

Washington Utilities and Transportation Commission  
Docket UT-190574  
Response of Joint Applicants  
to Bench Request No. 1  
Response Date: January 16, 2020

**BENCH REQUEST NO. 1:**

Please provide a copy of all service quality reports for the operations of Frontier NW in the state of Washington that have been prepared for, or provided to, the Commission, its staff, or the Federal Communications Commission for the last six months in which those reports have been prepared.

**Response:**

Per General Order R-580 dated March 26, 2015 in Docket UT-140680, effective April 26, 2015, the company must maintain records for three years for the following:

- (1) Switching (inter-, intra office call completion, Dial tone),
- (2) Trunk blocking,
- (3) Answer performance for business office and repair and
- (4) Repair (OOS cleared in 48 hours).

All metrics are maintained on a state-wide basis and are kept internal and not filed with the Commission, its staff or the FCC. See attached confidential files named "WA June-Nov 2019 service metrics" and "WA June-Nov 2019 trunks".