

STATE OF NEW YORK

# Public Service Commission

Garry A. Brown, Chairman

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## TELEPHONE COS. COMMENDED FOR TOP-NOTCH SERVICE

— Verizon, Frontier Divisions Included Among Those Receiving Kudos —

Albany, NY—3/12/09—The New York State Public Service Commission (Commission) today announced that it will issue letters of commendation to 54, out of a possible 75, local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2008.

Most small incumbent local exchange carriers qualify for a commendation, as do most eligible competitive local exchange carriers. Four of 11 operating divisions for Verizon New York Inc. are included in this group, as is one of Frontier Telephone of Rochester, Inc.'s three divisions and both of Windstream New York, Inc.'s two divisions.

“The Commission’s standards help ensure all 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 established 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 21<sup>st</sup> year that the Commission has recognized companies for providing exemplary service. The 54 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service Quality provided in 2008.

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Attachment

**Year 2008 Service Quality Commendations for  
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR <sup>1</sup>	PSC Complaint Rate <sup>2</sup>	Incentive Plan <sup>3</sup>	Commendation Record	Consecutive Year's Made
Armstrong	100%	0.00	N/A	15 of 21	Third
AT&T - ACC Corporation	100%	0.00	N/A	6 of 7	Fourth
AT&T- AT&T Local Services	100%	0.01	N/A	6 of 8	Sixth
AT&T Long Distance	100%	0.00	N/A	3 of 3	Third
Cablevision Lightpath	97%	0.00	N/A	11 of 11	Eleventh
Cassadaga	100%	0.00	N/A	17 of 21	Sixteenth
Champlain	97%	0.00	N/A	17 of 21	Tenth
Chazy & Westport	100%	0.00	Met	15 of 21	Third
Choice One Communications	100%	0.03	N/A	4 of 9	Third
Citizens of Hammond	100%	0.56 *	N/A	17 of 21	Thirteenth
Convergent Telesis	100%	0.00	N/A	4 of 5	Fourth
Conversent Communications	100%	0.00	N/A	2 of 5	Second
Crown Point	100%	0.00	Met	16 of 21	Sixteenth
Delhi	100%	0.00	N/A	13 of 21	Fourth
Deposit	100%	0.00	N/A	17 of 21	Seventeen
Dunkirk & Fredonia	100%	0.00	N/A	20 of 21	Twentieth
Edwards	96%	0.00	N/A	16 of 21	Third
Empire	100%	0.00	N/A	10 of 21	Third
Fishers' Island	100%	0.00	N/A	19 of 21	Nineteenth
Frontier Communications of America	100%	0.00	N/A	7 of 7	Seventh
Frontier of Rochester - Metro East	99%	0.06	Met	9 of 18	Fourth
Frontier of Sylvan Lake	100%	0.00	N/A	13 of 21	Fifth
Germantown	100%	0.00	N/A	20 of 21	Twentieth
Global Crossing Local Services	100%	0.00	N/A	9 of 10	Sixth
Hancock	100%	0.00	N/A	20 of 21	Twentieth
Margaretville	100%	0.00	N/A	20 of 21	Twentieth
Middleburgh	97%	0.15*	N/A	15 of 21	Fourteenth

<sup>1</sup> 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).

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

<sup>3</sup> 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.

**Year 2008 Service Quality Commendations for  
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR <sup>1</sup>	PSC Complaint Rate <sup>2</sup>	Incentive Plan <sup>3</sup>	Commendation Record	Consecutive Year's Made
Newport	100%	0.00	Met	15 of 21	Tenth
Nicholville	100%	0.00	N/A	12 of 21	Tenth
Ogden	100%	0.07	N/A	21 of 21	Twenty One
Oneida County	100%	0.00	N/A	19 of 21	Nineteenth
Ontario	100%	0.00	N/A	15 of 21	Fifth
Oriskany Falls	100%	0.00	N/A	17 of 21	Eleventh
PAETEC Business Services	100%	0.00	N/A	4 of 5	Fourth
PAETEC Communications	100%	0.01	N/A	4 of 5	Fourth
Pattersonville	100%	0.00	N/A	21 of 21	Twenty One
Primelink, Inc.	100%	0.00	N/A	3 of 5	Second
RCN Telecom	100%	0.00	N/A	10 of 10	Tenth
State	100%	0.00	N/A	18 of 21	Fourth
Tech Valley Communications	100%	0.00	N/A	6 of 8	Fifth
Township	95%	0.00	N/A	15 of 21	Fifth
Trumansburg	97%	0.00	N/A	8 of 21	First
twtelecom	100%	0.00	N/A	10 of 11	Eighth
Verizon - Bronx	98%	0.04	N/A	4 of 21	Second
Verizon - Manhattan North	100%	0.05	N/A	6 of 21	Fifth
Verizon - Manhattan South	100%	0.04	N/A	10 of 21	Sixth
Verizon - Queens	96%	0.07	N/A	4 of 21	First
Vernon	100%	0.00	N/A	17 of 21	Fifth
Warwick Valley	100%	0.00	N/A	15 of 21	Second
Westelcom Networks	100%	0.42 *	N/A	3 of 6	Third
Windstream (Fulton)	96%	0.00	Met	16 of 18	Fifth
Windstream (Jamestown)	96%	0.00	Met	11 of 18	Third
Westelcom Networks	100%	0.42 *	N/A	3 of 6	Third
XO Communcations	100%	0.00	N/A	3 of 3	Third

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