

FRONTIER COMMUNICATIONS NORTHWEST INC.

Docket No. UT-090842, Order 06, Appendix A, Attachment 1 - Condition No. 21

WASHINGTON 2013 ANNUAL REPORT CARD (JULY 2012 - JUNE 2013)

	OBJ	JUL 12	AUG 12	SEP 12	OCT 12	NOV 12	DEC 12	JAN 13	FEB 13	MAR 13	APR 13	MAY 13	JUN 13	YTD 2013
REPAIR - SERVICE INTERRUPTIONS														
a. Average OOS Interval	<=24 hrs	20.97	18.70	18.46	19.36	23.44	25.56	23.58	19.94	19.99	15.54	13.56	15.80	19.79
b. Average NOOS Interval	<=36 hrs	28.70	29.43	27.86	26.71	33.44	32.67	27.06	25.84	15.48	18.12	18.45	18.95	25.69
TROUBLE REPORTS														
c. Network Trouble per 100 Access Lines (Note 1)	4; 90%	0	0	0	0	0	0	0	0	0	0	0	0	100%
d. Annual OOS Trouble per 100 Access Lines (ARMIS)	15	0.66	0.60	0.43	0.71	0.65	0.65	0.60	0.45	0.43	0.51	0.62	0.53	0.57
ANSWER TIME														
e. Repair Office Average Answer Time	<=60 seconds	130.65	46.72	19.41	18.26	12.98	25.35	40.05	22.78	28.49	23.22	34.54	26.48	37.22
f. Business Office Average Answer Time	<=60 seconds	120.16	38.75	52.29	17.37	12.85	19.04	40.59	28.55	26.67	19.89	32.00	21.87	37.84
CUSTOMER CREDITS DUE														
Missed Benchmarks		\$16,666.66	\$0.00	\$0.00	\$0.00	\$0.00	\$8,333.33	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$24,999.99
CUSTOMER CREDITS PAID														
\$5 Credits Issued for OOS Greater than 2 days (Res only)		\$ 430.00	\$ 260.00	\$ 180.00	\$ 315.00	\$ 585.00	\$ 1,005.00	\$ 745.00	\$ 325.00	\$ 235.00	\$ 160.00	\$ 190.00	\$ 205.00	\$ 4,635.00
\$35 SPG Credits Issued for Missed Commitments (Res only)		\$ 3,745.00	\$ 4,410.00	\$ 4,690.00	\$ 3,675.00	\$ 4,900.00	\$ 6,195.00	\$ 6,545.00	\$ 4,550.00	\$ 3,500.00	\$ 2,695.00	\$ 2,100.00	\$ 2,380.00	\$ 49,385.00

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; Annual network trouble per 100 standard is annual average of 4.0 or less trouble reports per 100 in 90% of COs.