

BELLSOUTH TELECOMMUNICATIONS, INC.

March 11 through April 12, 2002

SERVICE QUALITY EVALUATION SUMMARY

| <u>Category</u> | <u>Exchange</u> | <u>FPSC Standard</u> | <u>Evaluation Results</u> | <u>Standard Satisfied</u> | <u>Notes</u> |
|--|-----------------|--------------------------|-------------------------------|-------------------------------|--------------|
| <u>Answer Time</u> | | | | | |
| Business Office | Miami | 85% | 99.4% | Y | 1 |
| Directory Assistance | Miami | 95% | 99.3% | Y | 1 |
| Repair Service | Miami | 95% | 100.0% | Y | 1 |
| <u>Availability of Service</u> | | | | | |
| Installation-Within 3 Days | Miami | 90% | 98.5% | Y | |
| Installation Appointments-Kept | Miami | 95% | 98.8% | Y | |
| <u>Repair Service</u> | | | | | |
| Out of Service-Restored -Within 24 Hrs | Miami | 95% | 97.8% | Y | |
| Service Affecting-Restored Within 72 Hrs | Miami | 95% | 99.7% | Y | 2 |
| Repair Appointments-Kept | Miami | 95% | 99.1% | Y | |
| <u>Safety</u> | | | | | |
| <u>Adequate Grounding</u> | | | | | |
| Recent Installations | Miami | 100% | 100.0% | Y | |
| <u>Timing & Billing Accuracy-Intra-LATA</u> | | | | | |
| Directory Assistance-Billing Accuracy | Miami | 98% | 100.0% | Y | |
| <u>9-1-1 Emergency Service</u> | | | | | |
| Call Completions | Miami | 100% | 100.0% | Y | 3 |
| TDD-Completions | Miami | 100% | 100.0% | Y | 4 |

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.