

Suzan DeBusk Paiva  
Assistant General Counsel



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

January 12, 2012

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

RECEIVED  
OFFICE OF C.A.L.J.  
12 JAN 17 AM 11:11  
PA PUC

Re: Formal C-2011-2279493, John A. McConnell 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 this matter and *need additional time to settle this complaint*. The customer would like us to keep this open to monitor his service. The customer is in agreement with this extension request. Our initial answer is due today, January 12, 2012 and we would like to extend that until Wednesday, February 15, 2012.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

cc: John A. McConnell

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