

FILE

09-454-TP-ACD

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 47635
 Sent: 9/22/2009 10:56:06 AM
 Message:
 WEB ID: 47635 AT:09-22-2009 at 10:55 AM

TYPE: complaint

NAME: Mr. John Hepner

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 9500 Huffman Rd
- Farmersville , Ohio 45325-9225
- USA

PHONE INFORMATION:

- Home: 937-835-3149
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: hepnerj@core.com

INDUSTRY:Phone

ACCOUNT INFORMATION:

- Company: Verizon
- Name on account: John Hepner
- Service address: 9500 Huffman Rd, Farmersville OH 45325
- Service phone: 937-835-3149
- Account Number: 27 4109 2623072299 10

COMPLAINT DESCRIPTION:

Verizon offers poor service in this area (about 7 miles from Dayton center). We recently experienced 6 days without phone service. Phones have been restored, but such outages happen periodically. Now I think this may be the reason:
<http://bits.blogs.nytimes.com/2009/09/17/verizon-boss-hangs-up-on-landline-phone-business/>
 We CAN NOT RECEIVE even DSL computer service out here, much less any real High Speed service, and Dial-Up service has problems with Verizon's web site. When will the Montgomery County hearing be on this possible sale? Is PUCO going to allow Verizon to keep only its most profitable areas & discard the rest of us?

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
 Technician SM Date Processed SEP 23 2009

RECEIVED-DOCKETING DIV
 2009 SEP 23 AM 9:39

PUCO