

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

RICHARD MERCALDO

Docket No. C-2024-3051564

v.

DATE OF DEPOSIT

SECURUS TECHNOLOGIES, LLC

NOV 12 2024

REPLY TO RESPONDENT'S ANSWER AND NEW MATTER PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

AND NOW, comes RICHARD MERCALDO, Complainant in the above captioned matter, who states and avers the following:

1. Complainant has signed a sworn verification, under penalty of law, that Mr. Frank Radons of Scheffelstrasse 63, D-76135 Karlsruhe, Germany, is the person who is being called at 49-721-841564.

2. Any statement by Respondent that Mr. Radons is not the person being called is not appreciated in the infers that Complainant is lying and vioating PA Title 18 §4904.

3. Petitioner is not some highly paid New York City lawyer who freely impugns another's character and vereacity.

4. Respondent counsel can quite easily dial said phone number, 49-721'841564, and verify Mr. Radons identity. Petitioner will include the Telephone System Discrepancy Form and Request to Staff, dated June 27, 2024, to this document.

5. Complainant is the person who is financially responsible for the phone calls to Mr. Radons, anf therefore Securus Technologies is responsible to deal directly with Complainant, not Mr. Radons an uninvolved third party.

6. Complainant has received numerous personal correspondence from Mr. Radons, explaining that not only did he not block Complainant's phone calls, but he repeatedly tried to contact Securus by their 1-800-844-6591, which numerous times the phone only went

"tut-tut-tut", and finally when there was a voice response, the response was "not available in your area".

7. Mr. Radons also tried to contact Securus through their website at www.securustech.com, and was assaulted by the site asking for his financial information, which he smartly did not want to provide while trying to resolve some kind of service issue.

8. Securus is certainly responsible for the proper training of personnel to use the Telephone System that they provide under contract to the PA Department of Corrections, and the only contact information given was useless.

9. At no time was the number stated to have an alleged "block". The number when dialed states, "this number is restricted."

10. Complainant has offered to supply personal correspondence to a PA PUC administrative judge / mediator. These correspondence in most instances include very personal information between Mr. Radons and Complainant, and therefore will only be made available upon request by aforementioned.

11. Complainant asks that a minimum a hearing of some type be held, a mediation, or whatever action the PA PUC deems to be appropriate.

Respectfully,

RICHARD MERCALDO
RICHARD MERCALDO

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

RICHARD MERCALDO

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v.

SECURUS TECHNOLOGIES, LLC

VERIFICATION

I, RICHARD MERCALDO, do hereby verify that the facts set forth in the foregoing document are true and correct to the best of my knowlege, information and belief, and that any false statements are made subject to Title 18, Pa.C.S.A. §4904 (relatiing to unsworn falsifications to authorities.

November 9, 2024

RICHARD MERCALDO
RICHARD MERCALDO

CERTIFICATE OF SERVICE

I hereby certify that on this day I have served a true and correct copy of the foregoing documents upon the parties listed below in accordance with all statutes and rules of this Commonwealth.

SERVICE BY FIRST CLASS U.S. MAIL TO:

Secretary
PA Public Utility Commission
Commonwealth Keystone Building
P.O. Box 3265
Harrisburg, PA 17105-3265

William A. Lesser, Esq.
Cozen O'Connor
3 WTC
175 Greenwich Street, 55th Floor
New York, NY 1007

November 9, 2024

RICHARD MERCALDO
RICHARD MERCALDO ED4296
SCI Coal Township
P.O. Box 33028
St. Petersburg, FL 33733

DATE OF DEPOSIT

NOV 12 2024

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**Department of Corrections/El departamento de Correcciones
 State Correctional Institution/El carbón Township SCI
 Telephone System Discrepancy Form/Forma Telefónica de Discrepancia de Sistema**

**FB
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INMATE NUMBER/El Nombre del preso: _____

IPIN NUMBER/El Número de IPIN: 815131 SCI NUMBER/Número de DOC: E04296

HOUSING UNIT/La Unidad que alberga: F - B

SIGNATURE/la firma: RICHARD MERCALDO

DATE/La fecha: 6/23/24 DATE OF DEPOSIT

PLEASE BE SPECIFIC. ALL INFORMATION MUST BE COMPLETELY FILLED IN.
 Sea por favor específico; Toda información debe ser llenada completamente

NOV 12 2024

TELEPHONE NUMBER CALLED/El Número telefónico llamó: 49-721-841564 PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

INMATE TELEPHONE USED/El Teléfono del preso usó: SEVERAL

TIME AND DATE OF CALL/El tiempo y la fecha de la llamada: 6/23/24 ABOUT 9AM

EXACT NATURE OF PROBLEM AND/OR CONCERN/La Naturaleza exacta del problema y o concierne:
WHEN I TRY TO CALL 49-721-841564 THE PHONE KEEPS RECYCLING
AND ASKING ME TO DIAL MY NUMBER
I TRIED 6049-721-841564 AND IT SAID THE NUMBER WAS
RESTRICTED

I TRIED SEVERAL TIMES ON SEVERAL PREMISES TO DO ACHIL
 THINGS THAT MAY DISCONNECT YOUR CALL/Las cosas que pueden desconectar su llamada:

1. OTHER PARTY ACCEPTS A CALL WAITING TONE/Otro partido acepta un tono de esperar de llamada.
2. OTHER PARTY TRYING TO MAKE A THREE-WAY CALL/Otro partido que trata de hacer una llamada de tres maneras.
3. PLAYING WITH THE BUTTONS, SWITCH HOOK OR RECEIVER DURING YOUR CALL/Jugar con el gancho de botones o interruptor durante su llamada.
4. ANSWERING MACHINES/Máquinas que contestan.
5. ALL 800 AND 900 NUMBERS/Todo 800 & 900 números.
6. ANY NUMBER THAT DOES NOT ALLOW COLLECT CALLS/Ningún número que no permite reunir las llamadas.
7. HESITATING MORE THAN 4 SECONDS BETWEEN NUMBERS WHILE DIALING/Vacile más de cuatro segundos entre números mientras llamando.

T-NETIX USE ONLY	
Date Received:	
Reply:	<u>if it keep recycling through the prompts, means its not a working #</u>
	<u>lobsbj</u>

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Form DC-135A		Commonwealth of Pennsylvania Department of Corrections	
INMATE'S REQUEST TO STAFF MEMBER		INSTRUCTIONS Complete items number 1-8. If you follow instructions in preparing your request, it can be responded to more promptly and intelligently.	
1. To: (Name and Title of Officer) <u>Ms. Sowersby - Phone Coordinator</u>		2. Date: <u>6-27-24</u>	
3. By: (Print Inmate Name and Number) <u>RICHARD MERCALDO EDP296</u> <u>RICHARD MERCALDO</u> Inmate Signature		4. Counselor's Name: <u>Ms. Pensyl</u>	
6. Work Assignment <u>LAUNDRY WORKER</u>		5. Unit Manager's Name: <u>MA. CHRISTIAN</u>	
8. Subject: State your request completely but briefly. Give details. <u>I AM TRYING TO CALL GERMANY THE PHONE NUMBER IS</u> <u>(00) 49-721-841564. I HAVE CALLED BEFORE AND IT WORKED.</u> <u>APPARENTLY SOME SETTING PREVIOUSLY INSTALLED WAS UNINSTALLED FOR</u> <u>SOME REASON. WHEN I CALL 49-721-841564 THE PHONE KEEPS</u> <u>RECYCLING TO THE PROMPTS AGAIN AND WILL NOT GO THROUGH.</u> <u>I TRIED TO CALL 0049-721-841564 AND AM TOLD THE</u> <u>NUMBER IS RESTRICTED</u> <u>PLEASE HELP</u>		7. Housing Assignment <u>F-B-26</u>	
To DC-14 CAR only <input type="checkbox"/>		To DC-14 CAR and DC-15 IRS <input type="checkbox"/>	

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Response (This Section for Staff Response Only)

you do not dial "00" before the #.

if you enter the # correctly and it asks again for your info + #, it is not a working #.

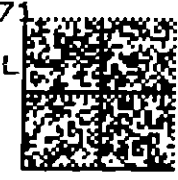
7/1/24


STAFF MEMBER NAME _____ DATE _____

Print Signature

RICHARD MERCALDO ED4296
SCJ Con Top
P.O. Box 33028
St. Petersburg, FL 33733

HARRISBURG, PA 171
INMATE MAIL
12 NOV 2024 PM 2 L
DEPT OF
CORRECTIONS



US POSTAGE PAID BY FITNEY BOWES

ZIP 17866 \$ 000.69⁰
02 4W
0000386703 NOV. 12. 2024

RECEIVED

NOV 14 2024
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

OPENED AT CMPC

SECRETARY
PA PUBLIC UTILITY Comm.
COMMONWEALTH Keystone Bldg.
P.O. Box 3265
HARRISBURG, PA 17105-3265

17105-326565

