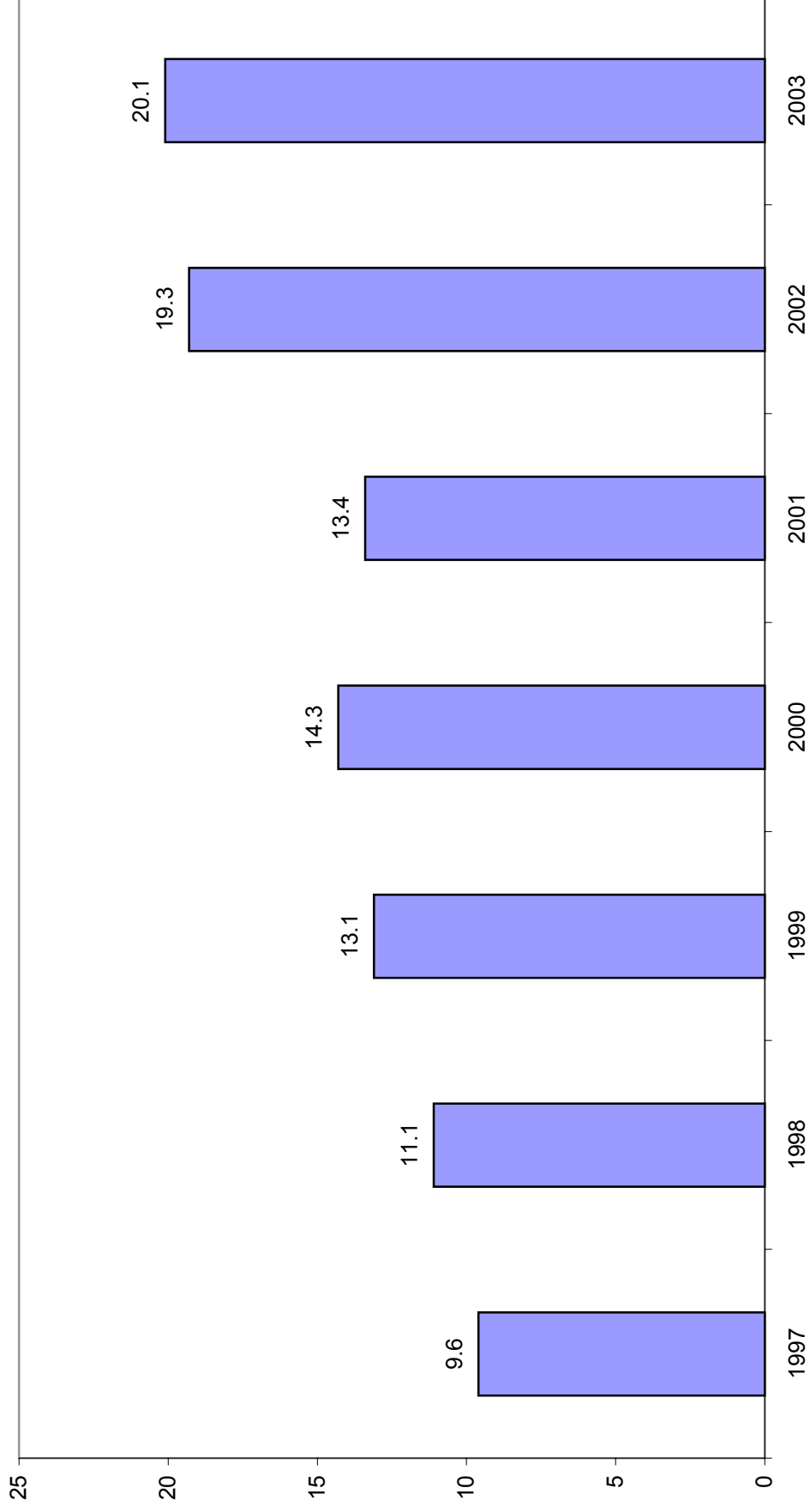
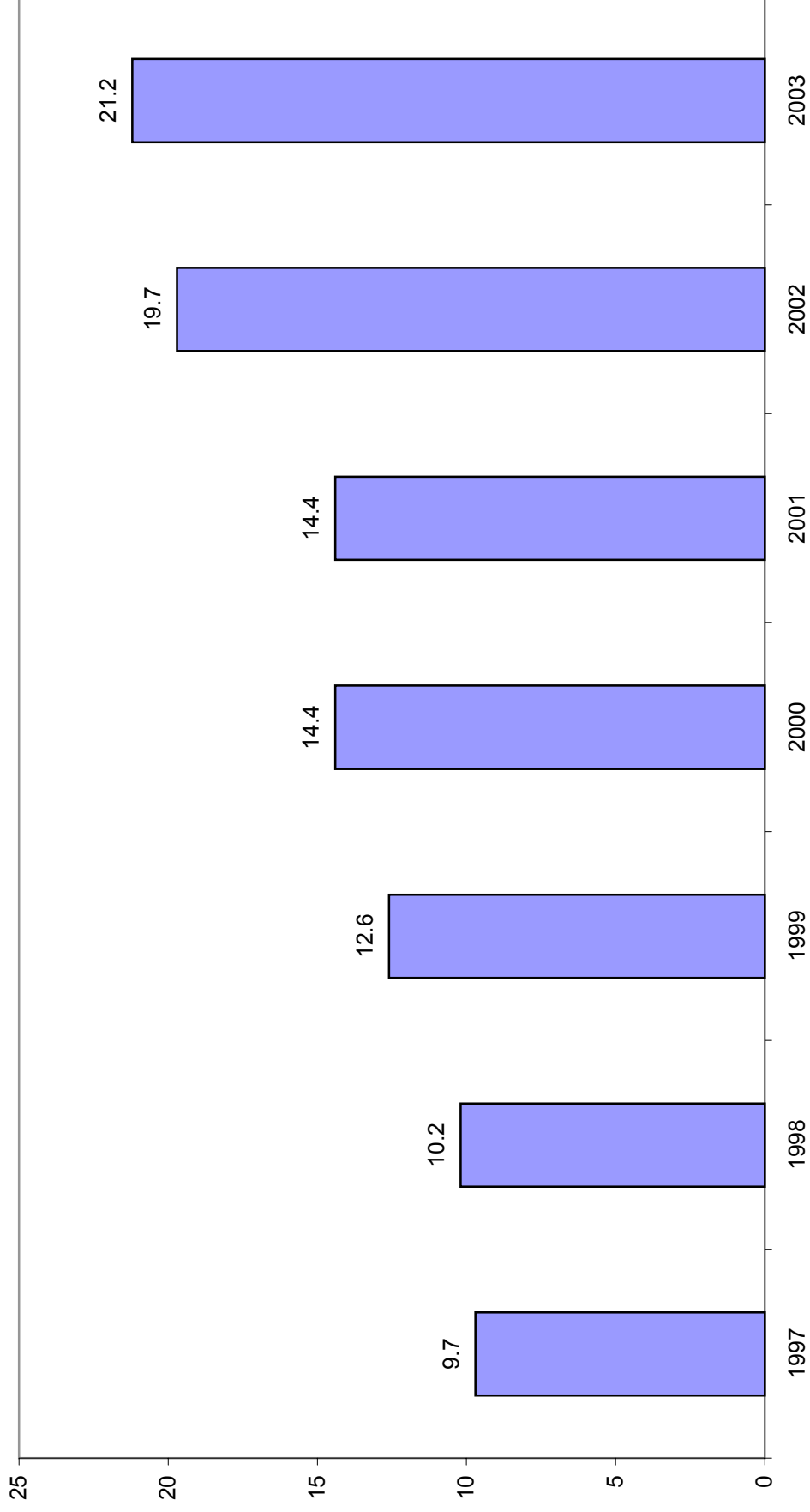


Appendix B1.

**Sprint Florida**  
**Repeat Out-of-Service Trouble Reports**  
**as % of Initial Out-of-Service Trouble Reports**  
**Up 109 Percent**

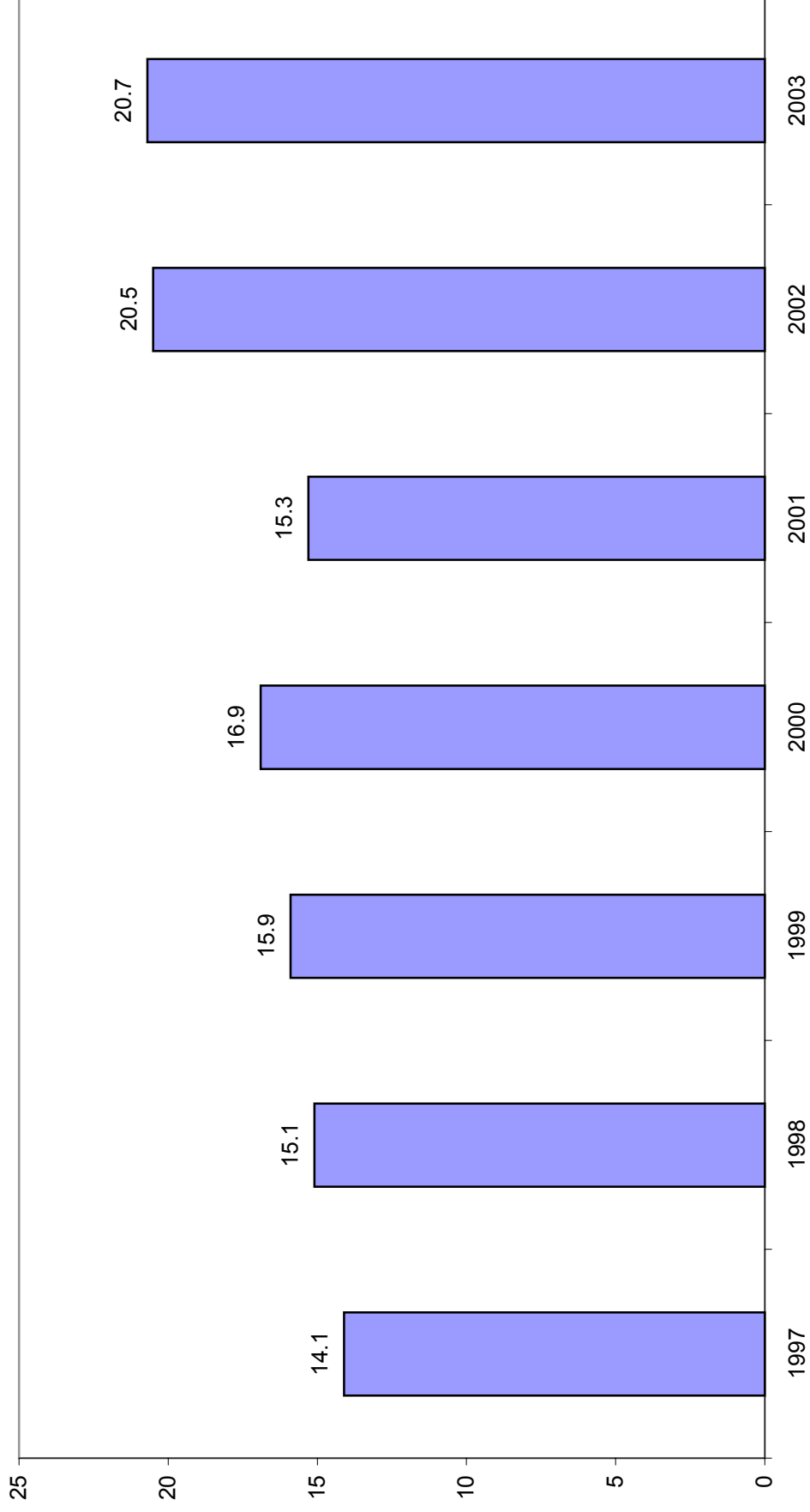


**North Carolina Tel & Tel**  
**Repeat Out-of-Service Trouble Reports**  
**as % of Initial Out-of-Service Trouble Reports**  
**Up 119 Percent**



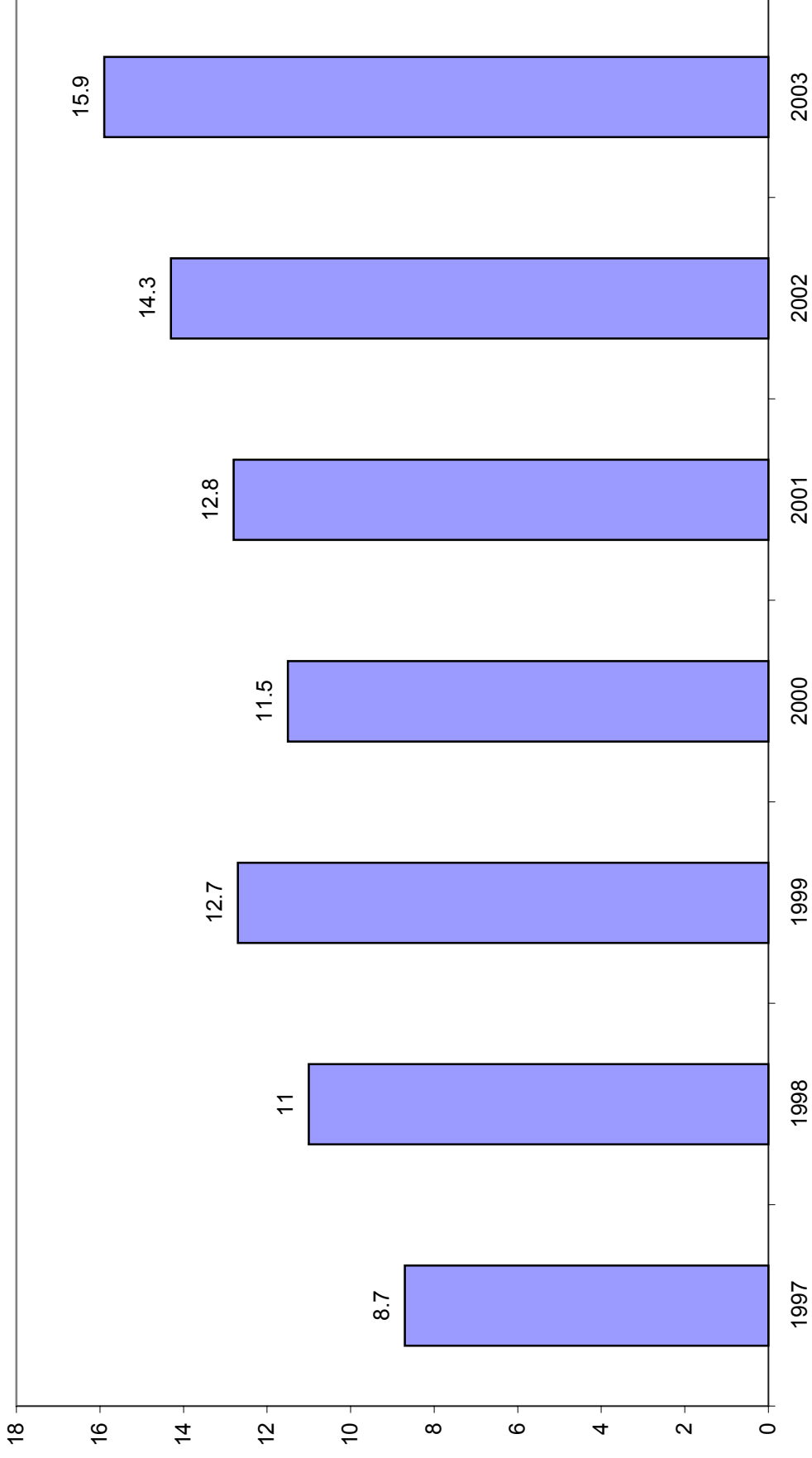
Appendix B3.

**Sprint Nevada**  
**Repeat Out-of-Service Trouble Reports**  
**as % of Initial Out-of-Service Trouble Reports**  
**Up 47 Percent**



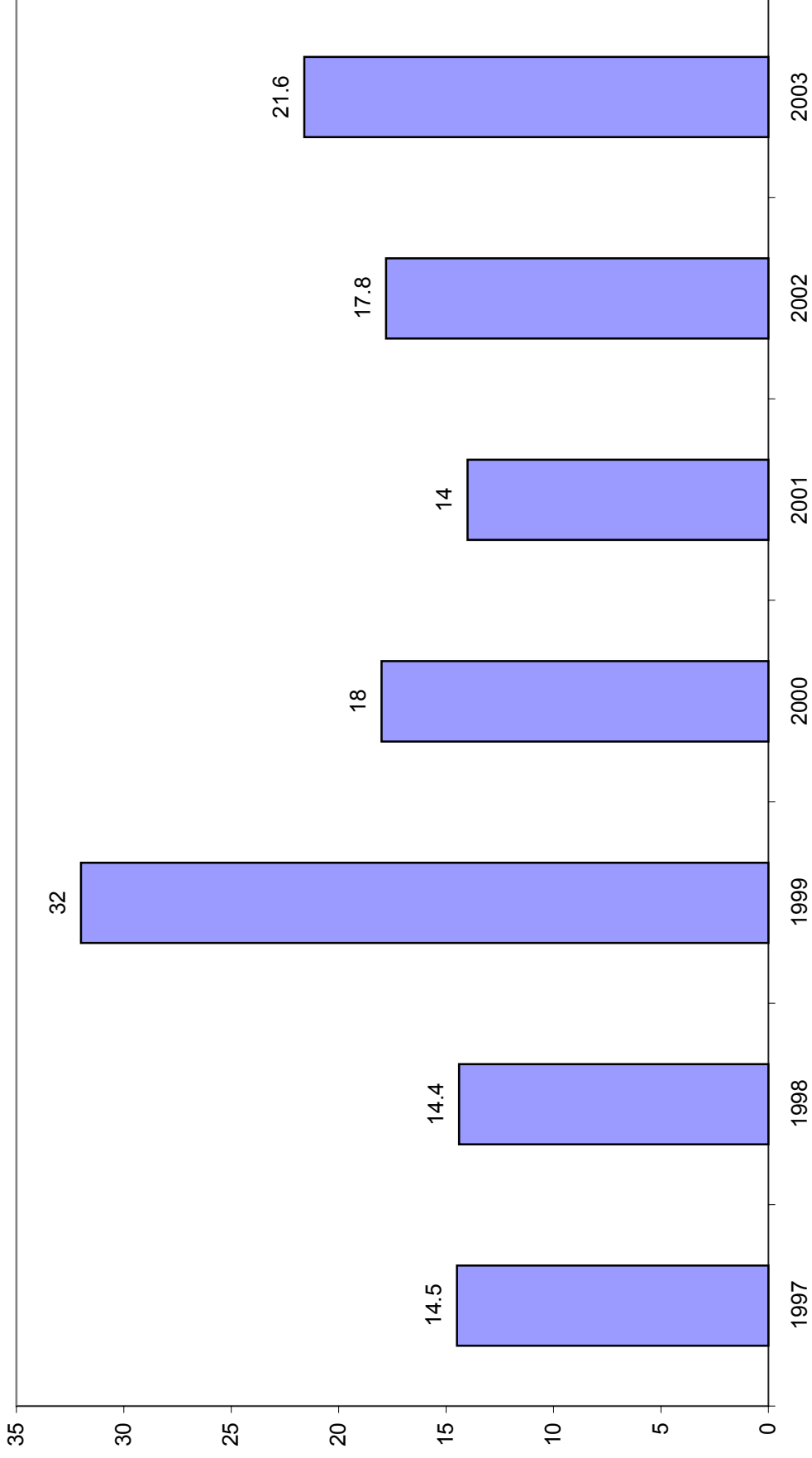
Appendix B4.

**Sprint Florida**  
**Out of Service Repair Intervals in Hours**  
**Up 83 Percent**

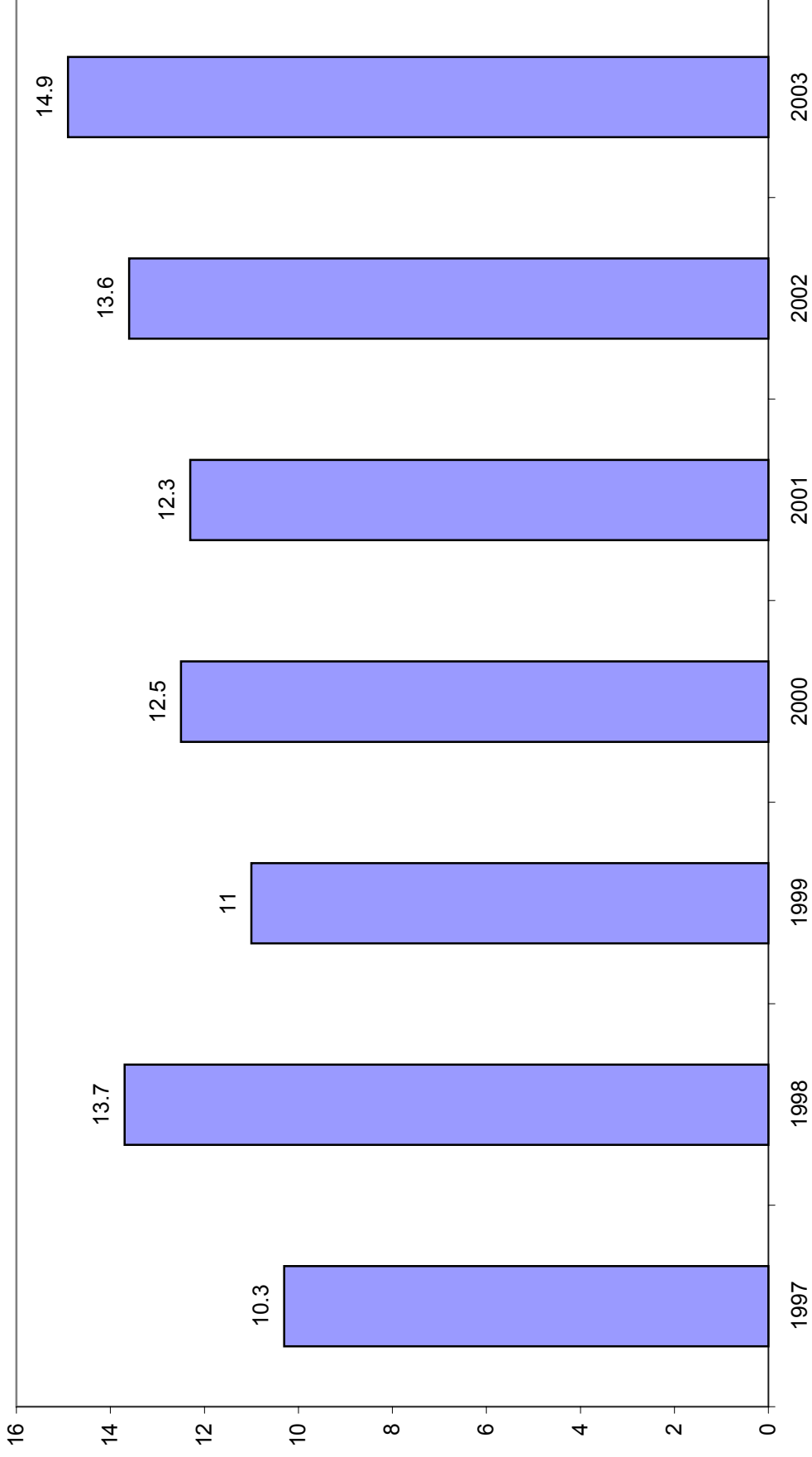


Appendix B5.

**Carolina Tel & Tel**  
**Out of Service Repair Intervals in Hours**  
**Up 49 Percent**

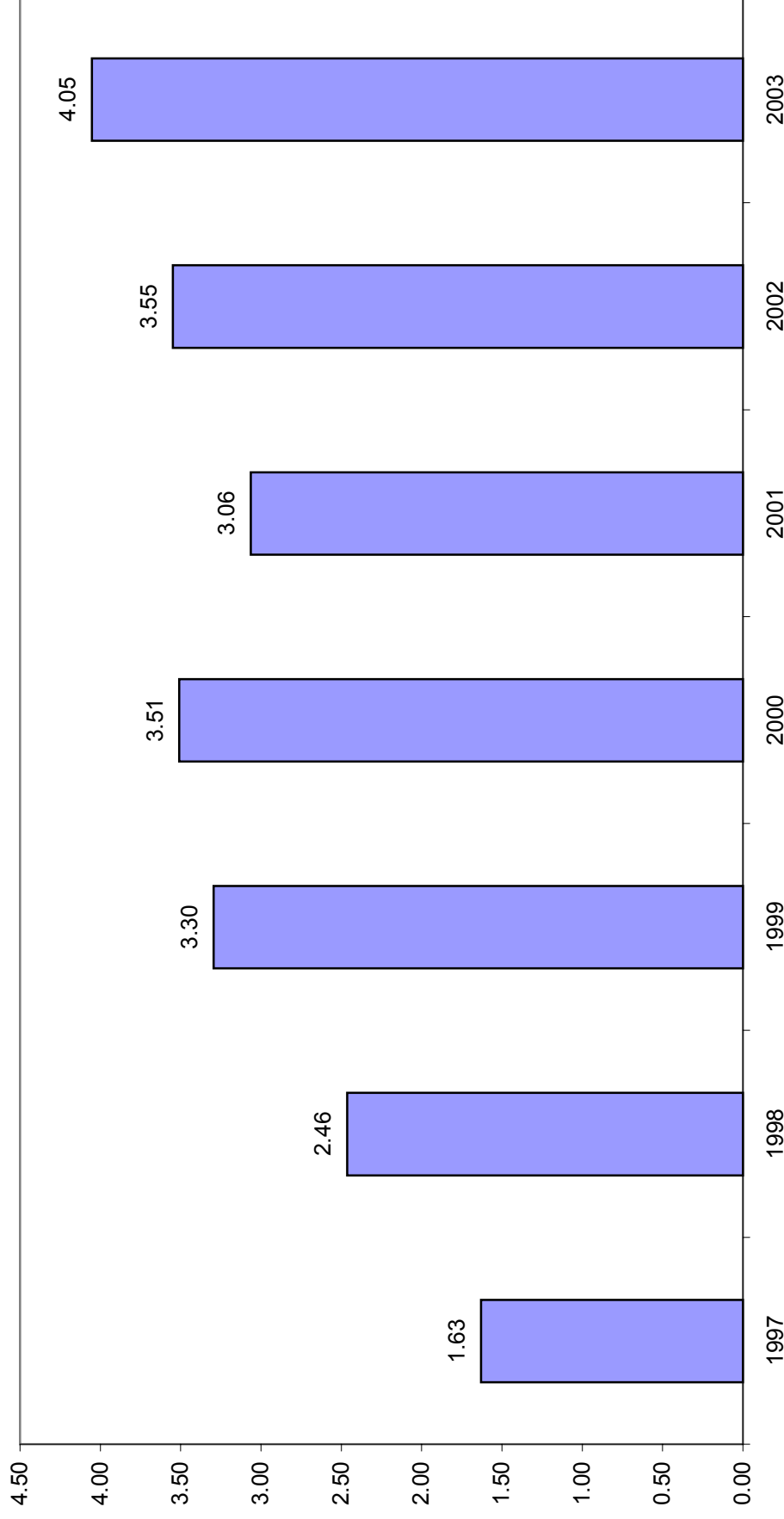


**Sprint Nevada**  
**Out of Service Repair Intervals in Hours**  
**Up 45 Percent**



# Sprint - Florida

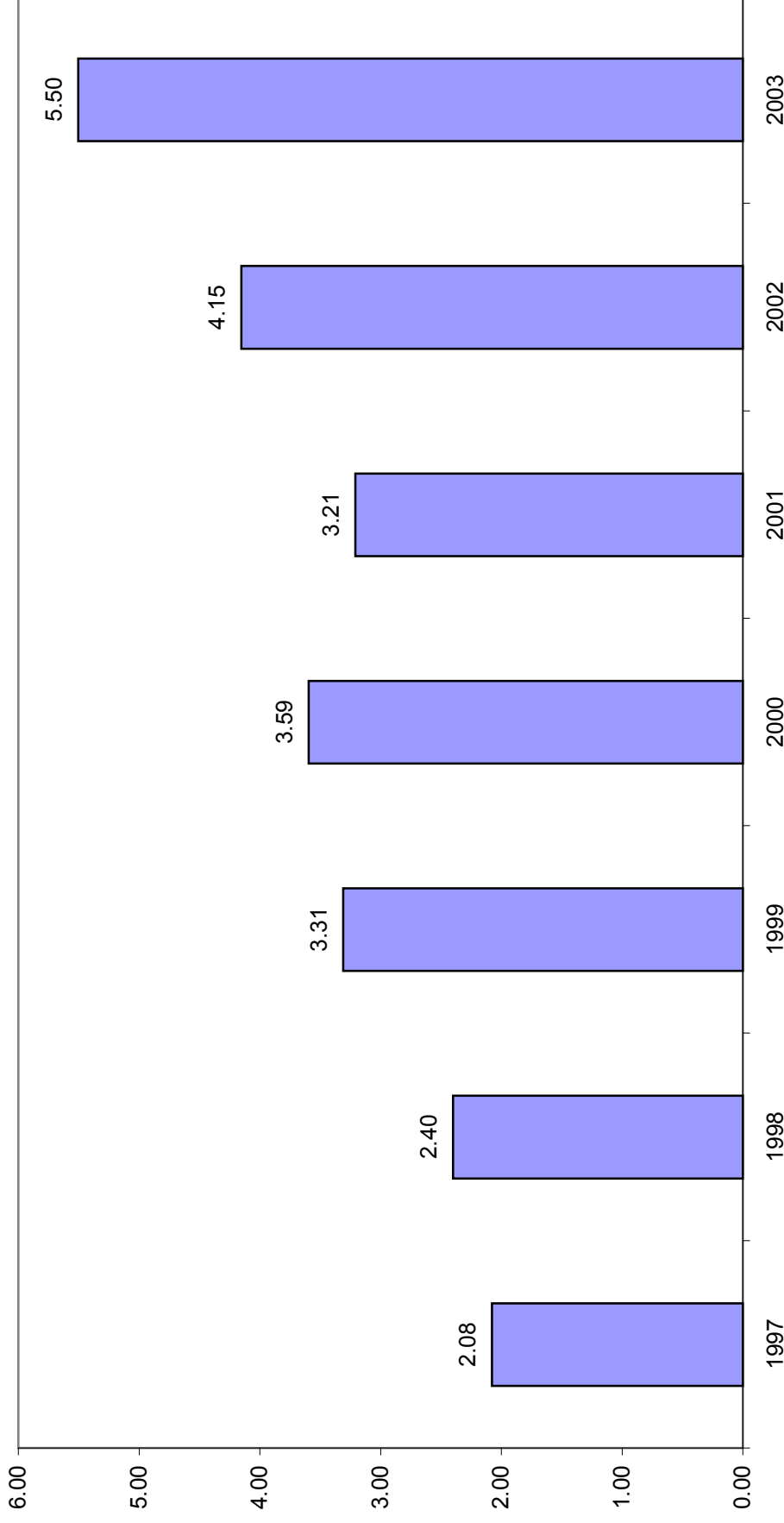
## Repeat Trouble Reports Per 100 Access Lines Up 149% 1997-2003



Source: FCC Armis Report 43-05, Table II, Row 142 (repeat trouble reports, residence and business) and 43-08, Table III, Row 910 (switched access lines)

# Carolina Tel & Tel

## Repeat Trouble Reports Per 100 Access Lines Up 165% 1997-2003



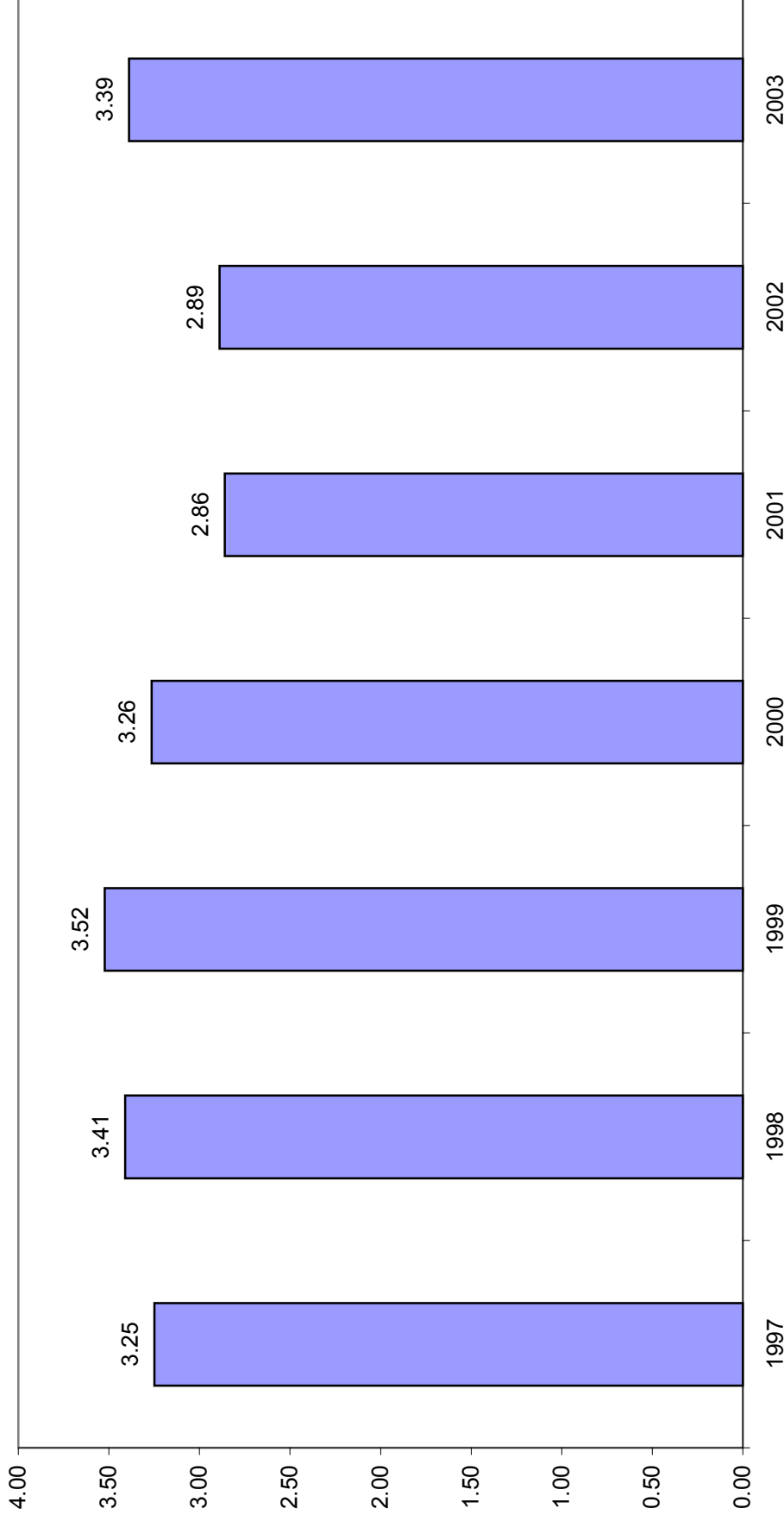
Source: FCC Armis Report 43-05, Table II, Row 142 (repeat trouble reports, residence and business) and 43-08, Table III, Row 910 (switched access lines)



# Sprint - Nevada

## Repeat Trouble Reports Per 100 Access Lines Up 4%

### 1997-2003



Source: FCC Armis Report 43-05, Table II, Row 142 (repeat trouble reports, residence and business) and 43-08, Table III, Row 910 (switched access lines)