

September 2, 2022

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building – 2<sup>nd</sup> Floor  
Harrisburg, PA 17105-3265

**Re: Robert Adams v. Zito Media Voice, LLC  
Docket No. C-2022-3032837  
Response to Preliminary Objections of Zito Media Voice, LLC**

Dear Secretary Chiavetta,

Enclosed please find Robert Adams Response to Zito Media Voice, LLC Preliminary Objections to Formal Complaint in connection with the above-referenced proceeding, which was electronically filed today and sent, pursuant to the Certificate of Service, to Administrative Law Judge Buckley and Nellie Dunderdale.

If you have any questions regarding this filing, please feel free to contact me. Thank you for your attention to this matter.

Sincerely

"" Signed ""  
Robert Adams

September 2, 2022

The Honorable Dennis J. Buckley  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor East  
P.O. Box 3265  
Harrisburg, PA 17105

Re: Robert Adams  
Docket No. C-2022-3032837

**RESPONSE TO ZITO MEDIA VOICE, LLC PRELIMINARY OBJECTIONS**

- 1) In addition to providing television services, Zito Media Voice also provides telephone services to my residence as well. Each month I am billed from Zito Media Voice and pay for the following services, Telephone, Television and Internet.
- 2) In regards to Zito Media Voice objections to the Public Utility Commissions authority in regulation of wireless telephone and internet services, it is my understanding there are exceptions to the rule. Zito Media Voice provides and charges me for telephone services to my residence. Due to the poor telephone services Zito Media Voice provides, it is essential to have a cellular phone for emergency situations. Living in the country, in order to get a strong enough signal for cellular phone service, I have to rely on a Network Extender which connects to the internet. During the lock down from the COVID 19 Pandemic, I had to rely on the internet for health issues and contact with my doctor. With the shortage of staff after the pandemic, I still have to rely on the internet to communicate with my doctor.
- 3) Zito Media Voice has made no good faith effort to resolve my issues. On 7/18/2022, I received a telephone call from a person who identified herself as Teddy, representative for Zito Media Voice. I offered to meet with her in person to discuss the issues in my complaint and informally resolve them. She declined to meet with me and gave me her telephone number, 814-260-9575, extension 113. I attempted to call her several times. However, the phone number she gave me transferred all of my calls to Zito Media Voice call in number. I was then placed on hold, listened to music for 15 minutes to a half and hour because all Zito staff were busy assisting others. When I finally got someone to

answer my calls, I was always speaking to someone in INDIA. When I asked to be transferred to Teddy in the United States, I was hung up on.

I tried numerous times to informally resolve the issues in my complaint with Zito Media Voice and only file this complaint with the Public Utility Commission as a last resort. Zito Media Voice provides and charges the public for telephones services, therefore falling under the regulations of the Public Utility Commission. I am a senior citizen on a fixed income and only requesting that I be reimbursed from Zito Media Voice for the services I paid for and wasn't provided. I am also requesting in the future Zito Media Voice provide the service they are charging the public for.

"" Signed ""

Robert A Adams  
514 Julian Pike  
Julian, PA. 16844

radams223@yahoo.com

**CERTIFICATE OF SERVICE**

I hereby certify that this day I served a copy of Robert Adams Response to Zito Media Voice, LLC Preliminary Objections to Formal Complaint upon the persons listed below in the manner indicated.

**Service by U.S. and Email**

The Honorable Dennis J. Buckley  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor East  
P.O. Box 3265  
Harrisburg, PA 17105  
[debuckley@pa.gov](mailto:debuckley@pa.gov)

Nellie Dunderdale  
Davis Wright Tremaine LLP  
1301 K Street NW, Suite 500 East  
Washington, D.C 2005  
[nelliedunderdale@dwt.com](mailto:nelliedunderdale@dwt.com)

Date: September 2, 2022

"" Signed ""  
Robert Adams