

ALLTEL FLORIDA, INC.
January 7 through January 25, 2002

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
<u>Answer Time</u>					
Business Office - Residence		85%	97.4%	Y	1
Business Office - Business		85%	93.9%	Y	1
Directory Assistance		95%	88.8%	N	1
Repair Service		95%	98.0%	Y	1
<u>Availability of Service</u>					
Installation-Within 3 Days	Alachua - May	90%	93.5%	Y	
	Interlachen - May	90%	94.3%	Y	
	Callahan - May	90%	98.2%	Y	
	High Springs - May	90%	93.0%	Y	
	Alachua - June	90%	98.0%	Y	
	Interlachen - June	90%	90.9%	Y	
	Callahan - June	90%	83.7%	N	
	High Springs - June	90%	90.9%	Y	
Installation Appointments-Kept	May	95%	N/E	N/E	
	June	95%	N/E	N/E	
<u>Repair Service</u>					
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
	High Springs - June	95%	100.0%	Y	2
Repair Appointments-Kept	June	95%	N/E	N/E	
<u>Safety</u>					
<u>Adequate Grounding</u>					
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	
<u>Timing & Billing Accuracy-Intra-LATA</u>					
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-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	
<u>9-1-1 Emergency Service</u>					
Call Completions	Live Oak	100%	100.0%	Y	3
TDD-Completions	Live Oak	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.

N/E - Not Evaluated