

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 3Q10

	OBJ	JUL 10	AUG 10	SEP 10	3Q 2010
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	15.96	17.02	19.58	17.52
b. Average NOOS Interval	<=36 hrs	16.00	17.50	19.73	17.74
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	0.64	0.64	0.61	0.63
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	12.50	9.80	12.40	11.57
f. Business Office Average Answer Time	<=60 seconds	26.72	26.31	59.03	37.35

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.