

STATE OF NEW YORK

# Public Service Commission

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## CITIZENS MET OR EXCEEDED SERVICE STANDARDS

— 2<sup>nd</sup> Quarter Performance in Line with Historical Trends —

Albany, NY—08/20/08—The New York State Public Service Commission (Commission) received a report today from Staff of the Department of Public Service (Staff) concerning Citizens Communications' service quality report for the second quarter of 2008. During the second quarter of this year, the local exchange subsidiaries of Citizens Communications operating in New York State met or exceeded the Commission's service standards.

“Citizens and its local exchange subsidiaries have provided another quarter of quality service to its customers in New York State,” said Commission Chairman Garry Brown. “The company's performance during the second quarter in meeting, and many central offices exceeding, the Commission's service standards is consistent with the company's historical performance of providing excellent service to its customers.”

Under the Commission's service standards, each incumbent local exchange carrier is required to file customer trouble report rates. Carriers serving more than 500,000 access lines must file additional metric results with the Commission. Each subsidiary of Citizens currently serves fewer than 500,000 access lines. However, Frontier Telephone of Rochester, which is a subsidiary of Citizens, reports on additional metrics as part of a permanent condition of its expired incentive plan, the Open Market Plan.

Complaints to the Commission are not part of the service standards, but serve as an independent measure of service quality apart from performance reported by the carriers under the standards. Citizens' service performance during the second quarter of this year shows a continued decrease in complaints to the Commission in 2008. There were a total of 11 complaints for the second quarter of 2008, and 14 during the first quarter. This compares to 23 complaints for the fourth quarter of 2007 and is a positive trend.

Citizens is a holding company that services over 2.4 million access lines in 24 states. Through its New York subsidiaries, Citizens serves about 656,401 access lines or about 8.7 percent of the total traditional access lines in the state. Citizens changed its corporate name to Frontier Communications on July 31, 2008.

Staff's report, when issued, will be available on the Commission's Web site at [www.dps.state.ny.us](http://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, 14<sup>th</sup> floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500).