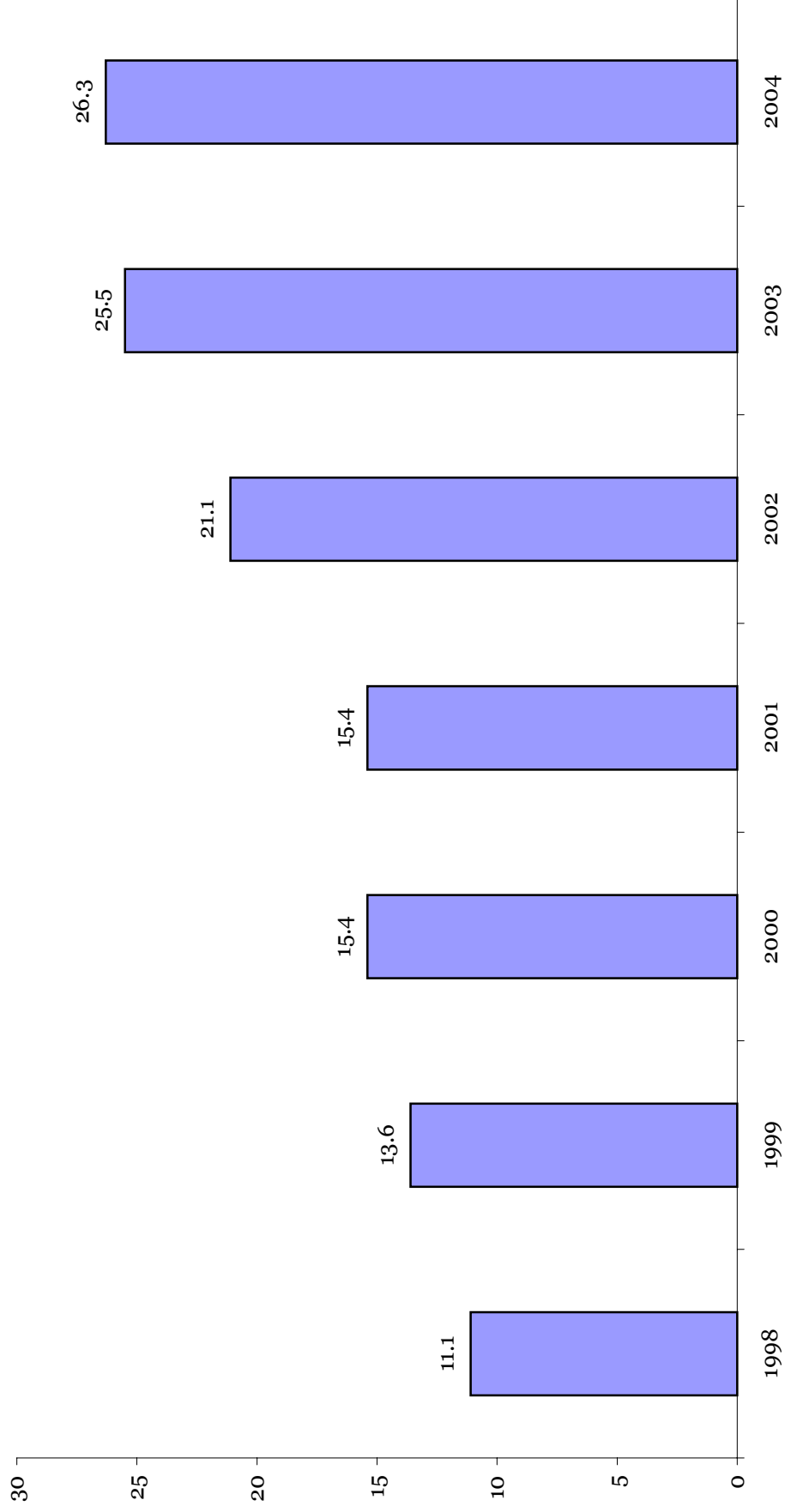


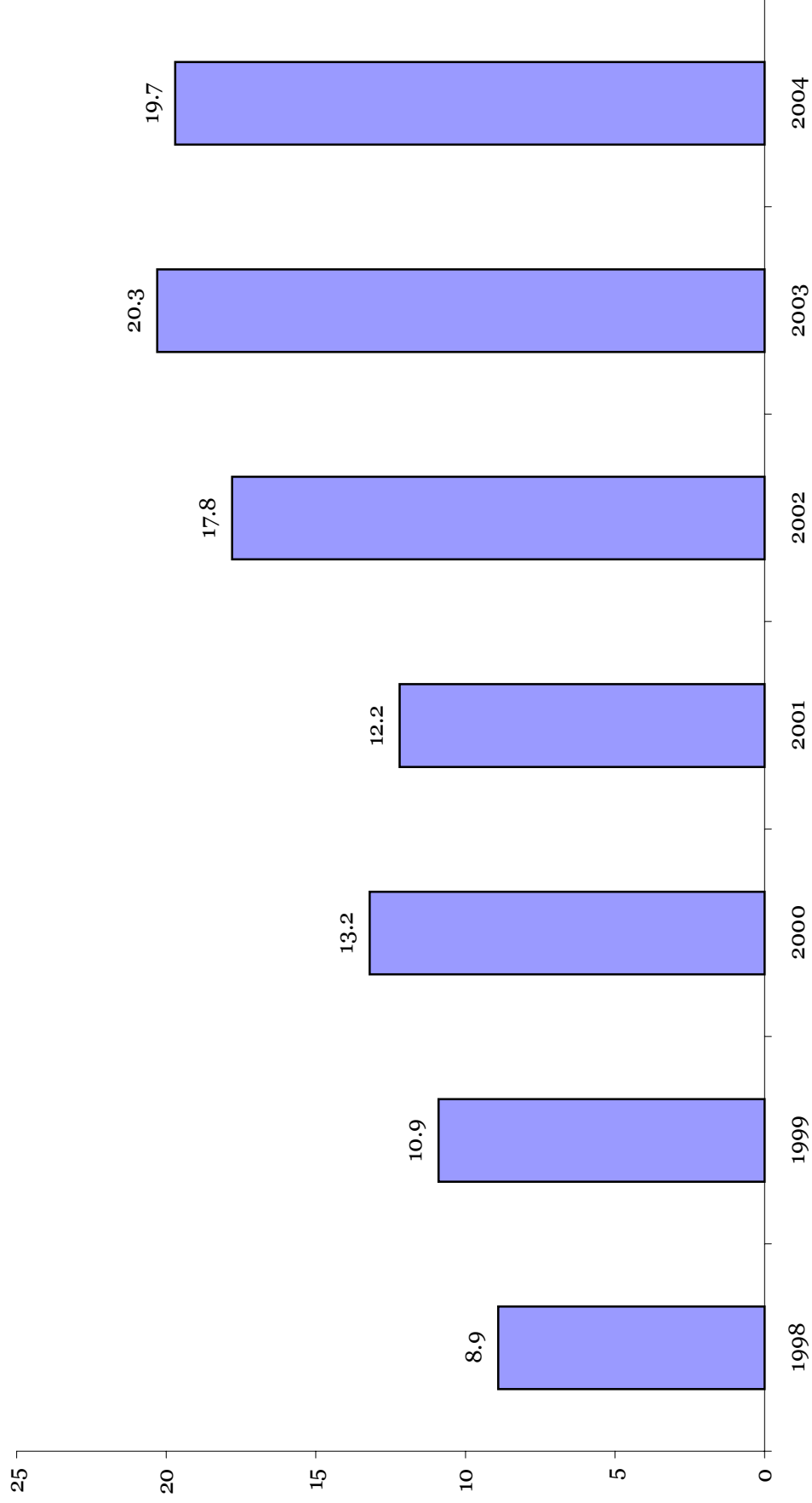
Appendix A1

**Central Telephone Virginia
Repeat Out-of-Service Trouble Reports
as a % of Initial Out-of-Service Trouble Reports
Up 137 Percent**



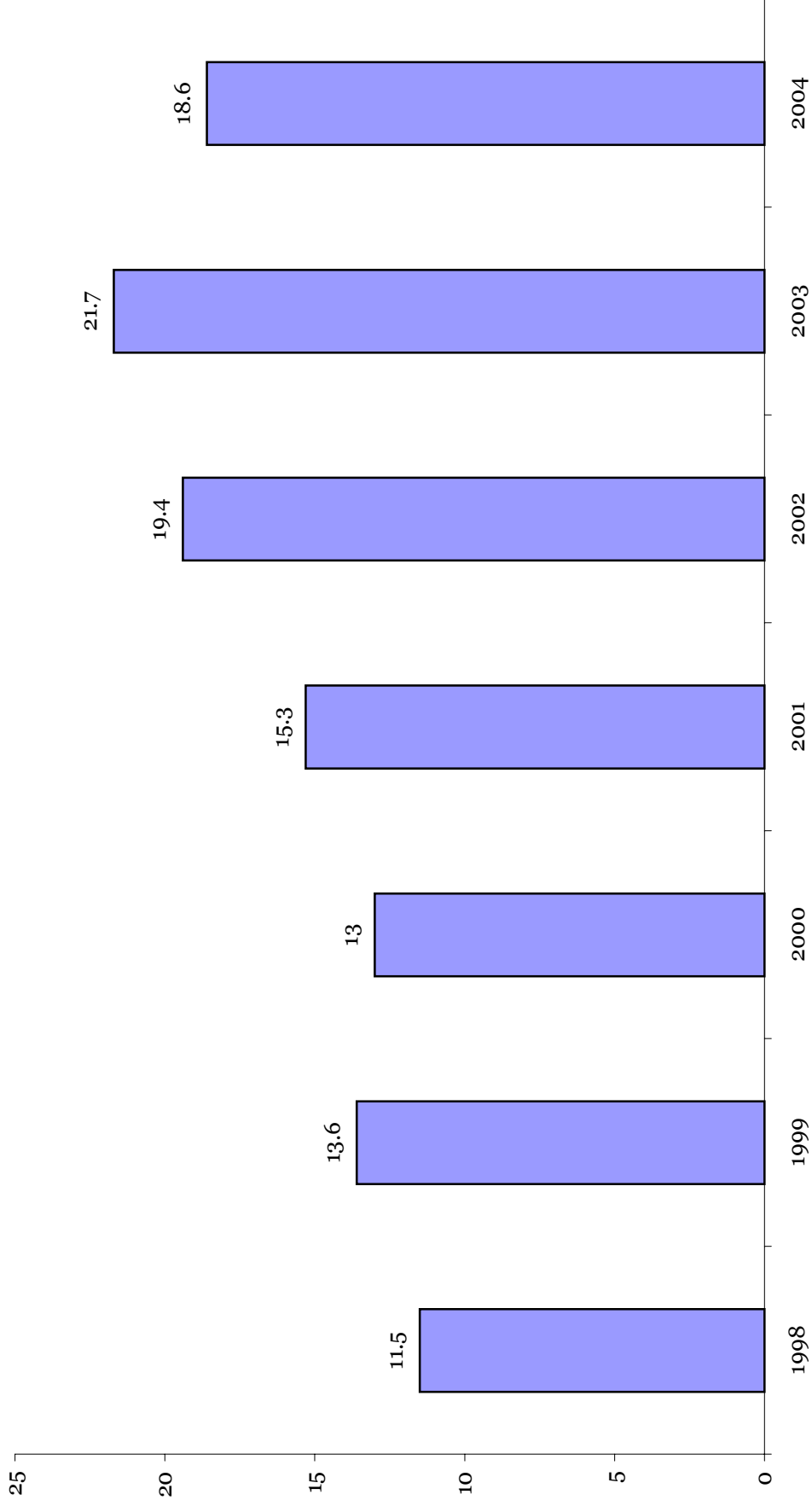
Appendix A2

**United Telephone New Jersey
Repeat Out-of-Service Trouble Reports
as a % of Initial Out-of-Service Trouble Reports
Up 121 Percent**



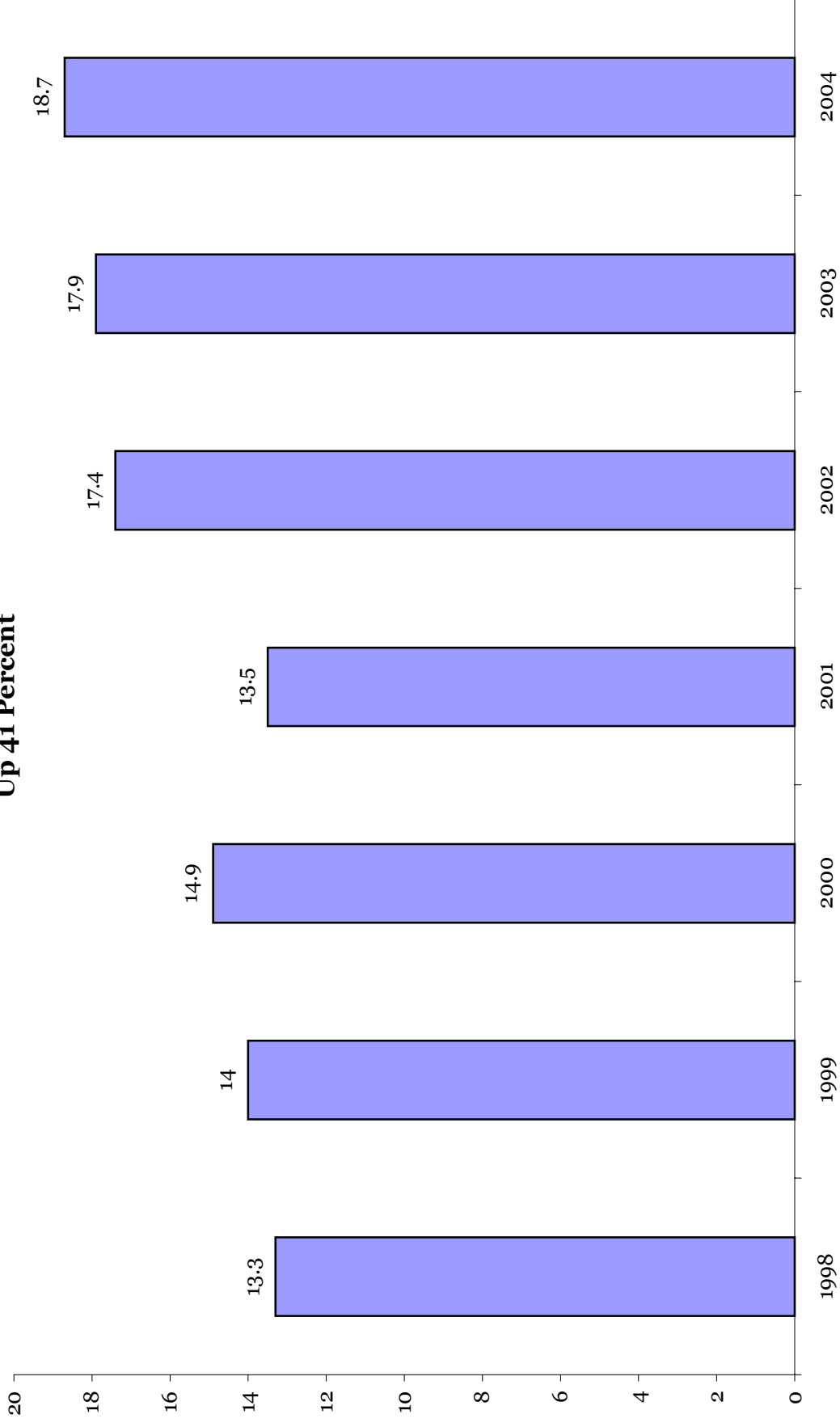
Appendix A3

**United SE Virginia
Repeat Out-of-Service Trouble Reports
as a % of Initial Out-of-Service Trouble Reports
Up 62 Percent**

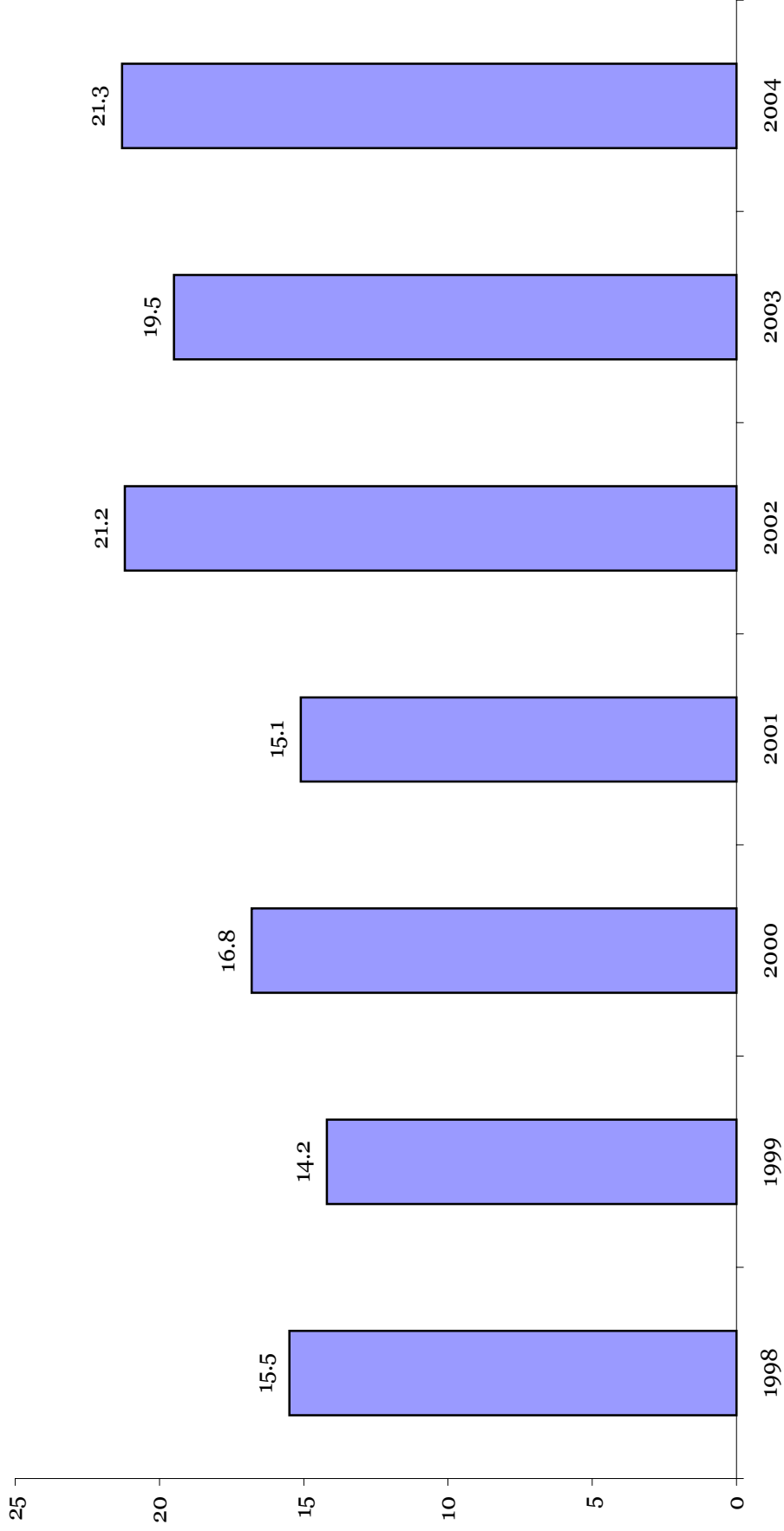


Appendix A4

Sprint Ohio
Repeat Out-of-Service Trouble Reports
as a % of Initial Out-of-Service Trouble Reports
Up 41 Percent

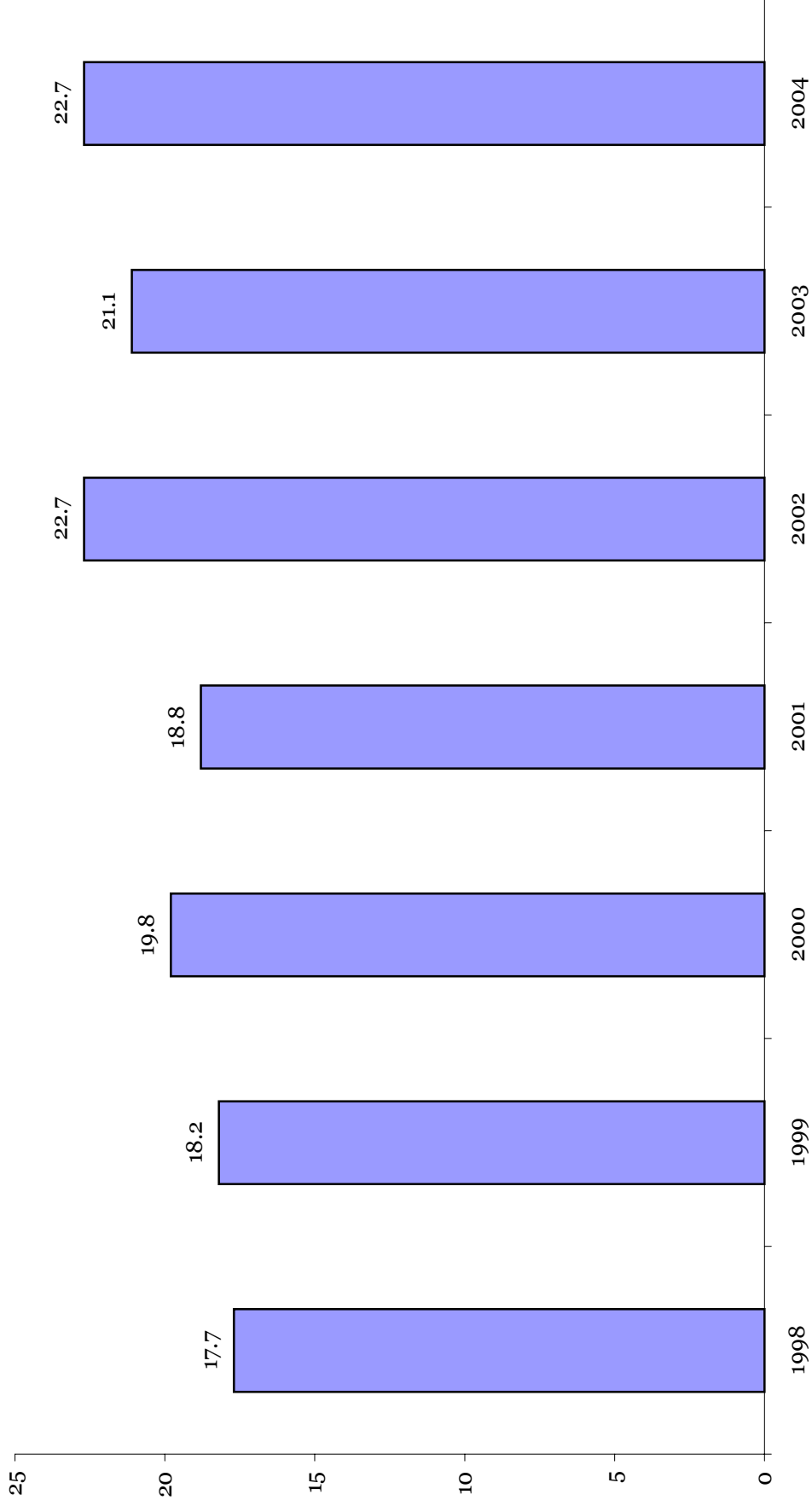


**Central Telephone Texas
Repeat Out-of-Service Trouble Reports
as a % of Initial Out-of-Service Trouble Reports
Up 37 Percent**



Appendix A6

**United Telephone Texas
Repeat Out-of-Service Trouble Reports
as a % of Initial Out-of-Service Trouble Reports
Up 28 Percent**



Appendix A7

**United Telephone New Jersey
Out of Service Repair Intervals in Hours
(Includes Initial Out-of-Service and Repeat Out-of-Service Intervals)
Up 74 Percent**

