

STATE OF NEW YORK

# Public Service Commission

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FOR RELEASE: IMMEDIATELY

08120/08-C-0405

## FRONTIER COMMUNICATIONS MEETS SERVICE STANDARDS

— Telephone Service Provider Continues to Meet Expectations —

Albany, NY—11/12/08—The New York State Public Service Commission (Commission) today received a favorable report from Staff of the Department of Public Service (Staff) concerning Frontier Communications' (formerly Citizens Communications) service quality report for the third quarter of 2008. According to the report, the local exchange subsidiaries of Frontier Communications in New York met or exceeded the Commission's service standards.

“Frontier Communications' level of service in New York continues to meet our expectations,” said Commission Chairman Garry Brown. “Nearly 98 percent of Frontier's central offices achieved or exceeded Commission performance targets on customer report rates for trouble calls during the difficult weather over the summer months this year.”

Under the Commission's service standards, each incumbent local exchange carrier serving 500,000 or fewer access lines is only required to file customer trouble report rates. Each subsidiary of Frontier Communications in New York currently serves fewer than 500,000 lines.

Complaints are not part of the Commission's service standards, but serve as an independent measure of service quality apart from performance reported by the carriers under the standards. There were a total of 22 complaints for the third quarter of 2008, up from 11 during the second quarter. This compares to 27 complaints for the third quarter of 2007.

Staff had addressed complaint issues with the company last year, and had seen a decrease in complaint levels during the first half of 2008. Staff will continue to monitor the complaint level for the remainder of 2008.

Frontier Communications is a holding company that serves more than 2.4 million access lines in 24 states. Through its New York subsidiaries, Frontier Communications serves 634,739 access lines, or nearly 9 percent of the total access lines in the state.

Staff's report, when issued, will be available on the Commission's Web site at [www.dps.state.ny.us](http://www.dps.state.ny.us) by accessing the Commission's File Room section of the homepage and referencing Case 08-C-0405. Many libraries offer free Internet access. Staff's report may also be obtained from the Commission's Files Office, 14<sup>th</sup> floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500).