM. No 25 alarms since 2:25 PM on 29th of May.

11:00 AM. I called Roxanne Cook. If the Alarm company bills me,
they will absorb the cost. She will talk to the
person who fixed the react system, and call me back
with how the fix was made.

21 Jun 2002 8:42 AM. I received a \$25 bill from TE police dept for alarm
05/28/2002 13:16. They also indicated the
alarm at 05/17/2002 at 08:52 with no charge.

Richard Foy. 215 466 2416. 800 483 7988 x3

21 Jun 2002 9:41 AM. Roxanne Cook 800 621 9900 called me to tell me that
Verizon would credit my account for \$25 and would
fax me a letter saying the police alarms were due to
a Verizon equipment problem.

25 Jun 2002 10:49 AM. I talked to Roxanne Cook. She said she would
fax the letter today. The \$25 credit has now
been posted. She said the Verizon technician
needed to reset his system after my alarm
company reset their system for the new
react equipment.

1 July 2002 10:15 AM. Roxanne Cook is not in today. I havent received the
verizon letter yet. She will be in tomorrow.

3 July 2002 I got letter via fax at apenn.

5 July 11:34 AM I called police officer Larry Meoli 610 644 5221.
I left a message for him to call me.

11 July 2002 11:30 AM Jean Torriero called from the police dept. She said
I should call her about alarms in the future instead of
Larry Meoli. Her fax is 610 644 5384. Her phone is
610 408 3655. I will fax her my verizon note.

20oct 2003 3:53AM. Received call from Electronic Security. They said I have
had several resets of system since 3:05AM, and now it wont reset.
I asked the system to be put on test.

Later, try and call Suzanne Weaver 302 576 5192 called from Verizon.

9:24AM. I talked to Terry. react went down at 3:02AM, restored at 3:03, went down at 3:49EST. She will try and reset it at Electronic Security and will call me right back. It takes about 15 min. Terry couldn't set the react system.

948AM. I talked to Suzanne Weaver 302 576 5192. She remembers me, and will make two phone calls and try to get things fixed right away. Terry has my system on test till 27th of Oct.

10PM. Suzanne called Mary and said Verizon could not find anything wrong. Verizon will send someone to my house on the 21st to see if there is anything wrong with the phone line.

21Oct 2003 09:17EST. Terry said my transponder is fine. I talked to Suzanne and she said she will call Terry if she needs to.

Verizon (Andy Barbo) says outside at the Mid, there are two wires. One goes to alarm system. When he looks at the wire for the house phones, he picks up a ground on one side looking into the house. He sees a 60 ohm reading on tip side inside wire. Andy says it should be a 0 ohm reading.

The same test on the alarm system shows 0 ohms, which he says is correct.

Chris from electronic security says it is possible that this ground problem is causing us a problem with the react system. Chris says I can measure the resistance between any of the two wires and ground and there should be no resistance. I can disconnect each phone and see if this makes the problem go away.

21Oct2003 16:29EST. Suzanne said they found a problem in a board in Wayne. They need to replace a board. There is a design change coming. The macrocanner is not pulling. The card needs charging. They will try and replace the board tonight or tomorrow.

22Oct2003 19:19EST. Suzanne called. She said they already redesigned the react system. Philadelphia did not finish pulling the design a few days ago. She ask someone to do a monthly check if the system is not pulling correctly. They are supposed to let Suzanne and the alarm company and me call if there is another interruption. Suzanne said she thinks the system is working.

23Nov 2003 9:22EST. Electronic security received communication channel alarm. they called me. I asked for system to be put on test now.

24Nov2003 9:34EST. Terry said the react went down. Its set to till Friday.

9:36EST I called Suzanne Weaver 302 576 5192. I left message for Suzanne.

13:16EST Erin called from 302 576 5159 for Suzanne and said she started the trouble shooting

starting with the Wayne office. She said she would call back when it was fixed and knew what went wrong.

25Nov2003 10:39EST. Erin called from Verizon and said verizon hasnt found anything wrong yet. I gave Erin Terry's phone # to verify if system was working.

10:46EST. Erin said Terry said that my react system came back on at 430PM on 24th. No one knows why it went out. Suzanne Weaver is on a leave of absence of undetermined length, so I should call Erin if there is another problem.

15:25EST I heard loud beeping at about 1 s intervals during my efts transaction, so I called the alarm company. I was on the phone when they tried to call me.

15:26EST. Two comm channel alarms 3:20:49PM restore at 3:22 3:24PM restore 3:25. They called police, but the phone restored during the phone call, and police said they would cancel. Ref. # 43pj206. Dispatcher # is 627.

15:39EST I called Erin Boyd at 302 576 5159. She will look into the problem.

15:42EST. the police came and left.

15:45EST. I called Terry at electronic security. She will put my system on test for 1 week, even if it looks like the system is fixed.

6PM. Seth Davis called from Special services verizon in philadelphia. 800 452 2224 and 215 269 5234.

I told him about the react system, and he said he would call someone who who knew about react.

1Dec2003 8:51EST. Joe called from special services at verizon. they want to take the react system down

and do some testing.

2Dec2003 9:54EST. I left message for Erin Boyd about status.

3Dec2003 noon. Erin Boyd said she didnt know status and would find out.

13:40EST. Mary Patt said alarm company called me this morning.

I called Terry and she knew nothing about this call.

Terry said my system is off test.

Terry says just just react is on test now till 12 of Dec.

on 3 dec:

react went down 10 am and mary said verizon was working on the lines at t

imes unknown to her

12:53 react went down again.

on 2 dec react was fine

1 dec out at 901 to 905, 909 to 911AM

30Nov react was fine.

8Dec2003 8:35EST I called Erin Boyd at 302 576 5159. I left message. She is out of office until 10 Dec.

10dec2003 11:02EST. Called erin boyd. Left message.

12:48EST. Erin called. Verizon said none of the other 32 customers on my react circuit have reported problems insce 20 Oct 2003.

The redesign of my react system was completed on 8Dec2003.

I was moved to another carrier. Erin does not know what that means.

Verizon doesnt see anything wrong.

The cause of the previous outages is unknown.

She will hear from someone named purcell and will tell

me what he says.

I think I will try and use the system.

13:26EST. Purcell and Erin called back. Purcell is technician in Philadelphia. He thinks my stu is giving him an intermittent low tone and that is causing the problem.

Tom Chive is on line from electronic security.

I have all 4 phones off the hook, and Purcell doesnt see any problem with my system.

Purcell saw the low tone go away 1:23PM

Purcell did not know verizon was working on the system, and that means that

215 451 2468 Purcell.

No one could find anything wrong. Purcell said

all the loss of tones he has seen in the last two weeks

could be due to change of react circuitry in

Wayne and elsewhere at Verizon.

13:59EST. Tom Chive at electronic security.

They have cable modem security.

He will email me information on that system.

DGU has been reluctant to use it.

12Dec2003 10:07EST. I called Terry at Electronic Security

Terry says react has been no problem with react

since the 5th of Dec. We put the system back

in regular operation.

29Feb2004 3:09EST

Alarm company said I had a communication channel alarm.

I asked it be put on test.

29Feb 2004

I called alarm company and they said it restored at 502AM

on 29th. Hasnt gone off since.

10:20EST Asked to put that alarm on test for another 8 hours.

(620ESI).

17:10EST Put on test for another 8 hours. ON test till 1 AM.

- 1 Mar 2004 10:08EST Called Terry at Electronic Security. Will put on test for a week.
10:11EST Called Suzanne Weaver at verizon 302 576 5159. She will look into it.
- 2 Mar 2004 11:27EST Suzanne Weaver said Electronic Security always needs to call verizon 800 664 5173. this is in Baltimore, and they know about react. They can look at the circuit to see what its Baltimore's job to figure out why react failed but they must be called immediately. happened. Suzanne said Verizon doesnt know why circuit went down, so they cant figure out why react failed.
- 11:39EST I called Terry and told her what suzanne said
I called Suzanne Weaver because 800 664 5173 is not a working number. Suzanne verified this number doesnt work. She got this number from Purcell. Purcell said its 800 664 5174. The person at 800 664 5174 (Roger Dabbs) says they do not have responsibility for diagnosing the react problem. Suzanne talked to Frank in the Wayne switching office yesterday, and Frank said no one was messing with the circuitry. Wayne directed the problem to Philadelphia.
- Purcell can only see if react went down.
The Wayne people dont work in the middle of the night.
The scanner number for 29feb2004 was market scanner 2 sim36 stu 592
circuit ID number 3FDDZ421092 (two wire circuit) Frank in Wayne told Suzanne
this
when sim36 went down, so did sim37 and sim63 went down too, so it may be a facility problem.
- Suzanne will call me back.
- 24Oct2004 03:15EST Electronic Security called to say they got a communication channel alarm. system put on test till 830AM tomorrow.
- 03:29EST I called verizon in baltimore Muriel 800 664 5174 and asked them if they saw a problem. she will call electronic security and find out if they see multiple customers with my problem (she has their phone number). then she will call me back. Muriel is leaving at 430 pm today.
- 16:03EST Muriel called electronic security. Muriel sees Muriel thinks the alarm companies' stu is down but she is not sure. I should call the alarm company tomorrow.
- 25Oct2004 08:32EST called Electronic Security. Terry isnt in yet. Tom Shive wants to talk to me. It started beeping again when we were talking. I should tell Verizon that they have something turned off. Something is wrong with one of their cards. Verizon is not sending the Electronic Security commands to me. Electronic Security.
- 08:44EST I called 302 576 5159 for Suzanne Weaver and left a message.
- 08:544EST 215 451 2468 I called Purcell. I talked to Purcell. He heard the chirp on the phone. Purcell says he has not heard of any problem with the react system. Every now and then the levels get thrown off. They call special services in Philadelphia. I talked to Rob as well at Purcell's number. Rob said the link between Wayne and their Philadelphia office is going up and down. When its down, my react system should not work. Rob say sim36 and sim37 going up and down together. Rob will call Special Services at verizon to check the link between philadelphia and wayne.
- 14:20EST Suzanne Weaver called. She will call Purcell and find out news. She said someone will call me back. Phone is still beeping every second.
- 26Oct2004 10:00EST Suzanne Weaver called me. She said they were going to send someone out early this morning (perhaps to Wayne) to fix something. She referred the problem to a 3rd level special services person to find out what is going wrong. My phone beeped once loudly during our phone call. Suzanne wants me to keep track of these beeps.

10:03EST I talked to Terry and Electronic Security.

Terry said Verizon called and said they fixed the problem last night. System is on test till Friday so Terry can keep an eye on it.

The beeping I hear once every 30 s or so is something that Terry can turn off. She says it happens when I am on the phone.

15:19EST My phone is still beeping. Verizon called back to Terry

and said verizon was still working on my problem.

Terry did what she needed to turn off my beep, and she suggested that verizon was causing the beeping.

28Oct2004 09:20EST When they went to Wayne, they couldnt find anything wrong.

The system fixed itself. The level 3 person (Bonita) couldnt find anything wrong.

Purcell knows how to reach Bonita, and next time this happens I should ask that a ticket made for Bonita by calling Purcell.

09:27EST I called my alarm company. I left message for Terry to call me.

I called the alarm people. Last communication channel alarm was on the 25th at 11:37PM. It reset at 11:38PM

Its on test till 29th at 5 pm.

15 Dec 2004 electronic security said they have a communication channel alarm 845PM.

Its still not working at 8:51EST (it didnt restore).

20:53EST 215 451 2468 I called Purcell in philadelphia, but the phones were

transferred to Baltimore after 430 PM. He is trying now

to call Purcell. Bonita is in the SCC (special circuits supervisor).

Purcell will be in at 7 AM. Call him then.

John in Baltimore says there are no sim failures after 5 pm today.

21:03EST Called Suzanne Weaver at verizon 302 576 5159. didnt leave a message.

16 Dec 2004 07:02EST called purcell. He will work on problem right away.

07:04EST alarm company said channel alarm reset at 548 AM and went out at 549 AM.

my system is on test till 5 PM.

Called for Suzanne Weaver again. Left message at Kelly corodo's voice mail.

09:55EST Suzanne Weaver called. She is trying to get people to find the problem.

13:39EST I called Terry at Electronic Security, she will put the system

on test till next Wed unless she calls me or I call her.

17dec2004 10:16EST called terry at electronic security. My phone is beeping every second.

Terry said my react system is still not fixed.

16:19EST I called Suzanne Weaver at 302 576 5192. i left message.

18Dec2004 09:33EST My phone is still beeping 1/s every minute for a minute.

Its saturday now and verizon still has not fixed my phone

19Dec2004 13:54EST my phone is still beeping 1 per sec.

17:19EST I left message with Suzanne Weaver that I would call the

public utility commission on Monday if Verizon did not

fix both the beeping on my phone and find the cause of the react system problem by noon on monday

20dec 2004 09:28EST April called from SSC. Same office as Bonita.

She is dispatching a tech to AND circuit.

between race street and lancaster ave.

12:03EST I called Terry at Electronic Security. She said react is still down.

12:05EST I called the public utility commission. My phone is still beeping.

800 782 1110 x4 x2

Bureau of Consumer services

Pennsylvania Public Utilities commission

PO Box 3265

Harrisburg, PA 17120

I talked to Paul Gingrich. He saw my last call in 2001.

new case #: 1825756.

prior case # 927434 (2001)

Paul will be in touch with me pending his investigation.

I emailed him all above at 12:17EST.

13:23EST Chris Warn called from verizon. trouble ticket tal517670 at 900 race st phily.
 3fddz421092 circuit ID. Its an analog data circuit.
 this may be the ID for the react circuit.

He only deals with internal verizon circuit.
 Says on ticker to contact john spiesberger.
 He will investigate this and call lme back. he heard the beeping 1/s.

15:03EST April called from verizon. Main leg is testing ok.
 There is no problem between Race street and Wayne.
 April said she thought I generated the trouble ticket this morning at around 830 AM.
 Their office works with circuit ID.

Ask my alarm company for my circuit ID. call 800 452 2224. give them the circuit ID number.

15:11EST Terry at Electronic security said my circuit ID number is 2-592 (my stu ID number) is my circuit ID number.
 I called Verizon at 800 452 2224. They said that is not a valid ID number.

15:13EST

15:14EST Presidential Complaint number 1 800 621 9900.
 Annelie
 I gave Annelie purcell's number and the following number:
 800 664 5174 (Roger Dabbs) says they do not have responsibility for diagnosing the react problem.

They know there is a complaint filed with the PUC.

19:08EST my phone is still beeping once/second.
 21:08EST "

21Dec2004 08:34EST called presidential complaint office. My phone is still beeping every sec.
 I talked to Anelle in that office again. She said
 is working on my account.

11:06EST I called presidential complaint office at 800 483 7988
 I called Anelle. my phone is still beeping. Another person answered.
 Apparatently, the person Anelle asked to call me today is out for the day,
 and she is trying to get another person to call me.
 215 466 2004 is the number of the person who Anell originally asked to call me,
 but that person is out today.

11:07EST I was told nobody was in that office at the moment, and Anelle would call me back.

13:21EST called Anelle. She cant find anyone to help.
 She is trying to get managers involved in my local area.
 I suggested Anelle call the Wayne switching office
 and ask about my react circuit 2-592. Perhaps talk to frank in that office?
 She said she would call that Wayne switching office herself.

22Dec2004 10:32EST my phone is still beeping 1/s.
 10:33EST called for Anelle again at presidential complaint office at 800 483 7988
 Anelle talked to Suzanne Weaver yesterday. The problem
 that the problem has been referred to Purcell Brown.
 Alysse Coin is supposed to call me when the problem is done.
 Alysse Coin is at 800 483 7988.
 She said if i need updates, I should go back to the Public Utility commission.
 She has to fix it within 4 buisness days (which is next monday).
 I asked Anelle to ask Alysse for a refund (no charge for days phone is beeping).
 Anelle asked Alysse Coin in writing about my request for no charge.

10:49EST I left message with electronic security for chris or sean to call me.

11:03EST Terry says I am hearing my stu. My stu is trying to find
 an answer from Verizon, and its not getting it.
 I can bypass my alarm temporarily
 to make phone call.
 I told Terry I was going to bypass my alarm box
 now and will call her when I connect the box back up.

11:07EST I called Alysse Coin at 800 483 7988.

11:16EST Anelle said Ann Farves at verizon is working on my problem right now with the central office.

12:02EST Terry tried to take down my stu (she commanded my stu to shut down).
 but it didnt work and it should have. Terry thinks

I am hearing the Verizon stu and not mine.
Sean called from Electronic Security.
He thinks I am hearing my stu.

12:10EST I simply removed the wire going to my beige box.
The beige box has 610 293 0834 on it.
After I removed this wire, the beep stopped,
and this means the beeping was from my stu.
I have now by-passed my alarm box.

15:26EST Purcell called today.
He has a stu incompatibility list.
One of them is a fax modem data set and fax machines.

Purcell wants me to have the alarm company re-activate my stu at home.

15:34EST I called Terry at electronic security, and she said she would go next door
and re-activate my stu. They she will call me, then I will call purcell.

15:43EST Terry said she re-activated my STU

15:44EST I called 215 451 2468 Purcell. Purcell says the problem is in the
Wayne co, and not in Philadelphia. Purcell will open the ticket now for someone t
o go out to

Wayne and check the levels. He said someone would probably go out to Wayne
tomorrow. Purcell I can bypass by alarm box and stu for important phone calls.

15:50EST I called Terry at Electronic Security. She said I can bypass
my alarm box whenever I want.

23Dec2004

15:17EST Purcell left a message while we were out saying Verizon will send someone
to Wayne to check out the react circuits. He said he did not know when
they would get back to him. Purcell's message was very polite as usual.

15:18EST I called Terry at electronic security and she said she was sure
that the problem was due to verizon equipment and not the equipment
in my house

24Dec2004 11:27EST my phone is still beeping.

26Dec2004 13:00EST (Sunday) phone is still beeping at noon.

27Dec2004 09:00EST phone still beeping. I called 215 451 2468 Purcell.

Purcell said he hasnt heard anything yet.
they are good from philly to Wayne.

On the 16th, there was a problem with a smart jack in the
Wayne co, and they replaced that.

Purcell said he asked someone to go out to Wayne again
and check thinkgs out.

Purcell said he also wants to come to my house
with his boss next week. I gave Purcell electronic securities
phone number

15:36EST Purcell called and said he did not know if the problem was fixed.
It isnt, because phone is still beeping.

28Dec2004 10:30EST I called Purcell. 215 451 2468. PHone is still beeping.

I left a message for him that my phone was not working.

29Dec2004 12:41EST The beeping on my phone is occuring about every 10 s now.

15:27EST Rob called from verizon. He works with purcell.

Rob went out to Wayne co this morning.

They changed the cards in Wayne.

After he changed the cards, he got the same result from his measurements.
so he cant tell if my system is working or not.

15:30EST I called Terry at electronic security. Yesterday,
Terry checked my system, and it said 'no such stuff'.
Terry will bring my stu back up in a few minutes.

16:14EST Terry said my react system is working again. She upped my stu.

16:15EST I called for Rob, but he went home for the day.

30Dec2004 09:52EST I called Purcell 215 451 2468. Purcell said

that the technician that there are two test points.

They only tested one of the test points 2 weeks ago

They other test point did show a problem, but it wasnt tested
two weeks ago, but was tested yesterday.

It could have been resolved on the 16th of Dec.

Purcell said someone should have known about this problem
two weeks ago.

11:30 I called Alysse Coin at 800 483 7988, x3

no answer.

7Jan2005 11:13EST I called Alysse coin at 800 483 7988
They transferred me to her number, but could not
tell me her phone number. I left a message on her voice mail
for her to call me.

15Jan2005 08:25EST called Electronic Security 610 833 5462.
I received a call last night about communication channel alarm.
My phone has started beeping 1/s again.
communication alarm came in at 04:44EST.
Supervisor put it on test till 10 AM on monday.

17Jan2005 08:22EST react restored at 3:06PM on the 15th of Jan (Saturday).
08:24EST I called Suzanne Weaver at verizon 302 576 5159
I told her about the outage on Saturday.
she said she would try and get someone to credit
my phone bill account for the long outage in December 2004.

8Feb2005 13:58EST communication channel alarm. Police came at 14:21EST.
No charge as police believed verizon was at fault.
Police said verizon truck is working on weadley down the street.
ferry will put my system on test till Wed at 9 am.

14:48EST I called Purcell 215 451 2468. They gave me Rob.
.I left message for Purcell. He will be back tomorrow.

I called 302 576 5159 for Suzanne Weaver. Kelly answered because
Suzanne is sick.

22:15EST Our phone is beeping 1/s.

9Feb2005 08:05EST Electronic security said communication channel alarm restored
at 11:43PM EST last night. I have no beeping on my phone,
so maybe it is ok.

7Mar2005 15:43EST My phone line is beeping 1/s.
3:18EST got communication channel alarm. Terry
I gave Terry Purcell's number.

8Mar2005 15:48EST Terry said communication channel alarm restored at 8:58PM on the 7th.

29Mar2005 Tom Henninger called from the PU* to say the complaint I filed in Dec2005
had been resolved and did I agree.. and I said yes.

23Apr2005 16:17EST Alarm company talked to my wife, and she said nothing
was wrong. I called back,
communication channel alarm at 2:35PM.
still doing this. My phone is beeping 1/s.

16:41EST sean called and said he would put communication channel alarm
on test till monday.

25Apr2005 08:15EST. communication channel alarm was fixed by verizon at 00:11 AM on 24Apr
2005.

9May2005 I called Terry at at 12:37EST got communication channel alarm. Got restore at 1248EST

22:08EST electronic security called.
comm. channel alarm at 22:04, 22:06, and 22:08 and its not restored
even at 22:09EST. It did not restore inbetween these times.

10May2005 08:05 I called Purcell 215 451 2468. He said there was a technician looking at the
react system between 1230 and 1245 EST yesterday, and the ticket may have
stayed open, and another technician last night may have
been working on it.
I called electronic security alarm. last comm channel alarm was at 257EST,
and restored at 353 EST.

25May2005 10:03EST police came. at 10AM
communication channel alarm at 9:37EST. react is not restored.
I called Purcell 215 451 2468.
he is on vacation. I talked to Rob. Rob said circuit sim36 shows a problem.
I am on sim36 and sim37.
Maybe the levels are a little off. they will check levels with their computer.
Rob will call the SCC right now and they will diagnose and start fixing the problem.

26May2005 4:40EST communication channel alarm restored according to alarm company.

6June2005 12:55EST Terry called from Electronix Security. Com. channel alarm.

She

put on test at least till tomorrow

I called Rob at Purcells' number in Philly.

Rob sees react was bouncing .. levels are not quite right.

sim36 and sim37 are related, and I use both circuits.

He will call in a service crew.

4July2005 22:41EST electronic security said I have a communication channel alarm.

There was another one at 7:15 PM and the police came and found

unsecured doors. Both were communication channel alarms. My alarm

was not on during this time.

5July2005 08:20EST called electronic security. react restored at midnight at 11:57PM>

7:09PM on 4th was first comm. alarm.

10:32EST restpred

10:33 off again

11:15EST off

11:57est restored.

Rob said to call

08:35EST called verizon 800 452 2224. verizon solution center I gave them

circuit ID number 3FDD2421092 from my notes above.

that is at 400 W.

they gave me pa633918 ticket number.

08:33EST Called TE police.

Juan Torriero 610 644 3221.

5July2005 14:56EST I called the public utility commission.

800 782 1110 x4 I left message.

15:00EST called electronic security.

14:56 communication alarm 2:56

14:59 restored

15:01 called I called verizon 800 452 2224. No one has picked up my ticket yet,

which means no one has started looking at my problem yet.

She said her supervisor will call me or someone else will call me

7July2005 09:15EST called electronic security

Terry said

5th july 5 1456 1459 outage

5 1720 1746 "

09:27EST I called verizon 800 452 2224. talked Nick.

He thought haquim was working on it.

No one is working on it now. He will ask a 1st level

supervisor to call back within the hour.

11:18EST no one called back. I called again. she transferred me to

haquim's office so I could request talking to a supervisor.

Rita Jones is away from her desk

Rita is a 1st level supervisor..

Celeste is 2nd level supervisor.

Rita said she would call me back.

23Nov2005 about 1900EST Alarm company called me to report communication channel

alarm. I had my system put on test.

4apr2006 09:45EST Electronic security said I got comm. channel alarm. 942AM. It did reset.

I put the communication channel alarm on test till 5 PM today.

16:19EST Terry said no more alarms have happened since 942 this morning

12July2006 Electronic security called.

6:54EST communication channel alarm.

6:55EST restored

6:56EST communication channel alarm

not restored. On test till 6PM tonight..

7:00EST restored. Still ok at 11:50EST according to electronic security.

13July2006 13:35EST electronic security called.
13:24EST communication channel alarm.
put on test till monday at 5.

called : 215 451 2468 I called Purcell. he will return tomorrow.
17July2006 10:45EST called Electronic Security
down evening of 14th. 4:43 - 4:56
8:04PM - 8:19
15th 10:28AM - 11:42
16th 2:56AM - 3:09AM
6:26PM - 6:32PM
6:33PM - 6:39PM
17th 10AM - 10:14AM.

extent test status till friday.

10:49EST called : 215 451 2468 I called Purcell. He is on vacation.
I talked to Tracy (Purcell is on vacation) ticket number:
She will call Rob for help because he remembers my problem.

21July2006 08:55EST I called Electronic Security.
Terry said verizon is still not working. It went down at 8:34EST this morning.
Restore at 8:49EST. I cam going down every day for some time.
About 10-15 min/day.
We will put system on test till 28th July (next Friday at 5 PM).

215 451 2468 I called Purcell. Rob answered. He was told the system
got fixed yesterday, but it hasnt been fixed.
It had a defective jumper on the frame, but that
didnt fix it. Rob will call Tracy and ask her to
have someone go adjust the levels. The same ticket
is open. Rob sees the react system bouncing every few minutes.

27July2006 11:16EST called Electronic Security. Talked to Terry.
She said it is going down every day for about 15 min.
Put on test till next Friday, 4 Aug. at 5PM.
215 451 2468 I called Purcell. Rob answered.
Rob will have Tracy pull up that ticket,
and get the status. I gave Rob Terry's number for Point of Contact.
The people who do the ticket will have Terrys' phone number.

31July2006 09:14EST called Electronic Security. talked to supervisor.
react went down 30 July at 5:55AM, restored 5:56.
29 July 8:58AM, restored 9:12 AM.
28 July: 4:44PM, restore 4:58 PM.

215 451 2468 I called Purcell. Rob said its a circuit issue.
Call him back and tell him if Verizon contacted Terry.
Terry is out with family emergency. There is nothing
in the records indicating that Verizon called.
I need to call Terry in a few days.

3Aug2006 12:59EST I called Electronic Security. react is still going off every day.
215 451 2468 I called Purcell. Rob answered.
He said its a circuit issue.
Rob will call in a new ticket.

4Aug2006 12:48EST I called Electronic Security. Put channel alarm
on test till next fri 11 Aug at 5 PM.

12:55EST I called Rob 215 451 2468.
Purcell is going to talk to the fixers to see if they
can put some kind of monitor on the system to diagnose the problem.

8Aug2006 14:01EST Electronic security said react wasnt working yet.
She hasnt received any calls from Verizon.
Rob and Purcell are gone today.

9Aug2006 09:31EST called Rob 215 451 2468. He said the testers asked Rob
for a point of contact, and Rob told them to call Terry
or me. Terry said Verizon did call her this morning.
Then verizon re-opened the ticket.

- 11Aug2006 11:30EST Called Eleectronic Security: Put on reset
till next Friday at 5 PM. Terry said its not fixed yet
but they are working on it and have called her.
- 15Aug2006 15:46EST Terry said the system goes down for 15 min each day.
Put system on test till 3 sep. (after we get back).
system still not working. verizon hasnt called her since the 11th of Aug.
- 4Sep2006 3:39EST Got called by alarm company in middle of night because system
was not on test.
- 5Sep2006 08:31EST Got alarm call on 3 Sep and could have gotten one last night
if system not on test. Its been failing at least 3 times/day.
- 08:37EST I called the public utility commission. My phone is still beeping.
800 782 1110 x4 x2
- I talked to Eva. She found past records of this problem.
case # 2136246. John Putric is investigators name.
Dont call back unless there is an emergency.
react not working since 12 July 2006.
- Bureau of Consumer services
Pennsylvania Public Utilities commission
PO Box 3265
Harrisburg, PA 17120
- 08:56EST called Terry. put system on test
till 5 PM on 12Sep. Terry said
verizon has not called her lately.
- 11 Sep 2006 23:22EST Electronic security called this evening. I wasnt home.
so police came. Terry had it off only till the 11th.
Thats why the police came.
- 12 Sep 2006 I talked to Terry. communication channel alarm off till 19th at 5 PM.
I called Rob 215 451 2468.. He will re-open another ticket.
He is the one who talked to Terry. He will have them
do the class 2, (clean poles etc back to station).
- 18Sep2006 10:39EST electronic security said (terry) system not fixed.
went down yesterday 3 times. 4, 7, and 16 min each.
Put on test till 25th at 5 PM. I called Rob and he
said the ticket is still open. He said it takes verizon
time to clean every connection between Philly and Wayne.
- 25Sep2006 11:01EST electronic Security. Terry said not fixed yet.
Its going down every day.
Put on test till Monday 2 oct at 5 PM
- 26Sep2006 12:41EST Joe (LPT) came from Verizon (610 304 6609 his cell phone for work) came to che
ck my lines because
he was told my phone is dialing 911.
He found orange telephone wire is a partial short to ground
and it shouldnt be.
- 14:50EST Joe (LPT) called from verizon and verizon told Joe that everything is working.
I told him it probably is not working, and to call Terry at Electronic Security
for checking purposes. I told Joe that Verizon does not have a way to
check if the system is working or not. Joe did not fix anything today so far.
- 27Sep2006 13:39EST Kelly called from Verison repair saying they could find nothing wrong
with their react system. 800 275 2355.
They said to call if I want to have a meeting
to pay for them to meet with my alarm company.
- I called electronic security. went down at 1007 to 1023 AM this morning again.
I called Kelly at verizon repair. They dont know her.

Rob said to call Purcell (robs supervisor) 215 451 2277.
Purcell was very nice. His supervisor (who knew how to fix it)
has retired. He doesnt know even who to ask.

I talked to Joe at Verizon. So joe reported to
verizon that he could find nothing wrong. Joe believes
its a verizon problem, but he does not know how to fix it.

Presidential Complaint number 1 800 621 9900.
14:10EST 800 483 7988 listen for customers relation and press 3.
Nancy Miller: She said I should called
Dorris Ferrell 215 466 8676. They take the high end complaints.
14:51EST called Dorris Ferrell at Verizon. I left message for her.

30Oct2006 11:08EST Put system next Tues at 5 PM. I talked to Terry at Electronic Security
I called Dorris Ferrell. She will talk to Purcell, Rob, my alarm company,
etc. She will dig deeper and call me back. Verizon told the PUC that their
reach system was 100% ok.

5Oct 2006 14:47EST Steven Primus called from Verizon. 800 447 3420.
He referred my matter to the central office.
Someone from that office of Steve will call back.
He is still working on the problem.

9Oct2006 22:32EST called electronic security. They could not find my account.
I talked to dispatcher 5. She could not find my passcode
or my name. Took 5 min.

10Oct2006 09:454EST called electronic security. Terry said react still not working.
She will put my system on test till next Tues at 5 PM (17th).
Normal set up for emergency is 678 command. I tested it with Terry.
This is a silent alarm. My phone went offline after 2 s.
The test worked. Terry received the ambush signal.

17Oct2006 11:28EST Called Electronic Security. Terry my system on test for another week
till 5pm on the 24th. react still not fixed

24Oct2006 09:31EST Called Electronic Security. Put on test till 31st at 5 PM.
I left message for Steven Primus called from Verizon. 800 447 3420

31Oct2006 08:473EST Terry said its not fixed yet. Put on test till 7 nov at 5 pm.

1Nov2006 12:59EST PUC called me. Sandy. She got 28Sep2006 response from
verizon saying everying is ok. I told Sandy its not fixed,
so she will send me the formal complaint form so I can schedule a hearing.

7Nov2006 16:00EST called Elect Sec. Put on test till 14th at 5PM.
Left message for Steven Primus called from Verizon. 800 447 3420.
He has not returned my phone calls.
Left message Dorris Ferrell 215 466 8676.

8Nov2006 left message for Steve Primus and dorris Ferrell. Have not heard from them.

9 Nov 2006 09:26EST Beverly Simpson 302 576 9437 called from Verizon. She works
in Wilmington. She got my name from Kelly. Beverly
works in PUC at Verizon. She will call me back. She is following
up.

11:25EST Beverly called me back. She found a qualified react technician.
She will open a ticket and have a conference call with
me and the technician.

15:12EST Al 610 212 7363 (cell) from Verizon came to house. He is setting up
direct communication between Electronic Security
and Verizon at the Wayne switching office.

15:31EST Beverly called back. She will call Al's foreman, and I can call Beverly any time I need to.

14Nov2006 10:10EST put system on test till 21Nov2006 at 5 PM.. Terry has not heard from Verizon yet.

I called Al 610 212 7363 (cell). He gave his boss my documentation, and Al will call him and find out what is happening and call me back.

16Nov2006 14:33EST Called Al 610 212 7363 at Verizon (haven't heard back from him yet). I left a message for him.

21Nov2006 11:52EST called Al 610 212 7363 at Verizon (haven't heard from him since 14th of Nov.

Al said his boss called my alarm company, who was supposed to call the boss when the alarm system failed.

11:54EST called Electronic Security. I talked to Terry. Terry said Verizon called about 17th of Nov. It went down once during working hours, but boss (Chris) was not there. Then it went down during the night, but he can't be reached then. My system on test till 28th at 5 PM

28Nov2006 12:26EST Called Electronic Security. Put on test till 5Dec at 5 PM>

5Dec2006 13:27EST called electronic Security. Terry said it has gone down. Chris is the person she talks to.

Chris has not been available 11/29 8:44 AM (Chris was not at work).
12/01 3:09 PM (got Chris's voice mail and he didn't call back).

put on test till 12th of Dec at 5 PM

5Dec2006 15:42EST went down at 3:28PM and Chris wasn't there. His message said he will not be back till the 18th of Dec.

12Dec2006 19:35EST Called Elect Sec. extend test till 5 PM on 19th of Dec.

19Dec2006 19:39EST called Elect. Sec. Extend till 5 pm on 2 Jan 2007.

2 Jan 2007 10:41EST Called Elect. Sec. Alarm still not fixed, and have not happened during day when Terry was in. extend system test till 9 Jan 2007 at 5 PM.

9Jan2007 11:52EST call elect. security. Talked to Terry.

Terry said it went down yesterday at 326. It restored at 347.

She talked to Chris at 334EST yesterday. By the time Chris called back at 405, he said it checked out ok. Chris 610 640 7930.

Terry said:

I could suggest to have better support for their react service. They used to have a react dept. Terry thinks that dept is dissipated.

I could call Scott Torrence to get quote 610 833 5400.

Alternative is internet communications.

He will send me a quote tomorrow.

Put system on test till 23rd at 5 PM.

I called:

Dorris Ferrell 215 466 8676. She retired.

Mariana Swanik is new replacement.

I told her I was going to fill out paperwork to go to court.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: January 19, 2007

C-20077284

LEIGH A. HYER
VERIZON PENNSYLVANIA INC
FLOOR 10W
1717 ARCH ST
PHILADELPHIA PA 19103

DOCUMENT
FOLDER

Dear Ms. Hyer:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOHN SPIESBERGER. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

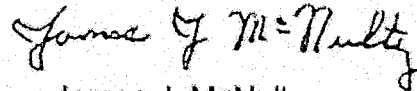
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

January 19, 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,



James J. McNulty
Secretary

ane

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 19, 2007

DOCUMENT
FOLDER

JOHN SPIESBERGER
Complainant

v.

VERIZON PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20077284

DOCKETED
JAN 19 2007

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: VERIZON PENNSYLVANIA, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

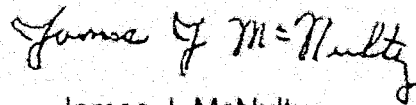
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Hawke

ORIGINAL

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
Amy A. Whitney

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

February 8, 2007

RECEIVED
2007 FEB -8 PM 3:53
1 A FILE
SECRETARY'S BUREAU

VIA HAND DELIVERY

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

DOCUMENT
FOLDER

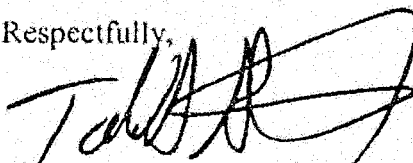
RE: John Spiesberger v. Verizon Pennsylvania Inc.; Docket No. C-20077284;
**PRELIMINARY OBJECTIONS OF VERIZON PENNSYLVANIA INC.,
TO THE COMPLAINT OF JOHN SPIESBERGER**

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of the Preliminary Objections of Verizon Pennsylvania Inc., to the Complaint of John Spiesberger. 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.

Respectfully,



Todd S. Stewart
Counsel for Verizon Pennsylvania Inc.

ISS/bks
Enclosures
cc: Per Certificate of Service

BA

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

34

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOHN SPIESBERGER, :
Complainant :
v. :
VERIZON PENNSYLVANIA INC., :
Respondent :

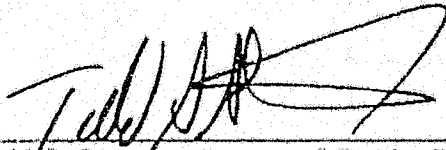
Docket No. C-20077284

NOTICE TO PLEAD

TO: John Spiesberger
6 Derringle Road
Wayne, PA 19087

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PA FILE
SECRETARY'S BUREAU

Pursuant to 52 Pa. Code §§5.101 et seq. you are hereby notified that Verizon Pennsylvania Inc. ("Verizon PA") has filed a Preliminary Objection to which you may answer within ten (10) days unless otherwise provided in Chapter 5 of Title 52 of the Pennsylvania Code. Your failure to answer will allow the presiding officer to rule on the Preliminary Objection without a response from you, thereby requiring no other proof. All Pleadings such as a reply to this Preliminary Objection must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on the undersigned counsel for Verizon PA.



Todd S. Stewart, Attorney I.D. No. 75556
Thomas J. Sniscak, Attorney I.D. No. 33891
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street, P.O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300
tsstewart@hmsk-law.com
t:sniscak@hmsk-law.com

Counsel for Verizon Pennsylvania Inc.

Dated: February 8, 2007

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOHN SPIESBERGER,
Complainant
v.

Docket No. C-20077284

VERIZON PENNSYLVANIA INC.,
Respondent

DOCUMENT
FOLDER

PRELIMINARY OBJECTION OF
VERIZON PENNSYLVANIA
INC., TO THE COMPLAINT
OF JOHN SPIESBERGER

DOCKETED
APR 02 2007

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PA PUBLIC
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2007 FEB - 8 PM 3:53

NOW COMES, Verizon Pennsylvania Inc. ("Verizon PA"), by and through its counsel in the above-captioned matter, Hawke McKeon Smiscak & Kennard LLP, and hereby asserts the following Preliminary Objection to the Complaint filed by John Spiesberger ("Complainant"), pursuant to the Pennsylvania Public Utility Commission's regulations at 52 Pa. Code § 5.101. In support of its Preliminary Objection, Verizon PA states and avers as follows:

BACKGROUND

1. On or about January 22, 2007, the Pennsylvania Public Utility Commission served the instant Formal Complaint on Verizon PA. The Complaint raises allegations regarding the REACT service provided by Verizon PA to Complainant's alarm company. On February 8, 2007, Verizon PA filed a timely Answer and New Matter to the Complaint in which it denied the

material allegations of the Complaint and averred that Complainant is not a customer of the company for purposes of REACT service. As indicated in Verizon PA's New Matter, Complainant receives the alarm service from Electronics Security, Inc., and Verizon PA has provided REACT service to Electronic Security, Inc., at all times relevant to this proceeding. Verizon PA's Answer and New Matter are incorporated herein by reference.

PRELIMINARY OBJECTION

Lack of Standing

2 Complainant fails to allege that he is a customer of Verizon PA for purposes of REACT service. As indicated in Verizon PA's New Matter, and the tariff attached thereto, Verizon PA provides the service to his alarm company and bills the alarm company for the service. The alarm company is supposed to contact Verizon with regard to repair issues and the alarm company is responsible for maintaining the equipment at the Complainant's premises. Accordingly, the Complaint cannot appropriately aver that the Complainant is a customer of Verizon PA for purposes of REACT service.

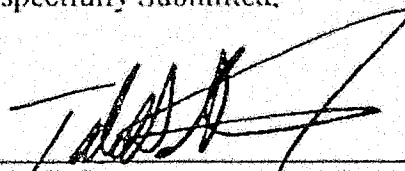
3 The Commission has determined in other prior decisions that in order to have standing to complain against the utility, the Complainant must be a customer of the utility for the services that are the subject of the complaint.¹ Recently in *Delta Precision Alloys c/o Ted Davis v. Verizon Pennsylvania Inc.*, Docket No. C-20055505 (Initial Decision dated December 29, 2005; Final Order entered March 1, 2006), Administrative Law Judge Wayne Weismandel

¹ See *Re Pennsylvania-American Water Company*, 85 Pa. P.U.C. 548 (1995); *Pa. P.U.C. et al. v. Marietta Gravity Water Company*, 87 Pa. P.U.C. 864 (1997); *Connolly v. Duquesne Light Company*, Docket No. C-00015603; (Order entered October 31, 2001); *Richard Parker Paving v. Verizon Pennsylvania Inc.*, Docket No. C-20043096 (Initial Decision dated August 23, 2004, Final Order entered October 27, 2004); *Paul Rabinowitz Glass Company v. Verizon Pennsylvania Inc.*, Docket No. C-20043541; (Initial Decision dated November 2, 2004, Final Order entered December 29, 2005).

stated, as the basis for dismissing the complaint, “[a] Complainant must be the respondent’s customer to have standing to file a complaint.” *Id.*, Initial Decision at p. 5. In this matter, Complainant is not a customer for REACT service. Accordingly, Complainant does not have the requisite direct customer privity with regard to REACT service with Verizon PA. Because Complainant is not a customer of Verizon PA, he lacks the requisite standing to pursue this matter via Formal Complaint against Verizon PA.

WHEREFORE, for the reasons set forth above, Verizon PA respectfully requests that the Commission grant its Preliminary Objection and dismiss the Formal Complaint of John Spiesberger in the above-captioned matter with prejudice.

Respectfully Submitted,



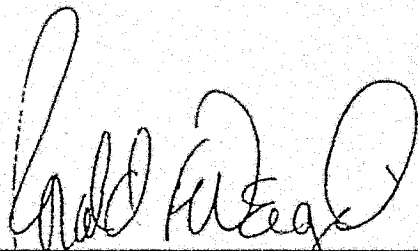
Todd S. Stewart, Attorney I.D. No. 75556
Thomas J. Sniscak, Attorney I.D. No. 33891
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street, P.O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300
tstewart@hmsk-law.com
tjsniscak@hmsk-law.com

Counsel for Verizon Pennsylvania Inc.

Dated: February 8, 2007

AFFIDAVIT

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



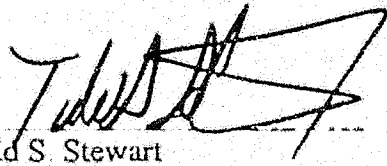
RONALD F. WEIGEL
Director – Government Relations

CERTIFICATE OF SERVICE

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

VIA EMAIL AND FIRST CLASS MAIL

John Spiesberger
6 Derringdale Road
Wayne, PA 19087


Todd S. Stewart

Dated this 8th day of February, 2007.

RECEIVED
2007 FEB -8 PM 3:53
PA
SECRETARY'S BUREAU

Hawke

ORIGINAL

McKeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

William T. Hawke
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Katherine E. Lovette
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100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 www.hmsk-law.com

February 8, 2007

VIA HAND DELIVERY

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

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SECRETARY'S BUREAU

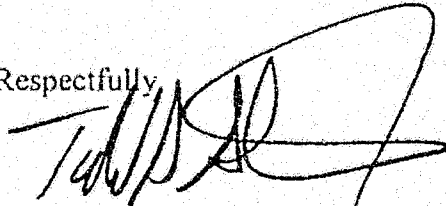
RE: John Spiesberger v. Verizon Pennsylvania Inc.; Docket No. C-20077284;
ANSWER AND NEW MATTER OF VERIZON PENNSYLVANIA INC.

Dear Mr. McNulty:

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

Respectfully



Todd S. Stewart
Counsel for Verizon Pennsylvania Inc.

TSS/bks
Enclosures
cc: Per Certificate of Service

BA

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

35

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOHN SPIESBERGER,
Complainant

v.

VERIZON PENNSYLVANIA INC.,
Respondent

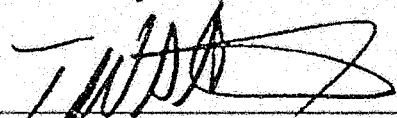
Docket No. C-20077284

NOTICE TO PLEAD

TO: John Spiesberger
6 Derrindale Road
Wayne, PA 19087

RECEIVED
2007 FEB - 8 PM 3:55
PA 1100
SECRETARY'S BUREAU

Pursuant to 52 Pa. Code §§5.101 et seq. you are hereby notified that Verizon Pennsylvania Inc. has filed an Answer and New Matter to which you may file an answer within twenty (20) days unless otherwise provided in Chapter 5 of Title 52 of the Pennsylvania Code. Your failure to answer will allow the presiding officer to rule on the Answer and New Matter without a response from you, thereby requiring no other proof. All Pleadings such as a reply to this document must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on the undersigned counsel for Verizon Pennsylvania Inc.


Todd S. Stewart
Hawke McKeon Sntscak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street
Post Office Box 1778
Harrisburg, PA 17105
(717) 236-1300
tsstewart@hmsk-law.com

Counsel for Respondent,
Verizon Pennsylvania Inc.

DATED: February 8, 2007

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOHN SPIESBERGER,
Complainant

v.

Docket No. C-20077284

VERIZON PENNSYLVANIA INC.,
Respondent

DOCUMENT
FOLDER

ANSWER AND NEW MATTER OF
VERIZON PENNSYLVANIA INC.

RECEIVED
2007 FEB - 8 PM 3:55
SECRETARY'S BUREAU

NOW COMES, Verizon Pennsylvania Inc. ("Verizon PA"), by and through its counsel in the above-captioned matter, Hawke McKeon Sniscak & Kennard LLP, and hereby Answers the Formal Complaint of John Spiesberger ("Complainant"). In support of its Answer and New Matter, Verizon PA states and avers as follows:

ANSWER

DOCKETED
APR 02 2007

1. ADMITTED.
2. ADMITTED in part; DENIED in part. Verizon PA admits that it provides residential telephone service to Mr Spiesberger at Account No. 610.293.0834. However, Verizon PA does not provide REACT service to Mr. Spiesberger. REACT service, which appears to be the sole subject of the complaint, is provided to Mr. Spiesberger's alarm company, namely Electronic Security, and not to Mr. Spiesberger.
3. ADMITTED in part; DENIED in part. It is ADMITTED that Verizon PA provides telephone service to Mr. Spiesberger; however, it is DENIED that REACT Service is a necessary part of the telephone service provided to Mr. Spiesberger. Rather, said service is provided to Mr. Spiesberger's alarm company.

4A. DENIED.

4B. ADMITTED in part, DENIED in part. It is DENIED that Verizon PA has not maintained its REACT System, before or since April 4, 2006. Verizon PA is without knowledge or information sufficient to form a belief as to Complainant's allegations regarding requirements of federal law as they may apply to Complainant, accordingly, such allegations are DENIED and strict proof thereof is demanded to the extent that the allegations are relevant and material. It is DENIED that Verizon PA's REACT System fails for a few months at a time on a yearly or semi-yearly basis. It is DENIED that Complainant's system failed on December 22, 2000. Verizon PA admits that it periodically does maintenance or repairs on certain components of the system. Verizon PA admits that an employee named Purcell has recently retired. Verizon PA denies that it lacks the expertise necessary to maintain the REACT System. Verizon PA admits that the REACT System is intended to provide an alarm company with the means of monitoring the status of the phone line at a subscriber's location. By way of further answer, Verizon PA avers that REACT service is provided to alarm companies. Verizon PA denies that the causes of alleged REACT system failures have been traced to Verizon PA's equipment. Rather, by way of further answer, Verizon PA avers that it has done a complete check of its equipment and it believes that any problem, if such problem exists, is due to the Complainant's internal facilities. Verizon PA denies that it has no employee that has the "know how" to fix the REACT service. Verizon PA denies that it provides REACT service to the Complainant, rather, as required by its Tariff, REACT service is provided to alarm companies¹. Verizon PA is without knowledge or information sufficient to form a belief as to the truth of the allegation concerning the number of individuals at Verizon PA that Complainant may have contacted. However, Verizon PA admits

¹ Simultaneously with this Answer and New Matter, Verizon PA is submitting a Preliminary Objection on the grounds that Complainant is not a customer of Verizon PA for purposes of REACT service

that its employees are nice people. Verizon PA denies that it has been unable to fix alleged REACT problems. By way of further answer, Verizon PA AVERS that it has performed an end-to-end check on its facilities and has determined that the REACT service is working properly. Verizon PA suspects that the Complainant may be using equipment on his side of the network interface device that interferes with the carrier tone that is the basis of the REACT service. Such equipment includes fax machines, computer modems, or having too many telephone sets attached to the same line. With regard to the 19 page document attached to the Complaint, which allegedly details many of the Complainant's alleged problems, Verizon PA denies that the Complainant's account of his alleged service issues is accurate. Verizon PA admits that Complainant has contacted Verizon on a number of occasions. Verizon PA admits that it has on certain occasions made changes to its equipment and otherwise diagnosed issues with the REACT system. However, in general, the Complainant's account is not verifiable because Complainant did not contact Verizon PA through customer service, nor is he supposed to directly contact Verizon with service problems. Rather, the Complainant is supposed to contact his alarm company which is Verizon PA's customer for the REACT service. Otherwise, Verizon PA denies the specifics of the allegations and the characterization of the allegations contained in the 19 page attachment.

5 DENEID in part. The attachment to the Complaint contains a Paragraph C which was titled "Relief" which Verizon PA will answer in place of Paragraph 5 of the Commission's preprinted Complaint form. A request for relief, such as is found in Paragraph C of the Complaint does not require a responsive pleading under ordinary circumstances. However, to the extent that the Complaint alleges that he is currently experiencing difficulties with REACT service, and that those difficulties are the fault of Verizon PA, Verizon PA denies said

allegations. To the extent that Complainant alleges that Verizon PA does not have personnel capable of diagnosing or repairing the REACT system, said allegation is DENIED. Verizon PA admits that Electronic Security, Complainant's alarm company, does have the ability to monitor the REACT system. Verizon PA admits that it does monitor the REACT service. By way of further answer, Verizon PA avers that Complainant's request that Verizon PA be required to pay \$2,320.00 for new equipment for his premises would constitute the payment of damages and is prohibited by the Pennsylvania Public Utility Code. To the extent that Complainant has filed this Complaint on behalf of "his company," Scientific Innovations, Inc., that corporation would be required to be represented by counsel in an adversarial proceeding before the Commission.

NEW MATTER

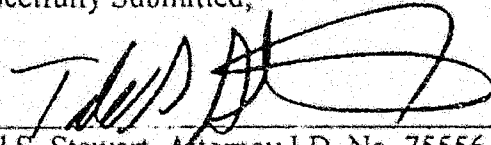
1. REACT service is tariffed by Verizon Pennsylvania Inc., and is contained in PA PUC Tariff No. 500, Section 7A, Original Sheet No. 1. That Tariff provides that the service is provided to an alarm company and not to the alarm company's clients. (A copy of the Tariff is attached hereto for your reference.)

2. Complainant is not an alarm company, in fact, Complainant admits that the Complainant's alarm company is Electronic Security.

3. Complainant lacks standing to pursue a Complaint against Verizon Pennsylvania Inc.

WHEREFORE, Verizon Pennsylvania Inc., respectfully requests that the Complaint of John Spiesberger be dismissed or DENIED in its entirety

Respectfully Submitted,



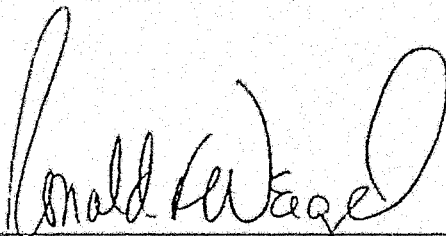
Todd S. Stewart, Attorney I.D. No. 75556
Thomas J. Sniscak, Attorney I.D. No. 33891
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street, P.O. Box 1778
Harrisburg, PA 17105-1778
(717) 236-1300
tsstewart@hmsk-law.com
tjsniscak@hmsk-law.com

Dated: February 8, 2007

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

ALARM TRANSPORT SERVICE

A. REACTSM ALARM TRANSPORT SERVICE

(C)

1. GENERAL

REACT Alarm Transport Service is a service offered from specially equipped Central Offices to alarm and security companies (known as subscribers) for residential and business customers (known as clients). All of the provisions of the Telephone Company tariffs applicable to subscribers shall be applicable to customers who monitor their own alarm systems. REACT Service provides for the continuous transmission of signals which can identify a change in the status of alarm monitoring sensors located on a client's premises. REACT Service utilizes a scanner located in the Central Office which is connected to the client's Dial Tone Line or Centrex Station line. The Dial Tone Line or Centrex Station Line must be capable of transmitting REACT Service as determined by the Telephone Company. The scanner unit receives information from the Subscriber Terminal Unit (STU), which is connected to the alarm monitoring sensors. The REACT Service Central Office Scanner Unit receives information over the client's Dial Tone Line regardless of the use of that line (on or off condition). A change in the status of an alarm sensor is identified by the STU and this change is transmitted through the scanner to a centrally located alarm distributor owned by the Telephone Company. The alarm distributor will then transmit the change in the status of the alarm sensor to the client's alarm agency over a data channel (Type 3041).

2. REGULATIONS

a. Area Served

REACT Service will be provided in the Central Offices where facilities and equipment are available and compatible. The Telephone Company reserves the right to designate the Central Offices from which this service will be provided. If a subscriber requests REACT Service from a central office from which REACT Service is not available, the Company, before installing the facilities necessary to provide the service, may require that the subscriber, pursuant to agreement, commit to retain REACT Service from that central office for a specified number of clients for a specified period of time, or pay the amount that would have been due if the clients had been retained. The Telephone Company may decline to install facilities.

b. Subscriber Terminal Unit

The Subscriber Terminal Unit (STU) and all other premises wiring and equipment must be compatible with the Telephone Company's REACT Service and must be connected only to Dial Tone Lines in accordance with the regulations contained in Section 22A and 31, of the Telephone Company's Pa P.U.C.- No. 1 Tariff. The STU must be connected to a client's Dial Tone Line through a standard jack, in accordance with the provisioning of Part 68 of the F.C.C.'s Rules and Regulations. The STU may not be connected if the ringer

ALARM TRANSPORT SERVICE

A. REACTSM ALARM TRANSPORT SERVICE (Cont'd)

(C)

2. REGULATIONS (Cont'd)

b. Subscriber Terminal Unit (Cont'd)

equivalence number (REN) of a telephone or terminating device or the sum of all the REN's on a particular line exceeds five. The REN is a weighting factor determined by its relative on-hook loading of the Dial Tone Line as specified in Section 68.312(d) of the F.C.C.'s Rules and Regulations. The installation, testing, maintenance, performance and/or replacement of the STU, and all other premises wiring and equipment, is the responsibility of the subscriber or it's client.

c. Subscriber's Client's Telephone Service

In the event the client's telephone service is terminated or suspended for any reason, the REACT Service connection will also be terminated. The Telephone Company will not notify the subscriber of any change in the client's telephone service. It is the client's responsibility to notify the subscriber if a change in telephone service occurs. It is the subscriber's responsibility to inform the client of this regulation.

If, as a result of a service trouble report, a premises visit to the client by the Telephone Company is required and the trouble is found not to be caused by Telephone Company facilities then the Premises Work Charges will apply.

d. Conditions Under Which Furnished

Nothing contained in this Tariff shall be construed as establishing any agency agreement, partnership or joint venture between the Telephone Company and subscriber. Any REACT Service subscriber shall be responsible for obtaining all licenses, permits and authorizations required and shall comply with all codes, laws, regulations, restrictions or limitations governing the use of equipment or services employed by it in providing a service to its clients.

e. Liability for Service Failures

The Telephone Company is not an insurer of persons or property. The liability of the Telephone Company to the subscriber, the client or any other person for a loss or injury suffered or a liability incurred by any or all of them as a result of a failure in the REACT Service shall be limited in accordance with the provisions of Section 1, Paragraph 14 of the Telephone Company's Pa. P.U.C.-No. 1 Tariff, which is incorporated herein by reference. The subscriber, the client and

ALARM TRANSPORT SERVICE

A. REACTSM ALARM TRANSPORT SERVICE (Cont'd)

2. REGULATIONS (Cont'd)

e. Liability for Service Failures (Cont'd)

other persons who may be affected by a failure of the REACT Service are advised that they should obtain insurance and take all other steps necessary to protect themselves against any loss or injury which they may suffer or liability which they may incur as a result of a failure in the REACT Service.

The subscriber shall: (1) execute a written application for REACT Service in a form to be provided by the Telephone Company containing an acknowledgement of the subscriber's agreement to the limitation of liability and other provisions set forth in this paragraph e.; and (2) shall include similar provisions protecting the Telephone Company in a form to be provided by the Telephone Company in any agreement the subscriber enters into with a client. Failure to include such provisions, however, shall not subject the Telephone Company to any liability to which it would not be subject if the provisions had been included.

The REACT Service subscriber will require two (2) Type 3041 data channels at filed rates and charges specified in the Special Services Tariff, Pa. P.U.C.-No. 304 from its location to the Telephone Company's alarm distributor. The subscriber will also require data terminal equipment that is compatible with the output from the REACT Service alarm distributor.

3. RATES

The following monthly rates and product/service charges apply in addition to the regulations, rates and charges for other services provided in this or other Tariffs of the Telephone Company. This service is covered by the Sales Provision as described in Section 1, Paragraph 27 of the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

<u>Central Office Connection</u>	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	
REACT Service, per Residential Line Equipped	\$55.00	\$6.75	(C) (C)
REACT Service, per Business Line Equipped	55.00	11.00	

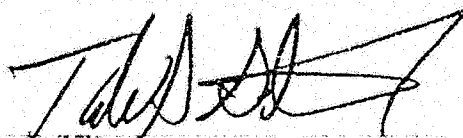
(C) Indicates change

CERTIFICATE OF SERVICE

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

VIA FIRST CLASS MAIL

John Spiesberger
6 Derringdale Road
Wayne, PA 19087



Todd S. Stewart

Dated this 8th day of February, 2007.

RECEIVED
2007 FEB - 8 PM 3: 55
PA Pub.
SECRETARY'S BUREAU

DOCUMENT
FOLDER

February 13, 2007

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

ORIGINAL DOCKETED
FEB 21 2007

Dear Mr. Secretary,

This concerns Docket No. C-20077284; John Spiesberger v. Verizon Pennsylvania Inc.

I read the letter to you from Todd S. Stewart, Counsel for Verizon Pennsylvania Inc., dated 8 Feb. 2007. I want to enter four objections to Mr Stewart's letter.

First, I discuss the matter of whether I have standing to file a formal complaint to the PUC regarding the problem with my REACT system. I do believe in the law, and would agree that the law should be followed. Not being familiar with the law, I can only state that it is both my family and company that are affected by the failure of the REACT system. Neither Verizon nor my Alarm Company suffer significantly from its failure. We get a loud piercing noise from the Verizon REACT system when the REACT system fails. The loud piercing noise interferences with conversations we have on our residential phone line, which we pay for as residential customers. When the REACT system fails, the police are sometimes dispatched to my home, sometimes with guns drawn. These REACT system failures are always due to Verizon's equipment failure, which I will address below. No one in our family likes to have the police come to our house with or without guns drawn. Furthermore, the REACT system is not working, which means that my alarm system is not correctly performing the monitoring that is required of it for my company, Scientific Innovations. Lastly, we get phone calls at any time of day or night when the REACT system fails. Sometimes these calls arrive in the middle of the night waking up our family. I state that my payment for the phone line for my company is the same as for our home, and it is billed to our home as a residential customer. My company and our private residence share the same phone number.

Second, Mr Stewart is mis-informed about Verizon's culpability regarding the failure of the REACT system. I discussed this issue with him on the phone on the 9th of Feb. 2007. For example, since 2000 to the current year, Verizon employees have admitted to me that Verizon equipment was the cause of past REACT system failures and not any equipment in either my house or at the Alarm Company. In fact, Verizon has changed the design of the REACT system card and even sent me a check to reimburse me for local police charges incurred by responding to false alarms. Verizon appears to deny any of this ever happened (8 Feb 2007 letter from Stewart to PUC). But in a court of law, with witnesses sworn under oath and Verizon and my documents presented

RECEIVED

FEB 20 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BA 92
~~BA 92~~

as evidence, I would have the opportunity to present my side of the situation in an impartial setting. I do feel it would be desirable to somehow protect such Verizon employees from possible Verizon retribution if they are put in the position of having to testify against their employer. I do not know how to offer such protection to them.

Third, Mr Stewart claims that Verizon has used employees who understand how to fix the REACT system. I disagree. As further evidence of my position, Mr Stewart and I discussed this matter during our 9 Feb 2007 phone call. Mr Stewart reported that a Verizon employee in Philadelphia named Rob checked my REACT system and found no problem. He said the check was done during some portion of a workday. The conclusion reached by Verizon was that their REACT system was working fine, and the problem was with my house equipment. However, Mr Stewart did not know that the REACT system fails intermittently for a few minutes daily at random times despite the fact that I and my Alarm Company have reported the intermittent nature of the failure to Verizon numerous times. In fact, the probability that Verizon would detect a problem with a check during some portion of a day is low. My Alarm Company reports to me that the REACT system fails roughly from a few minutes to perhaps 15 minutes at some random time during a day or night. Assume there is one 10 minute outage a day. Then the outage occurs $10 \text{ min} / 24 \text{ hour} = 10 \text{ min} / 1440 \text{ minutes} = 0.0069$ of a day. Therefore, the probability that Verizon would detect the problem at any moment is 0.69%. The fact that Verizon's letter (Mr Stewart letter, 8 Feb. 2007) does not recognize the intermittent nature of the problem nor apply a test which could likely detect an intermittent problem, is further evidence that Verizon has not put competent people on this problem who understand how it could be fixed.

Fourth, my Alarm Company, Electronic Security Inc, has reported the problem to Verizon repair crews repeatedly during the episodes during the last 10 months. Verizon has not fixed the problem. The 8 Feb 2007 letter to you from Mr Stewart says it is my home equipment that is interfering. Those informed about the facts in this case since 2000 almost always place blame on my home equipment for the problems with the REACT system. In the end, it has always been determined and admitted by Verizon employees, without exception, that the problem was with Verizon equipment, and not equipment in my home or at the Alarm company.

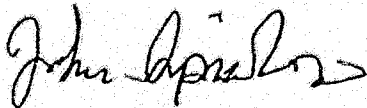
I enjoyed talking to Mr Stewart on the phone on the 9th of Feb, 2007. When I explained to him that the REACT system problem is intermittent, and that my goal is to get the problem fixed, he offered to go back to Verizon technical support and try to get them to do more careful checking of the REACT system. When I explained to Mr Stewart that past problems have always been traced back to Verizon equipment, he appeared to understand my view. When I explained to him that the current episode of failure occurs for only a few minutes a day, he verbally offered to go back and see what he could do to help fix the problem. I certainly hope he has some influence in this regard,

I enclose a certificate of service stating that I am sending three copies of this letter

and three copies of the certificate to Mr. Todd Stewart, Verizon's representative in this matter.

I certify that the above statements from me are true to the best of my ability to recall them. I hope you will allow this case to go forward, because I would like this matter settled.

Respectfully,

A handwritten signature in black ink, appearing to read "John L. Spiesberger". The signature is written in a cursive style with a long, sweeping tail.

John L. Spiesberger
610 293 0834
johnsr@sas.upenn.edu



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
February 21, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20077284

(SEE ATTACHED LIST)

DOCUMENT
FOLDER

John Spiesberger
v.
Verizon Pennsylvania Inc.
Service Dispute.

DOCKETED
FEB 26 2007

Telephone Hearing Notice

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

Type: Initial Telephonic Hearing
Date: Thursday, April 5, 2007
Time: 10:00 a.m.
Presiding: Administrative Law Judge Angela T. Jones
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

John Spiesberger	610-293-0834
Todd S. Stewart, Esquire	717-236-1300

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Jones
Ona Lester
Beth Plantz
Docket Section
Calendar File

2007 MAR -8 PM 5:12
COMMUNICATIONS BUREAU

DOCUMENT
FOLDER

March 6, 2007

Todd S. Stewart
Hawke McKeon Sniscak & Kennard LLP
100 North Tenth Street, P.O. Box 1778
Harrisburg, PA 17105-1778

Dear Mr. Stewart.

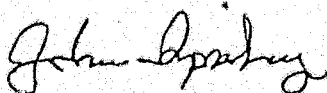
This is interrogatory 1 in Docket No. C-20077284: John Spiesberger v. Verizon Pennsylvania Inc.

I would please like have current contact information for a previous Verizon employee named Purcell. I request his contact information, as I no longer know where he can be reached. My contact information for Purcell was 215 451 2468 at Verizon. A person who currently answers that phone number, Rob, knows Purcell, and knows his last name, and possibly other information about Purcell's whereabouts. My notes indicate that Purcell's last name may be Brown. It may be possible to find contact information about Purcell if he has a retirement plan with Verizon.

In the past several years, I talked to Purcell at great length about my problems with the REACT system. Purcell knows who and what Verizon has done in many past incidents to fix the problems with the REACT system. Purcell is also more knowledgeable about the REACT system than many others at Verizon. I intend to have a subpoena served to Purcell for the scheduled hearing on the 5th of April 2007. A subpoena requires contact information, which is the subject of this interrogatory.

Thank you.

Respectfully,



John L. Spiesberger
610 293 0834
johmsr@sas.upenn.edu

BTL

March 6, 2007

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document, numbered interrogatory 1, upon the parties, listed below, in accordance with the requirements of 52 Pa. Code 5.341 (relating to written interrogatories to a party).

VIA First Class Mail.

Todd S. Stewart
Hawke McKeon Suiscak & Kennard LLP
100 North Tenth Street, P.O. Box 1778
Harrisburg, PA 17105-1778

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

Respectfully,



John L. Spiesberger
Dated 13 Feb 2007.
610 293 0834
johnsr@sas.upenn.edu