

Suzan DeBusk Paiva
Assistant General Counsel

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March 21, 2011



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

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: John Cook, Jr. vs. Verizon Pennsylvania, Inc.;
Docket No. C-2011-2225279

Dear Secretary Chiavetta:

On March 8, 2011 we filed a Certificate of Satisfaction in the above case, based on our understanding after discussion with the customer that the case was resolved. Mr. Cook has subsequently contacted us and indicated that he has reconsidered and would rather not have the case marked closed now, but instead wishes to wait for certain outside facility work to be completed. Verizon is planning to place new poles and replace cable that provides his telephone service.

Accordingly, at the request of the above customer, we would like to ask that this case not be closed at this time and that instead it be placed in mediation until the outside facility work is completed. We will report our progress to the mediator and we are hopeful that once the work is completed we can file another certificate of satisfaction and close the case.

Your consideration in this matter would be greatly appreciated. If you are in agreement, we will provide an update on this case to the mediator by Friday, April 15.

Please feel free to contact me with any questions.

Sincerely,

Suzan D. Paiva
Counsel for Verizon Pennsylvania Inc.

SDP/meb

cc: Herbert Nurick, Mediator
Kimberly Hafner, Legal Division Supervisor
John Cook, Jr.

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