

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/06/06
8. DOCKET NO: C-20066955	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DINGMAN, SALLY & TIMOTHY

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: WESTMORELAND

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A RELIABILITY, SAFETY OR QUALITY PROBLEM WITH THEIR UTILITY SERVICE.

DOCUMENT
FOLDER

DOCKETED

OCT 17 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint Form

OCT 6 2006

310200

Please print or type.

C-20066955

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Sally and Timothy Dingman

Street/P.O. Box 1105 Lakewood Drive Apt #

City Latrobe State Pa Zip 15650

County Westmoreland

Area Code/HOME Phone 724-532-3030

Area Code/WORK Phone 724-837-11030 (Tim)

Utility Account Number Verizon - 724 532 3030 1057 72 Y (from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns Verizon - 1st person spoken with "Mrs. Lewis"

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance) + publishing
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (taxi, moving company, limousine)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain) ↘

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Please see Attached.

- Thank you.

update - 10/11/06
5. please see attached letter
RELIEF

updated 10/11/06 ↘
we will be seeking damages - undecided amount

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

Apparently a mix-up resulted after speaking personally to MR. James Rowland @ the PUC - on 11/11/05 I verbally requested a Formal Complaint to be filed against Verizon with a complete investigation as a result of their negligence. At this point only an "informal" investigation has resulted and to my knowledge there has not been an identified course of action taken by the PUC as MR. James Rowland explained to me on 3/18/05.

I want a complete FORMAL investigation, - (as I had requested initially). It was also reported to me that Verizon has sent us a credit - \$2300 - We saw a refund with no explanation except - that a statement had the amt. noted as an adjustment from Final Bill. I thought my husband overpaid the last bill, ???!!

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

N/A

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

N/A

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Sally A. Dingman Timothy Dingman hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Sally A. Dingman
(Signature)
Timothy Dingman

3/22/05
(Date)

Updated 10/1/00
S. Dingman

September 20, 2006

Dear Sir or Madam,

First, we would like to thank you for taking the time to read this. We are writing this as consumer advocates in large concern for general public safety, and in this matter: an ineffective public regulatory agency audit. (The Pa Public utility Commission). Since January 2004 we opened a new residential telephone account with Verizon. The account holder listed is Sally Dingman. We decided upon opening the new account to have it "un-published". Multiple reasons brought us to this decision, none of which are applicable, or necessary for Verizon to be made known to them. However, in our circumstances we were moving to a new home, and our family had recently been victim of an illegal stalking and harassment situation. Verizon is also on record to have been logging phone calls for us under the-unlawful phone call registry. For the above reasons, and also due to the nature of Tim's current employment an easily accessible home phone number and address to his volunteers for his work would potentially cause a great disruption of our family and home life, as the phone calls would filter over from his office time. Another reason was we were tired from years of telemarketer's, solicitors...etc... Simply put, we were tired of it all, and chose to remove Tim's name on the account and become un-published at our new place of residence.

The problem began in December 2004 when Verizon published Tim's name and FULL address and phone number in the Latrobe Verizon Super Pages Book. We started to have relentless phone calls from telemarketers, solicitors and the like. This prompted me to check the book and there on page 142 I found it under Timothy C. Dingman. I then went to the Internet and also found it. Alarmed, I quickly alerted Verizon via the customer service number. It was then verified to us that we were "un-published" on our account, current, and have paid for that service. No explanation was given to me, at first. It was stated to me "it is impossible, those numbers are in a different data base, and the account is under "Sally Dingman" not Timothy."

The PUC became involved. A "Mr. James Rowland" was the investigator for the PUC. Sally reported the problem to him in 1/21/05. He was made aware we knew it was a **Breach of Contract** and more importantly **A Privacy Rights Violation**. With little expressed sensitivity to our situation, he then did assure us that he would follow up with the complaint and assigned a Case # 1839059. We were told the company had a 30-day deadline to respond. On 3/17/05 after not hearing from *anyone* a message was left to please let us know the results of the investigation. On 3/18/05 Mr. James Rowland called back to say only an informal investigation was done. He had not decided if any Citation would take place against Verizon or any fines. It was explained we would not get any response back by Verizon or the PUC to us personally. We explained it WAS a "formal" not an informal complaint that had been requested. Then we were told Verizon had paid us back a credit of \$23.00 +/- (??). It was then explained to Mr. Rowland that we saw the refund, but when no explanation was attached, basically we believed it was merely an overpayment of the final/last bill. Mr. Rowland then suggested we should call the "Consumer Protection Department" He stated "Boy you just really want Verizon don't

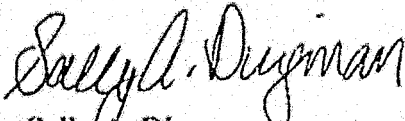
you" at that point it was requested to please send the correct papers for the formal PUC investigation to be done as *that* was what had initially been requested.

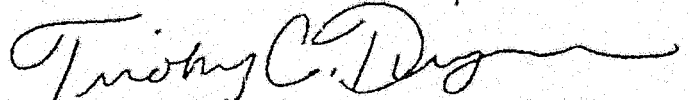
During the time dealing with the PUC we had requested our personal info. be removed from the phone books for publishing and also the Internet. This was done, or so we thought! We switched phone companies to Comcast, again same number we have now but continuing a "non-published" status. Since that time, and all the energy spent we discussed it at length and made the decision to just put it to rest. We do not believe that Verizon is purposely malicious and wants to jeopardize public safety. We believe it is not intentional by any means. However, we were greatly disappointed by the nature in which Mr. Rowland of the PUC handled our case, nevertheless we still decided not to pursue things further.

This changed as a result of what has happened. A few weeks ago the most recent Dec. 2005 Verizon phone books and 2006-2007 Yellow Book came out again to the public. Again, Tim's name address and phone number published for all to see!! This is unacceptable to us. This is a Public Safety Issue period. This is a big concern, not only because of the internal problems within Verizon itself, but the ineptitude of the Commonwealth's Public Regulatory Agency in handling this situation. On the most recent phone conversation with Verizon, they stated, it is not their mistake, and that it is coming from Comcast. This error occurred when we were Verizon customers. Comcast, as our current local phone company, has one unpublished account only—under the name of Sally Dingman. They have no information, nor have ever- on a "Timothy Dingman." Our account continues to be listed as "unpublished." We are certain this error originated with Verizon, but apparently they have not found, nor corrected their error. The PUC told us the error was corrected. At this point Verizon will not even attempt to rectify it with us, since we no longer have an account with them. Our phone number and full address is listed in the public phone directories, which are published by Verizon. It appears they will continue to publish it and will not respect our privacy rights. We are now respectfully requesting help from you. It is simple to change a persons home phone number, but it is not even a possibility to change our home street address. Verizon violates our family's privacy.

Thank you for your time and understanding, all supporting documentation have been enclosed per your request.

Respectfully,


Sally A. Dingman


Timothy C. Dingman



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: October 17, 2006

C-20066955

LEIGH A. HYER
VERIZON PENNSYLVANIA INC
FLOOR 10W
1717 ARCH ST
PHILADELPHIA PA 19103

DOCUMENT
FOLDER

Dear Ms. Hyer:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by SALLY & TIMOTHY DINGMAN. 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.

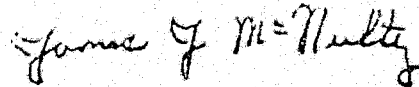
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

October 17, 2006

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

ane

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 17, 2006

DOCUMENT
FOLDER

SALLY & TIMOTHY DINGMAN
Complainant

v.

VERIZON PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20066955

DOCKETED

OCT 17 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: 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 17105-3265**, an answer (original and three 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).

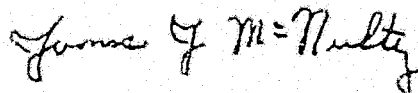
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

Hawke
 McKeon
 Sniscak &
 Kennard LLP
ATTORNEYS AT LAW

ORIGINAL

William T. Hawke
Kevin J. McKeon
Thomas J. Sniscak
Norman James Kennard
Lillian Smith Harris
Scott T. Wyland
Todd S. Stewart
Craig R. Burgraff

Steven D. Snyder
Janet L. Miller
Steven K. Haas
William E. Lehman
Rikardo J. Hull
Katherine E. Lovette
Amy A. Whitney

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

November 20, 2006

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

**DOCUMENT
FOLDER**

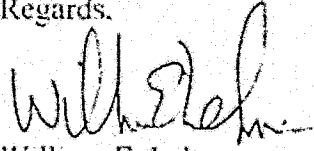
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NOV 20 2006

RE: Sally and Timothy Dingman v. Verizon Pennsylvania Inc.: Docket
No. C-20066955, ANSWER

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Pennsylvania Inc.'s ("Verizon PA") Answer in the above-captioned proceeding. A copy of this document has been served upon the Complainant in accordance with the attached Certificate of Service.

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

Regards,

William E. Lehman
Counsel for Verizon Pennsylvania Inc.

WEL/kmg
Enclosures
cc. Sally and Timothy Dingman

DOCKETED
NOV 27 2006

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

57

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED
NOV 20 2006
12:36

SALLY AND TIMOTHY DINGMAN,

Complainants

v.

Docket No. C-20066955

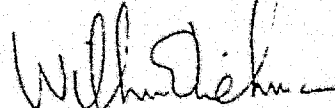
VERIZON PENNSYLVANIA INC.

Respondent

NOTICE TO PLEAD

TO Sally and Timothy Dingman
1105 Lakeview Drive
Latrobe, PA 15650

Pursuant to 52 Pa. Code §§5.62 and 5.63, you are hereby notified that, if you do not file a written response denying or correcting the enclosed New Matter of Verizon Pennsylvania Inc. within twenty (20) days from service of this notice, the facts set forth by Verizon PA in the New Matter may be deemed to be true, thereby requiring no other proof. All pleadings such as a Reply to New Matter, must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on the undersigned counsel for Verizon PA.



William E. Lehman
Hawke McKeon Sniseak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105-1778
E-mail: welehman@hmsk-law.com
Attorney I.D. #83936
Telephone: (717) 236-1300
Facsimile: (717) 236-4841

DATED: November 20, 2006

Counsel for Verizon Pennsylvania Inc.

DOCKETED

NOV 20 2006

DOCUMENT
FOLDER

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED
NOV 22 2006
COMMUNICATIONS SECTION

SALLY AND TIMOTHY DINGMAN,
Complainants

v.

Docket No C-20066955

VERIZON PENNSYLVANIA INC.,
Respondent

ANSWER OF
VERIZON PENNSYLVANIA INC.
TO THE COMPLAINT OF SALLY AND TIMOTHY DINGMAN

Verizon Pennsylvania Inc. ("Verizon PA"), by and through its counsel in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer to the Complaint filed by Sally and Timothy Dingman ("Complainants" or the "Dingmans"). In support thereof, Verizon PA avers and represents as follows:

1. ADMITTED upon information and belief.

DOCKETED
NOV 22 2006

2. ADMITTED. The correct corporate name of the Respondent in this matter is "Verizon Pennsylvania Inc."

3. ADMITTED upon information and belief.

DOCUMENT
FOLDER

4. Verizon PA DENIES there is a reliability, safety or quality problem with the Complainant's utility service.

Verizon PA will respond to the Complainant's attached letter dated September 20, 2006 as if it were contained in Paragraph 4 of the Formal Complaint form.

- a) Verizon PA DENIES the Complainant has standing to act as a consumer advocate or on behalf of any other customer of Verizon PA.¹ Verizon PA DENIES the Complainant opened a new residential account with Verizon PA in January, 2004. By way of further answer, Verizon PA AVERS that in December 2003, the Complainant initiated new telephone service with Verizon PA at 491 North St. Clair Street, Ligonier Borough, PA. The Complainant's telephone number at that address was 724-238-8070. On January 9, 2004, the Complainant transferred service from the previous address to 1105 Lakeview Drive, Unity, PA. This transfer also changed the telephone number to 724-532-3030. The new telephone number was a private listing. Verizon PA is without sufficient information or knowledge at this time to respond to the Complainant's allegations regarding the reasons why the Complainant requested a private telephone number; therefore, these allegations are DENIED. Verizon PA DENIES that it has been tracking unlawful calls for the Complainant. Verizon PA ADMITS that Timothy Dingman's name did not appear on account 724-532-3030.
- b) Verizon PA ADMITS that it published Timothy Dingman's name, address and telephone number in its 2004 Latrobe Verizon Superpages book.

¹ *Camille "Bud" George v. Pennsylvania Public Utility Commission*, 735 A.2d 1282 (Pa. Cmwlth. 1999) (legislator had no authority and thus lacks standing to bring complaint on behalf of his constituents)

Verizon PA is without sufficient information or knowledge at this time to respond to whether the Complainant received telemarketing calls; therefore, this allegation is DENIED. Verizon PA DENIES the Complainant's allegations regarding her contact with or the description of conversations with Verizon PA personnel.

c) Verizon PA ADMITS that the Complainant filed an Informal Complaint with the Commission's Bureau of Consumer Services ("BCS") on January 21, 2005 at Case No. 1839059. Verizon PA is without sufficient information or knowledge at this time to respond to the Complainant's allegations regarding her contacts with Commission personnel; therefore, these allegations are DENIED. By way of further answer, Verizon PA AVERS that the Informal Complaint was closed on March 17, 2005 after Verizon PA credited the Complainant's account for one-half her dial tone line charges per Verizon PA's tariff at Pa. P.U.C. No. 500, Section 1, First Revised Sheet 13.

d) Verizon PA is without sufficient information or knowledge at this time to respond to the Complainant's allegations regarding her contacts with Commission personnel; therefore, these allegations are DENIED. Verizon PA ADMITS that on December 23, 2004, the Complainant disconnected her Verizon PA service and went with a competitive local exchange carrier ("CLEC"), AT&T Broadband of Pennsylvania, LLC. Verizon PA ADMITS that Timothy Dingman's name, address, and

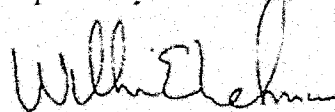
telephone number was published in the White Pages of the 2005 Latrobe, PA telephone book. Verizon PA DENIES the Complainant's allegations regarding the descriptions of her contacts with Verizon PA personnel. Verizon PA DENIES that it will not discuss the alleged problems with the Complainant. By way of further answer, Verizon PA AVERS that on October 25, 2006, the listing for Timothy Dingman was completely removed from the Verizon directory system listings. Therefore, Timothy Dingman's listing will not appear in subsequent telephone books. The remaining statements in this paragraph are requests for relief or statements of opinion to which no response is required.

5. The statements set forth in Paragraph 5 are requests for relief to which no response is required. To the extent that an answer is deemed necessary, Verizon PA AVERS that the Commission is without authority to award damages requested by the Complainant.² Verizon PA is without sufficient information or knowledge at this time to respond to the Complainant's allegations regarding contacts she had with Commission personnel; therefore, these allegations are DENIED.

WHEREFORE, for the reasons set forth above, Verizon Pennsylvania Inc respectfully requests that the Formal Complaint of Sally and Timothy Dingman be dismissed preliminarily.

² *Feingold v. Bell of Pennsylvania*, 477 Pa. 1, 383 A.2d 791 (Pa. 1977).

Respectfully submitted,



William E. Lehman - Attorney I.D. #83936
Hawke McKeon Sniscak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105-1778
E-mail: welchman@hmsk-law.com
Telephone: (717) 236-1300
Facsimile: (717) 236-4841

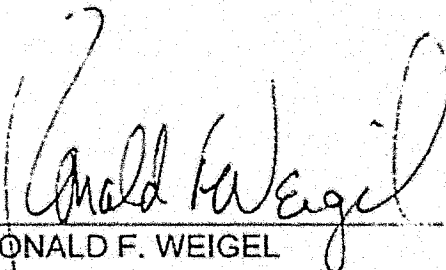
DATED: November 20, 2006

Counsel for
Verizon Pennsylvania Inc.

AFFIDAVIT

2013 JUN 20 PM 3:18
SECURITY DIVISION

I, **RONALD F. WEIGEL**, Director – Government Relations 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.



RONALD F. WEIGEL
Director – Government Relations

CERTIFICATE OF SERVICE

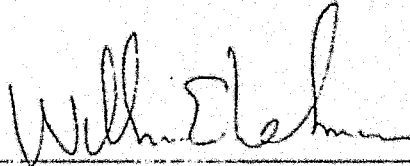
I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of §1.54 (relating to service by a party).

Service via first class mail:

Sally and Timothy Dingman
1105 Lakeview Drive
Larrobe, PA 15650

ORIGINAL

Dated this 20th day of November, 2006.



William E. Lehman
Counsel for Verizon Pennsylvania Inc.

RECEIVED
NOV 20 2006
SECTION 1010'S BUREAU

James J. McNulty, Secretary
Pa Public Utility Commission
Commonwealth Keystone Building
400 North Street
P.O. Box 3265
Harrisburg, Pa. 17120

RECEIVED

NOV 25 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Docket No C-20066955

ORIGINAL

November 24, 2006

DOCUMENT
FOLDER

Dear Mr. McNulty,

Thank you for taking the time and consideration of allowing us to plead our case against Verizon. You will find this formal letter includes more supporting documentation kept with our records regarding this matter. Our Docket # is No. C-20066955

In response to Mr. William E. Lehman's answer who is acting as Council for Verizon Pennsylvania Inc. This letter to you is our rebuttal regarding the answers given by Verizon, which requests our Formal Complaint be dismissed preliminarily according to what was submitted to you on November 20th 2006. We respectfully request that our case is not dismissed for the following reasons, which will be noted in order according to their stated answer.

In reference to section a):

We have never made claims that we are acting as paid or professional "Consumer Advocates." However, upon our research, we located no "FORMAL" credentials that one be awarded or obtained for the right of this title. However, in our situation, we have discovered consumers often use this term "loosely". In our own personal situation in this matter, we are merely prior Consumers of Verizon, have a very large concern over safety and reliability regarding Verizon's residential phone service. We are acting as consumer advocates for ourselves, our family and anyone else whom we may possibly be of assistance.

We opened what we thought to believe a "NEW" residential account in January of 2004 to a new place of residence with unpublished service. We opened the account to Sally Dingman's name only, and Timothy Dingman left off the account altogether. As in the past we had always kept both names on our phone accounts. We were given a NEW number when we moved to our new residence from Ligonier Pa. to Latrobe Pa. This was an unpublished phone service - the highest level of privacy offered by Verizon, of which we paid extra for on our monthly bill. Not to be published or listed anywhere: our names, address, and telephone number. One of the reasons we decided this was because we were then recent victims of illegal harassment (via our home telephone) and stalking.

Verizon was made aware of this problem prior to our change in telephone number and new place of residence to Latrobe Pa. By January 2004. As they were INDEED tracking illegal phone call for us. Since October of 2003 the relentless phone calls began, and our local police in Ligonier Pa. became involved with complaints by neighbors over the stalking issues, as well as vandalism of our vehicles parked near our home. In October 2003 we activated the feature that Verizon offered known as "PHONE BLOCK." As a result, Tim's cell phone then increased with harassing calls. On November 5th 2005 our cell phone number was then changed through "Verizon Wireless", whom to this day we still maintain an account in good standing. By November 11, 2003 Call Block by Verizon was then removed by us to allow the calls through-- which allowed them to be TRACED to Verizon and police. On November 11th at 11:15pm "out of area" call 1-312-730-9978 was a TRACED Call to Verizon. This quotes only one of our multiple calls traced through Verizon's unlawful call registry, our home phone number then was 724-238-8070 when we still lived in Ligonier Pa. By November 13th a letter of Harassment was sent to this person by our Attorney Christopher D. Nakles of Latrobe. Eventually the phone calls became under control. Until we moved to a new address, and as you can see, we have had issues with calls from telemarketers to the point of having to more recently been added to the National "Do Not call" registry on 6/21/2006.

In reference to section b):

Verizon did indeed publish our Latrobe Pa. Home phone number and Full address in their public directories and under the name of Timothy Dingman---who's name is not even listed on the account in question. According to records submitted, Verizon does not deny this. We have, in fact received numerous telemarketing calls, and junk mail from fundraising groups, financial services groups, Mortgage lenders, Home Improvement groups, and the like...to name a few. Which led to the National Do Not call registry list as a result of Verizon's continuation of publishing, which remains current in local directories. It is now roughly 2 years of our "unpublished" number and home address, in the phone books. Tim still receives numerous Volunteer calls and frequent unannounced VISITS to our home related to his work, as he became easily accessible and located through the phone books---which are published by Verizon. Normally he or his office would not give out such personal information. As a result, this greatly disturbs our home and family life. Not only did we in fact contact and discuss the issues with Verizon on many occasions since first discovering the error, WHICH THEY DENY here are the following dates, times and personnel of Verizon who was made aware.

- 12/29/04 2:50pm Verizon 1-800-660-2215 "Lori Hutchinson"
- 1/4/05 5:30pm Verizon Customer Relation's # "Mrs. Lewis"
- 1/21/05 Friday 2:30pm "Ruth Holson"

On the week of Monday 1/24/05 2 phone messages were left by Verizon when we were not at home stating that they received information. That the PUC was investigating and that they are trying to resolve the matter. Also, on 1/28/05 Verizon employee "Amy Hamilton" called us to discuss the problem.

- 1/11/06 4:34pm Called Verizon 1-800-7988 option #3 discussed problem
- 5/5/06 Verizon Customer service # for Verizon "Amy Toth"

These were our list of Verizon phone calls only, they do not include our list with dates and times and contact of PUC phone calls, Yellow Book phone calls, Comcast phone calls, and the Pa. Office of Consumer Protection over a near 2 year period now. Our descriptions of conversations with Verizon personnel along with the PUC personnel and others noted above are available from our records upon your request. To our knowledge, Verizon has recorded, or may have recorded our calls for "quality assurance" purposes.

In reference to section c)

With regards to Verizon's answer in this section a complaint was filed by us with the PUC since there was difficulty to solve the problem initiated by Verizon's error.. The complaint number noted by Verizon is Case Number 1839059 assigned 1/21/05. which was handled by a "Mr. James Rowland". However, this was poorly mishandled by the PUC because initially this was a SECOND case number assigned. Our original complaint call to "Linda" of the PUC took place on 12/30/04 and a case number assigned to us—which was # 1829715. Since there was no response to us by the PUC we called to check a status of our complaint. That is when second complaint number was given. We had requested a formal complaint since the beginning. Why it was mishandled and 2 separate case numbers given we can not answer.

With regard to a credit on our account,—which we believe was our last bill known to us from Verizon as we switched phone companies to Comcast, we have no knowledge of compensation. If it indeed was a type of compensation, we were not given any formal documentation stating as such. All that is known by us is a credit somewhere in the estimated amount of \$21.00 +/- . As stated before, we were not certain by any means what this credit was about. We thought it was just an adjusted prior balance from other bills carried into our final bill from Verizon. If this was a credit to us based on the Pa Tariff, it is our understanding, we should have been formally made aware and in agreement. It is also our understanding that if found negligent, a Pa. Tariff does not apply to a limit of liability by Verizon. By way of further answer, even if we were compensated under a Tariff (which we were not at all formally aware of) it does not excuse nearly 2 years of past publication continuing to the present, of our name and number after the fact. Verizon Information Publishing Group is responsible for directory publication.

In reference to section d)

Our local telephone and long distance is with Comcast. now. They have verified with us on more than one occasion they indeed maintain us as a single account holder under the name "Sally Dingman" and we are unpublished. We switched in December 2004, and kept our number. Regarding communication with PUC personnel we contacted them most recently 1/11/06 3:30pm to "Amy" 717-787-4948. Because our name and full address has been to present completely (and repeatedly) published in the directories, it is also in some locations on the Internet as well. Yes, we had an option of changing our

phone number, however it was our right and choice not to. What concerns us more than anything is our personal home address published.

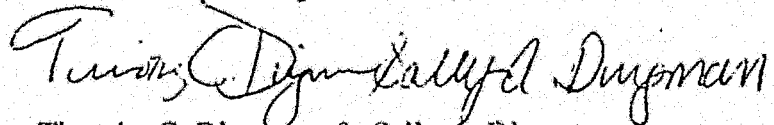
Our last call to the PUC involves asking again for papers to be sent for a formal investigation.

Verizon asking to "Settle" notified us on two occasions most recently. However; in good conscience, we do not feel this is appropriate. Our sole purpose at this stage is to require Verizon to find how this error occurred and correct it preventing it from affecting others, as it has done to us. To this day, Verizon can not, or will not, give any explanation of how this occurred, which would lead us to believe they still cannot have control over public safety in respect to privacy rights. If they are to assume and claim they can guarantee an unpublished account to their customers, they should be held accountable to this. Consumers like us financially pay for this service, and rely that our local phone company does not breach this. Furthermore; once a mistake has been made by Verizon, such as in our case, nearly two years to make a reasonable attempt to correct it is unacceptable. It is indeed a careless "safety, reliability and quality problem."

We are very aware that the purpose of the PUC is not to simply "award" us damages. This is not the purpose of our case with Verizon at this time. We have sincere and grave concern over the privacy rights violation in question, and how the PUC and Verizon have handled our case thus far. More specifically Verizon. If Verizon had the ability to rectify a very significant problem so quickly, then why could this not be so easily and effectively handled 2 years ago? Referencing their response submitted and taking effect October 25, 2006 claiming Timothy Dingman was completely removed from Verizon directory system listings. Also, that the listing will therefore not appear in subsequent telephone books. It is frustrating to think how much time and energy it took so far, and still does, to handle this problem appropriately. Which, we have yet to see is truly corrected.

In closing, again, thank you for your time and understanding with this important matter. Please refer to our letter sent with our request for a formal investigation regarding pertinent info to our case. We respectfully request this case is **not dismissed** by you, and hope you will see the merit and significance of why we have filed this against Verizon.

Respectfully submitted,



Timothy C. Dingman & Sally A. Dingman
1105 Lakeview Drive
Latrobe Pa. 15650
724-532-3030

cc: William E. Lehman

RECEIVED

NOV 25 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU