

**WASHINGTON ETC REPORTS AS REQUIRED BY
WAC 480-123-070 AND WAC 480-123-080**

Frontier Communications Northwest Inc. f/k/a Verizon Northwest Inc. (“Frontier” or the “Company”) submits the following reports in accordance with WAC 480-123-070 and WAC 480-123-080.

Report No. 1

WAC 480-123-070(1)(a) & (b) – Report on Use of Federal Funds and Benefits to Customers:

In 2009 Frontier in Washington received only Interstate Access Support (“IAS”), in the amount of \$12,281,597. These funds, along with other revenues, enabled the Company to continue to provide services at a level that meets the intent set forth in 47 U.S.C. §254. The amount of investments made and expenses incurred by the Company in 2009 are set forth in its Annual Report filed with the Commission. For example, in 2009, the Company added *** ***** *** in property, plant and equipment in Washington. The Company incurred nearly *** ***** *** in Plant Specific Expense, which relates directly to maintaining and operating its network in Washington, and it incurred *** ***** *** in depreciation expense to recover investments previously made in its network.

These investments and expenditures generally benefit all customers receiving the IAS supported services from the Company within its designated service area.

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Report No. 2

WAC 480-123-070(4) – Report on Complaints per One Thousand Lines:

Frontier reports that it is aware of 98 complaints made during 2009 to the Federal Communications Commission (“FCC”) and 214 complaints to the Washington Attorney General (“AG”). This corresponds to a number of complaints per 1,000 lines of approximately 0.64.

Of the 98 FCC complaints, only 25 were related to services supported by IAS. Nineteen involved billing issues and were resolved with explanations to the customer and with billing adjustments where appropriate. One complaint involved repair and was resolved with a determination that the problem was another LEC’s routing issue. Four complaints involved provisioning and were resolved with credits given to customers for missed installation appointments. All complaints were resolved with the customer satisfied.

The remaining 68 FCC complaints were not related to IAS supported services and dealt with satellite TV, FiOS Data and Video, DSL service, long distance service, wireless, other carriers’ bills, slamming and inside wire. The majority of the complaints were resolved by making adjustments to the customer’s account when a credit was due.

Of the 214 AG complaints, 94 were related to IAS supported services. The majority of the complaints concerned billing issues. All were resolved, where appropriate, with explanations to the customers and billing adjustments. Five complaints involved repair issues, which included buried service connections, replacement of cables and repairing a remote call forwarding issue. Others were related to miscellaneous issues, such as nuisance calls, solicitation, number porting, refunds, IVRU issues, slamming and old accounts that had been sold.

The remaining 120 AG complaints were not related to services supported by IAS and dealt with DSL service, FiOS Data and Video, other carriers’ bills, wireless, CPE, satellite TV and long distance service. The majority of the complaints were resolved by making adjustments to the customer’s account when a credit was due.

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Report No. 3

WAC 480-123-070(5) – Certification of Compliance with Applicable Service Quality Standards;

WAC 480-123-070(6) – Certification of Ability to Function in Emergency Situations:

See attached affidavit.

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Report No. 4

WAC 480-123-070(7) – Advertising Certification:

See attached affidavit.

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Report No. 5

WAC 480-123-080(1)(a) and (2) – Annual Plan for Universal Service Support Expenditures:

From October 1, 2009 through September 2010 the Company will receive only Interstate Access Support. The Company will use these funds and other revenues to continue to provide services at a level that meets the intent set forth in 47 U.S.C. §254. The nature and magnitude of its investments and expenditures are anticipated to be similar to those for the prior period. They are expected to benefit customers generally by helping enable the Company to continue to provide good quality supported services.