

Suzan DeBusk Paiva  
Assistant General Counsel



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

August 17, 2011

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

RECEIVED  
2012 JAN -3 AM 8:03  
PA PUC  
SECRETARY'S BUREAU

Re: Formal C-2011-2254504, Joanne Yurchak 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 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 Thursday, August 18, 2011 and we would like to extend that until Friday, September 16, 2011.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

cc: Joanne Yurchak

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