

I have reviewed and agree that the terms of the settlement set forth in this letter fully resolve the disputes raised in my Formal Complaint filed at Docket No. C-2010-2170404. As a condition of this settlement, I agree not to disclose to any other person or entity the terms of my settlement with Verizon Pennsylvania Inc. unless I have obtained written permission from the Company to do so.

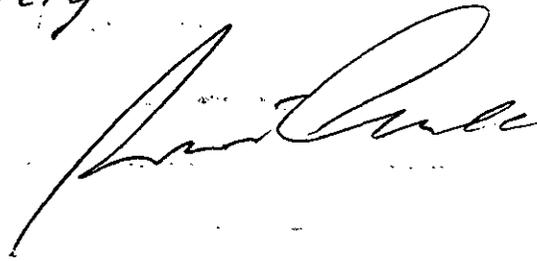
Andree Lombard

Date

6-28-2010

Please note I do not agree with the settlement. I have contacted Mrs. Nancy Pascher which should have sent a statement for 05/10 (I never received it!).

Sincerely,



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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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Andree Lombard,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-2010-2170404

CERTIFICATE OF SATISFACTION

I, Andree Lombard, the Complainant in the above-captioned matter, hereby certify that Verizon Pennsylvania Inc. has satisfied the issues raised in the Formal Complaint filed by me with the Pennsylvania Public Utility Commission ("Commission") and assigned Docket No. C-2010-2170404. I request that the Formal Complaint filed at Docket No. C-2010-2170404 be withdrawn and the Commission's file in this matter be closed.

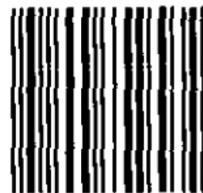
Andree Lombard

DATE: _____

Andrea Lombard
404 Aidan Ave
Aidan, PA - 19018



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PENNSYLVANIA PUBLIC UTILITY
COMMISSION
P.O. BOX 3265
HARRISBURG, PA ~~17105~~ 17105-3265

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