frontier
Communications Solutions

A CITIZENS COMMUNICATIONS COMPANY

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

October 28, 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

Enclosure

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

Frontier Communications of the Carolinas Inc.
South Carolina
January to September 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	1.20	1.56	1.08	1.18	1.20	1.33	1.40			
2 % Install Commitment NOT Met	1.9	1.41	1.57	2.1	1.4	2.53	4.31	2.82	2.46			
3 CTRR per 100 Lines	1.67	1.51	1.96	2.09	2.05	2.49	2.71	2.93	2.34			
4 Complaints	1	0	1	0	0	1	0	0	0			
5 % Repeat OOS to Initial OOS	15.87	13.38	12.20	13.31	15.46	18.11	19.52	17.62	16.14			
6 OOS Repair Interval	18.60	17.63	17.19	16.56	18.67	20.03	22.09	21.70	26.42			

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October 28, 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. – 3rd Quarter Service Quality Report 2011

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 3rd 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 with the exception of Percent OOS cleared within 24 hours. This metric missed the target during the 3rd quarter due to the severe storms that hit the area.

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

Enclosure

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

Frontier Communications of the Carolinas Inc.
South Carolina
January to September 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	0	0	0	0	0	0			
Held Regrade Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0			
% Regular Svc Install W/I 5 Days	85%	91.2	93.1	93.3	91.8	92.4	90.4	87.1	86.9	86.0			
Service Ord Commitments Met	85%	95.2	96.7	96.1	95.8	95.8	94.2	87.8	90.4	92.4			
Maintenance													
% OOS cleared within 24 Hours	85%	89.5	90.6	92.2	91.4	89.2	87.3	83.8	84.0	78.4			
Service Response													
%Dial Tone W/I 3 Seconds	95%	99.97	99.99	99.98	99.97	99.97	99.97	99.96	99.95	99.98			
% Repair Calls Ans W/I 20 Seconds	90%	99.4	98	96.8	96	96.7	95	97.3	100	100			
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	96.88	94.8	96.3	99.9	97.6	96.8	93.57	97.4	96.9			
DA Ans Time (% W/I 30 Seconds)	80%	98.15	99.7	99.7	96.7	100	99.6	90.69	92.7	93.9			
Switching / Central Office													
Total Access Lines (X 1000)	none	185.41	185.01	189.33	189.32	188.96	187.22	181.92	185.84	181.58			
Interofc Call Failure Rate	3%	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Intraofc Call Failure Rate	2%	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.00	0.00			
Cust Ntwk Trbl/100 Lines	7.0	0.88	0.83	0.99	1.04	1.03	1.26	1.36	1.44	1.18			

Mailing: P.O. Box 340
Elk Grove, CA 95759
Shipping: 9260 E. Stockton Blvd.
Elk Grove, CA 95624

November 9, 2011

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

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

RE: Docket 2009-220C – Quarterly Dividends and Earnings Report

Dear Honorable Jocelyn G. Boyd:

Pursuant to Order Number 2009-769, Ordering Paragraph 10(e) issued in Docket 2009-220-C, Frontier Communications Corporation ("Frontier") hereby notifies the Public Service Commission and the Office of Regulatory Staff that Frontier's 3rd Quarter net earnings were $20,395,000 and dividends paid were $186,588,000.

Frontier is also enclosing a copy of its 10-Q that was released on November 4, 2011.

If you have any questions, please contact me at (916) 686-3588 or by email at joe.chicoine@ftr.com.

Sincerely,

Joe Chicoine
Manager, Compliance and Reporting

Enclosure:

Cc: Afton Ellison, Frontier