



902 7th Street  
Hood River, Oregon 97031-3105

UT-921192

April 15, 2003

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

RECEIVED  
RECORDS MANAGEMENT  
03 APR 18 AM 8:29  
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 (6) network outage reports for the month of March 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:

All exchanges met objective.

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, Held Orders, Regrades  
Network Outages  
Trouble Reports per 100 Access Lines

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	58,609	58,517
Business	49,290	49,452	49,696
TOTAL	108,009	108,061	108,213

	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  
SPRINT/WASHINGTON

EXCHANGE	CLLI	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	BCTN	3	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
BRINNON	BRNN	13	0	9	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CHIMACUM	CHMC	15	0	16	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
COLUMBIA	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
DALLESFORT	DLPT	5	0	10	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GARDNER	GRDN	1	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GLENWOOD	GLWD	2	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GOLDENDALE	GLDL	58	0	62	0	75	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GRANDVIEW	GDVW	87	0	81	0	99	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GRANGER	GRGR	25	0	27	0	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
HARRAH	HRRH	20	0	24	0	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
KLICKITAT	KLCT	3	0	8	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LYLE	LYLE	8	0	15	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MABTON	MBTN	20	0	16	0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MATTAWA	MTWA	62	1	56	0	73	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PATTERSON	PASN	2	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
FOULSBO	FLSB	270	0	242	0	272	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PROSSER	PRSR	68	0	80	0	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
QUILCENE	QLCN	13	0	11	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ROOSEVELT	RSVT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
STEVENS	STSN	54	0	42	0	48	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
SUNNYSIDE	SNSD	168	1	170	1	182	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOPPENISH	TPNS	85	1	100	0	104	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TROUTLAKE	TRLK	6	0	5	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WAPATO	WPAT	75	0	75	0	59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WHITE SALMON	WHSL	51	0	58	0	64	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WHIT SWAN	WHSW	9	0	15	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WHITSTRAN	WHST	12	0	9	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WILLARD	WLRD	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WISHRAM	WSHR	3	0	5	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ZILLA	ZLLH	28	0	39	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WASHINGTON TOTAL		1169	3	1181	1	1263	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

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

PRIMARY ORDERS RECEIVED = TOTAL PRIMARY (NEW & TO/TRANSFER) 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	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03
PERCENTAGES	99.1%	99.3%	99.0%	98.7%	98.2%	98.5%	98.0%	98.6%	97.7%	98.8%	99.1%	99.3%

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	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03
TOTAL ORDERS	1496	1515	1274	1508	1451	1362	1293	1193	1255	1169	1181	1263
HELD ORDERS	1	0	5	2	1	2	1	0	6	3	1	3
*PERCENTAGES	0.07	0.00	0.39	0.13	0.07	0.15	0.08	0.00	0.48	0.26	0.08	0.24

\*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	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-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

Trk No.	ST	Report Date	Fail Date	Restore Date	Location	Dist	Cust Affctd	Dur Hr/Min	Outage Description	Scope	Outage Cause	Correction	Who Cut
9554	WA	3/12/2003	3/12/2003	3/12/2003	Lazy c		128	:45	went cbsy due to pwr		pwr failure	tech went to site put gen on site	
9562	WA	3/12/2003	3/12/2003	3/12/2003	Pouisbo		208	:05	LCM INDI 00 0 WENT CBSY.		Commercial power failure and the battery back-up failed to take over	Commercial power restored returning service to cust	
9622	WA	3/13/2003	3/12/2003	3/13/2003	Brinnon		129	2:46	Said peripheral went cbsy.		Commercial power failure	Tech placed a generator	
12388	WA	3/21/2003	3/21/2003	3/21/2003	Beinnon Lazy C		129	1:29	lcm lazc 0 0 went cbsy		Commercial power failure	tech placed generaitro	
12407	WA	3/22/2003	3/22/2003	3/22/2003	Grandview		118	2:16	rcc2 gdvw 1, lcm gdvw 3.0, 3.1 wnel sysb.		3. mux went bad	replaced cards	
12454	WA	3/22/2003	3/22/2003	3/22/2003	Beinnon Lazy C		129	6:21	LCM LAZC 00 0 WENT CBSY.		ac power failure tripped breakers on unit 1	reset	

**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 Apr-02	Mo/Yr May-02	Mo/Yr Jun-02	Mo/Yr Jul-02	Mo/Yr Aug-02	Mo/Yr Sep-02	Mo/Yr Oct-02	Mo/Yr Nov-02	Mo/Yr Dec-02	Mo/Yr Jan-03	Mo/Yr Feb-03	Mo/Yr Mar-03
Bickleton/896	0.00	0.43	0.43	5.17	0.43	0.00	0.43	0.00	0.45	4.44	1.77	1.21
Columbia 377	0.00	0.00	0.00	0.00	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview/882	1.03	0.76	0.77	0.76	0.82	0.74	0.75	1.20	1.90	1.46	0.91	1.05
Granger/854	1.72	2.09	1.11	2.10	1.69	1.52	1.58	1.12	2.37	2.78	0.95	1.18
Harrah/848	2.33	2.47	1.74	1.34	2.24	1.27	1.02	2.15	4.82	3.15	1.28	1.87
Mabton/894	1.11	2.12	1.60	1.54	0.93	0.23	1.79	1.77	2.55	2.49	1.32	0.93
Mattawa/932	1.48	1.87	1.66	1.86	1.89	1.90	1.51	1.37	2.09	1.92	1.20	1.23
Patterson/875	0.24	0.19	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.77	0.19	0.38
Prosser/786/788	1.75	1.03	1.28	2.04	1.23	1.96	1.72	1.59	1.98	2.44	0.88	0.88
Sunnyside/836/837/839	1.42	1.17	1.32	1.24	0.95	1.12	1.09	1.16	2.50	1.93	1.10	0.74
Toppenish/865	1.47	0.64	0.70	1.19	0.90	1.09	1.25	1.01	1.92	1.54	1.06	0.82
WhiteSwan/874	1.66	1.53	1.05	1.42	0.77	0.91	1.94	0.66	2.78	2.25	1.31	1.05
Whitstran/973	2.79	2.24	1.65	0.92	0.65	0.66	1.31	3.55	2.51	2.91	1.46	1.19
Wapato/877	3.00	1.06	1.15	1.89	1.23	1.23	2.01	1.28	1.70	1.27	0.69	0.76
Zillah/829	1.03	1.23	0.81	0.78	1.71	1.28	1.08	0.97	1.63	1.37	0.86	0.74
Dallesport/767	3.35	3.23	2.77	5.01	2.89	5.01	1.46	2.11	1.30	1.82	1.33	0.50
Goldendale/773	1.23	1.58	1.07	2.91	1.64	1.70	1.36	4.02	1.72	1.32	1.08	1.34
Glenwood/364	4.40	0.25	1.99	4.99	2.73	2.74	1.24	2.53	1.53	2.06	0.26	1.79
Klickitat/369	0.82	1.60	0.81	2.93	1.59	1.31	2.10	0.80	2.97	4.62	0.53	1.87
Lyle/365	1.31	1.47	1.27	1.86	1.57	0.97	1.95	1.85	2.24	1.66	1.27	2.95
Roosevelt/384	2.98	0.00	2.14	0.00	0.54	0.00	0.00	0.54	2.13	0.53	1.08	1.08
Stevenson/427	0.73	0.93	1.18	1.11	1.66	1.32	1.45	1.59	2.04	1.49	0.92	1.11
Troutlake/395	1.54	1.19	0.79	0.80	0.93	0.67	0.80	1.20	0.80	0.94	0.67	0.53
White Salmon/493	0.88	1.03	0.97	1.29	1.77	0.87	1.11	1.21	1.80	1.34	1.06	1.07
Willard/538	0.63	0.30	0.30	0.30	0.91	0.30	0.61	0.00	0.61	0.62	0.00	0.00
Wishram/748	0.40	2.44	0.71	3.18	1.06	0.35	1.05	0.00	0.00	0.36	0.36	1.10
Brinnon/796	1.05	1.09	1.17	1.42	0.93	0.51	0.85	2.23	1.71	1.88	3.32	3.59
Chimacum/732	2.17	1.69	1.50	1.58	2.46	1.06	0.80	6.88	1.59	2.61	1.61	1.43
Gardiner/797	0.78	1.14	3.33	0.73	1.45	1.11	2.64	2.27	2.30	1.92	1.54	1.18
Poulsbo/598/697/779/394	0.71	0.57	0.93	0.85	0.86	0.57	0.60	0.68	0.71	0.94	0.55	0.50
Quilcene/765	2.04	4.56	1.03	2.12	1.70	3.54	3.67	1.82	1.84	2.80	1.71	2.18

(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