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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

April 14, 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 March 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:

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  
Quarterly Service Activation Report

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  
 2004

Exchange	CLI	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	BCN	2	0	6	1	0	8	2	0	14																													
Brimnon	BRN	10	3	38	10	2	41	34	2	110																													
Chimacum	CHM	8	0	44	8	0	37	22	0	84																													
Columbia	CLM	4	1	21	9	1	23	16	0	48																													
Dallesport	DLPT	2	1	11	5	0	16	14	2	18																													
Gardiner	GRDN	2	0	11	1	0	9	10	0	22																													
Glenwood	GLWD	2	0	11	1	0	9	10	0	22																													
Goldendale	GLDL	54	1	188	65	2	221	136	4	470																													
Grandview	GDVW	72	0	328	85	0	309	206	4	644																													
Granger	GRGR	29	0	124	31	0	114	52	2	204																													
Harrish	HRRH	26	0	76	18	0	60	60	0	128																													
Klickitat	KLCT	6	0	14	6	0	24	16	0	40																													
Lyle	LYLE	13	0	55	9	0	41	32	0	102																													
Madon	MBTN	23	0	66	22	0	85	42	0	156																													
Mattawa	MTWA	40	1	178	81	0	193	186	10	412																													
Patterson	PASN	1	0	4	1	0	3	6	0	10																													
Poulsbo	PLSB	225	9	1004	203	2	931	594	18	2140																													
Prosser	PRSR	58	2	238	66	0	241	144	4	522																													
Quilcene	QLCN	13	0	89	13	0	68	26	0	132																													
Roosevelt	RSVT	4	0	4	4	0	3	2	0	12																													
Stevenson	STSN	30	1	200	38	3	182	132	6	380																													
Sunnyside	SNSD	173	1	559	160	3	529	374	2	1276																													
Toppenish	TPNS	87	2	264	85	0	255	206	0	578																													
Troul lake	TRLK	5	0	21	6	0	37	18	0	62																													
Wapato	WPAT	66	2	195	74	0	216	168	2	496																													
White Salmon	WHSL	39	0	184	53	1	215	116	4	414																													
Whiteswan	WHSW	14	0	21	21	1	26	30	2	70																													
Whitstran	WHTS	7	0	38	11	0	43	10	0	54																													
Willard	WLRD	2	0	10	5	0	15	0	0	22																													
Wishram	WSHR	4	0	18	3	0	15	10	0	22																													
Zillah	ZLLH	30	0	115	32	0	101	80	2	220																													
Washington		1049	24	4124	1122	15	4061	2744	64	8862																													

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	CLI	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	0	4	1	1	3	1	1																												
Brimon	BRNN	24	1	3	18	3	2	18	3	4																												
Chinacum	CHMC	18	1	0	18	3	2	23	2	2																												
Columbia	CLMA	0	0	0	0	0	0	0	0	0																												
Dallesport	DLPT	3	2	2	4	1	1	8	1	1																												
Gardiner	GRDN	4	1	0	7	2	1	5	0	0																												
Glenwood	GLWD	15	3	2	1	0	1	2	1	1																												
Goldendale	GLDL	62	9	27	67	4	19	56	3	16																												
Grandview	GDVW	87	4	15	127	8	21	56	4	29																												
Granger	GRGR	24	1	12	29	1	11	18	1	4																												
Harrah	HRRH	22	0	13	14	1	2	22	1	9																												
Klickitat	KLCT	4	0	1	5	2	2	1	0	2																												
Lyle	LYLE	25	4	3	50	5	8	17	1	3																												
Mabton	MBTN	26	5	4	15	2	2	19	2	7																												
Mattawa	MTWA	54	0	5	45	2	8	66	1	10																												
Patterson	PASN	2	1	1	2	1	1	5	0	0																												
Poulsbo	PLSB	339	33	82	252	18	87	511	20	88																												
Prosser	PRSR	100	8	21	60	6	26	54	3	18																												
Quilcene	QLCN	39	5	4	22	2	6	19	5	3																												
Roosevelt	RSVT	1	0	0	0	0	0	1	0	0																												
Stevenson	STSN	80	10	32	63	4	20	67	3	13																												
Sunnyside	SNSD	143	12	60	140	17	51	95	7	61																												
Toppenish	TPNS	89	1	23	58	0	27	51	4	17																												
Troullike	TRLK	10	1	2	6	0	1	4	0	1																												
Wapato	WPAT	58	2	16	39	0	23	40	0	24																												
White Salmon	WHSL	88	13	20	43	1	16	25	3	12																												
Whiteswan	WHSW	7	0	11	18	0	5	5	0	5																												
Whitstran	WHTS	10	5	4	20	5	4	7	0	1																												
Willard	WLRD	5	1	1	6	0	1	3	0	0																												
Wishram	WSHR	3	0	3	0	0	0	0	0	1																												
Zillah	ZLLH	31	1	11	19	0	6	29	2	5																												
Washington		1375	124	378	1152	93	355	1230	68	338																												

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	CLI	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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brimmon		10	1	10	1	34	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chimacum		8	0	8	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia		4	1	9	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport		2	1	5	0	14	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner		2	0	1	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		54	1	65	1	136	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		72	2	85	1	206	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		29	0	31	0	52	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		26	0	18	0	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrah		6	0	6	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat		13	0	9	1	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle		23	0	22	0	42	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton		40	0	81	0	186	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa		1	0	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson		225	5	203	5	594	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		58	2	66	0	144	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser		13	0	13	0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcene		4	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt		30	0	38	3	132	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson		173	1	160	3	374	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside		87	2	85	0	206	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish		5	0	6	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake		66	1	74	0	168	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato		39	0	53	1	116	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon		14	1	21	1	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan		7	0	11	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		2	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		4	0	3	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wishram		30	0	32	0	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah																									
Washington		1049	18	1122	17	2744	50	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	CLI	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	0.78	4	258	1.55	3	257	1.17	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Binnon	BRNN	24	1161	2.07	18	1162	1.55	18	1159	1.55	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Chimacum	CHMC	18	1097	1.64	18	1093	1.65	23	1095	2.10	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Columbia	CLMA	0	149	0.00	0	149	0.00	0	147	0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Dallesport	DLPT	3	577	0.52	4	580	0.69	8	576	1.39	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Gardiner	GRDN	4	278	1.44	7	282	2.48	5	285	1.75	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Glenwood	GLWD	15	385	3.90	1	365	0.26	2	387	0.52	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Goldsdale	GLDL	62	5274	1.18	67	5278	1.27	56	5272	1.06	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Grandview	GDVW	87	5588	1.56	127	5560	2.28	56	5584	1.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Granger	GRGR	24	1574	1.52	29	1569	1.85	18	1566	1.15	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Hanrah	HRRH	22	1157	1.90	14	1159	1.21	22	1173	1.88	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Klickitat	KLCT	4	369	1.08	5	367	1.36	1	374	0.27	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Lyle	LYLE	25	1004	2.49	50	1006	3.97	17	1010	1.68	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Mabton	MBTN	26	1297	2.00	15	1290	1.16	19	1297	1.46	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Mattawa	MTWA	54	2406	2.24	45	2423	1.86	66	2439	2.71	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Patterson	PASN	2	515	0.39	2	522	0.38	5	536	0.93	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Poulsbo	PLSB	339	40655	0.83	252	40669	0.62	511	40970	1.25	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Prosser	PRSR	100	5432	1.84	60	5415	1.11	54	5390	1.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Quilicane	QLCN	39	1497	2.61	22	1483	1.48	19	1484	1.28	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Roosevelt	RSVT	1	188	0.53	0	188	0.00	1	190	0.53	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Stevenson	STSN	80	4719	1.70	63	4713	1.34	67	4702	1.42	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Sunnyside	SNSD	143	11811	1.21	140	11834	1.18	95	11868	0.80	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Toppenside	TPNS	89	6108	1.46	58	6113	0.95	51	6130	0.83	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Troutlake	TRLK	10	734	1.36	6	730	0.82	4	729	0.55	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Wapato	WPAT	58	4322	1.34	39	4304	0.91	40	4322	0.93	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
White Salmon	WHSL	88	5187	1.70	43	5172	0.83	25	5164	0.48	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Whiteswan	WHSW	7	735	0.95	18	752	2.39	5	754	0.66	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Whitstran	WHTS	10	742	1.35	20	735	2.72	7	731	0.96	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Willard	WLRD	5	322	1.55	6	319	1.88	3	322	0.93	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Wishram	WISHR	3	272	1.10	0	271	0.00	0	272	0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Zillah	ZLLH	31	2542	1.22	19	2549	0.75	29	2551	1.14	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Washington		1375	108355	1.27	1152	108328	1.06	1230	108736	1.13	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####

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	CLL	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	PLSB	90704	3	100.0	78205	36	100.0	83236	1	100.0																											
Sunnyside	SNSD	165743	5	100.0	179636	18	100.0	196260	2	100.0																											
Washington		266447	8	100.0	257241	54	100.0	279496	3	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	12 pm to 6 pm	3.4%	Objective was met.
				Feb-04			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.
				Mar-04			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  
2004

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		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
Bickleton	BCTN	2	2	0	0	1	1	0	0	3	3	0	1	3	3	0	0	0	0	0	0	0	0	0	0
Brinnon	BRNN	16	16	0	4	13	13	0	0	10	10	0	2	10	10	0	0	0	0	0	0	0	0	0	0
Chimacum	CHMC	14	14	0	0	11	11	0	2	20	20	0	1	20	20	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	3	0	1	3	3	0	0	7	7	0	1	7	7	0	0	0	0	0	0	0	0	0	0
Gardiner	GRDN	2	2	0	0	5	5	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	13	13	0	1	1	1	0	1	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	52	52	0	23	47	47	0	13	42	41	1	8	42	41	1	0	0	0	0	0	0	0	0	0
Grandview	GDVV	69	68	1	9	106	106	0	11	44	44	0	20	44	44	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	21	21	0	9	21	21	0	6	17	16	1	3	17	16	1	0	0	0	0	0	0	0	0	0
Harrah	HRRH	14	14	0	6	13	13	0	1	14	14	0	3	14	14	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	4	4	0	1	5	5	0	1	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	23	23	0	2	23	23	0	7	14	14	0	2	14	14	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	23	22	1	2	12	12	0	0	17	17	0	2	17	17	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	34	34	0	2	31	31	0	3	45	45	0	6	45	45	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	2	1	1	1	1	1	0	1	4	4	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	236	235	1	31	191	191	0	45	452	452	0	44	452	452	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	78	76	2	14	47	47	0	10	40	40	0	7	40	40	0	0	0	0	0	0	0	0	0	0
Quilcene	QLCN	27	27	0	1	16	16	0	2	12	12	0	4	12	12	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	70	70	0	18	45	44	1	13	51	51	0	6	51	51	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	115	115	0	37	116	115	1	28	70	69	1	34	70	69	1	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	74	74	0	14	42	42	0	16	39	39	0	7	39	39	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	9	9	0	0	5	5	0	1	4	4	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	47	46	1	9	29	29	0	15	31	31	0	18	31	31	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	69	66	3	13	33	33	0	8	20	20	0	8	20	20	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	5	5	0	6	17	17	0	2	4	4	0	2	4	4	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	9	9	0	3	11	11	0	3	3	3	0	1	3	3	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	3	3	0	0	6	6	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Wishram	WSHR	2	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	24	24	0	9	16	16	0	1	22	22	0	2	22	22	0	0	0	0	0	0	0	0	0	0
Washington		1061	1051	10	219	867	855	2	192	992	989	3	183	992	989	3	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	BCTN	0	0	0	4	4	1	1	1	0	0	0	0	0	0	0	0	0	0
Brimmon	BRNN	13	13	1	7	7	1	14	14	0	4	0	0	0	0	0	0	0	0
Chimacum	CHMC	4	4	0	11	10	1	6	6	0	1	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
Dallesport	DLPT	2	2	0	2	2	0	2	2	0	0	0	0	0	0	0	0	0	0
Gardiner	GRDN	2	2	0	3	3	0	2	2	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	4	4	0	1	1	0	2	2	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	43	42	1	42	41	1	35	34	1	13	0	0	0	0	0	0	0	0
Grandview	GDVW	33	32	1	43	42	1	10	42	42	0	10	0	0	0	0	0	0	0
Granger	GRGR	18	16	2	4	4	0	5	6	0	2	0	0	0	0	0	0	0	0
Harran	HRRH	23	22	1	8	4	4	18	17	1	7	0	0	0	0	0	0	0	0
Klickitat	KLCT	2	1	1	2	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Lyle	LYLE	6	6	0	35	35	0	6	6	0	1	0	0	0	0	0	0	0	0
Mabton	MBTN	8	8	0	2	2	0	9	9	0	5	0	0	0	0	0	0	0	0
Mattawa	MTWA	26	26	0	4	4	0	32	32	0	5	0	0	0	0	0	0	0	0
Patterson	PASN	1	1	0	22	21	1	5	2	0	1	0	0	0	0	0	0	0	0
Poulsbo	PLSB	187	185	2	152	148	4	45	156	152	4	49	0	0	0	0	0	0	0
Prosser	PRSR	47	46	1	10	40	40	17	33	33	0	12	0	0	0	0	0	0	0
Quilcene	QLCN	19	19	0	6	12	12	4	13	13	0	2	0	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	43	43	0	15	41	39	2	30	30	0	8	0	0	0	0	0	0	0
Sunnyside	SNSD	91	90	1	25	75	74	1	91	88	3	31	0	0	0	0	0	0	0
Toppenish	TPNS	39	39	0	10	43	43	0	29	29	0	10	0	0	0	0	0	0	0
Troutlake	TRLK	3	3	0	2	2	0	0	1	1	0	1	0	0	0	0	0	0	0
Wapato	WPAT	27	27	0	7	33	33	0	34	33	1	6	0	0	0	0	0	0	0
White Salmon	WHSL	39	38	1	26	24	2	8	20	20	0	7	0	0	0	0	0	0	0
WhiteSwan	WHSW	13	13	0	6	6	0	3	6	5	1	2	0	0	0	0	0	0	0
Whitstran	WHTS	6	5	1	14	14	0	2	6	6	0	1	0	0	0	0	0	0	0
Willard	WLRD	3	3	0	1	1	0	1	3	3	0	0	0	0	0	0	0	0	0
Wishram	WSHR	4	4	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	19	19	0	9	9	0	5	12	11	1	2	0	0	0	0	0	0	0
Washington		725	713	12	180	656	643	13	175	614	602	12	183	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 Cir >72 = 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

**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	Jan-04				Feb-04				Mar-04				1st Qtr 04			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
		Blickleton	BCTN	2	0	0	100%	1	0	0	100%	2	0	0	100%	5	0
Brinnon	BRNN	10	0	0	100%	10	0	0	100%	34	0	0	100%	54	0	0	100%
Chimacum	CHMC	8	0	0	100%	8	0	0	100%	22	0	0	100%	38	0	0	100%
Dallesport	DLPT	4	0	0	100%	9	0	0	100%	16	0	0	100%	29	0	0	100%
Gardiner	GRDN	2	0	0	100%	5	0	0	100%	14	0	0	100%	21	0	0	100%
Glenwood	GLWD	2	0	0	100%	1	0	0	100%	10	0	0	100%	13	0	0	100%
Goidendale	GLDL	54	0	0	100%	65	0	0	100%	136	0	0	100%	255	0	0	100%
Grandview	GDVW	72	0	0	100%	85	0	0	100%	206	0	0	100%	363	0	0	100%
Granger	GRGR	29	0	0	100%	31	0	0	100%	52	0	0	100%	112	0	0	100%
Harrah	HRRH	26	0	0	100%	18	0	0	100%	60	0	0	100%	104	0	0	100%
Klickitat	KLCT	6	0	0	100%	6	0	0	100%	16	0	0	100%	28	0	0	100%
Lyle	LYLE	13	0	0	100%	9	0	0	100%	32	0	0	100%	54	0	0	100%
Mabton	MBTN	23	0	0	100%	22	0	0	100%	42	0	0	100%	87	0	0	100%
Mattawa	MTWA	40	0	0	100%	81	0	0	100%	186	0	0	100%	307	0	0	100%
Patterson	PASN	1	0	0	100%	1	0	0	100%	6	0	0	100%	8	0	0	100%
Poulsbo	PLSB	225	0	0	100%	203	0	0	100%	594	0	0	100%	1022	0	0	100%
Prosser	PRSR	58	0	0	100%	66	0	0	100%	144	0	0	100%	268	0	0	100%
Quilcene	QLCN	13	0	0	100%	13	0	0	100%	26	0	0	100%	52	0	0	100%
Roosevelt	RSVT	4	0	0	100%	0	0	0	#DIV/0!	2	0	0	100%	6	0	0	100%
Stevenson	STSN	30	0	0	100%	38	0	0	100%	132	0	0	100%	200	0	0	100%
Sunnyside	SNSD	173	0	0	100%	160	0	0	100%	374	0	0	100%	707	0	0	100%
Toppenish	TPNS	87	0	1	100%	85	0	0	100%	206	0	0	100%	378	0	1	100%
Troutlake	TRLK	5	0	0	100%	6	0	0	100%	18	0	0	100%	29	0	0	100%
Wapato	WPAT	66	0	0	100%	74	0	0	100%	168	0	0	100%	308	0	0	100%
White Salmon	WHSL	39	0	0	100%	53	0	0	100%	116	0	0	100%	208	0	0	100%
White Swan	WHSW	14	0	0	100%	21	0	0	100%	30	0	0	100%	65	0	0	100%
Whitstran	WHTS	7	0	0	100%	11	0	0	100%	10	0	0	100%	28	0	0	100%
Willard	WLRD	2	0	0	100%	5	0	0	100%	0	0	0	#DIV/0!	7	0	0	100%
Wishram	WSHR	4	0	0	100%	3	0	0	100%	10	0	0	100%	17	0	0	100%
Zillah	ZLLH	30	0	0	100%	32	0	0	100%	80	0	0	100%	142	0	0	100%
Washington		1049	0	1	100%	1122	0	0	100%	2744	0	0	100%	4915	0	1	100%

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