



August 1, 2013

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Mr. Steven V. King  
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 – 2013 ANNUAL REPORT CARD**

Dear Mr. King:

Pursuant to paragraph 21 in Appendix A, Attachment 1 in Order 06 in Docket UT-090842, enclosed is the Frontier Communications Northwest Inc. ("FC Northwest" or the "Company") Annual Report Card for 2013. The Company also submits a plan outlined below that identifies specific steps that were taken to correct the missed metrics.

FC Northwest met a majority of the benchmarks every month for the six service quality metrics. The business office answer time and the repair office answer time metrics were missed one time in July 2012 and the average out of service interval greater than 24 hours metric was missed in December 2012.

#### Business Office and Repair Answer Times

The business office and repair speed of answer metrics were not met in July 2012 due to high call volumes experienced during that month. 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. As a result of the actions taken, the business office and repair answer times improved significantly. Both metrics have been met every month since August 2012.

#### Average Out of Service Interval Greater than 24 hours

In December 2012, the average out of service interval greater than 24 hours was missed. Workforce adjustments were made, and the metric has been met for the last six months.

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As required by Condition No. 20 in the above referenced order, the Company will be issuing a bill credit to all retail customers totaling \$25,000 in the next ninety (90) days for the missed metrics noted above. Those customers will receive an annual report card of the service metrics, which includes an explanation of the credit.

The Network Trouble per 100 Report is marked "Confidential per Protective Order in Docket UT-090842" as it includes data by central office. Therefore, a confidential version and a redacted version of the report are included for filing.

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

Enclosures