

Suzan DeBusk Paiva
Assistant General Counsel



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

September 14, 2011

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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-2011-2254504, Joanne Yurchak 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 the customer a proposed settlement letter today and are waiting for a response. Our answer is due Monday, September 19, 2011 and we would like to extend that until Monday, October 3, 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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