

Haviland Telephone Company, Inc.  
**Quarterly KCC Trouble Report**

| Indicator                | Jan-00  | Feb-00  | Mar-00  | Apr-00  | May-00  | Jun-00  | Jul-00  | Aug-00  | Sep-00  | Oct-00  | Nov-00  | Dec-00  |
|--------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| CTRS/100 Lines           | 0.03%   | 0.10%   | 0.03%   | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| RCTR %                   | 0.00%   | 0.00%   | 0.00%   | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| Average Repair Interval  | 0.50    | 1.56    | 1.25    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    |
| % Appointments Kept      | 100.00% | 100.00% | 100.00% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| Jeopardy Condition?      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      |
| NonCompliance Condition? | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      |
| Condition Exempt?        | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      | NO      |

**STANDARDS:**

|                       |     |
|-----------------------|-----|
| CTRS (Per 100 lines)  | 8   |
| RCTR (% of CTRS)      | 20% |
| REPAIR INTERVAL (Hrs) | 30  |
| APPOINTMENTS KEPT (%) | 90% |