

Verizon Pennsylvania LLC.
PA. Public Utility Commission

C-2024-3047193

I was denied police, fire and ambulance service by Verizon for 591 days. All because of their total incompetency, egotistical we don't give a damn about normal customers if they have service or not. Verizon is just about big business corporations and government contracts, To hell with little guys. Pennsylvania Public Utility Commission is the same as Verizon, they told me to figure it out on my own. My state representative, Kathy Rapp also is worthless. She pretty much agrees with Verizon, doesn't give a damn about her constituents. Appears to me the people of Warren County got a "bad Rapp"! Please find material I got from Representative Kathy Rapps Office, the letter I sent to Warren Electric Cooperative Inc. Also note the date the electric company replied to me. As you can see mine and other people could have had our phone service restored around July or August of 2024, if not for Verizon not giving a damn about service. I will gladly sign off on my complaint to worthless Pennsylvania Public Utility Commission and also to Verizon on May 17th 2027. That date will be 591 days from Sept. 12, 2025 the day I got my phone line restored.

DATE OF DEPOSIT

OCT 20 2025

PA Public Utility Commission
Secretary's Bureau

Daniel Wilson

144 Wildwood Ln

Tiawacate, PA 16351

814-484-7137

I have been without police, fire and ambulance service since on or about Jan. 31, 2024 because of no phone service. I know this is not due to the electric company's fault. Please find a copy of message sent to Representative Rapps office. Verizon claims Warren Electric Co-op is "generally unresponsive" to Verizon using W.E. Co-op poles. There are many, many miles of phone lines on W.E. Co-op poles already. Not knowing the politics of any contracts between you two companies or what goes on behind the scenes, I would think whatever deal you two have about shared poles would apply to this problem also. Personally I do not trust Verizon. Seeing as I have been fed BS and lies now for 6 1/2 months

Thanks Much For Reply

~~Daniel F. Wilson~~

Daniel F. Wilson

144 Wildwood Ln.

Tioga Co, PA 16351

From Rep. Kathy Rapps' Office

Subject:

[EXTERNAL]: Re: [E] Daniel Wison 144 Wildwood Lane, Tidioute, PA 16351

LuAnn -

This is from the customer service team. Looks like this will take some more time to resolve.

 The copper to a remote island failed and to get a fiber replacement placed was stopped by federal protected lands. So we designed a work-around using electric co-op poles but they are dragging their feet, charging us for pole studies and pole replacements and being generally unresponsive. Progress is being made but very, very slowly. We have a weekly update on this so we are well aware of Mr Wilson's plight. He is receiving billing credits.

Additional background is that the customer refuses to use voice connect service because he won't give up his rotary phone.

verizon

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OCT 20 2025

PA Public Utility Commission
Secretary's Bureau



**Warren Electric
Cooperative, Inc.**

Owned by the members we serve.

Ph. (800) 364-8640

Fax (814) 563-7012

info@warrecc.coop

7/25/2024

Daniel Wilson
144 Wildwood Ln
Tidioute, PA 16351

Mr. Wilson

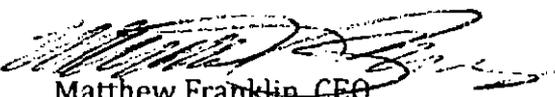
I received your letter today concerning the current issues with the Verizon infrastructure. We do not have a current agreement with Verizon for the use of our poles and equipment. As a result, Verizon is not able to add new attachments to our poles until an agreement is reached. This status has existed for nearly a decade.

After their river-crossing failed, Verizon did approach the Cooperative about using our poles to make the required repairs to restore service. We sent them our standard Joint Use agreement which would permit them to use our facilities for their phone network. This is the standard agreement we have with all of the telecom companies in our area. Their lawyers had multiple changes they wanted. The cooperative has responded to which changes were acceptable and which were not. We are now waiting on Verizon's legal team to respond.

In an effort to have members service restored faster, we have been working with Verizon on the possibility of them attaching to a limited number of poles without a comprehensive agreement in place. While Verizon's claim that we are requiring a pole study to be conducted prior to them attaching to our poles is true, I'm not sure why they classified that practice as us "Dragging our feet". It is a standard practice of any responsible pole owner to require an engineering study to be conducted to ensure the pole can hold the additional attachment. Without a pole study, the poles could become overloaded causing premature failure (i.e. broken poles and power outages). Our pole studies are not a time-consuming process.

As this is a Verizon initiated project, we have been following Verizon's lead on the timeline. If a month goes by without a response from Verizon, then we assume they are getting things figured out on their end and we aren't part of the solution yet. We have a good working relationship with most telecom companies in our region. So I'm not sure why Verizon is choosing to play the "blame game" with this issue.

Thank you reaching out to me about this issue. If you have any questions, about this or any issue, never hesitate to contact me directly.


Matthew Franklin, CEO

Warren Electric Cooperative



DATE OF DEPOSIT

OCT 20 2025

900 Race Street
6th Floor
Philadelphia, PA 19107

Suzan DeBusk Paiva
Associate General Counsel
Suzan.d.paiva@verizon.com

PA Public Utility Commission
Secretary's Bureau

October 14, 2025

Via Electronic Filing

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2 North)
Harrisburg, PA 17120

RE: Daniel Wilson v. Verizon Pennsylvania LLC
Docket Number: No. C-2024-3047193
CERTIFICATE OF SATISFACTION

Dear Secretary Homsher:

Enclosed please find a Certificate of Satisfaction in connection with the above-referenced case, which is being electronically filed today. This Certificate indicates that Verizon Pennsylvania LLC ("Verizon PA") has confirmed that the Complainant no longer wishes to pursue the Formal Complaint filed by Daniel Wilson at Docket No. C-2024-3047193.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b). Unless Daniel Wilson files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-2024-3047193 shall be withdrawn and the Commission's file closed.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.



Suzan DeBusk Paiva
Associate General Counsel

Verizon Pennsylvania LLC
900 Race Street
Philadelphia, PA 19107

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the party listed below, in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

Service by First Class Mail:

Daniel Wilson
144 Wildwood Ln
Tidioute, PA 16351-7546

Dated this 15th day of October, 2025.

Suzan D. Paiva

Suzan D. Paiva
Counsel for Verizon Pennsylvania LLC

DATE OF DEPOSIT

OCT 20 2025

PA Public Utility Commission
Secretary's Bureau

Daniel F Wilson
144 Wildwood Ln
Tidioute PA 16351-7546

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL®

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Retail

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YOUNGVILLE, PA 16371
OCT 20, 2025

CMPC
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To: PUC SECRETARY BUREAU

Agency: PUC
Floor: PRIORITY
External Carrier: 10/29/2025 6:36:36 AM

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RECEIVED
OCT 29 2025
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PA Public Utility Commission
Matthew L. Homsher
Commonwealth Keystone Building
400 North Street - Filing Room (2 North)
Harrisburg, PA 17120