

Frontier Communications Northwest Inc.
Docket UT-090842
2012 Annual Report Card to Customers

In April 2010, the Washington Utilities and Transportation Commission approved a settlement agreement authorizing the transfer of customers to Frontier. As part of the agreement, for three years, Frontier must report the results of six service quality metrics and provide a one-time annual bill credit to customers for any missed metrics.

Frontier met two of the six metrics:

- 1) Restoral of all non out of service repairs must average no more than 36 hours.
- 2) Restoral of out of service (no dial tone) trouble reports must not exceed 15 per 100 lines per year.

Although Frontier strives to provide great service quality to its customers, we failed to meet the following four metrics:

- 3) Business office average answer time must not exceed 60 seconds. Frontier missed the target in Jul 2011 (165.66 seconds), Dec 2011 (91.96 seconds), Jan 2012 (173.76 seconds), and Feb 2012 (117.46 seconds).
- 4) Repair office average answer time must not exceed 60 seconds. Frontier missed the target in Jul 2011 (100.13 seconds), Aug 2011 (63.05 seconds), Dec 2011 (89.70 seconds), Jan 2012 (166.37 seconds), Feb 2012 (104.04 seconds), and Jun 2012 (62.20 seconds).
- 5) Restoral of all out of service (no dial tone) repairs must average no more than 24 hours. Frontier missed this metric in November 2011 (24.40 hours).
- 6) Trouble (repair) reports by exchange must not exceed four trouble reports per 100 lines for two months; nor exceed four trouble reports per month for four months in any 12 month period. Frontier missed the target in one small exchange, which experienced more than four trouble reports per month four times in a 12 month period (Oct 2010—4.05; Feb 2011-4.05; Apr 2011-7.89; Aug 2011-4.23).

As a result, Frontier must pay \$92,000 in credits, which will be divided by the total number of current Frontier Washington customers and applied to customer bills.