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Ms. Amanda Maxwell  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
621 Woodland Square Loop SE  
Lacey, WA 98503

Re: Docket UT-190574 Service Quality Reporting – Condition 8c & 8d

Dear Director Maxwell:

Pursuant to Order 03 in Docket UT-190574, Northwest Fiber shall provide a quarterly retail service quality report to the Commission containing results for Business Office Answer Performance, Repair Office Answer Performance, Network Troubles per 100 access lines; and Repeat Troubles per 100 access lines.

Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "JE".

Jessica Epley  
VP - Regulatory & External Affairs