

Suzan DeBusk Paiva
Assistant General Counsel



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

November 4, 2010

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

Re: Formal C-2010-2204931, Kristina Neumann v. Verizon Pennsylvania Inc.

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2010 NOV -9 AM 8:29
PA PUC
SECRETARY'S BUREAU

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 Monday, November 8, 2010 and we would like to extend that until Monday, November 29, 2010.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva
Assistant General Counsel

cc. Kristina Neumann

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OFFICE OF C.A.L.J.
10 NOV -8 AM 11:06
PA PUC

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