

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17120

Richard Valentino
vs.
Verizon Pennsylvania LLC

Public Meeting held April 4, 2024
3041051-ALJ
Docket No. C-2023-3041051

MOTION OF VICE CHAIR KIMBERLY BARROW

On June 1, 2023, Mr. Richard Valentino filed a Formal Complaint against Verizon Pennsylvania LLC (Verizon) alleging reliability, safety, or quality problems. Specifically, Mr. Valentino averred several years of service issues with Verizon, noting many instances where communication dropped due to static, losing communication during telehealth calls with physicians, and ongoing internet issues.

An evidentiary hearing was held on September 20, 2023, and an Initial Decision was issued on January 17, 2024. The Initial Decision sustained the Formal Complaint, finding that Mr. Valentino successfully proved that Verizon failed to provide reasonable, adequate, and reliable telephone service, but did not impose a civil penalty. Rather, the Administrative Law Judge directed Verizon to return to the service address and attempt to resolve the telephone issues within 30 days, to create a report of the actions taken, and to provide a copy of the report to the Commission's Bureau of Technical Utility Services within 60 days.

On March 18, 2024, Verizon filed its report outlining the actions taken following the September 2023 evidentiary hearing and the issuance of the January 17, 2024 Initial Decision. Notably, while Verizon described its actions related to Mr. Valentino's internet/DSL complaints, the report does not appear to address Mr. Valentino's telephone complaints.

If Verizon has already addressed the telephone issues but inadvertently omitted its actions in the March 18, 2024 report, then Verizon is directed to file an amended report within 30 days. If that is not the case, Verizon should return to the service address to attempt to resolve the telephone service issues. A report of any subsequent remedial action carried out by Verizon to address Mr. Valentino's telephone issues should be filed with the Commission within 60 days.

THEREFORE, I MOVE THAT:

1. The Initial Decision of Administrative Law Judge Katrina L. Dunderdale, issued on January 17, 2024, is modified consistent with this Motion.
2. The Formal Complaint of Richard Valentino is sustained, consistent with this Motion.
3. The Office of Special Assistants prepare an Opinion and Order consistent with this Motion.

April 4, 2024



Kimberly Barrow, Vice Chair