



**900 Race Street
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**Suzan DeBusk Paiva
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June 23, 2022

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2 North)
Harrisburg, PA 17120

Re: James Hill v. Verizon Pennsylvania LLC;
Docket Nos. C-2021-3027358, C-2021-3028645, C-2021-3030086;

Dear Secretary Chiavetta:

Enclosed please find the following reply testimony submitted on behalf of Verizon Pennsylvania LLC (“Verizon”) in the cases listed above, which is being filed pursuant to 52 Pa. Code § 5.412a following its admission into the record at the June 21, 2022 hearing in these matters.

Verizon PA Statement 3.0, Reply Testimony of Joshua Cheesman

Please do not hesitate to contact me if you have any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Suzan D. Paiva/sau".

Suzan D. Paiva
Counsel for Verizon Pennsylvania LLC

SDP/sau
Enclosure

cc: Attached Certificate of Service

CERTIFICATE OF SERVICE

I, Suzan D. Paiva, hereby certify that I have this day served a copy of Verizon's Statement No. 3.0, upon the participants listed below.

Dated at Philadelphia, Pennsylvania, this 23rd day of June, 2022.

VIA EMAIL AND/OR US FIRST CLASS MAIL

James F. Hill
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jamesfrancishill@gmail.com

Administrative Law Judge Eranda Vero
PA Public Utility Commission
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Suzan D. Paiva
Verizon Pennsylvania LLC
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JAMES HILL
V.
VERIZON PENNSYLVANIA LLC

DOCKET NOs. C-2021-3027358
C-2021-3028645
C-2021-3030086

VERIZON PENNSYLVANIA LLC

STATEMENT NO. 3.0
(REPLY TESTIMONY)

WITNESSES: Joshua Cheesman

DATED: April 15, 2022

1 **I. Introduction**

2 **Q. PLEASE STATE YOUR NAME, TITLE, BUSINESS ADDRESS AND JOB**
3 **RESPONSIBILITY.**

4 A. My name is Joshua Cheesman. I am a Supervisor of Network Operations Verizon. My
5 business address is 420 Delaware St., Olyphant, Pennsylvania. I am responsible for the
6 group of technicians that operate and maintain the switching equipment in central offices
7 and remote switches.

8 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

9 A. I am submitting this testimony on behalf of Verizon Pennsylvania LLC (“Verizon PA”) to
10 respond to the written complaints filed by James Hill, specifically to the third complaint
11 docketed at C-2021-3030086. At the hearing on April 11, 2022 the complaints and their
12 attachments were deemed to be Mr. Hill’s written testimony in these cases.

13 **Q. DOES YOUR TERRITORY COVER THE AREA WHERE MR. HILL’S**
14 **RESIDENCE IN STARLIGHT PA IS LOCATED?**

15 A. Yes. As I discuss below, these issues related to the Carbondale switch and the Lake
16 Como remote switch that operates off of the Carbondale host switch. Both of those
17 locations come under my responsibility.

18 **Q. THE THIRD COMPLAINT AT DOCKET NO. C-2021-3030086 WAS SERVED**
19 **ON VERIZON ON DECEMBER 17, 2021. IT IS DATED BY MR. HILL AS**
20 **DECEMBER 4, 2021. MR. HILL SAYS “OUTGOING PHONE CALLS OFTEN**
21 **DO NOT RING AT THE NUMBER CALLED. OFTEN, THE CALLER WILL BE**
22 **PATCHED INTO ANOTHER CONVERSATION GOING ON BETWEEN**
23 **OTHER PERSONS. INCOMING CALLS SHOW THE CALLER NAME ON**

1 **CALL ID BUT WHEN ANSWERED, NO ONE IS THERE.” ARE YOU**
2 **FAMILIAR WITH THAT ISSUE?**

3 A. Yes. Mr. Hill is served by the Lake Como remote switch. In late November of 2021
4 Verizon PA was upgrading the equipment that connects the Lake Como remote switch to
5 the Carbondale host switch, a job that was intended to improve service in the area. After
6 the new equipment was turned on, we began to receive reports from customers in the area
7 experiencing interference, dropped calls and cross talk, similar to what Mr. Hill reports in
8 his complaint. We immediately began troubleshooting to find the cause of this
9 unforeseen problem, which we concluded was related to the equipment upgrade.
10 Unfortunately it was not easy to find the source of the intermittent interference. We
11 reverted to the original equipment and began with a process of elimination to find the part
12 that went bad. Ultimately we found that certain circuit boards in the Carbondale office
13 unexpectedly went bad during the upgrade process. We replaced those circuit boards and
14 the problem was resolved on December 6, 2021.

15 **Q. DOES THIS CONCLUDE YOUR REPLY TESTIMONY?**

16 A. Yes.