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RECORDS MANAGEMENT

902 Wasco Street  
Hood River, Oregon 97031-3103

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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

September 16, 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:

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

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

**WASHINGTON QUALITY OF SERVICE REPORT  
INSTALLATION APPOINTMENTS**

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

Exchange	CLI	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	BCRN	5	1	6	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						
Birron	BRNK	12	0	34	14	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							
Chimacum	CHWC	11	0	33	10	0	38	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0							
Dalle	DLPT	10	0	16	5	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Garc	GRDN	0	0	4	2	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Glenn	GLND	0	0	7	7	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							
Goldendale	GLDL	83	1	209	53	3	103	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Grandview	GDVV	97	2	232	92	4	228	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Grainger	GRGR	33	0	53	18	1	73	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Harran	HRRH	11	0	40	11	0	47	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Kickiat	KLCT	6	0	11	4	0	19	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	11	0	32	13	1	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Mabon	MBTN	23	0	40	24	0	72	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Maitava	MTVA	70	1	122	36	1	137	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	4	0	5	2	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							
Poulsbo	PLSB	345	18	951	275	9	771	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	100	2	185	66	1	203	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Quilcene	QLCN	22	0	38	9	1	39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Rosevelt	RSVT	1	0	0	0	0	4	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	53	5	124	56	4	142	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	200	2	382	164	4	451	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Toppensish	TPNS	116	0	188	67	2	196	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Troullake	TRLK	14	0	19	11	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							
Wapato	WPAT	70	2	127	50	1	172	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	WSPAT	60	5	134	64	4	119	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	6	0	14	7	0	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Whitstran	WHTS	8	2	22	6	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							
Willard	WLWD	3	1	7	2	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Wistram	WWSR	1	0	13	6	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							
Zillah	ZLLH	33	0	86	33	2	91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Washington		1417	44	3134	1127	36	3102	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							

Made = Total installation appointments made for New and ToTTransfer service orders  
Miss = Total installation appointments missed for New and ToTTransfer 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	BCTN	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	0	0	0	0	0				
Birnon	BRNN	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	0	0	0	0	0	0	0				
Chimacum	CHMC	11	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2			
Columbia	CLWA	1	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	0	0	0	0			
Daller	DLPT	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Gard	GRDN	1	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	0	0	0	0			
Gardw	GLVD	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Goldendale	GLDL	60	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	0	0	0	0			
Grandview	GDVW	48	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2			
Granger	GRGR	29	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Harran	HRRH	24	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	0	0	0	0			
Kirkklat	KLCT	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	0	0	0	0	0	0			
Lyle	LYLE	7	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Mablon	MBTN	41	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	0	0	0	0			
Mattwa	MTWA	45	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3			
Patterson	PASN	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	0	0	0	0	0	0	0		
Poulsbo	PLSB	229	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	0	0	0	0	0		
Prosser	PRSR	104	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8		
Quilcene	QLCN	33	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	0	0	0	0	0		
Roosevelt	RSVT	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	0	0	0	0	0	0		
Sievenson	STSN	56	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4			
Sunnyside	STNS	88	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
Sunnyside	SNSD	110	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
Toppensish	TPNS	50	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Troulaker	TRUK	18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3			
Wapato	WPAT	88	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	0	0	0	0	0		
White Salmon	WHSL	101	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7			
WhiteSwan	WHSW	4	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	0	0	0	0	0		
Whitstran	WHTS	10	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
Willard	WLRD	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	0	0	0	0	0	0	0		
Wisram	WSHR	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	0	0	0	0	0	0	0		
Zillah	ZLLH	26	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Washington		1101	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74	74		

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	CLL	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
Benton	BCTN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chimacum	BRNN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CHMC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner	DLPT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GRDN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLWD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GDL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harran	GDVW	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	GRGR	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	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	KLCT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	LYLE	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	MBTN	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	MWVA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene	PLSB	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	PRSR	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	QLCN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	STSN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	SNSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wahkiakum	TPNS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wahitan	TRLK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wahkiakum	WPAT	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	WHSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wisstram	WSHR	0	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	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		0	0	0	0	0	0	0	0	0	0	0	0	0	1417	65	1127	45	0	0	0	0	0	0	0

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	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	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	
Bickleton	10	225	3	226	3	248	5	250	0	251	1	253	2	257	2	256	0	0	0	0	0	0	0	0	
Brimon	22	1173	39	1174	41	1170	20	1180	14	1184	14	1184	12	1190	32	1201	0	0	0	0	0	0	0	0	
Chinacum	28	1522	19	1515	14	1518	10	1522	0	1522	28	1522	11	1501	12	1091	0	0	0	0	0	0	0	0	
Columbia	0	152	0	152	0	152	0	152	0	152	0	152	1	151	0	151	0	0	0	0	0	0	0	0	
DLPT	9	606	9	603	1	596	9	597	5	596	3	582	2	582	4	580	0	0	0	0	0	0	0	0	
Dalesport	5	260	3	260	4	255	6	259	3	259	5	280	1	272	2	271	0	0	0	0	0	0	0	0	
GRDN	8	389	1	389	6	391	8	385	14	385	5	387	1	387	7	391	0	0	0	0	0	0	0	0	
GLWD	66	5285	61	5280	70	5233	83	5230	57	5235	63	5215	60	5278	89	5272	0	0	0	0	0	0	0	0	
Gr. Jie	80	5836	63	5833	68	5809	93	5892	50	5718	63	5685	29	5678	78	5686	0	0	0	0	0	0	0	0	
Grandview	44	1892	16	1885	20	1888	20	1880	18	1862	20	1836	29	1839	18	1821	0	0	0	0	0	0	0	0	
GRGR	44	1892	16	1885	20	1888	20	1880	18	1862	20	1836	29	1839	18	1821	0	0	0	0	0	0	0	0	
Harran	37	1174	14	1176	21	1173	18	1169	21	1162	27	1172	24	1180	32	1175	0	0	0	0	0	0	0	0	
HRRH	17	368	7	376	7	374	5	379	3	377	1	372	2	377	5	376	0	0	0	0	0	0	0	0	
KCLT	16	1026	12	1023	27	1018	13	1025	16	1023	8	1023	7	1019	15	1023	0	0	0	0	0	0	0	0	
LYE	16	1026	12	1023	27	1018	13	1025	16	1023	8	1023	7	1019	15	1023	0	0	0	0	0	0	0	0	
Matton	30	1287	23	1292	13	1290	10	1298	15	1300	14	1304	41	1321	30	1331	0	0	0	0	0	0	0	0	
MTVA	44	2339	35	2335	30	2361	40	2401	36	2421	48	2435	45	2467	63	2467	0	0	0	0	0	0	0	0	
Mtwa	44	2339	35	2335	30	2361	40	2401	36	2421	48	2435	45	2467	63	2467	0	0	0	0	0	0	0	0	
PASN	4	519	2	520	3	522	5	526	8	497	1	503	3	506	12	507	0	0	0	0	0	0	0	0	
Patterson	338	39617	227	39612	201	39750	163	39692	208	39626	211	39376	229	40398	194	40458	0	0	0	0	0	0	0	0	
Pouso	128	5523	47	5562	45	5554	36	5532	50	5500	63	5479	104	5500	211	5505	0	0	0	0	0	0	0	0	
PRSR	40	1463	28	1461	32	1470	16	1485	63	1489	55	1502	33	1509	22	1505	0	0	0	0	0	0	0	0	
Qulene	1	188	2	186	1	185	2	188	2	184	0	183	0	185	3	185	0	0	0	0	0	0	0	0	
Roswell	70	4758	44	4777	61	4779	67	4774	58	4774	49	4777	56	4744	43	4751	0	0	0	0	0	0	0	0	
Stevenson	199	11724	126	11742	86	11761	108	11752	133	12052	118	12021	88	12023	110	12012	0	0	0	0	0	0	0	0	
Sunrside	77	6226	64	6217	51	6203	58	6170	48	6143	54	6113	50	6163	58	6138	0	0	0	0	0	0	0	0	
TRKS	5	747	7	751	4	754	6	762	12	769	10	777	18	780	4	772	0	0	0	0	0	0	0	0	
Troulaka	47	4492	37	4480	36	4460	43	4433	41	4418	42	4393	88	4371	64	4379	0	0	0	0	0	0	0	0	
Wapac	63	5160	55	5176	60	5160	39	5212	47	5216	39	5236	4	5272	51	5259	0	0	0	0	0	0	0	0	
White Salmon	16	757	11	761	6	759	3	759	7	754	6	742	4	736	5	735	0	0	0	0	0	0	0	0	
WHSW	20	757	11	761	6	759	3	759	7	754	6	742	4	736	5	735	0	0	0	0	0	0	0	0	
WHSW	2	323	1	324	0	324	0	325	0	338	0	339	2	339	1	337	0	0	0	0	0	0	0	0	
WLRD	0	279	1	278	1	273	3	276	0	287	2	276	2	276	1	273	0	0	0	0	0	0	0	0	
WLSR	0	2554	19	2560	22	2573	36	2594	24	2567	22	2533	26	2559	24	2561	0	0	0	0	0	0	0	0	
ZLH	33	2554	19	2560	22	2573	36	2594	24	2567	22	2533	26	2559	24	2561	0	0	0	0	0	0	0	0	
Washington	1460	108009	982	108061	945	108213	937	108141	976	108207	990	107772	1101	109018	1199	109031	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	CLL	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	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec	Total	Total Delay	% DT 3 Sec								
Pouiso	PLSB																																						
Sunnyside	SNSD	87919	3	100.0	84953	1	100.0	193816	2	100.0	202008	0	100.0																										
Washington		281735	5	100.0	288971	1	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 Pouiso and Sunnyside.

**WASHINGTON QUALITY OF SERVICE REPORT  
FINAL TRUNK GROUP BLOCKING**

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

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.
		Aug-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	CELL	Jul-03					Aug-03					Sep-03					Oct-03					Nov-03					Dec-03				
		Total	OOS	Cir >48	OOS	Excl	Total	OOS	Cir >48	OOS	Excl	Total	OOS	Cir >48	OOS	Excl	Total	OOS	Cir >48	OOS	Excl	Total	OOS	Cir >48	OOS	Excl	Total	OOS	Cir >48	OOS	Excl
Bickleton	BCTN	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	0	0
Binn	BRNN	8	8	0	0	0	23	23	0	0	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chil	CHMC	8	8	0	0	0	7	7	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Colville	CLMA	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	0	0	0	0	0
Dalesport	DLPT	1	1	0	0	0	4	4	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	1	0	0	0	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
Glenwood	GLWD	2	2	0	0	0	7	6	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	1	1	0	0	0	72	71	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	48	48	0	0	0	61	61	0	0	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	39	39	0	0	0	14	14	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harran	HRRH	24	24	0	0	0	29	29	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harran	HRRH	17	17	0	0	0	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
Kickitat	KLCT	2	2	0	0	0	13	13	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	5	5	0	0	0	21	21	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	35	35	0	0	0	33	33	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	30	30	0	0	0	53	53	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	3	0	0	0	12	11	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	173	173	0	0	0	129	128	0	0	33	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	91	89	2	2	0	201	201	0	0	19	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene	QLCN	26	25	1	0	0	14	14	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	49	49	0	0	0	35	35	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	67	67	0	0	0	89	88	0	0	28	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	38	38	0	0	0	47	47	0	0	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaker	TRLK	13	13	0	0	0	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
Wapato	WPAT	77	77	0	0	0	43	43	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	88	87	1	0	0	34	33	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSW	2	2	0	0	0	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHTS	9	9	0	0	0	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	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	0	0
Wishram	WSHR	2	2	0	0	0	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
Zillah	ZLLH	24	24	0	0	0	19	18	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		887	882	5	0	0	949	942	0	0	166	166	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	CILL	Jul-03				Aug-03				Sep-03				Oct-03				Nov-03				Dec-03			
		Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl				
Bickleton	BCTN	0	0	0	0	4	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0				
Brinnon	BRNN	8	7	1	1	12	12	0	1	1	1	1	1	1	1	1	1	1	1	1	1				
Chilmark	CHMC	7	5	2	1	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Colville	CLMA	4	4	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	4	4	0	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Gardiner	GRDN	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Glenwood	GLWD	3	2	1	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	21	21	0	1	29	29	0	8	8	8	8	8	8	8	8	8	8	8	8	8				
Grandview	GDVW	20	20	0	5	34	34	0	8	8	8	8	8	8	8	8	8	8	8	8	8				
Granger	GRGR	13	13	0	2	8	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0				
Harrah	HRRH	9	8	1	1	9	8	0	2	2	2	2	2	2	2	2	2	2	2	2	2				
Klickitat	KLCT	1	1	0	3	3	3	0	1	1	1	1	1	1	1	1	1	1	1	1	1				
Lyle	LYLE	7	7	0	4	10	9	1	2	2	2	2	2	2	2	2	2	2	2	2	2				
Mabton	MBTN	11	11	0	2	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mattawa	MTWA	16	15	1	1	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	131	128	3	29	128	128	0	30	30	30	30	30	30	30	30	30	30	30	30	30				
Prosser	PRSR	28	28	0	7	36	36	0	7	7	7	7	7	7	7	7	7	7	7	7	7				
Quilicene	QLCN	15	14	1	5	10	9	1	1	1	1	1	1	1	1	1	1	1	1	1	1				
Roosevelt	RSVT	0	0	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Stevenson	STSN	19	18	1	3	22	22	0	8	8	8	8	8	8	8	8	8	8	8	8	8				
Sunnyside	SNSD	49	49	0	12	57	55	2	7	7	7	7	7	7	7	7	7	7	7	7	7				
Toppenish	TPNS	25	24	1	3	27	27	0	7	7	7	7	7	7	7	7	7	7	7	7	7				
Troulaker	TRLK	8	8	0	2	5	5	0	2	2	2	2	2	2	2	2	2	2	2	2	2				
Wapato	WPAT	20	20	0	1	39	37	2	7	7	7	7	7	7	7	7	7	7	7	7	7				
White Salmon	WHSL	35	32	3	9	34	34	0	9	9	9	9	9	9	9	9	9	9	9	9	9				
Whitman	WHSW	4	4	0	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Willa	WHTS	5	4	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Willamette	WLRD	2	2	0	1	2	2	0	1	1	1	1	1	1	1	1	1	1	1	1	1				
Wishram	WSHR	3	3	0	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Zillah	ZLLH	17	16	1	3	15	15	0	5	5	5	5	5	5	5	5	5	5	5	5	5				
Washington		483	465	18	100	528	521	7	109	0	0	0	0	0	0	0	0	0	0	0	0				