

STATE OF NEW YORK

Public Service Commission

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Commission Issues Commendations to Telephone Companies for Excellent Service

Albany, NY – 3/18/03 – The New York State Public Service Commission today announced that it will issue letters of commendation to 47 local telephone companies or telephone company operating divisions throughout the state for providing excellent service to customers in 2002.

Many companies have been commended for several years in succession, with two companies – Ogden Telephone Company and Pattersonville Telephone Company – receiving commendations for fifteen consecutive years. Verizon of New York, the largest provider of local telephone service in the state, received commendations this year for four of its eleven operating divisions. Last year two of Verizon's operating divisions received commendations.

“The Commission commends these telephone companies cited today for meeting and exceeding their customers' service quality expectations in 2002,” 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 47 companies or operating divisions on the attached list met the criteria for Commendation for Excellent Service in 2002.

**Year 2002 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%	0.0	N/A	First
ALLTEL (Fulton)	98%	0.1	N/A	Eleventh
ALLTEL (Jamestown)	95% ⁴	0.1	N/A	Sixth
Armstrong	100%	0.0	N/A	Tenth
AT&T - ACC Corporation	100%	0.1	N/A	First
Berkshire	97%	0.2	N/A	Eighth
Cassadaga	100%	0.0	N/A	Tenth
Champlain	100%	0.2	N/A	Fourth
Chataqua & Erie	99%	0.0	N/A	Twelfth
Chazy & Westport	100%	0.0	N/A	Sixth
Choice One Communications	98%	0.3	N/A	First
Citizens of Hammond	100%	0.0	N/A	Seventh
Crown Point	100%	0.0	N/A	Tenth
Deposit	100%	0.0	N/A	Eleventh
Dunkirk & Fredonia	100%	0.0	N/A	Fourteenth
Edwards	100%	0.0	N/A	Second
Empire	96%	0.2	N/A	Third
Fishers' Island	100%	0.0	N/A	Thirteenth
Frontier of AuSable Valley	96%	0.0	N/A	First
Frontier of New York (Highland)	100%	0.1	N/A	Fifth
Frontier of Rochester - Metro East	96%	0.2	Met	Fourth
Frontier of Seneca-Gorham	98%	0.1	N/A	Fifth
Frontier of Sylvan Lake	100%	0.0	N/A	Fifth
Frontier Communications of America	100%	0.0	N/A	First
Germantown	100%	0.0	N/A	Fourteenth
Hancock	100%	0.0	N/A	Fourteenth
Margaretville	100%	0.0	N/A	Fourteenth
Middleburgh	100%	0.0	N/A	Eighth
Newport	100%	0.0	N/A	Fourth
Nicholville	100%	0.0	N/A	Fourth
Ogden	97%	0.0	N/A	Fifteenth
Oneida County	100%	0.0	N/A	Thirteenth
Ontario	100%	0.2	N/A	Fourth
Oriskany Falls	100%	0.0	N/A	Fifth
Pattersonville	100%	0.0	N/A	Fifteenth
Port Byron	100%	0.0	N/A	Third
RCN Telecom	100%	0.0	N/A	Fourth
State	100%	0.4	N/A	Thirteenth
Time Warner Communications	100%	0.0	N/A	Second
Township	97%	0.2	N/A	Fourth
Trumansburg	97% ⁴	0.0	N/A	Second
Verizon - Bronx	97%	0.2	Met	First
Verizon - Long Island	95% ⁴	0.1	Met	First
Verizon - Manhattan North	98%	0.2	Met	First
Verizon - Queens	98%	0.1	Met	First
Vernon	100%	0.3	N/A	Twelfth
Warwick Valley	98%	0.2	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 0.5 complaints per 1,000 or fewer.

³ Incentive plan requirements for CTRR and PSC complaints are either met or missed or are not applicable (N/A). Verizon and Frontier of Rochester operate under incentive plans. Taconic's plan expired on August 31, 2001.

⁴ Adjusted to eliminate an unusual event in one month for one office.