

Suzan DeBusk Paiva  
Assistant General Counsel

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10 JUN 27 AM 7:10  
PA PUC



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

June 24, 2010

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

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2010 JUL -2 AM 10:45  
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SECRETARY'S BUREAU

Re: Formal C-2010-2170400, Robert Serlin v. Verizon Pennsylvania Inc.

Dear Ms. Hafner:

We are requesting another extension of time to file an answer in the above referenced formal complaint. We have been working with this customer to satisfy his issues and settle the complaint, but unfortunately the settlement discussions have not been successful and we have to answer the complaint. We are requesting a one week extension to provide time to prepare our response to the complaint. Our answer is due today, June 24, 2010 and we would like to extend that until Thursday, July 1, 2010

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

cc. Robert Serlin