

STATE OF NEW YORK

Public Service Commission

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Citizens Communications Service Quality -Second Quarter 2007-Service Quality Report-

Albany, NY—8/22/07—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 second quarter of 2007. The local exchange subsidiaries of Citizens Communications operating in New York State met or exceeded the Commission's service standards for this quarter.

“Citizens Communications continues to provide quality telecommunications services to its customers,” said Commission Chairwoman Patricia L. Acampora. “The service quality results for the second quarter of 2007 reflect the company's continued emphasis on service quality for Frontier Telephone of Rochester and for each of its smaller affiliates. I applaud the company's efforts and look forward to similar service quality performance results for the rest of the year.”

Under the Commission's service standards, 16 NYCRR 603, each incumbent local exchange carrier is required to report Customer Trouble Report (CTRR) if it services 500,000 or fewer access lines. Each subsidiary of Citizens Communications currently serves fewer than 500,000 access lines. However, Frontier Telephone of Rochester (FTR) reports on additional metrics as part of a permanent condition of its expired incentive plan, the Open Market Plan (OMP).

Overall Citizen's local exchange subsidiaries met Commission established thresholds of performance 98.4 percent of the time during the second quarter for those metrics on which they are required to report. The subsidiaries' central offices generally met the Commission's established levels of CTRR performance. During the second quarter, 201 of the 210 central offices met or exceeded the monthly CTRR performance thresholds of the Commission's standards. This performance is consistent with the historical trend.

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 in Case 07-C-0473, 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. Many libraries offer free Internet service. Staff's report can also be obtained from the Files Office, 14th floor, Three Empire State Plaza, Albany, NY (518-474-2500).