

STATE OF NEW YORK

Public Service Commission

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TELEPHONE COS. COMMENDED FOR EXCELLENT SERVICE — Verizon, Frontier Divisions Included Among Those Receiving Recognition —

New York, NY—03/25/10—The New York State Public Service Commission (Commission) today announced that it will issue letters of commendation to 51, out of a possible 73, local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2009.

Most small incumbent local exchange carriers qualify for a commendation, as do most eligible competitive local exchange carriers. In addition, one of 11 operating divisions for Verizon New York Inc. and Windstream New York, Inc.'s two divisions are recommended to receive commendations.

“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,” said Commission Chairman Garry Brown. “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.”

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 22nd year that the Commission has recognized companies for providing exemplary service. The 51 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service Quality provided in 2009.

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Attachment

**Year 2009 Service Quality Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Consecutive Year's Made
Armstrong	100%	0.00	Fourth
AT&T - ACC Corporation	100%	0.00	Fifth
AT&T- AT&T Local Services	100%	0.00	Seventh
AT&T Long Distance	100%	0.00	Fourth
Berkshire ³	100%	0.00	First
Broadview Networks	100%	0.05	First
Cablevision Lightpath	97%	0.00	Twelfth
Cassadaga	100%	0.00	Seventeenth
Champlain	100%	0.00	Eleventh
Chautauqua & Erie ³	99%	0.00	First
Chazy & Westport	100%	0.00	Fourth
Choice One Communications	98%	0.02	Fourth
Citizens of Hammond	100%	0.00	Fourteenth
Conversent Communications	100%	0.00	Third
Crown Point	100%	0.00	Seventeenth
Delhi	100%	0.00	Fifth
Deposit	98%	0.00	Eighteen
Dunkirk & Fredonia	100%	0.00	Twenty One
Edwards	100%	0.00	Fourth
Empire	100%	0.00	Fourth
Fishers' Island	100%	0.00	Twentieth
Frontier Communications of America	100%	0.00	Eighth
Frontier of AuSable Valley	100%	0.00	First
Frontier of Sylvan Lake	100%	0.00	Sixth
Global Crossing Local Services	100%	0.00	Seventh
Hancock	100%	0.00	Twenty One
Margaretville	100%	0.00	Twenty One
Middleburgh	100%	0.00	Fifteenth

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

**Year 2009 Service Quality Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Consecutive Year's Made
Newport ³	100%	0.00	Eleventh
Nicholville	100%	0.00	Eleventh
Ogden	100%	0.07	Twenty Two
Oneida County	100%	0.00	Twentieth
Ontario	100%	0.00	Sixth
Oriskany Falls	100%	0.00	Twelfth
PAETEC Business Services	100%	0.00	Fifth
PAETEC Communications	100%	0.02	Fifth
Pattersonville	100%	0.00	Twenty Two
Port Byron	100%	0.00	First
Primelink, Inc.	100%	0.00	Third
RCN Telecom	100%	0.00	Eleventh
State	100%	0.00	Fifth
Tech Valley Communications	100%	0.00	Sixth
Township	100%	0.00	Sixth
twtelecom	100%	0.00	Ninth
Verizon - Manhattan South	100%	0.05	Seventh
Vernon	100%	0.00	Sixth
Warwick Valley	100%	0.08 *	Third
Windstream (Fulton) ³	98%	0.00	Sixth
Windstream (Jamestown) ³	96%	0.00	Fourth
Westelcom Networks	100%	0.00	Fourth
XO Communications	100%	0.00	Fourth

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