



August 23, 2011

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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: DOCKET UT-090842 – 2011 ANNUAL REPORT CARD TO CUSTOMERS

Dear Mr. Danner:

Pursuant to paragraph 21 in Appendix A, Attachment 1 in Order 06 in Docket UT-090842, enclosed is the Frontier Communications Northwest Inc. ("FC Northwest" or the "Company") Annual Report Card to customers for 2011. The report will be included with customer bills to coincide with the bill credit for the missed metrics.

If you have any questions concerning this report, please call me at 972-456-7551 or email me at kimberly.a.douglass@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass". The signature is written in a cursive, flowing style.

Kim Douglass
Senior Consultant
Compliance – Government and Regulatory Affairs