

Suzan DeBusk Paiva  
Assistant General Counsel



Verizon Pennsylvania Inc.  
1717 Arch Street, Floor 3 SE  
Philadelphia, PA 19103

January 3, 2011

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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-2010-2212745, Michael Moffa 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 aware that the customer has filed a dispute of the certificate of satisfaction submitted by Verizon on December 8, 2010. We have spoken to the customer since the dispute was filed and the customer has agreed to leave the complaint open for an additional 45 days to monitor the removal of Verizon collection activity entries to the customer's credit report. We would therefore like to extend our response date until February 10, 2011.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

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cc. Michael Moffa