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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

June 12, 2003

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 May 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:

Quilcene - There were two different incidents that occurred in the Quilcene exchange during the month of May that most likely contributed to inflated "Troubles per 100." Around the 19th or 20th of May a problem occurred with the micro-wave radio link between the HOST office in Poulsbo and Quilcene CO. The trouble was intermittent and difficult to find. The trouble was isolated and repaired on Friday the 23rd. The second incident was caused by a Jefferson County mower. While cleaning the right of way along Hwy. 101 the county worker mowed a pedestals off at ground cutting a 200 pair cable. Trouble was repaired that evening.

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
Orders Held Over 30 Days
Installation Appointments Met et al
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	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	58,364	
Business	49,643	49,843	
TOTAL	108,141	108,207	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	CLI	JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC	
		PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS
BICKLETON	BCTN	3	0	1	0	4	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
BRINNON	BRNN	13	0	9	0	7	0	16	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CHINACUM	CHMC	15	0	16	0	14	0	13	0	12	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	
DALLESPORT	DLPT	5	0	10	0	7	0	20	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GARDINER	GRDN	1	0	1	0	3	0	4	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GLENNWOOD	GLWD	2	0	1	0	4	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GOLDENDALE	GLDL	58	0	62	0	75	0	65	0	64	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GRANDVIEW	GRVW	27	0	81	0	99	0	81	0	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
GRANDGER	GRGR	25	0	36	0	32	0	32	0	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
HARRAH	HRRH	20	0	24	0	23	0	11	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
KICKITAT	KICT	3	0	8	0	8	0	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LYLE	LYLE	8	0	15	0	6	0	11	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LYLE	LYLE	20	0	16	0	26	0	34	0	34	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MA	MTWA	62	0	56	0	73	0	75	0	62	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PA., ERSON	PASN	2	0	2	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
POULSBORO	POLSB	270	0	242	0	272	0	303	0	279	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PROSSER	PRSR	68	0	80	0	75	0	66	0	89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
QUILCENIE	QUCN	13	0	11	0	13	0	19	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ROOSEVELT	RSVT	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
STEVENSON	STSN	54	0	42	0	48	0	55	0	45	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
SUNNYSIDE	SNSD	168	0	170	0	182	0	171	0	185	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOPPENISH	TPNS	85	0	100	0	104	0	80	0	81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TROUTLAKE	TRLK	6	0	5	0	5	0	12	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WAPATO	WAPT	75	0	75	0	59	0	61	0	61	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WHITE SALMON	WHSL	51	0	58	0	64	0	52	0	58	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WHITE SWAN	WHSW	9	0	15	0	8	0	8	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WHITSTRAN	WHTS	12	0	9	0	10	0	13	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WILLARD	WLRD	2	0	1	0	1	0	2	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WISHRAM	WSHR	3	0	5	0	2	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ZILLAH	ZLLH	28	0	39	0	33	0	31	0	41	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
WASHINGTON TOTAL		1169	3	1181	1	1263	3	1248	0	1262	2	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	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03
PERCENTAGES	99.0%	98.7%	98.2%	98.5%	98.0%	98.6%	97.7%	98.8%	99.1%	99.3%	98.9%	99.0%

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	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03
TOTAL ORDERS	1274	1508	1451	1362	1293	1193	1255	1169	1181	1263	1248	1262
HELD ORDERS	5	2	1	2	1	0	6	3	1	3	0	2
*PERCENTAGES	0.39	0.13	0.07	0.15	0.08	0.00	0.48	0.26	0.08	0.24	0.00	0.16

*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	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-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	Whic Cut
24338	WA	5/2/2003	5/2/2003	5/2/2003	Goldendale	OR South	179	0:03	Fault occurred on CSC/MC chills		UNKNOWN, TADAN THOMAS INVESTIGATING	SWITCH RESTORED SELF	
25755	WA	5/7/2003	5/7/2003	5/7/2003	Poulsbo		279	1:13	IDT 5 (RDT BXL2 00 0) WENT SYSB AND LCM GARD 00 0 WENT OBSY		bad fiber caused the IMT-150 to swith to protect side and would not switch back	Unknown	
25906	WA	5/7/2003	5/7/2003	5/7/2003	Poulsbo		245	1:49	Unit went obsy		bad fiber caused the IMT-150 to swith to protect side and would not switch back	tech forced IMT-150 back to working side	

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
	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03
Bickleton/896	0.43	5.17	0.43	0.00	0.43	0.00	0.45	4.44	1.77	1.21	2.00	0.00
Columbia 377	0.00	0.00	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview/882	0.77	0.76	0.82	0.74	0.75	1.20	1.90	1.46	0.91	1.05	1.78	0.98
Granger/854	1.11	2.10	1.69	1.52	1.58	1.12	2.37	2.78	0.95	1.18	1.37	1.07
Harrah/848	1.74	1.34	2.24	1.27	1.02	2.15	4.82	3.15	1.28	1.87	1.54	1.89
Mabton/894	1.60	1.54	0.93	0.23	1.79	1.77	2.55	2.49	1.32	0.93	0.85	1.23
Mattawa/932	1.66	1.86	1.89	1.90	1.51	1.37	2.09	1.92	1.20	1.23	1.75	1.53
Patterson/875	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.77	0.19	0.38	1.14	2.01
Prosser/786/788	1.28	2.04	1.23	1.96	1.72	1.59	1.98	2.44	0.88	0.88	0.85	1.15
Sunnyside/836/837/839	1.32	1.24	0.95	1.12	1.09	1.16	2.50	1.93	1.10	0.74	1.07	1.29
Toppenish/865	0.70	1.19	0.90	1.09	1.25	1.01	1.92	1.54	1.06	0.82	1.12	0.91
WhiteSwan/874	1.05	1.42	0.77	0.91	1.94	0.66	2.78	2.25	1.31	1.05	0.53	1.06
Whitstran/973	1.65	0.92	0.65	0.66	1.31	3.55	2.51	2.91	1.46	1.19	1.57	1.05
Wapato/877	1.15	1.89	1.23	1.23	2.01	1.28	1.70	1.27	0.69	0.76	1.06	1.18
Zillah/829	0.81	0.78	1.71	1.28	1.08	0.97	1.63	1.37	0.86	0.74	1.60	1.13
Dallesport/767	2.77	5.01	2.89	5.01	1.46	2.11	1.30	1.82	1.33	0.50	1.51	0.85
Goldendale/773	1.07	2.91	1.64	1.70	1.36	4.02	1.72	1.32	1.08	1.34	1.63	1.24
Glenwood/364	1.99	4.99	2.73	2.74	1.24	2.53	1.53	2.06	0.26	1.79	2.08	3.64
Klickitat/369	0.81	2.93	1.59	1.31	2.10	0.80	2.97	4.62	0.53	1.87	1.32	0.80
Lyle/365	1.27	1.86	1.57	0.97	1.95	1.85	2.24	1.66	1.27	2.95	1.27	1.96
Roosevelt/384	2.14	0.00	0.54	0.00	0.00	0.54	2.13	0.53	1.08	1.08	1.08	1.09
Stevenson/427	1.18	1.11	1.66	1.32	1.45	1.59	2.04	1.49	0.92	1.11	1.49	1.38
Troutlake/395	0.79	0.80	0.93	0.67	0.80	1.20	0.80	0.94	0.67	0.53	0.79	1.82
White Salmon/493	0.97	1.29	1.77	0.87	1.11	1.21	1.80	1.34	1.06	1.07	0.81	1.00
Willard/538	0.30	0.30	0.91	0.30	0.61	0.00	0.61	0.62	0.00	0.00	0.00	0.00
Wishram/748	0.71	3.18	1.06	0.35	1.05	0.00	0.00	0.36	0.36	1.10	1.09	0.00
Brinnon/796	1.17	1.42	0.93	0.51	0.85	2.23	1.71	1.88	3.32	3.59	1.78	1.18
Chimacum/732	1.50	1.58	2.46	1.06	0.80	6.88	1.59	2.61	1.61	1.43	0.98	1.53
Gardiner/797	3.33	0.73	1.45	1.11	2.64	2.27	2.30	1.92	1.54	1.18	2.32	1.55
Poulsbo/598/697/779/394	0.93	0.85	0.86	0.57	0.60	0.68	0.71	0.94	0.55	0.50	0.47	0.57
Quilcene/765	1.03	2.12	1.70	3.54	3.67	1.82	1.84	2.80	1.71	2.18	1.08	4.23

(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