



902 Wasco Street  
Hood River, Oregon 97031-3105

February 12, 2003

Ms. Carole J. Washburn, Secretary  
Washington Utilities & Transportation Commission  
P. O. Box 47250  
Olympia, Washington 98504-7250

RECEIVED  
RECORDS MANAGEMENT  
03 FEB 18 AM 8:50  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Re: Washington Quality of Service Report

Dear Ms. Washburn:

United Telephone Company of the Northwest d.b.a. Sprint had (3) network outage reports for the month of January 2003.

In addition, the following provides a description of the maintenance issues for those exchanges that exceeded the trouble reports of 4 per 100 access lines for the month:

Bickleton - a 25-pair cable was cut on DOT Road by a local farmer. We also lost Seiscor system's 1 and 2 due to a wet cable section.

Klickitat - there was a partial power outage, causing the Steelhead Bend Seiscor to go out of service and the batteries did not hold up.

Should you have any questions, please contact me at (541) 387-9290 or by e-mail at [glenn.harris@mail.sprint.com](mailto:glenn.harris@mail.sprint.com).

Sincerely,

Glenn Harris  
Docket Manager

Enclosures: Access Lines  
Held Orders  
Installation Appointments Met  
Outages  
Trouble Reports

Copy: Dave Dittmore - WUTC

TO: Victoria Rasmussen, Consumer Assistant  
 360-664-1111/phone - 360-664-4291/fax  
 Washington Utilities & Transportation Commission  
 PO Box 47250  
 Olympia, Washington 98504

Customer/Access Line Counts for:

Company Name: **United Telephone Company of the Northwest d.b.a. Sprint**

	Jan-03	Feb-03	Mar-03
Residential	58,719		
Business	49,290		
TOTAL	108,009	0	0

	Apr-03	May-03	Jun-03
Residential			
Business			
TOTAL	0	0	0

	Jul-03	Aug-03	Sep-03
Residential			
Business			
TOTAL	0	0	0

	Oct-03	Nov-03	Dec-03
Residential			
Business			
TOTAL	0	0	0

PRIMARY ACCESS LINE SERVICE ORDERS  
HELD OVER 30 DAYS FOR LACK OF FACILITIES  
SPRINTWASHINGTON

EXCHANGE	CLI	JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		
		PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	PRIMARY ORDERS RECEIVED	HELD ORDERS	
BICKLETON		3	0																							
BRINNON		13	0																							
CHIMACUM		15	0																							
COLUMBIA		0	0																							
DALLESPORT		5	0																							
GARDINER		1	0																							
GLENWOOD		2	0																							
GOLDENDALE		68	0																							
GRANDVIEW		87	0																							
GRANGER		25	0																							
HARRAH		20	0																							
KICKTAT		3	0																							
LYLE		8	0																							
MAETON		20	0																							
MATTAWA		62	1																							
PATTERSON		2	0																							
POULSBO		270	0																							
PROSSER		68	0																							
QUILCENE		13	0																							
ROOSEVELT		1	0																							
STEVENSON		54	0																							
SUNNYSIDE		168	1																							
TOPPENISH		85	1																							
TROUTLAKE		6	0																							
TRAIL		6	0																							
WAPATO		75	0																							
WHIPPLE		51	0																							
WHITE SWAN		9	0																							
WHITSTRAN		12	0																							
WILLARD		2	0																							
WISHRAM		3	0																							
ZILLAH		28	0																							
WASHINGTON TOTAL		1169	3																							

PRIMARY HELD ORDERS = TOTAL PRIMARY (NEW & TOTRANSFER) ACCESS LINE SERVICE ORDERS HELD OVER 30 DAYS DUE TO LACK OF FACILITIES.  
PRIMARY ORDERS RECEIVED = TOTAL PRIMARY (NEW & TOTRANSFER) ACCESS LINE SERVICE ORDERS RECEIVED.

## Washington Quality of Service Report

### INSTALLATION APPOINTMENTS MET

The installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May 1993, report each month's results, adding subsequent months' data until 12 months of data is reported. After that point, add the current month data and delete the 13 month old data in order to always report percentages for 12 months.

COMPANY NAME	Sprint (United Telephone - Northwest)											
MONTH/YEAR	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03
PERCENTAGES	99.5%	99.1%	99.1%	99.3%	99.0%	98.7%	98.2%	98.5%	98.0%	98.6%	97.7%	98.8%

Appointments include Primary (New & To) and Secondary (From, Disconnect & Change) service orders.

### HELD ORDERS

The Held Order report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993 ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 months of results.

COMPANY NAME	Sprint (United Telephone - Northwest)											
MONTH/YEAR	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03
TOTAL ORDERS	1367	1614	1496	1515	1274	1508	1451	1362	1293	1193	1255	1169
HELD ORDERS	0	2	1	0	5	2	1	2	1	0	6	3
*PERCENTAGES	0.00	0.12	0.07	0.00	0.39	0.13	0.07	0.15	0.08	0.00	0.48	0.26

\*Total Primary (New & To) access line service orders held over 30 days due to lack of facilities divided by total Primary (New & To) access line service orders received; multiplied by 100.

### REGRADE ORDERS

The Regrade Orders report measures the number of request for higher grades of service unfilled for more than thirty days. This number shall be expressed as a ratio per one hundred requests for regrades (new requests plus unfilled requests from the previous months.) Begin reporting with May 1993 ratios. After ratios for 12 months have been reported subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 months of results.

COMPANY NAME	Sprint (United Telephone - Northwest)											
MONTH/YEAR	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03
*PERCENTAGES	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

\*Percentage of regrade requests unfilled.

Note: All Washington customers have single-party service. Multi-party regrade to single-party service completed 100%.

Information provided by Sprint/LTD-Customer Service Operations/Information & Analysis

MONTHLY NETWORK OUTAGE REPORT

Tkt No.	ST	Report Date	Fall Date	Restore Date	Entity Name	Dist	Cust Affctd	Dur Hr	Dur Min	Outage Description	Scope	Outage Cause	Correction	Who Cut
401223	WA	1/2/2003	1/1/2003	1/1/2003	LAZY C	WASHI NGTON	129	2	10	At 9:25 a.m. PT in Brinnon, WA, Line Concentrating Module (LCM) LAZC 00 0, an Outside Plant Module (OPM), went C-side busy. The NMA ticket is AA1CI. <input type="checkbox"/> Service was restored at 11:35 a.m. PT. <input type="checkbox"/> This unit had failed at least one time last year. <input type="checkbox"/> 12/12/02 Unknown	Approximately 129 customers were unable to place or receive local, long distance, Extended Area Service (EAS), or 911 calls.	The outage occurred as a result of an AC commercial power failure in which the batteries took over but failed to hold for more than 1 hour.	Commercial power was restored, returning service to the LCM and the customers.	
401872	WA	1/3/2003	1/3/2003	1/3/2003	POULSBO	WASHI NGTON	370	1	14	UPDATE: After further investigation, LCM KLC3 00 0 failed at 9:47 a.m. PT, however, less than 84 customers were affected which does not meet outage reporting criteria. Therefore, this LCM is being removed from this report. <input type="checkbox"/> At 9:17 a.m. PT in Poulsbo, WA, Remote Concentrating Urban (RCU) ISPK 00 0 went C-side busy. The NMA ticket is AC2C9. <input type="checkbox"/> Service was restored at 10:31 a.m. PT. <input type="checkbox"/> RCU ISPK 00 0 had failed at least six times last year. <input type="checkbox"/> 04/14/02 Cause Unknown <input type="checkbox"/> 06/25/02 Carrier Fail <input type="checkbox"/> 07/17/02 Procedural Error <input type="checkbox"/> 08/09/02 Procedural Error <input type="checkbox"/> 09/13/02 Hardware Failure <input type="checkbox"/> 11/25/02 Procedural Error	Approximately 370 customers (RCU ISPK 00 0) were unable to place or receive local, long distance, Extended Area Service (EAS), or 911 calls.	The outage occurred as a result of an AC commercial power failure in which the batteries took over, but eventually drained, causing the RCU to fail.	Commercial power was restored, returning service to the RCU and the customers.	
403806	WA	1/9/2003	1/9/2003	1/9/2003	TEAR ROAD	WASHI NGTON	161	0	4	At 12:25 a.m. PT in Summyside, WA Line Concentrating Module (LCM/OPM) TEAR 00 0 went system busy. The NMA ticket is A11P3. <input type="checkbox"/> Service was restored at 12:29 a.m. PT.	Approximately 161 customers were unable to place or receive local, long distance, Extended Area Service (EAS), or 911 calls.	The cause of the outage is unknown and under investigation by Technical Assistance (TA).	The LCM/OPM re-established communication without manual intervention, restoring service to the customers.	

**WASHINGTON QUALITY OF SERVICE REPORT**

**Trouble Reports per 100 Access Lines**  
 The total number of initial and repeat trouble reports shall be expressed as a ratio per one hundred lines in service.

United Telephone Company of the Northwest d.b.a. Sprint  
 COMPANY NAME

EXCHANGE NAME	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr	Mo/Yr
	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03
Bickleton/896	0.88	3.46	0.00	0.43	0.43	5.17	0.43	0.00	0.43	0.00	0.45	4.44
Columbia 377	0.00	0.00	0.00	0.00	0.00	0.00	0.65	0.00	0.00	0.00	0.00	0.00
Grandview/882	0.65	0.93	1.03	0.76	0.77	0.76	0.82	0.74	0.75	1.20	1.90	1.46
Granger/854	1.16	0.75	1.72	2.09	1.11	2.10	1.69	1.52	1.58	1.12	2.37	2.78
Harrah/848	1.49	2.48	2.33	2.47	1.74	1.34	2.24	1.27	1.02	2.15	4.82	3.15
Mabton/894	1.58	0.98	1.11	2.12	1.60	1.54	0.93	0.23	1.79	1.77	2.55	2.49
Mattawa/932	1.39	1.45	1.48	1.87	1.66	1.86	1.89	1.90	1.51	1.37	2.09	1.92
Patterson/875	0.00	0.00	0.24	0.19	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.77
Prosser/786/788	1.13	1.27	1.75	1.03	1.28	2.04	1.23	1.96	1.72	1.59	1.98	2.44
Sunnyside/836/837/839	0.98	1.19	1.42	1.17	1.32	1.24	0.95	1.12	1.09	1.16	2.50	1.93
Toppenish/865	0.92	1.14	1.47	0.64	0.70	1.19	0.90	1.09	1.25	1.01	1.92	1.54
WhiteSwan/874	1.32	1.07	1.66	1.53	1.05	1.42	0.77	0.91	1.94	0.66	2.78	2.25
Whitstran/973	1.96	1.31	2.79	2.24	1.65	0.92	0.65	0.66	1.31	3.55	2.51	2.91
Wapato/877	1.07	1.17	3.00	1.06	1.15	1.89	1.23	1.23	2.01	1.28	1.70	1.27
Zillah/829	0.69	0.85	1.03	1.23	0.81	0.78	1.71	1.28	1.08	0.97	1.63	1.37
Dallesport/767	1.77	2.28	3.35	3.23	2.77	5.01	2.89	5.01	1.46	2.11	1.30	1.82
Goldendale/773	1.15	1.70	1.23	1.58	1.07	2.91	1.64	1.70	1.36	4.02	1.72	1.32
Glenwood/364	1.53	0.76	4.40	0.25	1.99	4.99	2.73	2.74	1.24	2.53	1.53	2.06
Klickitat/369	1.33	2.41	0.82	1.60	0.81	2.93	1.59	1.31	2.10	0.80	2.97	4.62
Lyle/365	1.18	1.47	1.31	1.47	1.27	1.86	1.57	0.97	1.95	1.85	2.24	1.66
Roosevelt/384	0.00	0.54	2.98	0.00	2.14	0.00	0.54	0.00	0.00	0.54	2.13	0.53
Stevenson/427	1.07	1.11	0.73	0.93	1.18	1.11	1.66	1.32	1.45	1.59	2.04	1.49
Troutlake/395	1.26	0.69	1.54	1.19	0.79	0.80	0.93	0.67	0.80	1.20	0.80	0.94
White Salmon/493	0.90	0.88	0.88	1.03	0.97	1.29	1.77	0.87	1.11	1.21	1.80	1.34
Willard/538	0.30	0.00	0.63	0.30	0.30	0.30	0.91	0.30	0.61	0.00	0.61	0.62
Wishram/748	0.00	0.00	0.40	2.44	0.71	3.18	1.06	0.35	1.05	0.00	0.00	0.36
Brinnon/796	1.69	0.34	1.05	1.09	1.17	1.42	0.93	0.51	0.85	2.23	1.71	1.88
Chimacum/732	1.51	1.06	2.17	1.69	1.50	1.58	2.46	1.06	0.80	6.88	1.59	2.61
Gardiner/797	5.10	1.55	0.78	1.14	3.33	0.73	1.45	1.11	2.64	2.27	2.30	1.92
Poulsbo/598/697/779/394	0.47	0.57	0.71	0.57	0.93	0.85	0.86	0.57	0.60	0.68	0.71	0.94
Quilcene/765	1.39	1.93	2.04	4.66	1.03	2.12	1.70	3.54	3.67	1.82	1.84	2.80

(Objective: <4% for two consecutive months or <4% for four months in any 12 month period.)

Information provided by Sprint/LTD-Customer Service Operations/Information & Analysis