

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17120

CYNTHIA MOSCO
VS
VERIZON PENNSYLVANIA LLC

PUBLIC MEETING OF APRIL 14, 2022
3006579-OSA
DOCKET NO. C-2018-3006579

STATEMENT OF CHAIRMAN GLADYS BROWN DUTRIEUILLE

While I support this motion to lower the total penalty imposed on Verizon given the transition from a copper network to a fiber network at issue in this case, I would have preferred a higher civil penalty.

The ALJ conducting the proceeding found the Complainant to be credible. The Motion is focused primarily on the Complainant's opposition to Verizon replacing its copper network with a newer state-of-the-art fiber network. I agree that the transition from copper to fiber is not a matter within the Pennsylvania Public Utility Commission's purview. Also, fiber networks are critical to next-generation voice and broadband services.

While the Commission cannot entertain complaints regarding the fiber transition, we can and should take seriously quality of service complaints that occurred prior to the fiber transition. In this case, facts show 39 instances of poor service quality that arose on the copper network in the 2016 through 2019 period before Verizon made its April 2019 fiber transition filing with the Federal Communications Commission (FCC).

The ALJ's recommendation focused on 11 events that arose primarily in 2018 and 2019 to support a penalty. For example, the Complainant was unable to make calls during a medical emergency in 2016 and some restorations of service took up to 18 days. *See* Findings of Fact 7-9 and 15-17. Access to 911 service is a critical component of reasonable telephone service and this record demonstrates that reasonable telephone service was not provided to the Complainant.

For these reasons, I would have preferred to impose a larger total civil penalty addressing these significant quality of service issues that occurred on the copper network before Verizon filed to replace that network with fiber.

April 14, 2022
Date



Gladys Brown Dutrieuille, Chairman