

March 8, 2004, through April 19, 2004

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
<u>Answer Time</u>					
Business Office	Pensacola	85%	83.9%	N	1
Directory Assistance	Pensacola	95%	91.4%	N	1
Repair Service	Pensacola	95%	98.2%	Y	1
<u>Availability of Service</u>					
Installation-Within 3 Days		90%			
January	Cantonment		96.4%	Y	
	Gulf Breeze		97.6%	Y	
	Holly Navarre		99.0%	Y	
	Milton		96.9%	Y	
	Pace		98.5%	Y	
	Pensacola		98.8%	Y	
February	Cantonment		87.0%	N	
	Pace		76.8%	N	
Installation Appointments-Kept	January	95%	100.0%	Y	
<u>Repair Service</u>					
Out of Service-Restored -Within 24 Hrs		95%			
January	Cantonment		83.7%	N	
	Gulf Breeze		96.3%	Y	
	Holly Navarre		92.2%	N	
	Milton		83.7%	N	
	Pace		89.2%	N	
	Pensacola		95.4%	Y	
Service Affecting-Restored Within 72 Hrs		95%			2
January	Cantonment		100.0%	Y	
	Gulf Breeze		100.0%	Y	
	Holly Navarre		100.0%	Y	
	Milton		97.1%	Y	
	Pace		100.0%	Y	
	Pensacola		98.5%	Y	
Repair Appointments-Kept	January	95%	97.0%	Y	
<u>Safety</u>					
<u>Adequate Grounding</u>					
Recent Installations		100%	98.7%	N	
Older Installations		92%	98.4%	Y	

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<u>Timing & Billing Accuracy-Intra-LATA</u>					
Timing Accuracy-1+Area Code/Number	Pensacola	97%	100.0%	Y	
Billing Accuracy-1+Area Code/Number	Pensacola	97%	100.0%	Y	
Billing Per Tariff-1+Area Code/Number	Pensacola	Y	Y	Y	
Timing Accuracy-Calling Card	Pensacola	97%	93.6%	N	
Billing Accuracy-Calling Card	Pensacola	97%	93.6%	N	
Billing Per Tariff-Calling Card	Pensacola	Y	Y	Y	
Directory Assistance-Billing Accuracy	Pensacola	97%	100.0%	Y	
<u>9-1-1 Emergency Service</u>					
Call Completions	Pensacola	99%	100.0%	Y	3
TDD-Completions	Pensacola	99%	92.0%	N	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.