

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 2Q11

	OBJ	APR 11	MAY 11	JUN 11	2Q 2011
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	20.98	15.38	17.24	17.87
b. Average NOOS Interval	<=36 hrs	17.74	16.12	17.30	17.05
TROUBLE REPORTS					
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	0.44	0.49	0.55	0.49
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	13.47	22.80	67.16	34.48
f. Business Office Average Answer Time	<=60 seconds	41.5	31.82	44.74	39.35

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.