

Washington FCC Escalations

Subject	2012 - All		2012 - IAS Based	
	Number	Per 1,000 Lines	Number	Per 1,000 Lines
Billing	54	0.044	28	0.023
Call Handling	9	0.007	9	0.007
Commitment/Interval	0	0.000	0	0.000
Held Order	0	0.000	0	0.000
Installation	1	0.001	1	0.001
Repair	27	0.022	9	0.007
Treatment	3	0.002	3	0.002
Other	35	0.028	20	0.016
Total	129	0.104	70	0.057

Washington Attorney General Escalations

Subject	2012 - All		2012 - IAS Based	
	Number	Per 1,000 Lines	Number	Per 1,000 Lines
Billing	139	0.113	76	0.062
Call Handling	4	0.003	4	0.003
Commitment/Interval	2	0.002	2	0.002
Held Order	0	0.000	0	0.000
Installation	0	0.000	0	0.000
Repair	22	0.018	7	0.006
Treatment	20	0.016	20	0.016
Other	58	0.047	26	0.021
Total	245	0.198	135	0.109