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December 6, 2011

**VIA HAND DELIVERY**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street -- Filing Room  
Harrisburg, PA 17120

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2011 DEC -6 PM 4:13  
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SECRETARY'S BUREAU


RE: Richard & Leslie Work v. Verizon Pennsylvania Inc.;  
Docket No. C-2009-2133564; **CERTIFICATE OF SATISFACTION**

Dear Secretary Chiavetta:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that the Complainants have acknowledged to Verizon Pennsylvania Inc. that they no longer wish to pursue their Formal Complaint at Docket No. C-2009-2133564. Unless Richard and Leslie Work file an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-2009-2133564 should be withdrawn and the Commission's file closed.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Very truly yours,



Steven K. Haas  
*Counsel to Verizon Pennsylvania Inc.*

SKH/san  
Enclosures  
cc: Richard and Leslie Work  
Cynthia Lehman

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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RICHARD & LESLIE WORK,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-2009-2133564

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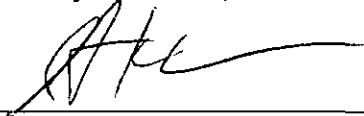
**CERTIFICATE OF SATISFACTION**

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I, Steven K. Haas, an attorney with Hawke McKeon & Sniscak LLP, representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the Complainants have acknowledged to Verizon PA that they no longer wish to pursue the issues raised in their Formal Complaint filed with the Pennsylvania Public Utility Commission ("Commission") on September 23, 2009 and docketed at Docket No. C-2009-2133564.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b)(2). Unless Richard and Leslie Work file an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-2009-2133564 should be withdrawn and the Commission's file in this matter closed.

Respectfully submitted,



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Steven K. Haas - Attorney I.D. #73312  
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P.O. Box 1778  
Harrisburg, PA 17105-1778  
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*Counsel to Verizon Pennsylvania Inc.*

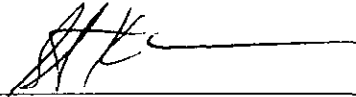
Dated: December 6, 2011

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of the foregoing document upon the parties listed below in accordance with the requirements of §1.54 (relating to service by a party).

**Service Via First Class Mail:**

Richard and Leslie Work  
132 Gibson Hill Road  
Georgetown, PA 15043



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Steven K. Haas  
*Counsel to Verizon Pennsylvania Inc.*

Dated this 6<sup>th</sup> day of December, 2011

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