

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 4Q10

	OBJ	OCT 10	NOV 10	DEC 10	4Q 2010
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	14.67	17.12	19.50	17.10
b. Average NOOS Interval	<=36 hrs	17.01	17.10	26.43	20.18
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	0.55	0.67	0.74	0.65
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	6.53	4.70	4.72	5.32
f. Business Office Average Answer Time	<=60 seconds	33.39	17.18	23.71	24.76

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.