

DOCKET NO.: C-20016327
RESPONDENT OR APPLICANT: THE UNITED TELEPHONE COMPANY OF PA
PARTY OR COMPLAINANT: PA NETWORKS INC

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	10/17/01	SEC	IMES
FORMAL COMPLAINT OF PA NETWORKS INC V. THE UNITED TELEPHONE COMPANY OF PA			
2 N	10/30/01	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS			
3 N	11/21/01	SEC	TFRISCIA
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE			
4 N	12/03/01	SEC	TFRISCIA
CALJ CHRISTIANSON INTERIM ORDER SETTING SETTLEMENT CONFERENCE ISSUED			
5 N	12/27/01	SEC	BENJAMIN
CALJ MEMO TO SEC-RPT SUBMITTED TO MEDIATION UNIT PER CALJ 12/3/01 INTERIM ORDR			
6 H	04/11/02	ALJ	PAIST
INITIAL HEARING, HRG RM 2, PLAZA LVL, CMMNWLTH KEYSTONE BLDG, HARRISBERG 10 AM			
7 N	01/22/02	SEC	FRISCIA
ALJ PAIST PREHRG ORDER ISSUED-COMPLY W/CERTAIN RQMTS BEFORE 4/11/02 HEARING			
8 N	01/22/02	SEC	BENJAMIN
SERVICE LIST FILED			
9 N	04/16/02	SEC	FRISCIA
ALJ PAIST FILED REPORT OF HEARING 4/11/02			
10 N	04/30/02	SEC	FRISCIA
TRANSCRIPT OF INITIAL HEARING HELD 4/11/02 FILED			
11 N	04/03/02	SEC	FRISCIA
ALJ PAIST ORDER REQUIRING PAYMENT; ORDER ON PRESENTING EVIDENCE SVD TO PARTIES			
12 N	04/03/02	SEC	FRISCIA
RESPONDENT FILED LTR REQ ONLY COMPLAINANT PRESENT TESTIMONY @ 4/11/02 HEARING			
13 N	06/03/02	SEC	BENJAMIN
ALJ PAIST'S INITIAL DECISION SERVED TO PARTIES			
14 N	06/24/02	COR	BENJAMIN
EXCEPTIONS TO BE FILED			
15 N	07/05/02	COR	BENJAMIN
REPLY EXCEPTIONS TO BE FILED			
16 N	06/18/02	SEC	FRISCIA
COMMISSIONERS FILED REVIEW FORMS-NO REVIEW REQUESTED			
17 N	06/25/02	SEC	ZEIDERS
INITIAL DECISION RETURNED UNCLAIMED; RESENT REGULAR MAIL			
18 N	07/02/02	SEC	BENJAMIN
SEC MEMO TO ALJ-NEITHER EXCEPTIONS NOR REQUESTS FOR REVIEW HAVE BEEN RECEIVED			
19 N	07/03/02	SEC	FRISCIA
ORDER ADOPTED 7/3/02 ISSUED (SEE DOCS 339414 FOR CONTENTS OF ORDER)			

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): : 4. PUBLIC MEETING DATE:
 5. APPROVED BY: : 00/00/00
 DIRECTOR: :
 SUPERVISOR: :
 6. PERSON IN CHARGE. : 7. DATE FILED: 10/17/01
 8. DOCKET NO: C-20016327 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WETZEL KEVIN E

RESPONDENT/APPLICANT: SPRINT COMMUNICATIONS CO LP

COMP/APP COUNTY: FRANKLIN

UTILITY CODE: 310183

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE HAS BEEN NO RESOLVE FOR SERVICE ISSUES AND CONTINUAL DENIAL OF A PROBLEM. HE IS REQUESTING RESOLUTION AND CREDIT FOR DOWNTIME ISSUES WITH SERVICE.

DOCUMENT
FOLDER

DOCKETED

OCT 30 2001

- 1. REPORT DATE: 00/00/00 :
- 2. BUREAU: ALJ :
- 3. SECTION(S): :
- 4. PUBLIC MEETING DATE: 00/00/00 :
- 5. APPROVED BY: :
- DIRECTOR: :
- SUPERVISOR: CORRECTED :
- 6. PERSON IN CHARGE: :
- 7. DATE FILED: 10/17/01 :
- 8. DOCKET NO: C-20016327 :
- 9. EFFECTIVE DATE: 00/00/00 :

PARTY/COMPLAINANT: PA NETWORKS INC

RESPONDENT/APPLICANT: THE UNITED TELEPHONE COMPANY OF PA

COMP/APP COUNTY: FRANKLIN

UTILITY CODE: 310183

BTL

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DOCUMENT
FOLDER

DOCKETED

JUL 11 2002

ATTN: FILE ROOM

PLEASE CHANGE FOLDERS TO

READ: PA NETWORKS INC

V.S.

UNITED TELEPHONE CO OF PA

C-2016327

Formal Complaint Form
Pennsylvania Public Utility Commission

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

ORIGINAL

1. Your name, mailing address and telephone number:

Name KEVIN E WETZEL

Street/P.O.Box PO BOX 629 Apt # _____

City CHAMBERSBURG State PA Zip 17201

County FRANKLIN Area Code/Home Phone 717-860-2134
Area Code/Work Phone 717-709-0080

2. Name of company your complaint concerns: SPRINT UNITED TELEPHONE

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

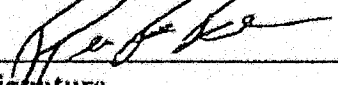
ATTACHED

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

ATTACHED

5. You must sign and date your complaint below.

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


Signature

11 SEPT 2001
Date

Continued on next page

1

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

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

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

Main Identity

From: "Network Operations Center" <noc@panetworks.net>
To: "Network Operations Center" <noc@panetworks.net>; <ceo@sprint.com>; <travis@panetworks.net>; "Eliza Proper" <eliza@panetworks.net>
Cc: <Mike.L.Higgins@mail.sprint.com>; <CHAIRMAN@puc.state.pa.us>; <wilsona@puc.state.pa.us>; <M.m.lally@mail.sprint.com>; <pamela.sankey@mail.sprint.com>; <paul.w.baltzer@mail.sprint.com>; <michael.s.tolbert@mail.sprint.com>; <consumers@attorneygeneral.gov>; <russ.robinson@mail.sprint.com>
Sent: Thursday, July 19, 2001 6:02 PM
Subject: No Resolve of Service Issues and Continual Denial of a Problem.. Requesting Resolution and Credit for Downtime, Issues with Service

This is the final time that i attempt to fix this situation. I have several items that need resolved. Im very disturbed by several things that have happened with service with Sprint from the start nearly a year ago. First of all let me say that Mike does a great job as far as getting us the support we need when we need it (such as getting lines in ahead of schedule) and helping us get the information we need.

Several things are disturbing at this point. We have a T1 here with a CIR of 768. Our auditing and network monitoring shows that we rarely go over the 768 CIR yet Sprint tells me that we are oversubscribed on the circuit and this is the problem. I have requested read only access to Sprints monitoring so i could see for myself what the problem is and was flatly denied although we have provided access to all of our monitoring utilities and have seen the sprint engineers looking up our information on our servers. What we see is totally different than what was presented to us.

A T1 with 60 modems providing Internet access should be sufficient to service the number of customers we have. We are seeing problems with 20-30 users online and little Internet traffic at all. Latency is typically over 300ms anywhere we go on the Internet. Below is a quote from the Sprint website. I find it interesting that Sprint will make such claims but doesnt care to fix the problem. In addition we are being overcharged for the services as the competition not only has a lower rate but lower ping times from MAE East in Virginia. All other Internet service providers in the area do not have latency issues and are also going through Sprint for internet access. This is very disturbing in a fair market and since we are a very community related business providing services to churches, schools and non profit organizations, local and state government in our community.

THIS IS A EXCERT FROM SPRINTS WEBSITE. Sprint is clearly not honoring this statement for us and we would like to be credited immediately for the service latency and interruptions we have experienced. Relevant points are identified. We are currently using Sprint Frame relay as identified in the bold face below, the delay guarentee of 70ms has not happened, we have been denied access to web reporting for delay statistics and were denied access to reports when requested to challenge Sprints claim that we are over subscribed

This information is clearly stated on Sprints website at <http://www.sprintbiz.com/press/0003/000322roundtrip.html>

Our statistics are available at the following locations.

We would like to be credited for this outage. The latency reports are available for public viewing at <http://news.panetworks.net> or <http://monitoring.panetworks.net>. Please review for yourself. Sprint refuses to make the situation right and we feel that we should not be paying for a service that has not worked well since day one. In addition several checks sent to Sprint were not credited to our account even though we had receipts that clearly stated that we were paying for this service. I would like a resolution to this as soon as possible.

Network Delay and Interworking Service Level Agreements (SLAs)

RESTON, Va., March 22, 2000 -- Understanding customers' needs for reliable and secure transport of data, Sprint Business (NYSE: FON) today announced new Internet SLAs, and is

also the first to announce interworking SLAs for Frame Relay and asynchronous transfer mode (ATM) services. The enhanced Internet SLAs provide new Internet customers with better network delay guarantees and web-reporting capabilities to check delay statistics. In addition, the Interworking SLAs offer guaranteed network delay and throughput to new customers with hybrid Frame Relay and ATM networks.

Whether managing e-business applications, using interactive communication services, or transferring mission-critical data, businesses need assurance in network reliability. Sprint is backing up its reliable and secure network with these enhanced SLAs to increase customer confidence. "With Sprint's industry-leading SLAs, customers are assured that their e-business applications will run efficiently," said Christopher Clark, assistant vice president of IP and Emerging Services. "Sprint's OC-48 Internet backbone, fully survivable SONET ring technology, and leadership in data network management provide customers with reliable, end-to-end data services."

Sprint's latest SLA enhancements guarantee a 70-millisecond roundtrip network delay to new dedicated Internet customers. For example, a major investment firm relies on solid network performance in order to offer its customers access to buy and sell their investment options online. Excessive network delays could potentially cost online trading companies and other businesses a significant loss in profits.

Also for added convenience, Sprint's customers can review their network performance statistics via the web with the simple click of a mouse. In addition, for customers with a combination of Frame Relay and ATM sites, Sprint is the first to offer Interworking SLAs. These SLAs provide assured delivery and response times for Delay and Data Delivery Rate based upon port speed, class of service, and committed information rate.

Sprint's 100 percent end-to-end availability guarantee, combined with unprecedented customer credits, continues to set Sprint apart from the competition. In the unlikely event of an outage, customers now receive up to 100 percent credit if service is unavailable. On outages of an hour or less, the customer receives a three-day, pro-rated monthly port and, if applicable, permanent virtual circuits (PVC) charge credit. On outages over an hour, the customer receives an additional day credit for each hour the outage persists, up to 100 percent of the customer's monthly port or PVC charge.

"The network will always be the underpinning of e-business," said Tammy Cancela, vice president of marketing. "Sprint is committed to network survivability. In fact, for the fourth straight year, Sprint has held the top spot among major telecommunications carriers with the fewest FCC reportable outages.

Network dependability and performance make the Internet SLAs and Interworking SLAs for Frame Relay and ATM services an attractive offer for customers requiring greater assurance in their data communications. To satisfy customer needs for simplicity and convenience, Sprint also offers a suite of Customer Network Management tools to monitor and validate network performance and service levels.

ABOUT SPRINT

Sprint is a global communications company – at the forefront of integrating long- distance, local and wireless communications services, and one of the largest carriers of Internet traffic. Sprint built and operates the United States' first nationwide all-digital, fiber-optic network and is a leader in advanced data communications services. Sprint has \$20 billion in annual revenues and serves more than 20 million business and residential customers.

-30-
PS/CS
032200

Please be advised that the Pennsylvania Public Utilities Commission and the Attorney General have been notified of our attempts to resolve this issue to no avail

Kevin E. Wetzel
PA Networks Inc
"Its Your internet So Use It!"
717-709-0080 Ext. 1
<http://www.panetworks.net>
"The Only iBeam and Akamai Powered Network In Pennsylvania"

VisualPulse™ Report

Running on compaq.panetworks.net

Home || Overall || Latency || Packet Loss || Down || 1 Hour || 24 Hours || 30 Days || Custom || VisualRoute

This reports covers from 2001/09/11 00:00:00 until 2001/10/11 00:00:00 and was created on Thu Oct 11 01:02:44 EDT 2001

Group by Host

IP Address	Name	RTT Latency (ms)	Packet Loss (%)	Down Time (%)
1 205.160.193.238v8	clm1-S2-6.sprintvc.net	49	2	0
2 205.247.225.1v8	router-e1.chbg01.panetworks.net	1	0	0
3 205.247.225.8v8	news.panetworks.net	1	1	0
4 205.247.225.9v8	wireless1.panetworks.net	1	1	0
5 205.247.225.10v8	wireless2.panetworks.net	0	0	0
6 205.247.225.2v8	dns.panetworks.net	1	1	0
7 205.247.225.3v8	compaq.panetworks.net	0	0	0
8 207.199.1.155v8	www.mplayer.com	107	2	0
9 208.136.78.248v8	bhm.archesapeake.com	284	21	3
10 205.160.193.85v8	sprintframelay	40	1	0
11 144.228.135.65v8	sl-gw11-fw-2-4.sprindink.net	80	1	0
12 144.232.255.97v8	sl-gw31-pen-6-1-1.sprindink.net	46	1	0
13 144.232.0.129v8	sl-bb22-fw-0-0.sprindink.net	71	1	0
14 209.95.144.55v8	sat.panetworks.net	130	16	0
15 209.95.144.10v8	login.panetworks.net	131	16	0
16 206.132.112.233v8	post-1-0-622M.crl.ANA2.gblx.net	106	2	0
17 204.148.96.103v8	pop1-dic.atdn.net	45	1	0

18	204.148.96.83 ^{VR}	popl-rtc.atdn.net	46	1	0
19	4.0.0.62 ^{VR}	atlanta1-br1.bhnp1anet.net	95	1	0
20	4.0.4.20 ^{VR}	cambridge1-br1.bhnp1anet.net	93	1	0
21	206.132.247.54 ^{VR}	post1-0-0-155M.ar1.BOS1.gblx.net	84	1	0
22	205.247.225.190 ^{VR}	www.securityhorizon.com	0	0	0
23	205.247.225.53 ^{VR}	www.pro-pav.com	0	0	0
24	205.247.225.54 ^{VR}	www.gettyburgins.com	0	0	0
25	66.1.97.100 ^{VR}	Russ DSL West Coast	359	6	0
26	205.247.225.195 ^{VR}	Wireless Gateway 316	12	69	10

Packet Loss (%) by Time of Day

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	
12am	0	0	3	3	1	2	0	1	17	0	0	0	0	5	5	0	0	1	0	0	0	0	0	0	0	7	67
1am	0	0	3	2	0	4	0	1	17	0	1	0	0	6	6	3	0	0	0	0	1	0	0	0	0	4	69
2am	3	0	3	0	0	0	0	1	19	1	1	1	1	12	12	4	1	1	1	1	1	0	0	0	0	5	69
3am	4	0	2	1	0	0	0	1	21	0	0	0	0	15	14	3	0	0	1	1	0	0	0	0	0	5	69
4am	4	0	0	0	0	0	0	1	21	0	0	0	0	19	19	0	1	0	0	0	0	0	0	0	0	4	70
5am	3	0	0	0	0	0	0	1	20	0	0	0	0	20	23	0	0	0	1	0	0	0	0	0	0	2	71
6am	5	0	0	0	0	0	0	2	23	2	1	2	2	22	23	2	2	2	2	2	2	0	0	0	0	3	73
7am	2	0	0	0	0	0	0	2	24	0	0	0	0	18	17	0	0	0	0	0	0	0	0	0	0	3	73
8am	0	0	0	0	0	0	0	1	24	0	0	0	0	17	18	0	0	0	0	0	0	0	0	0	0	3	76
9am	0	0	0	0	0	0	0	1	24	0	0	0	0	18	17	0	0	0	0	0	0	0	0	0	0	3	76
10am	1	0	0	0	0	0	0	2	27	1	1	1	1	19	20	1	1	1	1	1	1	0	0	0	0	4	76
11am	0	0	0	0	0	0	0	1	22	0	0	0	0	20	20	0	1	0	0	0	0	0	0	0	0	5	78

12pm	0	0	0	0	0	1	0	1	21	0	0	0	0	0	21	20	0	0	0	0	0	0	0	0	4	74	
1pm	3	3	0	0	0	1	0	3	21	2	3	2	2	2	22	22	2	2	2	2	2	2	2	2	2	6	69
2pm	7	2	0	0	0	3	0	8	25	7	7	7	7	7	26	25	7	7	7	7	7	7	7	7	0	62	
3pm	5	0	0	0	0	0	0	6	21	5	5	5	5	5	23	24	5	5	5	5	5	5	5	5	0	66	
4pm	3	0	0	0	0	0	0	4	20	3	3	3	3	3	21	21	3	3	3	3	3	3	3	3	0	65	
5pm	1	0	0	0	0	0	0	2	18	1	1	1	1	1	15	17	1	1	1	1	1	1	1	1	0	64	
6pm	1	0	1	1	0	0	0	1	18	0	0	1	1	1	14	14	1	0	0	1	1	0	0	0	0	63	
7pm	0	0	3	3	0	1	0	1	18	0	1	0	0	13	13	0	1	0	0	0	0	0	0	0	0	60	
8pm	1	0	3	3	0	2	0	1	18	0	1	0	0	11	11	1	0	0	0	0	0	0	0	0	9	70	
9pm	3	0	3	3	0	0	0	5	20	3	3	3	3	3	13	12	3	4	4	4	4	4	4	3	0	67	
10pm	2	0	4	4	0	1	0	3	18	1	1	1	1	2	8	8	2	2	1	2	2	1	1	0	0	62	
11pm	1	1	4	4	4	2	0	2	17	1	1	1	1	1	6	6	1	1	1	1	1	1	1	1	0	63	

Latency (ms) by Time of Day

1	205.	205.	205.	205.	205.	205.	205.	207.	208.	205.	144.	144.	144.	209.	209.	206.	204.	204.	4.	4.	206.	205.	205.	205.	205.	66.	205.	26
	160.	247.	247.	247.	247.	247.	247.	199.	136.	160.	228.	232.	232.	95.	95.	132.	148.	148.	0.	0.	132.	247.	247.	247.	247.	1.	247.	
	193.	225.	225.	225.	225.	225.	225.	1.	78.	193.	135.	255.	0.	144.	144.	112.	96.	96.	0.	0.	4.	247.	225.	225.	225.	97.	225.	
	238	1	8	9	10	2	3	155	248	85	65	97	129	55	10	233	103	83	62	20	54	190	53	54	100	195		
12am	42	0	0	0	0	0	0	98	217	32	70	38	65	125	127	102	39	39	87	87	76	0	0	0	0	367	10	
1am	42	0	0	0	0	0	0	99	216	33	70	39	62	122	124	99	37	38	86	86	75	0	0	0	0	344	11	
2am	46	0	0	0	0	0	0	103	220	38	75	43	67	123	125	104	43	44	92	91	81	0	0	0	0	306	11	
3am	49	0	1	1	0	0	0	106	222	38	80	48	73	128	124	105	41	41	92	95	89	0	0	0	0	298	10	
4am	61	0	0	0	0	1	0	120	236	49	91	55	81	136	138	116	51	56	104	102	95	0	0	0	0	310	11	
5am	50	0	0	0	0	0	0	107	224	41	75	41	67	124	129	105	43	42	93	96	82	0	0	0	0	290	11	
6am	44	0	0	0	0	0	0	100	217	33	71	38	63	120	122	99	38	38	88	86	76	0	0	0	0	288	10	
7am	45	0	0	0	0	0	0	103	224	36	75	39	65	123	124	100	41	42	91	88	80	0	0	0	0	289	10	
8am	47	0	0	0	0	0	0	104	236	38	75	42	68	123	124	103	40	43	91	90	80	0	0	0	0	296	10	

9am	47	0	0	0	0	0	0	106	270	39	78	45	69	152	149	105	44	43	92	91	83	0	0	0	0	0	323	11
10am	50	0	0	0	0	0	0	107	322	41	80	47	71	130	132	106	55	56	99	92	86	0	0	0	0	0	340	11
11am	50	0	0	0	0	0	0	108	369	44	79	48	71	134	135	109	45	46	97	93	85	0	0	0	0	0	359	11
12pm	51	0	0	0	0	0	0	108	319	42	81	48	72	134	134	108	46	46	96	95	85	0	0	0	0	0	373	11
1pm	55	0	0	0	0	0	0	110	343	44	82	49	74	135	139	110	48	47	98	97	89	0	0	0	0	0	385	12
2pm	53	0	0	0	0	0	0	110	355	44	84	50	75	135	135	111	47	49	98	97	89	0	0	0	0	0	390	12
3pm	51	0	0	0	0	0	0	110	365	43	83	50	75	136	136	110	49	51	98	97	89	0	0	0	0	0	411	11
4pm	53	0	0	0	0	0	0	109	394	43	83	49	75	135	137	111	49	52	101	101	87	0	0	0	0	0	416	11
5pm	58	0	0	0	0	0	0	116	308	47	91	58	79	143	144	114	51	56	107	99	92	0	0	0	0	0	416	13
6pm	52	0	0	0	0	0	0	109	272	44	86	49	73	137	137	110	47	48	97	95	86	0	0	0	0	0	412	11
7pm	49	0	0	0	0	0	0	105	306	39	79	45	70	130	130	106	42	43	95	93	85	0	0	0	0	0	396	11
8pm	45	0	0	0	0	0	0	103	347	37	78	42	67	124	124	102	39	42	91	89	80	0	0	0	0	0	409	11
9pm	43	0	0	0	0	0	0	103	320	36	77	42	68	121	121	101	40	40	90	85	80	0	0	0	0	0	391	11
10pm	45	0	0	0	0	0	0	102	278	35	80	41	67	122	122	101	41	40	96	94	79	0	0	0	0	0	425	11
11pm	46	0	0	0	0	0	0	103	237	37	78	41	68	125	124	103	40	41	92	90	80	0	0	0	0	0	409	11



Packet Loss (%)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	
205.	205.	205.	205.	205.	205.	205.	207.	208.	205.	144.	144.	144.	209.	209.	206.	204.	204.	4.	4.	206.	205.	205.	205.	205.	66.	205.
160.	247.	247.	247.	247.	247.	247.	199.	136.	160.	228.	232.	232.	95.	95.	132.	148.	148.	0.	0.	132.	247.	247.	247.	1.	247.	
193.	225.	225.	225.	225.	225.	225.	1.	78.	193.	135.	255.	0.	144.	144.	112.	96.	96.	0.	4.	247.	225.	225.	225.	97.	225.	
238	1	8	9	10	2	3	155	248	85	65	97	129	55	10	233	103	83	62	20	54	190	53	54	100	195	
Sep 11	1	0	0	0	0	0	2	58	1	1	1	1	23	25	1	1	1	1	1	1	0	0	0	5	96	
Sep 12	2	0	0	0	0	0	3	47	2	2	2	2	25	24	2	2	2	2	2	2	0	0	0	6	93	
Sep 13	1	0	0	0	0	0	1	1	1	1	1	1	25	23	1	1	1	1	1	1	0	0	0	5	100	
Sep 14	21	0	0	0	0	0	2	1	1	0	1	0	24	24	1	1	1	1	1	1	0	0	0	4	80	
Sep 15	0	0	0	0	0	0	1	0	0	0	0	0	25	26	0	0	0	0	0	0	0	0	0	3	77	
Sep 16	0	0	0	0	0	0	1	34	0	0	0	0	23	24	0	0	0	0	0	0	0	0	0	4	91	



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	
Sep 11	45	0	0	0	0	0	0	105	213	38	75	41	67	109	112	104	40	41	91	93	83	0	0	0	0	321	18
Sep 12	39	0	0	0	0	0	0	99	274	32	69	35	60	103	103	97	35	35	85	83	74	0	0	0	0	296	14
Sep 13	37	0	0	0	0	0	0	95	234	29	67	32	59	104	105	94	33	32	91	89	71	0	0	0	0	349	x
Sep 14	48	0	0	0	0	0	0	92	248	29	65	32	58	106	105	92	32	34	81	80	71	0	0	0	0	307	13
Sep 15	61	0	0	0	0	0	0	116	274	48	86	54	80	130	128	117	53	54	104	101	93	0	0	0	0	358	14
Sep 16	53	0	0	0	0	0	0	110	246	44	83	49	76	149	149	109	48	49	99	96	87	0	0	0	0	349	17
Sep 17	55	0	0	0	0	0	0	110	464	44	84	50	76	122	122	110	60	62	100	99	88	0	0	0	0	315	12
Sep 18	48	0	0	0	0	2	0	104	359	41	78	45	71	117	117	105	42	42	93	90	83	0	0	0	0	396	x
Sep 19	42	0	0	0	0	4	0	102	361	34	74	38	65	114	115	100	38	37	88	86	78	0	0	0	0	366	16
Sep 20	42	0	0	0	0	0	0	98	281	34	71	40	63	110	112	104	36	36	88	85	77	0	0	0	0	338	18
Sep 21	44	0	0	0	0	0	0	102	278	36	74	41	66	110	109	101	39	39	90	87	82	0	0	0	0	344	20
Sep 22	31	0	0	0	0	0	0	87	212	23	60	27	52	92	92	87	26	26	75	74	64	0	0	0	0	354	19
Sep 23	43	0	0	0	0	0	0	99	x	34	70	38	63	104	105	99	37	37	89	87	77	0	0	0	0	384	19
Sep 24	48	0	0	0	0	5	0	106	359	41	79	46	70	112	114	104	44	42	94	93	83	0	0	0	0	389	16
Sep 25	53	0	0	0	0	3	0	110	281	44	84	50	75	143	139	113	48	47	100	95	90	0	0	0	0	350	20
Sep 26	33	0	0	0	0	2	0	80	196	17	54	15	46	122	120	81	20	21	71	67	72	0	0	0	0	328	10
Sep 27	25	0	0	0	0	1	0	82	252	19	56	22	48	116	116	82	21	21	71	70	59	0	0	0	0	327	13
Sep 28	30	0	0	0	0	1	0	88	269	23	61	28	52	125	125	88	27	27	77	77	65	0	0	0	0	352	10
Sep 29	33	1	3	3	0	4	0	89	323	26	62	30	54	121	122	92	30	30	79	77	66	1	0	0	0	335	11
Sep 30	110	0	0	0	0	1	0	178	323	105	146	108	136	195	199	167	99	103	161	160	154	0	0	0	0	443	10
Oct 1	69	0	0	0	0	1	0	126	386	61	99	64	90	163	161	129	65	66	116	113	105	0	0	0	0	380	11
Oct 2	64	0	0	0	0	1	0	122	314	52	93	60	86	160	163	121	56	59	111	109	97	0	0	0	0	348	10
Oct 3	57	0	0	0	0	1	0	115	297	45	94	54	80	163	165	115	53	52	106	102	92	0	0	0	0	384	11
Oct 4	64	0	0	0	0	1	0	124	265	52	107	61	88	156	153	124	61	59	111	109	103	0	0	0	0	381	10
Oct 5	36	0	0	0	0	1	0	92	243	24	66	32	57	121	123	93	31	31	82	79	73	0	0	0	0	363	10

Oct 6	66	1	1	1	0	0	0	121	277	56	96	68	88	151	154	124	61	64	111	108	100	0	0	0	389	21
Oct 7	58	1	1	1	0	0	0	115	252	49	89	61	80	143	146	116	55	57	102	103	93	0	0	0	373	12
Oct 8	48	1	1	1	0	0	0	106	281	41	84	45	68	134	136	105	46	48	93	91	82	0	0	0	390	10
Oct 9	35	1	0	0	0	0	0	92	242	24	64	31	55	122	122	91	31	40	80	78	67	0	0	0	351	10
Oct 10	36	1	0	0	0	0	0	92	244	25	65	33	56	122	122	92	31	43	81	80	68	0	0	0	356	10

Network Operations Center

From: <consumers@attorneygeneral.gov>
To: <noc@panetworks.net>
Sent: Friday, August 10, 2001 4:11 PM
Subject: Fw: No Resolve of Service Issues and Continual Denial of a Problem. Requesting Resolution and Credit for Downtime, Issues with Service

Thank you for recently contacting the Pennsylvania Office of Attorney General's Bureau of Consumer Protection regarding the above.

If you are unable to resolve this dispute yourself, you have the option to file a complaint with our Office. From our web site, <http://www.attorneygeneral.gov/ppd/bcp/compform/cmplt.html>, you can print our PDF complaint form. Simply fill it out, sign it and send it with any supporting documentation.

If the Bureau may be of further assistance, please do not hesitate to contact us.

Very truly yours,

Karen L. Wilkinson
Consumer Protection Agent
Office of Attorney General
Bureau of Consumer Protection
www.attorneygeneral.gov

10/11/2001

Network Operations Center

From: "Network Operations Center" <noc@panetworks.net>
To: <wilsona@puc.state.pa.us>, <Thomas.J.Horn@mail.sprint.com>, "PA Networks Inc - Network Operations Center" <noc@panetworks.net>, <Mike.L.Higgins@mail.sprint.com>, <michael.s.tolbert@mail.sprint.com>, <David.L.Carbaugh@mail.sprint.com>, <consumers@attorneygeneral.gov>, <CHAIRMAN@puc.state.pa.us>
Sent: Wednesday, September 12, 2001 5:31 PM
Attach: PA Networks Inc - Network Operations Center.vcf
Subject: JOB ID: 7 STATUS UPDATE

JOB ID: 7
 CUSTOMER: PA Networks Internal
 CONTACT: Kevin Wetzel
 NOTES: Internal Work Should be Billed to This Account

LOGGED AT: Fri 07-Sep-2001 17:56
 LOGGED BY: Kevin
 CATEGORY: Internal Network
 PRIORITY: Low
 TO COMPLETE BY: Mon 10-Sep-2001 09:00
 SPENT THIS ACTION: 0 hours, cost 0
 ACTION NOTES: Working with Tom Horn from Sprint to resolve the issues.
 PASSED TO: Kevin.
 TO DO: Fix Latency Issues

ACTIONED AT: Sat 08-Sep-2001 19:29
 ACTIONED BY: Kevin
 SPENT THIS ACTION: 0 hours, cost 0
 SPENT SO FAR: 0 hours, cost 0
 ACTION NOTES: None.
 JOB COMPLETED: Sat 08-Sep-2001 19:29.
 SOLUTION: Call Thomas Horn at 717-245-6668

ACTIONED AT: Tue 11-Sep-2001 10:46
 ACTIONED BY: Kevin
 SPENT THIS ACTION: 0 hours, cost 0
 SPENT SO FAR: 0 hours, cost 0
 ACTION NOTES: None.
 PASSED TO: Kevin.
 TO DO: Fix Latency Issues

ACTIONED AT: Tue 11-Sep-2001 11:24
 ACTIONED BY: Kevin
 SPENT THIS ACTION: 0 hours, cost 0
 SPENT SO FAR: 0 hours, cost 0
 ACTION NOTES: Talked with engineers. They suggested I set the LMI settings to network. Upon doing this the T1 went down hard and no communications were possible. We set the router back to self LMI information and things are working again. Sprint is claiming that LMI is not being passed from their network. They have no resolution to the latency or packet drops. The packet loss is currently at 8%. Packet loss for the last 24 hours was up to 16% this morning. 16% of all traffic is being dropped at Sprints routers. We are not anywhere near the CIR for this circuit. Upon checking bandwidth rates we were transmitting at 300K outbound and inbound traffic is at 440K. Ticket will remain open until we have a resolution.
 PASSED TO: Kevin
 TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 11:40

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Got a call from Tom Horn this morning. - Eddie. Stated that another set of technicians will be coming onsite today around noon to continue to troubleshoot and determine a resolution to the problems here. Will update ticket status when the status changes. Currently not experiencing any packet loss at this time. Latency is terrible. Packet loss last night from 10PM till 6AM was noted at 16% again. Currently the monitoring server is looking at trending and the following information has been noted.

Currently getting 33% packet loss to our uplink facility in Florida which has in essence made our WAN non operational at this hour. We are connected with OC-3 connections in Florida through Telia. This connection information is located at <http://205.247.225.3:100/status> and the situation is not improving. Yesterday the loss was noted at 50% during business hours. We need to be able to send data to our satellite uplink facility to function properly here at the NOC.

PASSED TO: Kevin.

TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 11:45

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

'PRIORITY' CHANGED TO: High

ACTION NOTES: Noted we tested other T1 connections to Florida and are not experiencing problems. Only this T1 is experiencing problems. The equipment at the other locations is identical to the equipment at the noc. LMI is still not working properly on this circuit. Priority upgraded to HIGH priority. 55 customers are down across the United States at this time due to this outage. We are experiencing loss of revenue due to this outage at approx. \$2000 per month. Customers are being credited for downtime. Request credit for Sprint. This has been happening for the past 4 months with no resolution. Have noted problems with local users and with Picksat in Florida.

PASSED TO: Kevin.

TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 13:27

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Sprint did not arrive onsite as indicated earlier. Will contact and attempt to find out if they plan on doing additional testing today.

PASSED TO: Kevin.

TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 17:29

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Sprint was onsite. Arrival at 2PM. Worked on circuit. Still having issues. The following stats are available for the day.

TRANSMIT (Bits/Sec): 451672 RECIEVE (Bits/Sec): 704080

No Buffers Available: 0

Data Overflow: 7144

Message Ends: 14935909

Packets Too Long: 102

Overflow: 7144

Aborts: 3770

Bad CRCs: 14201

Invalid Frames: 9541

Tx Underruns: 4619

LINK Resets: 8

Experiencing 100ms latency and 4% dropped packets at this time.

PASSED TO: Kevin.
TO DO: Fix Latency Issues

LOGGED BY: Kevin
CATEGORY: Internal Network
PRIORITY: Low
TO COMPLETE BY: Mon 10-Sep-2001 09:00
SPENT THIS ACTION: 0 hours, cost 0
ACTION NOTES: None
PASSED TO: Kevin.
TO DO: Call Tom Horn 717-245-6668

ACTIONED AT: Mon 10-Sep-2001 08:22
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Called on 10 September 2001 and left a message
PASSED TO: Kevin.
TO DO: Call Tom Horn 717-245-6668

ACTIONED AT: Mon 10-Sep-2001 09:16
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Talked with Tom. Stated that they are gonna send out a tech. He is sending out a tech.
PASSED TO: Kevin.
TO DO: Call Tom Horn 717-245-6668

PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 18:52
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: ACTIONED AT: Mon 10-Sep-2001 12:16
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Sprint stated that they were gonna be onsite at 11AM and nobody has shown. Current time is 12:16PM. Tom Horn sent an email stating that they would be here. They are a no show as of 12:16PM. Will update ticket when/if they arrive. Ticket in hold status. Awaiting LEC
PASSED TO: Kevin.
TO DO: Call Tom Horn 717-245-6668

ACTIONED AT: Mon 10-Sep-2001 13:25
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
'PRIORITY' CHANGED TO High
ACTION NOTES: Tech arrived onsite at 1:25PM. Did non-intrusive testing. Working with tech to determine cause of recent problems.
PASSED TO: Kevin.
TO DO: Work with Tech to resolve issues.

ACTIONED AT: Mon 10-Sep-2001 13:55
ACTIONED BY: Kevin

PASSED TO: Kevin.
TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 18:51
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: CUSTOMER: PA Networks Internal
CONTACT: Kevin Wetzel
NOTES: Internal Work Should be Billed to This Account

LOGGED AT: Sat 08-Sep-2001 19:30
LOGGED BY: Kevin
CATEGORY: Internal Network
PRIORITY: Low
TO COMPLETE BY: Mon 10-Sep-2001 09:00
SPENT THIS ACTION: 0 hours, cost 0
ACTION NOTES: None.
PASSED TO: Kevin.
TO DO: Call Tom Horn 717-245-6668

ACTIONED AT: Mon 10-Sep-2001 08:22
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Called on 10 September 2001 and left a message.
PASSED TO: Kevin
TO DO: Call Tom Horn 717-245-6668

ACTIONED AT: Mon 10-Sep-2001 09:16
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Talked with Tom. Stated that they are gonna send out a tech. He is sending out a tech.
PASSED TO: Kevin.
TO DO: Call Tom Horn 717-245-6668

ACTIONED AT: Mon 10-Sep-2001 09:22
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0
PASSED TO: Kevin.
TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 18:52
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: JOB ID: 11
CUSTOMER: PA Networks Internal
CONTACT: Kevin Wetzel
NOTES: Internal Work Should be Billed to This Account

LOGGED AT: Sat 08-Sep-2001 19:30

technicians will be coming onsite today around noon to continue to troubleshoot and determine a resolution to the problems here. Will update ticket status when the status changes. Currently not experiencing any packet loss at this time Latency is terrible Packet loss last night from 10PM till 6AM was noted at 16% again. Currently the monitoring server is looking at trending and the following information has been noted:

Currently getting 33% packet loss to our uplink facility in Florida which has in essence made our WAN non operational at this hour. We are connected with OC-3 connections in Florida through Telia This connection information is located at <http://205.247.225.3:100/status> and the situation is not improving. Yesterday the loss was noted at 50% during business hours. We need to be able to send data to our satellite uplink facility to function properly here at the NOC.

PASSED TO: Kevin.

TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 11:45

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

'PRIORITY' CHANGED TO: High.

ACTION NOTES: Noted we tested other T1 connections to Florida and are not experiencing problems. Only this T1 is experiencing problems. The equipment at the other locations is identical to the equipment at the noc. LMI is still not working properly on this circuit. Priority upgraded to HIGH priority. 55 customers are down accross the United States at this time due to this outage. We are experiencing loss of revenue due to this outage at approx \$2000 per month. Customers are being credited for downtime. Request credit for Sprint. This has been happening for the past 4 months with no resolution. Have noted problems with local users and with Picksat in Florida

PASSED TO: Kevin.

TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 13:27

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Sprint did not arrive onsite as indicated earlier. Will contact and attempt to find out if they plan on doing additional testing today

PASSED TO: Kevin.

TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 17:29

ACTIONED BY: Kevin

SPENT THIS ACTION: 0 hours, cost 0

SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Sprint was onsite. Arrival at 2PM. Worked on circuit. Still having issues. The following stats are available for the day

TRANSMIT (Bits/Sec) 451672 RECIEVE (Bits/Sec) 704080

No Buffers Available: 0

Data Overflow: 7144

Message Ends: 14935909

Packets Too Long: 102

Overflow: 7144

Aborts: 3770

Bad CRCs: 14201

Invalid Frames: 9541

Tx Underruns: 4619

LINK Resets: 8

Experiencing 100ms latency and 4% dropped packets at this time.

HISTORY PAST 2 MONTHS
STILL NO RESOLUTION
FROM PA NETWORKS TROUBLE TICKET SYSTEM

JOB ID: 7
CUSTOMER: PA Networks Internal
CONTACT: Kevin Wetzel
NOTES: Internal Work Should be Billed to This Account

LOGGED AT: Fri 07-Sep-2001 17:56
LOGGED BY: Kevin
CATEGORY: Internal Network
PRIORITY: Low
TO COMPLETE BY: Mon 10-Sep-2001 09:00
SPENT THIS ACTION: 0 hours, cost 0
ACTION NOTES: Working with Tom Horn from Sprint to resolve the issues.
PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Sat 08-Sep-2001 19:29
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: None.
JOB COMPLETED: Sat 08-Sep-2001 19:29
SOLUTION: Call Thomas Horn at 717-245-6668

ACTIONED AT: Tue 11-Sep-2001 10:46
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: None.
PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Tue 11-Sep-2001 11:24
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Talked with engineers. They suggested i set the LMI settings to network. Upon doing this the T1 went down hard and no communications were possible. We set the router back to self LMI information and things are working again. Sprint is claiming that LMI is not being passed from their network. They have no resolution to the latency or packet drops. The packet loss is currently at 8%. Packet loss for the last 24 hours was up to 16% this morning. 16% of all traffic is being dropped at Sprints routers. We are not anywhere near the CIR for this circuit. Upon checking bandwidth rates we were transmitting at 300K outbound and inbound traffic is at 440K. Ticket will remain open until we have a resolution.
PASSED TO: Kevin.
TO DO: Fix Latency Issues

ACTIONED AT: Wed 12-Sep-2001 11:40
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Got a call from Tom Horn this morning. - Eddie. Stated that another set of

SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Tech stated that we were not over our CIR 768
PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Fri 14-Sep-2001 14:27
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Network still no different than original problems reported. Sprint is going to provide a report on the problems that we are having
PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Mon 17-Sep-2001 14:35
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Sprint is supposed to provide report or information on the problems we are having. Have not heard from Sprint. Problem is ongoing. The network is showing 130MS latency at the Carlisle router and 8% packet loss in Fort Worth. Trouble still ongoing. No resolution at this time. Customers in Florida are down at this time. Total loss reported this month in excess of \$3000 in revenue from this problem. Still waiting on a solution from Sprint
PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Wed 19-Sep-2001 15:30
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: Yes this is happening with all customers that are dialing into us. I think I have the problem identified however. We are dropping 50% of packets from Sprint. I'm working with them to get this resolved now. Will update you as soon as I find out more. Thanks for getting back to me.

Kevin Wetzal
PA Networks Inc

----- Original Message -----

From: "Rafael Alvarez" <RALvarez@picksat.com>
To: "'Network Operations Center'" <noc@panetworks.net>
Cc: <Noc@picksat.com>
Sent: Wednesday, September 19, 2001 1:46 PM
Subject: RE: dish update

> Kevin.
> I have been running several test from here (VPN and regular Flash) and every
> download is showing an average from 50 to 55 KB/second. I also talked with
> several customers in Mexico and Bolivia and no one is complaining about
> the
> system performance for the last 2 weeks. I don't understand what is
> happening with your link, since last week I run some tests calling
> directly

> to your ISP and the performance was really slow.
PASSED TO: Kevin.
TO DO: Fix Latency Issues

ACTIONED AT: Wed 19-Sep-2001 15.31
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0
ACTION NOTES: When running the same tests

> from here to our ISP or other local ISP, performance went to normal.
> I am going to try again calling to your ISP
> Is this happening with all your customers?

SPRINT IS CURRENTLY LOSING US LOSSES BY THIS CIRCUITS PERFORMANCE IN EXCESS OF \$3000.00 PER MONTH AND HAS NOT RESPONDED IN A WEEK AS TO WHAT IS BEING DONE TO CORRECT THIS SITUATION.

(Forward to Representatives for Action)

PASSED TO: Kevin
TO DO: Fix Latency Issues

ACTIONED AT: Wed 03-Oct-2001 20.58
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Still no resolution to this issue. Sprint called (Mr Horn) to state that they want to put in a cisco router to test it and see if its the customer provided equipment causing this issue.
PASSED TO: Kevin.
TO DO: Fix Latency Issues

ACTIONED AT: Thu 11-Oct-2001 13.46
ACTIONED BY: Kevin
SPENT THIS ACTION: 0 hours, cost 0
SPENT SO FAR: 0 hours, cost 0

ACTION NOTES: Filing formal complaint with Public Utilities Commission. Did an informal complaint a few months ago. Making arrangements to install circuit from another carrier to alleviate this issue. Requesting credit from Sprint. Have called. Received no calls back in the past 2 weeks from Sprint billing
PASSED TO: Kevin
TO DO: Fix Latency Issues



PA Networks Inc
PO Box 629
Chambersburg, PA 17201
Phone (717) 709-0080
Fax (509) 267-2115
<http://www.panetworks.net>

Complaint Background and Timeline

1. Latency above and beyond advertised latency.
2. Non response and non-return of phone calls left for sales associates at Sprint.
3. Non credit of payments to account lost payments billing issues.
4. Loss of revenue and excessive downtime during production hours.
5. Not getting responses or credit for downtime that occurred after hours.

The problems described in this memo have been occurring since Jan of 2001. PA Networks Incorporated has made all attempts to fix and alleviate the problems that are occurring. Sprint has been sending various technicians in to repair or find the source of the problems and months have gone by without resolution. We have attempted to contact our account representative at Sprint and have left numerous messages with no call back or response from Sprint.

Problem with Internet connection:

On or about 15 Oct 2000 PA Networks Inc purchased a leased line Frame Relay connection to the Internet from Sprint United Telephone of Pennsylvania. From the start we have experienced nothing but problems with the connection. Our connection to the Internet has been slow, unresponsive and has had periods of downtime for which we have not been credited. In addition Sprint has not provided an account representative to assist us with these matters even though we were told that we would be provided with a representative to assist us with our orders, changes, problems and billing.

The Internet connection was advertised by Sprint on their Internet site as having a 70ms Network Delay and Interworking Service Level Agreement on March 22, 2000. This document was part of the basis for us ordering and choosing Sprint for our data needs. A copy of the press release is included below. Sprint clearly has not provided services and additional proof is included in this memorandum as well.

ORIGINAL PRESS RELEASE FOLLOWS

This press release is available at <http://www.sprintbiz.com/press/0003/000322roundtrip.html>.

EX. A

SPRINT UNVEILS INDUSTRY-LEADING 70 MILLISECOND ROUNDTRIP INTERNET NETWORK DELAY WITH A 100 PERCENT UPTIME GUARANTEE

Network Delay and Interworking Service Level Agreements (SLAs)

RESTON, Va., March 22, 2000 -- Understanding customers' needs for reliable and secure transport of data, Sprint Business (NYSE: FON) today announced new Internet SLAs, and is also the first to announce Interworking SLAs for Frame Relay and asynchronous transfer mode (ATM) services. The enhanced Internet SLAs provide new Internet customers with better network delay guarantees and web-reporting capabilities to check delay statistics. In addition, the Interworking SLAs offer guaranteed network delay and throughput to new customers with hybrid Frame Relay and ATM networks.

Whether managing e-business applications, using interactive communication services, or transferring mission-critical data, businesses need assurance in network reliability. Sprint is backing up its reliable and secure network with these enhanced SLAs to increase customer confidence. "With Sprint's industry-leading SLAs, customers are assured that their e-business applications will run efficiently," said Christopher Clark, assistant vice president of IP and Emerging

PA Networks Incorporated
"It's Your Internet So Use It!"



PA Networks Inc
PO Box 629
Chambersburg, PA 17201
Phone (717) 709-0080
Fax (509) 267-2115
<http://www.panetworks.net>

Services "Sprint's OC-48 Internet backbone, fully survivable SONET ring technology, and leadership in data network management provide customers with reliable, end-to-end data services "

Sprint's latest SLA enhancements guarantee a 70-millisecond roundtrip network delay to new dedicated Internet customers. For example, a major investment firm relies on solid network performance in order to offer its customers access to buy and sell their investment options online. Excessive network delays could potentially cost online trading companies and other businesses a significant loss in profits.

Also for added convenience, Sprint's customers can review their network performance statistics via the web with the simple click of a mouse. In addition, for customers with a combination of Frame Relay and ATM sites, Sprint is the first to offer Interworking SLAs. These SLAs provide assured delivery and response times for Delay and Data Delivery Rate based upon port speed, class of service, and committed information rate.

Sprint's 100 percent end-to-end availability guarantee, combined with unprecedented customer credits, continues to set Sprint apart from the competition. In the unlikely event of an outage, customers now receive up to 100 percent credit if service is unavailable. On outages of an hour or less, the customer receives a three-day, pro-rated monthly port and, if applicable, permanent virtual circuits (PVC) charge credit. On outages over an hour, the customer receives an additional day credit for each hour the outage persists, up to 100 percent of the customer's monthly port or PVC charge.

The network will always be the underpinning of e-business," said Tammy Cancela, vice president of marketing. "Sprint is committed to network survivability. In fact, for the fourth straight year, Sprint has held the top spot among major telecommunications carriers with the fewest FCC reportable outages.

Network dependability and performance make the Internet SLAs and Interworking SLAs for Frame Relay and ATM services an attractive offer for customers requiring greater assurance in their data communications. To satisfy customer needs for simplicity and convenience, Sprint also offers a suite of Customer Network Management tools to monitor and validate network performance and service levels.

ABOUT SPRINT

Sprint is a global communications company -- at the forefront of integrating long-distance, local and wireless communications services, and one of the largest carriers of Internet traffic. Sprint built and operates the United States' first nationwide all-digital, fiber-optic network and is a leader in advanced data communications services. Sprint has \$20 billion in annual revenues and serves more than 20 million business and residential customers.

-30-
PS/CS
032200

Below is proof that Sprint does not provide a 70ms latency guarantee on their circuits. PA Networks Incorporated has been monitoring this Internet connection for the past few months and is including the latency statistics with this memorandum.

PA Networks Incorporated
"It's Your Internet So Use It!"



PA Networks Inc
PO Box 629
Chambersburg, PA 17201
Phone (717) 709-0080
Fax (509) 267-2115
<http://www.panetworks.net>

EX.2 Enclosed

The entire trouble ticket system entries for the past month and a half as well as the previous history have been included.

This issue is costing our firm approx. \$3000.00 per month and has been ongoing since March of 2001. We have lost thousands of dollars in revenue and feel that Sprint is trying to harm smaller Internet Service Providers so that they don't have to compete with them. Sprint will not return phone calls or provide us with a dedicated account representative to obtain a resolution to this problem. Sprint was supposed to provide a report to outline the problems and resolutions and has not as of this date provided such report. Since we are in the process of replacing the connection we would like to be credited for the service since March of 2001 when the problem was first brought to Sprints attention and we would like to have all billing stopped for the services at this location until such time as Sprint provides the services that they have advertised. We will in the meantime purchase a circuit from another provider but we do not feel that it is fair for us to pay for this service since it has not been stable since being installed and has cost us revenue losses since inception.

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

DATE SERVED: OCTOBER 30, 2001

C-20016327

SPRINT COMMUNICATIONS COMPANY LP
RICHARD A HRIP
VICE PRESIDENT EXTERNAL AFFAIRS
1201 WALNUT BOTTOM RD
CARLISLE PA 17013

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KEVIN E WETZEL. 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.

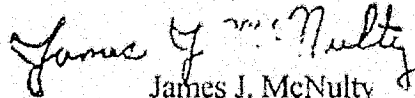
OCTOBER 30, 2001

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

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,


James J. McNulty
Secretary

DDI

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 30, 2001

KEVIN E WETZEL
Complainant

DOCUMENT
FOLDER

VS.

SPRINT COMMUNICATIONS
COMPANY, L.P.

Respondent

Complaint Docket
No: C-20016327

DOCKETED

OCT 30 2001

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: SPRINT COMMUNICATIONS COMPANY, L.P.

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 17120, an answer (original and two 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).

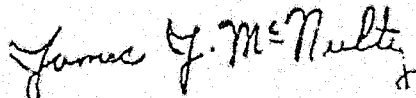
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

THE LAW FIRM OF

MALATESTA HAWKE & MCKEON LLP

HARRISBURG ENERGY CENTER
100 NORTH TENTH STREET
HARRISBURG, PENNSYLVANIA 17101

(717) 236-1300

FAX (717) 236-4841

<http://www.mhm-law.com>

CRAIG R BURGRAFF
JANET L MILLER
SUSAN J SMITH
WILLIAM E LEHMAN
STEVEN K HAAS
ANDREW S TUBBS

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

ORIGINAL

JOSEPH J MALATESTA, JR
WILLIAM T. HAWKE
KEVIN J MCKEON
LOUISE A KNIGHT
THOMAS J. SNISCAK
NORMAN JAMES KENNARD
LILLIAN SMITH HARRIS
SCOTT T WYLAND
TODD S STEWART

November 21, 2001

~~RECEIVED~~
NOV 26 2001

DOCUMENT
FOLDER

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

Re: Kevin E. Wetzel v. The United Telephone Company of Pennsylvania, Docket No.
C-20016327. ANSWER

Dear Mr. McNulty:

Enclosed for filing with the Commission are an original and three (3) copies of The United Telephone Company of Pennsylvania's Answer in the above-captioned matter. A copy of this document has been served in accordance with the attached Certificate of Service.

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

Very truly yours,

Janet L. Miller
Counsel for The United Telephone
Company of Pennsylvania

JLM/kmg
Enclosures

cc: Kevin E. Wetzel

SECRETARY'S BUREAU

NOV 21 PM 2:06

GENERAL

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

KEVIN E. WETZEL,

Complainant

v.

THE UNITED TELEPHONE COMPANY
OF PENNSYLVANIA,

Respondent

Docket No. C-20016327

DOCUMENT
FOLDER

SECRETARY'S BUREAU

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RECEIVED

ANSWER OF
THE UNITED TELEPHONE COMPANY OF PENNSYLVANIA
TO THE FORMAL COMPLAINT OF KEVIN E. WETZEL

INDEXED
FILED
NOV 26 2001

The United Telephone Company of Pennsylvania ("United" or "Company"), by its attorneys in this proceeding, Malatesta Hawke & McKeon LLP, hereby submits its Answer to the Formal Complaint filed by Kevin E. Wetzel ("Mr. Wetzel"). In support thereof, United responds and avers as follows:

1. ADMITTED based upon information and belief. United AVERS that Mr. Wetzel appears to be disputing service provided to PA Networks Inc. ("PA Networks")¹, an Internet Service Provider ("ISP") with a mailing address of PO Box 629, Chambersburg, PA 17201. United AVERS that this account is a business account receiving internet service under telephone account number 717-709-0080. For purposes of this Answer, United considers the Complainant to be both Kevin E. Wetzel and PA Networks ("Complainant").

¹ United AVERS that, although the Commission's Regulations require that corporations be represented by counsel in litigated proceedings, PA Networks does not list an attorney on the Formal Complaint form.

2. DENIED. The correct corporate name of the Respondent in this matter is "The United Telephone Company of Pennsylvania."

3. United AVERS that this Answer responds to the three-page document entitled "Complaint Background and Timeline" that was attached to the Formal Complaint filed at Docket No. C-20016327.

United DENIES that the allegedly low latency levels experienced on telephone account number 717-709-0080 are caused by failures of the Company's equipment. On the contrary, United AVERS that the Company's testing shows that Complainant's alleged service problems are caused by a customer oversubscription of the PA Networks' facilities or by a failure of the customer's internal equipment.

United DENIES that its sales associates have been non-responsive to Complainant's telephone calls. On the contrary, United AVERS that Company personnel have been working with Mr. Wetzel and Complainant since June 2001 in an attempt to locate and rectify the possible source of the alleged service complaints.

United DENIES that all payments received for charges owed on telephone account number 717-709-0080 have not been credited. To the extent Complainant has other "billing issues" or disputes to raise in connection with the billing of telephone account number 717-709-0080, United AVERS that no specific information with regard to these billing issues or disputes was contained in the Formal Complaint. United is, therefore, without sufficient information or knowledge to respond to Complainant's statements and these statements are DENIED.

United is without sufficient information or knowledge to respond to Complainant's statements that PA Networks allegedly has experienced "loss of revenue and excessive downtime during production hours" and these statements are therefore DENIED. To the extent Complainant

is seeking money damages in this proceeding, United AVERS that the Commission has no statutory authority to award damages under the Public Utility Code, 66 Pa. C.S.A. §101 *et seq.* With respect to Complainant's statement that PA Networks is "not getting responses or credit for downtime that occurred after hours," United AVERS that no credits are due for services provided to telephone account number 717-709-0080. Complainant's statement is therefore DENIED.

United ADMITS that numerous technicians have been sent to Complainant's place of business in an attempt to locate and repair the source of Complainant's alleged service problems. United ADMITS that Complainant continues to dispute the quality of service provided to telephone account number 717-709-0080. United AVERS, however, that all testing performed by the Company indicates that the service problems allegedly experienced by Complainant are a result of a customer oversubscription by PA Networks of its facilities or are caused by failures of the customer's internal equipment.

United DENIES that the Company has refused to assign an account representative to the PA Networks' account or that this individual, Thomas Horn, has been unresponsive to Complainant's calls. On the contrary, Mr. Horn and Mr. Wetzel have exchanged numerous telephone calls since August 24, 2001 in connection with the service problems allegedly experienced by PA Networks.

United ADMITS that, on or about October 15, 2000, PA Networks purchased a "leased line Frame Relay connection" from United for use in connecting with the internet. United ADMITS that Complainant began to report problems with this service in December 2000 and that those reports included slow connection speeds and downtime. As indicated above, all testing performed by the Company indicates that Complainant's alleged service problems are a

result of a customer oversubscription by PA Networks of its facilities or by failures in the customer's internal equipment. United DENIES that any credits are due for services provided to telephone account number 717-709-0080.

United ADMITS that the "Press Release" included as part of the Formal Complaint was issued by Sprint Communications LLP on March 22, 2000. United is, however, without sufficient information or knowledge to respond to Complainant's statements regarding the role that the Press Release information played in the decision of PA Networks to order data service from the Company. These statements are therefore DENIED.

Based on documents attached to the Formal Complaint, United ADMITS that it appears PA Networks has been monitoring its internet connection "for the past few months." United is without sufficient information or knowledge, however, to respond to Complainant's claim that the attached documentation shows that the "latency statistics" included with the Formal Complaint support Complainant's claim that a 70ms latency level has not been maintained on the PA Networks line at all times. These statements are therefore DENIED.

United ADMITS that Complainant has been disputing the quality of service provided to telephone account number 717-709-0080 since January 2001. United is, however, without sufficient information or knowledge to respond to Complainant's statements regarding loss of revenue allegedly experienced by Complainant during this period of time. These statements are therefore DENIED. By way of further answer, United AVERS that the Commission is without statutory authority under the Public Utility Code to award damages.

United DENIES that it is "trying to harm smaller Internet Service Providers" in order to remove these ISPs from competition or that the Company is intentionally providing inferior service for any reason. United DENIES that it has not returned Complainant's telephone

calls or assigned a "dedicated account representative" to the PA Networks' account. While United ADMITS that the Company has not been able to "obtain a resolution" of Complainant's ongoing service claims that has met with Complainant's satisfaction, United AVERS that all testing indicates that the Company's facilities and equipment are functioning within normal parameters and that the alleged service problems being reported are a result of Complainant's oversubscription of its ISP services or a result of failures of the customer's internal equipment.

United ADMITS that it has not provided a written report to Complainant regarding the alleged service problems and proposed resolutions. United AVERS that these issues were thoroughly discussed during a meeting between Mr. Wetzel and Company representatives that occurred on June 29, 2001 and that no written follow-up was required.

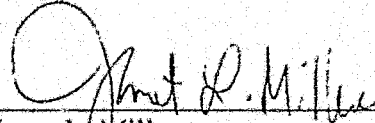
United is without sufficient information or knowledge to respond to Complainant's statements that PA Networks is in the process of obtaining data service from a carrier other than the Company or that PA Networks has notified the Company that service to the 717-709-0080 telephone account should be permanently disconnected. These statements are therefore DENIED. United DENIES that Complainant is due any credit for services provided since March 2001 or that additional billings should not be issued while service to telephone account number 717-709-0080 is still in effect.

The remaining documentation (20 pages total) attached to the Formal Complaint appears to be internal e-mails and testing data that allegedly support Complainant's claims. United AVERS that these documents should not be attached to the Formal Complaint but should be admitted into evidence during hearings to be held in this matter. To the extent a response to the statements or claims contained in these documents is required, all statements and claims are DENIED.

4. Complainant's request for relief is set forth in its Paragraph 3 narrative; United's response to which is hereby incorporated by reference. United specifically DENIES that it has failed to comply with or has violated any Commission rule, regulation or order; that Complainant's telephone account is owed any credit for services provided; or that additional charges should not accrue for services provided by the Company to telephone account number 717-709-0080.

WHEREFORE, for all the reasons set forth in this Answer of The United Telephone Company of Pennsylvania, and in accordance with the Commission's Regulations, United requests that the Formal Complaint filed at Docket No. C-20016327 be dismissed or denied in its entirety.

Respectfully submitted,



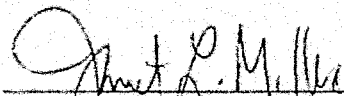
Janet L. Miller
Todd S. Stewart
Malatesta Hawke & McKeon LLP
Harrisburg Energy Center
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105
717-236-1300

DATED: November 21, 2001

Counsel for The United Telephone
Company of Pennsylvania

AFFIDAVIT

I, Janet L. Miller, certify that I am Counsel for The United Telephone Company of Pennsylvania, and that, in this capacity, I am authorized to and do make this Affidavit for them, that the facts set forth in the foregoing document are true and correct to the best of my knowledge, information and belief, and that I expect The United Telephone Company of Pennsylvania to be able to prove the same at any hearing hereof. I understand that false statements made therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.



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

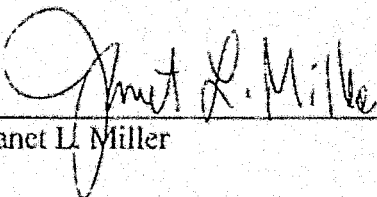
Counsel for The United Telephone
Company of Pennsylvania

CERTIFICATE OF SERVICE

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

Service by First Class Mail:

Kevin E. Wetzel
PA Networks Inc.
PO Box 629
Chambersburg, PA 17201



Janet L. Miller

DATED: November 21, 2001

SECRETARY'S BUREAU

NOV 21 PM 2:05

RECORDED