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**GERMANTOWN (GTEL) COMMENDED FOR  
TOP SERVICE FOR 22<sup>nd</sup> CONSECUTIVE YEAR**

**Albany, NY – April 7, 2011** – The New York State Public Service Commission has released the official list of 48 local telephone companies or telephone company operating divisions, of a possible 71 operating throughout the state, receiving commendation for providing excellent service to customers in 2010.

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.”

“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 22 consecutive years of the 23 years the Commission has recognized companies for providing exemplary service.

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