

For Immediate Release
July 16, 2004

Contact: Laura ZuHone
(217) 234-5965

Consolidated Operator Services ranks above competitors in providing National Directory Assistance

Performance index scores show COS provides better Customer Care than competitors

MATTOON, Ill. – Consolidated Communications Operator Services recently ranked higher than its competitors in The Paisley Group's recent National Directory Assistance (NDA) Performance Index.

According to The Paisley Group Ltd. data, Consolidated Operator Services' score for Customer Care of NDA calls surpassed the average score of six competing third-party NDA providers. Consolidated's score was 96.3 percent, while the average score of for the other companies was 89.7 percent.

"The exceptional performance scores that Consolidated Operator Services received reflects the commitment our customer agents and supervisors have made to provide the best possible service for our customers," said Rick Hall, director, Operator Services. "Our team has worked extremely hard at being the best operator center in the industry. These results make our customers happy and give Consolidated additional opportunities to expand our business."

Consolidated Operator Services and the other NDA providers were audited using the same process, sample and strict statistical standards to provide the most accurate comparison possible. The Paisley Group made 300 scripted calls to each provider, using the same details in the same order.

The Paisley Group is an independent consulting firm recognized as a leader in coaching and auditing centers that provide directory assistance

Consolidated Operator Services maintains two Master Call Center Certified centers in central Illinois. In addition to wholesale national directory assistance, Consolidated Operator Services also offers voice automated directory assistance, retail directory assistance, corporate directory assistance, message center services, corporate/government switchboard operator and wholesale and retail operator assistance and serves clients across the U.S.

Founded in 1894, Consolidated Communications, Inc., is a family of companies offering state-of-the-art voice and data communications to both business and residential customers. Services include high-speed DSL Internet access, local and long distance telephone services, business systems, directory services, carrier services, Web hosting, retail and wholesale operator services, public services, and fully-integrated telemarketing and fulfillment services. Serving markets in Illinois and Texas, Consolidated Communications operates the 16th largest independent telephone company in the nation. Additional information about Consolidated Communications, Inc., and its products and services is available at www.consolidated.com