



902 Wasco Street
Hood River, Oregon 97031-3103

May 12, 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 April 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.

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

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RECORDS MANAGEMENT
94 MAY 14 AM 8:58
OFFICE OF WASH
UTIL AND TRANS
COMMISSION

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		2	0	6	1	0	8	2	0	14	4	0	16																								
Brinnon		10	3	38	10	2	41	34	2	110	50	6	110																								
Chimacum		8	0	44	8	0	37	22	0	84	12	2	76																								
Columbia																																					
Dallesport		4	1	21	9	1	23	16	0	48	22	0	58																								
Gardiner		2	1	11	5	0	16	14	2	18	8	0	26																								
Glenwood		2	0	11	1	0	9	10	0	22	6	0	94																								
Goldendale		54	1	188	65	2	221	136	4	470	142	2	452																								
Grandview		72	0	328	85	0	309	206	4	644	194	2	620																								
Granger		29	0	124	31	0	114	52	2	204	48	2	150																								
Harrish		26	0	76	18	0	60	60	0	128	38	0	96																								
Klickitat		6	0	14	6	0	24	16	0	40	22	0	30																								
Lyle		13	0	55	9	0	41	32	0	102	34	2	82																								
Mabton		23	0	66	22	0	85	42	0	156	38	0	98																								
Mattawa		40	1	178	81	0	193	186	10	412	162	6	320																								
Patterson		1	0	4	1	0	3	6	0	10	2	0	6																								
Poulsbo		225	9	1004	203	2	931	594	18	2140	556	28	1924																								
Prosser		58	2	238	66	0	241	144	4	522	154	0	422																								
Quilcene		13	0	89	13	0	68	26	0	132	36	4	106																								
Roosevelt		4	0	4	0	0	3	2	0	12	6	0	2																								
Stevenson		30	1	200	38	3	182	132	6	380	114	4	360																								
Sunnyside		173	1	559	160	3	529	374	2	1276	276	2	1032																								
Toppenish		87	2	264	85	0	255	206	0	578	146	4	544																								
Troutlake		5	0	21	6	0	37	18	0	62	14	2	56																								
Wapato		66	2	195	74	0	216	168	2	496	126	2	408																								
White Salmon		39	0	184	53	1	215	116	4	414	92	2	394																								
Whiteswan		14	0	21	21	1	26	30	2	70	20	0	66																								
Whitstran		7	0	38	11	0	43	10	0	54	12	0	50																								
Willard		2	0	10	5	0	15	0	0	22	2	0	18																								
Wishram		4	0	18	3	0	15	10	0	22	10	0	16																								
Zillah		30	0	115	32	0	101	80	2	220	64	0	216																								
Washington		1049	24	4124	1122	15	4061	2744	64	8862	2410	70	7848																								

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	Miss	Excl	Repair Appts Made	Repair Appts Miss	Repair Appts Excl	Made	Miss	Excl	Repair Appts Made	Repair Appts Miss	Repair Appts Excl	Made	Miss	Excl	Made	Miss	Excl	Repair Appts Made	Repair Appts Miss	Repair Appts Excl	Made	Miss	Excl	Made	Miss	Excl	Repair Appts Made	Repair Appts Miss	Repair Appts Excl	Made	Miss	Excl			
Bickleton	BCTN	2	0	0	4	1	1	3	1	1	1	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Brimon	BRNN	24	1	3	18	8	2	18	3	4	4	1	4	12	11	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
Chinacum	CHMC	18	1	0	18	3	2	23	2	2	2	2	20	16	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4		
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	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	3	2	2	4	1	1	8	1	1	1	8	7	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Gardiner	GRDN	4	1	0	7	2	1	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	
Glenwood	GLWD	15	3	2	7	2	1	2	1	1	1	4	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Goldendale	GLDL	62	9	27	67	4	19	56	3	16	16	63	55	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	
Grandview	GDVW	87	4	15	127	8	21	56	4	29	29	53	51	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
Granger	GRGR	24	1	12	29	1	11	18	1	4	4	24	24	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	22	0	13	14	0	2	22	1	9	9	11	11	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	4	0	1	5	2	2	1	0	2	2	5	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Lyle	LYLE	25	4	3	50	5	8	17	1	3	3	19	15	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
Mabton	MBTN	26	5	4	15	2	2	19	2	7	7	26	21	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
Mattawa	MTWA	54	0	5	45	2	8	66	1	10	10	33	27	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	
Patterson	PASN	2	1	1	2	1	1	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	
Poulsbo	PLSB	339	33	82	252	18	87	511	20	88	88	357	315	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	
Prosser	PRSR	100	8	21	60	6	26	54	3	18	18	54	50	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
Quilcene	QLCN	39	5	4	22	2	6	19	5	3	3	26	25	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Rosevelt	RSVT	1	0	0	0	0	0	1	0	0	0	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	
Stevenson	STSN	80	10	32	63	4	20	67	3	13	13	50	44	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	
Sunnyside	SNSD	143	12	60	140	17	51	95	7	61	61	86	79	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	
Toppenish	TPNS	89	1	23	58	0	27	51	4	17	17	46	45	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Troutlake	TRLK	10	1	2	6	0	1	4	0	1	1	3	3	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	58	2	16	39	0	23	40	0	24	24	43	41	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
White Salmon	WHSL	88	13	20	43	1	16	25	3	12	12	42	38	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
WhiteSwan	WHSW	7	0	11	18	0	5	5	0	5	5	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitman	WHTS	10	5	4	20	5	4	7	0	1	1	14	14	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	5	1	1	6	0	1	3	0	0	0	2	2	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	3	0	3	0	0	0	0	0	0	0	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Zillah	ZLLH	31	1	11	19	0	6	29	2	5	5	14	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1375	124	378	1152	93	355	1230	68	338	338	1030	928	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	102	

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	BCTN	2	0	1	0	2	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brinnon	BRNN	10	1	10	1	34	0	50	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chimacum	CHMC	8	0	8	0	22	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	4	1	9	0	16	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	2	1	5	0	14	2	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner	GRDN	2	0	1	0	10	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	54	1	65	1	136	6	142	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	72	2	85	1	206	10	194	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVV	29	0	31	0	52	0	48	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	26	0	18	0	60	0	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	6	0	6	0	16	0	22	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	13	0	9	1	32	0	34	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	23	0	22	0	42	2	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	40	0	81	0	186	6	162	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	1	0	1	0	6	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	225	5	203	5	594	10	556	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	58	2	66	0	144	2	154	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	13	0	13	0	26	0	36	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcene	QLCN	4	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	30	0	38	3	132	2	114	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	173	1	160	3	374	10	276	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	87	2	85	0	206	0	146	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	5	0	6	0	18	0	14	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	TRLK	8	0	8	0	18	0	14	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	66	1	74	0	168	0	126	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	39	0	53	1	116	0	92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	14	1	21	1	30	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	7	0	11	0	10	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	2	0	5	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wishram	WSHR	4	0	3	0	10	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah	ZLLH	30	0	32	0	80	0	64	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1049	18	1122	17	2744	50	2410	52	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	C.L.L.I.	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100	Total Rpts	Total Lines /100
Bickleton	BCTN	2	258 0.78	4	258 1.55	3	257 1.17	1	254 0.39	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Birnon	BRNN	24	1161 2.07	18	1162 1.55	18	1159 1.55	12	1137 1.06	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Chimacum	CHMC	18	1097 1.64	18	1093 1.65	23	1095 2.10	20	1084 1.85	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Columbia	CLMA	0	149 0.00	0	149 0.00	0	147 0.00	0	147 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Dallesport	DLPT	3	577 0.52	4	580 0.69	8	576 1.39	8	579 1.38	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Gardiner	GRDN	4	278 1.44	7	282 2.48	5	285 1.75	0	288 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Glenwood	GLWD	15	385 3.90	1	385 0.26	2	387 0.52	4	351 1.14	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Goldendale	GLDL	62	5274 1.18	67	5278 1.27	56	5272 1.06	63	5191 1.21	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Grandview	GDVW	87	5688 1.56	127	5660 2.28	56	5584 1.00	53	5488 0.97	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Granger	GRGR	24	1574 1.52	29	1569 1.85	18	1566 1.15	24	1560 1.54	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Hairah	HRRH	22	1157 1.90	14	1159 1.21	22	1173 1.88	11	1173 0.94	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Kicklat	KLCT	4	369 1.08	5	367 1.36	1	374 0.27	5	379 1.32	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Lyle	LYLE	25	1004 2.49	50	1008 4.97	17	1010 1.68	19	1008 1.88	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Mabton	MBTN	26	1297 2.00	15	1290 1.16	19	1297 1.46	26	1300 2.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Mattawa	MTWA	54	2406 2.24	45	2423 1.86	66	2439 2.71	33	2485 1.33	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Patterson	PASN	2	515 0.39	2	522 0.38	5	536 0.93	0	514 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Poulsbo	PLSB	339	40655 0.83	252	40669 0.62	511	40970 1.25	357	41027 0.87	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Prosser	PRSR	100	5432 1.84	60	5415 1.11	54	5390 1.00	54	5397 1.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Quilcene	QLCN	39	1497 2.61	22	1483 1.48	19	1484 1.28	26	1480 1.74	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Rosevelt	RSVT	1	188 0.53	0	186 0.00	1	190 0.53	1	193 0.52	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Stevenson	STSN	80	4719 1.70	63	4713 1.34	67	4702 1.42	50	4696 1.06	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Sunnyside	SNSD	143	1181 1.21	140	11834 1.18	95	11868 0.80	86	11818 0.76	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Toppenish	TPNS	89	6108 1.46	58	6113 0.95	51	6130 0.83	46	6091 0.76	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Troutlake	TRLK	10	734 1.36	6	730 0.82	4	729 0.65	3	728 0.41	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Wrapato	WPAT	58	4322 1.34	39	4304 0.91	40	4322 0.93	43	4307 1.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
White Salmon	WHSL	88	5187 1.70	43	5172 0.83	25	5164 0.48	42	5137 0.82	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Whiteswan	WHSW	7	735 0.95	18	752 2.39	5	754 0.66	10	749 1.34	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Whitstran	WHTS	10	742 1.35	20	735 2.72	7	731 0.96	14	730 1.92	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Willard	WLPD	5	322 1.55	6	319 1.88	3	322 0.83	3	320 0.63	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Wishram	WSHR	3	272 1.10	0	271 0.00	0	272 0.00	3	276 1.09	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Zillah	ZLLH	31	2542 1.22	19	2549 0.75	29	2551 1.14	14	2541 0.95	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Washington		1375	108355 1.27	1152	108328 1.06	1230	108736 1.13	1030	108438 0.95	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####

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 Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec	Total Calls	% DT 3 Sec						
Poulsbo	90704	3	100.0	78205	36	100.0	83236	1	100.0	82475	18	100.0																									
Sunnyside	195743	5	100.0	179036	18	100.0	196260	2	100.0	186324	0	100.0																									
Washington	286447	8	100.0	257241	54	100.0	278498	3	100.0	268769	18	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
2004

Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl	Total OOS	OOS Ctr 48	OOS Ctr >48	OOS48 Excl
Bickleton	BCTN	2	2	0	0	1	1	0	0	3	3	0	0	1	1	1	0	0	0	0	1	1	1	0	0
Brinnon	BRNN	16	16	0	4	13	13	0	0	10	10	0	2	2	8	8	0	0	0	0	1	1	1	0	0
Chimacum	CHMC	14	14	0	0	11	11	0	2	20	20	0	0	1	16	16	0	0	0	0	1	1	1	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	0
Dallesport	DLPT	3	3	0	1	3	3	0	0	7	7	0	0	1	4	4	0	0	0	0	0	0	0	0	0
Gardiner	GRDN	2	2	0	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	13	13	0	1	1	1	0	0	1	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	52	52	0	23	47	47	0	13	42	41	1	8	53	52	1	7	12	12	1	1	1	0	0	0
Grandview	GDVW	69	68	1	9	106	106	0	11	44	44	0	20	44	44	0	12	12	12	12	12	12	12	12	12
Granger	GRGR	21	21	0	9	21	21	0	6	17	16	1	3	18	18	0	5	5	5	5	5	5	5	5	5
Harrish	HRRH	14	14	0	6	13	13	0	0	14	14	0	0	3	8	8	0	3	3	3	3	3	3	3	3
Klickitat	KLCT	4	4	0	1	5	5	0	1	1	1	0	0	0	3	3	0	5	5	5	5	5	5	5	5
Lyle	LYLE	23	23	0	2	23	23	0	0	17	14	0	2	16	16	0	2	2	2	2	2	2	2	2	2
Mabton	MBTN	23	22	1	2	12	12	0	0	17	17	0	2	20	20	0	1	1	1	1	1	1	1	1	1
Mattawa	MTWA	34	34	0	2	31	31	0	3	45	45	0	6	22	21	1	9	9	9	9	9	9	9	9	9
Patterson	PASN	2	2	1	1	1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	236	235	1	31	191	191	0	45	452	452	0	44	293	291	2	44	44	44	44	44	44	44	44	44
Prosser	PRSR	78	76	2	14	47	47	0	10	40	40	0	7	33	33	0	5	5	5	5	5	5	5	5	5
Quilcene	QLCN	27	27	0	1	16	16	0	2	12	12	0	4	20	20	0	1	1	1	1	1	1	1	1	1
Roosevelt	RSVT	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	70	70	0	18	45	44	1	13	51	51	0	6	41	41	0	10	10	10	10	10	10	10	10	10
Sunnyside	SNSD	115	115	0	37	116	115	1	28	70	69	1	34	63	63	0	23	23	23	23	23	23	23	23	23
Toppenish	TPNS	74	74	0	14	42	42	0	16	39	39	0	7	35	35	0	13	13	13	13	13	13	13	13	13
Troutlake	TRLK	9	9	0	0	5	5	0	1	4	4	0	0	2	2	0	3	3	3	3	3	3	3	3	3
Wapato	WPAT	47	46	1	9	29	29	0	15	31	31	0	18	38	38	0	10	10	10	10	10	10	10	10	10
White Salmon	WHSL	69	66	3	13	33	33	0	8	20	20	0	8	31	31	0	14	14	14	14	14	14	14	14	14
WhiteSwan	WHSW	5	5	0	6	17	17	0	2	4	4	0	2	8	8	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	9	9	0	3	11	11	0	3	3	3	0	0	12	12	0	1	1	1	1	1	1	1	1	1
Willard	WLRD	3	3	0	0	6	6	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram	WSHR	2	2	0	3	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	24	24	0	9	16	16	0	1	22	22	0	2	14	14	0	5	5	5	5	5	5	5	5	5
Washington		1061	1051	10	219	867	865	2	192	992	989	3	183	806	802	4	182	182	182	182	182	182	182	182	182

Total OOS = Total regulated out of service trouble reports
 OOS Ctr 48 = Total regulated out of service trouble reports cleared within 48 hours
 OOS Ctr >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	0	1	1	0	0	0	0	0	0	0	0	0	0
Birnon	BRNN	13	13	0	7	7	0	1	14	14	0	0	0	0	0	0	0	0	0
Chimacum	CHMC	4	4	0	11	10	1	2	6	6	0	1	7	7	0	2	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	0	2	2	0	0	4	4	0	0	0	0	0
Gardiner	GRDN	2	2	0	3	3	0	1	2	2	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	4	4	0	1	1	0	0	2	2	0	1	2	1	1	0	0	0	0
Goldendale	GLDL	43	42	1	42	41	1	8	35	34	1	13	27	27	0	10	0	0	0
Grandview	GDVV	33	32	1	43	42	1	10	42	42	0	10	33	33	0	12	0	0	0
Granger	GRGR	18	16	2	4	4	0	5	6	6	0	2	16	16	0	5	0	0	0
Harrish	HRRH	23	22	1	4	4	0	2	18	17	1	7	9	8	1	2	0	0	0
Klickitat	KLCT	2	1	1	2	2	0	1	2	2	0	2	7	7	0	0	0	0	0
Lyle	LYLE	6	6	0	35	35	0	1	6	6	0	1	5	4	1	0	0	0	0
Mabton	MBTN	8	8	0	2	5	0	2	9	9	0	5	8	8	0	1	0	0	0
Mattawa	MTWA	26	26	0	22	21	1	5	32	32	0	5	29	29	0	9	0	0	0
Patterson	PASN	1	1	0	2	2	0	0	2	2	0	1	2	2	0	0	0	0	0
Poulsbo	PLSB	187	185	2	152	148	4	45	156	152	4	49	164	157	7	50	0	0	0
Prosser	PRSR	47	46	1	40	40	0	17	33	33	0	12	44	44	0	18	0	0	0
Quilcene	QLCN	19	19	0	12	12	0	4	13	13	0	2	11	10	1	3	0	0	0
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0
Stevenson	STSN	43	43	0	41	39	2	9	30	30	0	8	26	26	0	7	0	0	0
Sunnyside	SNSD	91	90	1	75	74	1	23	91	88	3	31	79	78	1	32	0	0	0
Toppenish	TPNS	39	39	0	10	43	0	11	29	29	0	10	35	35	0	11	0	0	0
Troutlake	TRLK	3	3	0	2	2	0	0	1	1	0	1	7	7	0	3	0	0	0
Wapato	WPAT	27	27	0	33	33	0	8	34	33	1	6	25	25	0	10	0	0	0
White Salmon	WHSL	39	38	1	26	24	2	8	20	20	0	7	33	33	0	8	0	0	0
WhiteSwan	WHSW	13	13	0	6	6	0	3	6	5	1	2	3	3	0	1	0	0	0
Whitstran	WHTS	6	5	1	14	14	0	2	6	6	0	1	4	4	0	1	0	0	0
Willard	WLRD	3	3	0	1	1	0	1	3	3	0	0	6	6	0	1	0	0	0
Wishram	WSHR	4	4	0	0	0	0	0	1	1	0	0	3	3	0	0	0	0	0
Zillah	ZLLH	19	19	0	9	9	0	5	12	11	1	2	10	10	0	5	0	0	0
Washington		725	713	12	656	643	13	175	614	602	12	183	607	593	14	192	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