

Suzan DeBusk Paiva  
Assistant General Counsel



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

January 24, 2012

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OFFICE OF C.A.L.J.  
12 JAN 27 AM 10:58  
PA PUC

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

Re: Formal C-2011-2277583, Abdallah Umar Muhammad 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 currently working with the customer to resolve the issues raised in this matter and need additional time to settle this complaint. We waiting on outside facilities work to be completed. We have left a message for the customer about this extension and are waiting for a response. Our answer is due today, January 24, 2012 and we would like to extend that until Friday, February 24, 2012.

Thank you for your consideration in this matter.

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

cc: Abdallah Umar Muhammad

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FEB -3 2012

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU