



September 30, 2011

**VIA Electronic Filing & UPS**

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Public Utility Commission of Oregon  
Attention: Filing Center  
550 Capitol Street N.E., Suite 215  
Salem, OR 97310-1380

**Subject: UM 1431 – Frontier Communications Northwest Inc. Broadband Trouble Report  
for 2011**

Dear Filing Center:

In accordance with Paragraph 57 in Appendix A in Order No. 10-067 in the above-referenced docket, enclosed please find the 2011 Broadband Trouble Report. The data is designated as “Confidential” and should be treated as such. Pursuant to Order No. 09-197, the “Confidential” report is being sent in a sealed envelope with the proper labeling.

Please call me at (972) 456-7551 if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kim Douglass  
Senior Consultant  
Compliance – Government and Regulatory Affairs

Frontier Communications Northwest Inc.  
Broadband Trouble Report - 2011  
Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Jul-10		Aug-10		Sep-10	
		Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets
Local Number Portability (01)	Employee Processes						
Network Terminating Facilities (04)	Plant Equipment						
Outside Plant (06)	Plant Equipment						
Special Services/Transmission Elements & Interoffice Facilities (07)	Plant Equipment						
Service Order (09)	Employee Processes						
Records/Provisioning Error (10)	Employee Processes						
Carrier (Field) or Concentrator (11)	Plant Equipment						
Central Office (12)	Employee Processes						
Test Okay (13)	Unknown						
Came Clear (15)	Unknown						
Customer Error (16)	CLEC Order						
No Access (17)	Unknown						
Network Isolation/Referred Out (18)	Unknown						
Customer Provided Equipment (19)	Modem/Filter/Wall Jack						
Products and Services (26)	Unknown						
<b>Total</b>							

Note: Duration is in decimal hours.

REDACTED

Frontier Communications Northwest Inc.  
 Broadband Trouble Report - 2011  
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Oct-10		Nov-10		Dec-10	
		Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets
Local Number Portability (01)	Employee Processes						
Network Terminating Facilities (04)	Plant Equipment						
Outside Plant (06)	Plant Equipment						
Special Services/Transmission Elements & Interoffice Facilities (07)	Plant Equipment						
Service Order (09)	Employee Processes						
Records/Provisioning Error (10)	Employee Processes						
Carrier (Field) or Concentrator (11)	Plant Equipment						
Central Office (12)	Employee Processes						
Test Okay (13)	Unknown						
Came Clear (15)	Unknown						
Customer Error (16)	CLEC Order						
No Access (17)	Unknown						
Network Isolation/Referred Out (18)	Unknown						
Customer Provided Equipment (19)	Modem/Filter/Wall Jack						
Products and Services (26)	Unknown						
<b>Total</b>							

Note: Duration is in decimal hours.

REDACTED

Frontier Communications Northwest Inc.  
 Broadband Trouble Report - 2011  
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Jan-11		Feb-11		Mar-11	
		Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets
Local Number Portability (01)	Employee Processes						
Network Terminating Facilities (04)	Plant Equipment						
Outside Plant (06)	Plant Equipment						
Special Services/Transmission Elements & Interoffice Facilities (07)	Plant Equipment						
Service Order (09)	Employee Processes						
Records/Provisioning Error (10)	Employee Processes						
Carrier (Field) or Concentrator (11)	Plant Equipment						
Central Office (12)	Employee Processes						
Test Okay (13)	Unknown						
Came Clear (15)	Unknown						
Customer Error (16)	CLEC Order						
No Access (17)	Unknown						
Network Isolation/Referred Out (18)	Unknown						
Customer Provided Equipment (19)	Modem/Filter/Wall Jack						
Products and Services (26)	Unknown						
<b>Total</b>							

Note: Duration is in decimal hours.

REDACTED

Frontier Communications Northwest Inc.  
Broadband Trouble Report - 2011  
Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Apr-11		May-11		Jun-11	
		Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets
Local Number Portability (01)	Employee Processes						
Network Terminating Facilities (04)	Plant Equipment						
Outside Plant (06)	Plant Equipment						
Special Services/Transmission Elements & Interoffice Facilities (07)	Plant Equipment						
Service Order (09)	Employee Processes						
Records/Provisioning Error (10)	Employee Processes						
Carrier (Field) or Concentrator (11)	Plant Equipment						
Central Office (12)	Employee Processes						
Test Okay (13)	Unknown						
Came Clear (15)	Unknown						
Customer Error (16)	CLEC Order						
No Access (17)	Unknown						
Network Isolation/Referred Out (18)	Unknown						
Customer Provided Equipment (19)	Modem/Filter/Wall Jack						
Products and Services (26)	Unknown						
<b>Total</b>							

Note: Duration is in decimal hours.

REDACTED