

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 3Q11

	OBJ	JUL 11	AUG 11	SEP 11	3Q 2011
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	18.82	19.82	18.05	18.91
b. Average NOOS Interval	<=36 hrs	19.72	28.29	26.93	25.04
TROUBLE REPORTS					
c. Network Trouble per 100 Access Lines	See note 1	0	1	0	1
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.01	0.01	0.01	0.01
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	100.13	63.05	18.62	67.22
f. Business Office Average Answer Time	<=60 seconds	165.66	53.47	32.99	76.93

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.