

RAYMOND G. GEHRING

12-11-2023

PA P.U.C. DOCKET # F-2024-304869

MAY 22, 2024

RCVD PUC SEC BUR
MAY 29 2024 PM 3:58

SUSAN D. PAIVA, ESQUIRE

VERIZON

900 RACE STREET, 6TH FLOOR

PHILADELPHIA, PENNSYLVANIA 19107

I RECEIVED A LETTER (DATED APRIL 5, 2024)
FROM CARLA MCDUFFY - VERIZON EXECUTIVE RELATIONS
ACKNOWLEDGING FORMAL COMPLAINT.

I RECEIVED YOUR LETTER AND ANSWER (DATED
APRIL 25, 2024) TO THE FORMAL COMPLAINT.

I ALSO RECEIVED A LETTER (DATED APRIL 29, 2024)
FROM A PA P.U.C. MEDIATOR TERI-LEE RHOADES
REQUESTING ME TO COOPERATE IN THIS CASE TO
AND IF POSSIBLE RESOLVE THIS MATTER OURSELVES.
IF ANYTHING ELSE WAS MAILED FROM ANYONE
SINCE THE FILING OF THE FORMAL COMPLAINT,
I HAVE YET TO RECEIVE IT IN THE MAIL.

BEFORE I CONTINUE, I NEED YOU AND ANYONE
ELSE INVOLVED IN THIS MATTER TO KNOW YOU HAVE
A WRONG PRESUMPTION BELIEVING I HAVE A 2ND
PHONE AND CAN MAKE CALLS TO ANYONE AT ANY
TIME. I HAVE NO OTHER USABLE PHONE SINCE
VERIZON TEMPORARILY DISCONNECTED/DISCONNECTED
MY LANDLINE PHONE. , ON 12-11-2023.

I VERIFIED THIS SHUTOFF/DISCONNECT MYSELF TRYING TO USE AND/OR CALL MY # ON 12-12-2023, 01-11-2024 (30 DAYS LATER), AND ON 02-09-2024 (29 DAYS AFTER THAT), WITH THE SAME RESULT EACH TIME. THE PHONE # IS DISCONNECTED.

I ALSO NEED YOU AND EVERYONE INVOLVED IN THIS MATTER TO KNOW THAT FOR SEVERAL YEARS AND SUSTAINING SEVERAL INJURIES IN MY LIFE; IT IS DIFFICULT FOR ME (AND PAINFUL) TO PHYSICALLY WALK 1 MILE. TO MAKE ANY CALLS TO CALL ANYONE; I HAVE TO WALK ABOUT 3 MILES TO THE READING HOSPITAL AND THEN BACK ANOTHER 3 MILES TO USE 1 OF THEIR COURTESY PHONES. IT IS VERY DIFFICULT FOR ME TO PHYSICALLY DO THIS (IF YOU DO THE MATH: WALK 6 MILES) ALONG WITH I CAN NOT GIVE ANYONE A CALL BACK #.

FOR THE RECORD, I WANT TO STATE I OCCUPY AND AM IN MY BUILDING EVERY SINGLE DAY. I BELIEVE THIS TRUE FOR THE LAST 8+ YEARS. HOWEVER, I AM NOT IN MY BUILDING EVERY SINGLE DAY 24/7. THAT'S ONE OF THE REASONS FOR THE INVENTION OF ANSWERING MACHINES. I HAVE THE ONLY KEY TO MY BUILDING. NO ONE ELSE IS IN MY BUILDING OR COMES IN ANYWHERE NEAR MY ANSWERING MACHINE. I ASSURE YOU NO ONE; ABSOLUTELY NO ONE FROM VERIZON LEFT VOICE MAILS 12-18-2023, 12-19-2023, 12-20-2023, 12-21-2023, AS YOU STATED IN YOUR ANSWER THAT HAPPENED. POSSIBLY THEY LEFT MESSAGES ON SOMEONE ELSE'S VOICE

MAIL.

I AM ALSO UNAWARE OF MY PHONE SERVICE BEING RESTORED 12-15-2023, AS YOU STATED YOUR RECORDS INDICATE. I KNOW I DIDN'T MAKE THAT REQUEST, BUT THE CHARGE WAS ON THE 12-31-2023, VERIZON BILL AS IF I DID. THIS RESTORING SERVICE CHARGE I CALL A 'FRAUDULENT CHARGE'. I WROTE ABOUT THIS 'FRAUDULENT CHARGE' AND MY COMPLAINT AND SITUATION IN A LETTER (DATED 01-22-2024) AND SENT TO:

VERIZON CUSTOMER SERVICE
P.O. BOX 16804
NEWARK, NEW JERSEY 07101-6804

THIS IS THE ADDRESS VERIZON GIVES IN MY BILL FOR COMPLAINTS/CORRESPONDENCE. 4 MONTHS HAVE GONE BY NOW AND I NEVER HEARD BACK FROM ANYONE ABOUT THAT LETTER. A COPY OF THE LETTER (DATED 1-22-2024) SENT TO VERIZON CUSTOMER SERVICE WAS ALSO SENT IN A PACKET OF INFORMATION I MAILED TO JESSICA BECK - PA P.U.C. INVESTIGATOR ON 2-22-2024. LOGIC WOULD SUGGEST YOUR RECORDS ARE EITHER INACCURATE OR SOMEONE AT VERIZON IS LYING TO YOU.

YOU ALSO MENTIONED IN YOUR ANSWER ABOUT AN F.C.C. WEBSITE ABOUT A.C.P. I REGRET TO SAY THAT THAT DOESN'T MEAN TOO MUCH TO ME IF EVEN ANY, BECAUSE:

- 1) A WEBSITE CAN BE MADE BY ANYONE.
- 2) A WEBSITE CAN BE INCOMPLETE.
- 3) A WEBSITE CAN BE INACCURATE AND MISLEAD

3) (CONT.) ING, AS MANY WEBSITES ARE.
I CAN GO ON WITH THAT; BUT I WON'T.

HOWEVER, AS I WAS MAKING AND FILLING OUT
THE FORMAL COMPLAINT; SOMETHING STRUCK MY
MIND THAT I FEEL WOULD WEIGH VERY MUCH MORE
THAN ANY WEBSITE. THAT WOULD BE A COPY OF THE
AGREEMENT/CONTRACT BETWEEN A.C.P.
(UMBRELLA'D BY THE F.C.C.) AND VERIZON AND TO
SEE WHAT THAT READS AND STATES.

THIS MAY HELP PROVE USEFUL ONE WAY OR THE
OTHER TO HELP RESOLVE THIS OURSELVES AND/OR
TO HELP AN ADMINISTRATIVE LAW JUDGE DECIDE
IN THIS CASE.

SO, I WISH TO RESPECTFULLY REQUEST YOU AND/OR
VERIZON SEND TO ME IN A TIMELY MANNER A TRUE
AND COMPLETE COPY OF THIS AGREEMENT. IF THERE
WERE ANY ADDENDUMS OR AMENDMENTS OVER TIME;
I WILL ASK FOR THEM AS WELL.

YOU MAY CONSIDER THIS A 'RIGHT-TO-KNOW' REQUEST,
IF YOU WILL. THIS WILL HELP KEEP IT 'TRANSPARENT'.

RIGHT NOW; READING YOUR ANSWER TO THE COMPLAINT,
I HONESTLY FEEL YOU DID A LOT OF TWISTING OF WORDS,
EVENTS AND FACTS OF STATEMENTS THAT ARE JUST NO
TRUE.

ALSO RIGHT NOW; I REALLY BELIEVE WE ARE ON 2
COMPLETELY DIFFERENT PAGES WITH SEVERAL CHAPTERS
IN BETWEEN. AS OF THIS MOMENT, I WOULD RESPECTFULLY

OPPOSE ANY MEDIATION FROM TERI-LEE RHOADES OR ANY OTHER MEDIATOR WITH THE PA P.U.C. AND WOULD WISH THIS MOVE FORWARD TO THE HEARING PROCESS.

HOWEVER, I CONSIDER MYSELF TO BE A PATIENT MAN FOR THE MOST PART.

WHEREFORE, I WON'T JUST YET COMPLETELY RULE OUT THE POSSIBILITY OF A MEDIATION UNTIL I CAN SEE, READ, AND EXAMINE THE A.C.P. AGREEMENT WITH VERIZON, AND WE CAN TAKE IT FROM THERE.

AND, SO NO ONE IS CONFUSED IN THIS AND THE REASONS I WROTE ABOUT EARLIER; PLEASE DO NOT COMPLAIN THAT I'M NOT CALLING YOU OR ANTICIPATE THAT I WILL. I HOPE AND PRAY YOU WILL TRY AND UNDERSTAND ALONG WITH I WANT TO RESPECTFULLY MAKE IT CLEAR-

I WILL NOT ATTEMPT TO BEGIN TO CALL ANYONE WITH VERIZON FROM A COURTESY PHONE AT THE READING HOSPITAL!

NOT ONLY WOULD IT BE VERY DIFFICULT AND AN EXTREM HARDHIP; IT WOULD ALSO BE SENSELESS WITH WHERE WE ARE AS IT STANDS NOW.

I LOOK FORWARD TO HEARING BACK FROM ANYONE AND HEARING ANYONE'S THOUGHTS AFTER I RECEIVE BOTH COPY OF THE AGREEMENT.

PRESENTLY, I'M INCLINED TO THINK NOT; BUT PERHAPS THIS CAN STILL BE RESOLVED OURSELVES.

SINCERELY,



RAYMOND G. GEHRING

- 5-22-2024

COPY OF THIS LETTER ALSO SENT
BY FIRST-CLASS MAIL TO:

PENNSYLVANIA PUBLIC UTILITY COMMISSION
OFFICE OF ADMINISTRATIVE LAW JUDGE
MEDIATOR TERI-LEE RHOADES
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

RCVD PUC SEC BUR
MAY 29 2024 PM3:59

RAYMOND G. GEHRING

Retail

U.S. POSTAGE PAID

HARRISBURG

MAY 23 2024



MAY 23, 2024

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PENNSYLVANIA PUBLIC UTILITY COMMISSION
OFFICE OF ADMINISTRATIVE LAW JUDGE
MEDIATOR TERI-LEE RHOADES
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

RCVD PUC SEC BUR
MAY 29 2024 PM 3:58

DOCKET #: F-2024-3048169

17120-007999

