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October 23, 2000

FILE

Ms. Daisy Crockron – Chief
Docketing Department
The Public Utilities Commission of Ohio
180 East Broad Street – 10th Floor
Columbus, OH 43215-3793

RE: PUCO Case No. 98-1398-TP-AMT

Dear Ms. Crockron:

In accordance with the February 10, 2000 Order in Case No. 98-1398-TP-AMT, a report containing confidential information has been submitted to staff reflecting certain company-wide minimum telephone service standards performance for the third quarter. These include: appointments met, OSS cleared within 24 hours, customer network problems per 100 lines, installations completed within five days, not out-of-service trouble cleared within 72 hours, and average speed of answer for directory assistance, operator, care center, and business office. As part of the same report, included is the total dollar amount of Service Performance Guarantees issued for the third quarter.

Sincerely,



Jack W. Kennedy
President

JWK:pc

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