

FRONTIER COMMUNICATIONS NORTHWEST INC.
Docket No. UT-090842, Order 06, Appendix A, Attachment 1 - Condition No. 21

WASHINGTON 2012 ANNUAL REPORT CARD (JULY 2011 - JUNE 2012)

| | OBJ | JUL 11 | AUG 11 | SEP 11 | OCT 11 | NOV 11 | DEC 11 | JAN 12 | FEB 12 | MAR 12 | APR 12 | MAY 12 | JUN 12 | YTD 2012 |
|---|--------------|---------------|--------------|-------------|-------------|--------------|--------------|---------------|---------------|-------------|-------------|-------------|--------------|--------------|
| REPAIR - SERVICE INTERRUPTIONS | | | | | | | | | | | | | | |
| a. Average OOS Interval | <=24 hrs | 18.82 | 19.82 | 18.05 | 18.83 | 24.40 | 18.39 | 20.75 | 18.02 | 22.30 | 19.20 | 19.35 | 21.25 | 19.93 |
| b. Average NOOS Interval | <=36 hrs | 19.72 | 28.29 | 26.93 | 22.41 | 19.18 | 20.60 | 22.20 | 20.18 | 31.42 | 29.40 | 31.23 | 26.86 | 24.60 |
| TROUBLE REPORTS | | | | | | | | | | | | | | |
| c. Network Trouble per 100 Access Lines (Note 1) | 4; 90% | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100% |
| d. Annual OOS Trouble per 100 Access Lines (ARMIS) | 15 | 0.69 | 0.54 | 0.51 | 0.47 | 0.54 | 0.55 | 0.69 | 0.49 | 0.43 | 0.41 | 0.50 | 0.59 | 0.53 |
| ANSWER TIME | | | | | | | | | | | | | | |
| e. Repair Office Average Answer Time | <=60 seconds | 100.13 | 63.05 | 18.62 | 19.92 | 34.74 | 89.70 | 166.37 | 104.04 | 27.47 | 25.06 | 38.81 | 62.20 | 54.63 |
| f. Business Office Average Answer Time | <=60 seconds | 165.66 | 53.47 | 32.99 | 20.60 | 38.50 | 91.96 | 173.76 | 117.46 | 56.02 | 33.55 | 25.28 | 57.97 | 63.95 |
| CUSTOMER CREDITS DUE | | | | | | | | | | | | | | |
| Missed Benchmarks | | \$16,666.66 | \$8,416.66 | \$ - | \$ - | \$8,333.33 | \$16,666.66 | \$16,666.66 | \$16,666.66 | \$ - | \$ - | \$ - | \$8,333.33 | \$91,749.96 |
| CUSTOMER CREDITS PAID | | | | | | | | | | | | | | |
| \$5 Credits Issued for OOS Greater than 2 days (Res only) | | \$ 185.00 | \$ 280.00 | \$ 180.00 | \$ 170.00 | \$ 175.00 | \$ 90.00 | \$ 375.00 | \$ 115.00 | \$ 170.00 | \$ 135.00 | \$ 220.00 | \$ 395.00 | \$ 2,490.00 |
| \$35 SPG Credits Issued for Missed Commitments (Res only) | | \$ 2,170.00 | \$ 2,135.00 | \$ 2,835.00 | \$ 2,485.00 | \$ 2,765.00 | \$ 3,710.00 | \$ 3,675.00 | \$ 4,340.00 | \$ 1,365.00 | \$ 2,800.00 | \$ 2,590.00 | \$ 2,240.00 | \$ 33,110.00 |

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; Annual network trouble per 100 standard is annual average of 4.0 or less trouble reports per 100 in 90% of COs.