

Suzan DeBusk Paiva
Assistant General Counsel



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

November 14, 2011

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PA PUC

Kim Hafner, Legal Division Supervisor
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Formal C-2011-2247860, Georgianna Abrashoff 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 currently working with the customer to resolve this matter and need additional time to settle this complaint. The customer is in agreement with this extension request. Our answer is due today, November 14, 2011 and we would like to extend that until Monday, November 28, 2011.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva
Assistant General Counsel

cc: Georgianna Abrashoff

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