



RECEIVED
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902 Wasco Street
Hood River, Oregon 97031-3103

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

December 18, 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 November 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:

Quilcene - a tree blew down and broke a 50-pair cable in half on East Quilcene Road. Another tree came down on Highway 101, taking out a 100-pair cable.

Should you have any questions, please contact me at (541) 387-9290 or by e-mail at 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

REPAIR 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		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Brimnon		12	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		
Chimacum		11	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	
Columbia		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	
Dalesport		2	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	
Gardiner		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	
Glenwood		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	0	
Glenndale		60	6	6	89	8	11	45	1	17	74	4	10	63	3	13	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		48	2	2	78	2	17	44	3	22	71	1	23	45	0	22	4	15	0	9	12	1	11	1	11	1	11	1	11	1	11	1	11	1	11	1	
Granger		29	1	1	18	1	5	12	0	4	15	0	4	15	0	4	15	0	4	15	0	4	15	0	4	15	0	4	15	0	4	15	0	4	15	0	4
Harrah		24	0	0	32	0	5	34	0	5	34	0	5	34	0	5	34	0	5	34	0	5	34	0	5	34	0	5	34	0	5	34	0	5	34	0	5
Kickitat		2	0	0	5	0	0	4	0	1	2	0	0	1	2	0	0	1	2	0	0	1	2	0	0	1	2	0	0	1	2	0	0	1	2	0	
Lyle		7	1	1	15	3	6	7	1	4	14	1	5	12	1	4	14	1	5	12	1	4	14	1	5	12	1	4	14	1	5	12	1	4	14	1	5
Mabton		41	0	0	30	4	2	13	0	5	11	1	5	13	1	4	11	1	5	13	1	4	11	1	5	13	1	4	11	1	5	13	1	4	11	1	5
Mattawa		45	3	3	63	6	0	23	0	2	35	0	15	37	0	7	37	0	15	37	0	7	37	0	15	37	0	7	37	0	15	37	0	7	37	0	15
Paterson		3	0	0	12	2	0	5	1	0	2	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		229	22	22	194	8	59	308	22	84	366	12	99	252	11	83	252	11	83	252	11	83	252	11	83	252	11	83	252	11	83	252	11	83	252	11	83
Prosser		104	8	8	211	7	25	52	3	23	43	1	30	31	2	14	31	2	14	31	2	14	31	2	14	31	2	14	31	2	14	31	2	14	31	2	14
Quilcene		33	6	6	22	4	2	18	3	3	52	13	8	60	5	7	60	5	7	60	5	7	60	5	7	60	5	7	60	5	7	60	5	7	60	5	7
Roosevelt		0	0	0	3	0	2	1	0	0	2	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	
Slevenson		56	4	4	43	1	14	67	1	16	50	5	13	50	2	19	50	2	19	50	2	19	50	2	19	50	2	19	50	2	19	50	2	19	50	2	19
Sunnyside		88	5	5	110	2	34	98	4	30	125	4	44	66	4	44	66	4	44	66	4	44	66	4	44	66	4	44	66	4	44	66	4	44	66	4	44
Toppenish		50	1	1	58	4	16	42	2	23	64	0	12	61	1	22	61	1	22	61	1	22	61	1	22	61	1	22	61	1	22	61	1	22	61	1	22
Troutlake		18	3	3	4	0	3	8	1	2	11	0	10	7	0	5	7	0	5	7	0	5	7	0	5	7	0	5	7	0	5	7	0	5	7	0	5
Wapato		88	0	0	64	6	16	42	0	14	49	0	16	38	1	13	38	1	13	38	1	13	38	1	13	38	1	13	38	1	13	38	1	13	38	1	13
White Salmon		101	7	7	51	5	17	42	2	22	47	3	17	47	2	10	47	2	10	47	2	10	47	2	10	47	2	10	47	2	10	47	2	10	47	2	10
WhiteSwan		4	0	0	5	0	2	6	0	2	8	0	10	11	0	5	11	0	5	11	0	5	11	0	5	11	0	5	11	0	5	11	0	5	11	0	5
Whitstran		10	1	1	7	0	1	13	1	0	11	2	3	3	0	2	3	0	2	3	0	2	3	0	2	3	0	2	3	0	2	3	0	2	3	0	2
Willard		2	0	0	1	0	0	0	0	0	2	0	0	1	0	0	2	0	0	1	0	0	2	0	0	1	0	0	2	0	0	1	0	0	2	0	
Wishram		2	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	
Zillah		26	1	1	24	1	7	23	0	5	28	1	10	16	1	14	16	1	14	16	1	14	16	1	14	16	1	14	16	1	14	16	1	14	16	1	14
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		
		1101	74	74	1199	72	256	959	51	303	1187	61	360	901	42	310	901	42	310	901	42	310	901	42	310	901	42	310	901	42	310	901	42	310	901	42	310

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	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss					
Bickleton		5	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				
Brimmon		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	0	0			
Chimacum		11	0	0	0	0	0	0	0	0	0	0	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		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	0	0	0	0	0	0	0	0		
Dallesport		9	0	0	0	0	0	0	0	0	0	0	0	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		0	0	0	0	0	0	0	0	0	0	0	0	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		83	2	3	4	53	4	68	5	98	4	82	6	75	7	58	3	83	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	
Glenendale		97	3	3	3	92	5	98	4	82	6	75	7	58	3	83	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	24	0	
Grandview		33	1	1	0	11	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	23	0	
Granger		11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrah		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	0	0	0	0	0	0	0	0	
Klickitat		11	1	1	1	13	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	18	1	
Lyle		23	1	1	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	24	1	
Mabton		70	6	6	6	56	5	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	58	1	
Mattawa		4	0	0	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2
Patterson		345	14	14	14	275	8	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	345	12	
Poulsbo		100	2	2	2	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	66	0	
Prosser		22	0	0	0	9	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	16	1	
Quilcene		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	0	
Roosevelt		53	4	4	4	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	56	3	
Stevenson		200	8	8	8	164	4	192	12	177	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	156	3	
Sunnyside		116	9	9	9	67	1	81	5	100	1	69	0	69	0	69	0	69	0	69	0	69	0	69	0	69	0	69	0	69	0	69	0	69	0	69	0	
Toppenish		14	1	1	1	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	11	0	
Troutlake		70	5	5	5	50	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	78	3	
Wapato		60	5	5	5	64	3	55	4	66	2	54	3	54	3	54	3	54	3	54	3	54	3	54	3	54	3	54	3	54	3	54	3	54	3	54	3	
White Salmon		6	0	0	0	7	0	12	1	8	0	10	1	8	0	10	1	8	0	10	1	8	0	10	1	8	0	10	1	8	0	10	1	8	0	10	1	
White Swan		8	1	1	1	6	1	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	8	0	
Whitstran		3	1	1	1	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	2	0	
Willard		1	0	0	0	6	1	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	
Wishram		33	0	0	0	33	3	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	32	2	
Zillah		0	0	0	0	0	0	0	0	0	0	0	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		1417	65	65	65	1127	45	1353	65	1312	55	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	1084	27	

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	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		
		Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100	Total Lines	Total Rpts	Tribl /100			
Bicklon	BCTN	10	225	4.44	3	226	1.33	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	259	0.00	1	254	0.39	3	254	1.18			
Brimon	BRNN	22	1173	1.88	39	1174	3.32	10	1180	1.69	20	1180	1.69	14	1184	1.18	14	1184	1.18	12	1190	1.01	12	1201	2.66	9	1179	0.76	26	1169	2.22	8	1164	0.69			
Chimacum	CHMC	29	1110	2.61	19	1115	1.70	14	1118	1.25	10	1122	0.89	0	1122	0.00	28	1110	2.52	0	1111	1.00	12	1091	1.10	22	1093	2.01	42	1093	3.64	21	1102	1.91			
Columbia	CLMA	0	152	0.00	0	152	0.00	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	1	152	0.66	0	145	0.00			
Dallesport	DLPT	9	606	1.49	9	603	1.49	1	596	0.17	9	597	1.51	5	586	0.85	3	582	0.52	2	582	0.34	4	580	0.69	1	582	0.17	4	582	0.68	6	584	1.03			
Gardiner	GRDN	5	260	1.92	3	260	1.15	4	255	1.57	6	259	2.32	3	258	1.16	5	260	1.32	2	272	0.37	2	271	0.74	1	275	2.91	3	272	1.10	7	276	2.54			
Glenwood	GLWD	8	389	2.06	3	389	1.53	6	391	1.53	8	385	2.08	14	385	3.64	5	387	1.29	2	387	0.52	2	391	1.79	11	388	2.84	5	391	1.28	4	388	1.03			
Goldendale	GLDL	66	5285	1.25	61	5260	1.16	70	5233	1.34	83	5230	1.59	57	5235	1.09	63	5215	1.21	60	5278	1.14	88	5272	1.69	45	5280	0.85	74	5276	1.40	63	5256	1.20			
Grandview	GDVV	80	5936	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	5696	1.37	44	5645	0.78	71	5598	1.27	45	5570	0.81			
Granger	GRGR	44	1692	2.60	16	1685	0.95	20	1688	1.18	20	1680	1.19	16	1678	0.95	20	1636	1.22	29	1639	1.77	18	1631	1.11	12	1617	0.74	15	1597	0.94	12	1581	0.76			
Harrish	HRRH	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	2.86	19	1179	1.61	18	1169	1.54			
Klickitat	KLCT	17	368	4.52	2	376	0.53	7	374	1.87	5	379	1.32	3	377	0.80	1	372	0.27	2	377	0.53	5	376	1.33	4	372	1.08	2	372	0.54	5	368	1.36			
Lyle	LYLE	16	1026	1.56	12	1023	1.17	27	1018	2.65	13	1025	1.27	16	1023	1.56	8	1023	0.78	7	1019	0.69	15	1023	1.47	7	1024	0.68	14	1014	1.38	12	1002	1.20			
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	11	1302	0.84	13	1304	1.00			
Maitava	MTVA	44	2339	1.88	35	2335	1.50	30	2351	1.27	40	2401	1.67	36	2421	1.49	48	2435	1.97	45	2467	1.92	63	2467	2.55	23	2467	0.93	35	2448	1.43	37	2418	1.53			
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	0.89	12	507	2.37	5	505	0.99	2	511	0.39	1	511	0.20			
Poulsbo	PLSB	338	38617	0.65	227	38612	0.57	201	38730	0.51	163	38692	0.41	208	39626	0.52	211	39376	0.54	229	40398	0.57	194	40488	0.48	308	40529	0.76	366	40537	0.90	252	40643	0.62			
Prosser	PRSR	128	5523	2.32	47	5562	0.85	46	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	43	5483	0.78	31	5463	0.57			
Quilcene	QLCN	40	1463	2.73	28	1461	1.92	32	1470	2.18	16	1485	1.08	63	1488	1.09	55	1502	3.66	33	1509	2.19	22	1505	1.46	18	1494	1.20	52	1491	3.49	60	1494	4.02			
Roosevelt	RSVT	1	188	0.53	2	186	1.08	1	185	0.54	2	184	1.08	2	184	1.09	0	183	0.00	0	185	0.00	3	185	1.62	1	185	0.54	2	187	1.07	1	186	0.54			
Stevenson	STSN	70	4758	1.47	44	4777	0.92	61	4779	1.28	67	4774	1.40	58	4774	1.18	43	4751	0.91	56	4744	1.18	43	4751	0.91	67	4758	1.41	50	4762	1.05	50	4744	1.05			
Sunnyside	SNSD	199	11724	1.70	126	11742	1.07	126	11752	0.92	108	11752	0.92	133	12052	0.73	118	12021	0.98	88	12023	0.73	110	12012	0.92	98	11900	0.82	125	11883	1.05	66	11855	0.56			
Toppenish	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	64	6135	1.04	61	6124	1.00			
Troulakte	TRLK	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	11	758	1.45	7	743	0.84			
Wapato	WPAT	47	4492	1.05	37	4480	0.83	36	4460	0.81	43	4433	0.97	47	4418	1.06	42	4393	0.96	88	4371	2.01	64	4379	1.46	42	4377	0.96	49	4323	1.13	38	4309	0.68			
White Salmon	WHSL	63	5160	1.22	55	5176	1.06	60	5210	1.15	39	5212	0.75	41	5216	0.79	39	5236	0.74	39	5236	0.74	101	5272	1.92	42	5230	0.80	47	5235	0.90	47	5222	0.90			
Whitman	WHSW	16	757	2.11	11	761	1.45	6	759	0.79	3	759	0.40	7	754	0.93	6	742	0.81	4	756	0.94	5	735	0.68	6	737	0.81	8	738	1.08	11	739	1.49			
Willard	WLRO	20	757	2.64	1	755	1.46	11	758	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	11	750	1.47	3	747	0.40			
Willard	WLRO	2	323	0.31	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	2	324	0.62	1	324	0.31			
Wishram	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	4	273	1.47	2	275	0.73			
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	2551	0.94	23	2554	0.90	28	2551	1.10	16	2557	0.63			
Washington		1460	108009	1.35	982	108061	0.81	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	1187	108640	1.09	901	108509	0.83	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

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 Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72
Bickleton	BCTN	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Binnon	BRNN	8	7	1	12	12	0	0	0	0	12	10	2	1	4	1	3	0	0
Chimacum	CHMC	7	5	2	9	9	0	0	0	0	14	14	0	0	4	3	1	1	1
Columbia	CLMA	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	4	1	1	1	1	0	0	0	0	4	3	1	1	2	2	0	1	1
Gardiner	GRDN	1	1	0	0	0	0	0	0	0	2	2	0	0	2	1	1	0	0
Glenwood	GLWD	3	2	1	5	5	0	0	0	0	4	4	0	0	4	3	1	0	0
Goldendale	GLDL	21	21	0	29	29	0	0	0	0	20	20	0	0	23	23	0	0	0
Grandview	GDVV	20	20	0	34	34	0	0	0	0	47	47	0	0	32	32	0	0	0
Granger	GRGR	13	13	0	8	8	1	0	0	0	13	13	0	0	13	13	0	0	0
Harran	HRRH	9	8	1	8	8	0	0	0	0	8	8	0	0	6	6	0	0	0
Klickitat	KLCT	1	1	0	3	3	0	0	0	0	1	0	0	0	3	3	0	0	0
Lyle	LYLE	7	7	0	10	10	0	0	0	0	8	8	0	0	10	10	0	0	0
Mabton	MBTN	11	11	0	12	12	0	0	0	0	6	6	0	0	6	6	0	0	0
Mattawa	MTWA	16	15	1	10	10	0	0	0	0	27	27	0	0	15	15	0	0	0
Patterson	PASN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	131	128	3	128	128	0	0	0	0	182	170	12	40	138	116	22	31	0
Prosser	PRSR	28	28	0	36	36	0	0	0	0	38	38	0	0	26	26	0	0	0
Quilcene	QLCN	15	14	1	10	9	1	0	0	0	21	16	5	1	33	29	4	2	0
Roosevelt	RSVT	0	0	0	2	2	0	0	0	0	1	1	0	0	1	1	0	0	0
Stevenson	STSN	19	18	1	22	22	0	0	0	0	23	23	0	0	33	33	0	0	0
Sunnyside	SNSD	49	49	0	57	55	2	0	0	0	66	62	4	16	62	61	1	22	0
Toppemish	TPNS	25	24	1	27	27	0	0	0	0	24	24	0	0	33	32	1	11	0
Troulaker	TRLK	9	8	1	5	5	0	0	0	0	13	13	0	0	7	7	0	0	0
Wapato	WPAT	20	20	0	39	37	2	0	0	0	28	27	1	1	26	26	0	0	0
White Salmon	WHSL	35	32	3	34	34	0	0	0	0	29	29	0	0	23	22	1	9	0
WhiteSwan	WHSW	4	4	0	3	3	0	0	0	0	13	13	0	0	8	8	0	0	0
Whitstran	WHTS	5	4	1	2	2	0	0	0	0	6	6	0	0	2	2	0	0	0
Willard	WLRD	2	2	0	2	2	0	0	0	0	1	1	0	0	2	2	0	0	0
Wishram	WSHR	3	3	0	0	0	0	0	0	0	1	1	0	0	2	2	0	0	0
Zillah	ZLLH	17	16	1	15	15	0	0	0	0	17	17	0	0	16	15	1	6	0
Washington		483	465	18	528	521	7	109	124	19	631	605	25	133	537	501	36	147	0