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 Washington Utilities & Transportation Commission  
 PO Box 47250  
 Olympia, Washington 98504

**WASHINGTON QUALITY OF SERVICE REPORT  
 INSTALLATION APPOINTMENTS**

United Telephone Company of the Northwest d.b.a. Sprint  
 COMPANY NAME

Exchange	Jan-03			Feb-03			Mar-03			Apr-03			May-03			Jun-03			Jul-03			Aug-03			Sep-03			Oct-03			Nov-03			Dec-03						
	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl							
Bickleton																																								
Brimm																																								
Chimacum																																								
Dallesport																																								
Gardiner																																								
Glenwood																																								
Goulddale																																								
Grandview																																								
Granger																																								
Harrah																																								
Klickitat																																								
Lyle																																								
Mabton																																								
MTWA																																								
MtWawa																																								
Paterson																																								
Poulsbo																																								
Prosser																																								
Quilicene																																								
Roosevelt																																								
RSVT																																								
Stevenson																																								
STSN																																								
Sunnyside																																								
SNSD																																								
TPNS																																								
Tropenish																																								
Troutlake																																								
Wapato																																								
White Salmon																																								
WhiteSwan																																								
WHSW																																								
Whitstran																																								
WHTS																																								
Willard																																								
WLRD																																								
Wishram																																								
WSHR																																								
Zillah																																								
Washington																																								

Made = Total installation appointments made for New and To/Transfer service orders  
 Miss = Total installation appointments missed for New and To/Transfer service orders  
 Excl = Total appointments for Change, Disconnect and From Service Orders

WASHINGTON QUALITY OF SERVICE REPORT

REPAIR APPOINTMENTS

United Telephone Company of the Northwest d.b.a. Sprint  
COMPANY NAME

Exchange	CLLI	Jan-03			Feb-03			Mar-03			Apr-03			May-03			Jun-03			Jul-03			Aug-03			Sep-03			Oct-03			Nov-03			Dec-03		
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl						
Bickleton	BCBN																																				
Brinnon	BRNN																																				
Chinacum	CHMC																																				
Dallesport	DLPT																																				
Gardiner	GRDN																																				
Glenwood	GLWD																																				
Goldendale	GLDL																																				
Grandview	GDVW																																				
Granger	GRGR																																				
Harrish	HRRH																																				
Kicklat	KLCT																																				
Lyle	LYLE																																				
Mabton	MBTN																																				
Mattawa	MTWA																																				
Patterson	PASN																																				
Poulsbo	PLSB																																				
Prosser	PRSR																																				
Quilcene	QLCN																																				
Roosevelt	RSVT																																				
Stevenson	STSN																																				
Sunnyside	SNSD																																				
Toppenish	TPNS																																				
Troutlake	TRLK																																				
Wapato	WPAT																																				
White Salmon	WHSL																																				
WhiteSwan	WHSW																																				
Whitman	WHTS																																				
Willard	WLRD																																				
Wishram	WSHR																																				
Zillah	ZLLH																																				
Washington																																					

Made = Total repair appointments made for regulated customers  
Miss = Total repair appointments missed for regulated customers  
Excl = Total repair appointments for deregulated activity

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION**

United Telephone Company of the Northwest d.b.a. Sprint  
COMPANY NAME

Exchange	CLLI	Jan-03			Feb-03			Mar-03			Apr-03			May-03			Jun-03			Jul-03			Aug-03			Sep-03			Oct-03			Nov-03			Dec-03									
		Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss											
Bickleton	BCTN																																											
Brinnon	BRNN																																											
Chimacum	CHMC																																											
Daliesport	DLPT																																											
Gardiner	GRDN																																											
Glenwood	GLWD																																											
Goldendale	GLDL																																											
Grandview	GDVW																																											
Granger	GRGR																																											
Harrah	HRRH																																											
Klickitat	KLCT																																											
Lyle	LYLE																																											
Mabton	MBTN																																											
Mattawa	MTWA																																											
Patterson	PASN																																											
Poulsbo	PLSB																																											
Prosser	PRSR																																											
Quilcene	QLCN																																											
Roosevelt	RSVT																																											
Stevenson	STSN																																											
Sunnyside	SNSD																																											
Toppenish	TPNS																																											
Troutlake	TRLK																																											
Wapato	WPAT																																											
White Salmon	WHSL																																											
WhiteSwan	WHSW																																											
Whitstran	WHTS																																											
Willard	WLRD																																											
Wishram	WSHR																																											
Zillah	ZLLH																																											
Washington																																												
		1417	65																																									

Orders Completed = Total New and To/Transfer service orders completed  
5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT

Trouble Reports Per 100 Access Lines

United Telephone Company of the Northwest d.b.a. Sprint  
COMPANY NAME

Exchange	C.L.I.	Jan-03		Feb-03		Mar-03		Apr-03		May-03		Jun-03		Jul-03		Aug-03		Sep-03		Oct-03		Nov-03		Dec-03		
		Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts	Tbl /100	Total Rpts
Bickleton	BCTN	2	257	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon	BRNN	12	1190	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chinacum	CHMC	11	1101	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	2	582	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner	GRDN	1	272	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	2	387	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	60	5278	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	48	5678	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	29	1639	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrah	HRRH	24	1180	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	2	377	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	7	1019	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mablon	MBTN	41	1321	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	45	2467	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	3	506	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	229	40398	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	104	5500	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene	QLON	33	1509	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	0	185	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	56	4744	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	88	12023	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	50	6163	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulitate	TRLK	18	780	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	88	4371	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	101	5272	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	4	736	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willstran	WHTS	10	758	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	2	339	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram	WSHR	2	276	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	26	2559	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		1100	10867	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Reports = Total regulated initial and repeat trouble reports received  
Total Access Lines = Total access lines in service  
Trouble Per 100 A.L. = Trouble report per 100 access line ratio

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)**

United Telephone Company of the Northwest d.b.a. Sprint  
 COMPANY NAME

Exchange	CLLI	Jan-03			Feb-03			Mar-03			Apr-03			May-03			Jun-03			Jul-03			Aug-03			Sep-03			Oct-03			Nov-03			Dec-03		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
Poulsbo	PLSB																		87919	3	100.0																
Sunnyside	SNSD																		193816	2	100.0																
Washington																			281735	5	100.0																

Total Calls = Total calls placed from Host Switch  
 Total Delay = Total calls delayed from Host Switch  
 % DT 3 Sec = Dial tone within 3 second ratio

Note: Dial tone records pulled from Host Switch - The only host switches are Poulsbo and Sunnyside.

**FINAL TRUNK GROUP BLOCKING**

(Reported when a final trunk group does not meet standard)

Objective Service Level: EAS = 99% and Toll = 99.5%

(completion of all dialed calls during the average busy season busy hour without blocking)

ORIGINATING WIRE CENTER	TERMINATING WIRE CENTER	MONTH/ YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE TRUNK BLOCKAGE
		Jul-03			Objective was met.

WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

United Telephone Company of the Northwest d.b.a. Sprint  
COMPANY NAME

Exchange	CLLI	Jul-03					Aug-03					Sep-03					Oct-03					Nov-03					Dec-03				
		Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl		
Bickleton		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Brinnon		8	8	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Chimacum		8	8	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dallesport		1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Gardiner		1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Glenwood		2	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Goldendale		48	48	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Grandview		39	39	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Granger		24	24	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Harrah		17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Klickitat		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Lyle		5	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Mabton		35	35	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Mattawa		30	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Patterson		3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Poulsbo		173	173	0	0	42	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Prosser		91	89	2	2	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Quilcene		26	25	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Stevenson		49	49	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Sunnyside		67	67	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Toppenish		38	38	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Troutlake		13	13	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Wapato		77	77	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
White Salmon		88	87	1	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
WhiteSwan		2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Whitstran		9	9	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Willard		2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Wishram		2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Zillah		24	24	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Washington		886	881	5	156	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

WASHINGTON QUALITY OF SERVICE REPORT

Not Out of Service Trouble Reports Cleared Within 72 Hours

United Telephone Company of the Northwest d.b.a. Sprint  
COMPANY NAME

Exchange	CLLI	Jul-03			Aug-03			Sep-03			Oct-03			Nov-03			Dec-03		
		Total NOOS	NOOS Clr 72	NOOS Clr >72	Total NOOS	NOOS Clr 72	NOOS Clr >72	Total NOOS	NOOS Clr 72	NOOS Clr >72	Total NOOS	NOOS Clr 72	NOOS Clr >72	Total NOOS	NOOS Clr 72	NOOS Clr >72	Total NOOS	NOOS Clr 72	NOOS Clr >72
Bickleton		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon		8	7	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Chimacum		7	5	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		4	4	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner		1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		21	21	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		20	20	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		13	13	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrah		9	8	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		7	7	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		11	11	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		16	15	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		131	128	3	29	29	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser		28	28	0	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene		15	14	1	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		19	18	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		49	49	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		25	24	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake		9	8	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		20	20	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		35	32	3	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		4	4	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		5	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		2	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram		3	3	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		17	16	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		483	465	18	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0