

STATE OF NEW YORK

Public Service Commission

Garry A. Brown, Chairman

Three Empire State Plaza, Albany, NY 12223

Further Details: James Denn, (518) 474-7080

<http://www.dps.state.ny.us>

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CITIZENS MET OR EXCEEDED SERVICE STANDARDS

-No Significant Deviations in Performance from Historical Trends-

Albany, NY—05/21/08—The New York State Public Service Commission (Commission) today received a report from Staff of the Department of Public Service (Staff) concerning Citizens Communications' service quality report for the first quarter of 2008. During the first quarter of this year, the local exchange subsidiaries of Citizens Communications operating in New York State met or exceeded the Commission's service standards.

“It is always a pleasure to receive a report that Citizens Communications continues to provide quality telecommunications service to its customers,” said Commission Chairman Garry Brown. “By providing quality telecommunications services, the local exchange subsidiaries of Citizens Communications operating in New York met or exceeded the Commission's service standards for the first quarter of 2008 which is consistent with the company's historical performance.”

Under the Commission's service standards, each incumbent local exchange carrier is required to file customer trouble report rates. In addition, Frontier Telephone of Rochester, which is a subsidiary of Citizens Communications, reports on additional metrics as part of a permanent condition of its expired incentive plan, the Open Market Plan. All targets are being met.

Complaints are not part of the Commission's service standards, but serve as an independent measure of service quality apart from performance reported by the carriers under the standards. The report noted that customer complaints decreased in some subsidiaries during the first quarter.

Citizens Communications is a holding company that services over 2.4 million access lines in 24 states. Through its New York subsidiaries, Citizens Communications serves about 730,762 access lines or about 8.7 percent of the total access lines in the state.

Staff's report, when issued, will be available on the Commission's Web site at www.dps.state.ny.us by accessing the Commission's File Room section of the homepage and referencing Case 08-C-0405. Many libraries offer free Internet access. Staff's report may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500).