

Suzan DeBusk Paiva  
Assistant General Counsel



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

November 28, 2011

Kim Hafner, Legal Division Supervisor  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> 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. Our answer is due today, November 28, 2011 and the Verizon employee that is working with the customer has been called out of the office on a family emergency. We are requesting an extension until Friday, December 2, 2011 to file our answer in the above complaint.

Thank you for your consideration in this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Suzan D. Paiva".

Suzan D. Paiva  
Assistant General Counsel

cc: Georgianna Abrashoff

PA PUC  
11/28/11 10:21