

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Cynthia Young-Nelson v. Verizon : Docket No.
Pennsylvania, Inc. Billing dispute. : C-20042785
Initial telephonic Pre-Hearing :
Conference. :
:
:
:

Pages 1 through 50

Hearing Room No. 1
1400 Spring Garden Street
Philadelphia, Pennsylvania

Wednesday, October 13, 2004

Met, pursuant to notice, at 10:05 a.m.

BEFORE:

CYNTHIA W. FORDHAM, Administrative Law Judge

APPEARANCES:

Cynthia Young-Nelson
1601 Clifton Avenue
Sharon Hill, Pennsylvania 19079
Pro se

Katherine E. Lovette, Esquire
100 North 10th Street
PO Box 1778
Harrisburg, Pennsylvania 17105-1778
(For the Respondent)

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ADMINISTRATIVE LAW JUDGE CYNTHIA WILLIAMS-FORDHAM:

Good morning. I'm administrative law judge Cynthia Williams-Fordham. And this is the time and place for the telephonic prehearing conference in the matter of Cynthia Young-Nelson versus Verizon Pennsylvania, Inc., at docket number C-20042785.

There's a court reporter here with me in the Philadelphia State Office Building and the parties are available by telephone.

At this time I would ask the complainant to state her name, address and telephone number for the record.

MS. YOUNG-NELSON: Good morning, everyone. My name is Cynthia Young-Nelson. My address is 1601 Clifton Avenue, Sharon Hill, Pennsylvania, 19079.

JUDGE FORDHAM: Thank you.

Ms. Lovette, would you enter your appearance and if you have any witnesses or anyone with you, would you identify them?

MS. LOVETTE: Certainly, your Honor. My name is Katherine Lovette. K-A-T-H-E-R-I-N-E. L-O-V-E-T-T-E entering my appearance on behalf of Verizon Pennsylvania, Inc.. In my office with me is

1 also Janet Miller, M-I-L-L-E-R, also on behalf of
2 Verizon.

3 JUDGE FORDHAM: Thank you.

4 MS. LOVETTE: Our address?

5 JUDGE FORDHAM: Yes, please.

6 MS. LOVETTE: The firm name is Hawke,
7 McKeon, Sniscak & Kennard LLP. Our address is 100
8 North 10th Street, P.O. Box 1778, Harrisburg,
9 Pennsylvania 17105.

10 JUDGE FORDHAM: Thank you. Let me give a
11 history of the proceeding thus far. On April 6th of
12 this year the complainant filed a formal complaint
13 with the Commission against Verizon Pennsylvania,
14 Inc..

15 She alleged that she started getting high
16 telephone bills about two years ago. That when she
17 called Verizon to complain she was given various
18 explanations. And that in December 2003 a neighbor
19 told her that Robin Spence who lives at 1611 Clifton,
20 C-L-I-F-T-O-N, Avenue in Sharon Hill illegally hooked
21 her telephone line to the complainant's line.

22 The complainant stated that she spoke to
23 Janice Roberts the director of the Delaware County
24 Housing Authority about the matter since the
25 complainant and Ms. Spence were both tenants of the

1 Authority.

2 The complainant further alleged that
3 Ms. Roberts convened a meeting on January 3rd of 2004
4 to discuss the matter. That during the meeting
5 Ms. Spence admitted that her friend Marvin Jones a
6 Verizon employee hooked up the illegal connection and
7 that Ms. Spence apologized.

8 The complainant objected to the
9 respondent holding her accountable for the results of
10 the illegal connection.

11 The complainant further alleged that
12 she's concerned about the morality and professionalism
13 and business ethics of the Verizon customer relations
14 services located at 1717 Arch Street in Philadelphia.

15 The respondent through it's counsel filed
16 an answer on May 11, 2004. The respondent admitted
17 that there is a customer relations office at 1717 Arch
18 Street, however, the respondent denied that the office
19 is a business office that handles general customer
20 service contacts.

21 The respondent admitted that the
22 complainant contacted the business office on numerous
23 occasions to question her bills and that she was given
24 an explanation each time.

25 The respondent did not have information

1 regarding statements made to the complainant by her
2 neighbors or the employees of the Delaware County
3 Housing Authority. The respondent denied that it
4 employed anyone named Marvin Jones.

5 The respondent stated that Verizon
6 Southwest, Inc., which has it's office in Kilgore,
7 Texas employs a Marvin Jones.

8 The respondent admitted that it provides
9 telephone service to 1611 Clifton Avenue in Sharon
10 Hill and that Robin Spence is a customer of record.
11 However, the respondent stated that it did not supply
12 this service at this location until February of 2003.

13 The respondent inferred that it's
14 technician inspected the complainant's network
15 interfaces at her premises in January 2004, March 2004
16 and May 2004. At that time the technician did not
17 find any evidence of tampering, illegal wiring or any
18 other problem that would indicate that someone else
19 was using the complainant's facility.

20 On May 19th of 2004 the respondent's
21 attorney sent interrogatory set 1 to the complainant
22 after the complainant refused to discuss the complaint
23 with her by telephone on May 11th of 2004.

24 The complainant advised the respondent's
25 counsel that she was represented by counsel and that

1 her counsel will contact Ms. Lovette. The complainant
2 did not file objections or respond to the
3 interrogatories.

4 On June 15th of 2004 the respondent's
5 attorney filed a motion to compel responses to
6 interrogatories and for sanctions.

7 The complaint did not file an answer to
8 the motion to compel. By notice dated July 2, 2004 a
9 hearing was scheduled in this matter for today,
10 October 13, 2004.

11 That correspondence dated August 9, 2004
12 the respondent's attorney notified the presiding
13 officer of the pending motion to compel.

14 On August 10th of 2004 the respondent's
15 attorney served interrogatory set 2 on the
16 complainant.

17 August 13th of 2004 respondent's attorney
18 filed a motion to compel responses to interrogatories
19 set 2 and for sanctions. Ms. Lovette provided
20 documentation to show that the complainant refused to
21 accept delivery of interrogatories set 2 from Federal
22 Express.

23 It was noted that the respondent's
24 counsel contacted the complainant on August 9th in an
25 attempt to settle the matter. During that

1 conversation, the complainant indicated that a local
2 television station was investigating the allegations
3 in her complaint.

4 The complainant refused to supply the
5 name of the television station or send documents
6 related to the formal complaint to the respondent's
7 attorney.

8 The complainant told Ms. Lovette that she
9 was trying to find an attorney to represent her. The
10 complainant did not file an answer to August 13, 2004
11 motion to compel.

12 In addition the complainant did not file
13 objections or respond to the interrogatories.

14 In the motion the respondent submitted
15 that the complainant's actions in refusing to respond
16 to discovery and to accept mail from the respondent's
17 counsel constituted conduct that was obstructive to
18 the orderly conduct of the proceeding in violation of
19 Section 332F of the Public Utility Code.

20 Respondent indicated that it would be
21 prejudiced in it's preparation and presentation of a
22 defense by not having information regarding the
23 television investigation, statements from potential
24 witnesses and other documents pertaining to the case.
25 The complainant failed to respond to the motion to

1 today was changed to a telephonic prehearing
2 conference. And it was noted that if the complainant
3 failed to participate, the complaint would be
4 dismissed for failure to prosecute.

5 On October 7, 2004 the respondent through
6 it's counsel filed a motion for sanctions in the form
7 of a dismissal. The respondent averred that it's
8 counsel sent the complainant additional copies of the
9 complaint -- excuse me, the company's interrogatories
10 sets 1 and 2 by Federal Express Overnight mail.

11 In direct violation of my order the
12 complainant refused to accept delivery of the
13 additional copies of the interrogatories.

14 In addition, in direct violation of my
15 order, the complainant failed to respond to the
16 interrogatories by September 27th.

17 The complainant also failed to object
18 within the applicable time period or respond to the
19 interrogatories.

20 MS. YOUNG-NELSON: Will I be allowed to
21 say anything, your Honor?

22 JUDGE FORDHAM: When I finish, I will let
23 you talk.

24 MS. YOUNG-NELSON: Okay.

25 JUDGE FORDHAM: The respondent has asked

1 that the proceedings be stayed until the order is
2 obeyed or that a judgement be entered against the
3 disobedient participant.

4 At this time I note that the complainant
5 has not filed a written objection or answer to the
6 motion for sanctions. And at this time I would allow
7 her to respond to it orally.

8 MS. YOUNG-NELSON: Your Honor,
9 Ms. Lovette had called me several times on the
10 telephone. I went to different agencies and different
11 agencies investigated this. Ms. Lovette even
12 investigated herself.

13 She called Ms. Roberts up to verify did a
14 meeting take place. Ms. Roberts stated to her --

15 JUDGE FORDHAM: Could you slow down a
16 little bit so the court reporter can get everything.

17 MS. YOUNG-NELSON: Okay. Ms. Lovette
18 called me several times on the telephone,
19 communication. She had investigated everything that I
20 told her herself by calling different people that I
21 gave her to call.

22 Ms. Roberts who is the director of the
23 Delaware County Housing Authority spoke to Ms. Lovette
24 and her phone records can prove it because they have a
25 scaling system on the phone that Ms. Lovette has

1 called her several times.

2 Ms. Roberts then stated to her that she
3 needed something in writing to prove that this meeting
4 had took place and that Ms. Spence who I'm accusing
5 hooked her phone up to my phone admitted that she did
6 this and the person's name.

7 And also I called an agency called "Call
8 for Action." They came out and investigated the case
9 too. They also called Ms. Lovette on the telephone.
10 And Ms. Miller was the one that called them back on
11 the telephone to ask them what was "Call for Action."

12 So Ms. Lovette had the ample time to
13 receive all the information from her investigation.
14 She refused to take it from these parties just so the
15 Court could see that this woman hooked her phone
16 illegally up to mine.

17 MS. LOVETTE: Your Honor, may I respond?

18 JUDGE FORDHAM: Yes, you may.

19 MS. LOVETTE: Your Honor, I did call the
20 Delaware County Housing Authority to investigate
21 Ms. Young-Nelson's claim. And they did tell me that
22 they had a meeting in which the neighbor, Ms. Spence,
23 admitted to connecting her telephone at different
24 times to Ms. Young-Nelson's.

25 It's not really the issue for me right

1 now. At this point if the company could identify
2 specific charges that could be attributed to some kind
3 of misuse of the phone by Ms. Spence, the company
4 would be willing to consider adjusting those charges
5 if it could be proved or if Ms. Spence would be
6 willing to admit that those were not
7 Ms. Young-Nelson's charges.

8 At this point I'm unable to identify any
9 charges that are associated with this alleged misuse.
10 And furthermore, your Honor, my conversation with the
11 Delaware County Housing Authority was based on their
12 conversation with Ms. Spence.

13 So additionally Ms. Young-Nelson told me
14 that she had written documents from Ms. Spence
15 detailing some of these questions that I have. And so
16 the purpose of my second set of interrogatories in
17 part was to obtain these documents that Ms. Spence
18 apparently produced for Ms. Young-Nelson.

19 JUDGE FORDHAM: Ms. Young-Nelson, do you
20 have those documents?

21 MS. YOUNG-NELSON: The lady that handled
22 the case her name is Betty Bee. The lady that
23 represented me from "Call for Action" who called
24 around and investigated called Ms. Roberts up and
25 asked Ms. Roberts can she get a notarized letter from

1 Ms. Spence stating that she admitted to this. And
2 they have the documentation that she did admit to this
3 and she has it in writing.

4 Your Honor, I refused and stopped paying
5 the bill because I wasn't sure how long that she had
6 this illegal set up hooked up to my phone and I didn't
7 think that was fair to me and my family.

8 The phone company knew and was aware that
9 my phone was being high -- at a high rate. And I was
10 trying to tell them I had a young son at the time. He
11 was away at college. He was not the party that was
12 using the phone. But they just insist on offering me
13 different package deals to try and make the phone go
14 down some and it still continued to be high.

15 So once I found out what Ms. Spence did
16 to my line I had refused to pay the bill because I
17 didn't think it was fair to me or my family.

18 MS. LOVETTE: May I respond, your Honor?

19 JUDGE FORDHAM: Yes.

20 MS. LOVETTE: Your Honor, I sent
21 Ms. Young-Nelson with the first set of interrogatories
22 additional customer copies of her bills from the year
23 2002 and 2003, and I sent her an envelope that was big
24 enough so that she could mark those bills and return
25 them to me.

1 On my own investigation of her bills I
2 noticed that she has two telephone lines and she has
3 expensive calling packages on those lines. And those
4 calling packages capture in my mind on my own review
5 they seem to capture any calls that would have been
6 placed from that line whether they would have been
7 placed properly or improperly.

8 So I'm having trouble identifying if
9 there are any charges at all. Certainly the company
10 would not encourage another customer to use a line
11 this way. But it seems that this disuse has stopped
12 and we are unable to identify any harm from this, any
13 charges that resulted from this alleged misuse.

14 JUDGE FORDHAM: Let me ask you this. Are
15 you alleging that Ms. Spence is still tapped into your
16 line?

17 MS. YOUNG-NELSON: I'm not sure. I'm not
18 sure if she's still doing it. I believe she has
19 stopped doing it since we had the meeting with
20 Ms. Roberts, but since that time I'm affiliated with
21 another phone company.

22 Because I wanted to come to court to
23 state my case so you could see what's going on before
24 I refuse to even pay the bill. I don't know what's
25 mine or not.

1 These package deals were offered to me
2 after, after the bill continued being high. They
3 didn't want to investigate. It had to take their
4 attorney to go out and investigate. These deals were
5 offered to me after my bill was constantly being high.

6 JUDGE FORDHAM: Now, let's go back to the
7 2002 and 2003 bills.

8 MS. YOUNG-NELSON: And I sent Ms. Lovette
9 the package back. Why she didn't receive it I don't
10 know. But I made copies of it and I sent it back to
11 her.

12 MS. LOVETTE: Your Honor, I --

13 MS. YOUNG-NELSON: I was the one who told
14 you about the investigation so why wouldn't I want to
15 work with you.

16 JUDGE FORDHAM: Wait, wait, wait. Only
17 one person can talk at a time. First Ms. Young-Nelson
18 and then Ms. Lovette.

19 MS. YOUNG-NELSON: Excuse me. What did
20 you ask me, your Honor?

21 JUDGE FORDHAM: I had asked you about the
22 2002 and 2003 bills and you said you did send those
23 back.

24 MS. YOUNG-NELSON: Yes. It was a whole
25 lot of numbers that I didn't even recognize on the

1 bill and I sent it back to Ms. Lovette.

2 I was working with Ms. Lovette but she
3 called me up to offer me a \$200 discount which I
4 thought was a slap in the face and the bill was
5 \$1,700.

6 When she went out and did her
7 investigation, she found it to be true everything that
8 I told her. And I refused to even be bothered with
9 her anymore because everything she investigated she
10 seen that I was telling her the truth. And then they
11 want to offer me \$200.

12 See I wanted her to take this woman to
13 court. I was willing to work with the phone company
14 to go to court with them to testify. Even Ms. Roberts
15 and Ms. Forbs who was at the meeting wanted to come to
16 even testify that Ms. Spence admitted that she did
17 this.

18 JUDGE FORDHAM: Now, you said Ms. Roberts
19 and who else wanted to come?

20 MS. YOUNG-NELSON: And Ms. Forbs. Nancy
21 Forbs is the representative that handles -- see they
22 all handle different areas. Ms. Forbs is the one that
23 handles the area that me and Ms. Spence live in. So
24 she was present at this meeting.

25 Ms. Roberts is the director of the whole

1 program. So they even asked Ms. Lovette did she need
2 anything in writing to say that this meeting took
3 place.

4 She had more than enough time. They told
5 her verbally and they asked her did she need anything
6 in writing.

7 JUDGE FORDHAM: Ms. Lovette, has there
8 been a consideration of taking Ms. Spence to another
9 forum regarding this matter?

10 MS. LOVETTE: To my knowledge and this
11 was from the formal complain. Ms. Spence indicated on
12 her formal complaint that she took the matter to the
13 district attorney I believe. Ms. Young-Nelson. And I
14 did call the district attorney because on the formal
15 complaint she listed the district attorney as her --
16 in the space provided for counsel --

17 MS. YOUNG-NELSON: She said Ms. Spence --

18 JUDGE FORDHAM: Wait a minute.

19 MS. YOUNG-NELSON: -- it was me, your
20 Honor. I went to the district attorney. The county
21 District Attorney's office.

22 JUDGE FORDHAM: Ms. Young-Nelson, would
23 you wait until she's finished before you break in.

24 MS. YOUNG-NELSON: Okay. Excuse me.

25 JUDGE FORDHAM: Only one person can talk

1 at a time.

2 MS. YOUNG-NELSON: I hear what you're
3 saying and it was not Ms. Spence. It was me that went
4 to the county District Attorney's office. I went to
5 different agencies for help.

6 JUDGE FORDHAM: Did the District
7 Attorney's office start --

8 MS. YOUNG-NELSON: Yes.

9 JUDGE FORDHAM: -- a complaint in this
10 matter?

11 MS. YOUNG-NELSON: The District
12 Attorney's office called Verizon and they investigated
13 my case. They also talked to Ms. Roberts. The point
14 of contact person was Sergeant Ryan. He was the one
15 that did the investigation.

16 He called Verizon. Verizon then gave me
17 a claim number and told him in front of me that they
18 would have someone call me back. They never called me
19 back.

20 The only contact that I had from Verizon
21 calling me back was when this introduced me to
22 Ms. Lovette. And she called me herself and told me
23 that she was representing Verizon. The district
24 attorney told me -- I went to the district attorney
25 and he told me that I could not take a big corporate

1 company to court. That I would have to take this
2 woman.

3 I even went to the local detective here
4 which was a Detective Lundell down the street at Darby
5 Township Police Department. He investigated the case.
6 Everything that I told him he found to be true.

7 And even the lady from Channel 6 Action
8 News asked him how can we get this woman, Ms. Spence,
9 in court.

10 So it came back to me going to Verizon.
11 I asked Verizon can you subpoena her to come to court.
12 Because I would come and testify and also these other
13 people will. It never took place. She's putting
14 everything on me when she know that this woman did
15 this to me.

16 MS. LOVETTE: Your Honor, may I respond?

17 JUDGE FORDHAM: Yes, you may.

18 MS. LOVETTE: Your Honor, this is a
19 simple case of there simply aren't any damages here.
20 When I spoke to the attorney general's office, they
21 indicated to me they were unwilling to take any action
22 on this case. And my question still is what is the
23 amount of money that Ms. Young-Nelson feels she is not
24 responsible for paying?

25 MS. YOUNG-NELSON: See, your Honor, the

1 thing is I don't know how long she's been using my
2 phone. I don't know how long she was tapped into it.

3 JUDGE FORDHAM: But you also used your
4 phone; is that correct?

5 MS. YOUNG-NELSON: Yes. Even I was
6 willing to pay maybe about one third of the bill but
7 not the whole bill when someone else was using my
8 bill. I don't even know what part that I was supposed
9 to pay. So that's why I refused to even pay the bill.

10 JUDGE FORDHAM: Okay what --

11 MS. YOUNG-NELSON: See another thing --

12 JUDGE FORDHAM: Wait, a minute.

13 MS. YOUNG-NELSON: -- someone did this to
14 me --

15 JUDGE FORDHAM: Wait a minute.

16 MS. YOUNG-NELSON: -- and she knew --

17 JUDGE FORDHAM: Wait a minute. Okay.

18 Let's go back to your phone service. When are you
19 alleging that she started tapping into your line?

20 MS. YOUNG-NELSON: I found out about it
21 around this part of last year. I immediately called
22 Verizon. It was either late October to early
23 November. Then I called somewhere give or take
24 between October to December.

25 And I called Verizon up to let Verizon

1 know what I found out. They connect me to different
2 departments. The fraud department. Everybody kept
3 putting me on someone else different. This department
4 didn't handle it. That department didn't handle it.

5 Nobody took interest until I went to
6 different agencies. The attorney general, the
7 district attorney's office. Everybody started calling
8 around.

9 And that's when we had -- Ms. Lovette
10 called me the early part of the year. But I wanted to
11 take this person that did this to me to court.

12 JUDGE FORDHAM: Now, you can't bring that
13 person before the Public Utility Commission. That's
14 why I was asking was there another action in another
15 forum. And it seems that the attorney general's
16 office did not take this to any court and the District
17 Attorney's office did not take this to any court; is
18 that correct?

19 MS. YOUNG-NELSON: Yes. They said I
20 couldn't take Verizon itself personally. But they
21 went out even though they didn't take it to court they
22 still went out and investigated and everything that
23 they found that I told them was the truth.

24 JUDGE FORDHAM: But what about
25 Ms. Spence. Did anybody take Ms. Spence to court?

1 MS. YOUNG-NELSON: No. I couldn't even
2 take Ms. Spence to court. I went to the local
3 detective. At first I went -- no, I went to the
4 district attorney's office. They transferred me back.
5 I had to go to the local detective office.

6 I went to Detective Lundell. I sat down
7 and I interviewed with him and I told him everything
8 that happened. He investigated it and he found out
9 that everything that I told him was the truth too.
10 And then he didn't even bring her to court.

11 JUDGE FORDHAM: Okay. Now, when you
12 found out in October of 2003, how long had the alleged
13 tap been on?

14 MS. YOUNG-NELSON: I don't know. I
15 immediately called the housing authority and reported
16 her. And that's when Ms. Roberts scheduled us the
17 early part of January to come in for the meeting.

18 JUDGE FORDHAM: Now, let's go back to
19 your 2002 bill. What type of service did you have at
20 that time?

21 MS. YOUNG-NELSON: I had a package deal
22 of limited service. I had a number of things like
23 call -- all these things with different package. Call
24 Star 69, call Intercess. Different things that I had
25 but I was paying the bill. And I even made payment

1 arrangements because the bill was constantly being
2 high. And that's when I got the tip that she was
3 using my line.

4 But it was just going up too high. Like
5 each month it kept going up higher and higher.

6 JUDGE FORDHAM: Now, when you said you
7 had a package deal for some of these services, when
8 you have that package deal, do you have to pay anymore
9 if there is a certain usage? For instance, with
10 caller i.d. that's something that you would get
11 regardless. So however many times you use it, you
12 don't have to pay anymore?

13 MS. YOUNG-NELSON: No. It was also
14 4-1-1. You know like if you had to call Information.
15 That was always included in the package deal that I
16 had. It was like I believe it was between 70 and \$80.
17 But then I had the two lines.

18 I had the line in my son's room and I had
19 a line, the main line for me and my other family
20 members to use. But always was included within the
21 package deal. And once I received the tip, I stopped
22 paying it.

23 Because I told everybody and I wasn't
24 sure how long she was using my line.

25 MS. LOVETTE: May I respond briefly, your

1 Honor?

2 JUDGE FORDHAM: Yes, you may.

3 MS. LOVETTE: Verizon technicians did go
4 out to the premises several times when
5 Ms. Young-Nelson suggested that there might be a
6 problem. And they could not identify anything on
7 their visits that was attached to the Nid.

8 If someone was attaching a telephone and
9 then disconnecting it repeatedly, I suppose that would
10 have been a way that would have escaped out
11 investigation.

12 And these package deals that are on
13 Ms. Young-Nelson's line, on one line she had
14 Metropolitan area unlimited calling. And under that
15 package for I think around \$38 a month she could place
16 unlimited, untimed local calls to all 5 of the bands
17 in the metropolitan calling area.

18 All calls made whether they were
19 originating from inside the home or outside at the Nid
20 would have been captured by that plan except for toll
21 calls.

22 On the other telephone line she had the
23 Verizon Freedom package. That package included
24 unlimited untimed toll calling for a flat rate of
25 around I think it was \$76 around there approximately.

1 And if calls were placed out of that
2 line, all long distance calls and all local calls
3 would have been captured and there would have been no
4 additional charges.

5 When I looked at her bills there were
6 some calls for -- were some charges during 2003 that
7 were not captured by either package. When I totaled
8 up the amount of every single telephone call that was
9 not included in the flat rate for the entire year of
10 2003, the amount only came to around \$180. Which was
11 why as part of our settlement offer we offered
12 Ms. Young-Nelson a \$200 adjustment to her telephone
13 bill.

14 MS. YOUNG-NELSON: But the package was
15 not offered until after they couldn't understand why
16 the bill was constantly being high. So they were
17 offered afterwards.

18 MS. LOVETTE: Your Honor, I'm looking at
19 her bills right now and the bills indicate she had
20 packages on these line as far back as April of 2002.

21 MS. YOUNG-NELSON: No, no, no.

22 MS. LOVETTE: Once again I --

23 MS. YOUNG-NELSON: They preceded --

24 JUDGE FORDHAM: Wait a minute. Let
25 Ms. Lovette finish.

1 MS. LOVETTE: Identify for me charges
2 that may not have been captured by the flat rates.
3 And I did not receive a package from her. If she said
4 she had made copies of them before she mailed them to
5 me, perhaps she can make an additional set of copies
6 and mail that set to me but I did not receive any
7 package from her in the mail.

8 And I provided the envelope and it was
9 posted and weighed so that the postage was correct for
10 the amount of paper that I sent her.

11 JUDGE FORDHAM: You may answer,
12 Ms. Young-Nelson.

13 MS. YOUNG-NELSON: Your Honor, I was
14 stating that the package, these packages were offered
15 to me after the bills was constantly, constantly going
16 up high.

17 JUDGE FORDHAM: And when do you believe
18 you started with these packages?

19 MS. YOUNG-NELSON: It was around a year
20 or two but I'm not sure how long. Like I mentioned,
21 your Honor, in my statement I'm not sure how long
22 Ms. Spence has been tapping my line.

23 She admitted when we had this meeting
24 back in the early part of this year that the man had
25 went up through the roof. When an investigator came

1 out from Verizon, I went out there to ask him can he
2 look on top of her roof to see something that look
3 foreign.

4 He stated to me that he was not allowed
5 to go on her roof to check for these agencies. And I
6 didn't ever see him go down to her phone. He said the
7 only thing that he could do is check my line to see if
8 anything with my line was foreign.

9 I told him where this woman lived at. I
10 showed him. I even walked down there to show him. He
11 never went to her house. He stayed only at 1601 which
12 is my address. So it wouldn't come up because he
13 never went to her house.

14 JUDGE FORDHAM: But we still have to
15 figure out what type of remedy you're asking for.
16 Now, if you had the package deals it's hard to figure
17 out what else is -- I can't determine whether you were
18 using it or whether someone else was using it because
19 you have the package deals.

20 Ms. Lovette has indicated they added up
21 all those calls that were not captured up those
22 package deals and that amount was approximately \$180.
23 Do you have a figure that is different from that?

24 MS. YOUNG-NELSON: Yes. Because I'm not
25 sure how long Ms. Spence -- I believe -- see I

1 wouldn't mind paying one third of the bill. But I
2 don't think it's fair to me that I have to pay this
3 whole bill when she did this to me.

4 And I don't understand why Verizon didn't
5 want to work with me, and couldn't they take her to
6 court and I can come and testify that she did this to
7 me and use these other people as witnesses.

8 JUDGE FORDHAM: But we're still talking
9 about you having that package deal. So --

10 MS. YOUNG-NELSON: But I think that --
11 it's been going on for a couple of years now. And the
12 package deal I did not have two or three years ago.
13 These package deals were offered to me maybe about a
14 year and a half ago but not no two to three years ago.

15 JUDGE FORDHAM: When did Ms. Spence move
16 into the area?

17 MS. YOUNG-NELSON: I'm not even sure,
18 your Honor. I'm a person that stay to myself. I just
19 became more familiar of her once I found out that she
20 had tapped into my line. The length of time, how long
21 she's been living there, I don't know. But from the
22 Verizon investigation she had told us that she had I
23 think it's RCN or something, a new phone service now
24 but she didn't have Verizon and that's how she was
25 able to hook her line up to mine.

1 JUDGE FORDHAM: So you're saying that she
2 had another phone service. She did not have Verizon
3 when she was tapped into your line?

4 MS. YOUNG-NELSON: No. She don't even
5 have no services. She had her service illegally
6 hooked up and she was using my services. She didn't
7 even have no services. And she told me and
8 Ms. Roberts that at the meeting and Ms. Forbs. The
9 only service that she had was the one that she was
10 using from me.

11 MS. LOVETTE: Your Honor, I have a
12 question.

13 JUDGE FORDHAM: Yes.

14 MS. LOVETTE: Ms. Young-Nelson indicated
15 to me during one of our conversations that Ms. Spence
16 had given her a notarized statement. I was wondering
17 if I misunderstood Ms. Young-Nelson. I did ask for a
18 copy of that with my interrogatories. If that does
19 indeed exist, I'm wondering if that answers some of
20 the questions you're asking and some of the things
21 that I'm curious about such as when did this start and
22 other information which is why I was --

23 MS. YOUNG-NELSON: And she also admitted
24 that she was willing to pay the bill in front of
25 Ms. Roberts and Ms. Forbs.

1 JUDGE FORDHAM: What did she admit that
2 she was willing to pay?

3 MS. YOUNG-NELSON: She didn't say. The
4 statement was she told Ms. Roberts, she apologized to
5 us and she apologized to me. And she said that
6 whatever the bill was when the investigation was
7 completed that she would pay the bill. And
8 Ms. Lovette called Ms. Roberts quite a few times so
9 I'm sure Ms. Roberts told her this.

10 MS. LOVETTE: Your Honor, I'm interested
11 in whether there is a written notarized statement or
12 whether this was just a verbal statement. And all
13 Ms. Roberts was able to tell me was that they had a
14 meeting and that Ms. Spence admitted to some sort of
15 wrong doing. That was all she was able to recall at
16 that time.

17 JUDGE FORDHAM: Do you have a notarized
18 statement from Ms. Spence?

19 MS. YOUNG-NELSON: Ms. Betty Bee the lady
20 that represented me from Channel 6 who came out and
21 did an investigation she got the letter from
22 Ms. Roberts. She called and got the letter from
23 Ms. Roberts.

24 And, Ms. Lovette, you have Ms. Roberts
25 number because you called her more than one time. And

1 I was willing to work with you. And I'm willing to go
2 to another court and testify that she did this to me
3 and help Verizon get their money back. But I don't
4 think it's fair for me to pay this bill when someone
5 else did this to me.

6 JUDGE FORDHAM: What I have to deal with
7 is in this particular forum. I need to have you bring
8 information to us. The fact that Ms. Lovette has
9 contacted some of these people and they are not
10 available -- I don't know whether they're available to
11 testify. If they would be testifying, they would be
12 testifying on your behalf and not on Verizon's behalf.
13 So you would be responsible for making sure that they
14 participated in the hearing.

15 That's why when the interrogatories were
16 sent to you and you didn't respond, I granted the
17 motion because you needed to respond in writing.

18 Now, you've indicated that you did send
19 the phone bills back indicating what you disagreed
20 with.

21 MS. YOUNG-NELSON: Yes. And I also
22 responded in writing because how would Ms. Lovette
23 know who to call. How would she know who to call to
24 start the investigation. I was the one that gave her
25 the information to start the investigation.

1 And she just said it that she found out
2 that the woman had a notarized letter. I was the one
3 who gave her all the information. She refused to call
4 the Channel 6 representative back up but I was the one
5 who gave her the information so she could start the
6 investigation.

7 So how was I not responding back. I gave
8 it to her written and verbally when she called me
9 several times on the phone.

10 MS. LOVETTE: Your Honor, I received no
11 written information beyond the formal complaint from
12 Ms. Young-Nelson and the other information she
13 provided orally during our settlement conference.

14 I did receive a call after I submitted
15 the second set of interrogatories from somebody at a
16 news station and I referred that -- it's our policy to
17 refer those types of matters to Verizon's internal
18 counsel and they handled that.

19 JUDGE FORDHAM: Now, I know in the second
20 set of interrogatories there were some questions about
21 the television investigation.

22 Now, Ms. Young-Nelson, are you saying
23 that it was Action News that investigated this matter?

24 MS. YOUNG-NELSON: Yes. It was a lady
25 representative. Her name is Betty Bee. She was the

1 one who came out and investigated. And she also
2 called Ms. Lovette. Ms. Lovette never returned the
3 call back.

4 She called Ms. Lovette to let her know
5 what she received. She talked to Ms. Roberts. She
6 also talked to the local detective. She called and
7 Ms. Lovette never called her back.

8 JUDGE FORDHAM: Ms. Lovette just
9 explained that when something comes in like that that
10 they refer it to the Verizon internal investigation.

11 MS. YOUNG-NELSON: But that was a part of
12 the investigation so that she could see that
13 everything that I told her was the truth. That was
14 part of the investigation. That was the information
15 that I had to give her.

16 MS. LOVETTE: Your Honor, it still comes
17 down to the fact that we don't disagree that this may
18 have happened. We need to know how we can remedy this
19 situation.

20 JUDGE FORDHAM: Do you have the
21 information regarding this lady her telephone number
22 and how to get in touch with her?

23 MS. YOUNG-NELSON: The only thing I have
24 is the address. She told Ms. Roberts that she did not
25 have a phone. The only phone that she had was the

1 phone that she was using. She had it so sophisticated
2 hooked up --

3 JUDGE FORDHAM: No, I'm talking about the
4 Action News person now.

5 MS. YOUNG-NELSON: Yes, I have the Action
6 News person number. Her name is Betty Bee and I can
7 give you her number right now, Ms. Lovette.

8 MS. LOVETTE: Your Honor, Verizon's
9 internal counsel did return a call to Action News and
10 informed them that there would be a public hearing on
11 this matter and I don't believe Action News had
12 anything further to add.

13 MS. YOUNG-NELSON: Well, the lady that
14 represented me her name was Betty Bee. It's
15 impossible because she's been calling around to try to
16 solve matters. And she even called the PUC to find
17 out when was my date.

18 So I can give you her number now,
19 Ms. Lovette, and I'm willing to work with you so we
20 can get this resolved if there is anyway that we can
21 bring Ms. Spence to court.

22 MS. LOVETTE: I'll go ahead and take that
23 number from you.

24 MS. YOUNG-NELSON: Okay. Her number is
25 area code (215) 581-5745. And I spoke to also another

1 investigator. It was Detective Lundell. He can
2 verify that all this took place.

3 JUDGE FORDHAM: Could you spell that last
4 name for the detective.

5 MS. YOUNG-NELSON: Yes. L-U-N-D-E-L-L.
6 His first name is John. That's the one who did the
7 investigation on my phone and he found it to be true.
8 His number is 610-583-6646.

9 Because we was wondering couldn't he go
10 down to arrest her once he found out the information,
11 but he said that he needed some kind of guilty plea.

12 But then I was like my hands is tied
13 because the district attorney couldn't take the case,
14 because they were told that they couldn't bring a big
15 company to court without -- If Verizon would have
16 admitted that she did this -- that's why I was willing
17 to work with Ms. Lovette then we can bring her into
18 court and then the detective can arrest her.

19 It's called I think it was harassment
20 through communication or fraud through communication
21 or something in that form he was stating.

22 JUDGE FORDHAM: Ms. Lovette, is there any
23 other information that you need at this time?

24 MS. LOVETTE: I need to know what part of
25 the bill Ms. Young-Nelson attributes to this?

1 MS. YOUNG-NELSON: Well, your Honor, this
2 has been going on for a couple of years. Really I
3 would just think \$300. That's it because she was
4 using my line.

5 JUDGE FORDHAM: But you were also using
6 your line.

7 MS. YOUNG-NELSON: Yes, I was, your
8 Honor. Yes, I was. But we're talking about two and a
9 half years. This is at the time that I made the
10 complaint that was two years. This is almost a year
11 year later that I'm having this court date.

12 Because you have to go through the first
13 stage with the PUC. Then after that investigation,
14 then you go to the hearing. I even asked Ms. Lovette
15 could she petition Ms. Spence to come into court
16 today. Could she make it some kind of way that she
17 have to be here too and all these other parties.

18 JUDGE FORDHAM: Well, that's why I was
19 explaining to you. They would be testifying on your
20 behalf. So you could ask me for a subpoena for those
21 people and I could issue a subpoena from you to those
22 people not from Verizon.

23 MS. YOUNG-NELSON: But is there anyway
24 that we could be able to do this now so we can bring
25 all parties in so you could see that I did my part.

1 That I went out and made this complaints. And that I
2 have these other witnesses that can verify this
3 Ms. Spence said that she did this.

4 JUDGE FORDHAM: Right. And that's what
5 we wanted to do. That's what we were trying to do
6 before this hearing. And I really think that this
7 should be an in person hearing as opposed to a
8 telephonic hearing. I'm trying to get the information
9 that Verizon needs so they can make their defense.

10 Is there anything else -- I know,
11 Ms. Lovette, you're asking about the exact amount and
12 we're not getting an answer on that exact amount. But
13 are there any other people that you need to get
14 information regarding to make your defense in this
15 matter?

16 MS. LOVETTE: If I can address something
17 first. I thought I heard Ms. Young-Nelson say
18 something about \$300. And I'm wondering if she feels
19 she should only pay \$300 --

20 MS. YOUNG-NELSON: Yes.

21 MS. LOVETTE: -- of the outstanding
22 amount or if she feels \$300 taken off of the amount --

23 MS. YOUNG-NELSON: No. I think just \$300 --

24 MS. LOVETTE: -- I wanted to ask what she
25 meant about that.

1 MS. YOUNG-NELSON: \$300 me paying
2 totally. Because Ms. -- I'm willing to pay my part.
3 But I feel as though it's some justice that should be
4 done. This woman needs to be charged because she did
5 this to me.

6 Ms. Lovette, you know, you did all of the
7 investigation. I gave you the information. No one
8 told you yet that you called said that she didn't do
9 this. So she did this.

10 I'm willing to work with you to even go
11 to court to testify that it's a great part that she
12 should be paying. And it's not fair to me that I
13 should be paying a great amount when someone else did
14 this to me. And you have the information to go on.

15 MS. LOVETTE: Okay, your Honor. So I
16 have that clarified. She feels she's responsible for
17 approximately \$300 of the outstanding amount.

18 And one other thing I thought I heard her
19 say was she thought this had been going on for
20 approximately two years prior to the time she filed
21 the formal complaint. So would that be April of 2002
22 that you believe this started?

23 MS. YOUNG-NELSON: That it started?

24 JUDGE FORDHAM: Yes.

25 MS. YOUNG-NELSON: I'm saying for me --

1 Let me make this clear. Are you saying exactly what
2 Ms. Spence did. I'm saying -- this is my thing. I'm
3 saying when I kept calling, I been calling Verizon on
4 and off to speak to customer service at that time well
5 over two years. Kept complaining about high bills.

6 Now, when she did this to me as the time
7 figure I can not say. I'm just saying how I've been
8 calling customer service complaining about the high
9 bills.

10 JUDGE FORDHAM: Now, when Ms. Spence
11 apologized to you, did she explain when she did this?

12 MS. YOUNG-NELSON: No. She just
13 apologized to me and she told Ms. Roberts and
14 Ms. Forbs that she was sorry and at that time she gave
15 us the name Marvin Johnson. Was that the right name I
16 don't know.

17 The name that she gave because
18 Ms. Roberts and Ms. Forbs took notes and the name was
19 Marvin Johnson. And I then told them that I was going
20 to call Verizon and tell Verizon. I gave Verizon the
21 same information and Ms. Lovette when she called me on
22 the phone.

23 And in the answer they indicated that
24 they don't have a person that works for them by that
25 name.

1 MS. YOUNG-NELSON: They said that it was
2 so far off state. It wasn't the state of
3 Pennsylvania.

4 JUDGE FORDHAM: It was in Texas.

5 MS. YOUNG-NELSON: Because when
6 Ms. Lovette first called me up, I even asked her to
7 call Ms. Roberts to verify this and could she see that
8 she come to court. I gave her the information.
9 That's how she was able to call the people.

10 JUDGE FORDHAM: I know. I'm trying to
11 explain the procedure. I know that Ms. Lovette has
12 asked for information. And I'm trying to make sure
13 that Verizon has enough information to make a defense
14 because there was certain things in your complaint
15 that they needed more information about before they
16 could do, one, an investigation; two, be able to
17 respond.

18 Because if these people come to court on
19 your behalf, then what would happen is Ms. Lovette
20 would have the chance to cross examine them. But in
21 addition to that she would need to be able to provide
22 witnesses that would be able to corroborate what
23 they're saying or refute what they're saying.

24 So that's why you need it on both sides.
25 And I understand you saying I'm cooperating and I want

1 them to bring the people in. But you have started
2 this complaint with us. So the people would be
3 testifying on your behalf and not on Verizon's behalf.

4 MS. YOUNG-NELSON: Okay. When I say
5 that, your Honor, I understand that that's the law
6 system. When I say that, I mean so Verizon would be
7 able to get their money back and see that someone else
8 did this. And then they can have -- to be educated to
9 know that this can take place. And that their people
10 sometime can detect that. But if a person admitted
11 that in front of other people, then this must of have
12 happened.

13 JUDGE FORDHAM: Okay. Now, in terms of
14 any other discovery. Ms. Lovette, I know there were
15 certain things in your interrogatories. Have most of
16 the questions in your interrogatories been answered at
17 least orally?

18 MS. LOVETTE: I still don't know the
19 starting date and the end date of when this allegedly
20 occurred. I still don't know exactly what the figure
21 is monetarily.

22 JUDGE FORDHAM: Okay. In terms of that
23 the start date doesn't seem -- we've asked that and it
24 seems that she's saying at least by April of 2002.
25 And then there's a question as to whether this is

1 still on her phone or not.

2 Ms. Young-Nelson, I believe you still
3 have the package deals at this time?

4 MS. YOUNG-NELSON: I'm not with Verizon
5 at this time because I'm with another phone company.

6 JUDGE FORDHAM: Oh, I'm sorry.

7 MS. YOUNG-NELSON: But at that time, your
8 Honor, I did have different packages. And like I
9 mentioned earlier these were offered to me after they
10 could not find --

11 MS. LOVETTE: Your Honor, I would just
12 like copies of those bills back marked. And when I
13 sent them to her, I sent her two complete sets. So
14 even if she had sent me back a set that I didn't
15 receive, she still has a complete set that she could
16 mark and send me.

17 JUDGE FORDHAM: Ms. Young-Nelson, can you
18 do that within 10 days?

19 MS. YOUNG-NELSON: Yes. Because I keep
20 copies of everything.

21 JUDGE FORDHAM: And you don't have to
22 send me the bill, but would you send me -- if you send
23 like a cover letter, would you send that to me so I
24 would know when you sent it in?

25 MS. YOUNG-NELSON: Okay. That will be

1 fine.

2 JUDGE FORDHAM: And the other thing you
3 said that you're now with another phone company. When
4 did you leave Verizon?

5 MS. YOUNG-NELSON: June 21st of this
6 year.

7 JUDGE FORDHAM: Are you saying that you
8 believe that up until June 21st that Ms. Spence could
9 have tapped into your line?

10 MS. YOUNG-NELSON: I don't know when she
11 started and I don't know when she stopped.

12 JUDGE FORDHAM: Have you talked to
13 Ms. Spence --

14 MS. YOUNG-NELSON: No.

15 JUDGE FORDHAM: -- other than that time
16 when you were in the meeting?

17 MS. YOUNG-NELSON: Your Honor, I would
18 rather leave it in the law's hand because I'm a single
19 parent. I have to raise my children. I don't want
20 there to be no confrontation. So I'd rather just
21 leave it with the law and not deal with her at all.

22 When I heard about it, I didn't confront
23 her then. I called Ms. Roberts who's the director of
24 The Housing Authority, and Ms. Roberts was the one who
25 brought us in for this meeting.

1 JUDGE FORDHAM: If we were to have this
2 hearing, would she be willing to be one of your
3 witnesses?

4 MS. YOUNG-NELSON: Yes. She was willing
5 to come in because she also asked me did I need
6 anything in writing. She also asked Ms. Lovette did
7 she need anything in writing to state that this
8 meeting took place.

9 JUDGE FORDHAM: I'm talking about
10 Ms. Spence now not Ms. Roberts.

11 MS. YOUNG-NELSON: Well, Ms. Roberts can
12 get in touch with her to let her know about this
13 hearing taking place and can she come down here.

14 That's what I'm saying. Is there anyway
15 she can be forced to come or --

16 JUDGE FORDHAM: That's what I said.
17 There is a subpoena application that you can file. I
18 can send you information regarding that.

19 MS. YOUNG-NELSON: Okay. As long as be
20 subpoenaed, I'm willing to come in. I'm willing to
21 work even with Ms. Lovette to get her into court. And
22 I told Ms. Lovette that. That's why I gave her all
23 the information when I gave it to her.

24 JUDGE FORDHAM: So at this time your
25 potential witnesses would be Ms. Roberts, Ms. Spence

1 and who else?

2 MS. YOUNG-NELSON: Ms. Forbs and you can
3 bring the detective in that I went down and talked
4 with him about this case. I also talked to Channel 6
5 news "Call for Action" Ms. Betty Bee about this same
6 matter. And all these people investigated and found
7 out that everything I told them was the truth.

8 JUDGE FORDHAM: Ms. Lovette, about how
9 long do you think it would take to contact these
10 people?

11 MS. LOVETTE: Why would I need to contact
12 these people, your Honor,

13 JUDGE FORDHAM: I thought you wanted to
14 talk to some of these people to see what information
15 they had. Is that what you were asking?

16 MS. LOVETTE: If they're subpoenaed, I
17 may be interested in deposing them. Once they're
18 subpoenaed, I can make that determination.

19 JUDGE FORDHAM: What I was trying to
20 determine was when we would need a hearing and I don't
21 have my calendar here with me. I know that I do have
22 quite a few cases probably into January.

23 So if we were to set a date, then they
24 could be subpoenaed for that date and then I guess you
25 could do the depositions between that time if you

1 would prefer to do it that way.

2 MS. LOVETTE: This would be fine, your
3 Honor.

4 JUDGE FORDHAM: Let me contact the
5 scheduling office and see if there is an available
6 time in January.

7 Is there anytime that either party would
8 not be available during the month of January?

9 MS. YOUNG-NELSON: Your Honor, I'm in the
10 Army Reserve. I believe that I may have to go away
11 for training I'm not really sure. But I can always
12 let my C.O. know that I'm having a hearing that's
13 coming up.

14 JUDGE FORDHAM: Okay.

15 MS. LOVETTE: I foresee no scheduling
16 conflicts at this time, your Honor.

17 JUDGE FORDHAM: Okay. What I'll do is
18 I'll contact the scheduling office and they will send
19 out a hearing notice regarding this matter. It would
20 be an in person hearing. And once we get the hearing
21 date, then I will send out another order. And in that
22 order I would explain the process for subpoena
23 applications.

24 And at that time I would ask
25 Ms. Young-Nelson to file subpoena applications for the

1 people that she want to have testify on her behalf.

2 In the interim then if Ms. Lovette would
3 like to either talk to them or depose them, she would
4 have the opportunity to do so and then we would be
5 ready for hearing.

6 MS. YOUNG-NELSON: Your Honor, would this
7 hearing be in Philadelphia?

8 JUDGE FORDHAM: Yes.

9 MS. YOUNG-NELSON: That would be fine.

10 JUDGE FORDHAM: Is there anything else
11 that we need to discuss, Ms. Young-Nelson?

12 MS. YOUNG-NELSON: Nothing I can think of
13 right now, your Honor?

14 JUDGE FORDHAM: Ms. Lovette?

15 MS. LOVETTE: No, your Honor.

16 JUDGE FORDHAM: Thank you very much. I
17 know that there has been a lot of discovery matters
18 that we had to deal with and I think we have
19 simplified the issue somewhat. I know that there's
20 still some fuzzy areas but what will happen if that's
21 still the information when we come to the hearing,
22 then I would just have to make a decision in that
23 matter.

24 Thank you, very much.

25 MS. YOUNG-NELSON: Thank you, your Honor.

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2
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Have a nice day everyone.

MS. LOVETTE: Thank you, your Honor.

- - -

(Whereupon the hearing was concluded
at 11:17 a.m.)

C-E-R-T-I-F-I-C-A-T-E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

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