

Frontier Communications Northwest Inc.
Docket UT-090842
2011 Annual Report Card to Customers

In April 2010, the Washington Utilities and Transportation Commission approved a settlement agreement authorizing the transfer of customers to Frontier. As part of the agreement, for three years Frontier must report the results of six service quality metrics and provide a one time annual bill credit to customers for any missed metrics. Due to outstanding service, Frontier met the metrics and will not pay credits in four of the six categories: 1) Restoral of all of out of service (no dial tone) repairs must average no more than 24 hours; 2) Restoral of all other out of service repairs must average no more than 36 hours; 3) Trouble (repair) reports by exchange must not exceed four trouble reports per 100 lines for two months; nor exceed four trouble reports per month in any 12 month period; and 4) Restoral of out of service (no dial tone) trouble reports must not exceed 15 per 100 lines per year.

Frontier failed to meet the business office answer time in February 2011 (80 seconds) and March 2011 (67 seconds) and repair office answer time in June 2011 (67 seconds), and therefore will pay \$25,000 in customer credits in these 2 categories. The overall answer time metrics measure the average seconds (must be less than 60 seconds) from the time a caller selects the option to speak to a live representative until the conversation begins. The total amount of credits due will be divided by the total number of current Frontier Washington customers. Each customer will then receive a credit on their monthly bill.