

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, 2nd Floor
Harrisburg, PA 17120

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12 JAN 17 AM 11:11
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Re: Formal C-2011-2279454, Kathy Wilkinson 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 is in agreement with this extension request. Our initial answer is due today, January 12, 2012 and we would like to extend that until Thursday, February 2, 2012.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva
Assistant General Counsel

cc: Kathy Wilkinson

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