

Suzan DeBusk Paiva
Assistant General Counsel



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

January 10, 2011

RECEIVED
2011 JAN 21 AM 9:47
PA PUC
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-2010-2191781, 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 attempting to reach the customer in order to verify if our repairs have resolved this issue, but we have been unsuccessful to date. Our answer is due Tuesday, January 11, 2011 and we would like to extend that until Tuesday, January 25, 2011.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva
Assistant General Counsel

RECEIVED
OFFICE OF CALL J.
11 JAN 13 PM 10:18
PA PUC

cc. Charles & Roberta Tame