



902 Wasco Street  
Hood River, Oregon 97031-3103

November 25, 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 October 2003.

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.

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

RECEIVED  
RECORDS SECTION  
03 DEC - 1 AM 8:18  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION





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	
Kleton	BCTN														5	1	0	0	4	0	0	0		
Innon	BRNN														12	0	0	0	9	1	1	0		
Chimacum	CHMC														11	0	1	1	23	1	1	18		
Columbia	CLMA																							
Dallesport	DLPT														10	0	0	0	9	2	9	0		
Gardiner	GRDN														9	0	0	0	9	1	2	0		
Glenwood	GLWD														0	0	0	0	4	0	5	0		
Goldendale	GLDL														83	2	0	4	68	5	75	7		
Grandview	GDVW														97	3	0	5	98	4	82	6		
Granger	GRGR														33	1	0	0	31	2	24	0		
Harrah	HRRH														11	0	0	0	23	0	28	3		
Klickitat	KLCT														6	0	0	0	7	0	3	1		
Lyle	LYLE														11	1	0	0	9	0	11	0		
Mabton	MBTN														23	1	0	1	18	1	26	1		
Mattawa	MTWA														70	6	0	5	58	1	62	2		
Patterson	PASN														4	0	0	0	5	0	1	0		
Poulsbo	PLSB														345	14	0	8	345	12	292	12		
Prosser	PRSR														100	2	0	0	74	2	79	6		
Quilicene	QLCN														22	0	0	1	16	1	19	0		
Roosevelt	RSVT														1	0	0	0	0	0	2	0		
Stevenson	STSN														53	4	0	3	76	5	74	3		
Sunnyside	SNSD														200	8	0	4	192	12	177	3		
Toppenish	TPNS														116	9	0	4	81	5	100	1		
Toppenish putlake	TRLK														14	1	0	0	3	0	8	1		
Upato	WPAT														70	5	0	3	78	3	69	3		
White Salmon	WHSL														60	0	0	0	55	4	66	2		
Whiteswan	WHSW														6	0	0	0	12	0	8	0		
Whitstran	WHTS														8	1	0	1	8	1	10	1		
Willard	WLRD														3	0	0	0	2	0	7	0		
Wishram	WSHR														1	0	0	0	4	0	4	0		
Zillah	ZLLH														33	0	0	3	32	2	40	3		
Washington															1417	65	0	45	1353	65	1312	55		

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	Cell	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	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100	Total Rpts	Total Lines	Tbl /100			
Bickleton	BRCTN	10	225	4.44	3	226	3.32	3	248	1.21	5	250	2.00	0	251	0.00	1	253	0.40	2	257	0.78	2	256	0.78	0	258	0.00	1	259	0.39	1	264	0.22	0	265	0.00
Brimmon	BRMNN	22	1173	1.88	39	1174	3.33	41	1170	3.50	20	1180	1.69	14	1184	1.18	14	1184	1.18	14	1184	1.18	12	1190	1.01	2	1201	2.66	0	1209	1.10	12	1093	2.01	22	1093	2.01
Chinacum	CHMCC	29	1110	2.61	19	1115	1.70	14	1118	1.25	10	1152	0.89	17	1111	1.53	28	1152	2.52	11	1101	1.00	11	1151	0.66	0	1151	0.66	0	1151	0.66	0	1151	0.66	0	1151	0.66
Columbia	CLVMA	9	606	1.48	3	603	1.49	1	586	1.49	9	587	1.51	5	586	0.85	3	582	0.52	2	582	0.52	2	582	0.52	2	580	0.69	4	580	0.69	4	580	0.69	4	582	0.71
Porter	DLPT	5	280	1.92	3	280	1.15	4	255	1.57	8	259	2.32	3	258	1.16	3	280	1.92	1	272	0.37	2	271	0.74	8	275	2.91	1	271	0.79	7	271	0.79	7	271	0.79
Wood	GLVND	8	389	2.06	1	389	0.26	6	391	1.53	14	389	2.08	14	385	1.64	5	387	1.29	1	387	1.29	1	387	1.29	2	387	1.29	2	387	1.29	2	387	1.29	2	387	1.29
Goldendale	GLDLC	68	5285	1.25	61	5280	1.16	70	5233	1.34	83	5230	1.59	57	5235	1.09	63	5215	1.21	60	5278	1.14	89	5272	1.69	11	5280	2.84	5	5280	2.84	5	5280	2.84	5	5280	2.84
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	48	5678	0.85	78	5678	1.14	48	5678	1.14	44	5645	0.78	44	5645	0.78	44	5645	0.78
Granger	GRGR	44	1692	2.60	16	1685	0.95	20	1688	1.18	18	1680	1.19	16	1678	0.95	20	1636	1.22	29	1639	1.77	24	1639	1.77	24	1639	1.77	24	1639	1.77	24	1639	1.77	24	1639	1.77
Harran	HRRRH	17	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	5	1175	2.72	34	1179	2.88	4	1179	2.88	4	1179	2.88
Klickitat	KLCT	16	1026	1.56	12	1023	1.17	27	1018	2.65	13	1025	1.27	16	1023	1.56	1	1023	0.78	8	1023	0.78	7	1019	0.69	15	1023	1.47	7	1024	0.68	14	1014	1.38	11	1302	0.84
Lyle	LYLE	30	1287	2.33	23	1292	1.78	13	1290	1.01	40	1298	0.77	15	1300	1.15	14	1304	1.07	41	1321	3.10	45	1321	3.10	30	1331	2.25	13	1321	0.98	11	1302	0.84	35	2448	1.83
Malama	MTVMA	44	2339	1.88	35	2335	1.50	30	2361	1.27	40	2401	1.67	36	2421	1.49	48	2435	1.97	45	2467	1.82	45	2467	1.82	45	2467	1.82	45	2467	1.82	45	2467	1.82	45	2467	1.82
Paterson	PASN	4	519	0.77	2	520	0.38	3	522	0.57	5	526	0.95	8	487	1.61	2	503	0.80	3	506	0.99	3	506	0.99	3	506	0.99	3	506	0.99	3	506	0.99	3	506	0.99
Poulsbo	PUSB	338	3937	0.85	227	3961	0.57	201	3975	0.51	163	3962	0.41	208	3962	0.52	211	3937	0.54	229	4039	0.57	194	4059	0.48	194	4059	0.48	194	4059	0.48	194	4059	0.48	194	4059	0.48
Prosser	PRSR	128	5523	2.32	47	5562	0.85	45	5554	0.81	36	5532	0.65	50	5500	0.91	63	5479	1.15	104	5500	1.89	211	5506	3.83	52	5486	0.95	52	5486	0.95	52	5486	0.95	52	5486	0.95
Quilicene	QLVN	40	1463	2.73	28	1461	1.92	32	1470	2.18	16	1465	1.08	63	1489	4.23	55	1502	3.66	33	1509	2.19	22	1505	1.46	18	1494	1.20	18	1494	1.20	18	1494	1.20	18	1494	1.20
Roosevelt	RSVT	1	188	0.53	2	186	1.08	1	185	0.54	2	185	1.08	2	184	1.09	0	183	0.00	0	185	0.00	56	4744	1.18	43	4751	0.91	67	4758	1.41	50	4762	1.05	2	487	1.07
Stevenson	STSN	70	4758	1.47	44	4777	0.92	61	4779	1.28	108	4772	1.40	58	4774	1.21	49	4777	1.03	56	4744	1.18	43	4751	0.91	67	4758	1.41	50	4762	1.05	2	487	1.07			
Sturyside	STNSD	199	11724	1.70	126	11742	1.07	86	11761	0.82	108	11752	0.92	133	12052	1.10	118	12021	0.98	88	12023	0.73	50	6163	0.88	50	6163	0.88	58	6139	0.94	42	6139	0.94			
Trouliske	TRLK	5	747	0.67	7	751	0.93	4	754	0.53	6	762	0.79	12	769	1.56	14	777	1.29	18	780	2.31	4	772	0.52	8	785	1.05	64	4379	1.46	42	4377	0.56			
Wapato	WPAT	47	4492	1.05	37	4480	0.83	36	4460	0.81	43	4483	0.97	41	4516	0.79	39	4526	0.96	101	4572	1.21	88	4371	2.01	64	4379	1.46	42	4377	0.56	49	4323	1.13			
White Salmon	WHSW	63	5160	1.22	55	5176	1.06	60	5210	1.15	39	5212	0.75	7	5216	0.79	6	5236	0.74	4	5272	1.92	4	5272	1.92	4	5272	1.92	4	5272	1.92	4	5272	1.92			
Whitesman	WHSV	16	757	2.11	11	761	1.45	6	759	1.79	3	759	0.40	7	754	0.93	6	742	0.81	4	736	0.54	5	735	0.68	5	735	0.68	5	735	0.68	5	735	0.68			
Whitman	WHTS	20	757	2.84	11	755	1.46	11	758	1.45	12	765	1.57	8	758	1.05	6	762	0.79	10	758	1.32	4	758	1.32	4	758	1.32	4	758	1.32	4	758	1.32			
Willam	WLRO	2	323	0.62	1	324	0.31	0	324	0.00	0	325	0.00	0	338	0.00	2	276	0.72	2	276	0.72	2	276	0.72	2	276	0.72	2	276	0.72	2	276	0.72			
Wishram	WISHR	0	279	0.00	1	278	0.36	1	273	0.37	3	2584	1.40	24	2567	0.93	22	2553	0.86	26	2553	0.86	26	2559	1.02	24	2559	1.02	24	2559	1.02	24	2559	1.02			
Zillah	ZLLH	33	2554	1.29	19	2560	0.74	22	2573	0.86	36	2584	1.40	24	2567	0.93	22	2553	0.86	26	2553	0.86	26	2559	1.02	24	2559	1.02	24	2559	1.02	24	2559	1.02			
Washington		1460	108009	1.35	982	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	1167	108640	1.09	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

% DIAL TONE WITHIN 3 SECONDS  
OBJECTIVE = 98%

DTSR (DIAL TONE SPEED RECORDING) REPORT  
SPRINT/WASHINGTON

EXCHANGE	CLL	OCT			NOV			DEC			4TH QTR		
		TOTAL ATTEMPTS	TOTAL DELAYS	TOTAL COMPLETED	% DIAL TONE W/ 3 SECS.	TOTAL ATTEMPTS	TOTAL DELAYS	TOTAL COMPLETED	% DIAL TONE W/ 3 SECS.	TOTAL ATTEMPTS	TOTAL DELAYS	TOTAL COMPLETED	% DIAL TONE W/ 3 SECS.
POULSBO	PLSB	50568	0	50568	100.0	0	0	0	0	50568	0	50568	100.0
SUNNYSIDE	SNSD	108451	3	108448	100.0	0	0	0	0	108451	3	108448	100.0
WASHINGTON		159019	3	159016	100.0	0	0	0	0	159019	3	159016	100.0

Dial Tone Records pulled

Function: Gayle Field

Results will be included

7

**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 BLOCKAGE
		Jul-03			All trunks met objectives
		Aug-03			All trunks met objectives
		Sep-03			All trunks met objectives
		Oct-03			All trunks met objectives
		Nov-03			
		Dec-03			

Distribution: Gayle Fielder; due 10th calendar day of every month.

Results will be included in the Washington Commission Report submitted monthly to State External Affairs.

Network Commission Report owner and contact for "Missed Objective" cause and proposed corrective action: Tim McClellan

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	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl	Total OOS	OOS Cir-48	OOS Cir->48	OOS48 Excl						
Blaine	BCTN	2	2	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0						
Blaine	BRNN	8	8	0	0	0	0	2	7	0	0	0	1	20	19	1	5	0	0	0	0	0	0	0	0						
Blaine	CHMC	8	8	0	0	0	0	3	17	0	0	2	33	33	0	3	0	0	0	0	0	0	0	0	0						
Blaine	CLMA	1	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0						
Blaine	DLPT	1	1	0	0	0	0	0	1	0	0	0	3	3	0	1	0	0	0	0	0	0	0	0	0						
Blaine	DALLSP	1	1	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0						
Blaine	GRDN	1	1	0	0	0	0	0	5	0	0	0	3	3	0	2	0	0	0	0	0	0	0	0	0						
Blaine	GLWD	1	1	0	0	0	0	0	7	0	0	0	4	4	0	2	0	0	0	0	0	0	0	0	0						
Blaine	GLENWD	2	1	1	0	0	0	5	39	0	0	8	66	66	0	8	0	0	0	0	0	0	0	0	0						
Blaine	GOLDEN	48	48	0	0	0	0	4	39	0	0	4	66	66	0	2	0	0	0	0	0	0	0	0	0						
Blaine	GLDL	2	1	1	0	0	0	7	7	0	0	3	4	4	0	2	0	0	0	0	0	0	0	0	0						
Blaine	GRDVIEW	39	39	0	0	0	0	9	35	0	0	13	47	47	0	16	0	0	0	0	0	0	0	0	0						
Blaine	GRGR	24	24	0	0	0	0	5	9	0	0	4	11	11	0	6	0	0	0	0	0	0	0	0	0						
Blaine	HARRAH	17	17	0	0	0	0	3	30	0	0	15	14	14	0	2	0	0	0	0	0	0	0	0	0						
Blaine	HRRH	2	2	0	0	0	0	0	3	0	0	0	14	14	0	2	0	0	0	0	0	0	0	0	0						
Blaine	KICKLAT	2	2	0	0	0	0	0	2	0	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0						
Blaine	LYLE	5	5	0	0	0	0	3	5	0	0	3	12	12	0	1	0	0	0	0	0	0	0	0	0						
Blaine	MABTN	2	2	0	0	0	0	0	2	0	0	0	10	10	0	5	0	0	0	0	0	0	0	0	0						
Blaine	MATWA	35	35	0	0	0	0	3	10	0	0	4	23	23	0	7	0	0	0	0	0	0	0	0	0						
Blaine	MATTWA	30	30	0	0	0	0	15	14	0	0	1	23	23	0	7	0	0	0	0	0	0	0	0	0						
Blaine	PASNN	3	3	0	0	0	0	0	5	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0						
Blaine	PATTERSON	173	173	0	0	0	0	42	228	0	0	47	290	287	0	60	0	0	0	0	0	0	0	0	0						
Blaine	PLSB	91	89	2	0	0	0	19	42	0	0	15	36	35	1	18	0	0	0	0	0	0	0	0	0						
Blaine	PROSSER	26	25	1	0	0	0	1	10	0	0	3	40	39	1	7	0	0	0	0	0	0	0	0	0						
Blaine	QLCN	0	0	0	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0						
Blaine	RSVT	0	0	0	0	0	0	1	0	0	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0						
Blaine	STSN	49	49	0	0	0	0	6	51	0	0	10	40	40	0	9	0	0	0	0	0	0	0	0	0						
Blaine	STNS	0	0	0	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0						
Blaine	SUNNSIDE	67	67	0	0	0	0	28	78	0	0	15	103	103	0	26	0	0	0	0	0	0	0	0	0						
Blaine	TPNS	38	38	0	0	0	0	9	33	0	0	13	52	52	0	10	0	0	0	0	0	0	0	0	0						
Blaine	TRPNS	13	13	0	0	0	0	2	7	0	0	1	8	8	0	7	0	0	0	0	0	0	0	0	0						
Blaine	TROUTLAKE	38	38	0	0	0	0	9	33	0	0	13	52	52	0	10	0	0	0	0	0	0	0	0	0						
Blaine	WASATO	77	77	0	0	0	0	10	33	0	0	9	38	38	0	16	0	0	0	0	0	0	0	0	0						
Blaine	WALMONT	88	87	1	0	0	0	8	30	0	0	11	39	39	0	8	0	0	0	0	0	0	0	0	0						
Blaine	WASHW	2	2	0	0	0	0	2	6	0	0	2	5	5	0	5	0	0	0	0	0	0	0	0	0						
Blaine	WHSW	9	9	0	0	0	0	1	11	0	0	0	8	8	0	3	0	0	0	0	0	0	0	0	0						
Blaine	WHTS	2	2	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0						
Blaine	WLDR	2	2	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0						
Blaine	WLSHR	2	2	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0						
Blaine	ZLLH	24	24	0	0	0	0	5	17	0	0	4	22	22	0	9	0	0	0	0	0	0	0	0	0						
Washington		887	882	5	0	0	156	949	942	7	166	742	732	10	186	938	932	6	238	0	0	0	0	0	0						



