

Docket No. P-100, Sub 99A
 Commission Rule R9-8
 Company Name
 Service Quality Results for Third Quarter 2004

APPENDIX B
PAGE 1 OF 4

Measure	Description	Objective	Customer Category	Q3 Aug-04	
5	Operator "0" Answer Time	90% or more of calls answered within 10 seconds or ASA of 6 seconds	North Carolina		
6	Directory Assistance Answer Time	85% or more of calls answered within 10 seconds or ASA of 6 seconds	North Carolina		
7	Business Office Answer Time	ASA of 30 seconds	Business Residential North Carolina		
8	Repair Service Answer Time	ASA of 30 seconds	Business Residential North Carolina		
9	Initial Customer Trouble Reports	4.75 or less per 100 total access lines	North Carolina		
10	Repeat Reports	1.0 report or less per 100 total access lines	North Carolina		
11	Out-of-Service Troubles Cleared within 24 Hours	95% or more	Business Residential North Carolina		
12	Regular Service Orders Completed within 5 Working Days	90% or more	Business Residential North Carolina		
13	New Service Installation Appointments Not Met for Company Reasons	5% or less	Business Residential North Carolina		
14	New Service Held Orders Not Completed within 30 Days	0.1% or less of total access lines	Business Residential North Carolina		

Notes

1. The electronic version of this report should be submitted as an Excel file.
2. Each result cell should include only numerical data, without any extraneous words or characters. However, the cell can be formatted to show as a percentage value.
3. N/A may be used if the results for the measure are not in the company's control. A footnote should be provided that explains why the results are not in the company's control.
4. Results for business and residential customers should be listed for measures 7, 8, 11, 12, 13 and 14 if the company uses separate call or service centers service representatives to provide service to its business and residential customers.
5. For multiexchange companies, results for each exchange should be listed on a separate worksheet for measures 9-14. Additional business and residential worksheets should be completed for measures 11-14 as necessary.
6. If explanations/comments/notes are necessary in compliance with Rule R9-8 to explain results, please indicate and attach such explanations/comments/notes.

**APPENDIX B
PAGE 3 OF 4**

BUSINESS CUSTOMERS ONLY

Reporting Period	Number of Service Calls within 2 Hours	Regular Service Orders Completed			Service Installation Orders	Service Orders Initiated	
		July-04	Aug-04	Sep-04		July-04	Sep-04
Exchange1							
Exchange2							
Exchange3							
Exchange4							
Exchange5							
Exchange6							
Exchange7							
Exchange8							
Exchange9							
Exchange10							
Exchange11							
Exchange12							
Exchange13							
Exchange14							
Exchange15							
Exchange16							
Exchange17							
Exchange18							
Exchange19							
Exchange20							
Exchange21							
Exchange22							
Exchange23							
Exchange24							
Exchange25							
Exchange26							
Exchange27							
Exchange28							
Exchange29							
Exchange30							
Exchange31							
Exchange32							
Exchange33							
Exchange34							
Exchange35							
Exchange36							

APPENDIX B
PAGE 4 OF 4

RESIDENTIAL CUSTOMERS ONLY

Reporting Exchange	Service Troubles		Regular Service Calls Completed within 5		Service Installation		Not Completed	
	Jul-04	Aug-04	Jul-04	Aug-04	Jul-04	Aug-04	Sep-04	
Exchange1								
Exchange2								
Exchange3								
Exchange4								
Exchange5								
Exchange6								
Exchange7								
Exchange8								
Exchange9								
Exchange10								
Exchange11								
Exchange12								
Exchange13								
Exchange14								
Exchange15								
Exchange16								
Exchange17								
Exchange18								
Exchange19								
Exchange20								
Exchange21								
Exchange22								
Exchange23								
Exchange24								
Exchange25								
Exchange26								
Exchange27								
Exchange28								
Exchange29								
Exchange30								
Exchange31								
Exchange32								
Exchange33								
Exchange34								
Exchange35								
Exchange36								