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**GERMANTOWN (GTEL) COMMENDED FOR  
TOP SERVICE FOR 20<sup>TH</sup> CONSECUTIVE YEAR**

**Albany, NY – April 1, 2009** – The New York State Public Service Commission has released the official list of 54 local telephone companies or telephone company operating divisions, of a possible 75 operating throughout the state, receiving commendation for providing excellent service to customers in 2008.

The commendations for excellent service are based on telephone companies' performance in relation to service quality standards established by the Commission. The criteria used to grant a commendation for excellent service included an evaluation of customer trouble reports (CTRR) and the number of consumer complaints received by the Commission.

“The Commission’s standards help ensure all New York residents and businesses benefit from having access to an exceedingly high level of telecommunications technology and service,” explained Commission Chairman Garry Brown. “The companies commended today have exceeded the state’s high standards for service quality and deserve the acknowledgement of the Commission for providing excellent service to their customers.”

Customers of GTEL share the sentiment of the Commission when benefiting from the outstanding services provided by the generous company. Kathy Overington, longtime Germantown resident and volunteer, describes a contribution GTEL made to the Germantown Library. “When the library first looked into adding computers and internet access, GTEL graciously installed the necessary wiring and provided internet access as well as local phone service free of charge.” In addition to appreciating the contributions made by GTEL to the

community, Overington also boasts about the company's excellent customer service. "I appreciate the friendly, courteous staff and the efforts they make to provide local information to the community."

"We are excited and honored to receive this award and recognition again this year, and look forward to continuing our efforts to impact the community and assist our customers," commented Tammy Holmes, Customer Service Manager for GTEL. Germantown has received the commendation the last 20 consecutive years of the 21 years the Commission has recognized companies for providing exemplary service.

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