

Service Quality Report

Period Covered: October 1, 2010 - September 30, 2011

REPORTING COMPANY	ANSWERTIMES				TROUBLE REPORTS, SERVICE ORDERS, AND CUSTOMER APPOINTMENTS					
	Operator "0"	Directory Assistance	Business Office	Repair Service	Initial Customer Trouble Reports	Repeat Customer Trouble Reports	Out-of-Service Troubles Cleared within 24 Hours	Regular Service Orders Completed within 5 Working Days	New Service Installation Appointments Not Met for Company Reasons	New Service Held Orders Not Completed within 30 Days
@ Communications, Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Absolute Home Phones, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Access Point, Inc.	DNR	DNR	✗	✗	N/A	N/A	N/A	N/A	N/A	N/A
ACN Comm. Services, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Affordable Phones Services, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Airespring, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Alternative Phone, Inc.	N/A	N/A	✓	✓	✓	✓	N/A	✗	✓	✓
Atlantic Telecom Multimedia Con., LLC	N/A	N/A	✓	✓	✓	✓	N/A	✓	✓	✓
Barnardsville Telephone Company	N/A	N/A	✓	✗	✓	✓	✓	✓	✓	✓
Budget PrePay, Inc.	N/A	N/A	DNR	DNR	DNR	DNR	DNR	DNR	✓	✓
BullsEye Telecom, Inc.	DNR	DNR	✓	✓	✓	DNR	DNR	DNR	DNR	DNR
Business Telecom, Inc.	✓	✓	✓	✓	N/A	N/A	N/A	✗	N/A	N/A
Carolina Telephone and Telegraph Co.	✓	✓	✗	✗	✓	✓	✗	✓	✓	✓
Central Telephone Company	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓
Charter Fiberlink NC - CCO, LLC	N/A	N/A	DNR	DNR	✓	✓	DNR	DNR	DNR	N/A
Citizens Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
ComTech21, LLC	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓
Covista, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓
Cypress Comm. Operating Co., LLC	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
DeltaCom, Inc.	✓	✓	✗	✓	N/A	N/A	N/A	✗	N/A	N/A
Dialog Telecommunications, Inc.	N/A	N/A	✗	✗	✓	✓	DNR	DNR	N/A	N/A
dpi-Teleconnect, L.L.C.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ellerbe Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Ernest Communications, Inc.	DNR	DNR	✓	✓	✓	✓	✓	✓	✓	✓
EveryCall Communications, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Fidelity Communication Services III, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Flatel, Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
France Tele. Corp. Solutions L.L.C.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

KEY TO SYMBOLS USED IN THIS TABLE

✓	The company's average statewide performance met the objective during the report period.	<12	Results were reported for fewer than 12 months; however, no waiver was requested from the Commission.
✗	The company's average statewide performance failed to meet the objective during the report period.	DNR	The reported data for this objective for one or more months were inconsistent with Rule R9-8 and Commission orders in Docket No. P-100, Sub 99, rendering the data unusable.
N/A	The company reported that the results for this objective were not within its control. This typically means that another company provided the associated service.		

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Frontier Comm. of the Carolinas Inc.	✓	✓	✗	✓	✓	✓	✗	✗	✗	✓
Global Connection, Inc. of America	N/A	N/A	✗	✗	✓	✓	✓	✓	N/A	N/A
Global Crossing Local Services, Inc.	N/A	N/A	✗	✗	✓	✓	DNR	N/A	N/A	N/A
Image Access, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
InterLink Telecommunications, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Lightyear Network Solutions, LLC	✓	✓	✓	✓	✓	✓	N/A	✗	N/A	✓
Linkup Telecom, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
LTS of Rocky Mount, LLC	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Madison River Communications, LLC	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Matrix Telecom, Inc.	N/A	N/A	DNR	DNR	✓	✓	✗	✗	✓	✓
MCImetro Access Trans. Services, LLC	✓	✓	✗	✗	N/A	N/A	N/A	N/A	N/A	N/A
MEBTEL, Inc.	<12	<12	✗	✓	✓	✓	✓	✓	✓	✓
Metropolitan Telecom. of N. C., Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Metrostat Communications, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Mitel NetSolutions, Inc.	N/A	N/A	N/A	N/A	✓	✓	DNR	DNR	✓	✓
Navigator Telecommunications, LLC	N/A	N/A	✓	✗	N/A	N/A	N/A	N/A	N/A	N/A
North State Comm. Adv. Services, LLC	✓	✓	N/A	N/A	✓	✓	N/A	N/A	✓	✗
North State Telephone Company	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓
NOS Communications, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓
One Voice Communications, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓
OneTone Telecom, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Piedmont Comm. Services, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Pineville Telephone Company	N/A	N/A	DNR	DNR	DNR	✓	✓	✓	✓	✓
PNG Telecommunications, Inc.	DNR	DNR	DNR	DNR	✓	✓	DNR	DNR	✓	✓
Quality Telephone, Inc.	N/A	N/A	✗	✓	✓	✓	DNR	DNR	✓	✓
QuantumShift Communications, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12
Qwest Communications Company, LLC	N/A	N/A	DNR	DNR	N/A	N/A	N/A	N/A	N/A	N/A
Randolph Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓

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Ready Telecom, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12	
Saluda Mountain Telephone Company	N/A	N/A	✓	✗	✓	✓	✓	✓	✓	✓	
Service Telephone Company	N/A	N/A	✓	✗	✓	✓	✓	✓	✓	✓	
Shentel Converged Services, Inc.	N/A	N/A	✗	✗	✓	✓	✓	✓	✓	✓	
SkyBest Communications, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✗	✓	
South Carolina Net, Inc.	N/A	N/A	DNR	✓	✓	✓	✓	✗	✓	✓	
Spectrotel, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓	
Springboard Telecom, LLC	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12	
Talk America, Inc.	N/A	N/A	✓	✓	DNR	DNR	N/A	N/A	N/A	N/A	
TDPC, Inc.	✓	✓	N/A	N/A	✓	✓	✓	✓	✓	✓	
TelCove Operations, Inc.	✓	✓	✓	✓	N/A	N/A	DNR	N/A	N/A	N/A	
Tele Circuit Network Corporation	✓	✓	DNR	DNR	N/A	N/A	N/A	N/A	N/A	N/A	
The Other Phone Company	N/A	N/A	DNR	DNR	✓	✓	N/A	N/A	N/A	N/A	
Town of Pineville	N/A	N/A	✓	✓	DNR	✓	✓	✓	✓	✓	
Trans National Comm. Inter., Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12	
UNICOM Communications, LLC	N/A	N/A	✓	✓	✓	✓	✗	✓	✓	✓	
US LEC of North Carolina, Inc.	N/A	N/A	✓	✗	✓	✓	✓	N/A	✓	N/A	
Velocity, The Greatest Phone Co. Ever	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12	
Wilkes Communications, Inc.	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓	
Windstream Communications, Inc.	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	
Windstream Concord Telephone, Inc.	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	
Windstream Lexcom Comm., Inc.	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	
Windstream North Carolina, Inc.	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	
XO Communications Services, Inc.	N/A	N/A	✗	✗	✓	DNR	✓	N/A	N/A	N/A	
Yadkin Valley Telecom, Inc.	<12	<12	<12	<12	<12	<12	<12	<12	<12	<12	

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The following companies filed letters stating that they either did not provide service in North Carolina or did not provide basic local residential and/or business exchange service to customers in North Carolina during the period covered by this report.

360networks (USA) Inc.	ExteNet Systems, Inc.	Pac-West Telecomm, Inc.
Abovenet Communications, Inc.	FeatureTel, LLC	PaeTec Communications, Inc.
Access Communications, Inc.	Fiber Technologies Networks, L.L.C.	Peerless Network of North Carolina, LLC
Access fiber Group, Inc.	FRC, LLC	Preferred Long Distance, Inc.
ALEC, Inc.	GC Pivotal, LLC	Randolph Telephone Telecommunications, Inc.
All American Telecom, Inc.	Global NAPs North Carolina, Inc.	Reliance Globalcom Services, Inc.
ATC Outdoor DAS, LLC	Hotwire Communications, Ltd.	RidgeLink, LLC
BalsamWest FiberNET, LLC	Hypercube Telecom, LLC	Sage Telecom, Inc.
Bandwidth.com CLEC, LLC	IDT America, Corp.	SCANA Communications, Inc.
BellSouth Long Distance, Inc.	iNETWORKS Group, Inc.	School Link, Inc.
BetterWorld Telecom, LLC	Infotelecom, LLC	Sprint Communications Company, L.P.
Birch Communications, Inc.	IntelePeer, Inc.	Star Wireless, Inc.
Birch Telecom of the South, Inc.	Intelletrace, Inc.	Sunesys, LLC
Broadplex, LLC	Intellicall Operator Services, Inc.	SunGard NetWork Solutions, Inc.
Broadview Networks, Inc.	Intellifiber Networks, Inc.	The New Telephone Company, Inc.
Broadvox-CLEC, LLC	Intrado Communications, Inc.	Time Warner Cable Information Services (N. C.), LLC
Brydels Communications, LLC	IPC Network Services, Inc.	Touchtone Communcations Inc.
BT Communications Sales LLC	KBSL Telecom, Inc.	tw telecom of north carolina l.p.
Buggs Island Telephone Cooperative	Legacy Long Distance International, Inc.	UCN, Inc.
Cbeyond Communications, LLC	Level 3 Communications, L.L.C.	Verizon Select Services, Inc.
Cebridge Telecom NC, LLC	LMK Communications, LLC	Victory Communications, Inc.
Cincinnati Bell Any Distance, Inc.	Managed Services, Inc.	Wave Telecom, Inc.
CND Acquisition Corporation	Mobilite, LLC	Wholesale Carrier Services, Inc.
Cox North Carolina Telecom, LLC	Network Innovations, Inc.	WiMacTel, Inc.
Crexendo Business Solutions, Inc.	Network Telephone Corporation	Windstream KDL, Inc.
Custom Teleconnect, Inc.	Neutral Tandem - North Carolina, LLC	Windstream Norlight, Inc.
DIECA Communications, Inc.	New Edge Network, Inc.	Windstream NTI, Inc.
DSLnet Communications, LLC	New Horizons Communications Corp	Ymax Communications Corp.
DukeNet Communications, LLC	NextG Networks of NY, Inc.	Zaida Communications Corporation
Embarq Communications, Inc.	NextGen Communications, Inc.	Zayo Group, LLC
Entelegent Solutions, Inc.	Nexus Communications, Inc.	

The data reported by the following companies for each objective for one or more months were inconsistent with Rule R9-8 and Commission orders in Docket No. P-100, Sub 99, rendering the data unusable.

American Fiber Network, Inc.
BCN Telecom, Inc.
BLC Management, LLC

Fast Phones, Inc.
Granite Telecommunications, LLC
Lifeconnex Telecom, LLC

Midwestern Telecommunications, Inc.
New East Telephony, Inc.
Windstream NuVox, Inc.

The following companies have not filed a service quality report.

Big River Telephone Company, LLC
Capital Communications Consultants, Inc.
MCC Telephony of the South, LLC
McGraw Communications, Inc.

NET TALK.COM, INC.
New Dimension Communications, Inc.
North American Local, LLC
Port City Multimedia, Inc.

Safari Communications, Inc.
Synergem Emergency Services, LLC
Telco Experts, LLC
Teledias Communications, Inc.

The following companies have opted into Section H regulation.

AT&T Communications of the Southern States, LLC
Frontier Communications of America, Inc.
TCG of the Carolinas, Inc.
Verizon South, Inc.

The following companies have opted into Section L regulation.

BellSouth Telecommunications, Inc.