

**SUPPORTIVE EVIDENCE
EXHIBITS**

Exhibit 1 - Interim Order to Mediate

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

OPTATUS CHAILLA :
 :
v. : DOCKET # C-2019-3008691
 :
VERIZON PENNSYLVANIA LLC :

INTERIM ORDER
SETTING RESOLUTION CONFERENCE

On or about March 15, 2019, Optatus Chailla ("Complainant") filed a Complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about April 8, 2019, Respondent filed an Answer to the Complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant to set a mutually convenient date and time for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than May 8, 2019, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Mediator Matthew Homsher ("Mediator"), setting forth:

- (a) The date of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of Complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

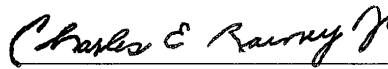
The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not resolve the Complaint on their own, they are entitled to a hearing. A hearing is a formal, adversarial proceeding which usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it. The Complainant must prove that the Respondent has violated the Public Utility Code, a regulation or an order of the Commission which would entitle the Complainant to the relief sought in the Complaint.

If you have any questions, you should contact the Mediator. His address and phone number are:

Pennsylvania Public Utility Commission
Office of Administrative Law Judge
Mediator Matthew Homsher
400 North Street
Harrisburg, PA 17120
Telephone: 717.787.3988
Email: mahomsher@pa.gov

Date: April 10, 2019


CHARLES E. RAINEY, JR.
Chief Administrative Law Judge

C-2019-3008691 - OPTATUS CHAILLA v. VERIZON PENNSYLVANIA LLC

OPTATUS CHAILLA
25 GARDEN STREET
STROUDSBURG PA 18360-1336
570.534.7028

SUZAN D PAIVA ESQUIRE
VERIZON
900 RACE ST 6TH FL
PHILADELPHIA PA 19107
267.768.6184
Accepts eService

Exhibit 2 - Interference with District Court Docket Access and Efforts to Earn a livelihood by Working Online

FLORENCE R. PARKER CHAILLA

April 16, 2019

Faxed to: Acting Clerk of Court
Peter J. Welsh | 570-207-5680 (v) | 570-207-5689 (f)
And emailed to Bob_Golden@pamd.uscourts.gov and
Gina_Angeli-Riese@pamd.uscourts.gov

William J. Nealon Federal Bldg.
& U.S. Courthouse
235 N. Washington Avenue
Scranton, PA 18503

Re: Parker Chailla v. Ross et al. Docket No. 3-18-cv-01564 - receipt of electronic filings via email - Internet access is seriously degraded; see Docket C-2019-3008691 with PA-PUC.

Dear Mr. Welsh:

I am the plaintiff in the referenced case. I have attempted to access case filings via the electronic court system; however, with degraded internet service and no access to the court's electric system, I have not received many of the filed items referenced below. Additionally, I have not been provided with paper copies via the U. S. Postal mails. Therefore, I am requesting that the following below identified filings and dockets be sent to me at my **email account** where I can access and keep abreast of this case:

March 5, 2019	Docket 30	March 7, 2019	Docket 31
March 11, 2019	Docket 32	March 12, 2019	Docket 33
March 14, 2019	Docket 34 - 4 items	March 19, 2019	Docket 35
March 19, 2019	Docket 36	March 19, 2019	Docket 37
April 15, 2019	Docket 38 - Order denying motion for sanctions		

You may check with the PA-PUC to confirm problems had with telephone and Internet Access using the referenced Docket No. provided.

Regards,

Florence R. Parker Chailla

Florence R. Parker Chailla, J. D.

P. O. Box 1111

570 534-7082

Stroudsburg, PA 18360

Exhibit 3 TABLE A Summary of Crammed Fraud & Misrepresented bills of 2019 from Exh. 5			
No.	EXHIBIT NO	CHARGE(S)	NOT AUTHORIZED- OR NO SERVICE PROVIDED BY VERIZON PA, LLC
1	Exh. 5, pg 36	\$69.99	Landline has not worked; DSL degraded see recent PAPUC 4/17/2019 filings it began working 4/22/19.
2	Exh. 5, pg 36	\$193.99	One-time agreed charge was \$99.00 for Router as agreed; the other \$94.99 is unexplained and not agreed to, authorized or approved.
3	Exh. 5, pg 36	\$18.82	Requested Change in Service for what?
4	Exh. 5, pg 36	\$31.85	Fees & Other Charges, for what?
5	Exh. 5, pg. 37	\$29.99	Verizon Freedom Essentials was not Ordered - DSL was Ordered; no discussion was had regarding Freedom Essentials.
6	Exh. 5, pg. 37	\$60.00	Jack Work-Phone TechSure Insurance purchased from Verizon stated, " Inside Wire Maintenance - Covers wires and jacks in your home used to deliver Verizon services (Exclusions Apply) See Exh. 7, pg. 48 below.
7	Exh. 5, pg 37	\$99.00	Since we could not install the wire and jack, a technician was needed, it is inferred that TechSure Insurance covered the wire and jack installation too.
8	Exh. 5, pg. 37	\$29.99	No activation fee was discussed at the time of Ordering DSL.
9	Exh. 5, pg. 37	\$2.75	Cancelled Flat Rate Unlimited Service removed 2/20; discussion included installation of DSL using Flat Rate Unlimited Service; not changing it. We were told it could be installed using Flat Rate Service. Further DSL was not installed until February 22, 2019.
10	Exh. 5, pg. 37	\$13.33	High Speed Internet 2 yr pricing added 2/18-3/3; DSL was not installed until 2/22/2019 and did not function with acceptable access until 4/22/2019.
11	Exh. 5, pg. 37	\$12.00	Verizon Freedom Essentials was not Ordered. It should not have been installed on 2/20.
12	Exh. 5 pg 39	\$25.00	High Speed Internet 2 yr pricing did not work 4/4
13	Exh. 5 pg 39	\$1.65 or a total of \$4.51	911/E911 Surcharge - User Fee charged to landline when no calls could be made from that phone. Call prompted Stroud Regional police Officer Eilenberger to visit our home on Sunday, March 10, 2019.
14	Exh. 5 pg 39	\$14.06	Verizon Surcharges & Fees

EXHIBIT 4 - RETURNED \$75.00 PAYMENT NOT APPLIED TO ACCOUNT

BILL PAYMENT PROCESSING CENTER
PO BOX 7236
SIOUX FALLS SD 57117-7236

FIRST-CLASS MAIL
PRESORTED
U.S. POSTAGE
PAID
FIS OUTPUT SOLUTIONS

Payment Enclosed



000026053 01 AB 0.409 31 1 208/499
026053 FL5800026053 FEPP1041519090503P00 1/1 8800270022
VERIZON HOME PHONE LANDLINE
25 GARDEN ST
STROUDSBURG PA 18360-1336





Rather than admit it received the \$75.00 payment, not \$28 Verizon Pennsylvania, LLC decided to unilaterally return the payment intended to cover the amount of the bill for services Complainant agreed to pay. It nevertheless demands payment.

**EXHIBIT 5 – *PRIOR* 2015 MEDIATION EFFORTS
WITH VERIZON PENNSYLVANIA, LLC**

Print - Close Window - Click More at the bottom of the email to print single message

Subject:FW: Telephone Bill Dispute Settlement
From: Dascher, Nancy E (nancy.e.dascher@verizon.com)
To: dr.chailla@yahoo.com;
Date: Friday, March 6, 2015 4:55 PM

Dr. Chailla,

Thanks for your quick response.

In order to settle the formal complaint filed against Verizon, I will do the following:

- Credit your account in full (as of today the amount due on the account is \$149.29).
- Place an additional \$100.00 courtesy credit on the account.
- Change the telephone number at no charge. I will provide the new number to you once the order is placed.

Your monthly bill should be somewhere around \$27.00 per month. If you make any calls outside of the local calling area (I had provided a list of your local calling area previously) additional charges will be billed. If you call directory assistance there will be additional charges. If the taxes and surcharges increase at a later time, your bill will increase.

If this resolves your complaint with Verizon, please respond accordingly. I will then issue the credits and have the telephone number changed. I will also advise the PA Public Utility Commission we were able to resolve the complaint. A letter detailing the information above will be mailed to you.

Thank you for working with me to settle this dispute. If there are any questions, please let me know.

Thanks,

Nancy Dascher

Verizon Legal

215-283-1945

[1]

From: Dr. Optatus Chaila [<mailto:dr.chaila@yahoo.com>]
Sent: Wednesday, March 04, 2015 4:34 PM
To: Dascher, Nancy E
Cc: Florence Parker
Subject: Telephone Bill Dispute Settlement

Nancy:

Good afternoon! Given the lack of adequate clarity in the terms of the Lifeline 135 program to permit an educated guess of the cost and service quality, not to mention the cumbersome process of signing into that program, and, after discussing the issue with my wife again, we feel that, taking into consideration your email of February 26, 2015, we would like to settle the matter by requesting that

- Verizon credit the account in full,
- Verizon changes the telephone number and inform us accordingly,
- Verizon makes good the offer of a credit in the amount of \$ 100.00 (one hundred dollars) for the inconvenience, to be reflected in future billings and,
- as stated in that email, our telephone bill stand at a constant amount of **\$ 27.00 (twenty seven dollars) per month**, unless or until we voluntarily demand additional Verizon service options.

This means we have decided not to pursue Verizon's Lifeline 135 alternative. With this understanding, we expect to receive notification of a change of the telephone number by your earliest email. Since this does not, in substance, deviate from your earlier analysis of the situation, I await a confirmation from you at your earliest convenience.

Regards,

Dr. Chaila

<https://mail.yahoo.com/neo/launch#3400336385>

[2]

EXHIBIT 6 – 2019 VERIZON CRAMMING BILLS

Bill summary for account ending in: 087-0001
Past due charges: \$27.54 due now
Current charges: \$314.65 due March 28, 2019
Total charges:\$342.19

*Balance doesn't include payments received after March 03, 2019.

Like direct debit billing? Auto Pay is a fast, free and super-easy way to manage your monthly payments.

Thanks for choosing Verizon.

Remember to make your payment at least 3 to 4 business days before your payment is due to allow time for processing and to avoid late payment charges.

Note: If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts, they are for your information only.

© 2019 Verizon. All Rights Reserved.

Ensure Verizon emails reach your inbox by adding verizon-notification@verizon.com to your "safe" email list. Your email provider can provide instructions on how it works.

This email has been sent from an auto-notification system that cannot accept incoming email.

246260

Apr 23 at 8:38 AM

- Verizon Notification

Your bill is available. Click here to make a payment, or view and pay your bill on the My Fios app or at My Verizon. Bill summary for account ending in: 087-0001 Past due charges: \$27.54 due now Current charges: \$314.65 due March 28, 2019 Total charges:\$342.19 *Balance doesn't include payments received after March 03, 2019. Like direct debit billing? Auto Pay is a fast, free and super-easy way to manage your monthly payments. Thanks for choosing Verizon. Remember to make your payment at least 3 to 4 business

Mar 5 at 5:13 PM

- Dr. Optatus Chaila <dr.chaila@yahoo.com>

To:Verizon Notification

Mar 8 at 6:33 AM

BECAUSE WE NEVER AGREED TO THIS AMOUNT, I NEED A BREAKDOWN OF THE COST OF EACH ELEMENT THAT BRINGS THE TOTAL TO \$ 314.65 (three hundred and sixty five dollars). I NEED IT TO DECIDE WHETHER TO CANCEL YOUR SERVICE. THANK YOU.

Dr. Chaila

Hide original message

On Tuesday, March 5, 2019, 8:13:39 PM EST, Verizon Notification <verizon-notification@verizon.com> wrote:



Your bill is ready.

Your bill is available. Click [here](#) to make a payment, or view and pay your bill on the [My Fios app](#) or at [My Verizon](#).

Bill summary for account ending in: 087-0001
Past due charges: \$27.54 due now
Current charges: \$314.65 due March 28, 2019
Total charges: \$342.19

*Balance doesn't include payments received after March 03, 2019.

Like direct debit billing? [Auto Pay](#) is a fast, free and super-easy way to manage your monthly payments.

Thanks for choosing Verizon.

Remember to make your payment at least 3 to 4 business days before your payment is due to allow time for processing and to avoid late payment charges.

Note: If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts, they are for your information only.

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Ensure Verizon emails reach your inbox by adding verizon-notification@verizon.com to your "safe" email list. Your email provider can provide instructions on how it works.

This email has been sent from an auto-notification system that cannot accept incoming email.

246260

EXHIBIT 6 - VERIZON BILL WITH CRAMMING FEES - continued

VERIZON CRAMMING BILLING

Apr 23 at 8:30 AM

----- Forwarded Message -----

From: Dr. Optatus Chailla <dr.chailla@yahoo.com>
To: Verizon Notification <verizon-notification@verizon.com>
Sent: Friday, March 8, 2019, 6:33:13 AM PST
Subject: Re: Your Verizon bill is ready

BECAUSE WE NEVER AGREED TO THIS AMOUNT, I NEED A BREAKDOWN OF THE COST OF EACH ELEMENT THAT BRINGS THE TOTAL TO \$ 314.65 (three hundred and sixty five dollars). I NEED IT TO DECIDE WHETHER TO CANCEL YOUR SERVICE. THANK YOU.

Dr. Chailla

On Tuesday, March 5, 2019, 8:13:39 PM EST, Verizon Notification <verizon-notification@verizon.com> wrote:

verizon[✓]

**Your bill
is ready.**

Your bill is available. Click [here](#) to make a payment, or view and pay your bill on the [My Fios app](#) or at [My Verizon](#).

Bill summary for account ending in: 087-0001
Past due charges: \$27.54 due now
Current charges: \$314.65 due March 28, 2019
Total charges:\$342.19

*Balance doesn't include payments received after March 03, 2019.

Like direct debit billing? Auto Pay is a fast, free and super-easy way to manage your monthly payments.

Thanks for choosing Verizon.

Remember to make your payment at least 3 to 4 business days before your payment is due to allow time for processing and to avoid late payment charges.

Note: If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts, they are for your information only.

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This email has been sent from an auto-notification system that cannot accept incoming email.

246260



OPTATUS CHAILLA
 Primary Phone: 570-424-5386
 Account Number: 250-086-087-0001-35
Bill Date: March 3, 2019

Need your current balance or a payment arrangement?

- Visit the My Fios app
- Online at verizon.com/PayOnline

Past due: \$27.54 + This month's charges: \$314.65 = Total due: \$342.19

Please pay immediately to keep enjoying your service.

Due by March 28.

Take action

- You have an overdue balance so your bill is higher than normal. If you haven't already, please pay the overdue balance, via one of our easy Ways to Pay.

What changed?

- Your recent changes are detailed on page 3 in Requested Change in Service.

This month's charges

Services & Equipment	\$69.99
Your One-Time Activities	\$193.99
Requested Change in Service	\$18.82
Fees & Other Charges	\$31.85
Charges Due by March 28	\$314.65
Past Due Pay Immediately	\$27.54
Total Due	\$342.19

Paying in cash?

Now you can pay your Verizon bill using cash at 7-Eleven, CVS and other convenient retail locations. See page 2 of this bill for more details.

Offers & benefits

Get HBO® NOW

Stream all of HBO from a compatible device—every season, every episode, every movie. Catch up on Game of Thrones® before the final season on 4/14. Watch more of the latest movies like Mama Mia! Here We Go Again. Try it free for 7 days. Go to verizon.com/hbonow for more details.

Return only this stub with your payment. We will not review or honor other written notifications. Visit verizon.com.

Account Number: 250-086-087-0001-35
 Pay online at verizon.com/PayOnline

Charges Due by Mar 28, 2019: \$314.65
Past Due Pay Immediately: \$27.54
Total Due: \$342.19 030319

Make check payable to Verizon

\$ _____

00046127 01 AV 0.380 KB030311 0175 XX
 OPTATUS CHAILLA
 25 GARDEN ST
 STROUDSBURG PA 18360-1336



VERIZON
 PO BOX 28000
 LEHIGH VALLEY PA 18002-8000

V5 2500&60&7000135 00000002754 000000342196

Λ? 5200&P0&3000132 0000000532& 000000342196



2500&60&7000135
 25 GARDEN ST
 OPTATUS CHAILLA
 STROUDSBURG PA 18360-1336



VERIZON
 PO BOX 28000
 LEHIGH VALLEY PA 18002-8000



OPTATUS CHAILLA
 Primary Phone: 570-424-5386
 Account Number: 250-086-087-0001-35
 Bill Date: **March 3, 2019**



Need your current balance or a payment arrangement?

- Visit the My Fios app
- Online at verizon.com/PayOnline

Details of Payments

Payments

Payment activity since last bill date.

Previous Balance	30.49	
Payment Received - Thank You	-2.95	2/13
Past Due Pay Immediately	\$27.54	

Details of Charges

Services & Equipment

Equipment and additional services to personalize your Verizon service.

Services

High Speed Internet 2 Yr Pricing	25.00	3/4 - 4/3
TechSure Plus	15.00	2/19 - 3/18
Inside Wire Maintenance \$0/LifeLock Select \$3.75/Safe Family \$3.75/Security and Privacy \$3.75/TechSure \$3.75		
Verizon Freedom Essentials	29.99	3/4 - 4/3
Subtotal	\$69.99	

Your One-Time Activities

Charges that vary monthly based on your account activity.

Change of Local Toll Company	5.00	2/19
Jack Work - Phone	60.00	2/22
Technician Visit Fee	99.00	2/22
Activation Fee	29.99	2/18
Subtotal	\$193.99	

Requested Change in Service

Partial month charge or refund for services added or removed prior to the bill date.

Cancelled Services

Flat Rate Unlimited Service removed 2/20	-2.75	2/20 - 3/3
Dial Tone Line removed 2/20	-3.76	2/20 - 3/3

Added Services

High Speed Internet 2 Yr Pricing added 2/18	13.33	2/18 - 3/3
Verizon Freedom Essentials added 2/20	12.00	2/20 - 3/3
Subtotal	\$18.82	

Fees & Other Charges

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

Taxes, Governmental Fees & Surcharges

Federal Excise Tax	.04
PA State and Local Sales Tax	13.68
Telecommunications Relay Service	.08
E911	1.65

Verizon Surcharges & Fees

PA Gross Receipts Tax Surcharge	2.83
Federal Universal Service Fee	3.58
Federal Subscriber Line and Access Recovery Charge	7.54
VLD Carrier Cost Recovery Charge	1.54



OPTATUS CHAILLA
Primary Phone: 570-424-5386
Account Number: 250-086-087-0001-35
Bill Date: March 3, 2019

Fees & Other Charges continued

VLD Long Distance Administrative Charge	.91
Subtotal	\$31.85
Charges	\$314.65
Total Due	\$342.19



OPTATUS CHAILLA
 Primary Phone: 570-424-5386
 Account Number: 250-086-087-0001-35
 Bill Date: April 3, 2019

Need your current balance or a payment arrangement?

- Visit the My Fios app
- Online at verizon.com/PayOnline

Ways to Pay

- Via the My Fios app
- Online at verizon.com/payonline
- In person. See verizon.com/findalocation

Details of Previous Period

Previous Balance \$342.19

Payments		
Payment	-27.54	3/8
Payment	-29.00	3/13
Subtotal	-56.54	

Payment activity since last bill date.

Overdue Balance Please Pay Now \$285.65

Details of Charges

Services & Equipment		
Services		
High Speed Internet 2 Yr Pricing	25.00	4/4 - 5/3
TechSure Plus	15.00	3/19 - 4/18
LifeLock Select \$3.75/Safe Family \$3.75/Security and Privacy \$3.75/TechSure \$3.75/Inside Wire Maintenance \$0		
Verizon Freedom Essentials	29.99	4/4 - 5/3
Subtotal	69.99	

Equipment and additional services to personalize your Verizon service.

Fees & Other Charges		
Taxes, Governmental Fees & Surcharges		
Federal Excise Tax	.24	
PA State and Local Sales Tax	2.54	
Telecommunications Relay Service	.08	
E911	1.65	
Verizon Surcharges & Fees		
PA Gross Receipts Tax Surcharge	1.70	
Federal Universal Service Fee	2.83	
Federal Subscriber Line and Access Recovery Charge	7.54	
VLD Carrier Cost Recovery Charge	1.25	
VLD Long Distance Administrative Charge	.74	
Subtotal	18.57	

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

Charges \$88.56

Total Due \$374.21