

**Washington FCC Escalations**

Subject	2004	2005
Billing	51	64
Call Handling	3	1
Commitment/Interval	3	3
Held Order	0	0
Installation	0	0
Repair	2	2
Treatment	7	1
Other	129	73
Total	195	144

**Washington Attorney General Escalations**

Subject	2004	2005
Billing	177	87
Call Handling	11	4
Commitment/Interval	3	0
Held Order	0	0
Installation	0	0
Repair	27	12
Treatment	15	15
Other	110	62
Total	343	180