FRONTIER COMMUNICATIONS OF THE SOUTH, INC.

January 22 through February 6, 2001

SERVICE QUALITY EVALUATION SUMMARY

Category	Exchange	FPSC Standard	Evaluation Results	Standard Satisfied	Notes
Answer Time					
Business Office	**Molino**	**85%**	**75.0%**	**N**	**1**
Directory Assistance	**Molino**	**95%**	**98.6%**	**Y**	**1**
Repair Service	**Molino**	**95%**	**72.4%**	**N**	**1**
Availability of Service					
Installation-Within 3 Days	**Molino**	**90%**	**88.0%**	**N**	
	Walnut Hill	**90%**	**92.6%**	**Y**	
Installation Appointments-Kept	**Molino**	**95%**	**100.0%**	**Y**	
	Walnut Hill	**95%**	**100.0%**	**Y**	
Repair Service					
Out of Service-Restored-Same Day	**Molino**	**80%**	**97.0%**	**Y**	
	Walnut Hill	**80%**	**89.2%**	**Y**	
Out of Service-Restored -Within 24 Hrs	**Molino**	**95%**	**99.0%**	**Y**	
	Walnut Hill	**95%**	**96.5%**	**Y**	
Service Affecting-Restored Within 72 Hrs	**Molino**	**95%**	**92.6%**	**N**	**2**
	Walnut Hill	**95%**	**94.4%**	**N**	**2**
Repair Appointments-Kept	**Molino**	**95%**	**100.0%**	**Y**	
	Walnut Hill	**95%**	**100.0%**	**Y**	
Safety					
Adequate Grounding					
Recent Installations	**Molino**	**100%**	**92.8%**	**N**	
	Walnut Hill	**100%**	**28.5%**	**N**	
Older Installations	**Molino**	**92%**	**95.6%**	**Y**	
	Walnut Hill	**92%**	**83.6%**	**N**	
Timing & Billing Accuracy-Intra-LATA					
Timing Accuracy-1+Area Code/Number	**Molino**	**97%**	**98.6%**	**Y**	
Billing Accuracy-1+Area Code/Number	**Molino**	**97%**	**0.0%**	**N**	
Timing Accuracy-Calling Card	**Molino**	**97%**	**N/E**	**N/E**	
Billing Accuracy-Calling Card	**Molino**	**97%**	**N/E**	**N/E**	
Directory Assistance-Billing Accuracy	**Molino**	**97%**	**100.0%**	**Y**	
9-1-1 Emergency Service					
Call Completions	**Molino**	**100%**	**100.0%**	**Y**	**3**
TDD-Completions	**Molino**	**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.

N/E - Not Evaluated