

FILE

September 8, 2009

09-571-TP-ESS

Jim Lynn
Public Utilities Commission
180 East Broad Street
Columbus, OH 43215

Mr. Lynn:

We spoke with Dan Fuller on 9-5-09 regarding all the problems and contacts we've made trying to get Verizon to fix their problems. After the filing of the formal complaint Verizon came up the problem road (Egypt Hollow) and hired an out of state company to install telephone polls and reroute the wires from the ground and road overhead. I don't see how we can accomplish any more unless they can't keep the lines up and running on the telephone polls.

Verizon did send us an incomplete telephone repair history showing 31 outages from June 2004 through 2009 and told us by law that all they had to produce and would not give us history back to 1996. At any rate just more of the same bull as far as that company is concerned.

We have switched telephone companies and although it is the same line the new company has assured us that they will deal with Verizon and the down lines and they won't tolerate what we've endured the last thirteen years. Also, Horizon, we hope, will come in next spring and install their own lines from the other side of Greenbriar and that will finally get us out of Verizons grasp.

After speaking with Dan Fuller we have decided that it would be a waist of time to try to get Verizon to do any more seeing as its taken all this and a file four inches thick over thirteen years to just get them to do what little they have done. We are dismissing "without prejudice" the meeting or hearing at this time. We will continue to keep the PUCO informed if there are any more problems with the Verizon lines until we can get on the Horizon lines.

Thank you for your help. Doreta Patterson has also continued to be a big support to me the last couple of years.

Sincerely,



Teri Turnbull
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