

Suzan DeBusk Paiva  
Assistant General Counsel



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

November 1, 2010

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OFFICE OF CAL. J.  
10 NOV -4 AM 10:11  
PA PUC

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-2010-2191781, Charles & Roberta Tame 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 are currently working with the customer to resolve this matter and need additional time to settle this complaint. The customer would like to keep this complaint open to monitor their service for the next 6-8 weeks to make sure all problems have been resolved. Our answer is due Tuesday, November 2, 2010 and we would like to extend that until Tuesday, December 28, 2010.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

cc. Charles & Roberta Tame

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2010 NOV -8 AM 8:56  
SECRETARY'S BUREAU  
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