

STATE OF NEW YORK

Public Service Commission

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TELEPHONE COMPANIES COMMENDED FOR EXCELLENT SERVICE

-Verizon, Frontier Divisions Included Among Those Receiving Recognition-

New York, NY—03/17/11—The New York State Public Service Commission (Commission) today announced that it will issue letters of commendation to 48, out of a possible 71, local telephone companies or their operating divisions for providing excellent service to customers in 2010.

Most of New York’s small incumbent local exchange carriers qualify for a commendation, as do most eligible competitive local exchange carriers. Also, Frontier Communications’ Ogden Division, and Pattersonville Telephone Company will receive their 23rd consecutive commendation.

“The Commission’s standards help ensure New York residents and businesses benefit from having access to an exceedingly high level of telecommunications technology and service,” said Commission Chairman Garry Brown. “The companies commended today have exceeded the state’s high standards for service quality and deserve the acknowledgement of the Commission for providing excellent service to their customers.”

The Commendations for excellent service are based on telephone companies’ performance in relation to service quality standards set by the Commission. The criteria used to grant a commendation for excellent service included an evaluation of customer trouble report rates (CTRR) and the number of consumer complaints received by the Commission.

This marks the 23rd year that the Commission has recognized companies for providing exemplary service. The 48 companies or operating divisions on the attached list met the criteria for commendation for excellent service quality provided in 2010.

Staff's report concerning the commendations for excellent service during 2010, when issued, may be obtained by going to the Commission's Documents section of the Commission's Web site at www.dps.state.ny.us and entering Case 10-C-0017 in the input box labeled "Search for Case/Matter Number." Many libraries offer free Internet access. Commission orders may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500).

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Attachment

**Year 2010 Service Quality Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Commendation Record	Consecutive Year's Made
Armstrong	100%	0.00	N/A	17 of 23	Fifth
AT&T - ACC Corporation	100%	0.00	N/A	8 of 9	Sixth
AT&T- AT&T Local Services	100%	0.00	N/A	8 of 10	Eighth
AT&T Long Distance	100%	0.00	N/A	5 of 5	Fifth
Broadview Networks	100%	0.01	N/A	2 of 10	Second
Cablevision Lightpath	99%	0.00	N/A	13 of 13	Thirteen
Cassadaga	100%	0.00	N/A	19 of 23	Eighteenth
Chautauqua & Erie	96%	0.00	Met	18 of 23	Second
Chazy & Westport	97%	0.00	N/A	17 of 23	Fifth
Choice One Communications	100%	0.02	N/A	6 of 11	Fifth
Citizens of Hammond	100%	0.00	N/A	19 of 23	Fifteenth
Crown Point	100%	0.00	N/A	18 of 23	Eighteenth
Delhi	100%	0.00	N/A	15 of 23	Sixth
Deposit	98%	0.00	N/A	19 of 23	Nineteen
Dunkirk & Fredonia	100%	0.00	N/A	22 of 23	Twenty Two
Empire	100%	0.00	N/A	12 of 23	Fifth
Fishers' Island	100%	0.00	N/A	21 of 23	Twenty One
Frontier Comm. of America	100%	0.00	N/A	9 of 9	Ninth
Frontier of Rochester - Metro West	99%	0.05	Met	10 of 20	First
Germantown	100%	0.00	N/A	22 of 23	Twenty Two
Global Crossing Local Services	100%	0.00	N/A	11 of 12	Eighth
Hancock	100%	0.00	N/A	22 of 23	Twenty Two
Margaretville	100%	0.00	N/A	22 of 23	Twenty Two
Middleburgh	100%	0.00	N/A	17 of 23	Sixteenth

¹ Customer Trouble Report Rate (CTRR) is based on 95% or more of a company's monthly central offices performance results in a given year per central office being in the performance range of 0-3.3 reports per 100 lines (RPHL).

² PSC Complaint Rate is the number of complaints per 1,000 access lines per year; the commendation level is 0.075 or less.

³ Incentive Plan includes any service-related requirements of a multi-year rate plan, an incentive plan or separate Commission Order directing service improvements.

**Year 2010 Service Quality Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Commendation Record	Consecutive Year's Made
Newport	100%	0.00	Met	17 of 23	Twelfth
Nicholville	100%	0.00	N/A	14 of 23	Twelfth
Ogden	100%	0.00	N/A	23 of 23	Tw. Three
Oneida County	100%	0.00	N/A	21 of 23	Twenty One
Ontario	100%	0.00	N/A	17 of 23	Seventh
Oriskany Falls	100%	0.00	N/A	19 of 23	Thirteenth
PAETEC Business Services	100%	0.00	N/A	6 of 7	Sixth
PAETEC Communications	100%	0.02	N/A	6 of 7	Sixth
Pattersonville	100%	0.00	N/A	23 of 23	Tw. Three
Port Byron	100%	0.00	N/A	16 of 23	Second
Primelink, Inc.	100%	0.00	N/A	5 of 7	Fourth
RCN Telecom	100%	0.00	N/A	12 of 12	Twelfth
State	100%	0.00	N/A	20 of 23	Sixth
Tech Valley Communications	100%	0.00	N/A	8 of 10	Seventh
twtelecom	100%	0.00	N/A	12 of 13	Tenth
Verizon Acc. Trans. Services	100%	0.07	N/A	1 of 13	First
Verizon - Bronx	96%	0.06	N/A	5 of 23	First
Verizon - Manhattan South	99%	0.06	N/A	12 of 23	Eighth
Vernon	100%	0.56 *	N/A	19 of 23	Seventh
Warwick Valley	96%	0.08 *	N/A	17 of 23	Fourth
Windstream (Fulton)	98%	0.00	Met	18 of 20	Seventh
Windstream (Jamestown)	98%	0.00	Met	13 of 20	Fifth
Westelcom Networks	100%	0.00	N/A	5 of 8	Fifth
XO Communcations	100%	0.00	N/A	5 of 5	Fifth

¹ Customer Trouble Report Rate (CTRR) is based on 95% or more of a company's monthly central offices performance results in a given year per central office being in the performance range of 0-3.3 reports per 100 lines (RPHL).

² PSC Complaint Rate is the number of complaints per 1,000 access lines per year; the commendation level is 0.075 or less.

³ Incentive Plan includes any service-related requirements of a multi-year rate plan, an incentive plan or separate Commission Order directing service improvements.

* Result is above the .075 commendation level, but only involves 1 complaint.