

STATE OF NEW YORK

Public Service Commission

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Commission Issues Commendations to Telephone Companies for Excellent Service

Albany, NY – 3/16/04 – The New York State Public Service Commission today announced that it will issue letters of commendation to 36 local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2003.

Many companies have been commended for several years in succession, with one company, Pattersonville Telephone Company receiving commendations for sixteen consecutive years. Verizon New York Inc., the largest provider of local telephone service in the state, received commendations this year for one of its eleven operating divisions. Additionally, one of three divisions of Frontier Telephone of Rochester qualified for a commendation.

“The Commission commends these telephone companies cited today for meeting and exceeding their customers’ service quality expectations in 2003,” stated Commission Chairman William M. Flynn. “The high standards we set here in New York help ensure that our residents and businesses throughout the state benefit from being at the world’s crossroads of telecommunications technology.”

The Commendations for excellent service are based on telephone companies' performance in relation to service quality standards established by the Commission. The criteria to measure the condition of each company's infrastructure includes an evaluation of “customer trouble report rates” (CTRR) and the number of consumer complaints received by the Commission. Measurements are taken monthly for each of 912 central office switches in the state. The measurements may be supplemented by staff inspections, if necessary. When service in a particular office is found to be less than satisfactory, staff intervenes to achieve compliance with Commission standards. The commendations announced today also are based on a requirement that any company operating under an incentive regulatory plan must have no incidence of service-related penalties for CTRR or PSC complaints during the year.

The 36 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service in 2003.

**Year 2003 Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Consecutive Year
Adelphia Business Solutions	100%	0.03	N/A	Second
Armstrong	100%	0.00	N/A	Eleventh
AT&T - ACC Corporation	100%	0.00	N/A	Second
AT&T- AT&T Local Services	97%	0.01	N/A	First
Berkshire	97%	0.00	N/A	Ninth
Cablevision Lightpath	100%	0.02	N/A	First
Cassadaga	100%	0.00	N/A	Eleventh
Champlain	100%	0.00	N/A	Fifth
Chatauqua & Erie	96%	0.00	N/A	Thirteenth
Chazy & Westport	100%	0.00	N/A	Seventh
Citizens of Hammond	100%	0.00	N/A	Eighth
Crown Point	100%	0.00	N/A	Eleventh
Deposit	98%	0.00	N/A	Twelfth
DFT Local Service	100%	0.00	N/A	First
Dunkirk & Fredonia	100%	0.00	N/A	Fifteenth
Edwards	100%	0.00	N/A	Third
Fishers' Island	100%	0.00	N/A	Fourteenth
Frontier Communications of America	100%	0.00	N/A	Second
Frontier of Rochester - Metro West	97%	0.04	Met	First
Frontier of Seneca-Gorham	96%	0.00	N/A	Sixth
Germantown	100%	0.00	N/A	Fifteenth
Global Crossing Local Services	100%	0.00	N/A	First
Hancock	100%	0.00	N/A	Fifteenth
Margaretville	100%	0.00	N/A	Fifteenth
Middleburgh	100%	0.00	N/A	Ninth
Newport	100%	0.00	N/A	Fifth
Nicholville	100%	0.00	N/A	Fifth
Ogden	100%	0.04	N/A	Thirteenth
Oneida County	100%	0.00	N/A	Fourteenth
Oriskany Falls	100%	0.00	N/A	Sixth
Pattersonville	100%	0.00	N/A	Sixteenth
Port Byron	100%	0.00	N/A	Fourth
RCN Telecom	100%	0.00	N/A	Fifth
State	100%	0.00	N/A	Fourteenth
Time Warner Communications	100%	0.03	N/A	Third
Verizon - Manhattan South	96%	0.07	Met	First

¹Customer 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). This data has been adjusted where necessary, to remove the impact of the April 2003 ice storm.

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

³Incentive plan requirements for CTRR and PSC complaints are either met or missed or are not applicable (N/A). Verizon and Frontier of Rochester operate with incentive plans.