



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, 2006

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.40	5.70	6.00	5.70
B. Operator Answer Time - Information [730.510(a)(1)]	4.62	5.60	5.01	5.08
C. Repair Office Answer Time [730.510(b)(1)]	11.00	17.00	13.00	13.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	185.00 *	312.00 *	294.00 *	263.67 *
E. Percent of Service Installations [730.540(a)]	97.00%	98.00%	97.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.00%	95.00%	96.00%	97.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.50	1.80	1.80	1.70
H. Percent Repeat Trouble Reports [730.545(c)]	14.00%	15.00%	16.00%	13.00%
I. Percent of Installation Trouble Reports [730.545(f)]	3.00%	4.00%	3.00%	4.00%
J. Missed Repair Appointments [730.545(h)]	44	53	52	50
K. Missed Installation Appointments [730.540(d)]	62	37	64	54

Comments



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