

FRONTIER COMMUNICATIONS NORTHWEST INC.

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

WASHINGTON QUARTERLY REPORT CARD 2Q13

	OBJ	APR 13	MAY 13	JUN 13	2Q 2013
REPAIR - SERVICE INTERRUPTIONS					
a. Average OOS Interval	<=24 hrs	15.54	13.56	15.80	14.88
b. Average NOOS Interval	<=36 hrs	18.12	18.45	18.95	18.48
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	0.51	0.62	0.53	0.55
ANSWER TIME					
e. Repair Office Average Answer Time	<=60 seconds	23.22	34.54	26.48	28.14
f. Business Office Average Answer Time	<=60 seconds	19.89	32.00	21.87	24.62

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.