

June 6, 2005, through July 15, 2005

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
<u>Answer Time</u>					
Business Office	Ft. Lauderdale	85%	96.3%	Y	1
Repair Service	Ft. Lauderdale	95%	77.4%	N	1
<u>Availability of Service</u>					
Installation-Within 3 Days		90%			
January 2005 through March 2005	Coral Springs		100.0%	Y	
March 2005	Deerfield		99.7%	Y	
March 2005	Ft. Lauderdale		99.4%	Y	
March 2005	Hollywood		99.3%	Y	
March 2005	Pompano Beach		99.7%	Y	
Installation Appointments-Kept	Mar-05	95%	80.9%	N	
<u>Repair Service</u>					
Out of Service-Restored -Within 24 Hrs		95%			
January 2005 through March 2005	Coral Springs		99.7%	Y	
March 2005	Deerfield		97.4%	Y	
March 2005	Ft. Lauderdale		95.0%	Y	
March 2005	Hollywood		94.9%	N	
March 2005	Pompano Beach		98.3%	Y	
Service Affecting-Restored Within 72 Hrs		95%			2
January 2005 through March 2005	Coral Springs		100.0%	Y	
March 2005	Deerfield		100.0%	Y	
March 2005	Ft. Lauderdale		99.6%	Y	
March 2005	Hollywood		98.9%	Y	
March 2005	Pompano Beach		100.0%	Y	
Repair Appointments-Kept	Mar-05	95%	99.7%	Y	
<u>Safety</u>					
<u>Adequate Grounding</u>					
Recent Installations		100%	100.0%	Y	
Older Installations		92%	100.0%	Y	

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<u>Timing & Billing Accuracy-Intra-LATA</u>					
Timing Accuracy-1+Area Code/Number	Ft. Lauderdale	97%	N/A	N/A	
Billing Accuracy-1+Area Code/Number	Ft. Lauderdale	97%	N/A	N/A	
Billing Per Tariff-1+Area Code/Number	Ft. Lauderdale	Y	N/A	N/A	
Timing Accuracy-Calling Card	Ft. Lauderdale	97%	N/A	N/A	
Billing Accuracy-Calling Card	Ft. Lauderdale	97%	N/A	N/A	
Billing Per Tariff-Calling Card	Ft. Lauderdale	Y	N/A	N/A	
Directory Assistance-Billing Accuracy	Ft. Lauderdale	97%	100.0%	Y	
** Not Evaluated due to EAS & ECS throughout the LATA					
<u>9-1-1 Emergency Service</u>					
Call Completions	Ft. Lauderdale	99%	100.0%	Y	3
TDD-Completions	Ft. Lauderdale	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.