

April 4, 2020

CYNTHIA MOSCO VS. VERIZON PENNSYLVANIA LLC

DOCKET C-2018-3006579

— REPLIES TO EXCEPTIONS —

SUBMITTED AND DATED MARCH 30, 2020

Dear Secretary Chiavetta,

Pursuant to 52 Pa code § 5.533 pertaining to Reply to Exceptions. I agreed with the decision rendered by Administrative Law Judge Mary D. Long in the PVC Court on March 9, 2020.

I believe the "unprecedented" (PAGE 2 PARAGRAPH 2) of the Exceptions the total fines of \$25,900.00 could have been far more if Verizon records of all my 41 outages from June 2016 to February 2020 would have been submitted to the PVC Court from the beginning. As per hearing Exhibit #1 submitted by Verizon. Submitting only 11 (eleven) outages from 5/31/18 to 10/08/19.

The Judge only seen and heard testimony of 11 out of 41 outages from June 2016 to the last one of Feb. 11, 2020. All documented by me, my family, my medical providers since my filing with the PVC on November 9, 2016. As per their own testimony, claimed the first repair outage was 5/31/18. Clearly showing they did not consider the fact that we were in

arbitrary litigation from November 9, 2016 until the case was docketed in 2018. Then finally held hearing of January 9, 2020.

(1) They deliberately did not submit ^{MY} ^{FULL} outages as requested by the PVC Court.

ONLY ~~FROM~~ June 2016 to May 2018. of 11. of 41!

For which ³⁰ were not considered in the case, and violating court order for ALL outage records. That only they could provide.

(2) Again the testimony, by them, to REFUSE immediate repair orders and harass me about a service I told them repeatedly since June 2016 to Give me a termination date of my copper landline, and my business with them for the last 32 years will END. I am NOT interested in fiber optic service or equipment they cannot confirm who is responsible for it.

(3)

There is no doubt that the problems I was having in all 41 outages was impossible to generate on a copper land line. They tried to convince anyone that copper deteriorates, and admitted testimony of their own witness that failed to maintain the wires for the past 30 years. That conveniently started to deteriorate at the same time in June 2016 they entered my neighborhood area with fiber optic installation.

THIS CASE HAS NOTHING to do with FIOS
FIBER OPTIC SERVICE! COPPER LINE SERVICE ONLY!

- ④ This case was about paid phone service from June 2016 to February 2020 that was required to be working for 3 years and 8 months, until copper line was terminated. The harassment of forcing fiber optics down my throat by deliberately putting troubles on my phone lines. Also being witnessed by trucks at poles at several locations one day prior to outages. REFUSING REPAIRS to all calls, then eventually doing it, to me was cruel harassment.
- ⑤.

I believe the judge was more than fair. I believe if the full records were submitted to the court it would have been much higher than \$25,900.⁰⁰. Also of abuse of a senior citizen who is deemed disabled with heart condition and PTSD. OR considered my stress levels from June 2016 til my heart attack on Sept 11, 2016 and heart surgery Sept. 19, 2016.

EVERY REPAIR CALL, VERIZON WAS TOLD, THIS REPAIR WAS MEDICAL. They Ignored it.

SUMMARY:

I believe the Judge's Decision on March 9, 2020 should stand. If possible, reconsidered for re-Trial.

Sincerely,

Elyse Moore

cc
Honorable Mary Long
Susan D. Pavia Esq.
Verizon Pa. LLC