

November 9, 2015

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

P-2015-
2509336
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NOV 17 AM 10:07
CHAIRMAN'S OFFICE

TO: SEC

RE: Docket No. P-2015-2509336

NOV 17 2015

Dear Chairwoman Brown:

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 hurt by falling poles or loose wires. 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, constituents and congregants.

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.

Members of Pennsylvania Working Families who live around the state confirm that their service is inadequate. I have attached a spreadsheet showing complaints that 45 of our members have sent in, since seeing the news about the complaint that CWA has filed with the PUC—but here are some samples:

"My internet access randomly cuts out when I receive phone calls. It is unstable and unreliable. The only other option in Franklin, PA is Time Warner, and they are just as bad as Verizon, plus their landline phones depend on having electricity to operate. If you have a phone with Time Warner and you lose power, you lose access to the phone."

Chris Cummins, Franklin

"Last December my landline was out for three weeks (no, there were no weather issues); the service person who finally got to it was great, but... My neighbor's line goes out when it rains hard; she uses a ladder to empty the water from the box on the pole. Verizon apparently would simply like landlines to go away."

Alison Anderson, Philadelphia

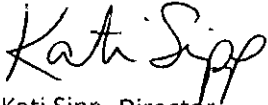
"Every day we have a crackling line noise. It gets worse during rainy weather, but it is always there."

Scott Sando, Russell

As Pennsylvania develops a 21st 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,

A handwritten signature in black ink that reads "Kati Sipp". The signature is written in a cursive, flowing style.

Kati Sipp, Director
Pennsylvania Working Families

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

First Name	Last Name	Town/Municipality	Zip	State	Comment(supporter_action_comment)	Date
Michael	Bucklin	Sinking Spring	19608	PA	I have had terrible Internet connection since the day I've had service. My 3G is more efficient and effective than the Internet connection.	10/22/15 13:37
Abria	Hollinger	Philadelphia	19140	PA	IT'S HORRIBLE. I have contacted Verizon on multiple occasions when the internet service has been acting up. At least 5 times I have been through the same reset this and type this in, troubleshooting method. Finally about a month or so ago I began documenting every time I have had to reset my router just to get regular speeds, let alone the high speed that they are charging for. So far it's been 24 times, in the last month, and that's just when I've been home and able to catch it. It's a money stealing service and something needs to be done about it!!	10/22/15 13:38
Chris	Cummins	Franklin	16323	PA	My Internet access randomly cuts out when I receive phone calls. It is unstable and unreliable. The only other option in Franklin, Pa is Time Warner and they are just as bad as Verizon, plus their landline phones depend on having electricity to operate. If you have a phone with Time Warner and lose power, you lose access to the phone. So you're stuck with bad service with Verizon or worse service with Time Warner, and if you're living in a Hud building, you have no other options.	10/22/15 13:38
Tom	Centola	Woodlyn	19094	PA	Very sluggish internet connection. It would take way too long, very long, to connect. I discontinued service as soon as my two year contract was completed; I was very disappointed. Also disliked their limited TV channel bundle selections.	10/22/15 13:42

Tina	Delia	Philadelphia	19123	PA	My fees were increased \$5/month with no notice whatsoever while my service has slowed down considerably. Service in my area shut down several times in the last few months. I was told those days would be taken off my bill but I was still charged for the time service was out. I used to be very happy with Verizon but service has gone steadily downhill while my monthly charge has gone up.	10/22/15 13:45
Robert	Coleman	Mohnton	19540-	PA	Our Verizon Service phone wise has been ok. But we mostly use our mobile phones which is through Verizon. The biggest issue that we have is no FIOS. We would love to get FIOS but it is not available in our area. The explanation that we get is that it has to be approved by the local municipality before they can dig up the street and lay the cable. We had to switch to Comcast since FIOS is not available.	10/22/15 13:45
Harry and Jill	Brownfield	Newport	17074	PA	As President of a Homeowner's Association in the Harrisburg, PA area, I had a horrible experience with Verizon and one of their contractors on the FIOS buildout. The contractor made no effort to consult with the association or the homeowners at all prior to their work. They absolutely destroyed the grounds (over \$5K in damages) and made minimal efforts to restore damaged property. Verizon refused to hold its contractor responsible and the association in the end, absorbed most of the cost of restoring the damage caused by the contractor..	10/22/15 13:46
Anne	Marziani	Prospect Park	19076	PA	I live in Prospect Park, Delaware County, PA and FIOS has never been available in our area. This surprises me since I live in a high population area.	10/22/15 13:50

Francisco	Maldonado	Bethlehem	18015	PA	No service...apply for fios not available in my zip code.	10/22/15 13:51
Alison	Anderson	Philadelphia	19146	PA	Last December my landline was out for three weeks (no, there were no weather issues); the service person who finally got to it was great, but . . . My neighbor's line goes out when it rains hard; she uses a ladder to empty the water from the box on the pole. Verizon apparently would simply like landlines to go away.	10/22/15 13:57
James	Stokes	Conestoga	17516	PA	I pay far more for the internet and TV exactly because Verizon has provided no competition to Comcast. I had no idea Verizon has been subsidized and should have been providing these services. I'm subsidizing Verizon so Comcast can overcharge me for services. This is not good, make Verizon expand their FIOS service.	10/22/15 13:57
Robert	Edwards	Wilkes-Barre	18702	PA	I lose internet service multiple times per day. Also, the advertised speed is NEVER met. I've never had a speed even close to what they advertise. Also experience extremely high packet loss.	10/22/15 14:15
Alex	Henderson	Philadelphia	19134	PA	In Philadelphia, Verizon recently increased their prices for DSL service even though DSL outages are common. You might get kicked offline and stay offline for hours. As for switching to FiOS from DSL in Philly, you have to read the fine print carefully to make sure Verizon isn't ripping you off. Verizon has been pushing FiOS in Philly, but customers have to make sure they're getting a good deal if they're making the DLS to FiOS transition. Read the fine print and ask a lot of questions!	10/22/15 14:17

laura	thomae	Philadelphia	19144	PA	This picture could be my street I live in a lower income neighborhood that was one of the last to get fios and have had old copper phone lines that have tangled old wire "nests" hanging in various places around our neighborhood.	10/22/15 14:24
Richard	Johnson	Curwensville	16833	PA	I have used Fios in northern Va. and in comparison my Verizon in PA is third world at best- at some of the highest rates in the world. Verizon's legal and political clout- paid for by us customers- has turned Verizon into Enron by subsidy. I have to use Verizon at home because I can't get a wireless signal from any provider. Then Verizon uses my fees paid for high speed- what a laugh- DSL to build out their wireless network THAT DOES NOT SERVE ME. This is a subsidized bait and switch that amounts to misappropriation and malfeasance of the highest order.	10/22/15 14:41
Shereen	Chang	Philadelphia	19143	PA	Our internet service with Verizon was out for over a week. They claimed that squirrels had eaten through the copper wire & that this could be expected to happen again. They gave no explanation about why squirrels would be eating copper wire.	10/22/15 14:42
Barry	Williams	Slatington	18080	PA	As far as service, it is ok, but on the slow side. When I inquired as to when FIOS might be coming my way, they replied probably never, since mine is too small a town to warrant doing the work to bring it here (18080, Slatington). I was surprised and a bit dissappointed.	10/22/15 14:50

Mitchell	Chaikin	Northumberland	17857	PA	I've been in my house for 5+ years and have always had problems with my phones and internet. I have intermittent problems with noise and static on the phone and my internet service is all but useless at times of peak usage. My service plan is for up to 1 mb/s down but oftentimes is well below that and sometimes as low as 250 kb/s. This is especially true during and after bad weather. Verizon consistently blames this on my equipment (supplied by Verizon).	10/22/15 15:01
danilo	Liriano	MacUngie	18062	PA	my internet is the worse my kids can not do they school work because the old dsl internet super slow	10/22/15 15:04
Michael	Hennessy	Bethlehem	18017	PA	Well I just switched to rcn because of the poor internet service. They have no plans on bringing fios to my neighborhood so I had to switch.....I was paying for up to 7 meg barely got 1, can't have a household with three teenagers on 1. It is a shame but Verizon does not care about the customer.	10/22/15 15:25
Brenda	Wagner	Womelsdorf	19567	PA	Internet service is very slow. Keep being promised that FIOS is coming to our area soon but that is not true.	10/22/15 15:36
CLAIRE	DEMPSEY	Claire Dempsey	17602	PA	The service is often very poor and at times, unpredictable.	10/22/15 15:51

Scott	Sando	Russell	16345	PA	Everyday we have a crackling line noise. It gets worse during rainy weather, but it is always there. The internet is slow and goes down several times a month despite we pay for the fastest speed. When I hear of executives receiving 11 BILLION dollar annual bonuses, it enrages me. This latest news is <i>just icing on the pile of DOG SHIT that is Verizon</i> . Please press charges and put these absolute scum bags in jail. I would be 100% for seeing their hands chopped off with a dull ax as well....make it slow and very painful.	10/22/15 15:55
Robin	Aurandt	Roaring Spring	16673	PA	When I lived in Williamsburg most of the time I would not have service. At times I would actually have to drive a few miles to make a phone call or text. My doctor is still in Williamsburg and when I am there I have no service. So important issues like passing along pertinent medical info to my partner is compromised. I have to drive a few miles before I can call.	10/22/15 16:32
John	Carricato	Harrisburg	17111	PA	My land line didn't work whenever it rained. For years they neglected it.when I cancelled they said I had to wait three weeks to be disconnected. Now I have FiOS triple play and their service and response to complaints is nonexistent. No accountability, no reason to be efficient	10/22/15 17:24

					Verizon DSL is as bad as dial-up. Maybe WORSE! It constantly disconnected causing us to have to go through a whole process of resetting it numerous times a day, and it was extremely slow and unreliable. The phone service was not usable either because I couldn't hear anybody on it. I am hearing impaired, but I can use a cell phone, but with Verizon, I can't even tell if someone is on the other end!	
Cherie	Manzano	Erie	16508	PA		10/22/15 17:43
Ed	Flanagan		19602	PA	Constant freezes, loss of service altogether during rain or wind.	10/22/15 18:16
Johannes	Brevis		18901	PA	About every two years I have to have Verizon come to connect my telephone line to a different line because of static on the line. I am paying a line maintenance fee and a fee because I do not use them for long distance. I need a land line because I use a fax machine and because I am hard of hearing and need really loud phones. I think I am paying a lot for what I am getting. FiOS is not available where I live, so I can't comment on it.	10/22/15 18:25
Barry	Deist		17201	PA		10/22/15 18:46
Eddy	Zalinski		16823	PA	I have DSL through them and despite repeated calls and router replacements, I don't even get the 3Mbps which is allegedly guaranteed yet alone the 5Mbps they claim I can get.	10/22/15 19:08
eileen	tkacik		18017	PA	My verizon service is TERRIBLE! Incredibly slow internet access. I reboot my router several times a week.	10/22/15 19:28
Jackie	Confalone		19607	PA	Wireless internet service has been slow recently, and I am frustrated that we cannot get FIOS.	10/22/15 20:43

Daniel	Safer	Philadelphia	19104	PA	Our land line gets disrupted at least once a year, and repairs are slow. In one case it took 4 weeks to bring in a splicing technician. Heavy rain can cause brief outages, but Verizon insists there are no problems with our line.	10/22/15 21:32
Mary	Capozziello	Erie	16510	PA	Although I'm paying for the best service, they say for my area it is terrible. I frequently have to reset my wifi because it cuts out. Ridiculous if i did as poor a job as verizon did at my job I'd get fired. When are we getting fios. Why do I have to maitain a phone to get wifi?	10/22/15 22:39
Mary	Yee	Philadelphia	19143	PA	Bad cell reception in my own house. Tried to request FIOS only to find that there seem to be no immediate plans to provide coverage for my block. Residents on my block have called en masse to request FIOS.	10/23/15 1:50
Aaron	Crist	Milton	17847	PA	Our home is served by Verizon's copper system. Our land line service is very unreliable, often going out whenever it rained. Verizon's technicians were always very courteous and competent and were always able to fix it, but we got tired of it happening every time there was a heavy rain, so we canceled the service. We live in a very rural area and have no options for high speed internet other than very expensive options offered through Verizon Wireless or satellite providers. We are very dissatisfied with Verizon.	10/23/15 5:08

deb	kline	Bradford	16508 PA	<p>Been having problems with signal strength being poor to fair. Our HIGH SPEED internet is close to dial up speed of the 90's. We call and then it slightly improves for a short while and then goes back to poor again. We can't even have 2 pages open at once or we get kicked off line. Talking to my mother about changing our internet service as we live together and neither of us can use the internet without constant problems. Verizon just said they'd send us a new receiver & we "shouldn't have anymore problems" We see now that simply isn't true. Thank you WF for telling us about Verizon corruption. Think we'll be changing providers now. Our computer guy warned us we should change a long time ago.</p>	10/23/15 7:24
Mason	Wheeler	Sinking Spring	19608 PA	<p>I live in Sinking Spring, a suburb of Reading, PA. On my commute to work and back, I constantly hear ads from Verizon about their incredible FIOS service. But despite everything my state has done for them, FIOS is not available in the Reading area. They've broken their word and reneged on their contractual obligation to provide FIOS service to all of Pennsylvania, and they need to be held legally accountable for this abuse.</p>	10/23/15 7:54
gio	libertino	Philadelphia	19146 PA	<p>i do not have verizon but they been all over my property trying to find relay boxes for my neighbour's phone. the guys have been nice enough, but it is clear the way the system has been set up is horrific.</p>	10/23/15 11:46

Jason	Walters	Bethlehem	18017	PA	I think Verizon should be fined for every truck that is painted with the FiOS logo that rolls around in the area that doesn't have service. I also think every commercial that advertises this service in an area where it's not present should also be subject to fine. When Verizon made a deal with the city of Allentown, with Bethlehem and Easton to follow soon, it was a false promise. When the recession hit, I understand the plans for build outs were put on hold, but that time has long passed.	10/23/15 17:57
Thomas	Grzywacz	Honey Brook	19344	PA	Several months ago my copper phone lines went out of service and when contacting Verizon repair was initially told they could not repair the service and wanted me to switch to FIOS Phone. When I refused and advised I wanted the service repaired they finally agreed and it took 5 days to get service back. I had 2 lines and both were out I decided to switch one line to Service Electric Cable Phone.	10/23/15 18:53
Robert	Paskowski	Indiana	15701	PA	Our verizon service is terrible. Our land line telephone service was really bad. Our internet service is really slow and we are constantly losing service. Our modem was outdated. Verizon never informed us that it was no longer using that modem, we only found out with one of our many calls to complain about the service. Even with a new modem, the service is still terrible.	10/24/15 22:58
Joan	Bitler	Bethlehem	18018	PA	my DSL was so bad I couldn't connect most of the time. Hours to download stuff. I got so tired of it I switched to another company. The difference is unbelievable	10/25/15 8:17

Annette	Frey	Uniontown	15401	PA	Our service is very poor. When I called, first I was to buy something to speed it up and then the rep. gave in and speeded mine up - so I didn't go off line as often. That lasted a few days. Lately in the Herald Standard there was an article on how students can't do homework because they don't have service in our area. (We are a very poor county (Fayette). Sorry I don't know the date of the article and don't have time to look it up for you.	10/25/15 12:02
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