

STATE OF NEW YORK

# Public Service Commission

Garry A. Brown, Chairman

Three Empire State Plaza, Albany, NY 12223

Further Details: James Denn, (518) 474-7080

<http://www.dps.state.ny.us>

FOR RELEASE: IMMEDIATELY

08037/08-C-0158

## Commission Issues Commendations to Telephone Companies for Excellent Service

New York, NY—03/19/08—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 2007.

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

“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. “These standards help ensure all 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 20<sup>th</sup> year that the Commission has recognized companies for providing exemplary service. The 57 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service Quality provided in 2007.

-30-

Attachment

**Year 2007 Commendations for  
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR <sup>1</sup>	PSC Complaint Rate <sup>2</sup>	Incentive Plan <sup>3</sup>	Commendation Record	Consecutive Year's Made
Armstrong	100%	0.31 *	N/A	14 of 20	Second
AT&T - ACC Corporation	100%	0.12 *	N/A	5 of 6	Third
AT&T- AT&T Local Services	100%	0.01	N/A	5 of 7	Fifth
Berkshire	100%	0.00	Met	14 of 20	Second
Cablevision Lightpath	99%	0.00	N/A	10 of 10	Tenth
Cassadaga	100%	0.00	N/A	16 of 20	Fifteenth
Champlain	95%	0.00	N/A	16 of 20	Ninth
Chazy & Westport	100%	0.00	Met	14 of 20	Second
Choice One Communications	100%	0.04	N/A	3 of 8	Second
Citizens of Hammond	100%	0.53 *	N/A	16 of 20	Twelfth
Comcast Phone of New York	100%	0.00	N/A	1 of 2	First
Convergent Telesis	100%	0.00	N/A	3 of 4	Third
Conversent Communications	100%	0.28 *	N/A	1 of 4	First
Crown Point	100%	0.00	Met	15 of 20	Fifteenth
Delhi	100%	0.00	N/A	12 of 20	Third
Deposit	100%	0.12 *	N/A	16 of 20	Sixteenth
Dunkirk & Fredonia	100%	0.00	N/A	19 of 20	Nineteenth
Edwards	100%	0.00	N/A	15 of 20	Second
Empire	100%	0.00	N/A	9 of 20	Second
Fishers' Island	100%	0.00	N/A	18 of 20	Eighteenth
Frontier Communications of America	100%	0.00	N/A	6 of 6	Sixth
Frontier of Rochester - Metro East	99%	0.07	Met	8 of 17	Third
Frontier of Seneca-Gorham	100%	0.12 *	N/A	10 of 20	First
Frontier of Sylvan Lake	100%	0.07	N/A	12 of 20	Fourth
Germantown	100%	0.00	N/A	19 of 20	Nineteenth
Global Crossing Local Services	100%	0.00	N/A	8 of 9	Fifth
Hancock	100%	0.00	N/A	19 of 20	Nineteenth

<sup>1</sup> 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).

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

<sup>3</sup> Incentive Plan includes any service-related requirements of a multi-year rate plan, an incentive plan or separate Commission Order directing service improvements.

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

**Year 2007 Commendations for  
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR <sup>1</sup>	PSC Complaint Rate <sup>2</sup>	Incentive Plan <sup>3</sup>	Commendation Record	Consecutive Year's Made
Margaretville	100%	0.00	N/A	19 of 20	Nineteenth
Middleburgh	100%	0.00	N/A	14 of 20	Thirteenth
Newport	100%	0.00	Met	14 of 20	Ninth
Nicholville	100%	0.00	N/A	11 of 20	Ninth
Ogden	100%	0.06	N/A	20 of 20	Twentieth
Oneida County	100%	0.00	N/A	18 of 20	Eighteenth
Ontario	100%	0.00	N/A	14 of 20	Fourth
Oriskany Falls	100%	0.00	N/A	16 of 20	Tenth
Pattersonville	100%	0.00	N/A	20 of 20	Twentieth
Paetec Communications	100%	0.03	N/A	3 of 4	Third
Port Byron	100%	0.00	N/A	14 of 20	Eighth
Primelink, Inc.	100%	0.00	N/A	2 of 4	First
RCN Telecom	100%	0.00	N/A	9 of 9	Ninth
SBC Long Distance LLC	100%	0.00	N/A	2 of 2	Second
State	100%	0.11 *	N/A	17 of 20	Third
Tech Valley Communications	100%	0.00	N/A	5 of 7	Fourth
TelCove Operations	100%	0.00	N/A	4 of 4	Fifth
Time Warner Telecom	100%	0.00	N/A	9 of 10	Seventh
Township	100%	0.20	N/A	14 of 20	Fourth
USLEC Communications	100%	0.00	N/A	3 of 4	Third
Verizon - Bronx	96%	0.05	N/A	3 of 20	First
Verizon - Manhattan North	100%	0.06	N/A	5 of 20	Fourth
Verizon - Manhattan South	100%	0.05	N/A	9 of 20	Fifth
Verizon - Suffolk	95%	0.05	N/A	1 of 20	First
Vernon	100%	0.00	N/A	16 of 20	Fourth
Warwick Valley	100%	0.00	N/A	14 of 20	First
Windstream (for. ALLTEL) (Fulton)	96%	0.00	Met	15 of 17	Fourth
Windstream (for. ALLTEL) (Jamestown)	97%	0.00	Met	10 of 17	Second
Westelcom Networks	100%	0.00	N/A	2 of 5	Second
XO Communcations	100%	0.00	N/A	2 of 2	Second

<sup>1</sup> 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).

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

<sup>3</sup> Incentive Plan includes any service-related requirements of a multi-year rate plan, an incentive plan or separate Commission Order directing service improvements.

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