

**FRONTIER COMMUNICATIONS NORTHWEST INC.**

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

**WASHINGTON QUARTERLY REPORT CARD 1Q11**

	<b>OBJ</b>	<b>JAN 11</b>	<b>FEB 11</b>	<b>MAR 11</b>	<b>1Q 2011</b>
<b>REPAIR - SERVICE INTERRUPTIONS</b>					
a. Average OOS Interval	<=24 hrs	15.29	14.63	17.76	15.89
b. Average NOOS Interval	<=36 hrs	15.68	14.64	16.20	15.51
<b>TROUBLE REPORTS</b>					
c. Network Trouble per 100 Access Lines (Note 1)	4; 90%	0	0	0	0
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.61	0.53	0.56	0.57
<b>ANSWER TIME</b>					
e. Repair Office Average Answer Time	<=60 seconds	3.73	7.85	11.04	7.54
f. Business Office Average Answer Time	<=60 seconds	54.26	80.41	66.63	<b>67.10</b>

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.