



December 5, 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 – 3Q 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 Average Answer Time quarterly metrics that were missed in 3Q 2012.

The business office and repair average speed of answer metrics were not met for the third quarter of 2012 due to high call volumes experienced in July 2012. The Company saw a 34% increase in call volumes due to major storms that impacted our Midwest, Mid-Atlantic and Southeast Regions. In addition, the business office saw a significant increase in calls for billing corrections and remittance processing issues.

FC Northwest extended business office hours by one hour in all time zones, worked mandatory overtime daily and monitored and adjusted scheduling when needed to improve the answer times in August and September.

As a result of the actions taken, the business office and repair answer times improved significantly from July 2012 to September 2012. The business office average answer time decreased from 120.16 seconds in July to 52.29 seconds in September. The repair office average answer time decreased from 130.65 seconds in July to 19.41 seconds in September.

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