

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 2Q12

	OBJ	APR 12	MAY 12	JUNE 12	2Q 2012
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	19.20	19.35	21.25	20.04
b. Average NOOS Interval	<=36 hrs	29.40	31.23	26.86	29.19
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	0.41	0.50	0.59	0.50
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	25.06	38.81	62.20	42.80
f. Business Office Average Answer Time	<=60 seconds	33.55	25.28	57.97	39.77

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.