



April 1, 2013

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Mr. Dave Danner  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

**Subject: WAC 480-120-439 – February 2013 Service Quality Report**

Dear Mr. Danner:

Pursuant to WAC 480-120-439, enclosed is the Frontier Communications Northwest Inc. ("Frontier NW") Service Quality Performance Report for February 2013.

The enclosed Trouble per 100 Report includes revisions to switched access lines and trouble per 100 data for January 2012 to January 2013. January and February 2012 have been restated to include access lines that were incorrectly excluded previously. March 2013 – January 2013 have been restated to exclude access lines that were incorrectly included previously.

In addition, the Summary Sheet includes revisions to the # of Service Orders with Appointments, the # of Service Order Appointments Missed, the # of Trouble Tickets with 4 Hour Appointments and the # of Trouble Ticket Appointments Missed for March 2012 to January 2013. The reported metrics previously included all service order and repair tickets with appointments and have been restated to include only tickets with a required premise visit and 4 hour appointment. The revisions are shown in bold.

Central office level detail is marked "Confidential per WAC 480-07-160" as it includes access line count and activity information that would have economic value to the Company's current and potential competitors, such as in determining when and where to begin or modify competitive operations. In addition to the information required by WAC 480-120-439, we are also enclosing a twelve month running trouble report document at the request and for the convenience of the Commission Staff.

If you have any questions concerning this report, please call me at 972-908-4415.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass". The signature is written in a cursive, flowing style.

Kim Douglass  
Manager - Regulatory Affairs

Enclosures