



October 2, 2012

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
550 Capitol Street N.E., Suite 215
Salem, OR 97310-1380

**Subject: UM 1431 – Frontier Communications Northwest Inc. Broadband Trouble Report
for 2012**

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 2012 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

Frontier Communications Northwest Inc.
Broadband Trouble Report - 2012
Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Jul-11		Aug-11		Sep-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						
Total							

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2012
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Oct-11		Nov-11		Dec-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						
Total							

Frontier Communications Northwest Inc.
Broadband Trouble Report - 2012
Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type	Common Cause	Jan-12		Feb-12	
		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				
Total					

Frontier Communications Northwest Inc.
Broadband Trouble Report - 2012
Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type*	Common Cause*	Mar-12		Apr-12		May-12		Jun-12	
		Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets
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								

*Effective 3/1/12, ticket types changed due to conversion from Verizon systems to Frontier systems.

REDACTED

Frontier Communications Northwest Inc.
 Broadband Trouble Report - 2012
 Docket No. UM 1431, Order No. 10-067, Appendix A, Condition No. 57

Type*	Common Cause*	Mar-12		Apr-12		May-12		Jun-12	
		Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets	Average Duration	Total Tickets
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									

*Effective 3/1/12, ticket types changed due to conversion from Verizon systems to Frontier systems.

REDACTED