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| **Washington FCC Escalations** |  |
|  |  |  |  |  |  |
| Subject | 2013 - All |   | 2013 - IAS Based |   |  |
| Number | Per 1,000 Lines | Number | Per 1,000 Lines |  |
| Billing | 44 | 0.045 | 14 | 0.014 |  |
| Call Handling | 4 | 0.004 | 7 | 0.007 |  |
| Commitment/Interval | 0 | 0.000 | 0 | 0.000 |  |
| Held Order | 0 | 0.000 | 0 | 0.000 |  |
| Installation | 1 | 0.001 | 1 | 0.001 |  |
| Repair | 10 | 0.010 | 3 | 0.003 |  |
| Treatment | 4 | 0.004 | 1 | 0.001 |  |
| Other | 59 | 0.06 | 11 | 0.011 |  |
| Total | 122 | 0.125 | 37 | 0.038 |  |
|  |  |  |  |  |  |
| **Washington Attorney General Escalations** |  |
|  |  |  |  |  |  |
| Subject | 2013 - All |   | 2013 - IAS Based |   |  |
| Number | Per 1,000 Lines | Number | Per 1,000 Lines |  |
| Billing | 139 | 0.143 | 44 | 0.045 |  |
| Call Handling | 39 | 0.004 | 9 | 0.009 |  |
| Commitment/Interval | 0 | 0.000 | 2 | 0.002 |  |
| Held Order | 1 | 0.001 | 0 | 0.000 |  |
| Installation | 4 | 0.004 | 0 | 0.000 |  |
| Repair | 4 | 0.004 | 6 | 0.006 |  |
| Treatment | 14 | 0.014 | 35 | 0.036 |  |
| Other | 104 | 0.107 | 5 | 0.005 |  |
| Total | 305 | 0.314 | 101 | 0.124 |  |
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