

Teri Turnbull  
4413 Greenbriar  
Bainbridge, Oh. 45612

FILE

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Case number TTUR103007S7

Public Utilities Commission of Ohio  
Attn: Docketing  
180 East Broad Street  
Columbus, OH 43215

PUCO

09-571-TP-CSS

~~09-675-TP-CSS~~

I have been working with Darita Patterson, Investigator for the PUCO and Sandy Chu of Verizon since October of 2008. Sandy Chu was terminated after sixteen years of service with Verizon and since Sandys termination Chuck Johnson of Verizon has taken her place.

In April of 2009 I contacted Chuck Johnson after I repeatedly called Sandy Chus voice mail with no response as I did not know she was terminated. I told Chuck as briefly as I could the thirteen years of continued problems with our telephone line up Egypt Hollow and Greenbriar Road and he preceeded to tell me that he inherited allot of problems in Pike County and I was just one of them.

After repeated complaints and conversations with Darita Patterson, investigator for PUCO, Chuck Johnson of Verizon calls me and I tell him that I'm at the end of what I'm going to take from Verizons neglegance and that I am going to call the PUCO everytime my phone goes down and he preceeds to tell me that "frankly mam the PUCO can't make me jump through hoops." So I continue to call Darita Patterson with my complaints about no dial tone, static and the fact that after thirteen years there are still temporary lines LAYING on the road and over the ditches down Egypt Hollow Road and still Verizon continues to do nothing.

Darita Patterson of the PUCO informed me that the sale of Verizon to Frontier in the State of Ohio has been blocked by PUCO for exactly what Verizon has been doing to me. Ignoring problems and not fixing them when people who pay their bills and complain time after time after time .

Well all of a sudden I get a call from Chuck Johnson telling me that they are going to put a permanent cable burried in the ground and use a private contractor and the job will be done no later than the last week in May. Guess what nobody ever showed up. So on July 2, 2009 I called the PUCO again and told Darita Patterson that my phone was out again and she has me stay on the line while she three ways a Verizon repair manager. The Verizon repair associate said she could see from my repair history that this has been an ongoing problem for years and she could only see some of the repair history on her computer. The Verizon representative preceeded to tell me that they don't like to see a repair history like this.

In thirteen years not a single Verizon representative has come up here to address our telephone outages and the fact that after thirteen years there is still a **temporary** line on the ground which animals eat, kids steal, county road crews break, ragging water pulls apart, etc. etc.etc.

When I moved here on Greenbriar thirteen years ago from Columbus, Ohio there was only

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Technician TS Date Processed 8-3-09

one telephone number available and I got it and my neighbors had to wait to get a line until more telephone lines were installed so they would come down and use my telephone. I actually had a second line installed dedicated to internet so I could sell my flowers and small pets online but after six months of static, which causes chronic disconnections on dial up, I had to have the line removed at the advice of brightnet after 60 plus disconnections each and every day.. I told Darita Patterson, PUCO investigator about the second line and how much it cost to install and what the monthly payments were and she was able to get a full refund for the second line because it never functioned from day one. I have since then had satellite internet installed at three times the cost but guess what it works!

The last time I called for repair due to no dial tone on my first line the repair associate on the telephone told me that frankly Verizon can't do anything about me using my residential telephone in my home for business on my website but they do discourage the use of residential lines for business purposes. I preceeded to tell him this is my home that I work in and I would gladly have had a (((("business line")))) installed but its still the same temporary line that hasn't worked in thirteen years and is still laying on the ground so the only thing I would be accomplishing is paying double for a third line that doesn't work. I'm not stupid.

Verizon dicicated a repair technician by the name of Kevin ( everybody up here knows Kevin) because the problems associated with this temporary line were so frequent. Kevin is the only one that has been completely honest with us about the fact that Verizon knows exactly what the problems are with the lines and they refuse to do anything about the situation. He has told them repeatedly what the problems are with the lines. The lines have been spliced and epoxied so many times that an affective repair is impossible. Kevin stated that the temporary line was so rotten he was actually afraid to move it. Chuck Johnson sent Kevin out here to remove the temporary lines out of the ditch and off the road as the Pike County road workers were going to come and clear the ditches of winter debree and he didn't want any problems with the lines getting cut. Guess what the lines were cut and once again we we're out of telephone service.

On July 7, 2009 I filed a formal complaint against Verizon with PUCO after standing at a pay phone in Pike Lake State Park crying like a small child while passer bys are asking me are you ok and I shake my head no I'm not ok. I **vowed** at that moment that I would not let Verizon ( a telephone company if you can believe it) reduce me to tears at the park pay phone **ever again**. So I filed the formal complaint against Verizon along with many photos showing their negligence and photos of their line boxes identifying the area of their negligence by numbers on the box (photos again attached).

Chuck Johnson calls my husband second week in July and tells us that they have a private contractor coming down to remove the temporary line and put a permanent cable burried in the ditch. Well the contractor came out and refused to do the job as he said the installation could not be done correctly due to the rocky ground.

One week later Chuck Johnson of Verizon calls us once again and says they've decided to put utility poles in and run the telephone line overhead. He just wanted to let us know that they are working on the problem and my husband said **"YEH AND WE ALL KNOW WHY."**

I have to give Verizon one thing. After ten years of the county digging up the line in the creek and the raging water after rain storms separating the wires in the creek and dozens of complaints to Verizon by me about the line being in the creek and not OVER THE CREEK Verizon came out and intalled six utility poles over the creek and took the telephone line out of the creek and ran it overhead after ten years of that. Thats just one of the hundreds of problems with the telephone line on Egypt Hollow Road.

Their own repair technician Kevin told me that Verizon knows the problems with this telephone line but its expensive to put the permanent lines in the way they should be and we're only six on a line up here. Isn't that discrimination.

My other neighbors have told us that they are contemplating filing a class action suite against Verizon. My other neighbors can attest to the facts of Verizons negligence and discrimination against us and if called upon in a court of law would tell you exactly the same things I have discussed in my repeated letters.

Mike & Diane Mosbacher  
Ken & Evelyn Nugent  
Patrick McFadden  
Rany & Tracy Dart  
Bill Dawson  
Merlin Durdal

On 7-13-09 Casandra (Verizon) spoke with my husband and said that she was trying to input a solution to our problems and she didn't want to have to go to a hearing. She said she would be calling back with a resolution. She also told my husband that Verizon would be denying all acuzations we charged them with. She also told my husband that the burden of proof would be ours. At that moment my husband began to laugh. It is a matter of public record the repair history on this line and its well over a hundred and NOT more than one as indicated by Verizons attorney. Their own repair technician can attest to the fact that he has told Verizon repeatedly for years about the problems with the lines up here and they have ignored us until I got the PUCO envolved and filed a formal complaint.

The weekend prior to July 4th the phone went out once again and I called Darita Patterson, PUCO investegator and she three wayed a Verizon Manager onto the line and Kevin (Verizon repair technician) told us he was told by his supervisor to get up here and fix that lady's line thats causing the trouble with the PUCO. Guess what my line was fixed that day but my neighbors lines remained down for four days.

I believe in the United States of America and our justice system and I vow to fight Verizon with the TRUTH and not a pack of garble that Verizons retained attourney has scribled down on paper in response to my complaint.

I'm just a poor farmer trying to hack out my living out of the dirt as farmers have for hundreds of years here.

I keep remembering something I read once which is "Evil is allowed to flourish when good men do nothing." Well I could just walk away from this and hope that maybe after all these

years Verizon is so afraid of a lawsuit that maybe this time they'll really fix the problem. Well after reading the response from Verizons attourney to my numerous complaints and years of them I'm not going away and I really don't think they'll will spend the time or the money to fix the problems that we residents have had to deal with for thirteen years. None of this is made up and I have the witnesses to proove it.

Chuck Johnson of Verizon said this is all my fault and said we're going to get the problem fixed and I'm going to see that you people up there receive a credit for all the down timesand problems with your telephone service.

Chuck Johnson of Verizon also told me back in April that the lines would be permantly fixed no later than last week in May and no one showed up as usual and when they went down just days before the July 4th weekend I called Darita Patterson and she said to file a formal complaint which I did.

As of the last week in July there is currently a contractor as I write this letter now putting utility poles in the ground and running the wires overhead and when pulled tight all the branches from the trees rest on the cable. My husband asked the contractor if he thought this would solve our problem and the contractor responded by "no this won't make any difference at all the trees will just take out the lines".

The contractor came up the week before and tried to ditch and install a cable to remove the temporary line and left and told Verizon that the installation in that ditch was impossible hence the utility poles.

The smart thing to do, after speaking to our county engineers, would have been to remove the temporary lines in the ditches and over the roads with a proper cable and put them on the opposite side of the road where water doesn't run through and the county doesn't dig. Guess what they are continuing the utility pole installation. So now in stead of water and the county or animals breaking the lines the trees will do it.

I keep remembering that movie the Rainmaker where this little old lady is fighting for the rights of her dying son against the health insurance company lawyers. Deny, Deny, Deny and hope they go away was their policy. This is exactly, without even investigaing the multitude of problems, Verizons attorney has done deny it all. Which is what Casandra (Verizon regulator) told us they would do from the very beginning. Deny, Deny, Deny. That is exactly what the letter of response was from Verizons attorney. Basically very, very insulting and their pathetic attempt to discredit me and my neighbors and so far from the truth it sickens me.

Well after reading Verizons lawyers reponse to me and all I've done is simply tell the truth and them basically threatning me I have decided to fight them with all that I am. I want the PUCO hearing to be scheduled and I look forward to stating my case.

I am telling the truth as well are my neighbors and I will not be intimidated by Verizon or their lawyer.

One last thing, I decided to type in problems with Verizon online and there are a multitude of

sites with the same problems even to the point that there is a site called  
Verizonpathetic.com

I have read cases online where attorney generals in states like Florida have fined Verizon for this very thing over and over and over by the millions of dollars. Doesn't that go to character?

The thing to have done would have been to put a permanent solution to our problem in place. To credit the residents up here for the pathetic phone service and to be very apologetic but they couldn't even do that. Instead I get a letter of response from their attorney denying everything. Verizon and the attorney that wrote that response to my PUCO complaint **should be ashamed of themselves.**

Once again. I welcome the PUCO hearing and meeting in person the parties I have described in this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "Teri Turnbull", written in a cursive style.

Teri Turnbull

cc: Attorney General State of Ohio