

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 1Q12 (REVISED 05/01/13)

	OBJ	JAN 12	FEB 12	MAR 12	1Q 2012
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	20.75	18.02	22.30	20.34
b. Average NOOS Interval	<=36 hrs	22.20	20.18	31.42	24.13
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	0.71	0.50	0.44	0.55
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	166.37	104.04	27.47	60.33
f. Business Office Average Answer Time	<=60 seconds	173.76	117.46	56.02	103.56

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.

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WASHINGTON QUARTERLY REPORT CARD 2Q12 (REVISED 05/01/13)

	OBJ	APR 12	MAY 12	JUNE 12	2Q 2012
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	19.20	19.35	21.25	20.04
b. Average NOOS Interval	<=36 hrs	29.40	31.23	26.86	29.19
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	0.44	0.52	0.61	0.52
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	25.06	38.81	62.20	42.80
f. Business Office Average Answer Time	<=60 seconds	33.55	25.28	57.97	39.77

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WASHINGTON QUARTERLY REPORT CARD 3Q12 (REVISED 05/01/13)

	OBJ	JUL 12	AUG 12	SEP 12	3Q 2012
REPAIR - SERVICE INTERRUPTIONS					
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
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	0.66	0.60	0.43	0.56
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	130.65	46.72	19.41	82.53
f. Business Office Average Answer Time	<=60 seconds	120.16	38.75	52.29	72.58

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WASHINGTON QUARTERLY REPORT CARD 4Q12 (REVISED 05/01/13)

	OBJ	OCT 12	NOV 12	DEC 12	4Q 2012
REPAIR - SERVICE INTERRUPTIONS					
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
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	0.71	0.65	0.65	0.67
ANSWER TIME					
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.