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December 1, 2011

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Francis and Mary Clare Zuroski v. Windstream Pennsylvania, LLC
Complaint Docket No: C-2011-2266247

Dear Secretary Chiavetta:

By letter issued from the Secretary's Bureau on October 28, 2011, Windstream Pennsylvania, LLC ("Windstream" or "Company") was granted its request for an extension until December 2, 2011, to file an Answer and any other responsive documents to the above-referenced Complaint. Based upon the activities conducted by Windstream to date, and with the customer's concurrence, the Company hereby files this letter requesting a second extension in which to respond formally to the Complaint.

Over the past month, the Company has been diligently working with the customer to identify and address the cause of the Complaint. The Company has rehung the span of cable, changed lightning protectors and the network interface device, changed cable pairs, wiring and jumpers in the remote, and moved the customer between systems. The Company continues to evaluate applicable network architecture and is trouble shooting the span lines that feed the remote. The Company also plans on evaluating repeaters in the system in an attempt to further isolate the cause of the Complaint.

While the Company has made great strides in working with this customer and is hopeful to achieve an amicable resolution to the matter, additional time is necessary. Rather than expending resources to prepare formal documents to advance the formal litigation of this Complaint, the Company would much prefer to continue to dedicate time and resources to resolve the Complaint. Due to the extensive nature of the Company's current undertakings to resolve the Complaint, we respectfully request an additional extension of forty-five (45) days from the due date of December 2, 2011, or until January 16, 2012, in which to file responsive documents to the Complaint. As stated above, the customer concurs in this request. While it is our hope that the matter will be resolved with the customer prior to that date, we will certainly expeditiously address the issue with the Commission at that time should additional time be required.

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The Company very much appreciates your attention to this request. If you have any questions, please do not hesitate to contact us.

Very truly yours,

THOMAS, LONG, NIESEN & KENNARD

By

A handwritten signature in cursive script, appearing to read "Regina L. Matz".

Regina L. Matz

cc: Jeanne Shearer, Vice President for State Government Affairs
Certificate of Service

