



RECEIVED  
RECORDS MANAGEMENT

902 Wasco Street  
Hood River, Oregon 97031-3103

03 OCT 23 AM 8:37

STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

October 20, 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 September 2003.

Our first quarterly report is also enclosed.

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  
Quarterly Report – Service Activation Delay

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

**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	Made	Miss	Excl			
Bickleton	BCTN	5	1	6	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	0	0	0	0	0		
Binnon	BRNN	12	0	34	14	0	35	9	1	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		
Chimacum	CHMC	11	0	33	10	0	38	23	0	34	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		
Columbia	CLMA	10	0	16	5	0	20	9	2	20	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		
Dallesport	DLPT	9	0	4	2	0	4	9	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	0	0	0	
Gardiner	GRDN	0	0	7	7	0	6	4	0	14	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	
Glenwood	GLWD	83	1	209	53	3	103	68	3	190	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	
Goldendale	GLDL	97	2	232	92	4	228	98	2	231	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	GRGV	33	0	53	18	1	73	31	1	50	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	
Granger	GRGR	11	0	40	11	0	47	23	1	37	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	
Harrish	HRRH	6	0	11	4	0	19	7	1	13	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	KLCT	11	0	32	13	1	36	9	0	45	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	23	0	40	24	0	72	18	0	80	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	
Mabton	MBTN	70	1	122	56	1	137	58	0	116	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	
Mattawa	MTWA	4	0	5	2	0	11	5	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	0	0	0	
Patterson	PASN	345	18	951	275	9	771	345	15	860	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	100	2	185	66	1	203	74	3	182	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	22	0	38	9	1	39	16	0	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	
Quilcene	QLCN	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	0	0	
Roosevelt	RSVT	53	5	124	56	4	142	76	4	118	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	STSN	200	2	382	164	2	451	192	8	393	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	
Sunnyside	SNSD	116	2	188	67	2	196	81	1	136	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	
Toppenish	TPNS	14	0	19	11	0	8	3	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	0	0	0	
Troulaker	TRLK	70	2	127	50	1	172	78	2	163	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	
Wapato	WPAT	60	5	134	64	4	119	55	1	142	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	8	0	14	7	0	17	12	0	21	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	
Whiteswan	WHSW	3	1	7	2	0	5	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	0	0	0	
Whitstran	WHTS	3	1	7	2	0	5	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	0	0	0	
Willard	WLRD	1	0	13	6	0	10	4	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	0	0	0	
Wishram	WSHR	33	0	86	33	2	91	32	1	82	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	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	0	
Washington		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	0	
		1417	44	3134	1127	36	3102	1353	46	3086	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	

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	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						
		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																																									
Brinnon																																									
Chimacum																																									
Columbia																																									
Dallesport																																									
Gardiner																																									
Glenwood																																									
Goldendale																																									
Grandview																																									
GRGR																																									
Granger																																									
Harrish																																									
HRRH																																									
Kickitat																																									
KLCT																																									
LYLE																																									
Mabton																																									
MBTN																																									
Mattawa																																									
MTWA																																									
Patterson																																									
PASN																																									
Poulsbo																																									
PLSB																																									
PRSR																																									
Quilceme																																									
QLCN																																									
Roosevelt																																									
RSVT																																									
STSN																																									
Stevenson																																									
SUNYSID																																									
TPNS																																									
Trouilake																																									
TRLK																																									
Wapato																																									
WPAT																																									
White Salmon																																									
WHSL																																									
WhiteSwan																																									
WHSW																																									
Whitstran																																									
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-				
		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																											
Columbia	CLMA																											
Dallesport	DLPT																											
Gardiner	GRDN																											
Glenwood	GLWD																											
Goldendale	GLDL																											
Grandview	GDVV																											
Granger	GRGR																											
Harrah	HRRH																											
Clickitat	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																											
Whitstian	WHST																											
Willard	WLRD																											
Wishram	WSHR																											
Zillah	ZLLH																											
Washington		0	0	0	0	0	0	0	0	0	0	0	0	0	1417	65	1127	45	1353	65	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	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 Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines			
Bickleton	BCTN	10	225	44	3	248	1.21	5	250	2.00	0	251	0.00	2	257	0.78	3	256	0.78	0	258	0.00	0	258	0.00	0	258	0.00
Brimnon	BRNN	22	1173	1.88	39	1174	3.32	20	1180	1.60	14	1184	1.18	12	1190	1.01	32	1201	2.66	9	1179	0.76	9	1179	0.76	9	1179	0.76
Chimacum	CHMC	29	1110	2.61	19	1115	1.70	14	1118	1.25	17	1111	1.53	28	1110	2.52	11	1101	1.00	12	1091	1.10	22	1093	2.01	22	1093	2.01
Columbia	CLMA	0	152	0.00	0	152	0.00	0	152	0.00	0	152	0.00	0	151	0.66	0	151	0.00	0	152	0.00	0	152	0.00	0	152	0.00
Dallesport	DLPT	9	606	1.49	9	603	1.49	4	597	1.51	3	596	0.85	5	592	0.52	2	582	0.34	4	580	0.69	1	582	0.17	1	582	0.17
Gardiner	GRDN	5	260	1.92	3	260	1.15	4	259	2.32	3	258	1.16	5	260	1.92	1	272	0.37	2	271	0.74	8	275	2.91	8	275	2.91
Glenwood	GLWD	8	389	2.06	1	389	0.26	6	385	2.08	14	385	3.64	5	387	1.29	2	387	0.52	7	391	1.79	11	388	2.84	11	388	2.84
Goldendale	GLDL	66	5285	1.25	61	5260	1.16	70	5233	1.34	83	5230	1.59	57	5235	1.09	63	5278	1.14	89	5272	1.69	45	5280	0.85	45	5280	0.85
Grandview	GDVW	80	5836	1.37	63	5833	1.08	68	5809	1.17	93	5802	1.60	50	5718	0.87	63	5655	1.11	78	5696	1.37	44	5645	0.78	44	5645	0.78
Granger	GRGR	44	1692	2.60	16	1695	0.95	20	1688	1.18	20	1680	1.19	16	1678	0.95	29	1639	1.77	18	1621	1.11	12	1617	0.74	12	1617	0.74
Harrar	HRHR	37	1174	3.15	14	1176	1.19	21	1175	1.79	18	1169	1.54	21	1162	1.81	27	1172	2.30	24	1180	2.03	32	1175	2.72	34	1179	2.88
Klickitat	KLCT	17	368	3.52	2	376	0.53	7	374	1.87	5	379	1.32	3	377	0.80	8	372	0.27	2	377	0.53	5	376	1.33	4	372	1.08
Lyle	LYLE	16	1026	1.56	12	1023	1.17	27	1018	2.65	13	1025	1.27	16	1023	0.76	7	1019	0.69	15	1023	1.47	7	1024	0.68	7	1024	0.68
Mabton	MBTN	30	1287	2.33	23	1292	1.78	13	1290	1.01	10	1298	0.77	15	1300	1.15	14	1304	1.07	41	1321	3.10	30	1331	2.25	13	1321	0.98
Mattawa	MTWA	44	2339	1.88	35	2335	1.50	30	2361	1.27	40	2401	1.57	36	2421	1.49	48	2435	1.97	45	2467	1.82	63	2467	2.55	23	2467	0.93
Patterson	PASN	4	519	0.77	2	520	0.38	3	522	0.57	5	526	0.95	8	497	1.61	3	503	0.60	3	506	0.59	12	507	2.37	5	505	0.99
Poulsbo	PLSB	338	39617	0.85	227	39612	0.57	201	39750	0.51	163	39682	0.41	208	39626	0.52	211	39576	0.54	229	40398	0.57	194	40456	0.48	308	40629	0.76
Prosser	PRSR	128	5323	2.32	47	5362	0.85	45	5354	0.81	36	5352	0.65	50	5500	0.91	63	5479	1.15	104	5500	1.89	211	5506	3.63	52	5486	0.95
Quilcene	QLCN	40	1463	2.73	28	1461	1.92	32	1470	2.18	16	1485	1.08	63	1489	1.09	55	1502	3.66	33	1509	2.19	22	1505	1.46	18	1494	1.20
Rossvet	RSVT	1	188	0.53	2	186	1.08	1	185	0.54	2	185	1.08	2	184	1.09	0	185	0.00	0	185	0.00	3	185	1.62	1	185	0.54
Stevenson	STSN	70	4758	1.47	44	4777	0.92	61	4779	1.28	67	4774	1.40	58	4774	1.03	49	4777	1.03	56	4744	1.18	43	4751	0.91	67	4758	1.41
Sunnyside	SNSD	199	11724	1.70	126	11742	1.07	86	11761	0.73	108	11752	0.92	133	12052	1.10	118	12021	0.98	88	12023	0.73	110	12012	0.92	98	11900	0.82
Tropenish	TPNS	77	6226	1.24	64	6217	1.03	51	6203	0.82	58	6170	0.94	48	6143	0.78	54	6113	0.88	50	6163	0.81	58	6138	0.94	42	6139	0.68
Troubale	TRUK	5	747	0.67	7	751	0.93	4	754	0.53	6	762	0.79	12	769	1.56	10	777	1.29	18	780	2.31	4	772	0.52	8	765	1.05
White Salmon	WPAT	47	4492	1.05	37	4480	0.83	36	4460	0.81	43	4433	0.97	47	4416	1.06	42	4393	0.96	88	4371	2.01	64	4379	1.46	42	4377	0.86
Whiteswan	WHSU	63	5160	1.22	55	5176	1.06	60	5210	1.15	39	5212	0.75	41	5216	0.79	39	5236	0.74	101	5272	1.92	51	5269	0.87	42	5230	0.80
Whiteswan	WHSW	16	757	2.11	11	751	1.45	6	759	0.79	3	759	0.40	7	754	0.93	6	742	0.81	4	736	0.54	5	735	0.68	6	737	0.81
Whitman	WHTS	20	757	2.64	11	755	1.46	11	756	1.45	12	765	1.57	8	765	1.05	6	762	0.79	10	758	1.32	7	751	0.93	13	753	1.73
Whitman	WHRD	2	323	0.62	1	324	0.31	0	324	0.00	0	325	0.00	0	338	0.00	0	339	0.00	2	339	0.59	1	337	0.30	0	334	0.00
Whitman	WHSR	0	279	0.00	1	278	0.36	1	273	0.37	3	276	1.09	0	274	0.00	2	276	0.72	2	276	0.72	1	273	0.37	1	272	0.37
Zillah	ZLLH	33	2554	1.29	19	2560	0.74	22	2573	0.86	36	2564	1.40	24	2567	0.93	22	2553	0.86	26	2559	1.02	24	2561	0.94	23	2554	0.90
Washington		1460	108009	1.35	962	108061	0.91	945	108213	0.87	937	108141	0.87	976	108207	0.90	980	107772	0.91	1101	109018	1.01	1199	109031	1.10	959	108950	0.88

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																																				
Sunnyside	SNSD																																				
Washington																																					
		87919	3	100.0	84963	3	100.0	84963	1	100.0	83662	0	100.0	83662	0	100.0	189193	2	100.0	189193	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0
		193816	2	100.0	202008	2	100.0	202008	0	100.0	189193	2	100.0	189193	2	100.0	189193	2	100.0	189193	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0
		281735	5	100.0	286971	5	100.0	286971	1	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0	272855	2	100.0

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.
		Sep-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 Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48
Bickleton		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinn		8	8	0	23	0	0	7	7	0	0	0	2	2	0	0	0	0	0
Chinacum		8	8	0	7	0	0	17	17	0	0	0	0	0	0	0	0	0	0
Columbia		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallasport		1	1	0	4	0	0	1	1	0	0	0	1	1	0	0	0	0	0
Gardner		1	1	0	2	0	0	5	5	0	0	0	0	0	0	0	0	0	0
Glenwood		2	1	1	7	6	1	7	7	0	0	3	8	8	0	0	0	0	0
Goldendale		48	48	0	72	71	1	39	39	0	0	8	8	8	0	0	0	0	0
Grandview		39	39	0	61	61	0	35	35	0	0	13	13	13	0	0	0	0	0
Granger		24	24	0	14	14	0	9	9	0	0	4	4	4	0	0	0	0	0
Harrah		17	17	0	29	0	0	30	30	0	0	15	15	15	0	0	0	0	0
Harrah		17	17	0	29	0	0	30	30	0	0	15	15	15	0	0	0	0	0
Klickitat		2	2	0	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Lyle		5	5	0	13	13	0	5	5	0	0	3	3	3	0	0	0	0	0
Mabton		35	35	0	21	21	0	10	10	0	0	4	4	4	0	0	0	0	0
Mattawa		30	30	0	53	53	0	15	14	1	1	1	1	1	0	0	0	0	0
Patterson		3	3	0	12	11	1	5	5	0	0	1	1	1	0	0	0	0	0
Poulsbo		173	173	0	129	128	1	236	228	8	8	47	47	47	0	0	0	0	0
Prosser		91	89	2	201	201	0	19	42	42	0	15	15	15	0	0	0	0	0
Quilcene		26	25	1	14	14	0	10	10	0	0	3	3	3	0	0	0	0	0
Roosevelt		0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		49	49	0	35	35	0	6	51	0	0	10	10	10	0	0	0	0	0
Sunnyside		67	67	0	89	88	1	28	78	77	1	15	15	15	0	0	0	0	0
Toppenish		38	38	0	47	47	0	9	33	33	0	13	13	13	0	0	0	0	0
Troutlake		13	13	0	3	3	0	7	7	0	0	1	1	1	0	0	0	0	0
Wapato		77	77	0	43	43	0	10	33	33	0	9	9	9	0	0	0	0	0
White Salmon		88	87	1	34	33	1	8	30	30	0	11	11	11	0	0	0	0	0
WhiteSwan		2	2	0	4	4	0	6	6	0	0	2	2	2	0	0	0	0	0
Whitstran		9	9	0	6	6	0	11	11	0	0	0	0	0	0	0	0	0	0
Willard		2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram		2	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		24	24	0	19	18	1	17	17	0	0	4	4	4	0	0	0	0	0
Washington		887	882	5	156	156	7	949	942	7	166	166	166	166	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 Cir 72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS 72 Excl	Total NOOS	NOOS Cir 72	NOOS 72 Excl
Bickleton	BCTN	0	0	0	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Brinnon	BRNN	8	7	1	12	12	0	1	3	3	0	0	0	0	0	0	0	0	0
Chimacum	CHMC	7	5	2	9	9	0	0	7	6	1	0	0	0	0	0	0	0	0
Columbia	CLMA	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	1	1	0	1	0	0	0	4	4	0	3	0	0	0	0	0	0	0
Gardiner	GRDN	3	2	1	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	21	21	0	29	29	0	8	23	21	2	2	0	0	0	0	0	0	0
Goldendale	GLDL	20	20	0	34	34	0	8	31	28	3	7	0	0	0	0	0	0	0
Grandview	GDVV	13	13	0	9	8	1	0	7	7	0	0	0	0	0	0	0	0	0
Granger	GRGR	9	8	1	8	8	0	2	19	19	0	0	0	0	0	0	0	0	0
Harrish	HRRH	1	1	0	3	3	0	1	2	2	0	1	1	1	1	1	1	1	1
Klickitat	KLCT	7	7	0	10	9	1	2	6	6	0	0	0	0	0	0	0	0	0
Lyle	LYLE	11	11	0	12	12	0	0	11	11	0	0	0	0	0	0	0	0	0
Mabton	MBTN	16	15	1	10	10	0	0	11	11	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	0	0	0	0	0	0	0	162	156	6	41	0	0	0	0	0	0	0
Poulsbo	PLSB	131	128	3	128	128	0	30	7	33	33	0	8	0	0	0	0	0	0
Prosser	PRSR	28	28	0	36	36	0	7	11	11	0	0	0	0	0	0	0	0	0
Quilcene	QLCN	15	14	1	10	9	1	1	33	32	1	7	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	2	2	0	0	33	32	1	1	0	0	0	0	0	0	0
Stevenson	STSN	19	18	1	22	22	0	8	51	47	4	13	0	0	0	0	0	0	0
Sunnyside	SNSD	49	49	0	57	55	2	7	34	33	1	11	0	0	0	0	0	0	0
Toppenish	TPNS	25	24	1	27	27	0	7	7	7	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	9	8	1	5	5	0	2	3	3	0	0	0	0	0	0	0	0	0
Wapato	WPAT	20	20	0	39	37	2	7	23	23	0	5	0	0	0	0	0	0	0
White Salmon	WHSL	35	32	3	34	34	0	9	34	34	0	11	0	0	0	0	0	0	0
WhiteSwan	WHSW	4	4	0	3	3	0	0	3	3	0	1	0	0	0	0	0	0	0
Whitstran	WHTS	5	4	1	2	2	0	0	3	2	1	0	0	0	0	0	0	0	0
Willard	WLRD	2	2	0	2	2	0	1	0	0	0	0	0	0	0	0	0	0	0
Wishram	WSHR	3	3	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	17	16	1	15	15	0	5	12	12	0	2	0	0	0	0	0	0	0
Washington		483	465	18	528	521	7	109	536	517	19	124	0	0	0	0	0	0	0

**QUARTERLY REPORT  
SERVICE ACTIVATION DELAY**

To: Victoria Rasmussen, Consumer Assistant  
360-664-1111/phone - 360-664-4291/fax  
Washington Utilities Transportation Commission  
Olympia, Washington 98504

EXCHANGE	CLLI	Jul-03			Aug-03			Sep-03			3rd Qtr 03								
		Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >180 Days						
		5	0	0	100%	0	0	#DIV/0!	4	0	0	100%	9	0	0	100%	35	0	0
12	0	0	100%	14	0	100%	9	0	0	100%	23	0	0	100%	44	0	0	100%	100%
11	0	0	100%	10	0	100%	5	0	0	100%	9	0	0	100%	24	0	0	100%	100%
10	0	0	100%	5	0	100%	2	0	0	100%	9	0	0	100%	20	0	0	100%	100%
9	0	0	100%	7	0	#DIV/0!	4	0	0	100%	4	0	0	100%	11	0	0	100%	100%
83	0	0	100%	53	0	100%	68	0	0	100%	98	0	0	100%	204	0	0	100%	100%
97	0	0	100%	92	0	100%	31	0	0	100%	31	0	0	100%	82	0	0	100%	100%
33	0	0	100%	18	0	100%	23	0	0	100%	23	0	0	100%	45	0	0	100%	100%
11	0	0	100%	11	0	100%	7	0	0	100%	7	0	0	100%	17	0	0	100%	100%
6	0	0	100%	4	0	100%	4	0	0	100%	9	0	0	100%	33	0	0	100%	100%
11	0	0	100%	13	0	100%	13	0	0	100%	18	0	0	100%	65	0	0	100%	100%
23	0	0	100%	24	0	100%	18	0	0	100%	58	0	0	100%	184	0	0	100%	100%
70	0	0	100%	56	0	100%	5	0	0	100%	5	0	0	100%	11	0	0	100%	100%
4	0	0	100%	2	0	100%	345	1	0	100%	74	0	0	100%	965	1	0	100%	100%
345	0	0	100%	275	0	100%	66	0	0	100%	16	0	0	100%	240	0	0	100%	100%
100	0	0	100%	66	0	100%	9	0	0	100%	0	0	0	#DIV/0!	47	0	0	100%	100%
22	0	0	100%	0	0	100%	0	0	0	#DIV/0!	0	0	0	#DIV/0!	1	0	0	100%	100%
1	0	0	100%	56	0	100%	56	0	0	100%	76	0	0	100%	185	0	0	100%	100%
53	0	0	100%	164	0	100%	192	0	0	100%	81	0	0	100%	556	0	0	100%	100%
200	0	0	100%	67	0	100%	81	0	0	100%	3	0	0	100%	264	0	0	100%	100%
116	0	0	100%	11	0	100%	3	0	0	100%	78	0	0	100%	28	0	0	100%	100%
14	0	0	100%	50	0	100%	55	0	0	100%	12	0	0	100%	198	0	0	100%	100%
70	0	0	100%	64	0	100%	12	0	0	100%	8	0	0	100%	179	0	0	100%	100%
60	0	0	100%	7	0	100%	6	0	0	100%	25	0	0	100%	25	0	0	100%	100%
6	0	0	100%	6	0	100%	8	0	0	100%	2	0	0	100%	22	0	0	100%	100%
8	0	0	100%	2	0	100%	2	0	0	100%	7	0	0	100%	7	0	0	100%	100%
3	0	0	100%	6	0	100%	6	0	0	100%	4	0	0	100%	11	0	0	100%	100%
1	0	0	100%	6	0	100%	33	0	0	100%	32	0	0	100%	98	0	0	100%	100%
33	0	0	100%	33	0	100%	1417	0	0	100%	1127	0	0	100%	3897	1	0	100%	100%
Washington			100%	1417	0	100%	1127	0	0	100%	1353	1	0	100%	3897	1	0	100%	100%

Note: This report captures service order completion dates upon service activation.