

DOCKET NO. : C-20016630
RESPONDENT OR APPLICANT: MCI WORLDCOM COMMUNICATIONS INC
PARTY OR COMPLAINANT: GLUSMAN DAVID H

ENTRY	TYPE	DATE	BUREAU	PERSONNEL
1	N	12/18/01	SEC	IMES
FORMAL COMPLAINT OF DAVID H GLUSMAN V. MCI WORLDCOM				
2	N	01/08/02	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS				
3	N	01/22/02	SEC	FRISCIA
RESPONDENT FILED CERTIFICATE OF SATISFACTION OF COMPLAINT				
4	N	02/11/02	SEC	BENJAMIN
CALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS				
5	N	03/14/02	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: 12/18/01
8. DOCKET NO: C-20016630 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GLUSMAN DAVID H

RESPONDENT/APPLICANT: MCI WORLDCOM COMMUNICATIONS INC

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 310580

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT MCI SOLICITED A NEW PACKAGE TO HIM TO SWITCH FROM VERIZON TO MCI. AFTER THE SWITCH THEY HAD PROBLEMS WHERE THE SERVICES AGREED ON DID NOT WORK.

DOCUMENT
FOLDER

DOCKETED

AN 08 2002

C-20016630

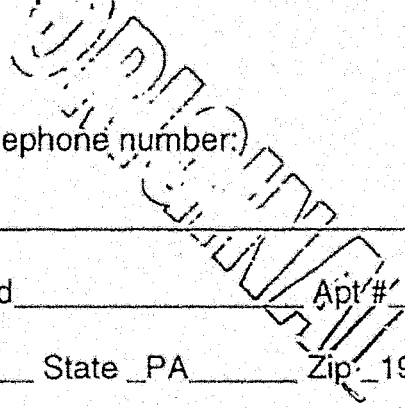
310580

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

- Your name, mailing address and telephone number:
 Name David H. Glusman
 Street/P.O.Box 540 Putnam Road Apt#
 City Merion State PA Zip 19066
 County Montgomery Area Code/Home Phone 610-664-3225
 Area Code/Work Phone 610-667-6250 ext 112
- Name of company your complaint concerns: MCI Local
- What is your complaint? (Use additional paper if need more space).



2001 DEC 18 AM 9:06
SECRETARY'S BUREAU

RECEIVED

On or about December 4 I was called by MCI Local and solicited to change my service from Verizon to MCI Local. I spent over an hour discussing my needs, my current service and the plans that were available from MCI Local for me to consider. I have 2 phone lines at home, and the first (610.664.3225) jumps when busy to the second line (610.664.3259). Several things, along with the specific services and rates, were specified before I made the decision to switch to MCI Local. One was that, if I were unhappy for any reason, they (MCI Local) would make the switch back to Verizon for me at no cost to me. After the switch became operative a few days later, it became apparent that at least some of the features were not set up as we discussed. Among them were that they had put both call waiting and busy call forwarding on the 3225 number, which was, of course, incompatible. It didn't work. During the conversation, during which I was told several times that the services I wanted could not be obtained in a package, and the cost of the services as I wanted them, individually priced would be far greater than the original price quoted me, I advised the supervisor that, unless she was able to make the situation right, the services requested for the fee quoted, I was going to demand that they (MCI Local) switch me back to Verizon. She advised me that, were I to desire to switch back, I had to do so myself and would have no help from Verizon.

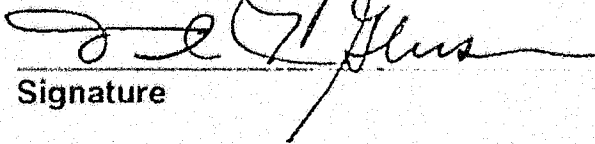
- What do you want the Public Utility Commission to do about your complaint?
 (Use additional paper if need more space).
 I want an assurance that, if I were to again become dissatisfied with Verizon (I was able, with the help of a manger to apparently get the right services set up on the right lines for

3

the acceptable fee by insisting that I was going to get someone to help me and finally get to her manager), that I can get them to honor their commitment as part of my decision to switch, such that Verizon will make the switch back and do so without cost or effort on my part. I also want to have MCI Local disciplined or reprimanded for the apparent misinformation provided as part of the sales process.

5. You must sign and date your complaint below.

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


Signature

11/14/01
Date

Continued on next page

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: JANUARY 8, 2002

C-20016630

MICHELLE PAINTER ESQUIRE
MCI WORLDCOM COMMUNICATIONS INC
1133 19TH ST NW 4TH FLOOR
WASHINGTON DC 20036

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by DAVID H GLUSMAN. 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.

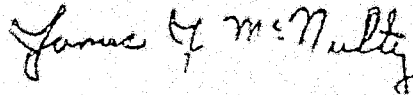
JANUARY 8, 2002

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: JANUARY 8, 2002

DAVID H GLUSMAN
Complainant

DOCUMENT
FOLDER

VS.

MCI WORLDCOM
COMMUNICATIONS, INC.
Respondent

Complaint Docket
No: C-20016630

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

DOCKETED

TO: MCI WORLDCOM COMMUNICATIONS, INC.

JAN 08 2002

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).

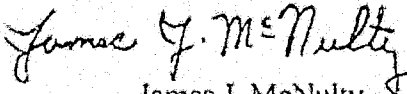
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

ECKERT SEAMANS CHERIN & MELLOTT, LLC

ORIGINAL
SECRETARY'S BUREAU
02 JAN 22 AM 10:43

213 Market Street
Eighth Floor
Harrisburg, PA 17101
Address correspondence to
Post Office Box 1248
Harrisburg, PA 17108-1248
Telephone: 717.237.6000
Facsimile: 717.237.6019
www.escm.com

January 22, 2002

Via Hand Delivery

The Honorable James McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Second Floor, Room 7 North
Harrisburg, Pennsylvania 17120

Boston
Fort Lauderdale
Haddonfield, NJ
Harrisburg
Philadelphia
Pittsburgh
Washington, D.C.

Re: David H. Glusman v. MCI WorldCom Communications, Inc.
Docket No. C-20016630

Dear Secretary McNulty:

Please find enclosed for filing an original and four (4) copies of the Certification of Satisfaction ("Certification") for the above referenced matter. Please file the original of record, retain three (3) copies for the Commission, and return the time-stamped extra copy of the Notice via the courier who delivered them.

Please contact me if you have any questions or concerns regarding this matter. Thank you for your professional courtesy.

Very truly yours,

Kathleen Misturak-Gingrich

Enclosures

c via e-mail:

- Michelle Painter, Esquire, MCI WorldCom Communications, Inc.
- Lori Martensen, MCI World Com Communications, Inc.
- Richard Bondi, MCI World Com Communications, Inc.
- Kathy Colwell, MCI World Com Communications, Inc.
- Mary Kennedy, MCI World Com Communications, Inc.

c via Federal Express:

Mr. David H. Glusman

DOCUMENT FOLDER

99

BEFORE THE
PENNSYLVANIA PUBLIC UTILITIES COMMISSION

ORIGINAL

David H. Glusman,
Complainant

vs.

MCI WorldCom Communications, Inc.,
Respondent

Complaint Docket
No. C-20016630

CERTIFICATION OF MCI WORLDCOM COMMUNICATIONS, INC.
AS TO SATISFACTION OF FORMAL COMPLAINT

NOW COMES MCI WorldCom Communications, Inc. ("MWCOM"), by and through its attorneys, Eckert Seamans Cherin & Mellott, LLC and certifies, in compliance with 52 Pa. Code §5.24(b) that the Formal Complaint of David H. Glusman has been satisfied by provision of specified relief requested by the Complainant.

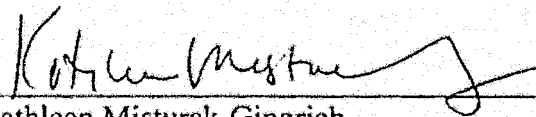
BY COPY OF THIS CERTIFICATION TO DAVID H. GLUSMAN, MWCOM ADVISES HIM THAT THE APPLICABLE REGULATIONS REQUIRE THAT UNLESS HE OBJECTS TO THIS CERTIFICATION WITHIN TEN (10) DAYS OF ITS FILING, THE COMPLAINT SHALL BE WITHDRAWN.

C2 JAN 22 AM 10:49

SECRETARY'S BUREAU

DOCUMENT FOLDER

Respectfully submitted,


Kathleen Misturak-Gingrich

Counsel for MCI WorldCom Communications, Inc.

DATED: January 22, 2002

DOCKETED
JAN 29 2002

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 30, 2002

SUBJECT: C-20016630
David H. Glusman v. MCI WorldCom Communications, Inc.

TO: Wanda Zeiders
Docket Management

FROM: Ann M. Humes, Mediation Assistant
Office of Administrative Law Judge

On January 22, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Kathleen Misturak-Gingrich, 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
FEB 04 2002

DOCUMENT
FOLDER