



CHARTS

Commitments for Service-Provisioning

	2011	2012
January		98.4%
February		98.4%
March		99.4%
April	99.1%	
May	100.0%	
June	98.5%	
July	99.2%	
August	100.0%	
September	99.4%	
October	98.6%	
November	97.9%	
December	96.2%	

OAR Standard: 90%

Trouble Report Cleared Within 48 hours

	2011	2012
January		68.2%
February		76.0%
March		91.2%
April	95.2%	
May	89.8%	
June	97.0%	
July	97.3%	
August	96.6%	
September	98.4%	
October	95.5%	
November	92.2%	
December	90.9%	

OAR Standard: 95%

DID NOT MEET OAR STANDARD

*Citizen's Telecommunications of Oregon is required to report as requirement of Docket UM 1431, Verizon/Frontier merger

Repair Cleared Within 48 Hours

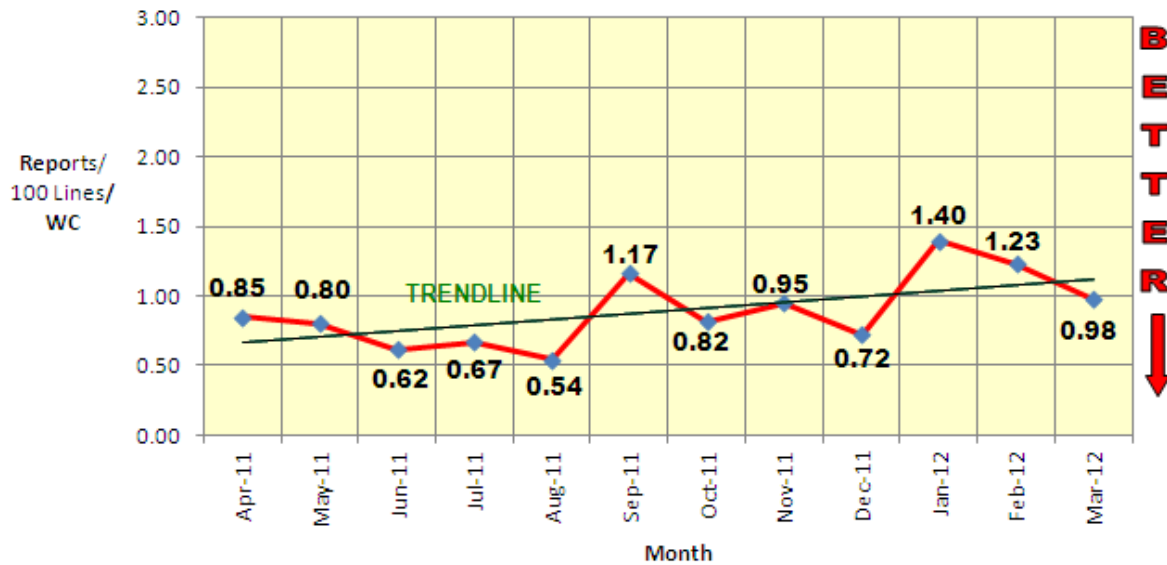
Repair Center	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Citizen's Frontier	95.2%	89.8%	97.0%	97.3%	96.6%	98.4%	95.5%	92.2%	90.9%	68.2%	76.0%	91.2%

OAR Standard 95%

DID NOT MEET OAR STANDARD

- Citizens Frontier
- Azalea
- Canyonville
- Cave Junction
- Days Creek
- Glendale
- Myrtle Creek
- O'Brien
- Riddle
- Selma
- Wolf Creek

TROUBLE REPORT RATE-STATE AVERAGE



MONTHLY TROUBLE REPORT RATE

Citizen's/Frontier	MO >2.00 ²	MO >3.00 ²	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Azalea		0	0.26	0.52	0.27	0.27	1.06	0.27	0.26	0.00	0.79	0.54	1.89	1.63
Canyonville	0		0.56	0.66	0.86	0.38	0.29	0.39	0.29	0.39	0.10	0.80	0.30	0.30
Cave Juntion	0		0.69	0.25	0.57	0.57	0.44	1.43	0.51	0.32	1.13	1.29	1.08	0.52
Days Creek		3	0.89	3.39	0.53	1.62	0.72	0.18	4.70	1.45	1.45	1.65	1.47	3.31
Glendale		0	0.25	0.63	0.50	0.76	0.89	0.78	0.52	0.00	0.65	0.52	0.39	1.60
Myrtle Creek	1		0.50	0.68	0.72	0.68	0.65	0.36	0.98	2.30	0.48	1.37	1.45	1.43
O'Brien		2	0.91	5.76	0.61	1.52	0.00	4.28	0.61	0.31	0.92	0.61	0.00	0.92
Riddle		0	0.40	0.14	0.41	0.28	0.83	0.56	0.56	0.71	0.43	1.44	0.59	0.74
Selma		4	4.28	0.93	0.70	0.93	0.35	4.78	0.23	1.30	0.36	3.98	3.26	0.12
Wolf Creek		0	0.38	0.00	0.39	0.39	0.00	0.00	1.20	0.00	1.19	1.19	2.06	0.00
Statewide Average			0.85	0.80	0.62	0.67	0.54	1.17	0.82	0.95	0.72	1.40	1.23	0.98
Large Wire Center Count³	0		0	0	0	0	0	0	0	1	0	0	0	0
Small Wire Center Count³		1	1	2	0	0	0	2	1	0	0	1	1	1

NOTE 1: Small wire centers (1,000 or less access lines) are in red.

NOTE 2: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "MO>3.00" column is the number of times a wire center with 1,000 or less access lines exceeded a 3.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

NOTE 3: The number at the bottom of the monthly columns are the number of wire centers that exceeded either 2.00 for the large wire centers or 3.00 for the small wire centers during that month.

Large Wire Center Out of Standard >2.00

Small Wire Center Out of Standard >3.0