

VERIZON FLORIDA, INC.

September 9 through October 4, 2002

LAKELAND EXCHANGE

LONG DISTANCE SERVICE-TIMING AND BILLING

Inter-LATA-1+Area Code/Number

Inter-Exchange Carrier	Total Calls	Timing Accuracy				Billing Accuracy			
		Under Timed	Over Timed	Correct Timed	% Correct	Under Billed	Over Billed	Correct Billed	% Correct
Americatel	226	0	0	226	100.0%	0	0	226	100.0%
AT&T	36	0	0	36	100.0%	0	0	36	100.0%
Easton	151	0	0	151	100.0%	0	0	151	100.0%
eMERITUS	128	0	0	128	100.0%	128	0	0	0.0%
Excell	145	0	0	145	100.0%	0	0	145	100.0%
Florida Digital	69	0	33	36	52.2%	0	33	36	52.2%
I-Link	105	0	1	104	99.0%	0	1	104	99.0%
MCI	100	0	0	100	100.0%	0	0	100	100.0%
Peatec	136	0	0	136	100.0%	0	0	136	100.0%
Primus	136	0	2	134	98.5%	134	2	0	0.0%
Qwest	144	0	0	144	100.0%	0	0	144	100.0%
Sprint LD	137	0	0	137	100.0%	0	0	137	100.0%
Verizon LD	107	0	0	107	100.0%	29	0	78	72.9%
Standard					97.0%				97.0%

Inter-LATA-Calling Card

Inter-Exchange Carrier	Total Calls	Timing Accuracy				Billing Accuracy			
		Under Timed	Over Timed	Correct Timed	% Correct	Under Billed	Over Billed	Correct Billed	% Correct
AT&T	134	0	0	134	100.0%	0	0	134	100.0%
Easton	142	0	28	114	80.3%	0	28	114	80.3%
eMERITUS	185	4	1	180	97.3%	185	0	0	0.0%
Excell	180	0	0	180	100.0%	0	180	0	0.0%
Florida Digital	136	9	127	0	0.0%	9	127	0	0.0%
I-Link	206	0	28	178	86.4%	0	28	178	86.4%
MCI	141	0	0	141	100.0%	0	0	141	100.0%
Peatec	142	0	20	122	85.9%	0	20	122	85.9%
Primus	141	0	23	118	83.7%	0	23	118	83.7%
Qwest	149	0	8	141	94.6%	0	8	141	94.6%
Sprint LD	172	1	28	143	83.1%	1	28	143	83.1%
Verizon LD	279	0	25	254	91.0%	0	25	254	91.0%
Standard					97.0%				97.0%