

# Service Quality Report

## Period Covered: April 1, 2009 - March 31, 2010

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.	N/A	N/A	<12	<12	N/A	N/A	N/A	N/A	N/A	N/A
Access Point, Inc.	DNR	DNR	DNR	DNR	N/A	N/A	N/A	N/A	N/A	N/A
Affordable Phones Services, Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Alternative Phone, Inc.	N/A	N/A	✓	✓	✗	✓	N/A	✓	✓	✓
Aspire Telecom, Inc.	N/A	N/A	✓	✓	✓	✓	N/A	N/A	N/A	N/A
Barnardsville Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✗	✓	✓
BCN Telecom, Inc.	DNR	DNR	<12	<12	<12	<12	<12	DNR	DNR	DNR
BLC Management, LLC	<12	<12	<12	<12	N/A	N/A	N/A	N/A	N/A	N/A
Budget PrePay, Inc.	N/A	N/A	DNR	DNR	DNR	DNR	DNR	DNR	✓	✓
BullsEye Telecom, Inc.	DNR	DNR	DNR	DNR	<12	DNR	<12	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	✓	✓	✓	✓	✗	✓	✓	N/A
Citizens Telephone Company	N/A	N/A	✗	✓	✓	✓	✓	✓	✓	✓
ComTech21, LLC	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓
Comtel Telcom Assets LP	DNR	DNR	DNR	DNR	✓	<12	✗	✗	DNR	DNR
Covista, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓
DeltaCom, Inc.	✓	✓	✗	✓	N/A	N/A	N/A	✗	N/A	N/A
Dialog Telecommunications, Inc.	N/A	N/A	✗	✗	✓	✓	✗	✓	N/A	N/A
Ellerbe Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Ernest Communications, Inc.	N/A	N/A	DNR	DNR	✓	✓	✗	✓	✓	✓
EveryCall Communications, Inc.	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.		
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.	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.

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Fidelity Communication Services III, Inc.	N/A	N/A	<12	<12	<12	<12	<12	<12	<12	<12	
Flatel, Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
France Telecom 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	
Global Connection, Inc. of America	N/A	N/A	✓	✓	✓	✓	✓	✓	N/A	N/A	
Global Crossing Local Services, Inc.	N/A	N/A	X	X	✓	✓	X	✓	✓	✓	
Global Crossing Telemangement, Inc.	N/A	N/A	X	X	✓	✓	N/A	✓	✓	✓	
Interlink Telecommunications, Inc.	N/A	N/A	✓	✓	✓	✓	X	✓	✓	✓	
Lifeconnex Telecom, LLC	<12	<12	<12	<12	N/A	N/A	N/A	N/A	N/A	N/A	
Lightyear Network Solutions, LLC	✓	✓	✓	✓	✓	✓	X	X	N/A	✓	
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	✓	✓	✓	✓	✓	✓	✓	✓	
MCImetro Access Trans. Services, LLC	✓	✓	X	✓	N/A	N/A	N/A	N/A	N/A	N/A	
MEBTEL, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	
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.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	
Mitel NetSolutions, Inc.	N/A	N/A	DNR	DNR	✓	✓	N/A	✓	✓	✓	
Navigator Telecommunications, LLC	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
North State Telephone Company	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
NOS Communications, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓	
One Voice Communications, Inc.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
OneTone Telecom, Inc.	N/A	N/A	✓	✓	✓	✓	N/A	N/A	N/A	N/A	
Piedmont Communications Services, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	
Pineville Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	
PNG Telecommunications, Inc.	<12	<12	DNR	DNR	<12	<12	<12	<12	<12	<12	

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Quality Telephone, Inc.	N/A	N/A	X	X	✓	✓	✓	X	✓	✓
Qwest Communications Company, LLC	N/A	N/A	X	X	N/A	N/A	N/A	N/A	N/A	N/A
Randolph Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Saluda Mountain Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Service Telephone Company	N/A	N/A	X	✓	✓	✓	✓	✓	✓	✓
Shentel Converged Services, Inc.	N/A	N/A	X	X	✓	✓	✓	✓	✓	✓
SkyBest Communications, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
South Carolina Net, Inc.	N/A	N/A	DNR	✓	✓	✓	✓	N/A	✓	✓
Spectrotel, Inc.	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓
Springboard Telecom, LLC	N/A	N/A	✓	✓	✓	✓	✓	X	✓	✓
Talk America, Inc.	N/A	N/A	✓	✓	DNR	DNR	N/A	N/A	N/A	N/A
Tennessee Telephone Services, LLC	<12	<12	<12	<12	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	✓	✓	✓	✓	✓	✓	✓	✓
UNICOM Communications, LLC	N/A	N/A	✓	✓	✓	✓	X	✓	✓	✓
Verizon South, Inc.	✓	✓	✓	✓	✓	✓	X*	✓	✓	✓
Wilkes Communications, Inc.	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓
Windstream Communications, Inc.	✓	✓	N/A	✓	✓	✓	✓	✓	✓	✓
Windstream Concord Telephone, Inc.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Windstream Lexcom Comm., Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Windstream North Carolina, Inc.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Windstream NuVox, Inc.	✓	✓	✓	✓	✓	✓	✓	N/A	X	N/A
XO Communications Services, Inc.	N/A	N/A	X	X	✓	✓	✓	✓	N/A	N/A
Yadkin Valley Telecom, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓

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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.
* A waiver of Commission requirements for this objective was requested for a portion of the report period. The result shown reflects the company's average statewide performance during the remainder of the period.	

**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.	Global Capacity Direct, LLC	North State Communications Advanced Services, LLC
Abovenet Communications, Inc.	Global Capacity Group, Inc.	Pac-West Telecomm, Inc.
AGL Networks, LLC	Global NAPs North Carolina, Inc.	PaeTec Communications, Inc.
ALEC, Inc.	Hotwire Communications, Ltd.	Peerless Network of North Carolina, LLC
All American Telecom, Inc.	Hypercube Telecom, LLC	Preferred Long Distance, Inc.
ATC Outdoor DAS, LLC	IDT America, Corp.	Randolph Telephone Telecommunications, Inc.
BalsamWest FiberNET, LLC	iNETWORKS Group, Inc.	Reliance Globalcom Services, Inc.
Bandwidth.com CLEC, LLC	Infotelecom, LLC	Sage Telecom, Inc.
BellSouth Long Distance, Inc.	Inteltrace, Inc.	SBC Long Distance, LLC
Broadplex, LLC	Intellicall Operator Services, Inc.	SCANA Communications, Inc.
Broadvox-CLEC, LLC	Intellifiber Networks, Inc.	School Link, Inc.
Brydels Communications, LLC	Intrado Communications, Inc.	Sprint Communications Company, L.P.
BT Communications Sales LLC	IPC Network Services, Inc.	Star Wireless, Inc.
Buggs Island Telephone Cooperative	Juice Marketing, Inc.	Sunesys, LLC
Campus Communications Group, Inc.	KBSL Telecom, Inc.	SunGard NetWork Solutions, Inc.
Cbeyond Communications, LLC	Kentucky Data Link, Inc.	Syniverse Technologies, Inc.
Cebridge Telecom NC, LLC	Legacy Long Distance International, Inc.	TDPC, Inc.
CND Acquisition Corporation	Level 3 Communications, L.L.C.	The New Telephone Company, Inc.
CommPartners, LLC	Linkup Telecom, Inc.	Time Warner Cable Information Services (N. C.), LLC
Computer Central of Wilson, Inc.	LMK Communications, LLC	T-NETIX, Inc.
ComScape Communications, Inc.	Managed Services, Inc.	Touchtone Communcations Inc.
Custom Teleconnect, Inc.	Network Innovations, Inc.	tw telecom of north carolina l.p.
DIECA Communications, Inc.	Network Telephone Corporation	UCN, Inc.
DSLnet Communications, LLC	Neutral Tandem - North Carolina, LLC	Velocity.Net Communications, Inc.
DukeNet Communications, LLC	New Communications of the Carolinas, Inc.	Verizon Select Services, Inc.
Embarq Communications, Inc.	New Edge Network, Inc.	Victory Communications, Inc.
Fast Phones, Inc.	New Horizons Communications Corp	Wave Telecom, Inc.
FeatureTel, LLC	NextG Networks of NY, Inc.	Wholesale Carrier Services, Inc.
Fiber Technologies Networks, L.L.C.	Nexus Communications, Inc.	Ymax Communications Corp.
Fiberlincs, LLC	Norlight Telecommunications, Inc.	Zaida Communications Corporation
FRC, LLC	Norlight, 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.**

ACN Communications Services, Inc.	Granite Telecommunications, LLC	Ready Telecom, Inc.
Airespring, Inc.	Image Access, Inc.	TelCove Operations, Inc.
American Fiber Network, Inc.	Matrix Telecom, Inc.	Trans National Communications International, Inc.
Birch Communications, Inc.	Midwestern Telecommunications, Inc.	Universal Telecom, Inc.
Birch Telecom of the South, Inc.	Momentum Telecom, Inc.	US LEC of North Carolina, Inc.
Connect Communications, LLC	New East Telephony, Inc.	
dPi-Teleconnect, L.L.C.	QuantumShift Communications, Inc.	

**The following companies have not filed a service quality report.**

Access Fiber Group, Inc.	Entelegent Solutions, Inc.	Port City Multimedia, Inc.
BetterWorld Telcom, LLC	IntelePeer, Inc.	RidgeLink, LLC
Broadview Networks, Inc.	McGraw Communications, Inc.	Talkspan Inc.
Cincinnati Bell Any Distance, Inc.	NET TALK.COM, INC.	Tele Circuit Network Corporation
Cox North Carolina Telecom, L.L.C.	New Dimension Communications, Inc.	Velocity The Greatest Phone Company Ever, Inc.
Cypress Communications Operating Company, LLC	NextGen Communications, Inc.	

**The following companies have opted into Section H regulation.**

AT&T Communications of the Southern States, LLC  
BellSouth Telecommunications, Inc.  
TCG of the Carolinas, Inc.