

Suzan DeBusk Paiva
Assistant General Counsel



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

October 3, 2011

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

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PA PUC
SECRETARY'S BUREAU

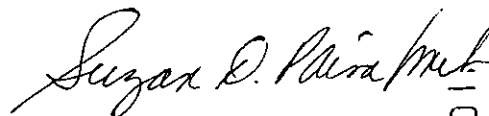
Re: Formal C-2011-2256849, Paul Cummings v. Verizon Pennsylvania Inc.

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 resolve the issues that were raised in the complaint, but have been unsuccessful to date. We are sending a Please Call letter to the customer today. Our answer is due today, October 3, 2011 and we would like to extend that until Thursday, October 20, 2011.

Thank you for your consideration in this matter.

Very truly yours,


Suzan D. Paiva
Assistant General Counsel

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cc: Paul Cummings