

Filed Session of March 17, 2011

**STATE OF NEW YORK
DEPARTMENT OF PUBLIC SERVICE**

March 1, 2011

TO: THE COMMISSION

FROM: OFFICE OF TELECOMMUNICATIONS

SUBJECT: CASE 10-C-0017 - In the Matter of Quality of Service provided by Local Exchange Companies in New York State.

Commendations of Local Telephone Companies for Excellent Service Quality During 2010, and 2010 Annual Service Quality Report for Independents, including Frontier Communications.

SUMMARY

This memorandum includes recommendations from Staff on the Commission's Telephone Service Quality Commendation Program. The Commission annually recognizes telephone companies that provide exemplary service. For the year ending December 31, 2010, the Office of Telecommunications recommends that the Commission commend 48 local telephone companies and/or their operating divisions for providing excellent telephone service. Thirty-one of the 53 incumbent local exchange carriers (ILECs) or operating divisions¹ qualify for a commendation, as do 17 of the 18 eligible competitive local exchange carriers (CLECs) or their subsidiaries.²

¹ Two of eleven operating divisions of Verizon New York Inc. are included in this group as is one division of Frontier Telephone of Rochester and two divisions of Windstream New York, Inc.

² To be considered for commendations, competitive local exchange carriers must be facility-based providers and have provided data for each of the months of 2010.

In addition, this memorandum reports on the service quality of the incumbents (including Frontier Communications)³ and competitive local exchange companies during 2010. As a whole, service quality performance for these local exchange carriers remains very good and within Commission service quality standards.

SERVICE QUALITY COMMENDATION PROGRAM

BACKGROUND

Since 1988, the Commission has been publicly recognizing local exchange carriers that provide excellent service quality by issuing annual service quality commendations to those carriers who achieve exemplary service quality performance. This year will be the twenty-third consecutive year that the Commission will be awarding commendations. To receive a Commission service quality commendation, a company or operating division must meet the following criteria:

1. 95% or more of all annual customer trouble report rate (CTRR) measurement opportunities for the central offices of a company or its operating divisions/subsidiaries must be less than or equal to 3.3 reports per 100 lines (RPHL);⁴
2. An annual PSC Complaint Rate of 0.075 complaints per 1,000 access lines or less;⁵
3. Achievement of all applicable CTRR and PSC complaint rate targets associated with incentive plans, multi-year rate plans, mergers and asset transfers, and formal service quality proceedings; and,

³ Prior to 2009, Staff reported on Frontier's service quality on a quarterly basis, similar to the current practice with respect to Verizon. Commencing in 2009, Staff no longer reported quarterly for Frontier and includes a review of Frontier's service quality with the annual report on the independent telephone companies.

⁴ The Telephone Service Standards, 16 NYCRR 603, only require that each central office perform at a CTRR of 5.5 or less. Companies with seven or more offices must have 85% of their offices performing at a level of 3.3 or less. Thus, the commendation criteria exceed the Commission standards.

⁵ Commendations are also granted in cases where only one PSC complaint was charged against the company during the year under review, but the company's PSC complaint rate per 1,000 access lines exceeded 0.075 due to the company's small access line base.

4. Notwithstanding achievement of the above measures, no separate service quality Commission action must have been taken against the company or operating division during the year.

Staff reviewed the 2010 service quality performance of 40 incumbent local exchange companies and 18 competitive local exchange carriers. Reviewing the performance of the larger telephone companies at the operating division level permits consideration of smaller operating units within larger companies on a more equal footing with smaller companies. Thus, the 11 operating divisions of Verizon New York Inc. (Verizon) are considered individually for commendation.⁶ Similarly, two operating divisions of Windstream New York, Inc. (Windstream),⁷ three operating divisions of Frontier Telephone of Rochester, Inc. (FTR),⁸ and four subsidiaries of AT&T Inc.⁹ are also considered separately for commendation.

DISCUSSION

In 2010, 71 companies and/or operating divisions were considered for commendation, two less than in 2009.¹⁰ Of these entities, a total of 48 (68%) met the commendation criteria, slightly below the previous year. Twenty-three (23) entities failed to meet one or more of the criteria. Specifically:

- ◆ Five entities failed to receive a commendation because they did not meet either the CTRR or PSC Complaint Rate criteria;

⁶ The 11 divisions are: Bronx, Brooklyn, Central, Manhattan North, Manhattan South, Midstate, Nassau, Northeast, Queens, Suffolk, and Western. The former MCI entities acquired by Verizon in January 2006 are assessed separately for commendations.

⁷ Fulton and Jamestown.

⁸ Metro East, Metro West and Suburban.

⁹ The four subsidiaries are: AT&T Communications, AT&T Local Services, AT&T-ACC Corporation, and SBC Long Distance d/b/a AT&T Long Distance.

¹⁰ Two companies that we reported on last year, (NextGen Telephone and Conversant Communications), no longer provide traditional phone service in New York, and are not included in this report.

- ◆ Eight entities failed to receive a commendation because they did not meet the CTRR criteria; and
- ◆ Ten entities failed to receive a commendation because they did not meet the PSC Complaint Rate criteria.

Attachment 1 to this memorandum lists the entities that qualified for a commendation, as well as the underlying performance results. Attachment 2 lists those that failed to qualify, and highlights (**boldface**) the specific performance results that fell short of the commendation criteria.¹¹ Finally, Attachment 3 presents a 10 year history of the percentage of entities commended relative to the number of entities eligible for commendation. Discussed below are the specific results for Verizon, FTR, other Frontier Communications subsidiaries, the remaining incumbent carriers, and the CLECs.

Verizon

Two of Verizon's eleven operating divisions are recommended for commendation (Bronx and Manhattan South), an increase of one over last year, when only Manhattan South was commended. For 2010, Verizon's performance in two of the divisions did not meet the CTRR commendation criteria, and three divisions missed the PSC complaint target. Four divisions (Midstate, Nassau, Northeast and Suffolk) missed both the CTRR criteria and the PSC complaint target.

Frontier Communications

Frontier Communications consists of Frontier of Rochester (FTR), Citizens Telecommunications Company of New York, Inc. (Citizens), Ogden Telephone Company of New York, d/b/a Frontier Ogden Telephone Company (Ogden) and Frontier Communications of New York (FCNY), AuSable Valley, Seneca-Gorham and Sylvan Lake. Of note, Ogden is recommended to receive its 23rd consecutive commendation,

¹¹ Failure to be commended does not necessarily mean poor service; only that service was below the "excellent" thresholds established to qualify for a commendation.

one of only two ILECs to receive commendations every year since the Commission instituted the Service Quality Commendation Program.

One of FTR's three divisions met the PSC complaint commendation criteria (Metro West), the same result as in 2009. The Suburban division missed on both the CTRR and PSC complaint commendation criteria. Citizens, FCNY and Seneca-Gorham all missed on the PSC complaint criteria, an identical result as in 2009.

Other Incumbent Carriers

Twenty-six of the remaining 32 incumbent local exchange carriers are recommended to be commended for their 2010 service quality performance and many of these companies have a long history of consecutive commendations. This year, Pattersonville will be recommended to receive its 23rd consecutive commendation. Similarly, Dunkirk & Fredonia, Germantown, Hancock and Margaretville Telephone will be recommended to receive their 22nd consecutive commendations, while Fishers Island and Oneida County Rural Telephone Company will be recommended to be commended for the 21st consecutive year. Cassadaga, Champlain, Citizens of Hammond, Chautauqua and Erie, Crown Point and Deposit Telephone have all been commended at least 18 times over the last 23 years.

Competitive Local Exchange Carriers

To be considered for a commendation, a competitive carrier must be in business and report service quality data for the entire calendar year. Of 18 such carriers, the following 17 should be commended for their performance during 2010: AT&T-ACC Corporation, AT&T Local Services, Broadview Networks, Cablevision Lightpath, Choice One Communications, Frontier Communications of America, Global Crossing Local Services, PAETEC Communications, PAETEC Business Services, Primelink, Inc., RCN Telecom, SBC Long Distance d/b/a AT&T Long Distance, Tech Valley Communications, tw telecom, Westelcom Networks, Verizon Access Transmission Services and XO Communications.

ANNUAL SERVICE QUALITY REPORT – INDEPENDENT TELEPHONE COMPANIES

The 2010 service quality performance provided by the state's local exchange companies (LECs), each serving less than 500,000 access lines, are reported to the Commission on an annual basis. The local exchange companies are comprised of 39 smaller incumbent local exchange companies (ILECs) and 18 competitive local exchange

companies (CLECs). The discussion that follows begins with an overview of the service quality of the seven Frontier Communications companies, followed by a discussion of the remaining 32 ILECs and some of the specific service quality provisions associated with mergers, multi-year rate plans and/or other regulatory mandates for these companies. Finally, a review of the service quality for 18 of the states competitive local exchange carriers is provided.

FRONTIER COMMUNICATIONS

Frontier Communications serves over 5.9 million access lines in 27 states with the July 2, 2010 completion of the transfer of Verizon Communications Inc.'s landline telephone operations in 14 states. Through its subsidiaries, Frontier Communications serves about 526,544 access lines¹² in New York State through 210 central offices. Overall, Frontier Communications serves a significant portion – about 7.3% – of the total traditional access lines in the State, but like most ILECs continues to lose access lines. As illustrated below, over the last two years the company has lost 16% of its access lines.

Frontier Communications' Local Exchange Subsidiaries in New York				
Subsidiary	Access Lines 12/31/08	Access Lines 12/31/09	Access Lines 12/31/10	Percentage Decrease (2008 to 2010)
Citizens of NY	225,850	210,287	196,019	13%
FTR	315,891	285,057	256,416	19%
Frontier of NY	49,071	44,877	41,962	14%
Ogden	14,586	13,355	12,159	17%
Sylvan Lake	10,799	9,235	8,318	23%
Seneca-Gorham	7,205	6,667	6,289	13%
AuSable	5,843	5,558	5,381	8%
NYS Corporate Total	629,245	575,036	526,544	16%

Frontier 2010 Service Quality Performance

Under the Commission's Service Standards, 16 NYCRR 603, local exchange carriers serving 500,000 or fewer access lines are only required to report

¹² Of these lines, about 865 are on a resale basis.

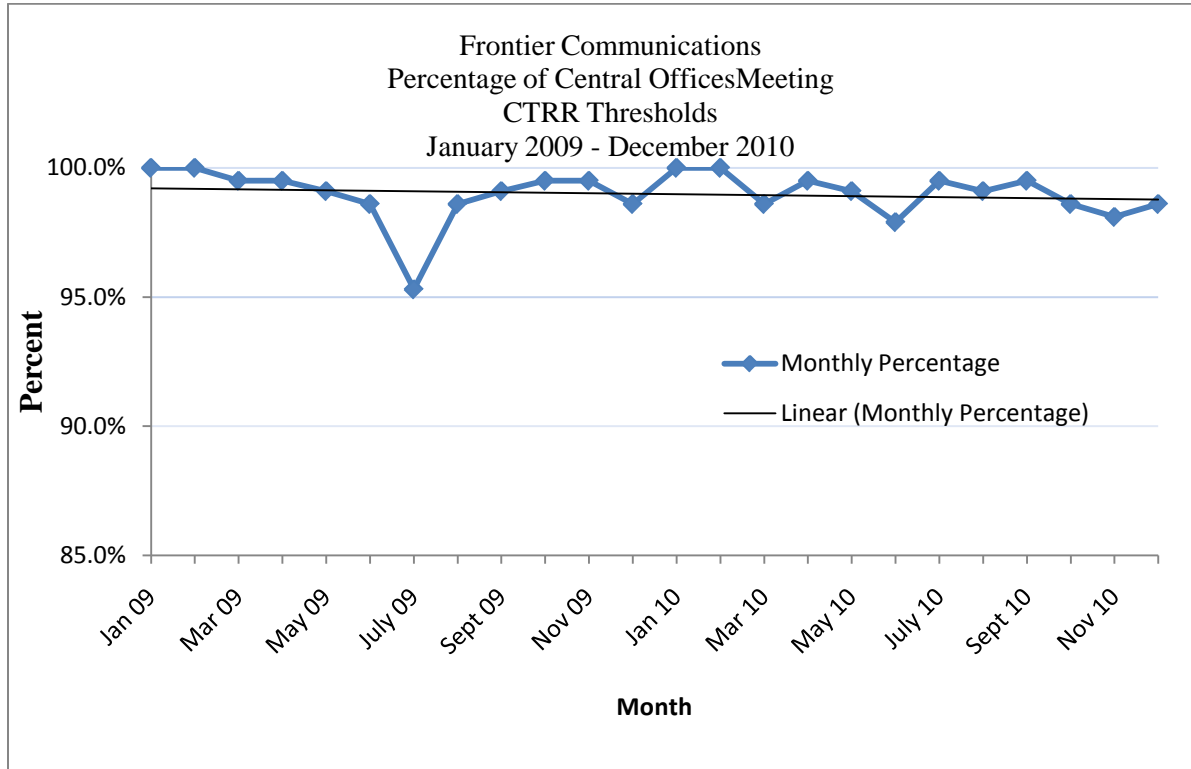
Customer Trouble Report Rate (CTRR), and each subsidiary of Frontier Communications currently serves fewer than 500,000 lines. As shown in the following table, the Frontier local exchange subsidiaries met Commission established CTRR thresholds¹³ of performance 99.0% of the time during 2010 on those metrics they are required to report, a slight improvement over 2009.

**Frontier’s ILEC Companies
Frequency of Meeting CTRR Threshold Performance Levels
Yearly (2010 vs. 2009)**

Metric	Yearly Performance					
	2010			2009		
	Opportunities	% Met	% Missed	Opportunities	% Met	% Missed
CTRR Combined	2,556	99.0%	1.0%	2,556	98.9%	1.1%
a) CTRR < 5.5	2,520	99.0%	1.0%	2,520	99.0%	1.0%
b) 85% CTRR < 3.3	36	97.2%	2.8%	36	97.2%	2.8%

¹³ Performance for two CTRR metrics of the standards are combined in the chart: 1) A threshold level of 5.5 reports per hundred lines (RPHL) or less per central office per month for all seven subsidiaries, and 2) a threshold level of 85% or more central offices at 3.3 RPHL or less per month for those three subsidiaries serving seven or more central offices (Citizens NY, FTR and Frontier Communications of NY).

A two year trend of Frontier CTRR performance¹⁴ (see below) shows that results continue to be within established service quality standards.



Service Inquiry Reports

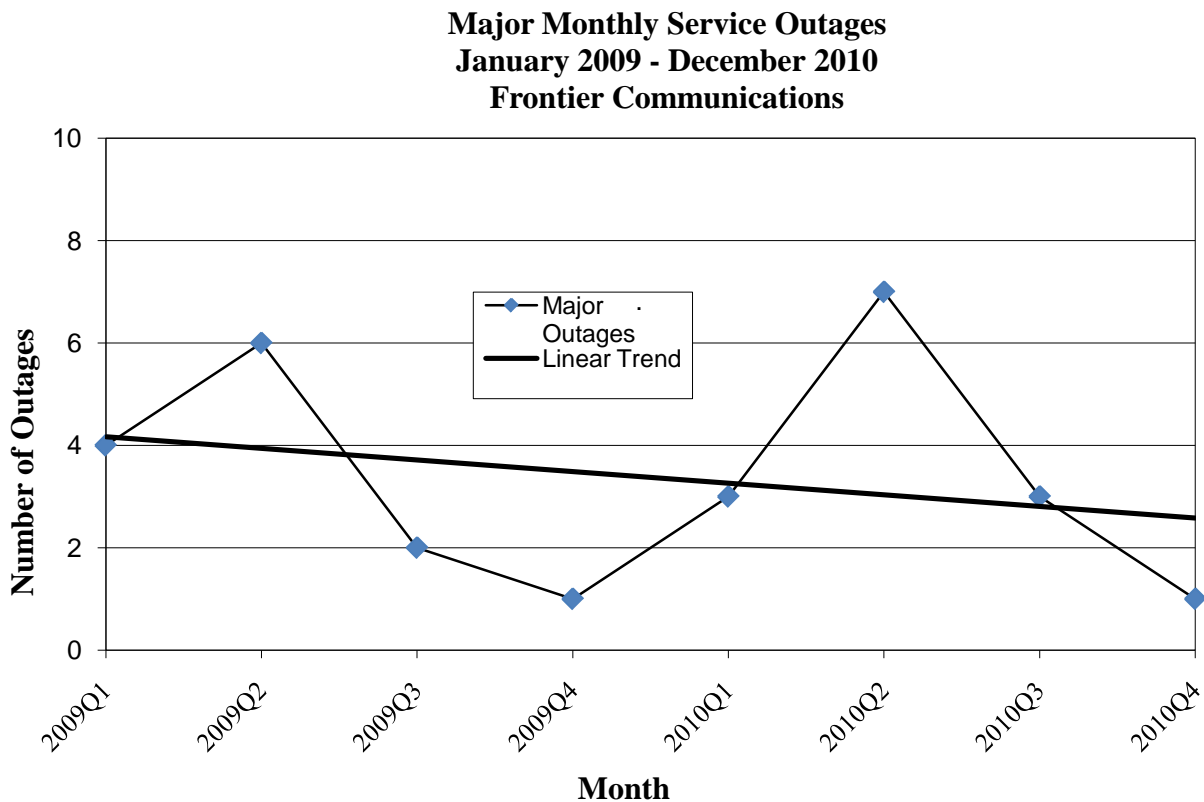
When service results in a measured entity (e.g., central office) consistently fail to meet the threshold performance level of a given metric, the appropriate subsidiary

¹⁴ The monthly results shown represent metric measurements across all incumbent local carriers in New York State of Frontier Communications. The metrics include: 1. Central offices performing at 5.5 RPHL or less, and 2. Percent of total central offices performing at 3.3 RPHL or less. The first metric applies to all incumbents while the second applies only to those incumbents with seven or more central offices (i.e., Citizens of NY, FTR and Frontier of NY). RPHL = Reports per 100 Lines.

must submit a Service Inquiry Report¹⁵ detailing the reasons for the poor performance as well as the corrective action taken. There were no such situations in 2010 for any of the Frontier companies.

Major Service Outages

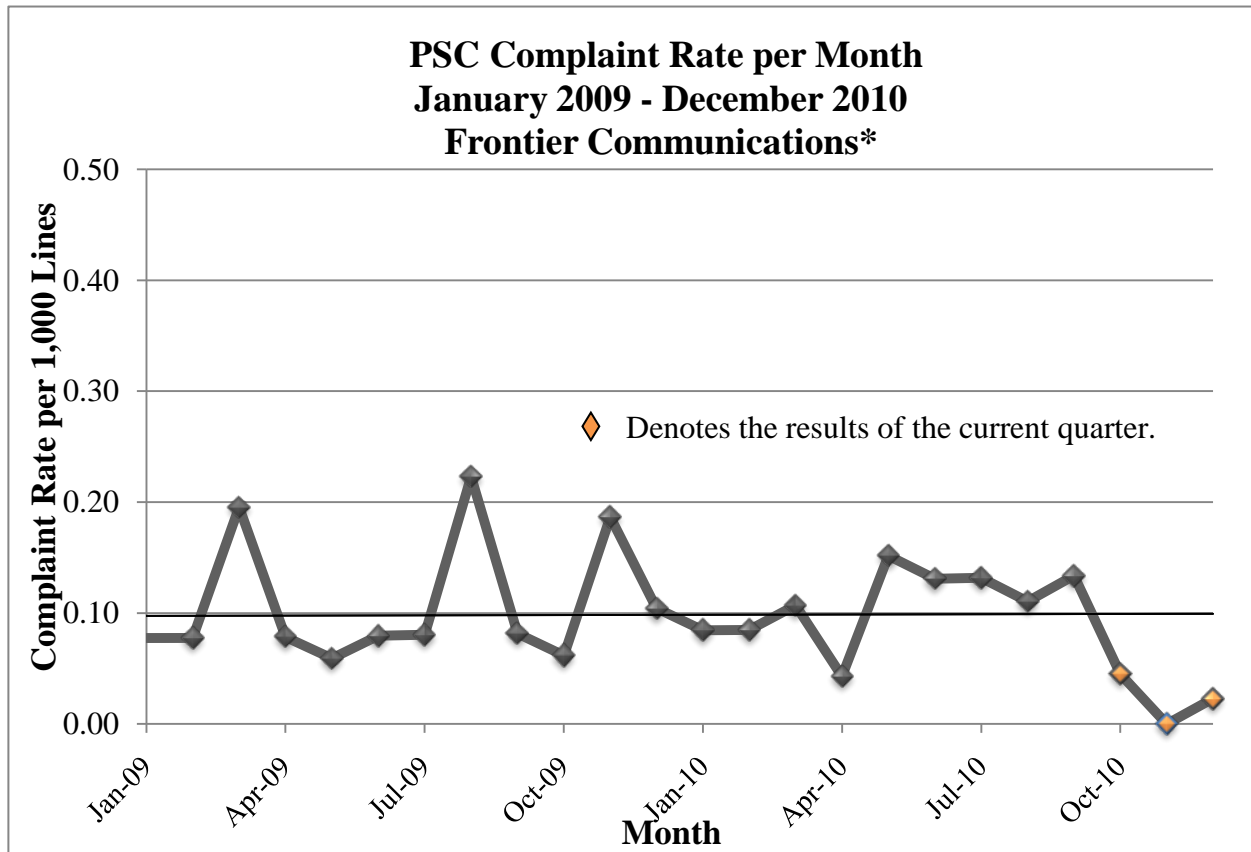
The standards also enjoin carriers to minimize major service outages, and to report such events to Staff when they occur. There were 14 total major service outages in 2010, one more than in 2009, and significantly fewer than the 29 reported in 2008. Frontier of NY reported all of those outages. Eight of the 14 outages were weather related. The overall trend shows a decrease in outages over the last two years as illustrated in the following chart.



¹⁵ Service Inquiry Reports (SIRs) are required under 16 NYCRR 603.4 whenever a Service Standards’ metric is not at or better than the threshold for the current month and any two of the previous four months. These reports identify specific regions where improvements are required, detail the reasons for poor performance, describe the corrective action being taken, and identify an expected improvement date.

Complaints to the Commission

There has also been a reduction in the number of complaints to the Commission for Frontier companies. As depicted in the following chart, there were a total of 63 complaints for 2009, for a complaint rate of 0.105 complaints per 1,000 access lines. In 2010, there were 48 complaints, for a complaint rate of 0.087 complaints per 1,000 access lines. While this complaint rate is still above the Commission’s threshold of .075 complaints per 1,000 access lines, it nevertheless represents a significant improvement. Twenty-two of the 48 complaints belonged to FTR, with those generally being split between service-related and billing-related complaints. Citizens of NY recorded 18 complaints, Frontier of New York had four complaints, Frontier of Seneca Gorham registered three complaints while Frontier of Sylvan Lake registered a single complaint.



Service Quality Reporting Under Frontier's Joint Stipulation and Agreement

In 2008, the Commission adopted the Frontier Joint Stipulation and Agreement (Agreement). This Agreement considers the overall service quality of the combined Frontier local exchange subsidiaries, and include a dividend suspension and customer rebates should service quality fall below an acceptable level. Under the Agreement, no Frontier local exchange subsidiary would be able to make dividend payments to the parent holding company if service quality fell below a certain level.

For purposes of the Agreement,¹⁶ service quality is measured and reported monthly on a combined company basis and the customer rebate system is based on the total number of "measurement opportunities" on a 12-month rolling basis. A measurement opportunity is the monthly CTRR performance of each central office. A customer rebate equal to 25% of the flat monthly basic service charge will be applied to bills when the companies fail to achieve 90% of their offices at or lower than 3.3 reports per 100 access lines over a 12-month average. During periods when performance thresholds are missed, the rebate will double to 50% of the monthly service charge for each office where the CTRR measurement exceeds the higher threshold of 5.5 CTRR per 100 access lines. The 50% rebate is payable when the 25% rebate would have been payable. In addition to the customer rebates, dividends will be suspended if service quality fails, as measured by Frontier's CTRR level falling below the 90% performance threshold for three consecutive months. The suspension will end when the carriers meet the performance threshold for three consecutive months. Frontier achieved a CTRR level of 95.7% on a 12-month rolling basis for all of 2010, and therefore, no customer rebates have been applied during this time period.

¹⁶ While the Agreement provides that the CTRR thresholds for rebates and dividend restrictions be calculated on a company wide basis, Frontier will continue to report CTRR to Staff on a company-by-company basis.

INCUMBENT LOCAL EXCHANGE CARRIERS OTHER THAN VERIZON NEW YORK AND THE FRONTIER COMPANIES

The 32 other incumbent local exchange carriers serve approximately 187,626 lines in 82 central offices, and represent 3.3% of the incumbent local exchange market in the state. During 2010, approximately 98.3% of the CTRR measurements in these companies' central offices provided service quality in the range of 0 to 3.3 RPHL, considered excellent performance in relationship to the Commission's CTRR standards. Individual CTRR performance for each company may be found in the attachments.

For each of these companies, PSC complaints generally number only a few per year. As a group, they experienced a complaint rate of 0.08 complaints per 1,000 lines during the past year. Comparable rates for Verizon and the Frontier incumbent companies were 0.119 and 0.088, respectively.

Service Quality Provisions Associated with Incentive Plans, Mergers or Other Programs

Two other companies (Fairport-owned companies and Windstream New York) must achieve certain CTRR and PSC complaint rate targets associated with incentive plans, multi-year rate plans, mergers and asset transfers, and/or formal service quality proceedings. What follows is an overview of these provisions and compliance regarding these provisions for each of these three companies.

Fairpoint

The Fairpoint companies (comprised of Berkshire, Chautauqua & Erie, and Taconic) must meet certain calendar year service quality merger-related conditions related to CTRR. In sum, failure to meet the target CTRR performance would trigger

dividend restrictions. The companies CTRR levels were below the targeted levels for 2010 and the dividend restriction was not invoked.¹⁷

Windstream

Windstream New York, Inc. (Windstream) must meet certain service related requirements in the context of its spinoff from Alltel Communications.¹⁸ In instances where Windstream has 15 or more monthly occurrences of CTRR of greater than 3.3 reports per 100 access lines in the 12-month period ending each succeeding year, a customer rebate applies for all customers in the affected exchanges in those months. The rebate doubles in instances where CTRR exceeds 5.5 reports per 100 lines for a given month. Dividend payments by Windstream New York to its parent company, Windstream Communications, are also suspended when the CTRR level falls below a specified level for three consecutive months, based on a rolling average of the previous 12 months. These conditions remain in place through 2011. The company met the service-related merger requirements for 2010.

COMPETITIVE LOCAL EXCHANGE CARRIERS

During 2010, there were 18 competing local exchange carriers and/or operating divisions that reported CTRR results. These carriers serve a total of about 1.46 million access lines using about 72 central offices of their own as well as numerous facilities of incumbents. Nearly 100% of the CLEC central offices in this group provided service quality within the range of 0 to 3.3 RPHL, considered excellent performance in

¹⁷ Case 03-C-0972 - Petition for Approval of the Merger of Fairpoint Berkshire Corporation with and into Berkshire Telephone Corporation, Order Approving Acquisition Subject to Conditions (issued March 18, 2005).

¹⁸ Case 05-C-1631 - Petition for Approval of the Transfer of Control of Alltel New York Inc., Order Approving Acquisition Subject to Conditions (issued June 22, 2006).

relationship to the Commission's CTRR standards. As a group, the PSC complaint rate for the competing carriers during 2010 was 0.089 reports per 1,000 access lines.

CONCLUSION

The vast majority of small incumbent local exchange carriers and eligible competitive local exchange carriers qualify for commendations for providing excellent telephone service during 2010. In addition, two of Verizon's eleven divisions, one division of FTR, and both of Windstream's two divisions are recommended to receive commendations, thus making a total of 48 companies and/or operating divisions who qualify for commendations for 2010 service performance.

The service quality of the state's incumbent and competitive local exchange carriers on an overall basis continues to be very good and each of the companies subject to service quality provisions as part of mergers and/or other regulatory mandates are in compliance. The Frontier companies have witnessed a decrease in the number of outages and the company has maintained its low customer trouble report rate. Staff will continue to monitor Frontier's complaint rate.

RECOMMENDATION

It is recommended that the Secretary to the Commission issue a letter to each of the 48 companies and/or operating divisions listed on Attachment 1, commending them for excellent telephone service quality provided during 2010.

Respectfully submitted,

BRUCE J. MILLER
Utility Engineer 3

Reviewed by,

BRIAN OSSIAS
Assistant Counsel

Approved by,

GREGORY C. PATTENAUDE
Chief, Carrier Performance
Office of Telecommunications

**Year 2010 Service Quality Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Commendation Record	Consecutive Year's Made
Armstrong	100%	0.00	N/A	17 of 23	Fifth
AT&T - ACC Corporation	100%	0.00	N/A	8 of 9	Sixth
AT&T- AT&T Local Services	100%	0.00	N/A	8 of 10	Eighth
AT&T Long Distance	100%	0.00	N/A	5 of 5	Fifth
Broadview Networks	100%	0.01	N/A	2 of 10	Second
Cablevision Lightpath	99%	0.00	N/A	13 of 13	Thirteen
Cassadaga	100%	0.00	N/A	19 of 23	Eighteenth
Chautauqua & Erie	96%	0.00	Met	18 of 23	Second
Chazy & Westport	97%	0.00	N/A	17 of 23	Fifth
Choice One Communications	100%	0.02	N/A	6 of 11	Fifth
Citizens of Hammond	100%	0.00	N/A	19 of 23	Fifteenth
Crown Point	100%	0.00	N/A	18 of 23	Eighteenth
Delhi	100%	0.00	N/A	15 of 23	Sixth
Deposit	98%	0.00	N/A	19 of 23	Nineteen
Dunkirk & Fredonia	100%	0.00	N/A	22 of 23	Twenty Two
Empire	100%	0.00	N/A	12 of 23	Fifth
Fishers' Island	100%	0.00	N/A	21 of 23	Twenty One
Frontier Comm. of America	100%	0.00	N/A	9 of 9	Ninth
Frontier of Rochester - Metro West	99%	0.05	Met	10 of 20	First
Germantown	100%	0.00	N/A	22 of 23	Twenty Two
Global Crossing Local Services	100%	0.00	N/A	11 of 12	Eighth
Hancock	100%	0.00	N/A	22 of 23	Twenty Two
Margaretville	100%	0.00	N/A	22 of 23	Twenty Two
Middleburgh	100%	0.00	N/A	17 of 23	Sixteenth

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.

**Year 2010 Service Quality Commendations for
Telephone Companies and/or Various Operating Divisions**

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Commendation Record	Consecutive Year's Made
Newport	100%	0.00	Met	17 of 23	Twelfth
Nicholville	100%	0.00	N/A	14 of 23	Twelfth
Ogden	100%	0.00	N/A	23 of 23	Tw. Three
Oneida County	100%	0.00	N/A	21 of 23	Twenty One
Ontario	100%	0.00	N/A	17 of 23	Seventh
Oriskany Falls	100%	0.00	N/A	19 of 23	Thirteenth
PAETEC Business Services	100%	0.00	N/A	6 of 7	Sixth
PAETEC Communications	100%	0.02	N/A	6 of 7	Sixth
Pattersonville	100%	0.00	N/A	23 of 23	Tw. Three
Port Byron	100%	0.00	N/A	16 of 23	Second
Primelink, Inc.	100%	0.00	N/A	5 of 7	Fourth
RCN Telecom	100%	0.00	N/A	12 of 12	Twelfth
State	100%	0.00	N/A	20 of 23	Sixth
Tech Valley Communications	100%	0.00	N/A	8 of 10	Seventh
twtelecom	100%	0.00	N/A	12 of 13	Tenth
Verizon Acc. Trans. Services	100%	0.07	N/A	1 of 13	First
Verizon - Bronx	96%	0.06	N/A	5 of 23	First
Verizon - Manhattan South	99%	0.06	N/A	12 of 23	Eighth
Vernon	100%	0.56 *	N/A	19 of 23	Seventh
Warwick Valley	96%	0.08 *	N/A	17 of 23	Fourth
Windstream (Fulton)	98%	0.00	Met	18 of 20	Seventh
Windstream (Jamestown)	98%	0.00	Met	13 of 20	Fifth
Westelcom Networks	100%	0.00	N/A	5 of 8	Fifth
XO Communications	100%	0.00	N/A	5 of 5	Fifth

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.

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

Year 2010
Companies and/or Operating Divisions Failing to Receive a Commendation

Company	Threshold CTRR ¹	PSC Complaint Rate ²	Incentive Plan ³	Commendation Record	Consecutive Year's Missed
AT&T- AT&T Communications	100%	0.55	N/A	0 of 12	Twelfth
Berkshire	92%	0.00	Met	15 of 23	First
Champlain	92%	0.00	N/A	18 of 23	First
Citizens Telecommunications	96%	0.08	N/A	10 of 23	Fourth
Edwards	75%	0.00	N/A	17 of 23	First
Frontier of AuSable Valley	100%	0.37	N/A	4 of 23	First
Frontier of New York (FCNY)	97%	0.09	N/A	10 of 23	Fourth
Frontier of Rochester - Metro East	100%	0.10	Met	9 of 20	Second
Frontier of Rochester - Suburban	89%	0.09	Met	2 of 20	Ninth
Frontier of Seneca-Gorham	98%	0.32	N/A	10 of 23	Third
Frontier of Sylvan Lake	92%	0.12*	N/A	14 of 23	First
Taconic	95%	0.18	Met	10 of 23	Fourth
Township	92%	0.00	N/A	16 of 23	First
Trumansburg	92%	0.21*	N/A	8 of 23	Second
Verizon - Brooklyn	97%	0.21	N/A	2 of 23	Fourth
Verizon - Central	87%	0.04	N/A	2 of 23	Ninth
Verizon - Manhattan North	99%	0.09	N/A	6 of 23	Second
Verizon - Midstate	86%	0.11	N/A	0 of 23	Twenty Thr.
Verizon - Nassau	91%	0.11	N/A	0 of 23	Twenty Thr.
Verizon - Northeast	78%	0.19	N/A	0 of 23	Twenty Thr.
Verizon - Queens	98%	0.13	N/A	4 of 23	Second
Verizon - Suffolk	89%	0.08	N/A	1 of 23	Third
Verizon - Western	79%	0.06	N/A	0 of 23	Twenty Thr.

Numbers in bold indicate where the performance fell short.

^{1,2,3} See previous page for explanation.

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

**SERVICE COMMENDATIONS
2001 to 2010**

YEAR	TOTAL ENTITIES*	NUMBER COMMENDED	PERCENT COMMENDED
2010	71	48	67.6%
2009	73	52	71.2%
2008	75	53	70.7%
2007	76	57	75.0%
2006	76	57	75.0%
2005	78	49	62.8%
2004	69	44	63.8%
2003	71	36	50.7%
2002	68	47	69.1%
2001	66	46	69.7%

* Companies and/or divisions or subsidiaries

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Commissioners



PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Carl Grivner
Director, Regulatory Affairs
XO Communications Services, Inc.
13865 Sunrise Valley Drive
Herndon, VA 20171

Dear Mr. Grivner:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

Enclosure

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350
www.dps.state.ny.us

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Commissioners



PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Kathy Hobbs
Vice President-State Government Affairs
Windstream New York, Inc.
17 South High Street
Columbus, OH 43215

Dear Ms. Hobbs:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by the Fulton and Jamestown divisions of your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

Enclosure

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Paul F. Barton
Westelcom Network, Inc.
130 Park Place
Watertown, NY 13601

Dear Mr. Barton:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Duane Albro
President
Warwick Valley Telephone Company
P.O. Box 592
47 Main Street
Warwick, NY 10990

Dear Mr. Albro:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. David Wittwer
President
Vernon Telephone Company, Inc.
525 Junction Road
Madison, WI 53717

Dear Mr. Wittwer:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Jim Gerace
Senior Vice President – New York Region
Verizon New York Inc.
140 West Street
New York, New York 10007

Dear Mr. Gerace:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by the Bronx and Manhattan South divisions of your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Francis J. Shammo
President
MCImetro Access Transmission Services, LLC
d/b/a Verizon Access Transmission Services
One Verizon Way
Basking Ridge, NJ 07920

Dear Mr. Shammo:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by the Bronx and Manhattan South divisions of your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Judith Messenger
Senior Manager – Regulatory Affairs
US LEC Communications, Inc.
d/b/a PAETEC Business Services
600 Willow Brook Office Park
Fairport, New York 14450

Dear Ms. Messenger:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Arunis Chesonis
President
US LEC Communications, Inc.
6801 Morrison Blvd.
Charlotte, NC 28211

Dear Mr. Cowell:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Larissa L. Herda
President
time warner telecom-ny
14 Wall Street, 9th Floor
New York, NY 10005

Dear Ms. Herda:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Kevin O'Connor
Chief Executive Officer
TVC Albany, Inc.
87 State Street
Albany, NY 12207-2008

Dear Mr. O'Connor:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Joseph H. Warren
Vice President
State Telephone Company
46 Reed Street
Coxsackie, NY 12051

Dear Mr. Warren:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Richard Resnick
President
SBC Long Distance d/b/a AT&T Long Distance
208 S. Akard Street, Room 3507
Dallas, TX 75202

Dear Mr. Resnick:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. James Holanda
President
RCN Telecom Services, Inc.
196 Van Buren Street
Herndon, VA 20170

Dear Mr. Holanda:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Greg MacConnell
President
PrimeLink, Inc.
99 Kansas Avenue
Plattsburgh, NY 12909

Dear Mr. MacConnell:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. David Wittwer
President
Port Byron Telephone Company
525 Junction Road
Madison, WI 53717

Dear Mr. Wittwer:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Tammy Krisher
President
Pattersonville Telephone Company
1309 Main Street
Rotterdam Junction, NY 12150

Dear Ms. Krisher:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Arunas Chesonis
President
PAETEC Communications, Inc.
One Paetec Plaza
600 Willowbrook Office Park
Fairport, NY 14450

Dear Mr. Chesonis:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 4, 2011

Mr. David Wittwer
President
Oriskany Falls Telephone Corp.
525 Junction Road
Madison, WI 53717

Dear Mr. Wittwer:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Paul Griswold
President
Ontario Telephone Company
75 Main Street
Phelps, NY 14532

Dear Mr. Griswold:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Jeremiah O. McCarthy
President
Oneida County Rural Telephone Company
9560 Main Street
Holland Patent, NY 13354

Dear Mr. McCarthy:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Ann Burr
Senior Vice President – Rochester Region
Ogden Telephone Company
180 South Clinton Street
Rochester, NY 14646

Dear Ms. Burr:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Andrew McAdoo
General Manager
Nicholville Telephone Company, Inc.
3330 State Highway, P.O. Box 122
Nicholville, NY 12965-0122

Dear Mr. McAdoo:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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JAMES L. LAROCCA
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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Harley M. Ruppert
President
Newport Telephone Company, Inc.
P.O. Box 201, Bridge Street
Newport, NY 13416

Dear Mr. Ruppert:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Marjorie Becker
President
Middleburgh Telephone Company
Wells Avenue & Cliff Street
Middleburgh, NY 12122

Dear Ms. Becker:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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JAMES L. LAROCCA
Commissioners



PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Douglas Hinkley
President
Margaretville Telephone Company, Inc.
P.O. Box 260, 50 Swart Street
Margaretville, NY 12455

Dear Mr. Wrighter:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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ROBERT E. CURRY JR.
JAMES L. LAROCCA
Commissioners



PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Robert C. Wrighter
President
Hancock Telephone Company
34 Read Street, P.O. Box 608
Hancock, NY 13783

Dear Mr. Wrighter:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

Enclosure

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. David Carey
President
Global Crossing Local Services, Inc.
1080 Pittsford-Victor Road
Pittsford, NY 14534

Dear Mr. Carey:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Bruce C. Bohnsack
President
Germantown Telephone Company, Inc.
210 Main Street, P.O. Box 188
Germantown, NY 12526

Dear Mr. Bohnsack:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Ann Burr
Senior Vice President – Rochester Region
Frontier Communications of Rochester, Inc.
Rochester Telephone Center
180 South Clinton Avenue
Rochester, NY 14646-0700

Dear Ms. Burr:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by the Metro West division of your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

Congratulations.

By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Ann Burr
President
Frontier Communications of America, Inc.
180 South Clinton Avenue
Rochester, NY 14646

Dear Ms. Burr:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Robert E. Wall
President
Fishers Island Telephone Corp.
161 Oriental Ave.
Fishers Island, NY 06390

Dear Mr. Wall:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Robert H. Wagner
President
Empire Telephone Corporation
34 Main Street
Prattsburg, NY 14873

Dear Mr. Wagner:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Mark Maytum
President
Dunkirk & Fredonia Telephone Co.
40 Temple Street
P.O. Box 209
Fredonia, NY 14063-0209

Dear Mr. Maytum:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. David Wittwer
President
Deposit Telephone Company Inc.
525 Junction Road
Madison, WI 53717

Dear Mr. Wittwer:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Jane Barker
President
Delhi Telephone Company
107 Main Street
P.O. Box 271
Delhi, NY 13753

Dear Ms. Barker:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Ms. Shana Macey
President
Crown Point Telephone Corp.
2829 Route 9N, P.O. Box 275
Crown Point, NY 12928

Dear Mr. Knapp:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Donald Ceresoli
President
Citizens Telephone Company of Hammond
New York, Inc.
Main Street
Hammond, NY 13646

Dear Mr. Ceresoli:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Howard Janzen
President
Choice One Communications of New York, Inc.
5 Wall Street
Burlington, MA 01803

Dear Mr. Janzen:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. James P. Forcier
President
Chazy & Westport Telephone Corp.
608 Miner Farm Road
Chazy, NY 12921

Dear Mr. Forcier:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Peter Nixon
President
Chautauqua & Erie Telephone Corp.
521 E. Morehead Street, Suite 500
Charlotte, NC 28202

Dear Mr. Nixon:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Mark R. Maytum
Chief Executive Officer
Cassadaga Telephone Corporation
40 Temple Street
P.O. Box 209
Fredonia, NY 14063-0209

Dear Mr. Maytum:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Dave Pistacchio
President
Cablevision Lightpath, Inc.
200 Jericho Quadrangle
Jericho, NY 11753

Dear Mr. Pistacchio:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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JACLYN A. BRILLING
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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Jarrod Harper
Manager, Regulatory and Compliance
Broadview Networks, Inc.
2100 Renaissance Boulevard
King of Prussia, PA 19406

Dear Mr. Harper:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Richard Resnick, President
AT&T Long Distance
208 S. Akard Street, Room 3507
Dallas, TX 75202

Dear Mr. Resnick:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. John Linahan
General Attorney and Associate General Counsel
AT&T – AT&T Local Services
225 W. Randolph St. – Z1
Chicago, Illinois 60606

Dear Mr. Linahan:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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PETER McGOWAN
General Counsel
JACLYN A. BRILLING
Secretary

April 5, 2011

Mr. Howard Lenox
President External Affairs New York
AT&T – ACC Corporation
111 Washington Avenue
Albany, NY 12210

Dear Mr. Lenox:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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JAMES L. LARocca

Commissioners



PETER McGOWAN

General Counsel

JACLYN A. BRILLING

Secretary

April 5, 2011

Mr. Jeffrey Ross, President
Armstrong Telephone Company
One Armstrong Place
Butler, PA 16001

Dear Mr. Ross:

At its Session of March 17, 2011, the Commission noted the excellent level of services provided to consumers by your company and its employees during 2010.

On the basis of the recommendation of the Office of Telecommunications set forth in the enclosed memorandum dated March 1, 2011, the Commission commends you for the high quality of telephone service which it provided during 2010. On page 2 of the enclosed memorandum, you will find the criteria on which the determination of eligibility for this commendation was based.

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By direction of the Commission,

JACLYN A. BRILLING
Secretary

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