

**Frontier Communications Northwest Inc.**  
**WAC 480-123-070 (4) - Attachment B**  
**WA - Complaints - 2014**

Complaint Source	Complaint Reason	Total
<b>Attorney General</b>	Pricing not in accordance with Understanding/Unauthorized/Disputed Charges	16
	Contract issues/Price Protection Plan/ETF	9
	Adjustment/Refund promised not received	8
	Internet Connectivity- Speed/Intermittent Disconnects	5
	Outside plant (cable/carrier systems/pole/pedestal/terminal)	4
	Collections Procedures/Processes	3
	Porting Issues	3
	Bill Processing/Format/Error	2
	Long Distance Issues	2
	Due Date/Missed Appointment/Not Satisfied	2
	Service/Product not as promised (Feature/Toll/Needs Modem)	2
	Promotional Offers	1
	Difficulty reaching a company rep- Answer Time/Busy/Hold/IVR	1
	Slamming/Cramming	1
	Company Image/Representative Quality or Communications/Lack of Knowledge	1
	Disconnected/Blocked for Non Pay	1
	Multiple attempts/Visits required - Installation/Repair	1
	Final Bill/Timing/Collection Agency	1
	Video Issues/Content/PPV	1
	General Inquiry about Products/Services	1
Inside Wire Issues	1	
<b>Attorney General Total</b>		<b>66</b>
<b>FCC</b>	Pricing not in accordance with Understanding/Unauthorized/Disputed Charges	10
	Internet Connectivity- Speed/Intermittent Disconnects	8
	Contract issues/Price Protection Plan/ETF	6
	Adjustment/Refund promised not received	5
	Porting Issues	4
	Bill Processing/Format/Error	4
	Due Date/Missed Appointment/Not Satisfied	4
	Long Distance Issues	3
	Company Image/Representative Quality or Communications/Lack of Knowledge	2
	Incorrect Records	2
	Taxes/Fees	2
	Multiple attempts/Visits required - Installation/Repair	2
	Final Bill/Timing/Collection Agency	2
	Slamming/Cramming	1
	Video Issues/Content/PPV	1
Service/Feature Not Available	1	
<b>FCC Total</b>		<b>57</b>
<b>Grand Total</b>		<b>123</b>