



Deborah Fasciano
Compliance - Government and Regulatory Affairs

180 S. Clinton Ave.
Rochester, NY 14646

Phone 585 777-5823
Fax 585 325-1355
Deborah.fasciano@ftr.com

October 29, 2012

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 2012

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

The ability to clear out of service troubles was impacted with higher than anticipated trouble volumes due to inclement weather. Frontier is striving to meet the objective in the fourth quarter.

Percent Repair Calls Answered W/I 20 Seconds

During July there was an increase in call volume due to the major storms in the Midwest, Southeast and Mid-Atlantic regions which caused widespread damage and service interruptions. In addition, during the 3rd quarter Frontier experienced increased call volumes related to remittance processing and billing. Frontier continues to hire additional call center employees to replace service reps due to attrition and has increased overtime.

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

Sincerely,

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 December 2012

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation												
Held Prim Svc Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/15 Days	100.0	100.0	99.9	99.8	99.9	100.0	99.9	99.9	99.8	99.9	99.8	99.8
Service Ord Commitments Met	92.1	92.1	93.8	93.8	93.0	93.4	91.8	92.1	90.9	92.1	90.9	90.9
Maintenance												
% OOS cleared within 24 Hours	80.4	84.1	81.5	76.3	68.3	71.4	59.2	65.2	37.2	65.2	37.2	37.2
Service Response												
% Dial Tone W/13 Seconds	99.97	99.98	99.96	99.96	99.97	99.98	99.97	99.98	99.98	99.98	99.98	99.98
% Repair Calls Ans W/120 Seconds	55.4	66.5	73.3	91.2	74.5	62.7	39.7	64.5	81.8	64.5	81.8	81.8
% Toll/Opr Asst Calls Ans W/110 Sec	96.9	95.5	96.9	98.0	97.4	96.4	97.9	98.3	97.16	98.3	97.16	97.16
DA Ans Time (% W/130 Seconds)	95.0	94.9	96.4	97.5	95.7	94.6	96.1	97.2	95.62	97.2	95.62	95.62
Switching / Central Office												
Total Access Lines (X 1000)	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58
Interofc Call Failure Rate	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.10	0.01	0.10	0.01	0.01
Intraofc Call Failure Rate	0.01	0.00	0.01	0.00	0.00	0.00	0.00	0.02	0.00	0.02	0.00	0.00
Cust Ntwk Trbl/100 Lines	1.65	1.60	2.11	1.76	2.16	2.22	2.64	3.80	1.98	3.80	1.98	1.98

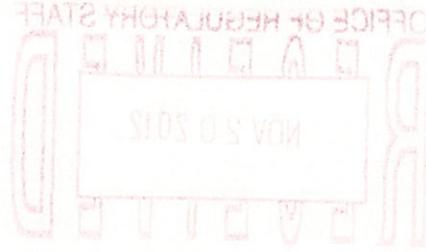




Mailing: P.O. Box 340
Elk Grove, CA 95759

November 12, 2012

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 \$67,000,000 and dividends paid were \$99,845,000.

Frontier is also enclosing a copy of its 10-Q that was released on November 8, 2012.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Chicoine".

Joe Chicoine
Manager, Compliance and Reporting

Enclosure:

Cc: Susan Miller, Frontier