

Suzan DeBusk Paiva  
Assistant General Counsel



Verizon Pennsylvania Inc.  
1717 Arch Street, Floor 17NW  
Philadelphia, PA 19103

March 31, 2010

Kim Hafner, Legal Division Supervisor  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

Re: Formal C-2010-2163664, Lorene Travis v. Verizon Pennsylvania Inc.

Dear Ms. Hafner:

We are requesting an extension of time to file an answer in the above referenced formal complaint. We are attempting to reach the customer in order to resolve the issues that were raised in the complaint, but have been unsuccessful to date. Our answer is due on Monday, April 5, 2010 and we would like to extend that until Friday, April 23, 2010

Thank you for your consideration in this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Suzan D. Paiva met".

Suzan D. Paiva  
Assistant General Counsel

cc. Lorene Travis

RECEIVED

APR - 6 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PA PUC

10 APR - 5 AM 10:47

RECEIVED  
OFFICE OF C.A.L.J.