

Suzan DeBusk Paiva
Assistant General Counsel
Pennsylvania



1717 Arch Street, 3 East
Philadelphia, PA 19103

Tel: (215) 466-4755
Fax: (215) 563-2658
Suzan.D.Paiva@Verizon.com

December 21, 2011

Via Electronic Filing

Rosemary Chiavetta
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: PMO III – Directory Listings Tariff (F0016) M-2009-2134347
Performance Metrics & Remedies (F0016) M-00011468

Dear Secretary Chiavetta:

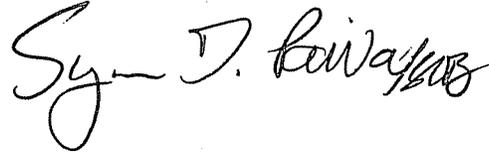
In its November 10, 2011 order in the above matter, the Commission directed:

“ . . . within sixty (60) days of the entry of this Opinion and Order, Verizon Pennsylvania Inc. shall provide to the Pennsylvania Carrier Working Group data consisting of the total number of CLEC customer directory listing error reimbursement claims submitted by CLECs to Verizon PA under the Plan for which Verizon PA has provided credits to CLECs. This data shall cover an eighteen-month period, from April 19, 2010, the date on which we approved Verizon PA’s Other Telephone Company Customer Listing Error Remedy Plan, through October, 2011.”

In compliance with this directive, at the December 6, 2011 meeting of the Pennsylvania Carrier Working Group, Verizon PA advised the Carrier Working Group that for the period from April 19, 2010 through October 31, 2011 no CLEC customer directory listing error reimbursement claims were submitted by CLECs to Verizon PA under Verizon PA’s Other Telephone Company Customer Listing Error Remedy Plan.

If you have any questions about this matter, please call me.

Very truly yours,

A handwritten signature in black ink, appearing to read "Symon D. Rowland". The signature is written in a cursive style with a large initial "S" and a stylized "D".

Via FedEx and Electronic Mail

cc: Louise Fink Smith, Law Bureau

Via Electronic Mail

cc: Pennsylvania Carrier Working Group