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902 Wasco Street  
Hood River, Oregon 97031-3103

August 20, 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:

Attached are United Telephone Company of the Northwest d.b.a. Sprint "Service Quality Reports" for the month of July 2003.

This is Sprint's first submission of these reports under the new rules effective July 1 and we would appreciate any feedback on where we are providing you more information than the rules require or, of course, less. For instance, does the installation and repair appointment data need to be reported by exchange (as we have it here) or just in total for the state? Likewise the troubles cleared in 48 and 72 hours—by exchange or in total?

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: Installation Appointments  
Repair Appointments  
Service Activation in 5 Days  
Trouble Per 100/Access Lines  
Switching – Dial Tone Speed in 3 Seconds  
Final Trunk Blockage (EAS and Toll)  
Out of Service Trouble Cleared in 48 Hours  
Not Out of Service Trouble Cleared in 72 Hours

Copy: Dave Dittmore - WUTC