



Jeanne Shearer
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Jeanne.Shearer@windstream.com

March 19, 2012

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, P.O. Box 3265
Harrisburg, PA 17105-3265

RECEIVED

MAR 19 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Francis and Mary Clare Zuroski v. Windstream Pennsylvania, LLC
Complaint Docket No: C-2011-2266247

Dear Secretary Chiavetta:

A complaint has been filed in the above captioned matter (the "Complaint"). Thereafter, three extensions were requested by Windstream Pennsylvania, LLC ("Windstream" or "Company") and granted by the Secretary's Bureau on October 28, 2011, December 1, 2011 and January 18, 2012. The Complainant reports improvement, and all testing results of the Company fall within specifications; however, the Complainant and Company wish to have additional time to test the performance of the line when subject to wet weather conditions. Due to the extremely mild winter, ample opportunity has not presented itself to date.

As described in its previous requests, the Company has been diligently working with the customer and has performed extensive maintenance and upgrades to the facilities. While the Company has made great strides in working with this customer and is hopeful to achieve an amicable resolution to the matter, additional time is necessary. Rather than expending resources to prepare formal documents to advance the formal litigation of this Complaint, the Company would much prefer to continue to dedicate time and resources to resolve the Complaint. Windstream respectfully requests an additional extension of forty five days from the due date of March 19, 2012, or until May 3, 2012, in which to file responsive documents to the Complaint. Windstream obtained the Complainant's concurrence in this request. While it is our hope that the matter will be resolved with the customer prior to that date, we will certainly expeditiously address the issue with the Commission at that time should additional time be required.

March 19, 2012

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The Company very much appreciates your attention to this request. If you have any questions, please do not hesitate to contact us.

Very Truly Yours,

A handwritten signature in cursive script that reads "Jeanne Shearer".

Jeanne Shearer

cc: Francis and Mary Clare Zuroski
1456 Maple Lane
Wilcox, PA 15870

1 From
Date 3/19/12 Sender's FedEx Account Number 124178982

Sender's Name Jeanne Sheerer Phone 717 738 8167

Company Windstream

Address 124 E Main St Dept./Floor/Suite/Room _____

City Ephrata State Pa ZIP 17522

2 Your Internal Billing Reference

3 To
Recipient's Name Secretary Rosemary Chianetta Phone _____

Company PA PVC

Address Commonwealth Keystone Bldg **01** HOLD Weekday FedEx location address REQUIRED. NOT available for FedEx First Overnight.

We cannot deliver to P.O. boxes or PO ZIP codes. Dept./Floor/Room _____

Address 400 North St **31** HOLD Saturday FedEx location address REQUIRED. Available ONLY for FedEx Priority Overnight and FedEx 2Day in select locations.

Use this line for the HOLD location address or for continuation of your shipping address.

City Harrisburg State Pa ZIP 17105

4 Express Package Service *To most locations.
NOTE: Service order has changed. Please select carefully.

Next Business Day **2 or 3 Business Days**

06 **FedEx First Overnight**
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.

01 **FedEx Priority Overnight**
Next business morning. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.

05X **FedEx Standard Overnight**
Next business afternoon. Saturday Delivery NOT available.

49 **NEW FedEx 2Day A.M.**
Second business morning. Saturday Delivery NOT available.

03 **FedEx 2Day**
Second business afternoon. Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.

20 **FedEx Express Saver**
Third business day. Saturday Delivery NOT available.

5 Packaging **Declared value limit \$500.

06X **FedEx Envelope*** **02** **FedEx Pak*** **03** **FedEx Box** **04** **FedEx Tube*** **01** **Other**

6 Special Handling and Delivery Signature Options

03 **SATURDAY DELIVERY**

No Signature Required
Package may be left without obtaining a signature for delivery.

10 **Direct Signature**
Someone at recipient's address may sign for delivery. Fee applies.

34 **Indirect Signature**
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. Fee applies.

Does this shipment contain dangerous goods?
One box must be checked.

No **04** **Yes** (As per attached Shipper's Declaration.) **Yes** (Shipper's Declaration not required.) **06** **Dry Ice** Dry Ice, 9, UN 1845 _____ x _____ kg

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box. **Cargo Aircraft Only**

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.

1X **Sender** Acct. No. in Section 1 will be billed. **2** **Recipient** **3** **Third Party** **4** **Credit Card** **5** **Cash/Check**

Total Packages _____ Total Weight _____ lbs. _____
Credit Card Auth. _____

*Our liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.

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