



**Jeanne Shearer**  
Vice President, State Government Affairs  
Windstream Communications  
4139 Oregon Pike, P.O. Box 458  
Ephrata, Pennsylvania 17522-0458  
(o) – 717-738-8169  
(m) – 717-201-3537

Jeanne.Shearer@windstream.com

February 17, 2010

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
2<sup>nd</sup> Floor, Room N201  
Harrisburg, PA 17105-3265

Re: Complaint Docket No: C-2010-2155598, In the Matter of Albert F. Ricci v.  
Windstream Communications

Dear Secretary McNulty:

Windstream Communications (“Windstream”) has isolated the problem to resolve the issue that prompted the filing of the above-mentioned complaint. Please see the attached affidavit. Complainant has acknowledged to me that he no longer wishes to pursue the complaint. By copy of this letter, Complainant is also advised that he has ten (10) days to object in writing to this letter acknowledging satisfaction of the complaint. If no objection is filed, Windstream respectfully requests that the above complaint docket be marked closed.

If you have any questions regarding the resolution of this complaint, please feel free to contact me at 717-738-8169.

Sincerely,

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

Jeanne Shearer

cc: Albert F. Ricci  
101 Irenes Road  
Jefferson, PA 15344-4017

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2010 FEB 22 AM 9:17  
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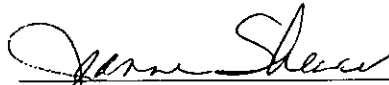
COMMONWEALTH OF PENNSYLVANIA

COUNTY OF LANCASTER

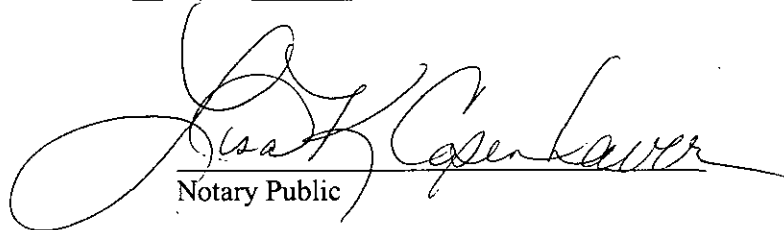
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**JEANNE SHEARER**, being duly sworn according to law, deposes and says that she is Vice President for State Government Affairs of **Windstream Communications**; that she is authorized to and does make this affidavit for it; and that the facts set forth are true and correct to the best of her knowledge, information and belief and she expects the said **Windstream Communications** to be able to prove the same at any hearing.

- Windstream Communications has isolated the issue that resulted in the filing of the formal complaint, Case No. C-2010-2155598 (In the Matter of Albert F. Ricci v. Windstream Communications)
- Albert F. Ricci is satisfied with the resolution of the dispute, which involves an agreement between Windstream Communications and the complainant to repair facilities in the Spring, when the ground is thawed.
- Albert F. Ricci acknowledged to me that he no longer wishes to pursue the complaint.
- Albert F. Ricci has been advised that Windstream Communications will be filing this notice with the Pennsylvania Public Utility Commission that the matter has been resolved.

  
 \_\_\_\_\_  
 Jeanne Shearer  
 Vice President, State Government Affairs

Sworn and subscribed before me this 18 day of Feb., 2010

  
 \_\_\_\_\_  
 Notary Public

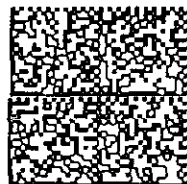
My Commission Expires:

COMMONWEALTH OF PENNSYLVANIA  
 NOTARIAL SEAL  
 LISA K. COPENAVER, Notary Public  
 Penn Twp., Lancaster County  
 My Commission Expires October 18, 2011

windstream.



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