

Suzan DeBusk Paiva  
Assistant General Counsel



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

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OFFICE OF C.A.L.J.

February 1, 2012

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-2011-2279454, Kathy Wilkinson 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 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 Thursday, February 2, 2012 and we would like to extend that until Thursday, March 1, 2012.

*Thank you for your consideration in this matter.*

Very truly yours,

Suzan D. Paiva  
Assistant General Counsel

cc: Kathy Wilkinson