

Washington FCC Escalations

Subject	2004	2005	2006
Billing	51	64	50
Call Handling	3	1	2
Commitment/Interval	3	3	1
Held Order	0	0	0
Installation	0	0	0
Repair	2	2	5
Treatment	7	1	6
Other	129	73	31
Total	195	144	95

Washington Attorney General Escalations

Subject	2004	2005	2006
Billing	177	87	64
Call Handling	11	4	3
Commitment/Interval	3	0	1
Held Order	0	0	0
Installation	0	0	0
Repair	27	12	19
Treatment	15	15	12
Other	110	62	43
Total	343	180	142