

STATE OF NEW YORK

Public Service Commission

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Citizens Communications Met or Exceeded Service Standards -Third Quarter 2007 Report-

Albany, NY—11/7/07—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 third quarter of 2007. During the third quarter of this year, the local exchange subsidiaries of Citizens Communications operating in New York State met or exceeded the Commission's service standards. Customer complaints to the Commission, although not included in the standards, increased in some subsidiaries.

“Citizens Communications has historically provided quality telecommunications services to its customers,” said Commission Chairwoman Patricia L. Acampora. “During the third quarter, the company experienced a slight spike in service-related and billing complaints to the Commission from the previous quarter. I expect Staff will monitor the customer complaint level closely next quarter and report back the results to the Commission.”

Under the Commission's service standards, each incumbent local exchange carrier is required to report customer trouble report (CTRR) if it serves 500,000 or fewer access lines. Each subsidiary of Citizens Communications currently serves fewer than 500,000 access lines. However, Frontier Telephone of Rochester reports on additional metrics as part of a permanent condition of its expired incentive plan, the Open Market Plan.

Overall Citizens Communications local exchange subsidiaries met Commission established thresholds of performance 96.9 percent of the time during the third quarter for those metrics which they are required to report. This performance is consistent with the historical

trend. Citizens of New York experienced severe thunder storms and hailstorms during July which caused scattered power outages. The July 10th hailstorm resulted in a cable failure at the Glen Central Office in Montgomery County, and vandalism caused a major service outage to the West Valley Central Office in Cattaraugus County on August 29th. The CTRR levels reflect this. Staff noted that most central offices were well below the 3.3 reports per 100 access lines.

Complaints are not a part of the Commission's service standards, but serve as an independent measure of service quality apart from performance reported by carriers under the standards. There was an increase in complaints to the Commission during the third quarter. There were a total of 27 complaints for the quarter, up from 10 in the previous quarter. The complaint rates for all three months of the quarter were above the threshold level of 0.074 or less per 1,000 access lines per year, and not consistent with long-term trends.

Frontier of Rochester recorded 11 complaints in the quarter, seven of which occurred in September. The majority of complaints were related to service and a few billing issues. Citizens of New York recorded 10 complaints for the quarter, with most related to billing issues. Frontier of New York experienced both billing and marketing related complaints. Staff has addressed these issues with the company, and will monitor the complaint level closely during the fourth 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 Number 07-C-0473. 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).