



**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, 2005**

<b>Performance Data</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.01	6.09	6.24	6.11
B. Operator Answer Time - Information [730.510(a)(1)]	5.50	5.20	5.70	5.47
C. Repair Office Answer Time [730.510(b)(1)]	8.00	9.00	27.00	14.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	34.00	43.00	29.00	35.33
E. Percent of Service Installations [730.540(a)]	93.00%	92.00%	95.00%	93.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	4.60% *	2.80% *	5.50% *	4.40% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.40	1.30	1.90	1.53
H. Percent Repeat Trouble Reports [730.545(c)]	9.00%	15.00%	13.00%	12.20%
I. Percent of Installation Trouble Reports [730.545(f)]	10.00%	8.00%	13.00%	10.10%
J. Missed Repair Appointments [730.545(h)]	42	38	148	76
K. Missed Installation Appointments [730.540(d)]	128	159	81	123

**Comments**



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