

June 7, 2004, through June 30, 2004

**SERVICE QUALITY EVALUATION SUMMARY**

<b>Category</b>	<b>Exchange</b>	<b>FPSC Standard</b>	<b>Evaluation Results</b>	<b>Standard Satisfied</b>	<b>Notes</b>
<b><u>Answer Time</u></b>					
<b>Business Office</b>	<b>Port St. Joe</b>	<b>85%</b>	<b>85.1%</b>	<b>Y</b>	<b>1</b>
<b>Directory Assistance</b>	<b>Port St. Joe</b>	<b>95%</b>	<b>98.2%</b>	<b>Y</b>	<b>1</b>
<b>Repair Service</b>	<b>Port St. Joe</b>	<b>95%</b>	<b>95.8%</b>	<b>Y</b>	<b>1</b>
<b><u>Availability of Service</u></b>					
<b>Installation-Within 3 Days</b>		<b>90%</b>			
<b>April</b>	<b>Blountstown</b>		<b>98.9%</b>	<b>Y</b>	
	<b>Carrabelle</b>		<b>97.9%</b>	<b>Y</b>	
	<b>Chattahoochee</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Laurel Hill</b>		<b>90.9%</b>	<b>Y</b>	
	<b>Paxton</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Perry</b>		<b>99.3%</b>	<b>Y</b>	
	<b>Port St. Joe</b>		<b>100.0%</b>	<b>Y</b>	
<b>May</b>	<b>Carrabelle</b>		<b>94.7%</b>	<b>Y</b>	
	<b>Chattahoochee</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Laurel Hill</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Paxton</b>		<b>100.0%</b>	<b>Y</b>	
<b>Installation Appointments-Kept</b>		<b>95%</b>			
<b>April</b>	<b>Company Total</b>		<b>100.0%</b>	<b>Y</b>	
<b>May</b>	<b>Company Total</b>		<b>100.0%</b>	<b>Y</b>	
<b><u>Repair Service</u></b>					
<b>Out of Service-Restored -Within 24 Hrs</b>		<b>95%</b>			
<b>April</b>	<b>Blountstown</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Carrabelle</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Chattahoochee</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Laurel Hill</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Paxton</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Perry</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Port St. Joe</b>		<b>98.8%</b>	<b>Y</b>	
<b>May</b>	<b>Carrabelle</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Chattahoochee</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Laurel Hill</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Paxton</b>		<b>100.0%</b>	<b>Y</b>	
<b>Service Affecting-Restored Within 72 Hrs</b>		<b>95%</b>			<b>2</b>
<b>April</b>	<b>Blountstown</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Carrabelle</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Chattahoochee</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Laurel Hill</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Paxton</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Perry</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Port St. Joe</b>		<b>96.3%</b>	<b>Y</b>	
<b>May</b>	<b>Carrabelle</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Chattahoochee</b>		<b>100.0%</b>	<b>Y</b>	
	<b>Laurel Hill</b>		<b>100.0%</b>	<b>Y</b>	

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<b>Category</b>	<b>Exchange</b>	<b>FPSC Standard</b>	<b>Evaluation Results</b>	<b>Standard Satisfied</b>	<b>Notes</b>
	<b>Paxton</b>		<b>100.0%</b>	<b>Y</b>	
<b>Repair Appointments-Kept</b>		<b>95%</b>			
<b>April</b>	<b>Company Total</b>		<b>100.0%</b>	<b>Y</b>	
<b>May</b>	<b>Company Total</b>		<b>N/A</b>	<b>N/A</b>	
<b><u>Safety</u></b>					
<b><u>Adequate Grounding</u></b>					
<b>Recent Installations</b>	<b>Company Total</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
<b>Older Installations</b>	<b>Company Total</b>	<b>92%</b>	<b>99.8%</b>	<b>Y</b>	
<b><u>Timing &amp; Billing Accuracy-Intra-LATA</u></b>					
<b>Timing Accuracy-1+Area Code/Number</b>	<b>Port St. Joe</b>	<b>97%</b>	<b>99.1%</b>	<b>N</b>	
<b>Billing Accuracy-1+Area Code/Number</b>	<b>Port St. Joe</b>	<b>97%</b>	<b>99.1%</b>	<b>N</b>	
<b>Directory Assistance-Billing Accuracy</b>	<b>Port St. Joe</b>	<b>97%</b>	<b>100.0%</b>	<b>Y</b>	
<b><u>9-1-1 Emergency Service</u></b>					
<b>Call Completions</b>	<b>Port St. Joe</b>	<b>100%</b>	<b>100.0%</b>	<b>N</b>	<b>3</b>
<b>TDD-Completions</b>	<b>Port St. Joe</b>	<b>100%</b>	<b>100.0%</b>	<b>N</b>	<b>4</b>

**Notes:**

- 1-Answer time is based on calls answered by an attendant within 55 seconds after the last digit is dialed.
- 2-All troubles other than lines that are out of service (such as static on the line).
- 3-Ability to reach the 911 answering center for voice calls.
- 4-Ability to reach the 911 answering center for TDD (hearing impaired) calls.