

**Washington FCC Escalations**

Subject	2016 - All	
	Number	Per 1,000 Lines
Billing	216	0.216
Performance/Repair	130	0.130
Customer Service	57	0.057
Customer Difficulty/Education	31	0.031
Other	18	0.018
<b>Total</b>	<b>452</b>	<b>0.452</b>

**Washington Attorney General Escalations**

Subject	2016 - All	
	Number	Per 1,000 Lines
Billing	403	0.403
Performance/Repair	66	0.066
Customer Service	47	0.047
Customer Difficulty/Education	9	0.009
Other	22	0.022
<b>Total</b>	<b>547</b>	<b>0.547</b>