
Richard Valentino,
v.
3041051
Verizon Pennsylvania,
LLC

Docket No.: C-2023-

Initial Call-in
Telephonic Hearing

Pages 1 - 91

Judge's Chambers
Piatt Place
301 5th Avenue
Suite 220
Pittsburgh, PA

September 20, 2023
Commencing at 10:04 a.m.

INDEX TO EXHIBITS

Docket No. C-2023-3041051

Hearing Date: September 20, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN</u>
<u>EVIDENCE</u>		
Complainant's Exhibit A:	25	35
Eight-page document		
Verizon's Exhibit One:	40	84
Diagram		
Verizon's Exhibit Two:	46	84
Relevant History		

Verizon's Exhibit Three:	81	84
Bandwidth Article		

Answer to Exhibit 2

8/2 Modem is Verizon's equipment. I rebooted the equipment (3 times) as to Verizon tech instructions prior to tech coming. Still OUT tech replaced modem. I had to change All connected device passwords (16 characters) on every device in my home.

Still loses connection with the internet

When the internet goes down, I lose my Verizon cell booster for cell phone usage. Unable to use these phones. Tech said "we are in a DEAD ZONE. What did we expect moving to the country?"

Neighbor set his back yard on fire and he couldn't call 911 from cell phone in his yard had to run to house to call for help.

7/24 When electric power goes out the "batteries" and TA3000 equipment DOES NOT RESET when power comes back on. A tech has to come and reset manually. That is why we have Tech's cell phone number. He told us to just call him when we lose reception.

Neighbors and my daughter are in the same terminal. They work during the day and are tired of reporting problem every time it goes out, they have given up. Neighbor finally dropped Verizon went to satellite.

This same issue has been occurring for months prior to 7/24

6/3 Static comes and goes on our line. When I was talking to Verizon personnel (Denise) she had to call back to get a clearer audio.

5/22 Yes there probably was power outages but Verizon equipment at terminal does not reset. Needs

5/11 manual reset by tech.

4/6 DSL filter was in place installed by Verizon tech earlier. He gave me extra filters so we have to replace ourselves if we lose service or static on line.

It should be understood that since this residence is new (2017), ALL service lines were installed by a Verizon Tech including internal phone lines.

I have recorded all drops in service from June, July, August, and September. See attached documents. We Have continuing loss of the internet, slow internet speed, static and dropped calls on land line. No electric outages in several weeks so we can not identify if terminal will reset.

It should be noted, that per Verizon tech's recommendations we have replaced our internal phone system several times with no improvement in service.

2023

CALENDAR YEAR

JUNE

CALENDAR MONTH

SUNDAY

FIRST DAY OF WEEK



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	01 Verizon has 20 days to fix problem	02	03 Outage No Internet turned switch on again
04	05	06	07	08 Told us new box installed will fix problem	09	10
11	12	13	14	15	16	17
18	19	20	21 Lost power no internet ALL DAY when electric came back on had to reset switch after we called	22 INTERNET STILL OUT 48 Hrs PUC checking on status cant hear us static on line Brad on vaca Doug filling in	23 called PUC to report outage said already in lawsuit just document outages	24
25 lost power NO INTERNET 8:00 pm	26 Finally have internet back at 9:00 am reset switch	27	28	29	30 2:11 on phone with medicare dropped after 10:11 minutes due to static	01 Lost C-Pap connection with Drs office 6/23 -- 7/7
02	03	04	05	06	07	08

2023

CALENDAR YEAR


JULY

CALENDAR MONTH

SUNDAY

FIRST DAY OF WEEK



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	01
02	03	04	05	06	07	08
09	10	11 Verizon at box 8:30 am	12 called Washington pa so bad with static had to call twice called Denise left message	13	14 internet out Storm 9:40	15 7:25 am internet still out spoke Doug & Brad very nasty conv. Denise 2nd call Brad said "He could not hear me very well
16	17	18 working by the bridge burying wire	19 Still No Phone (return call) from Denise who last week on 7/14 said she would call on Monday to see if the District manager ** over	20	21 Drop Line replaced by Doug tightene Line to eliminate drift from wind	22 Had to call Washington Pa three times between 10:30 - 1:00 couldn't hear me ***
23	24 Spoke with Cynthia Lehman (mediator) no real advice or suggestions	25 7:56 No internet 9:00 internet said no web sites very slow 11:22 Internet out again	26	27	28	29 
30	31 Call from Denise all B.S. said new battery new box new switch on order should be in next week we have been told	01	02	03	04	05

7/15 well said he can't understand why we keep calling very angry

7/19 had called me. We had not. As of 7/19 I have not heard from anyone including Denise from Verizon

Brad calls says they will be replacing "part" that will reset DSL switch after a power outage. Part now ordered expect it to be delivered (maybe) next week. We were told this on 6/8 when they said they installed new box. Not certain if my line and Kim's line were switched He said "I don't know" also "my line is the only line that is having issues with internet and phone static.

Several power outages after and still have an issue with no DSL which means I don't have BOOSTER to use cell phone.

2:15 Doug calls said he was going to check line for issues. Told him we are having problem still with volume, static and dropping calls. Said he was going to check all and call back. He did and said he found an issue (electrical) that could have been causing the problems and switched that item out. Also said "I am going to change out the drop line to your house. Currently the drop is two houses away 1/4 mile from you and that distance is an issue waiting to happen! Going to put that out and move the drop to your pole" Will call when completed.

7/22 I had to call them back. This is after Doug had the new drop line. On call for 5 minutes the line goes dead. They can't hear me had to call back 3 different calls in 20 minutes.

2023

CALENDAR YEAR

AUGUST

CALENDAR MONTH

SUNDAY

FIRST DAY OF WEEK



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	01 5:52 No Internet Internet extremely slow all day Tried to use landline to call Brad NO dial tone **	02 9:50 left message for Brad on cell phone # called Denise left Message called at 10:30 lost all due to cell reception***	03	04	05
06 8:00 NO InternetPower Surge internet out back at 8:10	07	08	09 7:56 No internet turned Router off then on several times on	10 11:00 driving home MRI couldn't hear on land line	11	12 Reboot Router No Internet 1 hr for internet to come back
13 7:00 pm lost internetVery SLOW all day then out	14 7:00 am no internet turned router off still not on turned router off several times 7:50 back on	15 Denise calls requesting a continuance to sometime after 10/3 Also having meting tomorrow ***	16 no Internet WIFI blinking but no WIFI 6:00am Internet with 4 bars on cell phone	17 Spoke with Verizon Denise "spoke with engineers working on problem"Shelf is ordered battery also We were told that this ***	18 No Internet	19
20	21 7:30 am No internet call Brad he said"I have no idea why you don't have it" 9:20 back on 11:00Out againno light on router **	22 9:33 internet out Verizon support called but Denise on VacaHearing moved to 9/20 She called but call was dropped said someone will ***	23	24	25	26
27	28	29 In the middle of phone call to Dr Shamm's surgeon the calls were dropped twice	30	31	01	02
03	04	05	06	07	08	09

8/1 5:52 NO INTERNET extremely slow all day. Trie to use land line to call Brad NO DIAL TONE. Call Brads cell phone "not taking any voicemail" called Brads office phone "not taking any voice messages"

Called Doug Verizon tech of his cell number he said he was able to leave a message that our internet was out! Called Denise left message that I can't get any messages to Brad about our internet being outand also issue with our land line

NOTE: This event NO ELECTRIC OUTAGE!
NO POWER SURGE!
NO STORMS!
NO TECHS WORKING ON LINESLOCALLY!

8/2 Spoke with Verizon Tech (top of the hill) said he was out of it all I need to talk to Brad since I'm having PUC deal with it and an attorney!

8/9 10:30 BRAD AND DOUG ON MY FRONT PORCH I TOLD THEM THERE IS NO IMPROVEMENT.

8/15 will address my health concerns re: no communication and possibility of moving fiber optic service up Crownover" Will get back to me. NEVER DID

8/21 2:00 Doug came out say no light on router put new router in that didn't work either put old router back in and it worked

5:40 pm Power surge lost internet

8/22 will send someone out She will contact by email

2023

CALENDAR YEAR


SEPTEMBER

CALENDAR MONTH

SUNDAY

FIRST DAY OF WEEK

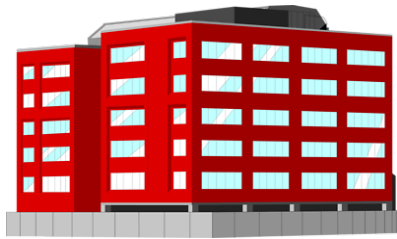


Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	01	02 8 pm No Internet had to reboot (2) times to get back on
03	04 Lost internet had to reboot router to get back	05 All day in and out 4:00 pm completely OUT 5:30 lost wireless and internet	06	07	08	09
10	11 Washington called cant hear called twice finally had to use cell phone. Unable to use printer in WIFI ****	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30 
01	02	03	04	05	06	07

9/11 format ran print test report signal strength "POOR" Internet out computer froze.4:00 Internet off lost all internet to the computer completely off reboot router (2) times

Valentino Service Configuration

Cell Phone Booster



Central Office

Fiber Optic Lines



Remote Terminal

DSLAM
Batteries

Copper Lines



Customer's Home

DSL Modem
Router for Wi-Fi
Cell Phone Booster



Richard Valentino
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C-2023-3041051

**Relevant Recent History
(Reverse Chronological Order)**

08/22/2023 – Customer reported no internet service. Service tested OK when technician responded. **Temporary outage due to work being performed on other equipment at remote terminal.**

08/02/2023 – Complaint team representative received voicemail from Mr. Valentino that he is without internet service. Field team was dispatched and found the DSLAM at the remote terminal to be working. Verizon facilities were working but there was an issue with the equipment at the customer's house. The technician **power-cycled the modem** to reconnect all devices.

07/24/2023 – As a precaution, EWO 1A6C3ER was issued to **replace** the remote terminal **batteries** and the TA-3000 extension **shelf equipment**.

07/20/2023 – As a precaution, the technicians **conditioned the copper pair** serving the customer. They looped and grounded the feed pair. They also **cut in a terminal** to eliminate some cable. Customer advised his volume is "low" but the technicians could not hear or see anything wrong with volume or noise.

06/07/2023 – Technicians **replaced the DSLAM** in remote terminal as a precaution due to possible issue with equipment resetting after power outages.

06/03/2023 – Customer reported static on the line and no internet. Technician responded the next morning and found **no static and service tested OK.**

06/01/2023 – Complaint filed.

05/22/2023 - Customer reports no internet service. Tested OK when technician responded. Possible **commercial power outage at remote terminal.**

05/11/2023 - Customer reports no internet service. Technician responded the next morning and the service tested OK. Possible **commercial power outage at remote terminal.**

05/01/2023 – Customer reports static. Technician responded the next morning and found service tested OK. No trouble found but **changed central office equipment as a precaution.**

04/06/2023 - Customer reported static on the line and no internet. Technician repaired missing **DSL filter.**

03/2023 – Cable trouble with rodents chewing copper wires. Issues repaired by **moving service to new copper pair.**

09/20/23 ND

Verizon 2

Bandwidth used by typical home internet activities
<https://www.allconnect.com/blog/consumers-guide-to-internet-speed> ¹

How much bandwidth do you need?

Your internet speed needs really depend on your usage. Keep in mind that these are the speeds required for each device in your home. If you have multiple devices online at a time, you will need a faster plan.

Streaming

To stream videos, you'll need at least 3 Mbps. It takes at least 25 Mbps for 4K streaming on your computer or Ultra HD-enabled devices. Some streaming services suggest faster speeds:

- **Fubo TV** – at least 40 Mbps Rectangular Snip
- **Netflix** – at least 3 Mbps for standard definition; 5 Mbps for HD; 25 Mbps for HDR or 4K
- **Hulu** – at least 3 Mbps for on-demand; 8 Mbps for Live TV
- **DIRECTV NOW** – at least 2.5 Mbps; 2.5–7.5 Mbps for HD on mobile devices; 12 Mbps for streaming via web browser on a computer
- **Amazon Prime Video** – 900 Kbps for SD; 3.5 Mbps for HD

Watching video	Minimum download speed (Mbps)
Streaming Standard Definition (SD) video	3 – 4
Streaming High Definition (HD) video	5 – 8
Streaming Ultra HD 4K video	25

Data source: [FCC](#)

¹ “About Allconnect: Allconnect is a free resource that simplifies how you shop for internet and TV services. Our purpose at Allconnect is to provide you with the most simple and accurate way to compare and choose the best internet service plan for your needs.” <https://www.allconnect.com/about-us>



Gaming

At a minimum, you need [4–8 Mbps for online gaming](#). For consistently efficient gaming, 10–25 Mbps tend to be best.

For gamers, it's also important to pay attention to ping time, because you're doing a significant amount of both uploading and downloading. For ping time, aim for 20 milliseconds or less, but you can get by with 20–100 milliseconds.

Gaming	Minimum download speed (Mbps)
Game console connecting to the internet	3
Online multiplayer	4

Data source: [FCC](#)

To make your internet faster at home, [boost your Wi-Fi signal](#). Resetting or moving your router can boost and stabilize your signal. You could also add a Wi-Fi repeater or extender to improve internet signals for gaming devices further away from your router.

Working from home

There are no one-size-fits-all answers when it comes to working from home; it really boils down to what kind of uploading and downloading you need to do in your job.

If you have multiple people working and learning remotely, you will want [a plan of at least 100 Mbps](#). If you frequently download and upload large files, you'll want internet speeds of at least 50 Mbps. For simpler computer programs (word processing, for example), you can get by with just 3–4 Mbps. For lots of video conferencing, you'll want to sit somewhere in the middle with at least 10 Mbps.

Video conferencing	Minimum download speed (Mbps)
Standard personal video call (e.g. Skype or Zoom)	1
HD personal video call (e.g. Skype or Zoom)	1.5
HD video teleconferencing	6

Data source: [FCC](#)