

SPRINT FLORIDA, INC.

November 12 through December 20, 2002

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
<u>Answer Time</u>					
Business Office	Tallahassee	85%	70.0%	N	1
Directory Assistance	Tallahassee	95%	99.6%	Y	1
Repair Service	Tallahassee	95%	71.5%	N	1
<u>Availability of Service</u>					
Installation-Within 3 Days	Crawfordville - August	90%	98.9%	Y	
	Marianna - August	90%	99.1%	Y	
	Monticello - August	90%	98.4%	Y	
	Tallahassee - August	90%	98.6%	Y	
	Crawfordville - September	90%	100.0%	Y	
	Marianna - September	90%	99.1%	Y	
	Monticello - September	90%	97.1%	Y	
	Tallahassee - September	90%	96.5%	Y	
<u>Repair Service</u>					
Out of Service-Restored -Within 24 Hrs	Crawfordville - August	95%	92.7%	N	
	Marianna - August	95%	98.2%	Y	
	Monticello - August	95%	89.3%	N	
	Tallahassee - August	95%	95.6%	Y	
	Crawfordville - September	95%	96.8%	Y	
	Marianna - September	95%	99.3%	Y	
	Monticello - September	95%	97.3%	Y	
	Tallahassee - September	95%	93.0%	N	
Service Affecting-Restored Within 72 Hrs	Crawfordville - August	95%	100.0%	Y	2
	Marianna - August	95%	100.0%	Y	
	Monticello - August	95%	100.0%	Y	
	Tallahassee - August	95%	98.4%	Y	
	Crawfordville - September	95%	100.0%	Y	
	Marianna - September	95%	100.0%	Y	
	Monticello - September	95%	100.0%	Y	
	Tallahassee - September	95%	100.0%	Y	
Repair Appointments-Kept	August	95%	97.2%	Y	
	September	95%	88.9%	N	
<u>Safety</u>					
<u>Adequate Grounding</u>					
Recent Installations	Crawfordville	100%	95.2%	N	
	Marianna	100%	100.0%	Y	
	Monticello	100%	81.8%	N	

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	Tallahassee	100%	77.8%	N
Older Installations	Crawfordville	98%	100.0%	Y
	Marianna	98%	100.0%	Y
	Monticello	98%	100.0%	Y
	Tallahassee	98%	83.6%	N

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<u>Timing & Billing Accuracy-Intra-LATA</u>					
Timing Accuracy-1+Area Code/Number	Tallahassee	97%	100.0%	Y	
Billing Accuracy-1+Area Code/Number	Tallahassee	97%	100.0%	Y	
Timing Accuracy-Calling Card	Tallahassee	97%	99.1%	Y	
Billing Accuracy-Calling Card	Tallahassee	97%	99.1%	Y	
Directory Assistance-Billing Accuracy	Tallahassee	97%	100.0%	Y	
<u>9-1-1 Emergency Service</u>					
Call Completions	Tallahassee	100%	100.0%	Y	3
TDD-Completions	Tallahassee	100%	43.8%	N	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.**

N/E - Not Evaluated