

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2013
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Jul-12		Aug-12		Sep-12		Oct-12	
		Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration
Central Office	employee process								
Central Office	modem filter jack								
Central Office	Plant Equipment								
Central Office	unknown								
CPE	employee process								
CPE	modem filter jack								
CPE	Plant Equipment								
CPE	unknown								
Network Terminating Facilities	employee process								
Network Terminating Facilities	modem filter jack								
Network Terminating Facilities	Plant Equipment								
Network Terminating Facilities	unknown								
No access	employee process								
No access	modem filter jack								
No access	Plant Equipment								
No access	unknown								
Outside Plant	employee process								
Outside Plant	modem filter jack								
Outside Plant	Plant Equipment								
Outside Plant	unknown								
Records Provisioning	employee process								
Records Provisioning	modem filter jack								

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2013
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Jul-12		Aug-12		Sep-12		Oct-12	
		Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration
Records Provisioning	Plant Equipment								
Records Provisioning	unknown								
Referred Out	employee process								
Referred Out	modem filter jack								
Referred Out	Plant Equipment								
Referred Out	unknown								
Test Okay	employee process								
Test Okay	modem filter jack								
Test Okay	Plant Equipment								
Test Okay	unknown								
Total									

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2013
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Nov-12		Dec-12		Jan-13		Feb-13	
		Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration
Central Office	employee process								
Central Office	modem filter jack								
Central Office	Plant Equipment								
Central Office	unknown								
CPE	employee process								
CPE	modem filter jack								
CPE	Plant Equipment								
CPE	unknown								
Network Terminating Facilities	employee process								
Network Terminating Facilities	modem filter jack								
Network Terminating Facilities	Plant Equipment								
Network Terminating Facilities	unknown								
No access	employee process								
No access	modem filter jack								
No access	Plant Equipment								
No access	unknown								
Outside Plant	employee process								
Outside Plant	modem filter jack								
Outside Plant	Plant Equipment								
Outside Plant	unknown								
Records Provisioning	employee process								
Records Provisioning	modem filter jack								

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2013
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Nov-12		Dec-12		Jan-13		Feb-13	
		Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration
Records Provisioning	Plant Equipment								
Records Provisioning	unknown								
Referred Out	employee process								
Referred Out	modem filter jack								
Referred Out	Plant Equipment								
Referred Out	unknown								
Test Okay	employee process								
Test Okay	modem filter jack								
Test Okay	Plant Equipment								
Test Okay	unknown								
Total									

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2013
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Mar-13		Apr-13		May-13		Jun-13	
		Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration
Central Office	employee process								
Central Office	modem filter jack								
Central Office	Plant Equipment								
Central Office	unknown								
CPE	employee process								
CPE	modem filter jack								
CPE	Plant Equipment								
CPE	unknown								
Network Terminating Facilities	employee process								
Network Terminating Facilities	modem filter jack								
Network Terminating Facilities	Plant Equipment								
Network Terminating Facilities	unknown								
No access	employee process								
No access	modem filter jack								
No access	Plant Equipment								
No access	unknown								
Outside Plant	employee process								
Outside Plant	modem filter jack								
Outside Plant	Plant Equipment								
Outside Plant	unknown								
Records Provisioning	employee process								
Records Provisioning	modem filter jack								

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2013
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Mar-13		Apr-13		May-13		Jun-13	
		Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration
Records Provisioning	Plant Equipment								
Records Provisioning	unknown								
Referred Out	employee process								
Referred Out	modem filter jack								
Referred Out	Plant Equipment								
Referred Out	unknown								
Test Okay	employee process								
Test Okay	modem filter jack								
Test Okay	Plant Equipment								
Test Okay	unknown								
Total									



October 2, 2013

805 Central Expressway South
Suite 200
Allen, Texas 75013

Phone 972-908-4415

Fax 214-383-2737

Email: kimberly.a.douglass@ftr.com

VIA Electronic Filing & UPS

Public Utility Commission of Oregon
Attention: Filing Center
3930 Fairview Industrial Drive SE
PO Box 1088
Salem, Oregon 97308-1088

Subject: UM 1431 – Frontier Communications Northwest Inc. Broadband Trouble Report for 2013

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 2013 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) 908-4415 if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass". The signature is written in a cursive style with a long horizontal flourish at the end.

Kim Douglass
Manager
Compliance – Regulatory Affairs

Enclosures