

October 17, 2005, through November 10, 2005

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
<u>Availability of Service</u>					
Installation-Within 3 Days		90%			
3rd Qtr 2005	Arcadia		98.3%	Y	
	Avon Park		96.7%	Y	
	Lake Placid		90.3%	Y	
	Okeechobee		99.0%	Y	
	Sebring		97.8%	Y	
	Spring Lake		91.3%	Y	
<u>Repair Service</u>					
Out of Service-Restored -Within 24 Hrs		95%			
3rd Qtr 2005	Arcadia		97.0%	Y	
	Avon Park		91.3%	N	
	Lake Placid		70.7%	N	
	Okeechobee		89.8%	N	
	Sebring		89.2%	N	
	Spring Lake		77.0%	N	
Service Affecting-Restored Within 72 Hrs		95%			2
3rd Qtr 2005	Arcadia		67.9%	N	
	Avon Park		45.5%	N	
	Lake Placid		30.8%	N	
	Okeechobee		62.7%	N	
	Sebring		32.4%	N	
	Spring Lake		28.3%	N	

Sprint's operations in the above exchanges failed to meet the repair standards. Sprint states that this was due to the usual inclement weather along with the effects of Hurricanes Dennis, Katrina, and Rita, which caused a redeployment of its technicians. The response indicated that even though additional manpower was onboard and utilized, the repair standards were not met.

Safety**Adequate Grounding**

Recent Installations	100%	92.5%	N
Older Installations	92%	95.6%	Y

The deficient situations were brought up to standard and applicable information was provided to the area management team.

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<u>Timing & Billing Accuracy Intra-LATA</u>					
Timing Accuracy-1+Area Code/Number		97%	100.0%	Y	
Billing Accuracy-1+Area Code/Number		97%	100.0%	Y	
Billing Per Tariff-1+Area Code/Number		Y	Y	Y	
Timing Accuracy-Calling Card		97%	100.0%	Y	
Billing Accuracy-Calling Card		97%	100.0%	Y	
Billing Per Tariff-Calling Card		Y	Y	Y	
Directory Assistance-Billing Accuracy		97%	100.0%	Y	
<u>9-1-1 Emergency Service</u>					
Call Completions	Avon Park	100%	100.0%	Y	3
TDD-Completions	Avon park	100%	N/A	N/A	4

Notes:

- 1-Answer time is based on calls answered by an attendant within 55 seconds after being transferred to an attendant.**
- 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.**