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May 15, 2024

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2 North)
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Richard Valentino v. Verizon Pennsylvania LLC;
Docket No. C-2023-3041051- Amended Report

Dear Secretary Chiavetta:

In compliance with the order entered May 9, 2024 in the above captioned matter, Verizon Pennsylvania LLC (“Verizon”) provides the following amended report. Verizon incorporates as though fully set forth herein its original report filed on March 18, 2024. Verizon provides the following additional information to comply with the order’s direction that “[i]f 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 thirty (30) days.”

Verizon apologizes that its actions relating to the telephone service were not clear from the original report. For the most part, the work described in the original report addressed both telephone and DSL issues since these services are provided together. This amended report will focus specifically on the telephone service.

As noted in the original report, Verizon technicians have visited the premises many times, made several precautionary upgrades to equipment and lines, and conducted extensive testing of the service to this customer. The ID concluded that “[t]he evidence presented proved Verizon took the calls it received from Complainant seriously and responded reasonably quickly.” (ID at 15).

While most of the trouble reports related to DSL service, as indicated in the hearing testimony and exhibits, the customer also complained of intermittent and transient static on the landline

telephone, particularly in early 2023. Verizon's records show the following two trouble reports specifically relating to the telephone service, as depicted on Verizon's Hearing Exhibit No. 2.¹

- In March of 2023 a technician responded to a report of static and noise on the telephone line and found cable trouble due to rodents chewing copper wires. The issue was repaired by moving service to new copper pair.
- In April of 2023 a technician visited the home in response to a complaint of static on the telephone line and found that the DSL filter was missing from the line. A DSL filter is a small device that is necessary to prevent the DSL service from causing noise and interference with telephone service that is provided over the same line. A missing or broken DSL filter can cause the type of static and noise the customer reported. A new filter was placed to repair the issue. It is not clear when the DSL filter was removed but its absence could have caused earlier incidents of transient noise and static.

Other than the above incidents, Verizon's technicians did not find any static or noise on the telephone line when responding to the mostly DSL-related service reports. However, in July of 2023, as part of the work that was being done to respond generally to the complaint, Verizon performed precautionary work on the lines that would also address any intermittent issues with telephone service. Verizon technicians conditioned the line by going over everything from the central office to the home and refreshed every copper splice. They looped and grounded the feed pair and cut in a new terminal to eliminate some cable to eliminate potential points of trouble with the copper line supplying the telephone service. They did not detect any trouble with the telephone service.

In the post-hearing visits made to conduct on-site testing of the DSL service on October 3, 2023, February 9, 2024 and February 20, 2024, the technician also tested the quality of the line to provide telephone service and found the telephone service to be in good working order. Since the hearing, Verizon representatives have spoken with the customer on the landline and have not heard any noise or static. There have been no trouble reports to Verizon for this line (DSL or telephone) since the hearing. Verizon is also able to test the telephone service quality remotely via MLT "mechanized loop testing," which tests for short, ground, open, and cross to working pair faults on a POTS "plain old telephone service" line. The MLT equipment is located in the central office and can be accessed remotely by the technician or dispatch resource centers. We have tested this telephone line remotely approximately a dozen times and found no issues.

In sum, Verizon reports that the landline telephone service is operating as expected with no network problems.

¹ The record shows that one of the devices connected to the customer's DSL service is a cellular telephone booster, intended to improve cellular telephone reception in and around the home. It is not clear if any of the complaints about telephone reception actually related to the cellular telephones rather than the landline. The performance of the cellular telephone booster could be affected by the overuse of the DSL bandwidth discussed in the original report, but cellular telephone reception issues do not indicate any problem with the landline.

Please do not hesitate to contact me with any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Suzan D. Paiva/sau". The signature is written in a cursive style.

Suzan D. Paiva
Counsel for Verizon Pennsylvania LLC

SDP/sau

cc: Paul Diskin, Director, Bureau of Technical Utility Services (pdiskin@pa.gov)
Honorable Katrina L. Dunderdale (kdunderdal@pa.gov)
Richard Valentino