

BELLSOUTH TELECOMMUNICATIONS, INC.

March 11 through April 12, 2002

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
<u>Answer Time</u>					
Business Office	Miami	85%	99.4%	Y	1
Directory Assistance	Miami	95%	99.3%	Y	1
Repair Service	Miami	95%	100.0%	Y	1
<u>Availability of Service</u>					
Installation-Within 3 Days	Miami	90%	98.5%	Y	
Installation Appointments-Kept	Miami	95%	98.8%	Y	
<u>Repair Service</u>					
Out of Service-Restored -Within 24 Hrs	Miami	95%	97.8%	Y	
Service Affecting-Restored Within 72 Hrs	Miami	95%	99.7%	Y	2
Repair Appointments-Kept	Miami	95%	99.1%	Y	
<u>Safety</u>					
<u>Adequate Grounding</u>					
Recent Installations	Miami	100%	100.0%	Y	
<u>Timing & Billing Accuracy-Intra-LATA</u>					
Directory Assistance-Billing Accuracy	Miami	98%	100.0%	Y	
<u>9-1-1 Emergency Service</u>					
Call Completions	Miami	100%	100.0%	Y	3
TDD-Completions	Miami	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.