

Frontier Communications Northwest Inc.
Docket UT-090842
2013 Annual Report Card to Customers

In April 2010, the Washington Utilities and Transportation Commission approved a settlement agreement authorizing the transfer of customers to Frontier. As part of the agreement, for three years, Frontier must report the results of six service quality metrics and provide a one-time annual bill credit to customers for any missed metrics.

Frontier met three of the six metrics:

- 1) Restoral of all non out of service repairs must average no more than 36 hours.
- 2) Trouble (repair) reports by exchange must not exceed four trouble reports per 100 lines for two months; nor exceed four trouble reports per month for four months in any 12 month period.
- 3) Restoral of out of service (no dial tone) trouble reports must not exceed 15 per 100 lines per year.

Although Frontier strives to provide great service quality to its customers, we failed to meet the following three metrics:

- 4) Business office average answer time must not exceed 60 seconds. Frontier missed this metric in July 2012 (120.16 seconds).
- 5) Repair office average answer time must not exceed 60 seconds. Frontier missed this metric in July 2012 (130.65 seconds).
- 6) Restoral of all out of service (no dial tone) repairs must average no more than 24 hours. Frontier missed this metric in December 2012 (25.56 hours).

As a result, Frontier must pay \$25,000 in credits, which will be divided by the total number of current Frontier Washington customers and applied to customer bills.