



902 Wasco Street
Hood River, Oregon 97031-3103

July 14, 2002

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

RECEIVED
RECORDS MANAGEMENT
03 JUL 18 AM 8:10
STATE OF WASH.
UTIL. AND TRASP.
COMMISSION

Re: Washington Quality of Service Report

Dear Ms. Washburn:

United Telephone Company of the Northwest d.b.a. Sprint had (9) network outage reports for the month of June 2002.

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 for June.

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
Held Orders
Installation Report
Outage Report
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	57,991
Business	49,643	49,843	49,528
TOTAL	108,141	108,207	107,519

	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 ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS	PRIMARY ORDERS RECEIVED	PRIMARY ORDERS RECEIVED	PRIMARY HELD ORDERS
BICKLETON		3	0	1	0	4	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BRINNON		13	0	9	0	7	0	16	0	14	0	19	0	19	0	19	0	19	0	19	0	19	0	19	0
CHIMACUM		15	0	16	0	14	0	13	0	12	0	20	0	20	0	20	0	20	0	20	0	20	0	20	0
COLUMBIA		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DALLESFORT		5	0	10	0	7	0	20	0	10	0	6	0	6	0	6	0	6	0	6	0	6	0	6	0
GARDINER		1	0	1	0	3	0	4	0	1	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0
GLENWOOD		2	0	1	0	4	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GOLDENDALE		58	0	62	0	75	0	65	0	64	0	74	0	74	0	74	0	74	0	74	0	74	0	74	0
GRANDVIEW		87	0	81	0	99	0	81	0	85	0	85	0	85	0	85	0	85	0	85	0	85	0	85	0
GRANGER		25	0	27	0	36	0	32	0	44	0	44	0	44	0	44	0	44	0	44	0	44	0	44	0
HARRAH		20	0	24	0	23	0	11	0	14	0	19	0	19	0	19	0	19	0	19	0	19	0	19	0
KLICKITAT		3	0	8	0	8	0	4	0	4	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0
LYLE		8	0	15	0	6	0	11	0	16	0	10	0	10	0	10	0	10	0	10	0	10	0	10	0
MBTN		20	0	16	0	26	0	34	0	34	0	27	0	27	0	27	0	27	0	27	0	27	0	27	0
MATTAWA		62	1	56	0	73	0	75	0	62	0	63	0	63	0	63	0	63	0	63	0	63	0	63	0
PATTERSON		2	0	2	0	2	0	1	0	0	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0
POULSBO		270	0	242	0	272	0	303	0	279	0	294	0	294	0	294	0	294	0	294	0	294	0	294	0
PROSSER		68	0	80	0	75	0	66	0	89	0	75	0	75	0	75	0	75	0	75	0	75	0	75	0
QUILCENE		13	0	11	0	13	0	19	0	21	0	21	0	21	0	21	0	21	0	21	0	21	0	21	0
ROOSEVELT		1	0	0	0	0	0	1	0	0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0
STEVENSON		54	0	42	0	48	0	55	0	45	0	65	0	65	0	65	0	65	0	65	0	65	0	65	0
SUNNYSIDE		168	1	170	1	182	1	171	0	185	0	153	1	153	1	153	1	153	1	153	1	153	1	153	1
TOPPENISH		85	1	100	0	104	0	80	0	81	0	65	0	65	0	65	0	65	0	65	0	65	0	65	0
TROUTLAKE		6	0	5	0	5	0	12	0	9	0	9	0	9	0	9	0	9	0	9	0	9	0	9	0
WAPATO		75	0	75	0	59	0	61	0	61	0	63	0	63	0	63	0	63	0	63	0	63	0	63	0
WHITE SALMON		51	0	58	0	64	0	52	0	56	0	67	0	67	0	67	0	67	0	67	0	67	0	67	0
WHITE SWAN		9	0	15	0	8	0	8	0	15	0	3	0	3	0	3	0	3	0	3	0	3	0	3	0
WHITSTRAN		12	0	9	0	10	0	13	0	8	0	10	0	10	0	10	0	10	0	10	0	10	0	10	0
WILLARD		2	0	1	0	1	0	2	0	4	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0
WISHRAM		3	0	5	0	2	0	3	0	3	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0
ZILLAH		28	0	39	0	33	0	31	0	41	1	36	0	36	0	36	0	36	0	36	0	36	0	36	0
WASHINGTON TOTAL		1169	3	1181	1	1263	3	1248	0	1262	2	1234	1	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	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
PERCENTAGES	98.7%	98.2%	98.5%	98.0%	98.6%	97.7%	98.8%	99.1%	99.3%	98.9%	99.0%	98.7%

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	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
TOTAL ORDERS	1508	1451	1362	1293	1193	1255	1169	1181	1263	1248	1262	1234
HELD ORDERS	2	1	2	1	0	6	3	1	3	0	2	1
*PERCENTAGES	0.13	0.07	0.15	0.08	0.00	0.48	0.26	0.08	0.24	0.00	0.16	0.08

*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 form 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	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-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 Affctd	Dur H/M/Min	Outage Description	Scope	Outage Cause	Correction	Who Cut
35445	WA	6/7/2003	6/7/2003	6/7/2003	Mattawa		68	5:49	RCU 24MR 00 0 - NO WORKING RING GENERATOR.		RING GENERATOR TOOK A POWER SURGE	TECH REPLACED RING GENERATOR	
37373	WA	6/13/2003	6/13/2003	6/13/2003	Mattawa		67	102	RCU WENT SYSB		UNKNOWN POSSIBLE RING GEN FAILURE.	SWITCH RESTORED SELF	
37889	WA	6/15/2003	6/15/2003	6/15/2003	Sunnyside		397	26	OPM WENT CBSY		unknown	SELF RESTORAL	
38318	WA	6/19/2003	6/19/2003	6/19/2003	Rossvell, Arlington		624	0:09	RLCMs RSVT 0 0, AND ARTN 0 0 ; WENT C-BSY AND ENTERED ESA ; ; IDT 26 (RDT AF17 0 0) WENT C-SIDE BUSY (33 LNS W/OUT DIALTONE)		Carrier Failure	SYSTEM SELF-RESTORED.	
40089	WA	6/22/2003	6/22/2003	6/22/2003	Mattawa		2466	3:06	rcb cbusy		Unknown - suspected facilities problems.	restored w/o manual intervention	
40488	WA	6/23/2003	6/23/2003	6/23/2003	Glenwood		277	0:42	went cbsy		unknown - suspected tripped breaker.	unknown - if tripped breaker, tech would have restored	
40476	WA	6/24/2003	6/24/2003	6/24/2003	Island Lake		368	0:02	RCU ISPK 00 0 went CBSY.		A faulty 3A42 clock card (group 1) caused the outage to occur.	The RCU restored without manual intervention, returning service to the customers. A technician later replaced the card, thereby clearing the remaining alarms.	

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
	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
Bickleton/896	5.17	0.43	0.00	0.43	0.00	0.45	4.44	1.77	1.21	2.00	0.00	0.40
Columbia 377	0.00	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grandview/882	0.76	0.82	0.74	0.75	1.20	1.90	1.46	0.91	1.05	1.78	0.98	1.18
Granger/854	2.10	1.69	1.52	1.58	1.12	2.37	2.78	0.95	1.18	1.37	1.07	1.34
Harrah/848	1.34	2.24	1.27	1.02	2.15	4.82	3.15	1.28	1.87	1.54	1.89	2.39
Mabton/894	1.54	0.93	0.23	1.79	1.77	2.55	2.49	1.32	0.93	0.85	1.23	1.23
Mattawa/932	1.86	1.89	1.90	1.51	1.37	2.09	1.92	1.20	1.23	1.75	1.53	2.05
Patterson/875	0.00	0.00	0.00	0.00	0.00	0.00	0.77	0.19	0.38	1.14	2.01	0.80
Prosser/786/788	2.04	1.23	1.96	1.72	1.59	1.98	2.44	0.88	0.88	0.85	1.15	1.42
Sunnyside/836/837/839	1.24	0.95	1.12	1.09	1.16	2.50	1.93	1.10	0.74	1.07	1.29	1.07
Toppenish/865	1.19	0.90	1.09	1.25	1.01	1.92	1.54	1.06	0.82	1.12	0.91	1.08
WhiteSwan/874	1.42	0.77	0.91	1.94	0.66	2.78	2.25	1.31	1.05	0.53	1.06	0.81
Whitstran/973	0.92	0.65	0.66	1.31	3.55	2.51	2.91	1.46	1.19	1.57	1.05	0.92
Wapato/877	1.89	1.23	1.23	2.01	1.28	1.70	1.27	0.69	0.76	1.06	1.18	1.12
Zillah/829	0.78	1.71	1.28	1.08	0.97	1.63	1.37	0.86	0.74	1.60	1.13	0.94
Dallesport/767	5.01	2.89	5.01	1.46	2.11	1.30	1.82	1.33	0.50	1.51	0.85	0.69
Goldendale/773	2.91	1.64	1.70	1.36	4.02	1.72	1.32	1.08	1.34	1.63	1.24	1.36
Glenwood/364	4.99	2.73	2.74	1.24	2.53	1.53	2.06	0.26	1.79	2.08	3.64	1.55
Klickitat/369	2.93	1.59	1.31	2.10	0.80	2.97	4.62	0.53	1.87	1.32	0.80	0.54
Lyle/365	1.86	1.57	0.97	1.95	1.85	2.24	1.66	1.27	2.95	1.27	1.96	0.98
Roosevelt/384	0.00	0.54	0.00	0.00	0.54	2.13	0.53	1.08	1.08	1.08	1.09	0.00
Stevenson/427	1.11	1.66	1.32	1.45	1.59	2.04	1.49	0.92	1.11	1.49	1.38	1.24
Troutlake/395	0.80	0.93	0.67	0.80	1.20	0.80	0.94	0.67	0.53	0.79	1.82	1.67
White Salmon/493	1.29	1.77	0.87	1.11	1.21	1.80	1.34	1.06	1.07	0.81	1.00	0.97
Willard/538	0.30	0.91	0.30	0.61	0.00	0.61	0.62	0.00	0.00	0.00	0.00	0.00
Wishram/748	3.18	1.06	0.35	1.05	0.00	0.00	0.36	0.36	1.10	1.09	0.00	0.72
Brinnon/796	1.42	0.93	0.51	0.85	2.23	1.71	1.88	3.32	3.59	1.78	1.18	1.18
Chimacum/732	1.58	2.46	1.06	0.80	6.88	1.59	2.61	1.61	1.43	0.98	1.53	2.52
Gardiner/797	0.73	1.45	1.11	2.64	2.27	2.30	1.92	1.54	1.18	2.32	1.55	1.92
Foulsbo/598/697/779/394	0.85	0.86	0.57	0.60	0.68	0.71	0.94	0.55	0.50	0.47	0.57	0.60
Quilcene/765	2.12	1.70	3.54	3.67	1.82	1.84	2.80	1.71	2.18	1.08	4.23	3.73

(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