



Suzan DeBusk Paiva
Assistant General Counsel

Verizon Pennsylvania Inc.
1717 Arch Street
Philadelphia, PA 19103

December 29, 2010

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SECRETARY'S BUREAU

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

Re: Formal C-2010-2210542, Dwight L. Read v. Verizon Pennsylvania Inc.

Dear Ms. Hafner:

We are requesting an 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. We are in the process of finalizing the repairs for the customer and have been unable to reach him to advise of the status of the repairs. We have left him a detailed message of what is being done and requested that he call us. Our answer is due today, December 29, 2010 and we would like to extend that until Wednesday, January 12, 2011.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva
Assistant General Counsel

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cc. Dwight L. Read