

STATE OF NEW YORK

Public Service Commission

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Commission Issues Commendations to Telephone Companies for Excellent Service

Albany, NY—March 15, 2006—The New York State Public Service Commission (Commission) today announced that it will issue letters of commendation to 49 local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2005.

Many companies have been commended for several years in succession, with two companies, Ogden Telephone Company and Pattersonville Telephone Company receiving commendations for eighteen consecutive years, as well as Dunkirk & Fredonia, Germantown, Hancock and Margaretville Telephone Companies receiving commendations for seventeen consecutive years. Verizon New York Inc., the largest provider of local telephone service in the state, received commendations this year for four of its eleven operating divisions. Additionally, two of Frontier Telephone of Rochester, Inc.'s three divisions and one of ALLTEL New York, Inc.'s two divisions qualified for a commendation.

"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 Chairman William M. Flynn. "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 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. When service in a particular office is found to be less than satisfactory, staff intervenes to achieve compliance with Commission standards.

The 49 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service in 2005.

**Year 2005 Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Consecutive Year
ALLTEL (Fulton)	95%	0.02	N/A	Second
AT&T - ACC Corporation	100%	0.00	N/A	First
AT&T- AT&T Local Services	100%	0.00	N/A	Third
BridgeCom International	100%	0.00	N/A	First
Cablevision Lightpath	99%	0.00	N/A	Eighth
Cassadaga	100%	0.00	N/A	Thirteenth
Champlain	100%	0.00	N/A	Seventh
Chatauqua & Erie	100%	0.00	N/A	Fifteenth
Citizens of Hammond	100%	0.00	N/A	Tenth
Convergent Telesis	100%	0.00	N/A	First
Crown Point	100%	0.00	N/A	Thirteenth
Delhi	100%	0.00	N/A	First
Deposit	96%	0.00	N/A	Fourteenth
DFT Local Services	100%	0.00	N/A	First
Dunkirk & Fredonia	100%	0.00	N/A	Seventeenth
Fishers' Island	100%	0.00	N/A	Sixteenth
Frontier Communications of America	100%	0.00	N/A	Fourth
Frontier of New York (FCNY)	98%	0.06	N/A	First
Frontier of Rochester - Metro East	99%	0.06	Met	First
Frontier of Rochester - Metro West	99%	0.01	Met	Third
Frontier of Sylvan Lake	100%	0.00	N/A	Second
Germantown	100%	0.00	N/A	Seventeenth
Global Crossing Local Services	100%	0.00	N/A	Third
Hancock	100%	0.00	N/A	Seventeenth
Margaretville	100%	0.00	N/A	Seventeenth
Middleburgh	100%	0.00	N/A	Eleventh
Newport	100%	0.00	N/A	Seventh
Nicholville	100%	0.00	N/A	Seventh
Ogden	100%	0.00	N/A	Eighteenth
Oneida County	100%	0.00	N/A	Sixteenth
Ontario	100%	0.00	N/A	Second
Oriskany Falls	100%	0.00	N/A	Eighth
Pattersonville *	100%	0.00	N/A	Eighteenth
Paetec Communications	100%	0.01	N/A	First
Port Byron	100%	0.00	N/A	Sixth
RCN Telecom	100%	0.00	N/A	Seventh
State	100%	0.00	N/A	First
Taconic	95%	0.00	N/A	Second
Tech Valley Communications	100%	0.00	N/A	Second
TelCove Operations	100%	0.00	N/A	Third
Time Warner Telecom	100%	0.00	N/A	Fifth
Township	100%	0.00	N/A	Second
USLEC Communications	100%	0.00	N/A	First
Verizon - Bronx *	95%	0.03	Met	First
Verizon - Brooklyn *	98%	0.05	Met	First
Verizon - Manhattan South	99%	0.02	Met	Third
Verizon - Manhattan North	99%	0.03	Met	Second
Vernon	100%	0.00	N/A	Second
Warwick Valley	100%	0.05	N/A	Second

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 requirements for CTRR and PSC complaints are either met, missed or are not applicable (N/A). Verizon is the only company that operated under an incentive plan and that was only for January and February 2005.

* Adjusted to eliminate the impact of unusual storm-related problems in October 2005.