frontier
Communications

Government & External Affairs
180 S. Clinton Ave.
5th Floor
Rochester, NY 14646

April 27, 2011

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting

Dear Mr. McDaniel:

In accordance with Section IV (10)(d)and (f) of the Order Approving Transfer of Assets, Authority, And Certificates in the above-referenced docket, Frontier of the Carolinas Inc f/k/a New Communications of the Carolinas provides its quarterly report on service quality.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano

Deborah Fasciano
Frontier Communications

OFFICE OF REGULATORY STAFF
RECEIVED
APR 29 2011

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to March 2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting effective July 1, 2010												
1 Installation Interval (days)	0.90	1.05	1.24									
2 % Install Commitment NOT Met	1.9	1.41	1.57									
3 CTRR per 100 Lines	1.67	1.51	1.96									
4 Complaints	1	0	0									
5 % Repeat OOS to Initial OOS	15.87	13.38	12.20									
6 OOS Repair Interval	18.60	17.63	17.19									

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April 27, 2011

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 1st Quarter Service Quality Report 2011

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 1st quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano

Deborah Fasciano
Frontier Communications

OFFICE OF REGULATORY STAFF
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APR 29 2011

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to March 2011

	Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation													
Held Prim Svc Ords Over 30 Days	none	0	0	0									
Held Regrade Ords Over 30 Days	none	0	0	0									
% Regular Svc Install W/I 5 Days	85%	91.2	93.1	93.3									
Service Ord Commitments Met	85%	95.2	96.7	96.1									
Maintenance													
% OOS cleared within 24 Hours	85%	89.5	90.6	92.2									
Service Response													
%Dial Tone W/I 3 Seconds	95%	99.97	99.99	99.98									
% Repair Calls Ans W/I 20 Seconds	90%	99.4	98	96.8									
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	96.88	94.8	96.3									
DA Ans Time (% W/I 30 Seconds)	80%	98.15	99.7	99.7									
Switching / Central Office													
Total Access Lines (X 1000)	none	185.41	185.01	189.33									
Interofc Call Failure Rate	3%	0.03	0.00	0.00									
Intraofc Call Failure Rate	2%	0.01	0.01	0.00									
Cust Ntwk Trbl/100 Lines	7.0	0.88	0.83	0.99									

May 18, 2011

The Honorable Jocelyn G. Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
PO Drawer 11649
Columbia, SC 29210

Mr. Christopher Rozycki
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Docket No. 2009-220C

Dear Honorable Jocelyn G. Boyd:

Pursuant to the order of the Public Service Commission of South Carolina dated October 29, 2009, in Docket No. 2009-220-C, item 10(e), Frontier Corporation hereby notifies the Public Service Commission and the Office of Regulatory Staff that Frontier's 1st quarter net earnings was $54,711,000 and dividends paid were $186,605,000.

In addition, Frontier is enclosing the 10Q released on May 6, 2011. If you have any questions, please do not hesitate to call me at 585-777-4557 or email at Cassandra.guinness@ftr.com

Sincerely,

Cassandra Guinness

Cassandra Guinness
Compliance
Frontier Communications

Cc: Office of Regulatory Staff
Encl: 1