



Real Possibilities in

# Pennsylvania

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*Hand carried  
to SEC, Rosemary  
Chiavetta 10/23/2015*

October 22, 2015

Chairwoman Gladys M. Brown  
Pennsylvania Public Utilities Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

*P-2015-2509336*

Dear Chairwoman Brown:

We write in support of the Communications Workers of America (CWA) Petition for a public, on-the-record investigation into the safety, adequacy, and reasonableness of the facilities and service provided to customers by Verizon Pennsylvania. We urge the Commission to initiate the investigation expeditiously.

CWA has documented, in their petition, serious safety concerns that could affect both workers who are called upon to repair lines, and citizens of the Commonwealth, who could be harmed by falling poles, loose wires, or service interruptions. In areas of the state where fiber optic lines are not yet an option, the phone and DSL network can also be damaged by animals or the weather—leading to service outages for our members and their families.

Verizon consumers have filed over 6,000 service complaints in Pennsylvania. We believe that our members, and Verizon's own workforce, deserve better. While we fully support the expansion of fiber optic networks to 100% of the state's communities, we also believe it is incumbent on Verizon to provide adequate service on their existing network, for all those communities that haven't been lucky enough to get FiOS yet and for those of choose at this time to maintain their existing service.

As Pennsylvania develops a 21<sup>st</sup> century economy, safe and reliable phone and Internet service are not just a luxury but a necessity. Our schools and businesses need services that are maintained by responsible operators.

We urge you to investigate the claims that are laid out in CWA's petition, and to bring the full force of the Commission's authority to bear in remedying the safety and service issues that are documented therein.

Sincerely,

Bill Johnston-Walsh,  
State Director  
AARP Pennsylvania

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OCT 23 2015

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CHAIRMAN'S OFFICE  
15 OCT 22 PM 4:05  
REC-19-41D

cc: Commissioner John F. Coleman Jr.  
Commissioner Pamela A. Witmer  
Commissioner Robert F. Powelson  
Commissioner Andrew G. Place