

STATE OF NEW YORK

Public Service Commission

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FOR RELEASE: IMMEDIATELY

07021

Commission Issues Commendations to Telephone Companies for Excellent Service

Albany, NY—3/21/07—The New York State Public Service Commission (Commission) today announced that it will issue letters of commendation to 57, out of a possible 76, local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2006.

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

"The companies commended today have met or exceeded the state's high standards for service quality and deserve the recognition from the Commission for providing excellent service to their customers," said Commission Chairwoman Patricia L. Acampora. "These standards ensure all New York residents and businesses benefit from having access to an extraordinary 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 commendations are based on two metrics, Customer Trouble Report Rates (CTRR) and PSC Complaint Rate, and achievement of incentive plan targets on these two measures, where applicable.

The 57 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service Quality provided in 2006.

**Year 2006 Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Consecutive Year
Armstrong	100%	0.00	N/A	First
AT&T - ACC Corporation	100%	0.00	N/A	Second
AT&T- AT&T Local Services	100%	0.01	N/A	Fourth
Berkshire	97%	0.00	Met	First
Cablevision Lightpath	97%	0.01	N/A	Ninth
Cassadaga	100%	0.00	N/A	Fourteenth
Champlain	100%	0.00	N/A	Eighth
Chatauqua & Erie	96%	0.00	Met	Sixteenth
Chazy & Westport	97%	0.00	Met	First
Choice One Communications	100%	0.06	N/A	First
Citizens Communications	95%	0.04	N/A	First
Citizens of Hammond	100%	0.00	N/A	Eleventh
Convergent Telesis	100%	0.00	N/A	Second
Crown Point	100%	0.00	Met	Fourteenth
Delhi	100%	0.00	N/A	Second
Deposit	100%	0.00	N/A	Fifteenth
Dunkirk & Fredonia	100%	0.00	N/A	Eighteenth
Edwards	100%	0.00	N/A	First
Empire	99%	0.00	N/A	First
Fishers' Island	100%	0.00	N/A	Seventeenth
Frontier Communications of America	100%	0.00	N/A	Fifth
Frontier of New York (FCNY)	98%	0.01	N/A	First
Frontier of Rochester - Metro East	100%	0.04	Met	Second
Frontier of Rochester - Metro West	99%	0.06	Met	Fourth
Frontier of Sylvan Lake	100%	0.06	N/A	Third
Germantown	100%	0.00	N/A	Eighteenth
Global Crossing Local Services	100%	0.00	N/A	Fourth
Hancock	100%	0.00	N/A	Eighteenth
Margaretville	100%	0.00	N/A	Eighteenth
Middleburgh	100%	0.00	N/A	Twelfth
Newport	97%	0.00	Met	Eighth
Nicholville	96%	0.00	N/A	Eighth
Ogden	100%	0.05	N/A	Nineteenth
Oneida County	100%	0.00	N/A	Seventeenth
Ontario	96%	0.00	N/A	Third
Oriskany Falls	100%	0.00	N/A	Ninth
Pattersonville	100%	0.00	N/A	Nineteenth
Paetec Communications	100%	0.02	N/A	Second
Port Byron	100%	0.00	N/A	Seventh
RCN Telecom	100%	0.00	N/A	Eighth
SBC Long Distance LLC	100%	0.00	N/A	First
State	100%	0.00	N/A	Second
Taconic	98%	0.07	Met	Third
Tech Valley Communications	100%	0.00	N/A	Third
TelCove Operations	100%	0.00	N/A	Fourth
Time Warner Telecom	100%	0.00	N/A	Sixth
Township	97%	0.00	N/A	Third
Trumansburg	95%	0.00	N/A	First
USLEC Communications	100%	0.00	N/A	Second
Verizon - Manhattan South	100%	0.05	Met	Fourth
Verizon - Manhattan North	99%	0.06	Met	Third
Verizon - Brooklyn	96%	0.07	Met	Second
Vernon	100%	0.00	N/A	Third
Windstream (formerly ALLTEL) (Fulton)	96%	0.02	Met	Third
Windstream (formerly ALLTEL) (Jamestown)	96%	0.00	Met	First
Westelcom Networks	100%	0.00	N/A	First
XO Communications	100%	0.00	N/A	First

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.