



902 Wasco Street
Hood River, Oregon 97031-3103

January 16, 2004

Ms. Carole J. Washburn, Secretary
Washington Utilities & Transportation Commission
P. O. Box 47250
Olympia, Washington 98504-7250

Re: Quality of Service

Dear Ms. Washburn:

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

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 and Six-Month Service Activation

Copy: Dave Dittmore - WUTC

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RECORDS MANAGEMENT
04 JAN 20 AM 8:20
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	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss						
Bickleton	BCTN	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				
Brimnon	BRNN	12	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	0	0	0				
Chimacum	CHMC	11	0	10	1	23	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			
Columbia	CLMA	10	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	0	0	0	0			
Dallesport	DLPT	9	0	2	0	9	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	0	0	0		
Gardiner	GRDN	83	2	53	4	68	5	75	7	58	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		
Glenwood	GLWD	97	3	92	5	98	4	82	6	83	0	105	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Goldendale	GLDL	33	1	18	0	31	2	24	0	21	0	29	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Grandview	GDVV	11	0	11	0	23	0	28	3	13	0	15	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Granger	GRGR	6	0	4	0	7	0	3	1	2	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Harrah	HRRH	11	1	13	1	9	0	11	0	9	0	12	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Klickitat	KLCT	23	1	24	1	18	1	26	1	24	0	15	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	70	6	56	5	58	1	62	2	69	2	74	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Mabion	MBTN	4	0	2	0	5	0	1	0	2	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Mattawa	MTWA	345	14	275	8	345	12	292	12	246	7	287	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Patterson	PASN	100	2	66	0	74	2	79	6	64	1	73	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Poulsbo	PLSB	22	0	9	1	16	1	19	0	16	0	16	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Prosser	PRSR	53	4	56	3	76	5	74	3	47	2	48	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Quilcene	QLCN	200	8	164	4	192	12	177	3	156	3	166	1	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	116	9	67	1	81	5	100	1	69	0	86	2	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	14	1	11	0	3	0	8	1	7	0	7	1	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	60	5	64	3	55	4	66	2	54	3	64	2	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	6	0	7	0	12	1	8	0	11	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	
Troutlake	TRLK	8	1	6	0	8	0	10	1	3	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	
White Salmon	WHSL	3	1	2	0	2	0	7	0	2	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		
WhiteSwan	WHSW	1	0	6	1	8	1	8	0	6	1	8	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	WHST	33	0	33	0	32	2	40	3	31	0	40	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	6	1	4	0	7	0	4	0	7	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	33	0	32	2	40	3	31	0	40	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		
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	0	1417	65	1127	45	1353	65	1312	55	1277	52																								

Orders Completed = Total New and ToTransfer service orders completed
5 Day Miss = Total New and ToTransfer 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.U.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	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		10	225	3	226	3	248	5	250	0	251	1	253	2	257	2	256	0	258	1	254	3	254	3	257
Brimmon		22	1173	38	1174	33	1174	20	1180	14	1184	14	1184	12	1190	12	1201	9	1179	26	1169	26	1169	19	1154
Chimacum		28	1110	19	1117	17	1111	17	1122	17	1111	28	1110	11	1101	11	1091	22	1093	42	1093	21	1102	16	1105
Columbia		0	152	0	152	0	152	0	152	0	152	0	152	0	151	0	151	0	152	0	152	0	145	0	149
Dallesport		9	606	9	603	1	596	9	597	5	586	5	582	2	582	4	580	4	582	4	582	6	584	12	580
Gardiner		5	260	3	260	4	255	6	259	3	258	5	260	2	272	2	271	8	275	4	272	7	276	4	278
Glenwood		8	369	1	389	6	391	8	385	14	385	5	387	7	391	7	391	11	388	5	391	4	388	4	385
Goldendale		66	5285	61	5260	70	5233	83	5230	57	5235	63	5215	89	5278	114	5272	45	5280	74	5276	63	5256	85	5266
Grandview		80	5836	63	5833	68	5809	93	5802	50	5718	63	5655	78	5696	137	5696	44	5645	71	5598	45	5570	92	5606
Granger		44	1692	16	1688	20	1688	20	1680	19	1678	23	1636	29	1639	177	1621	12	1617	15	1597	12	1581	23	1575
Harrah		37	1174	14	1176	21	1175	18	1169	154	1162	27	1172	24	1180	203	1175	34	1179	19	1179	18	1169	44	1159
Klickitat		17	368	2	376	7	374	5	379	132	377	1	372	2	377	053	376	4	372	2	372	5	368	8	369
Lyle		16	1026	12	1023	27	1018	13	1025	127	1023	8	1023	7	1019	136	1023	7	1024	14	1014	5	1002	22	1012
Mabton		30	1287	23	1292	13	1290	10	1298	101	1300	14	1304	41	1321	310	1331	30	1321	11	1302	13	1304	26	1289
Mattawa		44	2339	35	2335	30	2361	30	2401	167	2421	48	2435	48	2467	182	2467	23	2467	35	2448	37	2418	49	2423
Patterson		4	519	2	520	3	522	5	526	095	8	497	3	503	060	3	506	5	505	2	511	039	1	489	
Poulsbo		338	39617	227	39612	201	39750	163	39692	041	208	39376	211	39376	054	229	40398	308	40629	366	40537	252	40645	210	40695
Prosser		128	5523	47	5562	45	5554	36	5532	065	60	5500	63	5479	115	104	5500	52	5486	43	5483	31	5463	116	5476
Quilcene		40	1463	28	1461	32	1470	16	1485	108	63	1488	55	1502	316	22	1505	18	1494	120	1491	60	1494	38	1505
Roosevelt		1	188	2	186	1	185	2	185	108	2	184	0	183	000	0	185	3	185	162	2	187	1	186	
Stevenson		70	4758	44	4777	61	4779	108	4774	140	58	4774	49	4777	103	56	4744	67	4758	141	50	4762	50	4737	
Sunnyside		199	11724	126	11742	107	11761	86	11752	092	133	12052	118	12021	073	88	12023	98	11900	082	125	11983	66	11855	
Tillamook		5	747	6	751	4	754	58	762	079	12	769	54	6113	088	50	6138	42	6138	068	64	6135	61	6124	
Troutlake		47	4482	37	4480	36	4460	43	4433	097	47	4418	42	4383	096	88	4371	4	4377	096	49	4323	7	4309	
Wapato		63	5160	55	5176	60	5210	39	5212	075	47	5216	39	5236	074	101	5272	42	5230	080	47	5235	38	4309	
White Salmon		16	757	11	761	6	759	3	759	040	7	754	6	742	091	4	736	6	737	081	8	738	11	739	
Whitman		20	757	11	755	11	758	12	765	157	8	765	6	762	079	10	758	13	753	173	11	750	11	748	
Wishram		2	323	1	324	0	324	0	325	000	0	339	0	339	000	2	339	0	334	000	2	324	2	324	
Willard		0	279	1	278	1	278	3	276	109	0	274	0	276	072	2	276	1	272	037	4	273	2	275	
Zillah		33	2554	19	2560	22	2573	36	2564	140	24	2567	22	2553	086	26	2559	23	2554	090	28	2551	16	2557	
Washington		1460	108009	982	108061	945	108213	937	108141	087	976	108207	980	107772	091	1101	109018	959	108950	088	1187	108640	901	108509	
																									1425
																									108480
																									1.31

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	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	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT				
		Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay	Calls	3 Sec	Delay						
Poulsbo	PLSB	87919	3	100.0	84963	1	100.0	83662	0	100.0	83662	0	100.0	50568	0	100.0	49923	0	100.0	49923	0	100.0	49923	0	100.0	86682	1	100.0									
Sunnyside	SNSD	193816	2	100.0	202008	0	100.0	189193	2	100.0	189193	2	100.0	108451	3	100.0	109689	0	100.0	109689	0	100.0	109689	0	100.0	184642	0	100.0									
Washington		281735	5	100.0	286971	1	100.0	272855	2	100.0	272855	2	100.0	159019	3	100.0	159812	0	100.0	159812	0	100.0	159812	0	100.0	271324	1	100.0									

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	BCTN	2	0	0	0	0	0	1	1	0	0	3	2	1	1	3	3	0	1	
Brinnon	BRNN	8	23	0	7	7	0	1	19	1	5	5	5	0	0	15	15	0	3	
Chimacum	CHMC	8	7	0	17	17	0	2	33	3	3	19	18	1	1	15	15	0	0	
Columbia	CLMA	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	1	4	0	1	1	0	1	3	3	1	5	5	0	0	8	8	0	0	
Gardiner	GRDN	1	2	0	5	5	0	0	3	3	0	6	6	0	0	2	2	0	0	
Glenwood	GLWD	2	7	6	7	7	0	3	4	4	0	2	0	0	6	6	0	0		
Goldendale	GLDL	48	72	71	39	39	0	8	66	66	0	54	53	1	9	69	69	0	16	
Grandview	GDVW	39	61	61	35	35	0	13	47	47	16	35	34	1	13	72	71	1	17	
Granger	GRGR	24	14	14	9	9	0	4	11	11	0	6	10	0	7	26	25	1	10	
Harrish	HRRH	17	29	29	30	30	0	15	14	14	0	2	15	0	1	32	32	0	6	
Klickitat	KLCT	2	0	0	3	3	0	0	2	2	0	0	4	0	0	5	5	0	0	
Lyle	LYLE	5	13	13	5	5	0	3	12	12	0	1	6	0	2	12	11	1	1	
Mabton	MBTN	35	21	21	10	10	0	4	10	10	0	11	10	1	2	23	23	0	4	
Mattawa	MTWA	30	53	53	15	14	1	1	23	23	0	7	29	0	1	40	40	0	3	
Patterson	PASN	3	11	11	5	5	0	0	0	0	0	1	1	0	0	1	1	0	0	
Poulsbo	PLSB	173	129	128	236	228	8	47	290	287	3	60	202	3	51	165	160	5	46	
Prosser	PRSR	91	201	201	42	42	0	15	36	35	1	18	22	0	7	92	89	3	18	
Quilcene	QLCN	26	14	14	10	10	0	3	40	39	1	7	38	1	9	32	30	2	16	
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	49	35	35	51	51	0	10	40	40	0	9	38	38	0	10	59	58	1	15
Sunnyside	SNSD	67	89	88	78	77	1	15	103	103	0	26	49	48	1	20	197	191	6	28
Toppenish	TPNS	38	47	47	33	33	0	13	52	52	0	10	51	0	12	96	96	0	21	
Trouitlake	TRLK	13	3	3	7	7	0	0	8	8	0	7	5	5	0	11	11	0	1	
Wapato	WPAT	77	43	43	33	33	0	9	38	38	0	16	25	0	7	54	53	1	8	
White Salmon	WHSL	88	34	33	30	30	0	11	39	39	0	8	37	37	0	3	59	59	0	6
WhiteSwan	WHSW	2	4	4	6	6	0	2	5	5	0	5	10	0	3	8	8	0	0	
Whitstran	WHTS	9	6	6	11	11	0	0	8	8	0	3	3	0	2	7	6	1	0	
Willard	WLRD	2	0	0	0	0	0	0	2	2	0	0	0	0	1	2	2	0	0	
Wishram	WSHR	2	1	1	0	0	0	0	3	3	0	0	1	0	0	3	3	0	0	
Zillah	ZLLH	24	19	18	17	17	0	4	22	22	0	9	14	14	0	31	31	0	4	
Washington		887	882	882	742	732	10	186	938	932	6	238	702	692	10	1146	1124	22	231	

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	4	0	0	0	0	0	0	1	1	0	0	1	1	0	0	
Birnon	BRNN	8	7	1	12	12	0	0	3	3	0	2	1	4	1	3	0	9	8	1	1
Chimacum	CHMC	7	5	2	9	9	0	1	7	6	1	0	2	4	3	1	5	3	2	2	
Columbia	CLMA	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	1	1	0	1	1	0	0	4	4	0	3	1	2	2	0	6	6	0	2	
Gardiner	GRDN	1	1	0	0	0	0	0	3	3	0	0	0	2	1	1	2	1	1	0	
Glenwood	GLWD	3	2	1	5	5	0	0	7	7	0	0	1	4	3	1	0	2	1	0	
Goldendale	GLDL	21	21	0	29	29	0	8	23	21	2	9	4	23	23	0	43	42	1	11	
Grandview	GDVW	20	20	0	34	34	0	8	31	28	3	7	7	47	47	0	43	43	0	6	
Granger	GRGR	13	13	0	9	8	1	0	7	7	0	0	3	13	13	0	17	17	0	4	
Harrah	HRRH	9	8	1	8	8	0	2	19	19	0	0	0	6	6	0	22	22	0	4	
Klickitat	KLCT	1	1	0	3	3	0	1	2	2	0	1	0	0	0	0	6	5	1	1	
Lyle	LYLE	7	7	0	4	9	1	2	6	6	0	1	1	8	8	0	10	10	0	2	
Mabton	MBTN	11	11	0	12	12	0	0	8	8	0	0	5	10	10	0	13	13	0	3	
Mattawa	MTWA	16	15	1	10	10	0	0	11	11	0	2	0	15	15	0	12	10	2	0	
Patterson	PASN	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	131	128	3	128	128	0	30	162	156	6	41	40	138	116	22	131	112	19	35	
Prosser	PRSR	28	28	0	36	36	0	7	33	33	0	8	13	26	26	0	52	50	2	10	
Quilcene	QLCN	15	14	1	10	9	1	1	11	11	0	0	0	33	29	4	25	23	2	2	
Roosevelt	RSVT	0	0	0	2	2	0	1	1	1	0	0	0	1	1	0	0	0	0	0	
Stevenson	STSN	19	18	1	22	22	0	8	33	32	1	7	4	33	33	0	57	57	0	16	
Sunnyside	SNSD	49	49	0	57	55	2	7	51	47	4	13	6	62	61	1	79	77	2	15	
Toppenish	TPNS	25	24	1	27	27	0	7	34	33	1	11	2	33	32	1	51	51	0	11	
Troutlake	TRLK	9	8	1	5	5	0	2	3	3	0	0	3	7	7	0	7	7	0	3	
Wapato	WPAT	20	20	0	39	37	2	7	23	23	0	5	1	26	26	0	22	22	0	9	
White Salmon	WHSL	35	32	3	34	34	0	9	34	34	0	11	13	23	22	1	26	26	0	7	
WhiteSwan	WHSW	4	4	0	3	3	0	0	3	3	0	1	5	8	8	0	2	2	0	0	
Willard	WLRD	5	4	1	2	2	0	0	3	2	1	0	0	2	2	0	8	8	0	0	
Willard	WLRD	2	2	0	2	2	0	1	0	0	0	0	0	2	2	0	0	0	0	0	
Wishram	WSHR	3	3	0	0	0	0	0	1	1	0	0	0	2	2	0	3	3	0	1	
Zillah	ZLLH	17	16	1	15	15	0	5	12	12	0	2	2	16	15	1	18	18	0	5	
Washington		483	465	18	528	521	7	108	536	517	19	124	133	537	501	36	671	638	33	152	

WASHINGTON QUALITY OF SERVICE 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
Bickleton	BCTN	5	0	100%	0	0	#DIV/0!	4	0	100%	9	0	100%
Brimon	BRNN	12	0	100%	14	0	100%	9	0	100%	35	0	100%
Chimacum	CHMC	11	0	100%	10	0	100%	23	0	100%	44	0	100%
Dallesport	DLPT	10	0	100%	5	0	100%	9	0	100%	24	0	100%
Gardiner	GRDN	9	0	100%	2	0	100%	9	0	100%	20	0	100%
Glenwood	GLWD	0	0	#DIV/0!	7	0	100%	4	0	100%	11	0	100%
Goldendale	GLDL	83	0	100%	53	0	100%	68	0	100%	204	0	100%
Grandview	GDVW	97	0	100%	92	0	100%	98	0	100%	287	0	100%
Granger	GRGR	33	0	100%	18	0	100%	31	0	100%	82	0	100%
Harrah	HRRH	11	0	100%	11	0	100%	23	0	100%	45	0	100%
Klickitat	KLCT	6	0	100%	4	0	100%	7	0	100%	17	0	100%
Lyle	LYLE	11	0	100%	13	0	100%	9	0	100%	33	0	100%
Mabton	MBTN	23	0	100%	24	0	100%	18	0	100%	65	0	100%
Mattawa	MTWA	70	0	100%	56	0	100%	58	0	100%	184	0	100%
Patterson	PASN	4	0	100%	2	0	100%	5	0	100%	11	0	100%
Poulsbo	PLSB	345	0	100%	275	0	100%	345	1	100%	965	1	100%
Prosser	PRSR	100	0	100%	66	0	100%	74	0	100%	240	0	100%
Quilcene	QLCN	22	0	100%	9	0	100%	16	0	100%	47	0	100%
Roosevelt	RSVT	1	0	100%	0	0	#DIV/0!	0	0	#DIV/0!	1	0	100%
Stevenson	STSN	53	0	100%	56	0	100%	76	0	100%	185	0	100%
Sunnyside	SNSD	200	0	100%	164	0	100%	192	0	100%	556	0	100%
Toppenish	TPNS	116	0	100%	67	0	100%	81	0	100%	264	0	100%
Troutlake	TRLK	14	0	100%	11	0	100%	3	0	100%	28	0	100%
Wapato	WPAT	70	0	100%	50	0	100%	78	0	100%	198	0	100%
White Salmon	WHSL	60	0	100%	64	0	100%	55	0	100%	179	0	100%
WhiteSwan	WHSW	6	0	100%	7	0	100%	12	0	100%	25	0	100%
Whitstran	WHTS	8	0	100%	6	0	100%	8	0	100%	22	0	100%
Willard	WLRD	3	0	100%	2	0	100%	2	0	100%	7	0	100%
Wishram	WSHR	1	0	100%	6	0	100%	4	0	100%	11	0	100%
Zillah	ZLLH	33	0	100%	33	0	100%	32	0	100%	98	0	100%
Washington		1417	0	100%	1127	0	100%	1353	1	100%	3897	1	100%

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

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 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	C/LI	Oct-03			Nov-03			Dec-03			4th Qtr 03			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	
Bickleton	BCTN	0	0	0	#DIV/0!	100%	100%	100%	4	0	100%	5	0	100%
Brimnon	BRNN	11	0	0	100%	100%	100%	15	0	100%	30	0	100%	
Chimacum	CHMC	18	0	0	100%	100%	100%	13	0	100%	46	0	100%	
Dallesport	DLPT	9	0	0	100%	100%	100%	7	0	100%	25	0	100%	
Gardiner	GRDN	2	0	0	100%	100%	100%	4	0	100%	9	0	100%	
Glenwood	GLWD	5	0	0	100%	100%	100%	2	0	100%	9	0	100%	
Goldendale	GLDL	75	0	0	100%	100%	100%	93	0	100%	226	0	100%	
Grandview	GDVW	82	0	0	100%	100%	100%	105	0	100%	270	0	100%	
Granger	GRGR	24	0	0	100%	100%	100%	29	0	100%	74	0	100%	
Harrah	HRRH	28	0	0	100%	100%	100%	15	0	100%	56	0	100%	
Klickitat	KLCT	3	0	0	100%	100%	100%	5	0	100%	10	0	100%	
Lyle	LYLE	11	0	0	100%	100%	100%	12	0	100%	32	0	100%	
Mabton	MBTN	26	0	0	100%	100%	100%	15	0	100%	65	0	100%	
Mattawa	MTWA	62	0	0	100%	100%	100%	74	0	100%	205	0	100%	
Patterson	PASN	1	0	0	100%	100%	100%	5	0	100%	8	0	100%	
Poulsbo	PLSB	292	0	0	100%	100%	100%	287	0	100%	825	0	100%	
Prosser	PRSR	79	0	0	100%	100%	100%	73	0	100%	216	0	100%	
Quilcene	QLCN	19	0	0	100%	100%	100%	16	0	100%	51	0	100%	
Roosevelt	RSVT	2	0	0	100%	100%	100%	2	0	100%	4	0	100%	
Stevenson	STSN	74	0	0	100%	100%	100%	48	0	100%	169	0	100%	
Sunnyside	SNSD	177	0	0	100%	100%	100%	166	0	100%	499	0	100%	
Toppenish	TPNS	100	0	0	100%	100%	100%	86	0	100%	255	0	100%	
Troutlake	TRLK	8	0	0	100%	100%	100%	7	0	100%	22	0	100%	
Wapato	WPAT	69	0	0	100%	100%	100%	84	0	100%	210	0	100%	
White Salmon	WWSL	66	0	0	100%	100%	100%	51	0	100%	171	0	100%	
WhiteSwan	WWSW	8	0	0	100%	100%	100%	14	0	100%	33	0	100%	
Whitstran	WHTS	10	0	0	100%	100%	100%	12	0	100%	25	0	100%	
Willard	WLRD	7	0	0	100%	100%	100%	3	0	100%	11	0	100%	
Wishram	WWSH	4	0	0	100%	100%	100%	3	0	100%	14	0	100%	
Zillah	ZLLH	40	0	0	100%	100%	100%	27	0	100%	98	0	100%	
Washington		1312	0	0	100%	100%	100%	1277	0	100%	3673	0	100%	

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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 03 (180 Day)					
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	%Held Orders >180 Days
Bickleton	BCTN	14	0	0	0	100%	100%
Brinnon	BRNN	65	0	0	0	100%	100%
Chimacum	CHMC	90	0	0	0	100%	100%
Dallesport	DLPT	49	0	0	0	100%	100%
Gardiner	GRDN	29	0	0	0	100%	100%
Glenwood	GLWD	20	0	0	0	100%	100%
Goldendale	GLDL	430	0	0	0	100%	100%
Grandview	GDVW	557	0	0	0	100%	100%
Granger	GRGR	156	0	0	0	100%	100%
Harrah	HRRH	101	0	0	0	100%	100%
Klickitat	KLCT	27	0	0	0	100%	100%
Lyle	LYLE	65	0	0	0	100%	100%
Mabton	MBTN	130	0	0	0	100%	100%
Mattawa	MTWA	389	0	0	0	100%	100%
Patterson	PASN	19	0	0	0	100%	100%
Poulsbo	PLSB	1790	1	0	0	100%	100%
Prosser	PRSR	456	0	0	0	100%	100%
Quilcene	QLCN	98	0	0	0	100%	100%
Roosevelt	RSVT	5	0	0	0	100%	100%
Stevenson	STSN	354	0	0	0	100%	100%
Sunnyside	SNSD	1055	0	0	0	100%	100%
Toppenish	TPNS	519	0	1	0	100%	100%
Troutlake	TRLK	50	0	0	0	100%	100%
Wapato	WPAT	408	0	0	0	100%	100%
White Salmon	WHSL	350	0	0	0	100%	100%
White Swan	WHSW	58	0	0	0	100%	100%
Whitstran	WHTS	47	0	0	0	100%	100%
Willard	WLRD	18	0	0	0	100%	100%
Wishram	WSHR	25	0	0	0	100%	100%
Zillah	ZLLH	196	0	0	0	100%	100%
Washington		7570	1	1	1	100%	100%