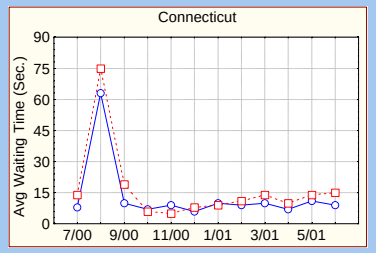
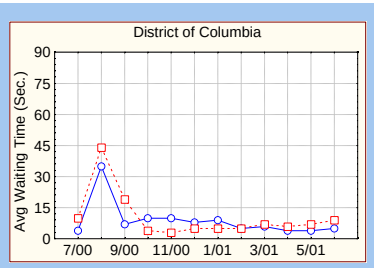
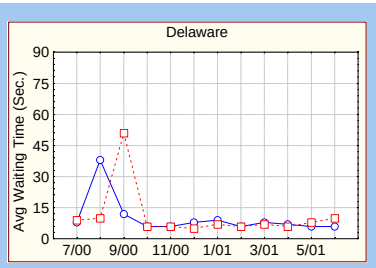
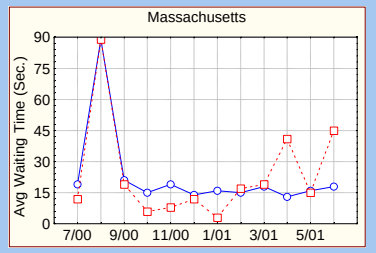
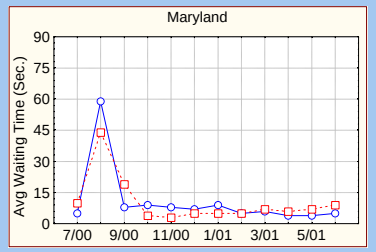
Verizon (Bell Atlantic) Service Quality Answer Time Performance

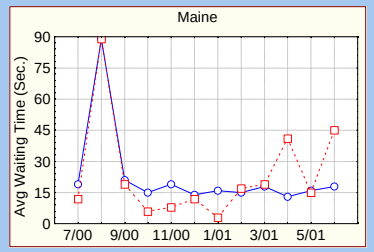


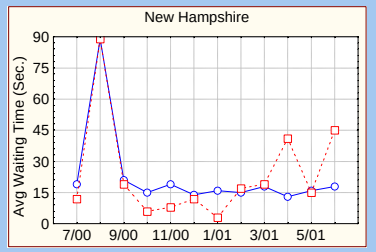


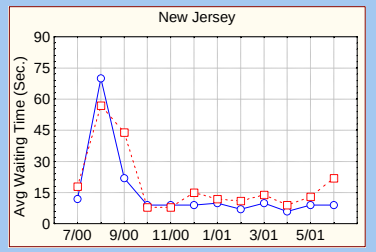


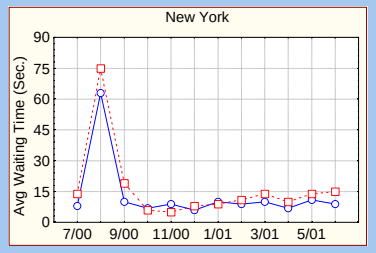


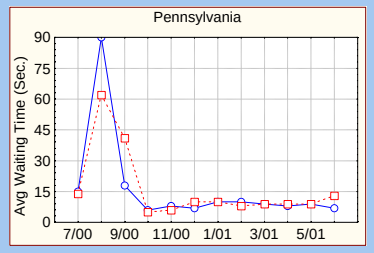


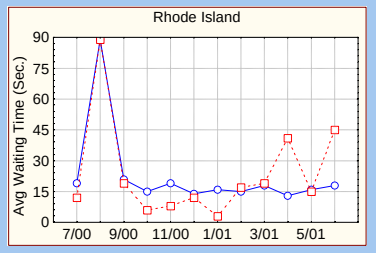


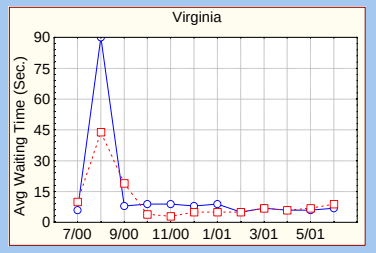


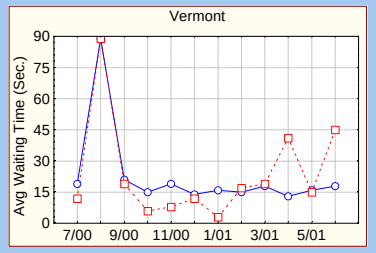


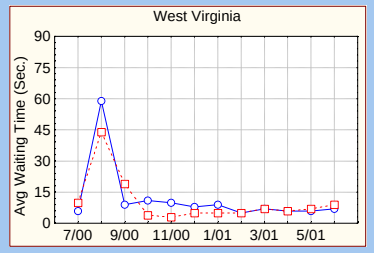












Blue = Business Office, Red = Repair Office

Source: Bell Atlantic/GTE (Verizon) Merger - NARUC Service Quality White Paper

Low is Better