

Suzan DeBusk Paiva
Assistant General Counsel



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

November 23, 2010

RECEIVED

NOV 23 2010

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2 North)
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Francene Haven v. Verizon Pennsylvania Inc.;
Docket No. C-2010-2210541 **CERTIFICATE OF SATISFACTION**

Dear Secretary Chiavetta:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that Verizon Pennsylvania Inc. ("Verizon PA") has satisfied the issues raised in the Formal Complaint filed by Ms. Francene Haven, Docket No. C-2010-2210541.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b). Unless Ms. Francene Haven files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-2010-2210541 shall be withdrawn and the Commission's file closed.

Verizon PA is filing this Certificate of Satisfaction in lieu of its Answer in this matter. Should Ms. Haven later object to this filing, Verizon PA reserves its right to file an Answer at that time.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Suzan D. Paiva meb".

Suzan D. Paiva
Counsel for Verizon Pennsylvania Inc.

SDP/meb
Enclosures

cc: Office of Administrative Law Judge
Francene Haven

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Francene Haven,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-2010-2210541

RECEIVED

NOV 23 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CERTIFICATE OF SATISFACTION

I, Suzan D. Paiva, an attorney representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the issues raised in the Formal Complaint filed by Ms. Francene Haven, with the Pennsylvania Public Utility Commission ("Commission") and assigned Docket No. C-2010-2210541 have been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b). Unless Ms. Haven files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-2010-2210541 shall be withdrawn and the Commission's file closed.

Verizon PA is filing this Certificate of Satisfaction in lieu of its Answer in this matter. Should Ms. Haven, later object to this filing, Verizon PA reserves its right to file an Answer at that time.



Suzan D. Paiva
Attorney ID No. 53853
Verizon Pennsylvania Inc.
1717 Arch Street, 17th floor
Philadelphia, PA 19103
215-563-2658 (Facsimile)

DATE: November 23, 2010

Counsel for Verizon Pennsylvania Inc.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the party listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

Service by First Class U.S. Mail:

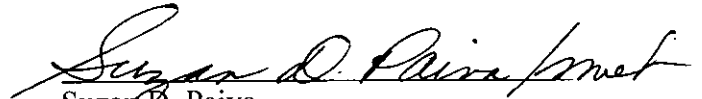
Francene Haven
7913 Williams Ave.
Philadelphia, PA 19150

RECEIVED

NOV 23 2010

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

Dated this 23rd day of November, 2010.



Suzan D. Paiva
Counsel for Verizon Pennsylvania Inc.

From: Origin ID: REDA (215) 466-6365
Marie E. Barker
Verizon
1717 Arch St
MailCode N/A
Philadelphia, PA 19103



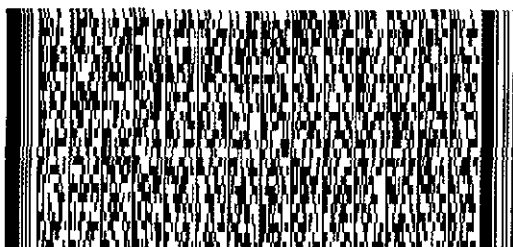
Ship Date: 23NOV10
ActWgt: 0.5 LB
CAD: 9730472/WBUS0200

Delivery Address Bar Code



SHIP TO: (717) 787-8009 BILL THIRD PARTY
Rosemary Chiavetta Secretary
PA Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd floor
HARRISBURG, PA 17120

Ref # PR10190001
Invoice #
PO #
Dept #



TRK# 7964 7968 6296
0201

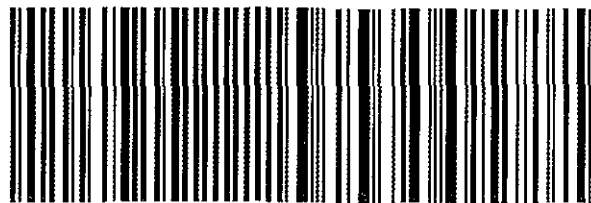
WED - 24 NOV A1
PRIORITY OVERNIGHT

17120

PA-US

MDT

ZN MDTA



5AAG18CDA/2780

FEDEX SHIPPING LABEL

Legal Terms and Conditions

Tendering packages by using this system constitutes your agreement to the service conditions for the transportation of your shipments as found in the applicable FedEx Service Guide, available upon request. FedEx will not be responsible for any claim in excess of the applicable declared value, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the applicable FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see applicable FedEx Service Guide. FedEx will not be liable for loss or damage to prohibited items in any event or for your acts or omissions, including, without limitation, improper or insufficient packaging, securing, marking or addressing, or the acts or omissions of the recipient or anyone else with an interest in the package. See the applicable FedEx Service Guide for complete terms and conditions. To obtain information regarding how to file a claim or to obtain a Service Guide, please call 1-800-GO-FEDEX (1-800-463-3339).