

**FRONTIER COMMUNICATIONS NORTHWEST INC.**

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

**WASHINGTON QUARTERLY REPORT CARD 3Q12**

	<b>OBJ</b>	<b>JUL 12</b>	<b>AUG 12</b>	<b>SEP 12</b>	<b>3Q 2012</b>
<b>REPAIR - SERVICE INTERRUPTIONS</b>					
a. Average OOS Interval	<=24 hrs	20.97	18.70	18.46	19.53
b. Average NOOS Interval	<=36 hrs	28.70	29.43	27.86	28.72
<b>TROUBLE REPORTS</b>					
c. Network Trouble per 100 Access Lines	See note 1	0	0	0	0
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.64	0.57	0.41	0.54
<b>ANSWER TIME</b>					
e. Repair Office Average Answer Time	<=60 seconds	<b>130.65</b>	46.72	19.41	<b>82.53</b>
f. Business Office Average Answer Time	<=60 seconds	<b>120.16</b>	38.75	52.29	<b>72.58</b>

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.