



RECEIVED
RECORDS MANAGEMENT

902 Wasco Street
Hood River, Oregon 97031-3103

03 MAY 15 AM 8:38

May 13, 2003

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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

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 April 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.

Sincerely,

Glenn Harris
Docket Manager

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

Copy: Dave Dittimore - 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	58,498		
Business	49,643		
TOTAL	108,141	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	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	1	0	4	0	3	0																
BRINNON	13	0	9	0	7	0	16	0																
CHINACUM	15	0	16	0	14	0	13	0																
COLUMBIA	0	0	0	0	0	0	0	0																
DALLESPORT	5	0	10	0	7	0	20	0																
GARDINER	1	0	1	0	3	0	4	1																
GLENNWOOD	2	0	1	0	4	0	1	0																
GOLDENDALE	58	0	62	0	75	0	65	0																
GRANDVIEW	87	0	81	0	99	0	81	0																
GRANGER	25	0	27	0	36	0	32	0																
HARRAH	3	0	24	0	23	0	11	0																
KLICHTAT	20	0	8	0	8	0	4	0																
LYLE	8	0	15	0	6	0	11	0																
MAERTON	20	0	16	0	26	0	34	0																
MATTAWA	62	1	56	0	73	0	75	0																
PATTERSON	2	0	2	0	2	0	1	0																
POULSBORO	270	0	242	0	272	0	303	0																
PROSSER	68	0	80	0	75	0	66	0																
QUILCEME	13	0	11	0	13	0	19	0																
ROOSEVELT	1	0	0	0	0	0	1	0																
STEVENSON	54	0	42	0	48	0	55	0																
SUNNYSIDE	168	1	170	1	182	1	171	0																
TOPPENISH	85	0	100	0	104	0	80	0																
TROUTLAKE	6	0	5	0	5	0	12	0																
WAPATO	75	0	75	0	59	0	61	0																
WHITE SALMON	9	0	58	0	64	0	52	0																
WHITE SWAN	51	0	15	0	8	0	8	0																
WILLARD	12	0	9	0	10	0	13	0																
WILSTRAN	3	0	1	0	1	0	2	0																
WISHRAM	0	0	5	0	0	0	3	0																
ZILLAH	28	0	39	0	33	0	31	0																
WASHINGTON TOTAL	1189	3	1181	1	1283	3	1248	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	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03
PERCENTAGES	99.3%	99.0%	98.7%	98.2%	98.5%	98.0%	98.6%	97.7%	98.8%	99.1%	99.3%	98.9%

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	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03
TOTAL ORDERS	1515	1274	1508	1451	1362	1293	1193	1255	1169	1181	1263	1248
HELD ORDERS	0	5	2	1	2	1	0	6	3	1	3	0
*PERCENTAGES	0.00	0.39	0.13	0.07	0.15	0.08	0.00	0.48	0.26	0.08	0.24	0.00

*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	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-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	Fail Date	Restore Date	Location	Dist	Cust Affcd	Dur Hrs/Min	Outage Description	Scope	Outage Cause	Correction	Who Cut
17389	WA	4/8/2003	4/8/2003	4/8/2003	Toppenish	WA Columbia Gorge	89:07	1733	RDT AF12 00 0 / IDT 24 wait sysb		Unknown	RDT restored on it's own.	
15859	WA	4/11/2003	4/11/2003	4/11/2003	Sunnyside	WA Columbia Gorge	7:00	1793	Item taken down by tech for rehome		tech don doing a rehome	tech restored when work was complete	
22920	WA	4/28/2003	4/28/2003	4/28/2003	Grandview		534	2:11	let missing terminal		cable cut, tech doesn't know the company and wheather they will be billed	respiced cable	road crew

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 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	Mo/Yr Apr-03
Bickleton/896	0.43	0.43	5.17	0.43	0.00	0.43	0.00	0.45	4.44	1.77	1.21	2.00
Columbia 377	0.00	0.00	0.00	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview/882	0.76	0.77	0.76	0.82	0.74	0.75	1.20	1.90	1.46	0.91	1.05	1.78
Granger/854	2.09	1.11	2.10	1.69	1.52	1.58	1.12	2.37	2.78	0.95	1.18	1.37
Harrah/848	2.47	1.74	1.34	2.24	1.27	1.02	2.15	4.82	3.15	1.28	1.87	1.54
Mabton/894	2.12	1.60	1.54	0.93	0.23	1.79	1.77	2.55	2.49	1.32	0.93	0.85
Mattawa/932	1.87	1.66	1.86	1.89	1.90	1.51	1.37	2.09	1.92	1.20	1.23	1.75
Patterson/875	0.19	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.77	0.19	0.38	1.14
Prosser/786/788	1.03	1.28	2.04	1.23	1.96	1.72	1.59	1.98	2.44	0.88	0.88	0.85
Sunnyside/836/837/839	1.17	1.32	1.24	0.95	1.12	1.09	1.16	2.50	1.93	1.10	0.74	1.07
Toppenish/865	0.64	0.70	1.19	0.90	1.09	1.25	1.01	1.92	1.54	1.06	0.82	1.12
WhiteSwan/874	1.53	1.05	1.42	0.77	0.91	1.94	0.66	2.78	2.25	1.31	1.05	0.53
Whitstran/973	2.24	1.65	0.92	0.65	0.66	1.31	3.55	2.51	2.91	1.46	1.19	1.57
Wapato/877	1.06	1.15	1.89	1.23	1.23	2.01	1.28	1.70	1.27	0.69	0.76	1.06
Zillah/829	1.23	0.81	0.78	1.71	1.28	1.08	0.97	1.63	1.37	0.86	0.74	1.60
Dallesport/767	3.23	2.77	5.01	2.89	5.01	1.46	2.11	1.30	1.82	1.33	0.50	1.51
Goldendale/773	1.58	1.07	2.91	1.64	1.70	1.36	4.02	1.72	1.32	1.08	1.34	1.63
Glenwood/364	0.25	1.99	4.99	2.73	2.74	1.24	2.53	1.53	2.06	0.26	1.79	2.08
Klickitat/369	1.60	0.81	2.93	1.59	1.31	2.10	0.80	2.97	4.62	0.53	1.87	1.32
Lyle/365	1.47	1.27	1.86	1.57	0.97	1.95	1.85	2.24	1.66	1.27	2.95	1.27
Roosevelt/384	0.00	2.14	0.00	0.54	0.00	0.00	0.54	2.13	0.53	1.08	1.08	1.08
Stevenson/427	0.93	1.18	1.11	1.66	1.32	1.45	1.59	2.04	1.49	0.92	1.11	1.49
Troutlake/395	1.19	0.79	0.80	0.93	0.67	0.80	1.20	0.80	0.94	0.67	0.53	0.79
White Salmon/493	1.03	0.97	1.29	1.77	0.87	1.11	1.21	1.80	1.34	1.06	1.07	0.81
Willard/538	0.30	0.30	0.30	0.91	0.30	0.61	0.00	0.61	0.62	0.00	0.00	0.00
Wishram/748	2.44	0.71	3.18	1.06	0.35	1.05	0.00	0.00	0.36	0.36	1.10	1.09
Brinnon/796	1.09	1.17	1.42	0.93	0.51	0.85	2.23	1.71	1.88	3.32	3.59	1.78
Chimacum/732	1.69	1.50	1.58	2.46	1.06	0.80	6.88	1.59	2.61	1.61	1.43	0.98
Gardiner/797	1.14	3.33	0.73	1.45	1.11	2.64	2.27	2.30	1.92	1.54	1.18	2.32
Poulsbo/598/697/779/394	0.57	0.93	0.85	0.86	0.57	0.60	0.68	0.71	0.94	0.55	0.50	0.47
Quilcene/765	4.56	1.03	2.12	1.70	3.54	3.67	1.82	1.84	2.80	1.71	2.18	1.08

(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