

### 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
<b>Total</b>	<b>122</b>	<b>0.125</b>	<b>37</b>	<b>0.038</b>

### 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
<b>Total</b>	<b>305</b>	<b>0.314</b>	<b>101</b>	<b>0.124</b>