

Frontier Communications Northwest Inc.
WAC 480-123-070 (4) - Attachment B
WA - Complaints - 2015

Complaint Source	Complaint Reason	Total
Attorney General	Pricing not in accordance with Understanding/Unauthorized/Disputed Charges	31
	Contract issues/Price Protection Plan/ETF	7
	Due Date/Missed Appointment/Not Satisfied	7
	Bill Processing/Format/Error	5
	Internet Connectivity- Speed/Intermittent Disconnects	5
	Outside plant (cable/carrier systems/pole/pedestal/terminal)	4
	Taxes/Fees	4
	Final Bill/Timing/Collection Agency	4
	Payment Processing/Online Bill Pay/Auto Draft/Credit Card/Deposit Processing	3
	Collections Procedures/Processes	3
	General Inquiry about Products/Services	3
	Adjustment/Refund promised not received	3
	Company Image/Representative Quality or Communications/Lack of Knowledge	3
	Multiple attempts/Visits required - Installation/Repair	2
	Wireless Issues	1
	Slamming/Cramming	1
	Obscene/Nuisance Calls	1
Attorney General Total		87
FCC	Internet Connectivity- Speed/Intermittent Disconnects	21
	Pricing not in accordance with Understanding/Unauthorized/Disputed Charges	13
	General Inquiry about Products/Services	12
	Lifeline/Medical Alert/Disability Assistance	10
	Outside plant (cable/carrier systems/pole/pedestal/terminal)	8
	Porting Issues	7
	Company Image/Representative Quality or Communications/Lack of Knowledge	7
	Due Date/Missed Appointment/Not Satisfied	5
	Contract issues/Price Protection Plan/ETF	5
	Adjustment/Refund promised not received	5
	Obscene/Nuisance Calls	5
	Service/Feature Not Available	4
	Collections Procedures/Processes	4
	Service/Product not as promised (Feature/Toll/Needs Modem)	4
	Taxes/Fees	4
	Bill Processing/Format/Error	4
	Final Bill/Timing/Collection Agency	3
	Multiple attempts/Visits required - Installation/Repair	2
	Video Issues/Content/PPV	1
Selling of Listing to other Companies	1	
Difficulty reaching a company rep- Answer Time/Busy/Hold/IVR	1	
FCC Total		126
Grand Total		213