

**BELLSOUTH TELECOMMUNICATIONS, INC.**

**April 2 through May 17, 2001**

**SERVICE QUALITY EVALUATION SUMMARY**

<b>Category</b>	<b>Exchange</b>	<b>FPSC Standard</b>	<b>Evaluation Results</b>	<b>Standard Satisfied</b>	<b>Notes</b>	
<b><u>Answer Time</u></b>						
<b>Business Office</b>	<b>Jacksonville</b>	<b>85%</b>	<b>99.1%</b>	<b>Y</b>	<b>1</b>	
<b>Directory Assistance</b>	<b>Jacksonville</b>	<b>95%</b>	<b>100.0%</b>	<b>Y</b>	<b>1</b>	
<b>Repair Service</b>	<b>Jacksonville</b>	<b>95%</b>	<b>99.1%</b>	<b>Y</b>	<b>1</b>	
<b><u>Availability of Service</u></b>						
<b>Installation-Within 3 Days</b>	<b>Baldwin</b>	<b>90%</b>	<b>88.9%</b>	<b>N</b>		
	<b>Fernandina Beach</b>	<b>90%</b>	<b>97.5%</b>	<b>Y</b>		
	<b>Green Cove Springs</b>	<b>90%</b>	<b>95.3%</b>	<b>Y</b>		
	<b>Jacksonville</b>	<b>90%</b>	<b>97.3%</b>	<b>Y</b>		
	<b>Jacksonville Beach</b>	<b>90%</b>	<b>100.0%</b>	<b>Y</b>		
	<b>Julington</b>	<b>90%</b>	<b>93.5%</b>	<b>Y</b>		
	<b>Middleburg</b>	<b>90%</b>	<b>97.1%</b>	<b>Y</b>		
	<b>Ponte Vedra Beach</b>	<b>90%</b>	<b>95.5%</b>	<b>Y</b>		
	<b>St. Johns</b>	<b>90%</b>	<b>100.0%</b>	<b>Y</b>		
	<b>Yulee</b>	<b>90%</b>	<b>89.7%</b>	<b>N</b>		
	<b>Installation Appointments-Kept</b>	<b>Baldwin</b>	<b>95%</b>	<b>90.0%</b>	<b>N</b>	
		<b>Fernandina Beach</b>	<b>95%</b>	<b>90.0%</b>	<b>N</b>	
		<b>Green Cove Springs</b>	<b>95%</b>	<b>94.1%</b>	<b>N</b>	
		<b>Jacksonville</b>	<b>95%</b>	<b>91.9%</b>	<b>N</b>	
<b>Jacksonville Beach</b>		<b>95%</b>	<b>87.5%</b>	<b>N</b>		
<b>Julington</b>		<b>95%</b>	<b>90.0%</b>	<b>N</b>		
<b>Middleburg</b>		<b>95%</b>	<b>100.0%</b>	<b>Y</b>		
<b>Ponte Vedra Beach</b>		<b>95%</b>	<b>80.0%</b>	<b>N</b>		
<b>St. Johns</b>		<b>95%</b>	<b>86.7%</b>	<b>N</b>		
<b>Yulee</b>		<b>95%</b>	<b>95.5%</b>	<b>Y</b>		
<b><u>Repair Service</u></b>						
<b>Out of Service-Restored-Same Day</b>	<b>Baldwin</b>	<b>80%</b>	<b>77.6%</b>	<b>N</b>		
	<b>Fernandina Beach</b>	<b>80%</b>	<b>72.3%</b>	<b>N</b>		
	<b>Green Cove Springs</b>	<b>80%</b>	<b>71.0%</b>	<b>N</b>		
	<b>Jacksonville</b>	<b>80%</b>	<b>75.8%</b>	<b>N</b>		
	<b>Jacksonville Beach</b>	<b>80%</b>	<b>84.5%</b>	<b>Y</b>		
	<b>Julington</b>	<b>80%</b>	<b>76.9%</b>	<b>N</b>		
	<b>Middleburg</b>	<b>80%</b>	<b>76.9%</b>	<b>N</b>		
	<b>Ponte Vedra Beach</b>	<b>80%</b>	<b>75.0%</b>	<b>N</b>		
	<b>St. Johns</b>	<b>80%</b>	<b>63.6%</b>	<b>N</b>		
	<b>Yulee</b>	<b>80%</b>	<b>79.2%</b>	<b>N</b>		

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<b>Out of Service-Restored -Within 24 Hrs</b>	<b>Baldwin</b>	<b>95%</b>	<b>84.3%</b>	<b>N</b>	
	<b>Fernandina Beach</b>	<b>95%</b>	<b>83.5%</b>	<b>N</b>	
	<b>Green Cove Springs</b>	<b>95%</b>	<b>83.7%</b>	<b>N</b>	
	<b>Jacksonville</b>	<b>95%</b>	<b>90.4%</b>	<b>N</b>	
	<b>Jacksonville Beach</b>	<b>95%</b>	<b>91.2%</b>	<b>N</b>	
	<b>Julington</b>	<b>95%</b>	<b>87.6%</b>	<b>N</b>	
	<b>Middleburg</b>	<b>95%</b>	<b>85.1%</b>	<b>N</b>	
	<b>Ponte Vedra Beach</b>	<b>95%</b>	<b>86.8%</b>	<b>N</b>	
	<b>St. Johns</b>	<b>95%</b>	<b>77.6%</b>	<b>N</b>	
	<b>Yulee</b>	<b>95%</b>	<b>97.3%</b>	<b>Y</b>	
<b>Service Affecting-Restored Within 72 Hrs</b>	<b>Baldwin</b>	<b>95%</b>	<b>97.7%</b>	<b>Y</b>	<b>2</b>
	<b>Fernandina Beach</b>	<b>95%</b>	<b>100.0%</b>	<b>Y</b>	<b>2</b>
	<b>Green Cove Springs</b>	<b>95%</b>	<b>97.7%</b>	<b>Y</b>	<b>2</b>
	<b>Jacksonville</b>	<b>95%</b>	<b>100.0%</b>	<b>Y</b>	<b>2</b>
	<b>Jacksonville Beach</b>	<b>95%</b>	<b>95.7%</b>	<b>Y</b>	<b>2</b>
	<b>Julington</b>	<b>95%</b>	<b>97.6%</b>	<b>Y</b>	<b>2</b>
	<b>Middleburg</b>	<b>95%</b>	<b>97.1%</b>	<b>Y</b>	<b>2</b>
	<b>Ponte Vedra Beach</b>	<b>95%</b>	<b>97.7%</b>	<b>Y</b>	<b>2</b>
	<b>St. Johns</b>	<b>95%</b>	<b>94.6%</b>	<b>N</b>	<b>2</b>
	<b>Yulee</b>	<b>95%</b>	<b>91.7%</b>	<b>N</b>	<b>2</b>
<b>Repair Appointments-Kept</b>	<b>Jacksonville</b>	<b>95%</b>	<b>97.4%</b>	<b>Y</b>	
<b><u>Safety</u></b>					
<b><u>Adequate Grounding</u></b>					
<b>Recent Installations</b>	<b>Atlantic Beach</b>	<b>100%</b>	<b>83.3%</b>	<b>N</b>	
	<b>Baldwin</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Fernandina Beach</b>	<b>100%</b>	<b>87.5%</b>	<b>N</b>	
	<b>Jacksonville Beach</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Julington</b>	<b>100%</b>	<b>80.0%</b>	<b>N</b>	
	<b>Mandarin</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Middleburg</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Normandy</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Pontre Vedra Beach</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>San Pablo</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>West Connect</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	
<b>Yulee</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>		

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<b>Older Installations</b>	<b>Baldwin</b>	<b>92%</b>	<b>97.7%</b>	<b>Y</b>	
	<b>Clay</b>	<b>92%</b>	<b>97.6%</b>	<b>Y</b>	
	<b>Fernandina Beach</b>	<b>92%</b>	<b>95.5%</b>	<b>Y</b>	
	<b>Jacksonville Beach</b>	<b>92%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Julington</b>	<b>92%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>Mandarin</b>	<b>92%</b>	<b>95.4%</b>	<b>Y</b>	
	<b>Middleburg</b>	<b>92%</b>	<b>93.7%</b>	<b>Y</b>	
	<b>Normandy</b>	<b>92%</b>	<b>100.0%</b>	<b>Y</b>	
	<b>San Pablo</b>	<b>92%</b>	<b>97.6%</b>	<b>Y</b>	
	<b>West Connect</b>	<b>92%</b>	<b>97.6%</b>	<b>Y</b>	
	<b>Yulee</b>	<b>92%</b>	<b>100.0%</b>	<b>Y</b>	
<b><u>Timing &amp; Billing Accuracy-Intra-LATA</u></b>					
<b>Timing Accuracy-1+Area Code/Number</b>	<b>Jacksonville</b>	<b>97%</b>	<b>N/E</b>	<b>N/E</b>	
<b>Billing Accuracy-1+Area Code/Number</b>	<b>Jacksonville</b>	<b>97%</b>	<b>N/E</b>	<b>N/E</b>	
<b>Timing Accuracy-Calling Card</b>	<b>Jacksonville</b>	<b>97%</b>	<b>N/E</b>	<b>N/E</b>	
<b>Billing Accuracy-Calling Card</b>	<b>Jacksonville</b>	<b>97%</b>	<b>N/E</b>	<b>N/E</b>	
<b>Directory Assistance-Billing Accuracy</b>	<b>Normandy</b>	<b>97%</b>	<b>65.0%</b>	<b>N</b>	
<b><u>9-1-1 Emergency Service</u></b>					
<b>Call Completions</b>	<b>Normandy</b>	<b>100%</b>	<b>100.0%</b>	<b>Y</b>	<b>3</b>
<b>TDD-Completions</b>	<b>Normandy</b>	<b>100%</b>	<b>79.5%</b>	<b>N</b>	<b>4</b>

**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**