



RECEIVED
RECORDS MANAGEMENT

902 Wasco Street
Hood River, Oregon 97031-3103

04 MAR 17 AM 8:27

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

March 15, 2004

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 February 2004.

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:

Lyle - This exchange missed objective due to a circuit breaker and rectifier failure in the Lyle central office. This has been corrected.

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

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
 2004

| Exchange | CLLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | |
|--------------|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|--|--|
| | | 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 | 2 | 0 | 6 | 1 | 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 | 0 | 0 | 0 | | | | |
| Brimnon | BRNN | 10 | 3 | 38 | 10 | 2 | 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 | | | | |
| Chimacum | CHMC | 8 | 0 | 44 | 8 | 0 | 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 | | | | |
| Columbia | CLMA | 4 | 1 | 21 | 9 | 1 | 23 | 0 | 0 | 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 | 2 | 0 | 11 | 5 | 0 | 16 | 0 | 0 | 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 | 2 | 0 | 11 | 1 | 0 | 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 | | | | |
| Glenwood | GLWD | 2 | 0 | 11 | 5 | 0 | 16 | 0 | 0 | 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 | 54 | 1 | 188 | 65 | 2 | 221 | 0 | 0 | 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 | GDVV | 72 | 0 | 328 | 85 | 0 | 309 | 0 | 0 | 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 | 29 | 0 | 124 | 31 | 0 | 114 | 0 | 0 | 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 | 26 | 0 | 76 | 18 | 0 | 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 | | | | |
| Klickitat | KLCT | 6 | 0 | 14 | 6 | 0 | 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 | | | | |
| Lyle | LYLE | 13 | 0 | 55 | 9 | 0 | 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 | | | | |
| Lytle | LYLE | 13 | 0 | 55 | 9 | 0 | 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 | | | |
| Mabton | MBTN | 23 | 0 | 66 | 22 | 0 | 85 | 0 | 0 | 0 | 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 | 40 | 1 | 178 | 81 | 0 | 193 | 0 | 0 | 0 | 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 | 40 | 1 | 178 | 81 | 0 | 193 | 0 | 0 | 0 | 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 | 1 | 0 | 4 | 1 | 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 | | | |
| Poulsbo | PLSB | 225 | 9 | 1004 | 203 | 2 | 931 | 0 | 0 | 0 | 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 | 58 | 2 | 238 | 66 | 0 | 241 | 0 | 0 | 0 | 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 | 13 | 0 | 89 | 13 | 0 | 68 | 0 | 0 | 0 | 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 | 4 | 0 | 4 | 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 | 0 | 0 | 0 | 0 | | | |
| Roosevelt | RSVT | 4 | 0 | 4 | 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 | 0 | 0 | 0 | 0 | | | |
| Stevenson | STSN | 30 | 1 | 200 | 38 | 0 | 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 | 0 | | | |
| Sunnyside | SNSD | 173 | 1 | 559 | 160 | 3 | 529 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Tappanish | TPNS | 87 | 2 | 264 | 85 | 0 | 255 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Trouilake | TRLK | 5 | 0 | 21 | 6 | 0 | 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 | 0 | | | |
| Wapato | WPAT | 66 | 2 | 195 | 74 | 0 | 216 | 0 | 0 | 0 | 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 | 39 | 0 | 184 | 53 | 1 | 215 | 0 | 0 | 0 | 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 | 14 | 0 | 21 | 21 | 1 | 26 | 0 | 0 | 0 | 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 | 7 | 0 | 38 | 11 | 0 | 43 | 0 | 0 | 0 | 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 | 2 | 0 | 10 | 5 | 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 | 0 | 0 | 0 | 0 | | | |
| Wishram | WISHR | 4 | 0 | 18 | 3 | 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 | 0 | 0 | 0 | 0 | | | |
| Zillah | ZLLH | 30 | 0 | 115 | 32 | 0 | 101 | 0 | 0 | 0 | 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 | | 1049 | 24 | 4124 | 1122 | 15 | 4061 | 0 | 0 | 0 | 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
 2004

| Exchange | CLLI | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| | | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl | Made | Excl |
| Bickleton | BCTN | 2 | 0 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Brinnon | BRNN | 24 | 1 | 18 | 8 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Chimacum | CHMC | 18 | 1 | 18 | 3 | 2 | 2 | 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 | |
| Dallesport | DLPT | 3 | 2 | 4 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Gardiner | GRDN | 4 | 1 | 7 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Glenwood | GLWD | 15 | 3 | 7 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Goldendale | GLDL | 62 | 9 | 67 | 4 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Grandview | GDVV | 87 | 4 | 127 | 8 | 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Granger | GRGR | 24 | 1 | 12 | 29 | 1 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Herrah | HRRH | 22 | 0 | 13 | 14 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Klickitat | KLCT | 4 | 0 | 1 | 5 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Lytle | LYLE | 25 | 4 | 3 | 60 | 5 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Mabton | MBTN | 26 | 5 | 4 | 15 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Mattawa | MTWA | 54 | 0 | 5 | 45 | 2 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Patterson | PASN | 2 | 1 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Poulsbo | PLSB | 339 | 33 | 82 | 262 | 18 | 87 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Prosser | PRSR | 100 | 8 | 21 | 60 | 6 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Quilcene | QLCN | 39 | 5 | 4 | 22 | 2 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Rosevelt | RSVT | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Stevenson | STSN | 80 | 10 | 32 | 63 | 4 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Sunnyside | SNSD | 143 | 12 | 60 | 140 | 17 | 51 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Toppenish | TPNS | 89 | 1 | 23 | 58 | 0 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Trouilake | TRLK | 10 | 1 | 2 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Wapato | WPAT | 58 | 2 | 16 | 39 | 0 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| White Salmon | WHSL | 88 | 13 | 20 | 43 | 1 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Whiteswan | WHSW | 7 | 0 | 11 | 18 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Whitstran | WHTS | 10 | 5 | 4 | 20 | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Willard | WLRD | 5 | 1 | 1 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Wishram | WSHR | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Zillah | ZLLH | 31 | 1 | 11 | 19 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Washington | | 1375 | 124 | 378 | 1152 | 93 | 355 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

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
2004

| Exchange | CLLI | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | 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 |
| Bickleton | | 2 | 0 | 1 | 0 | | | | | | | | | | | | | | | | | | | | |
| Brinnon | | 10 | 1 | 10 | 1 | | | | | | | | | | | | | | | | | | | | |
| Chimacum | | 8 | 0 | 8 | 0 | | | | | | | | | | | | | | | | | | | | |
| Columbia | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | | 4 | 1 | 9 | 0 | | | | | | | | | | | | | | | | | | | | |
| Gardiner | | 2 | 0 | 5 | 0 | | | | | | | | | | | | | | | | | | | | |
| Glenwood | | 2 | 0 | 1 | 0 | | | | | | | | | | | | | | | | | | | | |
| Goldendale | | 54 | 1 | 65 | 1 | | | | | | | | | | | | | | | | | | | | |
| Grandview | | 72 | 2 | 85 | 1 | | | | | | | | | | | | | | | | | | | | |
| Granger | | 29 | 0 | 31 | 0 | | | | | | | | | | | | | | | | | | | | |
| Harrah | | 26 | 0 | 18 | 0 | | | | | | | | | | | | | | | | | | | | |
| Klickitat | | 6 | 0 | 6 | 0 | | | | | | | | | | | | | | | | | | | | |
| Lyle | | 13 | 0 | 9 | 1 | | | | | | | | | | | | | | | | | | | | |
| Mabton | | 23 | 0 | 22 | 0 | | | | | | | | | | | | | | | | | | | | |
| Mattawa | | 40 | 0 | 81 | 0 | | | | | | | | | | | | | | | | | | | | |
| Patterson | | 1 | 0 | 1 | 0 | | | | | | | | | | | | | | | | | | | | |
| Poulsbo | | 225 | 5 | 203 | 5 | | | | | | | | | | | | | | | | | | | | |
| Prosser | | 58 | 2 | 66 | 0 | | | | | | | | | | | | | | | | | | | | |
| Quilcene | | 13 | 0 | 13 | 0 | | | | | | | | | | | | | | | | | | | | |
| Rosevelt | | 4 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | |
| Stevenson | | 30 | 0 | 38 | 3 | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | | 173 | 1 | 160 | 3 | | | | | | | | | | | | | | | | | | | | |
| Toppenish | | 87 | 2 | 85 | 0 | | | | | | | | | | | | | | | | | | | | |
| Troutlake | | 5 | 0 | 6 | 0 | | | | | | | | | | | | | | | | | | | | |
| Wapato | | 66 | 1 | 74 | 0 | | | | | | | | | | | | | | | | | | | | |
| White Salmon | | 39 | 0 | 53 | 1 | | | | | | | | | | | | | | | | | | | | |
| WhiteSwan | | 14 | 1 | 21 | 1 | | | | | | | | | | | | | | | | | | | | |
| Whitstran | | 7 | 0 | 11 | 0 | | | | | | | | | | | | | | | | | | | | |
| Willard | | 2 | 0 | 5 | 0 | | | | | | | | | | | | | | | | | | | | |
| Wishram | | 4 | 0 | 3 | 0 | | | | | | | | | | | | | | | | | | | | |
| Zillah | | 30 | 0 | 32 | 0 | | | | | | | | | | | | | | | | | | | | |
| Washington | | 1049 | 18 | 1122 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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
2004

| Exchange | CLLI | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | |
|--------------|------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|
| | | 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 | 2 | 258 078 | 4 | 258 155 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Birnon | BRNN | 24 | 1161 207 | 18 | 1162 155 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Chimacum | CHMC | 18 | 1097 164 | 18 | 1093 165 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Columbia | CLMA | 0 | 149 000 | 0 | 149 000 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Dallesport | DLPY | 3 | 577 052 | 4 | 590 069 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Gardiner | GRDN | 4 | 278 144 | 7 | 282 248 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Glenwood | GLWD | 15 | 385 390 | 1 | 385 026 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Goldendale | GLDL | 62 | 5274 118 | 67 | 5278 127 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Grandview | GDVW | 87 | 5988 156 | 127 | 5960 228 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Granger | GRGR | 24 | 1574 152 | 29 | 1569 185 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Harrah | HRRH | 22 | 1157 190 | 14 | 1159 121 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Klickitat | KLCT | 4 | 369 108 | 5 | 367 136 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Lyle | LYLE | 25 | 1004 249 | 50 | 1006 197 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Mabton | MBTN | 26 | 1297 200 | 15 | 1290 116 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Matwava | MTWA | 54 | 2406 224 | 45 | 2423 186 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Patterson | PASN | 2 | 515 039 | 2 | 522 038 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Pousoo | PLSB | 338 | 40655 083 | 252 | 40669 062 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Prosser | PRSR | 100 | 5432 184 | 60 | 5415 111 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Quilcene | QLCN | 39 | 1497 261 | 22 | 1483 148 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Roosevelt | RSVT | 1 | 188 053 | 0 | 186 000 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Stevenson | STSN | 80 | 4719 170 | 63 | 4713 134 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Sunnyside | SNSD | 143 | 11811 121 | 140 | 11834 118 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Toppensish | TPNS | 89 | 6108 146 | 58 | 6113 095 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Troulaka | TRLK | 10 | 734 136 | 6 | 730 082 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Wapato | WPAT | 58 | 4322 134 | 39 | 4304 091 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| White Salmon | WHSL | 88 | 5187 170 | 43 | 5172 083 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Whiteswan | WHSW | 7 | 735 095 | 18 | 752 239 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Whitman | WHTS | 10 | 742 135 | 20 | 735 272 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Willard | WLRD | 5 | 322 155 | 6 | 319 188 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Wishram | WSHR | 3 | 272 110 | 0 | 271 000 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Zillah | ZLLH | 31 | 2542 122 | 19 | 2549 075 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Washington | | 1375 | 106355 127 | 1152 | 108328 106 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |

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
 2004

| Exchange | CLLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | |
|------------|--------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-------------|------------|-------------|-----|--|--|-----|--|--|
| | | 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 | 90704 | 3 | 100.0 | 78205 | 36 | 100.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | 195743 | 5 | 100.0 | 178036 | 18 | 100.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | 286447 | 8 | 100.0 | 257241 | 54 | 100.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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 | ORIGINATING FINAL TRUNK ID | TERMINATING WIRE CENTER | TERMINATING FINAL TRUNK ID | MONTH/ YEAR | BUSY HOUR | % PEAK BLOCK | ACTION TAKEN TO RELIEVE BLOCKAGE |
|-------------------------|----------------------------|-------------------------|----------------------------|-------------|-----------|--------------|----------------------------------|
| SEQMWA0177IE | AP069407 | PLSBWAXXDS1 | SEQMWA01DS1 | Jan-04 | | 3.4% | Objective was met. |
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Had an unexpected peak in traffic on 2/6/04 between the hours of 12pm and 6p. This current trunk group is running at 49.3% capacity.

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
 2004

| Exchange | CLLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | |
|--------------|------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|
| | | 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 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Brinnon | BRNN | 16 | 16 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Chinacum | CHMC | 14 | 14 | 0 | 11 | 0 | 0 | 11 | 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 |
| Dallasport | DLPT | 3 | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gardiner | GRDN | 2 | 2 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Glenwood | GLWD | 13 | 13 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Goldendale | GLDL | 52 | 52 | 0 | 47 | 0 | 0 | 47 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Grandview | GDVW | 69 | 68 | 1 | 106 | 0 | 0 | 106 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Granger | GRGR | 21 | 21 | 0 | 21 | 0 | 0 | 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harrah | HRRH | 14 | 14 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Klickitat | KLCT | 4 | 4 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lyle | LYLE | 23 | 23 | 0 | 23 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mabton | MBTN | 23 | 22 | 1 | 12 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mattawa | MTWA | 34 | 34 | 0 | 31 | 0 | 0 | 31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patterson | PASN | 2 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Poulsbo | PLSB | 236 | 235 | 1 | 191 | 0 | 0 | 191 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prosser | PRSR | 78 | 76 | 2 | 47 | 0 | 0 | 47 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Quilcene | QLCN | 27 | 27 | 0 | 16 | 0 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Roosevelt | RSVT | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Stevenson | STSN | 70 | 70 | 0 | 45 | 0 | 0 | 45 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sunnyside | SNSD | 115 | 115 | 0 | 116 | 0 | 0 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Toppenish | TPNS | 74 | 74 | 0 | 42 | 0 | 0 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Troutlake | TRLK | 9 | 9 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wapato | WPAT | 47 | 46 | 1 | 29 | 0 | 0 | 29 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| White Salmon | WHSL | 69 | 66 | 3 | 33 | 0 | 0 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WhiteSwan | WHSW | 5 | 5 | 0 | 17 | 0 | 0 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Whitstran | WHTS | 9 | 9 | 0 | 11 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Willard | WLRD | 3 | 3 | 0 | 6 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wishram | WSHR | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Zillah | ZLLH | 24 | 24 | 0 | 16 | 0 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Washington | | 1061 | 1051 | 10 | 867 | 865 | 2 | 192 | 2 | 192 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total OOS = Total regulated out of service trouble reports
 OOS Cir-48 = Total regulated out of service trouble reports cleared within 48 hours
 OOS Cir->48 = Total regulated out of service trouble reports cleared over 48 hours
 OOS Excl = Total deregulated out of service trouble reports cleared within 48 hours

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
 2004

| Exchange | CLLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | |
|--------------|------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|
| | | 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 | | 0 | 0 | 0 | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Brimon | | 13 | 0 | 1 | 7 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Chimacum | | 4 | 4 | 0 | 11 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Columbia | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dallesport | | 2 | 2 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gardiner | | 2 | 2 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Glenwood | | 4 | 4 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Goldendale | | 43 | 42 | 1 | 42 | 41 | 1 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Grandview | | 33 | 32 | 1 | 6 | 43 | 42 | 1 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Granger | | 18 | 16 | 2 | 4 | 19 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harrah | | 23 | 22 | 1 | 4 | 4 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Klickitat | | 2 | 1 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lyle | | 6 | 6 | 0 | 35 | 35 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mabton | | 8 | 8 | 0 | 2 | 5 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mattawa | | 26 | 26 | 0 | 22 | 21 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patterson | | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Poulsbo | | 187 | 185 | 2 | 152 | 148 | 4 | 45 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Prosser | | 47 | 46 | 1 | 10 | 40 | 0 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Quilcene | | 19 | 19 | 0 | 12 | 12 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Roosevelt | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Stevenson | | 43 | 43 | 0 | 15 | 41 | 39 | 2 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sunnyside | | 91 | 90 | 1 | 25 | 74 | 1 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Toppenish | | 39 | 39 | 0 | 10 | 43 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Troutlake | | 3 | 3 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wapato | | 27 | 27 | 0 | 33 | 33 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| White Salmon | | 39 | 38 | 1 | 26 | 24 | 2 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WhiteSwan | | 13 | 13 | 0 | 6 | 6 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Whitstran | | 6 | 5 | 1 | 14 | 14 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Willard | | 3 | 3 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wishram | | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Zillah | | 19 | 19 | 0 | 9 | 9 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Washington | | 725 | 713 | 12 | 180 | 656 | 13 | 175 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total NOOS = Total regulated not out of service trouble reports
 NOOS Cir >72 = Total regulated not out of service trouble reports cleared within 72 hours
 NOOS 72 Excl = Total regulated not out of service trouble reports cleared over 72 hours
 NOOS Excl = Total deregulated not out of service trouble reports cleared within 72 hours