

BELLSOUTH TELECOMMUNICATIONS, INC.

March 31 through May 21, 2003

SERVICE QUALITY EVALUATION SUMMARY

| Category | Exchange | FPSC Standard | Evaluation Results | Standard Satisfied | Notes |
|--|-------------------------|--------------------------|-------------------------------|-------------------------------|--------------|
| <u>Answer Time</u> | | | | | |
| Business Office | | 85% | 78.5% | N | 1 |
| Directory Assistance | | 95% | 99.5% | Y | 1 |
| Repair Service | | 95% | 95.0% | Y | 1 |
| <u>Availability of Service</u> | | | | | |
| Installation-Within 3 Days | | 90% | | | |
| <u>January</u> | Bunnell | | 90.0% | Y | |
| | Flagler | | 75.0% | N | |
| | New Smyrna Beach | | 100.0% | Y | |
| | Palm Cost | | 100.0% | Y | |
| <u>February</u> | Bunnell | | 88.9% | N | |
| | Daytona Beach | | 100.0% | Y | |
| | Flagler | | 100.0% | Y | |
| | New Smyrna Beach | | 100.0% | Y | |
| | Palm Cost | | 96.2% | Y | |
| <u>Customer Requests > 3 Days</u> | | | | | |
| | | 95% | | | |
| <u>January</u> | Company Total | | 96.0% | Y | |
| <u>February</u> | Company Total | | 95.6% | Y | |
| <u>Installation Appointments-Kept</u> | | | | | |
| | | 95% | | | |
| <u>January</u> | Company Total | | 98.0% | Y | |
| <u>February</u> | Company Total | | 89.3% | N | |
| <u>Repair Service</u> | | | | | |
| Out of Service-Restored -Within 24 Hrs | | 95% | | | |
| | Bunnell | | 86.6% | N | |
| | Daytona Beach | | 92.2% | N | |
| | Flagler | | 86.4% | N | |
| | New Smyrna Beach | | 84.4% | N | |
| | Palm Cost | | 89.1% | N | |
| <u>Service Affecting-Restored Within 72 Hrs</u> | | | | | |
| | | 95% | | | 2 |
| | Bunnell | | 100.0% | Y | |
| | Daytona Beach | | 95.8% | Y | |
| | Flagler | | 98.0% | Y | |
| | New Smyrna Beach | | 96.0% | Y | |
| | Palm Cost | | 96.9% | Y | |

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| | | | | | |
|--|----------------------|-------------|---------------|----------|----------|
| Repair Appointments-Kept | | 95% | | | |
| February | Company Total | | 96.5% | Y | |
| Safety | | | | | |
| Adequate Grounding | | | | | |
| Recent Installations | Company Total | 100% | 98.9% | N | |
| Older Loops | Company Total | 92% | 99.8% | Y | |
| | | | | | |
| Timing & Billing Accuracy | | | | | |
| Directory Assistance-Billing Accuracy | | 97% | 99.0% | Y | |
| | | | | | |
| 9-1-1 Emergency Service | | | | | |
| Call Completions | | 99% | 100.0% | Y | 3 |
| TDD-Completions | | 99% | 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.