

STATE OF NEW YORK

Public Service Commission

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Commission Issues Commendations to Telephone Companies for Excellent Service

New York, NY – 3/16/05 – The New York State Public Service Commission today announced that it will issue letters of commendation to 43 local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2004.

Many companies have been commended for several years in succession, with one company, Pattersonville Telephone Company 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 two of its eleven operating divisions. Additionally, one of three divisions of Frontier Telephone of Rochester qualified for a commendation. Last year, 36 local telephone companies or telephone company operating divisions received commendations.

“The Commission commends these telephone companies cited today for meeting and exceeding their customers’ service quality expectations in 2004,” stated Commission Chairman William M. Flynn. “The high standards we set here in New York help ensure our residents and businesses throughout the state benefit from having access to an exceedingly high level of telecommunications technology. Telephone service quality has been, and will continue to be, a priority for the Commission.”

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 43 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service in 2004.

**Year 2004 Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Consecutive Year
ALLTEL (Jamestown)	95%	0.02	N/A	First
ALLTEL (Fulton)	96%	0.03	N/A	First
AT&T – AT&T Local Services	100%	0.00	N/A	Second
Berkshire	100%	0.00	N/A	Tenth
Cablevision Lightpath	100%	0.01	N/A	Seventh
Cassadaga	100%	0.00	N/A	Twelfth
Champlain	97%	0.00	N/A	Sixth
Chataqua & Erie	99%	0.00	N/A	Fourteenth
Chazy & Westport*	100%	0.00	N/A	Eighth
Crown Point	100%	0.00	N/A	Twelfth
Deposit	100%	0.00	N/A	Thirteenth
Dunkirk & Fredonia	100%	0.00	N/A	Sixteenth
Edwards	100%	0.00	N/A	Fourth
Fishers' Island	100%	0.00	N/A	Fifteenth
Frontier Communications of America	100%	0.00	N/A	Third
Frontier of Rochester – Metro West	96%	0.05	Met	Second
Frontier of Seneca-Gorham	96%	0.00	N/A	Seventh
Frontier of Sylvan Lake	100%	0.00	N/A	First
Germantown	100%	0.00	N/A	Sixteenth
Global Crossing Local Services	100%	0.00	N/A	Second
Hancock	100%	0.00	N/A	Sixteenth
Margaretville	100%	0.00	N/A	Sixteenth
Middleburgh	100%	0.00	N/A	Tenth
Newport	100%	0.00	N/A	Sixth
Nicholville	100%	0.00	N/A	Sixth
Ogden	100%	0.00	N/A	Fourteenth
Oneida County	100%	0.00	N/A	Fifteenth
Ontario	100%	0.00	N/A	First
Oriskany Falls	100%	0.00	N/A	Seventh
Pattersonville	100%	0.00	N/A	Seventeenth
Port Byron	100%	0.00	N/A	Fifth
Primelink, Inc.	100%	0.00	N/A	First
RCN Telecom	100%	0.00	N/A	Sixth
SBC Telecom	100%	0.00	N/A	First
Taconic	99%	0.07	N/A	First
Tech Valley Communications ⁴	100%	0.00	N/A	First
TelCove Operations ⁵	100%	0.00	N/A	Second
Time Warner Telecom	100%	0.00	N/A	Fourth
Township	100%	0.00	N/A	First
Verizon – Manhattan South	99%	0.07	Met	Second
Verizon – Manhattan North	100%	0.04	Met	First
Vernon	100%	0.00	N/A	First
Warwick Valley	100%	0.05	N/A	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)

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.

⁴Tech Valley Communications was formerly known as Mid-Hudson Communications.

⁵TelCove Operations was formerly known as Adelpia Business Solutions

*Adjusted to eliminate unusual storm-related problem in August 2004.

