



June 19, 2012

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Mr. Dave Danner  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

**Subject: DOCKET UT-090842 – 1Q 2012 REMEDIAL PLAN**

Dear Mr. Danner:

Pursuant to paragraph 1 in Appendix E, Attachment 1 in Order 06 in Docket UT-090842, Frontier Communications Northwest Inc. ("FC Northwest" or the "Company") submits a plan outlined below that identifies specific steps that were taken to correct the Business Office and Repair Answer Time quarterly metrics that were missed in 1Q 2012.

In the last year, Frontier has been persistently working on an action plan to improve our customer service and performance. The action plan includes hiring new representatives, moving towards a universal service representative approach, standardizing our billing system, converting to a new telephony system, optimizing schedules to meet call volume distributions and revising our call routing strategy which allows for movement of customer call traffic across platforms.

In late November 2011, Frontier began preparing for the conversion from Verizon systems to Frontier systems. Representatives were taken offline for training of the Frontier systems, including ordering, billing and telephony systems. Each representative received over 120 hours of training for the conversion that occurred on March 1, 2012. Prior to March 1<sup>st</sup>, calls to our business office could not be shared between our offices on the East and West Coasts due to the different ordering and billing systems used. We now have a standardized billing system with user-friendly desktop applications across all of our states, which allows us the capability to route calls when we experience high traffic volumes. Effective with the March 1<sup>st</sup> conversion, the Everett and Fort Wayne call centers were moved to a new telephony system that will enhance queue efficiencies.

Over the last year, Frontier made a strategic decision to insource our calls back from our vendor. We believe we can offer better customer service if the customer is dealing with our own Frontier employees. Insourcing began in December 2011 and continued into January 2012. With this project, as well as conversion training, it was difficult to staff and manage to fluctuating call volumes that occurred during these two months. As a result, our average speed of answer to our business office and repair was jeopardized.

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In sum, the Company's action plan implemented in the last year has put us in a position to move forward with providing exceptional quality service to meet our customers' and this Commission's expectations. We anticipated call volumes to remain elevated for April and May due to the March 1<sup>st</sup> conversion. FC Northwest, however, did meet the Business Office and Repair Answer Time metrics for both April and May.

If you have any questions concerning this report, please call me at 972-908-4415 or email me at [kimberly.a.douglass@ftr.com](mailto:kimberly.a.douglass@ftr.com).

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass" with a long horizontal flourish extending to the right.

Kim Douglass

Manager - Regulatory Affairs