



May 31, 2011

FTD01C119  
2200 W. Airfield Drive  
P.O. Box 619002  
DFW, Texas 75261

Phone 972-456-7551  
Fax 972-456-8719  
Email: [kimberly.a.douglass@fr.com](mailto:kimberly.a.douglass@fr.com)

Mr. Dave Danner  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

**Subject: WAC 480-120-439 – April 2011 Service Quality Report**

Dear Mr. Danner:

Pursuant to WAC 480-120-439, enclosed is the Frontier Communications Northwest Inc. Service Quality Performance Report for April 2011.

Central office level detail is marked "Confidential per WAC 480-07-160" as it includes access line count and activity information that would have economic value to the Company's current and potential competitors, such as in determining when and where to begin or modify competitive operations. In addition to the information required by WAC 480-120-439, we are also enclosing a twelve month running trouble report document at the request and for the convenience of the Commission Staff.

If you have any questions concerning this report, please call me at 972-456-7551.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass" with a long horizontal flourish extending to the right.

Kim Douglass  
Senior Consultant  
Regulatory Affairs and Compliance