

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 1Q12 (REVISED 06/06/12)

	OBJ	JAN 12	FEB 12	MAR 12	1Q 2012
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	20.75	18.02	22.30	20.34
b. Average NOOS Interval	<=36 hrs	22.20	20.18	31.42	24.13
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	0.69	0.49	0.43	0.54
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	166.37	104.04	27.47	60.33
f. Business Office Average Answer Time	<=60 seconds	173.76	117.46	56.02	103.56

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.