

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

OPTATUS CHAILLA

Complainant,
V.

DOCKET # C-2019-3008691
JUNE 13, 2019 -
POST-HEARING ALJ B. MYERS

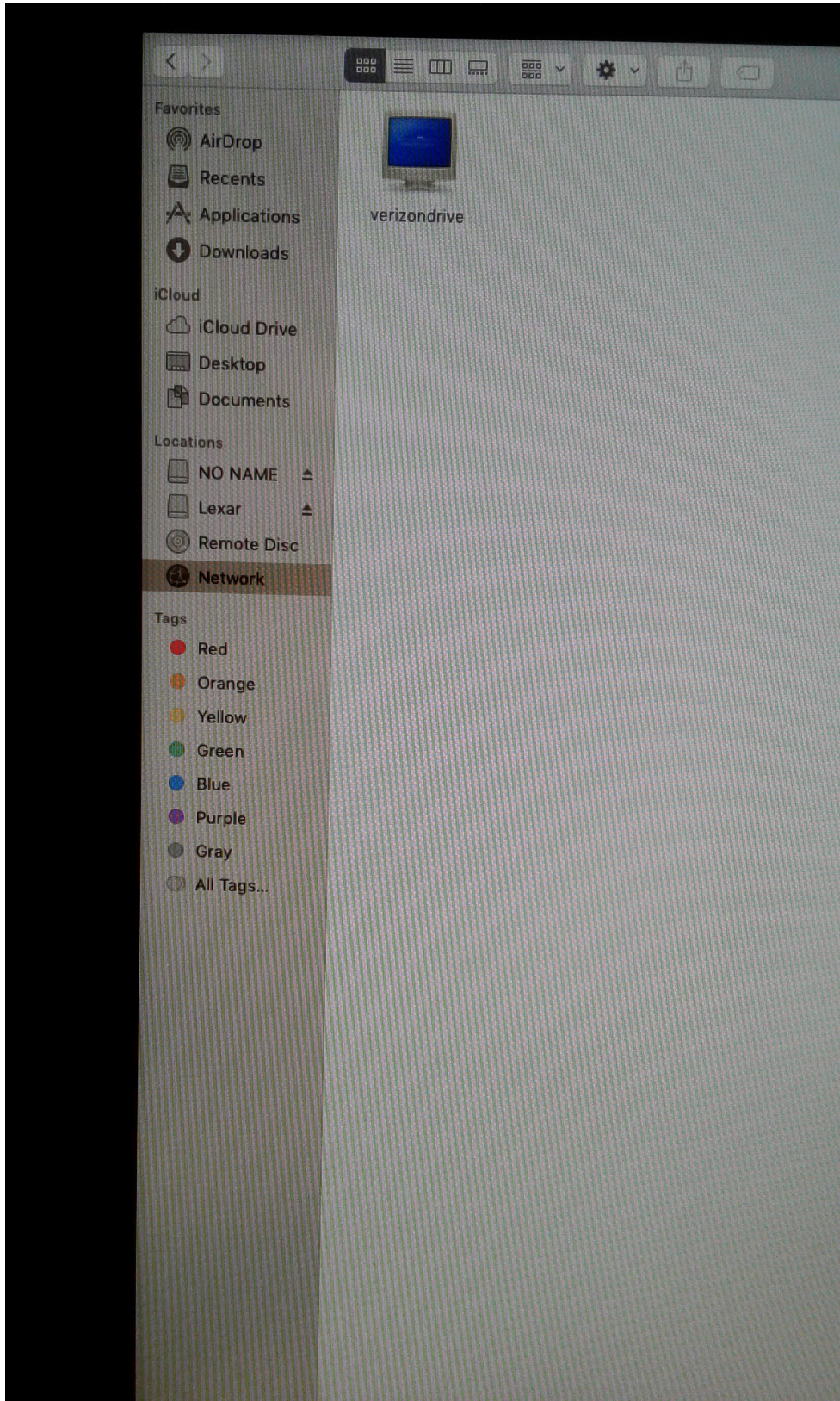
VERIZON PENNSYLVANIA LLC,

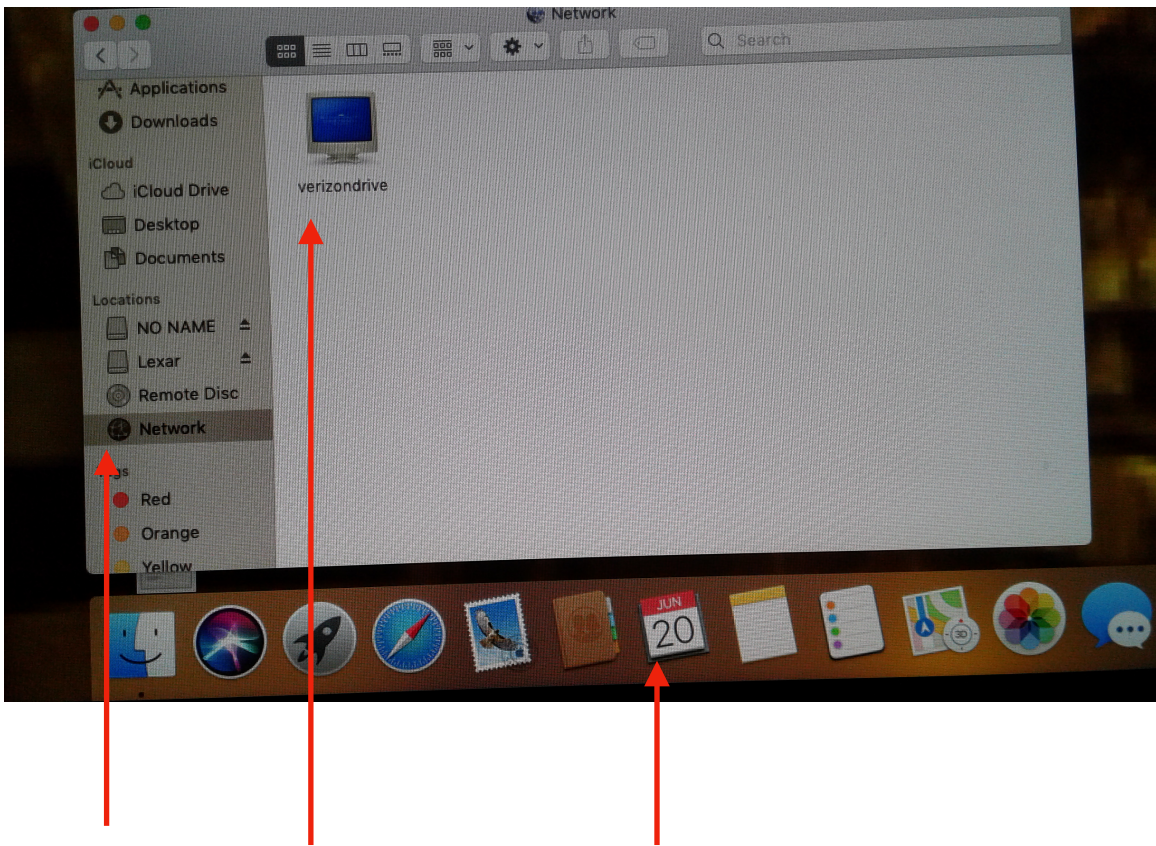
Respondent.

**FOR THE RECORD POST-HEARING
BASED ON NEW EVIDENCE**

June 13, 2019, post-hearing requested by Verizon Pennsylvania, LLC, know that two ongoing issues have since arisen: (1) landline telephone service has again disconnected; while repaired it appears to be a never ending problem - See Exhibit 1 - communication from Complainant to Verizon who confirmed and answered issue and (2) although Verizon appeared to have removed from our personal home computer the, '**shared Verizondrive**', it did not. Verizon relocated the "**Verizondrive**" onto our Network utility as shown in snapshots taken June 20, 2019, at 8:30 a.m.

Verizon continues to violate our privacy as provided below:





Network
Utility page

Verizondrive

June 20, 2019. Time:8:30am

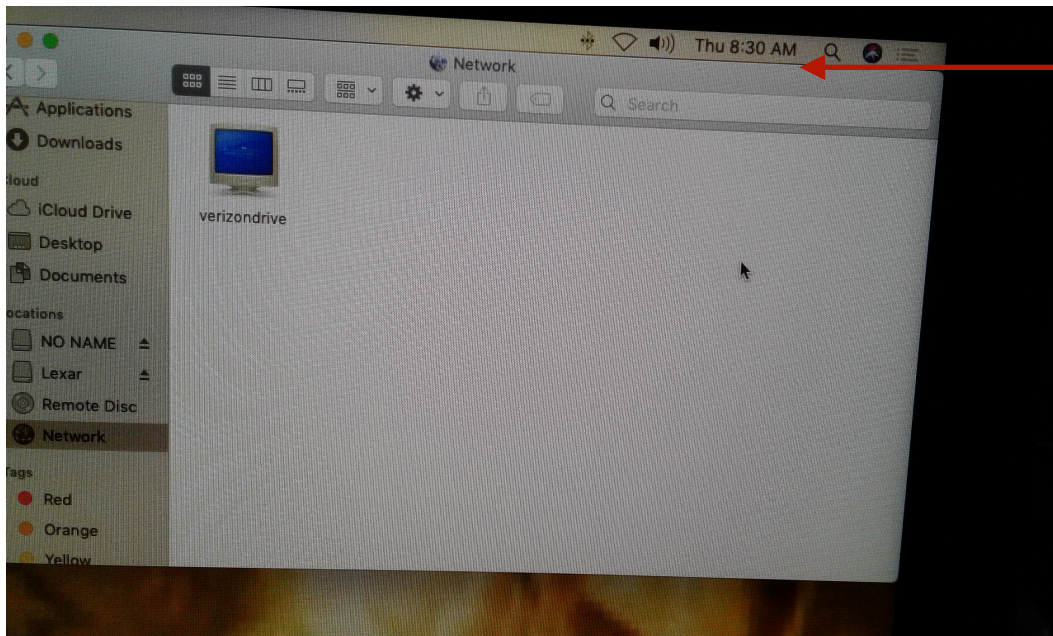


EXHIBIT 1 - LANDLINE TELEPHONE SERVICE DISCONNECT

Florence Parker <thebusiness2@yahoo.com>

To: Suzan D. Paiva, A. R. Tibbs Jr

Jun 18 at 5:33 PM

Dear Ms. Paiva and Mr. Tibbs, Jr.:

Please know that our telephone service stopped working today. Now it does not have a dial tone. PAPUC C-2019-300-8691.

Regards,

Florence R. Parker Chailla

Ms. Susan D. Paiva's reply:

Paiva, Suzan D <suzan.d.paiva@verizon.com>

To: Florence Parker

Cc: A. R. Tibbs Jr

Jun 18 at 5:54 PM

Dear Mrs. Chailla,

I am sorry to hear that. I have asked our local manager to open a ticket and send a technician to repair the problem.

Suzan Paiva

Show original message

verizon

Suzan D. Paiva

Associate General Counsel

O 267 768 6184

M 215 219 6770

900 Race St., 6th Floor

Philadelphia, PA 19107

IN CONCLUSION

The ongoing nature of the landline telephone service, it worked from June 4 until June 18, 2019, then a 96-days outage, now a total 97-days. No longer atypical, almost common place service which is still unacceptable and inconsistent with the law of this Commonwealth and Complainant's consumer rights under law.

Additionally, the trickster relocation of the "shared Verizondrive" to the Network Utility page on Complainant's home personal computer is still quite an unpleasant circumstance that invades privacy while this issue may not be within the jurisdiction of the PAPUC, it is still an issue to be decided in a jurisdiction where it is within its authority to hear and decide.

Respectfully submitted,

Dated: June 21, 2019

Dr. Optatus Chailla

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570 424-5386*

Florence R. Parker Chailla, J.D.

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PROOF OF SERVICE

Today, Complainant affirms that he served this new filing upon both Susan D. Paiva located at 900 Race St., 6th Floor, Philadelphia, PA 19107, by email at susan.d.pavia@verizon.com. and Administrative Law Judge Benjamin Myers located

at 400 North Street, Harrisburg, PA 17120 by fax at 717 787-0481 and U. S. Postal
mails.

Dated: June 21, 2019

Respectfully submitted,

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