

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
Chatauqua & 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

17th

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.

WA Staff Set13 FRO133 NY Commendations 2005.pdf

STATE OF NEW YORK

Public Service Commission

William M. Flynn, Chairman

Three Empire State Plaza, Albany, NY 12223

Further Details: (518) 474-7080

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

FOR RELEASE: IMMEDIATELY

06015/02C0543

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 division on the attached list met the criteria for Commendation for Excellent Service in 2005.

Attachment 1

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

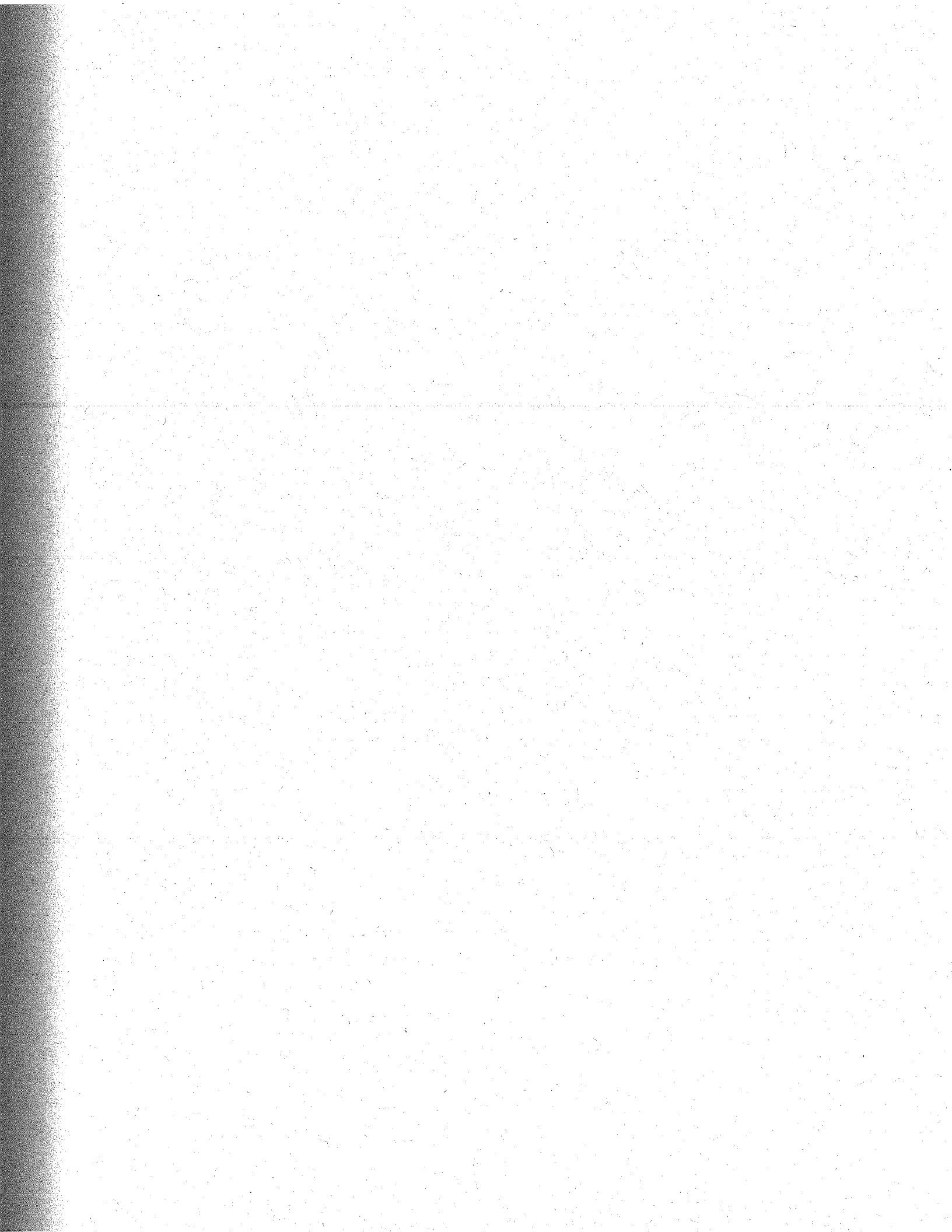
¹ Customer Trouble Report Rate (CTRR) is based on 95% or more of a company's monthly central offices performance results in a given year per central office being in the performance range of 0-3.3 reports per 100 lines (RPHL).

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.



Docket UT-090842

UTC Staff Data Request Nos. 127-139 to Verizon and Frontier

December 3, 2009

UTC STAFF DATA REQUEST NO. 134:

At page 23, line 22, through page 24, line 3, Mr. Gregg states that Staff's proposed SPG credit changes and benchmark-based system of credits "will needlessly divert finite energy and resources away from providing service and into modifying and monitoring the tracking and reporting system to meet the requirements of the benchmarks." Does Mr. Gregg contend that Verizon NW would not meet the benchmarks proposed by Ms. Russell if it maintained its present levels of service quality performance?

Response:

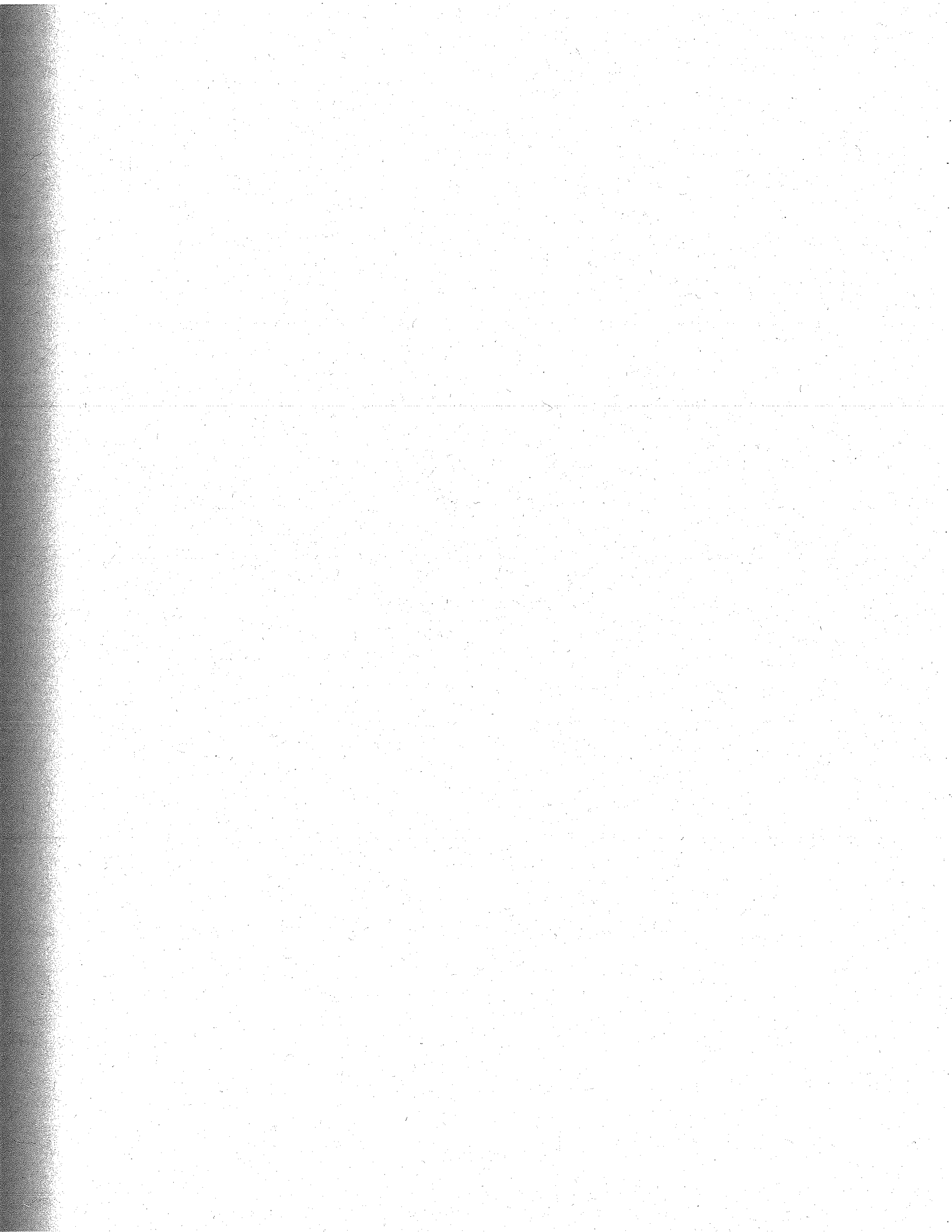
Applicants assert Objection Nos. 3,7 and 9. Subject to and without waiver of the objections, Applicants respond as follows:

No.

Prepared By: Cassandra Guinness

Date: December 3, 2009

Witness: To be determined



Joint Committee on Administrative Rules
ADMINISTRATIVE CODE

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES
PART 732 CUSTOMER CREDITS
SECTION 732.30 CUSTOMER CREDITS

Section 732.30 Customer Credits

A telecommunications carrier shall credit customers for violations of the basic local exchange service quality standards described in Section 732.20 of this Part. The credits shall be applied on the statement issued to the customer for the next monthly billing cycle following the violation or following the discovery of the violation and shall be identified as a "Service Quality Credit" or "S.Q. Credit". The telecommunications carrier may provide additional detail regarding the service quality credit if it wishes.

- a) *If a carrier fails to repair an out-of-service condition for basic local exchange service within 24 hours, the carrier shall provide a credit to the customer. If the service disruption is for 48 hours or less, the credit must be equal to a pro-rata portion of the monthly recurring charges for all local services disrupted. A pro-rata portion shall be based upon a 30-day month. If the service disruption is for more than 48 hours, but not more than 72 hours, the credit must be equal to at least 33% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 72 hours, but not more than 96 hours, the credit must be equal to at least 67% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 96 hours, but not more than 120 hours, the credit must be equal to one month's recurring charges for all local services disrupted. For each day or portion thereof that the service disruption continues beyond the initial 120-hour period, the carrier shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customer's option. The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when the service disruption continues beyond the initial 120 hour period so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.*
- b) *If a carrier fails to install basic local exchange service as required under Section 732.20(a), the carrier shall waive 50% of any installation charges, or in the absence of an installation charge or where installation is pursuant to the Link Up program, the carrier shall provide a credit of \$25. If a carrier fails to install service within 10 business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the carrier shall waive 100% of the installation charge or, in the absence of an installation charge or where*

installation is provided pursuant to the Link Up program, the carrier shall provide a credit of \$50. For each day that the failure to install service continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the carrier shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customer's option until service is installed. The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when installation is delayed beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.

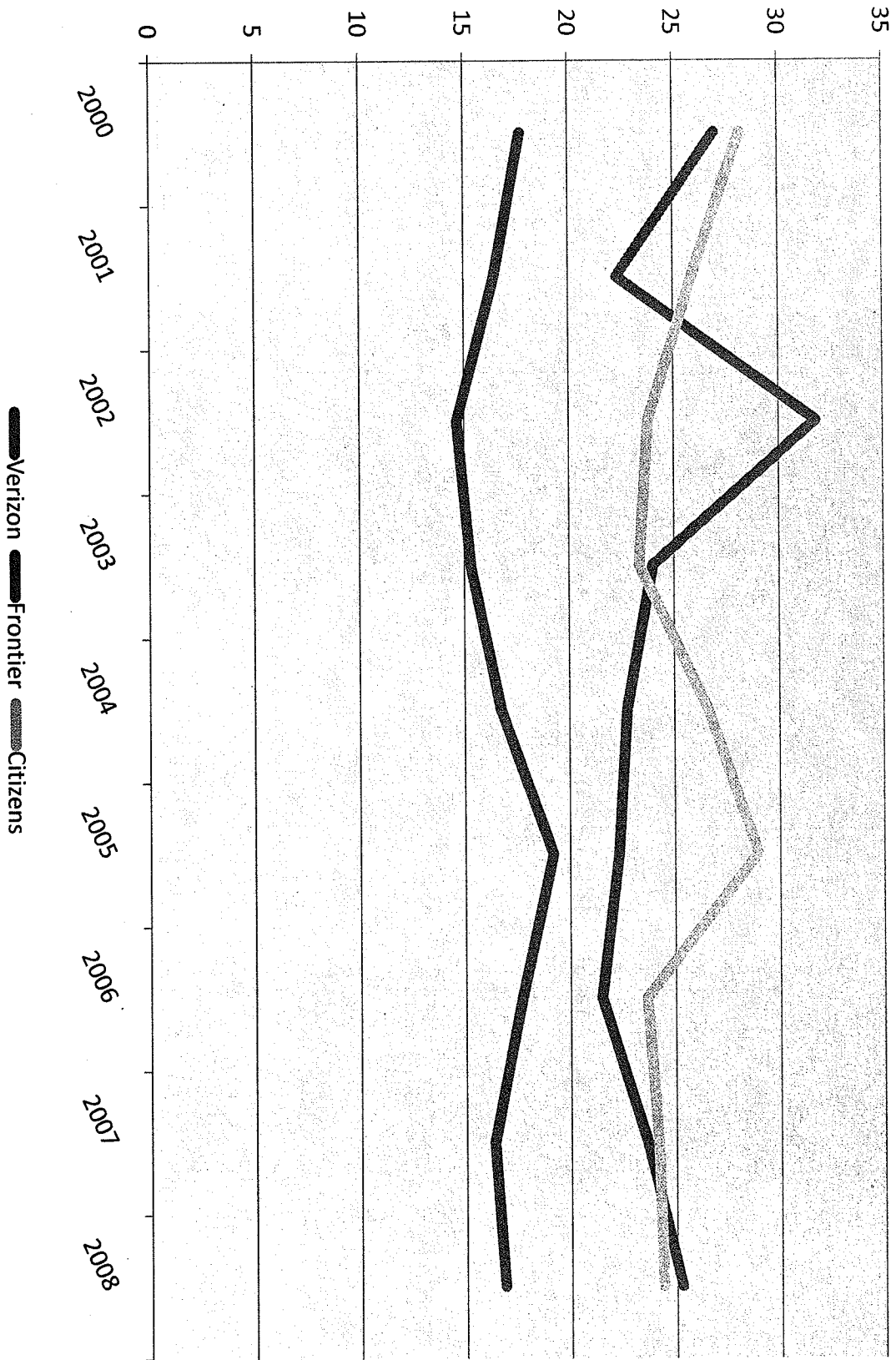
- c) *If a carrier fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, the carrier shall credit the customer \$50 per missed appointment. A credit required by this subsection (c) does not apply when the carrier provides the customer with 24-hour notice of its inability to keep the appointment. The 24-hour notice period shall be construed to mean 24 hours notice by the end of each 4 hour window the day before the scheduled appointment, or, until June 30, 2003, by 4 P.M. of the business day preceding the day of the scheduled appointment if the appointment has been scheduled, by a carrier that uses the resold services, network or network elements of another carrier to provide service to the customer, for between 8 A.M. and 4 P.M. of a particular day.*
- d) *When alternative telephone service is appropriate, the customer may select one of the alternative telephone services offered by the carrier. The alternative telephone service shall be provided at no cost to the customer for the provision of local service.*
- e) *Credits required by this Section do not apply if the violation of a service quality standard:*
- 1) *occurs as a result of a negligent or willful act on the part of the customer;*
 - 2) *occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;*
 - 3) *occurs as a result of, or is extended by, an emergency situation;*
 - 4) *is extended by the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;*
 - 5) *occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;*
 - 6) *occurs as a result of a carrier's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or*

- 7) *occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to a carrier's obligation for reasonable facilities planning.*

- f) *The provisions of this Section are cumulative and shall not in any way diminish or replace other civil or administrative remedies available to a customer or a class of customers. [220 ILCS 5/13-712(e)]*

(Source: Amended at 26 Ill. Reg. 10465, effective July 1, 2002)

Initial Trouble Reports per 100 Access Lines (taking out 18% out-of-service attributable to HSI)





Out-of-Service TRs per 100 Access Lines @ 82%

