

FRONTIER COMMUNICATIONS NORTHWEST INC.

Docket No. UT-090842, Order 06, Appendix A, Attachment 1 - Condition No. 21

WASHINGTON 2011 ANNUAL REPORT CARD (JULY 2010 - JUNE 2011)

	OBJ	JUL 10	AUG 10	SEP 10	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	YTD 2011
<b>REPAIR - SERVICE INTERRUPTIONS</b>														
a. Average OOS Interval	<=24 hrs	15.96	17.02	19.58	14.67	17.12	19.50	15.29	14.63	17.76	20.98	15.38	17.24	17.09
b. Average NOOS Interval	<=36 hrs	16.00	17.50	19.73	17.01	17.10	26.43	15.68	14.64	16.20	17.74	16.12	17.30	17.62
<b>TROUBLE REPORTS</b>														
c. Network Trouble per 100 Access Lines (Note 1)	4; 90%	Please see network trouble per 100 access lines by central office report												
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.64	0.64	0.61	0.55	0.67	0.74	0.61	0.53	0.56	0.44	0.49	0.55	0.59
<b>ANSWER TIME</b>														
e. Repair Office Average Answer Time	<=60 seconds	12.50	9.80	12.40	6.53	4.70	4.72	3.73	7.85	11.04	13.47	22.80	67.16	14.73
f. Business Office Average Answer Time	<=60 seconds	26.72	26.31	59.03	33.39	17.18	23.71	54.26	80.41	66.63	41.5	31.82	44.74	42.14
<b>CUSTOMER CREDITS DUE</b>														
Missed Benchmarks		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,333.33	\$ 8,333.33	\$ -	\$ -	\$ 8,333.33	\$ 24,999.99
<b>CUSTOMER CREDITS PAID</b>														
\$5 Credits Issued for OOS Greater than 2 days (Res only)		\$ 740.00	\$ 240.00	\$ 365.00	\$ 115.00	\$ 220.00	\$ 500.00	\$ 50.00	\$ 65.00	\$ 190.00	\$ 125.00	\$ 45.00	\$ 145.00	\$ 2,800.00
\$35 SPG Credits Issued for Missed Commitments (Res only)		\$ 3,570.00	\$ 4,165.00	\$ 4,585.00	\$ 5,285.00	\$ 5,285.00	\$ 4,620.00	\$ 4,830.00	\$ 4,550.00	\$ 4,410.00	\$ 4,970.00	\$ 4,375.00	\$ 4,305.00	\$ 54,950.00

Note 1 - Monthly network trouble per 100 standard is # Of CO's Missing 4 per 100 2 consecutive mos or 4 in last 12 months; Annual network trouble per 100 standard is # of CO's Missing annual average of 4 trouble reports per 100.