



August 24, 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 – 1Q11 REMEDIAL PLAN**

Dear Mr. Danner:

Pursuant to paragraph 1 in Appendix E, Attachment 1 in Order 06 in Docket UT-090842, Frontier Communications Northwest Inc. ("FC Northwest" or the "Company") submits a plan outlined below that identifies specific steps that were taken to correct the Business Office Answer Time quarterly metric that was missed in 1Q11.

As stated in its 2011 annual report card filed on August 1, 2011, the Company has been moving towards a Universal Service Representative approach which will ultimately minimize transfers, provide better customer service and improve first call resolution. As a result, talk time has been increasing as our representatives talk more with customers to resolve the problem on the first call. FC Northwest is hiring and training more representatives to improve the customer service experience and bring Frontier's service performance into compliance with all service level expectations. Over 350 new hires have completed training and started taking calls in 2011. The hours of operation for the consumer call centers was increased by one (1) hour (to 8pm PT), and overtime was increased for call center employees. Since the metric was missed almost six (6) months ago, it is not possible to quantify the specific budget dollars that were used to correct this metric for 2Q11. FC Northwest, however, did meet the Business Office Answer Time quarterly metric in 2Q11.

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

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass" with a long horizontal flourish extending to the right.

Kim Douglass  
Senior Consultant  
Compliance – Government and Regulatory Affairs