ALLTEL FLORIDA, INC.

January 7 through January 25, 2002

SERVICE QUALITY EVALUATION SUMMARY

Category Exchange Standard Results Satisfied Notes		.	FPSC	Evaluation	Standard	N 7 /
Business Office - Residence 85% 97.4% Y 1	Category	Exchange	Standard	Results	Satisfied	Notes
Business Office - Residence 85% 97.4% Y 1	Answer Time					
Business Office - Business S5% 93.9% Y 1			85%	97 4%	V	1
Directory Assistance 95% 88.8% N 1					_	
Repair Service						
Availability of Service Installation-Within 3 Days Alachua - May 90% 93.5% Y Interlachen - May 90% 94.3% Y Callahan - May 90% 94.3% Y Y Y Y Y Y Y Y Y	•					
Installation-Within 3 Days	Repair Service		<i>70</i> 70	20.070	•	•
Interlachen - May	Availability of Service					
Callahan - May	·	Alachua - May	90%	93.5%	Y	
High Springs - May 90% 93.0% Y Alachua - June 90% 98.0% Y Interlachen - June 90% 90.9% Y Callahan - June 90% 90.9% Y Interlachen - June 90% 83.7% N High Springs - June 90% 90.9% Y Installation Appointments-Kept May 95% N/E N	·	•	90%	94.3%	Y	
Alachua June 90% 98.0% Y Interlachen - June 90% 90.9% Y Callahan - June 90% 83.7% N High Springs - June 95% 90.9% Y N/E N/E		Callahan - May	90%	98.2%	Y	
Interlachen - June		High Springs - May	90%	93.0%	Y	
Callahan - June 90% 83.7% N High Springs - June 90% 90.9% Y		Alachua - June	90%	98.0%	Y	
High Springs - June 90% 90.9% Y N/E N/E N/E June 95% N/E N/E N/E N/E N/E June 95% N/E N/E		Interlachen - June	90%	90.9%	Y	
Installation Appointments-Kept		Callahan - June	90%	83.7%	N	
Service Alachua - June 95% N/E N/E		High Springs - June	90%	90.9%	Y	
Repair Service Out of Service-Restored -Within 24 Hrs Alachua - June 95% 98.5% Y Interlachen - June 95% 100.0% Y Callahan - June 95% 97.1% Y High Springs - June 95% 99.5% Y Service Affecting-Restored Within 72 Hrs Alachua - June 95% 100.0% Y 2 Interlachen - June 95% 100.0% Y 2 Callahan - June 95% 100.0% Y 2 Callahan - June 95% 100.0% Y 2 Y Zervice Affecting-Restored Within 72 Hrs High Springs - June 95% 100.0% Y 2 Zervice Affecting-Restored Within 72 Hrs Y Zervice Affecting-Restored Within 72 Hrs Zervice Affecting-R	Installation Appointments-Kept	May	95%	N/E	N/E	
Out of Service-Restored -Within 24 Hrs Alachua - June Interlachen - June Callahan - June P5% P5% P7.1% Y Interlachen - June Callahan - June High Springs - June High Springs - June P5% P5% P9.5% 97.1% Y Service Affecting-Restored Within 72 Hrs Alachua - June P5% P5% P5% P7 100.0% Y 2 Interlachen - June Callahan - June P5% P5% P5% P5% P7 100.0% Y 2 Callahan - June P5% P5% P5% P5% P7 100.0% Y 2 Repair Appointments-Kept P5% P5% P5% P5% P7 N/E N/E N/E Safety Adequate Grounding Recent Installations Interlachen P5% P5% P5% P7 N/E N/E Older Installations Alachua P2% P5% P5% P7 N/E N/E Older Installations Alachua P2% P5% P5% P7 Y High Springs 92% P5% P7 Y Timing & Billing Accuracy-Intra-LATA P5 Timing P5% P5% P7% P5% P7% P7 Y Billing Accuracy-1+Area Code/Number P5% P5% P5% P7% P5% P5% P7% P5% P7% P5% P5% P5% P7% P5% P5% P5% P7% P5% P5% P5% P5% P5% P5% P5% P5% P5% P5		June	95%	N/E	N/E	
Out of Service-Restored -Within 24 Hrs Alachua - June Interlachen - June Callahan - June P5% P5% P7.1% Y Interlachen - June Callahan - June High Springs - June High Springs - June P5% P5% P9.5% 97.1% Y Service Affecting-Restored Within 72 Hrs Alachua - June P5% P5% P5% P7 100.0% Y 2 Interlachen - June Callahan - June P5% P5% P5% P5% P7 100.0% Y 2 Repair Appointments-Kept P5% P5% P5% P5% P5% P7 N/E N/E Safety Adequate Grounding Recent Installations 100% P5% P5% P7 N/E Older Installations Alachua P2% P5% P5% P7 N/E Older Installations Alachua P2% P5% P5% P7 Y Callahan P5% P5% P5% P7 P5% P7% P7 Y Timing & Billing Accuracy-Intra-LATA P7 Live Oak P7% P7% P7 100.0% P7 Billing Accuracy-1+Area Code/Number P5% P7% P7 100.0% P7 Y						
Interlachen - June	Repair Service					
Callahan - June	Out of Service-Restored -Within 24 Hrs	Alachua - June	95%	98.5%	\mathbf{Y}	
High Springs - June 95% 99.5% Y		Interlachen - June	95%	100.0%	Y	
Service Affecting-Restored Within 72 Hrs Alachua - June 95% 100.0% Y 2 Interlachen - June 95% 100.0% Y 2 Callahan - June 95% 100.0% Y 2 Callahan - June 95% 100.0% Y 2 High Springs - June 95% 100.0% Y 2 Repair Appointments-Kept June 95% N/E N/E Safety Adequate Grounding Recent Installations 100% N/E N/E Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Callahan 100% Y Callahan 100% 100.0% Y Calla		Callahan - June	95%	97.1%	Y	
Interlachen - June		High Springs - June	95%	99.5%	Y	
Callahan - June 95% 100.0% Y 2 High Springs - June 95% 100.0% Y 2 Repair Appointments-Kept June 95% N/E N/E Safety Adequate Grounding Recent Installations 100% N/E N/E Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y	Service Affecting-Restored Within 72 Hrs	Alachua - June	95%	100.0%	Y	2
Repair Appointments-Kept Safety Adequate Grounding Recent Installations Older Installations Alachua 100% Interlachen 92% 20 100.0% Y 100.0%		Interlachen - June	95%	100.0%	Y	2
Repair Appointments-Kept June 95% N/E N/E Safety Adequate Grounding Recent Installations Older Installations Alachua 100% N/E N/E N/E Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y		Callahan - June	95%	100.0%	Y	
Safety Adequate Grounding Recent Installations Alachua 100% N/E N/E Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y		High Springs - June	95%	100.0%	\mathbf{Y}	2
Adequate Grounding Recent Installations 100% N/E N/E Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y	Repair Appointments-Kept	June	95%	N/E	N/E	
Adequate Grounding Recent Installations 100% N/E N/E Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y						
Recent Installations Interlachen P2% P3.0% P4 P5.0 P5.0 P5.0 P5.0 P5.0 P5.0 P5.0 P5.0						
Older Installations Alachua 92% 100.0% Y Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y	-		1000/			
Interlachen 92% 98.0% Y Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y						
Callahan 92% 100.0% Y High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y	Older Installations					
High Springs 92% 100.0% Y Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y						
Timing & Billing Accuracy-Intra-LATA Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y						
Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y		High Springs	92%	100.0%	Y	
Timing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y	Timing & Billing Accuracy-Intra-LATA					
Billing Accuracy-1+Area Code/Number Live Oak 97% 100.0% Y	·	Live Oak	97%	100.0%	Y	
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	Timing Accuracy-Calling Card	Live Oak	97%	100.0%	Y	

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Billing Accuracy-Calling Card	Live Oak	97%	100.0%	Y	
Directory Assistance-Billing Accuracy	Live Oak	97%	100.0%	Y	
9-1-1 Emergency Service					
Call Completions	Live Oak	100%	100.0%	\mathbf{Y}	3
TDD-Completions	Live Oak	100%	100.0%	\mathbf{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.
- N/E Not Evaluated