

FLORENCE R. P. CHAILLA

April 17, 2019

Rosemary Chiavetta, Secretary
Commonwealth Keystone Building
400 North Street - Filing Room 2 - North
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Optatus Chailla v. Verizon Pennsylvania LLC -
Docket No. C-2019-3008691; **NEW EVIDENCE OF DEGRADED/NO SERVICE.**

Dear Secretary Chiavetta:

This is a follow up of the referenced case. Herein provided is new evidence of continuous degraded and no service for telephone and DSL Internet purchased from Verizon Pennsylvania, LLC.

Please know that since approximately March 12, 2019, we have not been able to make a telephone call from the landline having telephone number 570 424-5386. We also have not heard that telephone ring for incoming calls since about the same period of time till today. Calls made to that number go directly to voice mail that has not been setup. With regard to DSL Internet access, please see the attached photos taken of the degraded-no access service and continuous interrupted service from Verizon Pennsylvania LLC.

With this follow up, the purpose is to demonstrate with evidence showing what is being asked to pay for service is unreasonable because for more than 30-days we have not had service via telephone and DSL Internet access.

We therefore request an expedited review of this matter. It is our desire to obtain service from another provider.

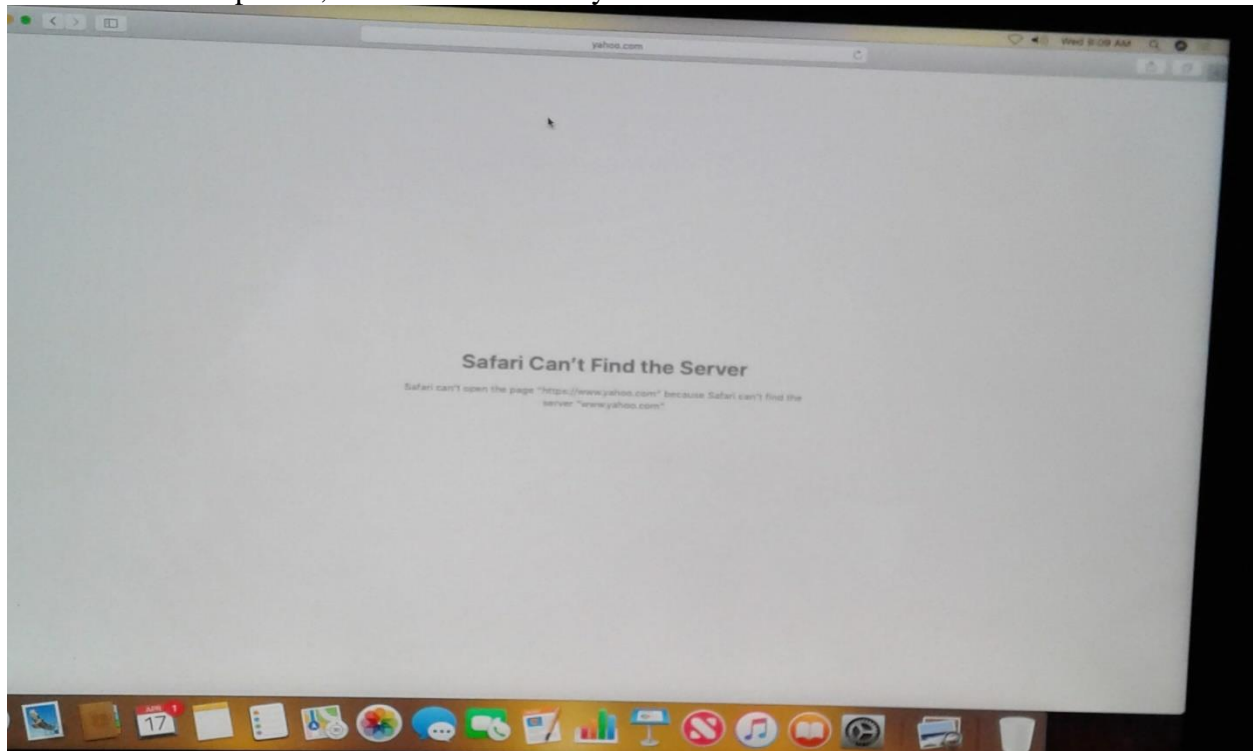
Best regards,

Florence R. P. Chailla

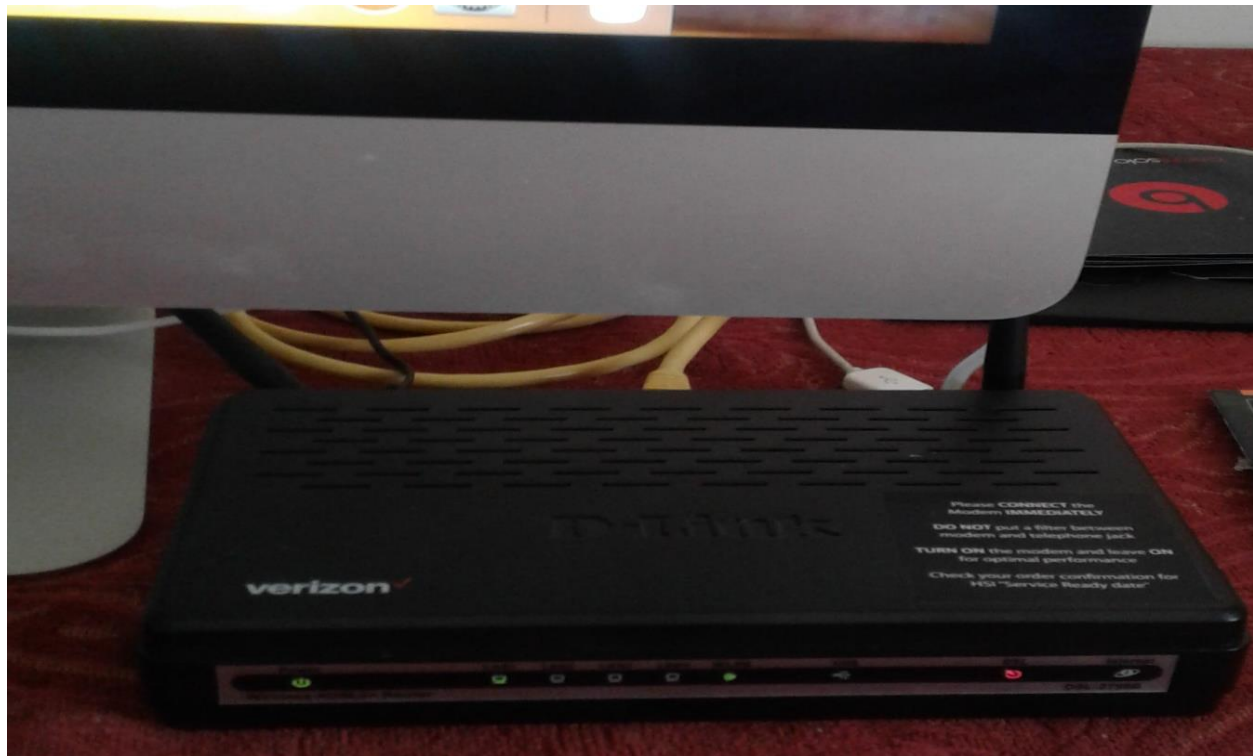
Florence R. P. Chailla J.D.

Enc. Photos of DSL Internet degraded-no access service from Verizon.

Attachment 1 – April 17, 2019 8:09 a.m. today– Safari can't find server

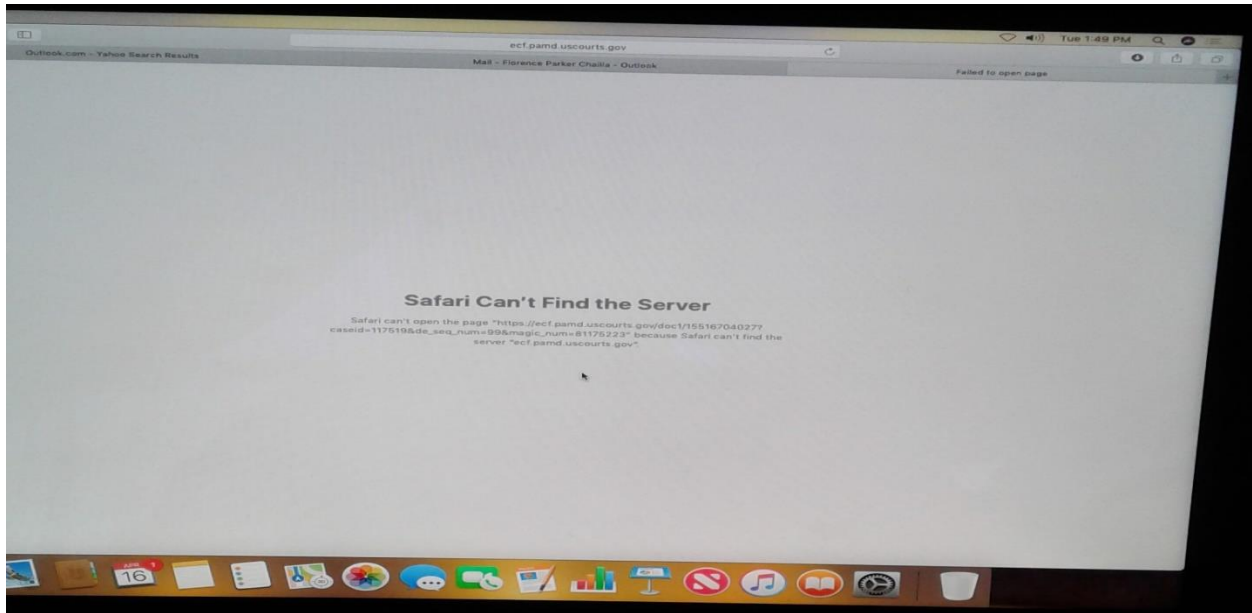


Attachment 2–April 16, 2019, from 8:00 till 12:13 p.m. the Verizon router flashed red

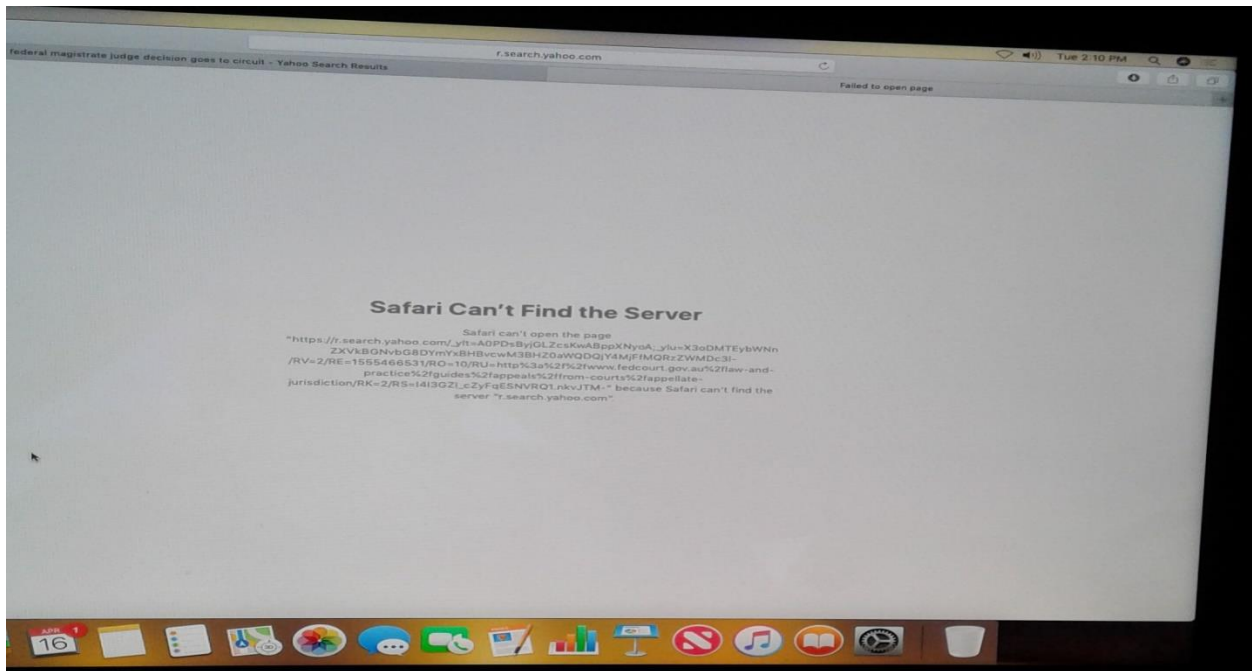


P.O. Box 1111 – Stroudsburg, PA 18360
Tel: 570 424-5386 – Cell: 570 534-7082 email: thebusiness2@yahoo.com

Attachment 3-April 16, 2019 at 1:48 Safari can't find server



Attachment 4 – April 16, 2:10 Safari can't find server



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Attachment 7 – All day April 15, 2019 this is what the Verizon Router showed



Attachment 8 April 15, 2019 at 8:00 a.m. this is what the Verizon Router showed

