

# FRONTIER COMMUNICATIONS NORTHWEST INC. SERVICE QUALITY REPORT

## CHARTS

### Repair Service Center Answer Time in seconds

Mar-11	2.7
Apr-11	3.7
May-11	7.0
Jun-11	6.8
Jul-11	6.5
Aug-11	3.6
Sep-11	3.9
Oct-11	2.8
Nov-11	1.7
Dec-11	2.4
Jan-12	2.1
Feb-12	1.9

OAR Standard: Average Speed of Answer Time of 50 Seconds

### Business Office Center Answer Time in seconds

Mar-11	89.5
Apr-11	70.6
May-11	43.2
Jun-11	59.2
Jul-11	186.4
Aug-11	69.7
Sep-11	48.1
Oct-11	34.2
Nov-11	87.3
Dec-11	193.0
Jan-12	332.0
Feb-12	185.2

**DID NOT MEET OAR STANDARD**

OAR Standard: Average Speed of Answer Time of 50 Seconds

### Commitments for Service - Provisioning

Mar-11	98.6%
Apr-11	98.7%
May-11	99.2%
Jun-11	98.6%
Jul-11	96.6%
Aug-11	98.8%
Sep-11	98.9%
Oct-11	98.8%
Nov-11	98.8%
Dec-11	98.9%
Jan-12	98.9%
Feb-12	98.6%

OAR Standard: 90%

# FRONTIER COMMUNICATIONS NORTHWEST INC. SERVICE QUALITY REPORT

## REPAIR CLEARED WITHIN 48 HOURS

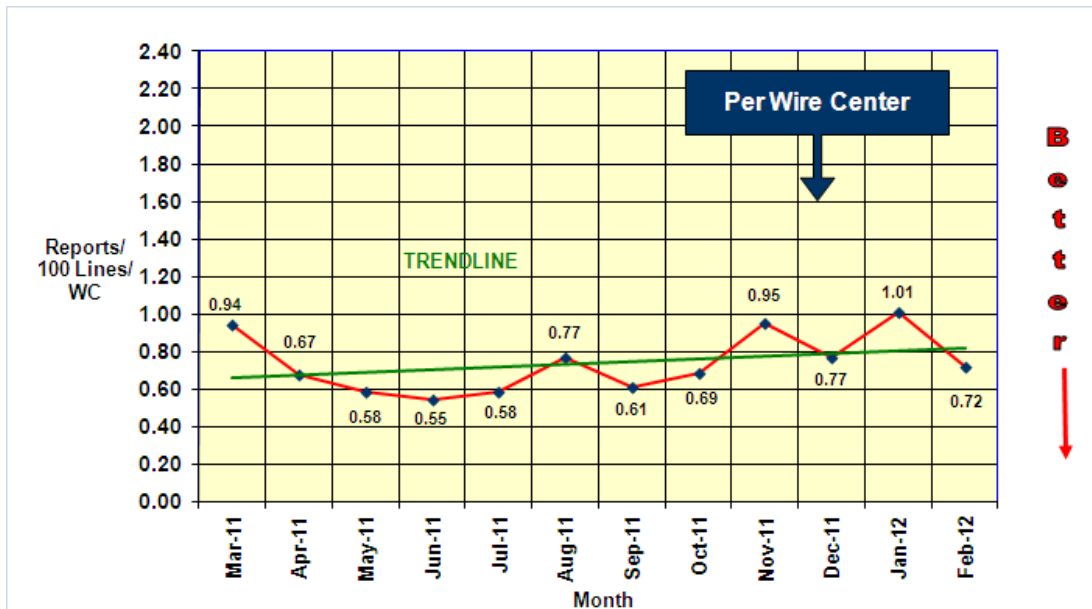
Repair Center	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12
Beaverton	96.8%	97.1%	97.0%	98.1%	97.3%	96.7%	99.4%	97.6%	91.9%	96.2%	97.1%	96.9%
Coastal	96.3%	97.0%	96.9%	95.4%	92.2%	95.6%	92.2%	96.0%	86.9%	95.5%	94.9%	95.7%
Gresham	98.5%	99.0%	98.9%	98.1%	99.2%	99.7%	99.0%	97.1%	96.9%	98.8%	98.6%	98.8%
LaGrande	96.0%	100.0%	96.9%	96.3%	94.6%	95.4%	94.9%	94.1%	86.2%	96.8%	93.3%	96.2%
McMinnville	95.0%	96.9%	95.5%	99.6%	98.1%	97.8%	96.9%	96.3%	90.7%	92.0%	89.4%	94.6%
Tigard	92.0%	96.9%	96.7%	99.4%	97.8%	98.1%	96.1%	95.5%	91.7%	93.8%	95.9%	97.5%
<b>Statewide</b>	<b>95.8%</b>	<b>97.4%</b>	<b>97.0%</b>	<b>97.9%</b>	<b>96.6%</b>	<b>98.1%</b>	<b>96.4%</b>	<b>96.3%</b>	<b>90.7%</b>	<b>95.6%</b>	<b>95.4%</b>	<b>96.7%</b>

**DID NOT MEET STANDARD**

OAR Standard: 95%

<p><u>BEAVERTON</u></p> <ul style="list-style-type: none"> <li>Aloha</li> <li>Banks</li> <li>Beaverton</li> <li>Clatskanie</li> <li>Forest Grove</li> <li>Gaston</li> <li>Hillsboro</li> <li>Somerset West</li> <li>Vernonia</li> <li>Yamhill</li> </ul>	<p><u>COASTAL</u></p> <ul style="list-style-type: none"> <li>Bandon</li> <li>Brookings</li> <li>Coos Bay</li> <li>Coquille</li> <li>Empire</li> <li>Gold Beach</li> <li>Lakeside</li> <li>Langlois</li> <li>Murphy</li> <li>Myrtle Point</li> <li>North Bend</li> <li>Port Orford</li> <li>Powers</li> <li>Provolt</li> <li>Reedsport</li> </ul>	<p><u>GRESHAM</u></p> <ul style="list-style-type: none"> <li>Gresham</li> <li>Hoodland</li> <li>Orient</li> <li>Sandy</li> <li>Sunnyside</li> <li>Valley View</li> </ul>
<p><u>LAGRAUDE</u></p> <ul style="list-style-type: none"> <li>Cove</li> <li>Elgin</li> <li>Enterprise</li> <li>Imbler</li> <li>Imnaha</li> <li>Joseph</li> <li>LaGrande</li> <li>Lostine</li> <li>Union</li> <li>Wallowa</li> </ul>	<p><u>MCMINNVILLE</u></p> <ul style="list-style-type: none"> <li>Amity</li> <li>Aumsville</li> <li>Dayton</li> <li>Detroit</li> <li>Grand Island</li> <li>McMinnville</li> <li>Mill City</li> <li>Silverton</li> <li>Turner</li> </ul>	<p><u>TIGARD</u></p> <ul style="list-style-type: none"> <li>Bull Mountain</li> <li>Newberg</li> <li>Scholls</li> <li>Sherwood</li> <li>Stafford</li> <li>Tigard</li> <li>Tualatin</li> <li>Wilsonville</li> </ul>

## TROUBLE REPORT RATE – STATE AVERAGE



# FRONTIER COMMUNICATIONS NORTHWEST INC. SERVICE QUALITY REPORT

## MONTHLY TROUBLE REPORT RATE

Wire Center <sup>1</sup>	MO >2.00 <sup>2</sup>	MO >3.00 <sup>2</sup>	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12
Aloha	0		0.41	0.42	0.34	0.37	0.38	0.66	0.35	0.39	0.49	0.73	1.05	0.43
Amity		0	1.33	1.56	1.13	1.94	0.81	1.52	1.90	1.55	2.50	2.67	1.59	0.74
Aumsville a/o 2-12	0	0	1.28	1.30	0.84	0.47	0.48	1.34	0.77	0.59	1.76	1.17	1.88	1.11
Bandon	0		0.90	0.82	0.74	0.79	0.54	0.88	0.99	0.83	0.93	0.90	1.10	0.79
Banks	3		1.17	1.63	0.83	1.08	0.93	2.18	1.56	0.94	2.84	0.95	2.00	1.45
Beaverton	0		0.63	0.53	0.33	0.27	0.25	0.44	0.39	0.49	0.63	0.45	0.58	0.49
Brookings	0		0.89	0.41	0.37	0.64	0.27	0.49	0.41	0.55	0.65	0.87	0.60	0.60
Bull Mountain	0		0.41	0.27	0.33	0.28	0.31	0.29	0.50	0.51	0.52	0.55	0.59	0.34
Clatskanie	0		1.36	1.12	0.13	1.21	0.83	1.15	0.45	1.36	0.98	0.80	1.66	1.86
Coos Bay	0		1.42	1.04	0.69	0.50	1.08	0.96	1.02	1.14	1.39	0.95	1.41	0.72
Coquille	0		1.42	0.77	0.63	0.59	0.55	1.71	0.30	0.82	1.80	1.44	1.75	0.78
Cove		0	2.27	1.14	1.83	1.15	1.16	1.16	1.17	2.61	1.91	0.49	0.99	1.97
Dayton	3		1.64	1.30	0.97	0.72	3.45	1.01	2.02	1.11	2.88	1.88	1.90	1.24
Detroit		0	2.17	1.10	0.72	0.36	1.79	1.83	0.00	1.11	0.00	0.73	2.95	0.37
Elgin		0	1.24	1.63	0.13	0.76	1.52	1.27	1.67	2.46	1.44	0.52	1.45	1.19
Empire	0		1.09	0.94	0.55	0.91	0.35	0.92	0.31	0.94	1.45	1.78	1.94	0.79
Enterprise	0		1.17	0.27	0.91	0.28	0.09	0.93	0.28	0.95	0.38	0.77	0.58	0.98
Forest Grove	0		0.96	0.61	0.73	1.77	1.02	0.80	0.68	0.59	1.37	1.26	1.79	0.71
Gaston		2	2.38	0.66	0.53	1.07	1.21	2.43	2.29	1.36	3.56	2.07	4.03	1.82
Gold Beach	0		1.84	0.86	0.39	0.39	0.44	0.94	0.76	0.68	0.55	0.32	1.48	0.97
Grand Island		1	2.89	4.17	1.56	2.63	0.78	1.06	0.53	2.67	1.88	2.43	2.46	0.82
Gresham	0		0.74	0.48	0.73	0.42	0.41	0.66	0.51	0.56	0.81	0.60	0.72	0.65
Hillsboro	0		1.15	0.70	0.53	0.43	0.49	0.71	0.35	0.51	0.52	0.47	0.57	0.61
Hoodland	0		0.88	0.19	0.33	0.19	0.34	0.39	0.30	0.60	0.66	0.30	0.92	0.41
Imbler		0	2.05	1.28	2.05	0.52	0.78	1.04	0.52	1.06	0.79	0.27	0.27	0.81
Imnaha		1	0.81	1.59	0.79	0.00	3.94	2.36	0.78	2.34	0.79	0.00	2.36	1.56
Joseph	0		0.64	0.81	0.72	0.18	0.62	0.44	0.36	0.55	0.56	1.40	0.56	0.28
LaGrande	0		1.03	1.16	1.03	1.11	0.88	1.10	0.99	1.33	1.62	1.14	1.10	1.08
Lakeside		1	1.55	0.65	0.26	1.28	1.16	2.22	1.50	0.70	1.44	1.63	2.86	4.87
Langlois	0		2.13	1.87	0.80	1.34	0.54	1.61	0.54	1.66	2.51	2.82	2.55	1.72
Lostine		0	1.07	0.00	0.53	2.11	0.53	0.00	1.63	0.00	0.00	0.55	1.10	0.00
McMinnville	0		1.02	0.75	0.70	0.52	0.69	0.49	0.42	0.59	1.06	0.76	1.16	0.79
Mill City		0	1.79	1.36	1.70	0.46	0.35	0.00	0.71	0.84	0.48	0.48	2.18	0.49
Murphy		0	2.02	1.90	1.12	1.44	0.32	0.96	0.96	1.13	0.48	0.65	1.30	0.33
Myrtle Point	0		1.35	0.68	0.83	0.53	1.01	1.55	1.80	0.79	0.87	0.88	1.13	1.54
Newberg	0		1.66	0.82	0.61	0.35	0.48	0.57	0.62	0.66	1.16	1.05	0.49	0.67
North Bend	0		0.98	1.06	0.73	0.63	0.83	1.03	0.63	0.84	1.31	1.11	1.47	1.22
Orient	0		1.70	0.08	0.51	0.35	0.61	0.49	0.40	0.67	0.96	0.88	1.49	1.37
Port Orford		0	1.21	0.78	1.22	0.56	1.88	1.56	0.79	0.69	1.73	1.87	1.07	0.96
Powers		0	0.31	1.23	1.55	0.31	0.31	0.93	0.62	0.31	0.96	1.27	0.64	0.32
Provolt	0		1.70	1.02	0.55	0.75	0.90	1.18	1.26	1.33	1.34	0.85	1.06	0.64
Reedsport	0		1.40	0.74	0.68	0.63	0.38	0.96	0.39	1.03	0.85	1.32	1.39	0.80
Sandy	0		1.50	0.32	0.80	0.24	0.48	0.60	0.41	0.33	0.64	0.77	1.07	0.55
Scholls	0		1.26	0.25	1.15	1.02	0.90	1.02	0.71	0.65	0.71	1.04	1.90	0.92
Sherwood	0		0.69	0.70	0.66	0.60	0.42	0.82	0.64	0.72	1.58	0.96	0.91	0.93
Silverton	2		1.63	1.03	0.62	0.69	2.40	1.03	1.33	1.09	2.28	1.37	1.83	1.27
Somerset West	0		0.52	0.40	0.34	0.34	0.24	0.50	0.51	0.40	0.52	0.36	0.58	0.37
Stafford	0		0.51	1.04	0.23	0.82	1.09	0.67	1.24	1.13	0.83	0.90	1.10	0.86
Sunnyside	1		0.70	1.21	0.96	0.49	0.84	2.36	1.12	1.54	1.14	0.76	0.73	1.11
Tigard	0		0.52	0.60	0.40	0.53	0.46	0.49	0.59	0.64	0.51	0.60	0.90	0.45
Tualatin	0		0.74	0.51	0.49	0.41	0.15	0.64	0.35	0.41	0.51	0.48	0.82	0.55
Turner a/o 8-11	0	0	1.24	1.15	0.68	0.49	0.20	0.70	0.31	0.42	0.42	0.32	2.16	0.76
Union		0	2.28	1.31	1.31	0.99	0.49	0.98	0.83	1.99	1.33	1.36	1.92	1.23
Valley View	0		0.37	0.18	0.19	0.19	0.06	0.19	0.19	0.07	0.13	0.40	0.34	0.34
Vernonia	0		1.78	0.82	0.82	0.83	0.50	0.67	0.51	1.11	1.45	0.43	1.48	0.60
Wallowa		0	0.45	0.88	0.22	0.45	0.45	0.00	0.90	1.60	1.15	0.47	0.23	0.71
Wilsonville	0		0.43	0.50	0.42	0.44	0.42	1.52	0.48	0.31	1.77	0.35	0.42	0.47
Yamhill a/o 2-12	1	0	1.23	1.54	1.16	0.38	0.77	0.78	0.59	1.17	1.57	0.79	2.88	2.31
<b>Statewide Average</b>			<b>0.94</b>	<b>0.67</b>	<b>0.58</b>	<b>0.55</b>	<b>0.58</b>	<b>0.77</b>	<b>0.61</b>	<b>0.69</b>	<b>0.95</b>	<b>0.77</b>	<b>1.01</b>	<b>0.72</b>
Large Wire Center Count <sup>3</sup>	0		0	0	0	0	2	2	1	0	3	0	2	0
Small Wire Center Count <sup>3</sup>	0	0	0	1	0	0	1	0	0	0	1	0	1	1

NOTE 1: The small wire centers (1,000 or less access lines) are in red.

NOTE 2: The "MO>2.00" column is the number of times a wire center with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "MO>3.00" column is the number of times a wire center with 1,000 or less access lines exceeded a 3.00 trouble report rate during the reported twelve month period. The "Wire Center Count" is the number of wire centers that did not meet standard for the reported month.

NOTE 3: The number at the bottom of the monthly columns are the number of wire centers that exceeded either 2.00 for the large wire centers or 3.00 for the small wire centers during that month.

SMALL WIRE CENTER OUT-OF-STANDARD (3.00)

LARGE WIRE CENTER OUT-OF-STANDARD (2.00)