

GT COM, Inc.

January 24 through February 18, 2000

SERVICE QUALITY EVALUATION SUMMARY

<u>Category</u>	<u>Exchange</u>	<u>FPSC Standard</u>	<u>Evaluation Results</u>	<u>Standard Satisfied</u>	<u>Notes</u>
<u>Answer Time</u>					
Business Office	Port St. Joe	85%	86.3%	Y	1
Directory Assistance	Port St. Joe	95%	94.3%	N	1
Repair Service	Port St. Joe	95%	98.3%	Y	1
<u>Availability of Service</u>					
Installation-Within 3 Days	Apalachicola	90%	99.2%	Y	
	The Beaches	90%	99.4%	Y	
	Blountstown	90%	99.3%	Y	
	East Point	90%	100.0%	Y	
	Port St. Joe	90%	97.4%	Y	
	Wewahitchka	90%	100.0%	Y	
Installation Appointments-Kept		95%	98.0%	Y	
<u>Repair Service</u>					
Out of Service-Restored -Within 24 Hrs	Apalachicola	95%	100.0%	Y	
	The Beaches	95%	97.1%	Y	
	Blountstown	95%	97.0%	Y	
	East Point	95%	94.5%	N	
	Port St. Joe	95%	91.2%	N	
	Wewahitchka	95%	92.6%	N	
Service Affecting-Restored Within 72 Hrs	Apalachicola	95%	100.0%	Y	2
	The Beaches	95%	96.9%	Y	
	Blountstown	95%	100.0%	Y	
	East Point	95%	100.0%	Y	
	Port St. Joe	95%	100.0%	Y	
Wewahitchka	95%	100.0%	Y		
Repair Appointments-Kept		95%	100.0%	Y	
<u>Safety</u>					
<u>Adequate Grounding</u>					
Recent Installations		100%	100.0%	Y	
Older Installations		92%	100.0%	Y	
<u>Timing & Billing Accuracy-Intra-LATA</u>					
Timing Accuracy-1+Area Code/Number	Port St. Joe	97%	88.1%	N	
Billing Accuracy-1+Area Code/Number	Port St. Joe	97%	100.0%	Y	
Directory Assistance-Billing Accuracy	Port St. Joe	97%	41.2%	N	
<u>9-1-1 Emergency Service</u>					
Call Completions	Port St. Joe	100%	99.2%	N	3
TDD-Completions	Port St. Joe	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.