

# Service Quality Report

Period Covered: October 1, 2008 - September 30, 2009

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	
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	✓	✓	✓	✓	✓	✓	✓	✓	
Budget PrePay, Inc.	N/A	N/A	DNR	DNR	DNR	DNR	DNR	DNR	✓	✓	
BullsEye Telecom, Inc.	DNR	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	✓	✓	✓	✗	<12	<12	<12	N/A	
Citizens Telephone Company	N/A	N/A	✗	✓	✓	✓	✓	✓	✓	✓	
ComTech21, LLC	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓	
Comtel Telcom Assets LP	DNR	DNR	✗	✗	✗	<12	✗	✗	<12	<12	
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	
dPi-Teleconnect, L.L.C.	N/A	N/A	<12	DNR	N/A	N/A	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	✓	✓	✓	✓	✓	✓	✓	✓	
Flatel, Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
France Telecom Corp. Solutions LLC	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.		
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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Global Connection, Inc. of America	N/A	N/A	✓	✓	✓	✓	✓	✓	N/A	N/A
Global Crossing Local Services, Inc.	N/A	N/A	✗	✗	✓	✓	N/A	N/A	N/A	N/A
Global Crossing Telemanagement, Inc.	N/A	N/A	✗	✗	✓	✓	N/A	✓	✓	✓
IDS Telecom Corp.	N/A	N/A	<12	<12	N/A	N/A	N/A	N/A	N/A	N/A
Interlink Telecommunications, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
LEXCOM Telephone Company	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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. Svcs, LLC	✓	✓	✗	✓	N/A	N/A	N/A	N/A	N/A	N/A
MEBTEL, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓
Metropolitan Telecom. of NC, Inc.	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Mitel NetSolutions, Inc.	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 Telephone Company	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NOS Communications, Inc.	✓	✓	DNR	DNR	✓	✓	✓	✓	✓	✓
Now Communications, Inc.	N/A	N/A	<12	<12	N/A	N/A	N/A	N/A	N/A	N/A
NuVox Communications, Inc.	✓	✓	✓	✓	✓	✓	✓	N/A	✗	✓
One Voice Communications, Inc.	N/A	N/A	N/A	N/A	<12	<12	N/A	N/A	<12	<12
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
Qwest Communications Company, LLC	N/A	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A
Randolph Telephone Company	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓

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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	✓	✓	✓	✓	✗	✓	N/A	
Spectrotel, Inc.	<12	<12	DNR	DNR	<12	<12	<12	<12	<12	<12	
Springboard Telecom, LLC	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	
Talk America, Inc.	N/A	N/A	✓	✓	DNR	DNR	N/A	N/A	N/A	N/A	
TelCove Operations, Inc.	✓	✓	✓	✓	DNR	DNR	DNR	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	✓	✓	✓	✓	✓	✓	✓	✓	
Verizon South, Inc.	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	
Wilkes Communications, Inc.	N/A	N/A	DNR	DNR	✓	✓	✓	✓	✓	✓	
Windstream Communications, Inc.	✓	✓	N/A	✓	✓	✓	✗	✓	✓	✓	
Windstream Concord Telephone, Inc.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Windstream North Carolina, Inc.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
XO Communications Services, Inc.	N/A	N/A	✗	✗	✓	✓	✓	N/A	N/A	N/A	
Yadkin Valley Telecom, Inc.	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	

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

**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.**

1-800-RECONEX, Inc.	Granite Telecommunications, LLC	New East Telephony, Inc.
ACN Communications Services, Inc.	GSC Telecommunications, Inc.	Quality Telephone, Inc.
Airespring, Inc.	Image Access, Inc.	QuantumShift Communications, Inc.
American Fiber Network, Inc.	Lifeconnex Telecom, LLC	R.T.O. Communications, L.L.C.
BCN Telecom, Inc.	Lightyear Network Solutions, LLC	Ready Telecom, Inc.
Birch Communications, Inc.	Matrix Telecom, Inc.	Tennessee Telephone Services, LLC
Birch Telecom of the South, Inc.	Metrostat Communications, Inc.	Trans National Communications International, Inc.
BLC Management, LLC	Midwestern Telecommunications, Inc.	Universal Telecom, Inc.
Connect Communications, LLC	Momentum Telecom, Inc.	US LEC of North Carolina, Inc.

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

Absolute Home Phones, Inc.	McGraw Communications, Inc.	RidgeLink, LLC
Cypress Communications Operating Company, LLC	NET TALK.COM, INC.	Talkspan Inc.
Entelegent Solutions, Inc.	Port City Multimedia, Inc.	Tele Circuit Network Corporation

**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.