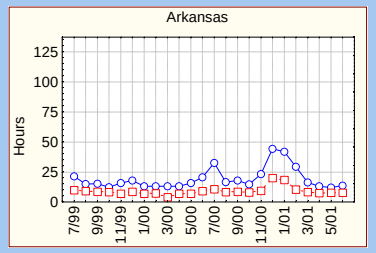
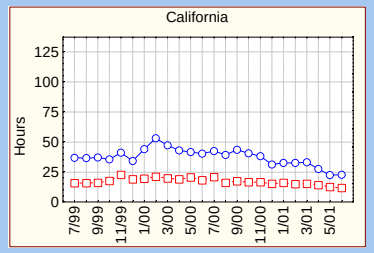
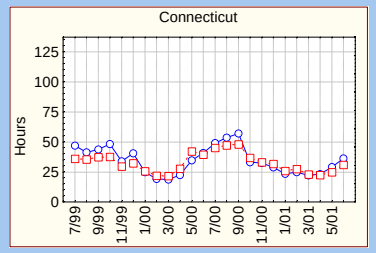
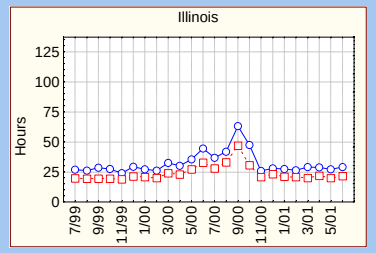
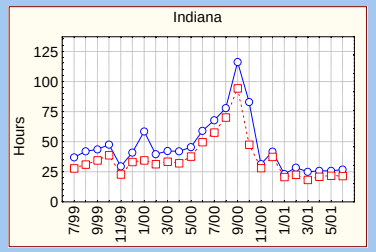
SBC Service Quality
Average Repair Interval

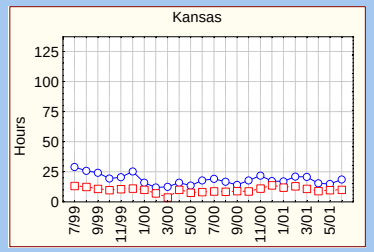


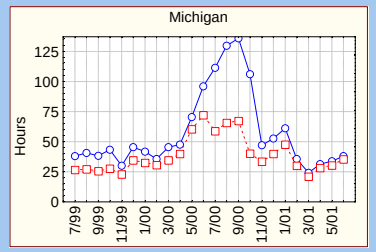


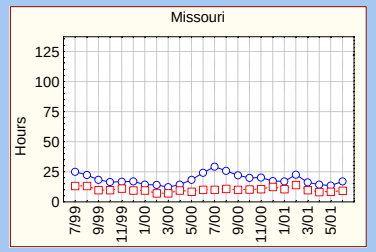


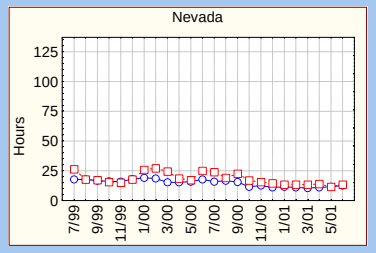


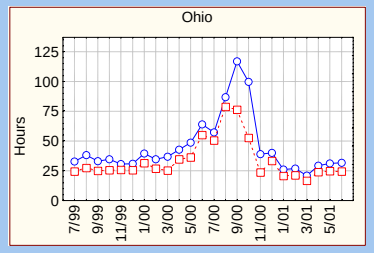


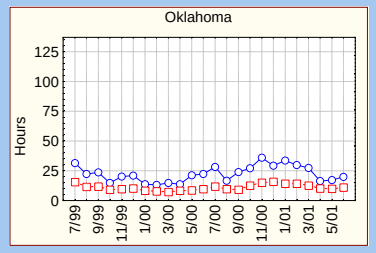


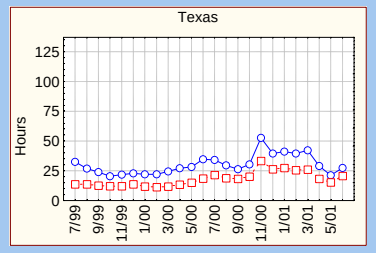


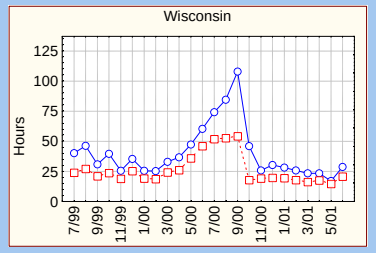












Blue = Residence, Red = Business

Source: SBC/Ameritech Merger - NARUC Service Quality White Paper

Low is Better