

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 4Q11

	OBJ	OCT 11	NOV 11	DEC 11	4Q 2011
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	18.83	24.40	18.39	20.59
b. Average NOOS Interval	<=36 hrs	22.41	19.18	20.60	20.74
TROUBLE REPORTS					
c. Network Trouble per 100 Access Lines	See note 1	0	0	0	0
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.47	0.54	0.55	0.52
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	19.92	34.74	89.70	45.32
f. Business Office Average Answer Time	<=60 seconds	20.60	38.50	91.96	51.38

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.