

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