

Suzan DeBusk Paiva
Assistant General Counsel

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12 JAN -6 AM 10:00

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

January 3, 2012

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

Re: Formal C-2011-2277583, Abdallah Umar Muhammad 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. The customer is in agreement with this extension request. Our answer is due today, January 3, 2012 and we would like to extend that until Tuesday, January 24, 2012.

Thank you for your consideration in this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Suzan D. Paiva".

Suzan D. Paiva
Assistant General Counsel

cc: Abdallah Umar Muhammad

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