

DOCKET NO. : C-20016338  
RESPONDENT OR APPLICANT: VERIZON PENNSYLVANIA INC  
PARTY OR COMPLAINANT: IOCCO ROBERT & ALYSE

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	10/26/01	SEC	IMES
FORMAL COMPLAINT OF ROBERT & ALYSE IOCCO V. VERIZON			
2 N	10/30/01	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS			
3 N	11/19/01	SEC	FRISCIA
RESP FLD MOT CONSOLIDATE C-20016333/16334/16335/16336/16337/16338/16339/16340			
4 N	11/19/01	SEC	BENJAMIN
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE			
5 N	12/05/01	SEC	FRISCIA
SEE C-20016333 FOR CALJ CHRISTIANSON INTERIM ORDER SETTING STLMT CONF ISSUED			
6 N	10/28/02	SEC	JACOBDIANE
RESPONDENT FILED CERTIFICATE OF SATISFACTION WITH CERTIFICATE OF SERVICE			
7 N	11/12/02	SEC	FRISCIA
CALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS			
8 N	12/03/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED			

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: 10/26/01  
 8. DOCKET NO: C-20016338 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: IOCCO ROBERT & ALYSE

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: NORTHAMPTON

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY HAVE BEEN LEFT WITHOUT PHONE SERVICE TO MANY TIMES. THEY STATE MOST OF THE TIME THEY DO NOT EVEN HAVE A DIAL TONE. THE WORKERS HAVE BEEN OUT TO FIX IT BUT IT KEEPS ON OCCURING WITH IN A DAY OR TWO. THEY FEEL THEY SHOULD NOT HAVE TO PAY THEIR BILL SINCE THEY ARE NOT BEING PROVIDED WITH THE SERVICE THEY AERE PAYING FOR.

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FOLDER

**DOCKETED**

OCT 30 2001



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.**

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

DATE SERVED: OCTOBER 30, 2001

C-20016338

JULIA A CONOVER ESQUIRE  
VERIZON PENNSYLVANIA INC  
FLOOR 32-N 1717 ARCH ST  
PHILDELPHIA PA 19103

DOCUMENT  
FOLDER

Dear Sir/Madam:

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

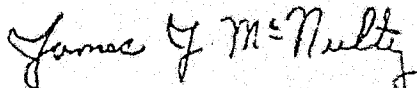
OCTOBER 30, 2001

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

ROBERT & ALYSE IOCCO  
Complainant

VS.

VERIZON PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20016338

DOCUMENT  
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: VERIZON PENNSYLVANIA, INC.

DOCKETED

OCT 30 2001

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).

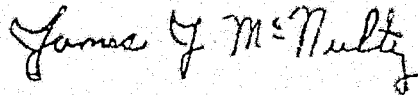
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

November 19, 2001

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Second Floor, Commonwealth Keystone Building  
PO Box 3265  
Harrisburg, PA 17105-3265

SECRETARY'S BUREAU  
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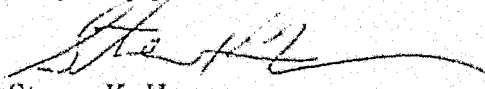
RE: Robert & Alyse Iocco v. Verizon Pennsylvania Inc.; Docket No. C-20016338;  
**ANSWER OF VERIZON PENNSYLVANIA INC. TO THE FORMAL  
COMPLAINT OF ROBERT & ALYSE IOCCO/REQUEST FOR  
MEDIATION**

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Pennsylvania Inc.'s Answer to the Formal Complaint filed in the above-captioned proceeding. As indicated in the Answer, Verizon PA has begun the process of replacing the telephone cable that serves the Complainant and other customers residing in the Complainant's vicinity. Verizon Pa also is upgrading certain other facilities serving these customers. Verizon PA anticipates that these upgrades will completely address the problems raised in the Complaint. Verizon PA will communicate with the Complainant throughout this process. Accordingly, Verizon PA requests that this proceeding be referred to the Commission's mediation process to enable the parties to attempt to work toward an informal resolution of this matter.

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,



Steven K. Haas  
Counsel for Verizon Pennsylvania Inc.

SKH:cea  
Enclosures  
cc: Robert & Alyse Iocco

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROBERT & ALYSE IOCCO,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

Docket No. C-20016338

SECRETARY'S BUREAU

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**ANSWER OF VERIZON PENNSYLVANIA INC.  
TO THE COMPLAINT OF ROBERT & ALYSE IOCCO**

---

Verizon Pennsylvania Inc. ("Verizon PA"), by its attorneys in this proceeding, Malatesta Hawke & McKeon LLP, hereby submits its Answer to the Formal Complaint filed by Robert & Alyse Iocco ("Complainant"). In support thereof, Verizon PA represents and avers as follows:

1. ADMITTED.
2. ADMITTED. The correct corporate name of the Respondent is Verizon Pennsylvania Inc.

3. Verizon PA ADMITS that it has received trouble reports from customers who live in the Complainant's vicinity concerning crossed lines and outages. Verizon PA has conducted extensive testing of its facilities, and has undertaken various repair efforts to restore telephone service in response to these trouble reports. Verizon PA is without sufficient information or knowledge to either ADMIT or DENY the Complainant's allegations about the frequency and duration of specific service problems and, accordingly, demands strict proof thereof at hearing. By way of further response, Verizon PA is currently in the process of completely replacing the

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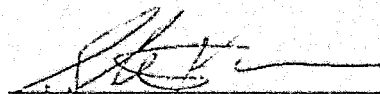
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telephone cable that serves the Complainant and other customers in the Complainant's vicinity. In addition, other facilities serving these customers are being upgraded as well. These facility replacements and upgrades should completely address and correct the problems described in the Formal Complaint.

4. Paragraph 4 of the Complaint contains requests for relief to which no responses are required.

WHEREFORE, for the reasons set forth above, Verizon PA Inc. respectfully requests that the Formal Complaint filed by Robert & Alyse Iocco at Docket No. C-20016338 be dismissed or denied in its entirety. Alternatively, Verizon PA requests that this proceeding be referred to the Commission's mediation process to enable the parties to attempt to resolve this matter informally, based on the actions Verizon PA has initiated in response to the complaint.

Respectfully submitted,



Steven K. Haas  
Malatesta Hawke & McKeon LLP  
Harrisburg Energy Center  
100 North Tenth Street  
Harrisburg, PA 17105-1778  
(717) 236-1300

Counsel for Verizon Pennsylvania Inc.

DATED November 19, 2001

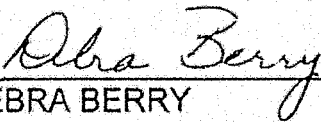
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AFFIDAVIT

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

  
DEBRA BERRY  
Director, Regulatory Planning

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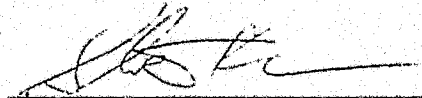
SECRET

**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:

Robert & Alyse Iocco  
2030 Quarter Mile Road  
Bethlehem, PA 18015



---

Steven K. Haas

DATE: November 19, 2001

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

THE LAW FIRM OF  
MALATESTA HAWKE & MCKEON LLP

HARRISBURG ENERGY CENTER  
100 NORTH TENTH STREET  
HARRISBURG, PENNSYLVANIA 17101

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STEVEN K. HAAS  
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HARRISBURG, PA 17105

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November 19, 2001

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PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Second Floor, Commonwealth Keystone Building  
PO Box 3265  
Harrisburg, PA 17105-3265

KJR

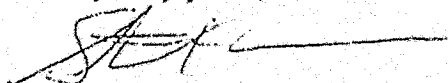
RE: Beverly Shea v Verizon Pennsylvania Inc.; Docket No. C-20016333  
Dorothy Herring v Verizon Pennsylvania Inc.; Docket No. C-20016334  
Julius Barkis v Verizon Pennsylvania Inc.; Docket No. C-20016335  
Evelyn G. Zumas v Verizon Pennsylvania Inc.; Docket No. C-20016336  
James & Alexia Kunkle v Verizon Pennsylvania Inc.; Docket No. C-20016337  
Robert & Alyse Iocco v Verizon Pennsylvania Inc.; Docket No. C-20016338  
James & Sarah Norwine v Verizon Pennsylvania Inc.; Docket No. C-20016339  
Marjorie Brown v Verizon Pennsylvania Inc.; Docket No. C-20016340  
MOTION OF VERIZON PENNSYLVANIA INC. TO CONSOLIDATE  
FORMAL COMPLAINTS

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Pennsylvania Inc.'s Motion to Consolidate the above-captioned complaint proceedings.

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,



Steven K. Haas  
Counsel for Verizon Pennsylvania Inc.

SKH:cea  
Enclosures

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BEVERLY SHEA,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

DOROTHY HERRING,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

JULIUS BARKIS,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

EVELYN G ZUMAS  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

JAMES & ALEXIA KUNKLE,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

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Docket No. C-20016333

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PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Docket No. C-20016334

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Docket No. C-20016335

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Docket No. C-20016336

Docket No. C-20016337

ROBERT & ALYSE IOCCO  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

JAMES & SARAH NORWINE,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

MARJORIE BROWN,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

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Docket No. C-20016338

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PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Docket No. C-20016339

Docket No. C-20016340

NOTICE TO PLEAD

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



Steven K. Haas  
Malatesta Hawke & McKeon LLP  
100 North Tenth Street  
Harrisburg, PA 17105-1778

Dated: November 19, 2001

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BEVERLY SHEA,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

DOROTHY HERRING,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

JULIUS BARKIS,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

EVELYN G. ZUMAS  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

JAMES & ALEXIA KUNKLE,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

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Docket No. C-20016333

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PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Docket No. C-20016334

Docket No. C-20016335

Docket No. C-20016336

Docket No. C-20016337

ROBERT & ALYSE IOCCO  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

JAMES & SARAH NORWINE,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

MARJORIE BROWN,  
Complainant

v.

VERIZON PENNSYLVANIA INC.,  
Respondent

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Docket No. C-20016338

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PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Docket No. C-20016339

Docket No. C-20016340

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**MOTION OF VERIZON PENNSYLVANIA INC. TO CONSOLIDATE  
THE ABOVE-CAPTIONED FORMAL COMPLAINT PROCEEDINGS**

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Verizon Pennsylvania Inc. ("Verizon PA") by its attorneys in this matter, Malatesta Hawke & McKeon LLP, and pursuant to 52 Pa. Code § 5.81, hereby files this Motion to Consolidate the above-captioned Formal Complaints for purposes of hearing and decision. In support thereof, Verizon PA represents as follows:

1. Each of the above-captioned Formal Complaints was filed against Verizon PA with the Pennsylvania Public Utility Commission ("Commission"). Verizon PA has filed an answer to each Complaint on this date.

2. Each of the above-captioned Formal Complaints primarily involves allegations of telephone outages and disruptions in service. Additionally, each Complaint seeks, by way of relief, that Verizon PA be directed to undertake the actions necessary to correct the problems complained of.

3. All of the Complainants live in the same vicinity, and all are served by the same Verizon PA central office. Additionally, all of the Complainant's are served by the same telephone cable that connects them to their central office.

4. As indicated in its answers to the complaints, Verizon PA is in the process of completely replacing the cable that connects these customers to their Verizon PA central office. In addition, Verizon PA will be upgrading certain other facilities that serve these customers. Verizon PA anticipates that these replacements and upgrades will completely address and resolve the problems raised in the complaints.

3. The Commission's regulation at 52 Pa. Code § 5.81 provides that separate proceedings may be consolidated if they involve common issues of fact and law. All of the above-captioned Formal Complaints involve nearly identical allegations, and they all contain nearly identical requests for relief. As described above, all of the Complainants are served by the same central office and cable facilities. It is highly likely that any problems found with the facilities serving these customers, if any, will be common to each Complainant.

4. Each of these proceedings involve the same issues of fact and law. Accordingly, the above-captioned Complaint proceedings should be consolidated for hearing.

4. Consolidation of these matters will not prejudice any individual Complainant. Each Complainant will still have a full opportunity to present evidence in support of the allegations raised in his/her complaint, and each will have a full opportunity to state on the record the reasons underlying that individual's specific request for relief.

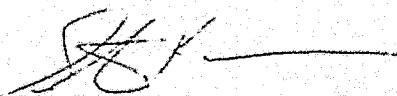
WHEREFORE, for the reasons set forth above, Verizon Pennsylvania Inc. respectfully requests that the above-captioned Formal Complaint proceedings be consolidated into one proceeding for purposes of hearing and decision.

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Respectfully submitted,

NOV 19 2001

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



---

Steven K. Haas  
Malatesta Hawke & McKeon LLP  
100 North Tenth Street  
Harrisburg, PA 17101  
(717) 236-1300

Dated: November 19, 2001

**Malatesta**  
**Hawke &**  
**McKeon LLP**  
ATTORNEYS AT LAW

Joseph J. Malatesta, Jr.  
William T. Hawke  
Kevin J. McKeon  
Louise A. Knight  
Thomas J. Snijsak  
Norman James Kennard  
Lillian Smith Harris

Scott T. Wyland  
Todd S. Stewart  
Craig R. Burgraff  
Janet L. Miller  
William E. Lehman  
Steven K. Haas

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

October 28, 2002

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street - Filing Room (2 North)  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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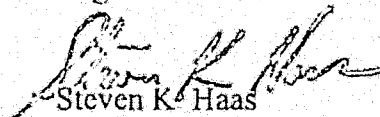
Re: Robert & Alyse Iocco v. Verizon Pennsylvania Inc.; Docket No. C-20016338;  
**CERTIFICATE OF SATISFACTION**

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that Verizon Pennsylvania Inc. ("Verizon PA") has satisfied the Formal Complaint filed at Docket No. C-20016338. Unless Mr. & Mrs. Iocco files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20016338 should be withdrawn and the Commission's file closed.

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

Regards,



Steven K. Haas

Counsel for Verizon Pennsylvania Inc.

SKH/kml

Enclosures

cc: Mr. & Mr. Iocco  
Bruce Bigelow  
Bonni Troutman

**DOCUMENT  
FOLDER**

SECRETARY'S BUREAU

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

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROBERT & ALYSE IOCCO,

Complainants

v.

Docket No. C-20016338

VERIZON PENNSYLVANIA INC.,

Respondent.

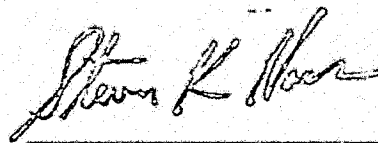
DOCUMENT  
FOLDER

CERTIFICATE OF SATISFACTION

I, Steven K. Haas, an attorney with Malatesta Hawke & McKeon LLP, representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the Formal Complaint filed on October 26, 2001 by Robert & Alyse Iocco with the Pennsylvania Public Utility Commission against Verizon Pennsylvania Inc., and docketed at Complaint Docket No. C-20016338, has been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa Code §5 24(b). Unless Mr. & Mrs. Iocco file an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20016338 shall be withdrawn and the Commission's file closed

DOCKETED  
OCT 31 2002



Steven K. Haas  
Malatesta Hawke & McKeon LLP  
Harrisburg Energy Center  
100 North Tenth Street  
P.O. Box 1778  
Harrisburg, PA 17105-1778  
717-236-1300

DATED: October 28, 2002

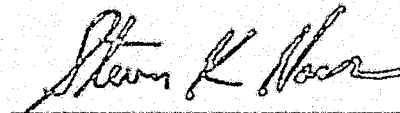
SECRETARY'S BUREAU  
OCT 29 PM 4:13

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.

Robert & Alyse Iocco  
2030 Quarter Mile Road  
Bethlehem, PA 18015



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Steven K. Haas

DATE: October 28, 2002

SECRETARY'S BUREAU  
OCT 28 PM 4:13

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: October 30, 2002  
SUBJECT: C-20016338  
Robert & Alyse Iocco v. Verizon Pennsylvania Inc  
TO: Wanda Zeiders  
Docket Management  
FROM: Dawn M. Reitenbach, Support Staff  
Office of Administrative Law Judge

On October 30, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

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

Attachment

pc: ALJ (None Assigned)  
Bruce Bigelow  
Elzy Ditzler  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

**DOCKETED**  
NOV 06 2002

SECRETARY'S BUREAU

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RECEIVED



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

IN REPLY PLEASE  
REFER TO OUR FILE

December 3, 2002

C-20016338

ROBERT & ALYSE IOCCO  
2030 QUARTER MILE ROAD  
BETHLEHEM PA 18015

DOCUMENT  
FOLDER

**DOCKETED**

DEC 02 2002

ROBERT & ALYSE IOCCO  
v.  
VERIZON PENNSYLVANIA INC

TO WHOM IT MAY CONCERN:

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

Very truly yours,

James J. McNulty  
Secretary

nvl

cc: All parties of Record  
Office of ALJ