

Suzan DeBusk Paiva
Assistant General Counsel



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

November 21, 2011

RECEIVED
JAN -3 AM 8:04
PA PUC
SECRETARY'S BUREAU

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

Re: Formal C-2011-2270234, Kenya Walker v. Verizon Pennsylvania Inc.

Dear Ms. Hafner:

We are requesting an extension of time to file an answer in the above referenced formal complaint. We are currently working with the customer to resolve the issues in this matter and need additional time to settle this complaint. We have spoken to the customer and are waiting for her to call us back. Our answer is due today, November 21, 2011 and we would like to extend that until Monday, December 5, 2012.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva
Assistant General Counsel

cc: Kenya Walker

11/20/11 11:21
PA PUC