

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 1Q13

	OBJ	JAN 13	FEB 13	MAR 13	1Q 2013
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	23.58	19.94	19.99	21.44
b. Average NOOS Interval	<=36 hrs	27.06	25.84	15.48	22.97
TROUBLE REPORTS					
c. Network Trouble per 100 Access Lines	See note 1	0	0	0	0
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.60	0.45	0.43	0.50
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	40.05	22.78	28.49	30.64
f. Business Office Average Answer Time	<=60 seconds	40.59	28.55	19.04	32.11

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.