

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: 12/31/01
8. DOCKET NO: C-20016631 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: PRIMAVERA, VICTORIA

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES VERIZON BILLED HER ACCOUNT FOR LONG DISTANCE CALLS THAT WERE ALSO BILLED BY AND PAID TO AT&T. VERIZON HAS GIVEN INCORRECT INFORMATION TO TRANS UNION CREDIT AGENCY AND SHE HAS BEEN DENIED CREDIT. SHE WANTS THIS INFORMATION TO BE CORRECTED.

DOCUMENT
FOLDER

DOCKETED
JAN 08 2002

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

C-20016631
310200

RECEIVED
ORIGINAL
SECRETARY'S BUREAU

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Victoria PRIMAVERA
Street/P.O. Box 965a Hope St Apt.# _____
City Phila State PA Zip 19115-3227
County Phila Home Telephone-Area Code (215) 856-7568
Work Telephone-Area Code (215) 695-8421

2. Name of Company your complaint concerns: VERIZON

3. What is your complaint?

VERIZON billed my account for long distance calls
that WERE also billed by and paid to AT&T
VERIZON has given incorrect information to
TRANS Union Credit Agency and I have been denied
credit.

(If you need more space, use additional paper and attach to this form).

(-over-)

4. What do you want the Public Utility Commission to do about your complaint?

VERIZON HAS GIVEN AN INCORRECT STATEMENT TO
TRANS UNION CREDIT AGENCY AND I HAVE BEEN
DENIED CREDIT I WANT THIS INFORMATION CORRECTED.

(If you need more space, use additional paper and attach to this form.)

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.

Victoria P. Pomonera
Original Signature of complaining person

02-14-01
Date

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 _____
Telephone Number-Area Code (_____) _____

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

DATE SERVED: JANUARY 8, 2001

C-20016631

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by VICTORIA PRIMAVERA. 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.

DOCUMENT
FOLDER

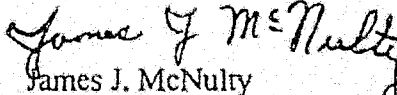
JANUARY 8, 2001

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

JHH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 8, 2001

DOCUMENT
FOLDER

VICTORIA PRIMAVERA
Complainant

VS.

VERIZON PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20016631

DOCKETED
JAN 08 2002

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TG: VERIZON PENNSYLVANIA, INC.

TAKE NOTICE:

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

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 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).

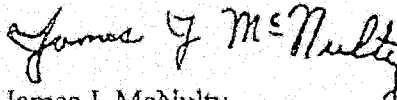
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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

**DOCUMENT
FOLDER**

January 18, 2002

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

SECRETARY'S BUREAU

02 JAN 18 PM 2:05

Re: Victoria Primavera v. Verizon Pennsylvania Inc.; Docket No. C-20016631;
FILING OF CERTIFICATE OF SATISFACTION

Dear Mr. 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") and Victoria Primavera have resolved the issues raised in the Formal Complaint filed at Docket No. C-20016631. Unless Ms. Primavera files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20016631 should be withdrawn and the Commission's file closed.

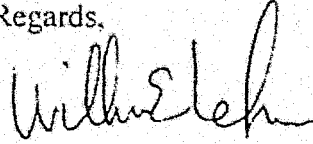
On the basis of the enclosed Certificate of Satisfaction, Verizon PA will not be filing an Answer to the Formal Complaint.

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

28

James J. McNulty, Secretary
January 18, 2002
Page 2

Regards,



William E. Lehman
Counsel for
Verizon Pennsylvania Inc.

WEL/kmg
Enclosures

cc: Stephen L. Springer (Office of Administrative Law Judge - Scheduling Office)
Victoria Primavera

SECRETARY'S BUREAU

JAN 19 PM 2:05

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

VICTORIA PRIMAVERA,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20016631

DOCKETED
JAN 22 2002

CERTIFICATE OF SATISFACTION

I, William E. Lehman, an attorney with Malatesta Hawke & McKeon LLP, representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the issues raised in the Formal Complaint filed by Victoria Primavera with the Pennsylvania Public Utility Commission and docketed at Complaint Docket No. C-20016631 have been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b). Unless Ms. Primavera files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20016631 shall be withdrawn and the Commission's file closed.

DOCUMENT
FOLDER

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

DATED: January 18, 2002

SECRETARY'S BUREAU

02 JAN 19 PM 2:05

**DOCUMENT
FOLDER**

**COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION**

DATE: January 23, 2002
SUBJECT: C-20016631
Victoria Primavera v. Verizon Pennsylvania Inc.
TO: Wanda Zeiders
Docket Management
FROM: Ann M. Humes, Mediation Assistant
Office of Administrative Law Judge

On January 18, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by William E. Lehman, Esquire. 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)
Herb Nurick
Elzy Ditzler
Beth Plantz
Case File

DOCKETED
JAN 25 2002



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

IN REPLY PLEASE
REFER TO OUR FILE

March 14, 2002

C-20016631

VICTORIA PRIMAVERA
9652 HOFF STREET
PHILADELPHIA PA 19115-3227

DOCKETED

MAR 14 2002

DOCUMENT
FOLDER

VICTORIA PRIMAVERA
VS.
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