



Suzan DeBusk Paiva  
Assistant General Counsel

Verizon Pennsylvania Inc.  
1717 Arch Street  
Philadelphia, PA 19103

December 28, 2010

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SECRETARY'S BUREAU

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 an additional 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 the customer has agreed to keep this complaint open to monitor their service. We have been unable to reach the customer to verify that all service problems have been resolved to the customer's satisfaction. Our answer is due today, December 28, 2010 and we would like to extend that until January 11, 2011. I will be sending a paper copy of this request to you via first class mail.

Thank you for your consideration in this matter.

Very truly yours,

*Suzan D. Paiva*

Suzan D. Paiva  
Assistant General Counsel

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OFFICE OF C.A.L.L.  
19 DEC 31 AM 10:10  
PA PUC

cc. Charles & Roberta Tame