

**FRONTIER COMMUNICATIONS NORTHWEST INC.**

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

**WASHINGTON QUARTERLY REPORT CARD 4Q12**

	<b>OBJ</b>	<b>OCT 12</b>	<b>NOV 12</b>	<b>DEC 12</b>	<b>4Q 2012</b>
<b>REPAIR - SERVICE INTERRUPTIONS</b>					
a. Average OOS Interval	<=24 hrs	19.36	23.44	25.56	22.65
b. Average NOOS Interval	<=36 hrs	26.71	33.44	32.67	30.98
<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	0.68	0.62	0.62	0.64
<b>ANSWER TIME</b>					
e. Repair Office Average Answer Time	<=60 seconds	18.26	12.98	25.35	19.03
f. Business Office Average Answer Time	<=60 seconds	17.37	12.85	19.04	16.40

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.