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May 3, 2012

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

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, four extensions were requested by Windstream Pennsylvania, LLC ("Windstream" or "Company") and granted by the Secretary's Bureau on October 28, 2011, December 1, 2011, January 18, 2012, and March 19, 2012. The Complainant reports improvement, and all testing results of the Company fall within specifications; however, the Company has not been able to satisfy the matter with the Complainant.

As described in its previous requests, the Company has been diligently working with the Complainant and has performed extensive maintenance and upgrades to the facilities. While the Company has made great strides, the Complainant remains dissatisfied with her service following these efforts. In addition, the Complainant is aware of the Company's plans which are already in progress to upgrade facilities to expand broadband in the customer's service area, and that the upgraded facilities and equipment are expected to resolve the Complainant's concerns. The customer's current service is derived from manufacturer discontinued equipment that is linked back to the Johnsonburg central office via conventional copper T1 trunks, and the upgraded facilities will replace the copper span lines with fiber and the manufacturer discontinued switch will be replaced. The Company is committed to completing the project in 3Q 2012 barring any unexpected or extenuating circumstances. While Windstream has made several facility improvements resulting in improved service, and notwithstanding the Company's commitment to the upgrade of facilities to expand broadband that is expected to resolve the Complainant's concerns, the Complainant still wishes to pursue the Complaint.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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The Company feels that it has exhausted all options and with the planned upgrade of facilities to expand broadband already in progress, there is no other alternative other than to file responsive documents to the Complaint. Windstream respectfully requests a final extension of fourteen days from the due date of May 3, 2012, or until May 17, 2012, in which to prepare and file responsive documents to the Complaint. Windstream obtained the Complainant's concurrence in this request.

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". The signature is written in black ink and is positioned above the printed name.

Jeanne Shearer

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

1 From
 Date 5/3/12 Sender's FedEx Account Number 121178982
 Sender's Name Jeanne Shearer Phone 717 738-8169
 Company Windstream
 Address 124 East Main Street Dept./Floor/Suite/Room
 City Ephrata State Pa ZIP 17522

2 Your Internal Billing Reference

3 To
 Recipient's Name Rosemary Chiavetta Phone
 Company Pennsylvania Public Utility Commission
 Address Commonwealth Keystone Bldg **HOLD Weekday**
 We cannot deliver to P.O. boxes or P.O. ZIP codes. Dept./Floor/Suite/Room **REQUIRED. NOT available for FedEx First Overnight.**
 Address 400 North St **HOLD Saturday**
 Use this line for the HOLD location address or for continuation of your shipping address. Dept./Floor/Suite/Room **REQUIRED. Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.**
 City Harrisburg State Pa ZIP 17105

4 Express Package Service * To most locations.
 NOTE: Service order has changed. Please select carefully. Packages up to 150 lbs.
 For packages over 150 lbs., see the new FedEx Express Freight US Airbill.

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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.

05 **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

06 **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 **06** **Dry Ice** Dry Ice, 2, 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**

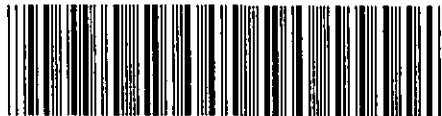
7 Payment Bill to:

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

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

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