



21 West Avenue, Spencerport, New York 14559  
www.frontier.com

July 22, 2015

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) 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 annual report on service quality. Per the order, this will be the final report completing the five year reporting period.

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

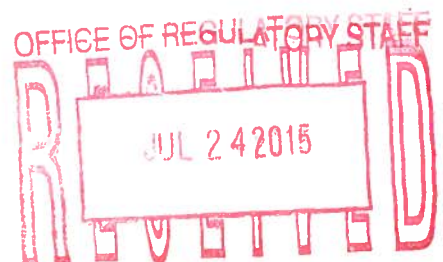
Sincerely,

A handwritten signature in black ink that reads "Deborah Fasciano". The signature is fluid and cursive.

Deborah Fasciano  
Manager, Govt. & External Affairs  
Frontier Communications  
[Deborah.fasciano@ftr.com](mailto:Deborah.fasciano@ftr.com)

Enclosure .

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



**Frontier Communications of the Carolinas Inc.**  
**South Carolina**  
**Annual Report**

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
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Docket No. 2009-220C Order No. 2009-769

Installation Interval (days)	2.30	2.10	2.60	2.20	2.60	2.50	2.60	2.50	2.40	2.30	2.40	2.40
% Install Commitment NOT Met	3.03	2.90	5.77	2.98	4.93	8.23	7.07	4.25	3.25	4.57	5.09	7.74
CTRR per 100 Lines	1.97	1.92	1.46	1.37	1.16	1.28	1.36	1.43	1.16	1.30	1.22	1.27
Complaints	1	2	2	2	1	1	2	1	2	0	2	0
% Repeat OOS to Initial OOS	11.33	10.13	13.51	11.23	6.81	9.64	11.90	5.79	10.07	8.87	9.44	10.18
OOS Repair Interval	45.17	45.75	49.04	43.91	36.68	42.70	42.99	22.62	30.15	37.47	36.20	45.00

