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April 28, 2010

VIA HAND DELIVERY

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Ronald K. Wilson v. Windstream Pennsylvania, Inc.
Docket No. C-2010-2168826

RECEIVED
2010 APR 28 PM 3:04
SECRETARY'S BUREAU

Dear Secretary Chiavetta:

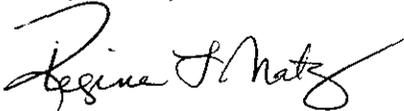
By this letter Windstream Pennsylvania, LLC confirms its oral request made yesterday for an extension in which to provide an Answer and any other responsive documents to the above-referenced complaint.

An investigation of the service is on-going at this time, with the Company endeavoring to isolate and expediently rectify the cause of the service complaint. Although the Complainant has reported some improvement resulting from the steps Windstream has taken to date, further action is required to fully satisfy the complaint. Rather than expending resources to prepare formal documents to advance the formal litigation of this Complaint, Windstream would much prefer to dedicate time and resources to satisfying the customer and the Complaint. Accordingly, we respectfully request an extension of thirty (30) days in which to file responsive documents to the Complaint. It is our hope to be able to resolve the issue for the customer in that time frame. If not, we will certainly further address the issue with the Commission at that time.

Windstream very much appreciates your attention to this request. If you have any questions, please do not hesitate to contact me.

Very truly yours,

THOMAS, LONG, NIESEN & KENNARD

By 
Regina L. Matz

cc: Jeanne Shearer, Vice President for State Government Affairs