

Washington FCC Escalations

Subject	2015 - All	
	Number	Per 1,000 Lines
Billing	133	0.133
Performance/Repair	49	0.049
Customer Service	36	0.036
Other	31	0.031
Total	249	0.249

Washington Attorney General Escalations

Subject	2015 - All	
	Number	Per 1,000 Lines
Billing	314	0.314
Performance/Repair	21	0.021
Customer Service	25	0.025
Other	10	0.01
Customer Difficulty/Education	20	0.02
Total	390	0.39