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| **Washington FCC Escalations** |  |
|  |  |  |  |  |  |
| Subject | 2014 - All |   | 2014 - IAS Based |   |  |
| Number | Per 1,000 Lines | Number | Per 1,000 Lines |  |
| Billing | 85 | 0.085 | 45 | 0.045 |  |
| Call Handling | 10 | 0.010 | 8 | 0.008 |  |
| Commitment/Interval | 0 | 0.000 | 0 | 0.000 |  |
| Held Order | 1 | 0.001 | 0 | 0.000 |  |
| Installation | 0 | 0.000 | 0 | 0.000 |  |
| Repair | 16 | 0.016 | 14 | 0.014 |  |
| Treatment | 4 | 0.004 | 0 | 0.000 |  |
| Other | 40 | 0.040 | 38 | 0.038 |  |
| Total | 156 | 0.156 | 105 | 0.105 |  |
|  |  |  |  |  |  |
| **Washington Attorney General Escalations** |  |
|  |  |  |  |  |  |
| Subject | 2014 - All |   | 2014 - IAS Based |   |  |
| Number | Per 1,000 Lines | Number | Per 1,000 Lines |  |
| Billing | 197 | 0.197 | 61 | 0.061 |  |
| Call Handling | 20 | 0.020 | 7 | 0.007 |  |
| Commitment/Interval | 0 | 0.000 | 0 | 0.000 |  |
| Held Order | 0 | 0.000 | 0 | 0.000 |  |
| Installation | 5 | 0.005 | 0 | 0.000 |  |
| Repair | 6 | 0.006 | 4 | 0.004 |  |
| Treatment | 2 | 0.002 | 1 | 0.001 |  |
| Other | 51 | 0.051 | 18 | 0.018 |  |
| Total | 281 | 0.281 | 91 | 0.091 |  |
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