



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending June 30, 2004

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.08	3.43	2.92	3.14
B. Operator Answer Time - Information [730.510(a)(1)]	4.94	6.19	4.66	5.26
C. Repair Office Answer Time [730.510(b)(1)]	18.60	5.40	21.70	15.23
D. Business or Customer Service Answer Time [730.510(b)(1)]	29.00	36.00	54.00	39.67
E. Percent of Service Installations [730.540(a)]	98.02%	98.21%	97.14%	97.79%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	3.64% *	7.81% *	12.20% *	8.31% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.50	2.30	2.50	2.10
H. Percent Repeat Trouble Reports [730.545(c)]	11.61%	13.89%	13.05%	13.01%
I. Percent of Installation Trouble Reports [730.545(f)]	0.11%	0.18%	0.12%	0.14%
J. Missed Repair Appointments [730.545(h)]	49	149	204	134
K. Missed Installation Appointments [730.540(d)]	88	68	115	90

Comments



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