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WASHINGTON
UTILITIES & TRANSPORTATION
COMMISSION

June 11, 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 May 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

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	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl	Install	Miss	Excl
Bickleton	BCTN	2	0	6	1	0	8	2	0	14	4	0	16	6	0	20	26	2	88	0	0	0	0	0	0
Binnon	BRNN	10	3	38	8	0	44	34	2	110	50	6	110	26	2	88	26	2	88	0	0	0	0	0	0
Chinacum	CHMC	8	0	44	8	0	37	22	0	84	12	2	76	24	0	80	24	0	80	0	0	0	0	0	0
Columbia	CUMA	4	1	21	9	1	23	16	0	48	22	0	58	20	0	28	20	0	28	0	0	0	0	0	0
Dallesport	DLPT	2	1	11	5	0	16	14	2	18	8	0	26	14	0	16	14	0	16	0	0	0	0	0	0
Gardiner	GRDN	2	0	11	5	0	9	10	0	22	6	0	94	4	0	20	4	0	20	0	0	0	0	0	0
Glenwood	GLWD	2	0	11	5	0	9	10	0	22	6	0	94	4	0	20	4	0	20	0	0	0	0	0	0
Goldendale	GLDL	54	0	188	65	2	221	136	4	470	142	2	452	144	6	352	144	6	352	0	0	0	0	0	0
Grandview	GDVV	72	0	328	85	0	309	206	4	644	194	2	620	152	0	576	152	0	576	0	0	0	0	0	0
Granger	GRGR	29	0	124	31	0	114	52	2	204	48	2	150	50	4	192	50	4	192	0	0	0	0	0	0
Hamah	HRRH	26	0	76	18	0	60	60	0	128	38	0	96	22	0	132	22	0	132	0	0	0	0	0	0
Klickitat	KLCT	6	0	14	6	0	24	16	0	40	22	0	30	14	0	58	14	0	58	0	0	0	0	0	0
Lyle	LYLE	13	0	55	9	0	41	32	0	102	34	2	82	38	0	146	38	0	146	0	0	0	0	0	0
Mabton	MBTN	23	0	66	22	0	85	42	0	156	38	0	98	44	0	98	44	0	98	0	0	0	0	0	0
Mattawa	MTWA	40	1	178	81	0	193	186	10	412	162	6	320	154	2	314	154	2	314	0	0	0	0	0	0
Patterson	PASN	1	0	4	1	0	3	6	0	10	2	0	6	0	0	6	0	0	6	0	0	0	0	0	0
Poulsbo	PLSB	225	9	1004	203	2	931	594	18	2140	556	28	1924	522	8	1728	522	8	1728	0	0	0	0	0	0
Prosser	PRSR	58	2	238	66	0	241	144	4	522	154	4	422	164	20	410	164	20	410	0	0	0	0	0	0
Quilcene	QLCN	13	0	89	13	0	68	26	0	132	36	4	106	30	2	100	30	2	100	0	0	0	0	0	0
Roosevelt	RSVT	4	0	4	0	0	3	2	0	12	6	0	2	4	0	4	4	0	4	0	0	0	0	0	0
Stevenson	STSN	30	1	200	38	3	182	132	6	380	114	4	360	114	4	428	114	4	428	0	0	0	0	0	0
Sunnyside	SNSD	173	1	559	160	3	529	374	2	1276	276	2	1032	300	0	1022	300	0	1022	0	0	0	0	0	0
Toppensish	TPNS	87	2	264	85	0	255	206	0	578	146	4	544	122	6	456	122	6	456	0	0	0	0	0	0
Troulaka	TRLK	5	0	21	6	0	37	18	0	62	14	2	56	22	0	112	22	0	112	0	0	0	0	0	0
Wapato	WPAT	66	2	195	74	0	216	168	2	496	126	2	408	126	0	462	126	0	462	0	0	0	0	0	0
White Salmon	WPSL	39	0	184	53	1	215	116	4	414	92	2	384	136	0	324	136	0	324	0	0	0	0	0	0
Whiteswan	WHSW	14	0	21	21	1	26	30	2	70	20	0	66	32	2	84	32	2	84	0	0	0	0	0	0
Whitstran	WHTS	7	0	38	11	0	43	10	0	54	12	0	50	10	0	56	10	0	56	0	0	0	0	0	0
Willard	WLRD	2	0	10	5	0	15	0	0	22	2	0	18	6	0	10	6	0	10	0	0	0	0	0	0
Wishram	WSHR	4	0	18	3	0	15	10	0	22	10	0	16	4	0	20	4	0	20	0	0	0	0	0	0
Zillah	ZLLH	30	0	115	32	0	101	80	2	220	64	0	216	50	0	208	50	0	208	0	0	0	0	0	0
Washington		1049	24	4124	1122	15	4061	2744	64	8862	2410	70	7848	2354	58	7550	2354	58	7550	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	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
Bickleton		2	0	0	4	1	1	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brimnon		24	1	3	18	8	2	18	3	4	1	3	21	1	5	0	0	0	0	0	0	0	0	0	
Chimacum		18	0	0	18	3	2	23	2	2	0	1	10	1	2	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	0	0	0	0	0	
Dallesport		3	2	2	4	1	1	8	1	0	0	0	4	0	1	0	0	0	0	0	0	0	0	0	
Gardiner		4	1	0	7	2	1	5	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		15	3	2	1	0	1	2	1	1	0	0	6	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		62	9	27	67	4	19	56	3	16	63	8	17	41	3	23	0	0	0	0	0	0	0	0	
Grandview		87	4	15	127	8	21	56	4	29	53	2	21	100	2	34	0	0	0	0	0	0	0	0	
Granger		24	1	12	29	1	11	18	1	4	24	0	10	15	2	14	0	0	0	0	0	0	0	0	
Hanrah		22	0	13	14	0	2	22	1	9	11	0	6	19	0	5	0	0	0	0	0	0	0	0	
Klickitat		4	0	1	5	2	2	1	0	2	5	1	4	4	0	2	0	0	0	0	0	0	0	0	
Lyle		25	4	3	50	5	6	17	1	3	19	4	2	6	1	6	0	0	0	0	0	0	0	0	
Mabton		26	5	4	15	2	2	19	2	7	26	5	2	22	0	10	0	0	0	0	0	0	0	0	
Mattawa		54	0	5	45	2	8	66	1	10	33	6	17	27	0	16	0	0	0	0	0	0	0	0	
Patterson		2	1	1	2	1	1	5	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
PASN		339	33	82	252	18	87	511	20	88	357	42	89	186	6	95	0	0	0	0	0	0	0	0	
Poulsbo		100	8	21	60	6	26	54	3	18	54	4	21	72	0	18	0	0	0	0	0	0	0	0	
Prosser		39	5	4	22	2	6	19	5	3	26	1	4	17	5	4	0	0	0	0	0	0	0	0	
Quilcene		1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rosevelt		80	10	32	63	4	20	67	3	13	50	6	16	36	0	17	0	0	0	0	0	0	0	0	
Stevenson		143	12	60	140	17	51	95	7	61	86	7	51	76	3	46	0	0	0	0	0	0	0	0	
Sunnyside		89	1	23	58	0	27	51	4	17	46	1	22	38	1	12	0	0	0	0	0	0	0	0	
Toppenish		10	1	2	6	0	1	4	0	1	3	0	5	5	0	4	0	0	0	0	0	0	0	0	
Troutlake		58	2	16	39	0	23	40	0	24	43	2	20	40	1	22	0	0	0	0	0	0	0	0	
Wapato		88	13	20	43	1	16	25	3	12	42	4	22	39	0	21	0	0	0	0	0	0	0	0	
White Salmon		7	0	11	18	0	5	5	0	5	10	0	1	9	0	6	0	0	0	0	0	0	0	0	
Whiteswan		10	5	4	20	5	4	7	0	1	14	0	2	3	0	2	0	0	0	0	0	0	0	0	
Whitman		5	1	1	6	0	1	3	0	0	2	0	4	0	0	0	0	0	0	0	0	0	0	0	
Willard		3	0	3	0	0	0	0	0	0	1	3	1	1	0	0	0	0	0	0	0	0	0	0	
Wishram		31	1	11	19	0	6	29	2	5	14	0	10	21	0	8	0	0	0	0	0	0	0	0	
Zillah																									
Washington		1375	124	378	1152	93	355	1230	68	338	1030	102	353	821	26	374	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	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	4	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brinnon		10	1	10	1	34	0	50	2	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chimacum		8	0	8	0	22	0	12	2	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia		4	1	9	0	16	0	22	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport		4	1	5	0	14	2	8	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner		2	0	1	0	10	0	6	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		54	1	65	1	136	6	142	6	144	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		72	2	85	1	206	10	194	0	152	4	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		29	0	31	0	52	0	48	0	50	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		26	0	18	0	60	0	38	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hanrah		6	0	6	0	16	0	22	2	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat		13	0	9	1	32	0	34	6	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle		23	0	22	0	42	2	38	0	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton		40	0	81	0	186	6	162	2	154	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa		1	0	1	0	6	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson		225	5	203	5	594	10	556	18	522	10	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		58	2	66	0	144	2	154	0	164	14	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser		13	0	13	0	26	0	36	4	30	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcene		4	0	4	0	2	0	6	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt		30	0	38	3	132	2	114	2	114	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson		173	1	160	3	374	10	276	2	300	4	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside		87	2	85	0	206	0	146	0	122	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish		5	0	6	0	18	0	14	2	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake		66	1	74	0	168	0	126	2	126	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato		39	0	53	0	116	0	92	0	136	4	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon		14	1	21	1	30	0	20	0	32	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan		7	0	11	0	10	0	12	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		2	0	5	0	0	0	2	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		4	0	3	0	10	0	10	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wishram		30	0	32	0	80	0	64	0	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah		1049	18	1122	17	2744	50	2410	52	2354	48	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington																									

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	CILI	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 0.99	0	257 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Brinnon	BRNN	24	1161 2.07	18	1162 1.55	18	1159 1.55	12	1137 1.06	21	1141 1.84	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Chimacum	CHMC	18	1097 1.64	18	1093 1.65	23	1095 2.10	20	1084 1.85	0	1088 0.92	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Clumbia	CLMA	0	149 0.00	0	149 0.00	0	147 0.00	0	147 0.00	0	145 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Dalesport	DLPT	3	577 0.52	4	580 0.69	8	576 1.39	8	579 1.38	0	582 0.69	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Gardiner	GRDN	4	278 1.44	7	282 2.48	5	285 1.75	0	283 0.00	3	293 1.02	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Glenwood	GLWD	15	385 3.90	1	385 0.26	2	387 0.52	4	351 1.14	6	349 1.72	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Goldendale	GLDL	62	5274 1.18	67	5278 1.27	56	5272 1.06	63	5191 1.21	41	5187 0.79	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Grandview	GDVW	87	5588 1.55	127	5560 2.28	56	5584 1.00	53	5488 0.97	100	5410 1.85	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Granger	GRGR	24	1574 1.52	29	1589 1.85	18	1566 1.15	24	1560 1.94	15	1545 0.97	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Hannah	HRRH	22	1157 1.90	14	1159 1.21	22	1173 1.88	11	1173 0.94	19	1138 1.67	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Kickitat	KLCT	4	369 1.08	5	367 1.36	1	374 0.27	5	379 1.32	4	368 1.09	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Lyle	LYLE	25	1004 2.49	50	1006 3.37	17	1010 1.68	19	1008 1.88	6	977 0.61	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Mablon	MBTN	26	1297 2.00	15	1290 1.16	19	1297 1.46	26	1300 2.00	22	1282 1.72	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Mattawa	MTWA	54	2406 2.24	45	2423 1.86	66	2439 2.71	33	2485 1.33	27	2493 1.08	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Patterson	PASN	2	515 0.39	2	522 0.38	5	538 0.93	0	514 0.00	1	445 0.22	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Poulsbo	PLSB	339	40655 0.83	252	40669 0.82	511	40970 1.25	357	41027 0.87	186	40959 0.45	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Prosser	PRSR	100	5432 1.84	60	5415 1.11	54	5390 1.00	54	5397 1.00	72	5200 1.38	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Quilcena	QLCN	39	1497 2.61	22	1483 1.48	19	1484 1.28	26	1490 1.74	17	1479 1.15	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Roosevelt	RSVT	1	188 0.53	0	186 0.00	1	190 0.53	1	183 0.52	0	193 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Stevenson	STSN	80	4719 1.70	63	4713 1.34	67	4702 1.42	50	4696 1.06	36	4588 0.78	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Sunnyside	SNSD	143	11811 1.21	140	11634 1.18	95	11868 0.80	86	11818 0.73	76	11527 0.66	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Toppenish	TPNS	89	6108 1.46	58	6113 0.95	51	6130 0.83	46	6091 0.76	38	5913 0.64	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Troul Lake	TRLK	10	734 1.36	6	730 0.82	4	729 0.55	3	728 0.41	5	687 0.73	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Wapato	WPAT	58	4322 1.34	39	4304 0.91	40	4322 0.93	43	4307 1.00	40	4239 0.94	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
White Salmon	WHSL	88	5187 1.70	43	5172 0.83	25	5164 0.48	42	5137 0.92	39	5134 0.76	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
White Swan	WHSW	7	735 0.95	18	752 2.79	5	754 0.66	10	749 1.34	9	744 1.21	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Whitman	WHTS	10	742 1.35	20	735 2.72	7	731 0.66	14	730 1.92	3	721 0.42	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Willard	WLRD	5	322 1.55	6	319 1.88	3	322 0.93	2	320 0.53	0	319 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Wishram	WISHR	3	272 1.10	0	271 0.00	0	272 0.00	3	276 1.09	0	271 0.00	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Zillah	ZLLH	31	2942 1.22	19	2949 0.75	29	2951 1.14	14	2941 0.55	21	2934 0.83	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Washington		1375	108355 1.27	1152	108328 1.06	1230	108736 1.13	1030	108438 0.95	821	107208 0.77	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####

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	76205	38	100.0	83236	1	100.0	82475	18	100.0	78782	1	100.0																						
Sunnyside	195743	5	100.0	179036	18	100.0	196280	2	100.0	186324	0	100.0	184848	37	100.0																						
Washington	286447	8	100.0	257241	54	100.0	278486	3	100.0	268799	18	100.0	263630	38	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
				Jan-04			Objective was met.
SEQMWA0177IE	AP069407	PLSBWAXXDS1	SEQMWA01DS1	Feb-04	12 pm to 6 pm	3.4%	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.
				Apr-04			Objective was met.
				May-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 Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	
Bickleton		2	2	0	0	1	1	0	3	3	0	0	1	1	0	0	0	0	0	0	0	0
Brinnon		16	16	0	4	13	13	0	10	10	0	0	0	8	8	0	0	0	11	11	0	3
Chimacum		14	14	0	0	11	11	0	20	20	0	1	16	16	0	0	0	0	8	8	0	1
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		3	3	0	1	3	3	0	7	7	0	1	4	4	0	0	0	0	3	3	0	1
Gardiner		2	2	0	0	5	5	0	3	3	0	0	0	0	0	0	0	3	3	0	0	
Glenwood		13	13	0	1	11	11	0	1	1	0	0	0	0	0	0	0	4	4	0	0	
Goldendale		52	52	0	23	47	47	0	42	41	1	8	53	52	1	7	29	0	29	29	0	8
Grandview		69	68	1	9	106	106	0	44	44	0	20	44	44	0	0	0	12	70	69	1	17
Granger		21	21	0	9	21	21	0	17	16	1	3	18	18	0	5	12	0	12	12	0	10
Harrah		14	14	0	6	13	13	0	14	14	0	3	8	8	0	0	0	18	18	0	0	3
Klickitat		4	4	0	1	5	5	0	1	1	0	0	0	3	3	0	0	2	0	0	0	0
Lyle		23	23	0	2	23	23	0	14	14	0	2	16	16	0	2	6	0	6	6	0	2
Mahton		23	22	1	2	12	12	0	17	17	0	2	20	20	0	1	16	0	16	16	0	2
Mattawa		34	34	0	2	31	31	0	45	45	0	6	22	21	1	9	17	0	17	17	0	4
Patterson		2	1	1	1	31	1	0	4	4	0	0	0	0	0	2	44	1	0	0	0	13
Poulsbo		236	235	1	1	191	191	0	452	452	0	44	293	291	2	1	130	1	130	130	1	45
Prosser		78	76	2	14	47	47	0	40	40	0	7	33	33	0	5	63	0	63	63	0	8
Quilcene		27	27	0	1	16	16	0	12	12	0	4	20	20	0	1	10	1	10	9	1	3
Roosevelt		1	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		70	70	0	18	45	44	1	51	51	0	6	41	41	0	10	27	0	27	27	0	10
Sunnyside		115	115	0	37	116	115	1	28	70	69	1	34	63	63	0	23	63	63	0	0	21
Toppenish		74	74	0	14	42	42	0	39	39	0	7	35	35	0	13	31	0	31	31	0	9
Troutlake		9	9	0	0	5	5	0	4	4	0	0	2	2	0	3	2	0	2	2	0	3
Wapato		47	46	1	9	29	29	0	31	31	0	18	38	38	0	10	31	0	31	31	0	13
White Salmon		69	66	3	13	33	33	0	20	20	0	8	31	31	0	14	34	0	34	34	0	12
WhiteSwan		5	5	0	6	17	17	0	4	4	0	2	8	8	0	0	6	0	6	6	0	3
Whitman		9	9	0	3	11	11	0	3	3	0	1	12	12	0	1	2	0	2	2	0	2
Willard		3	3	0	0	6	6	0	1	1	0	0	0	0	0	0	3	0	0	0	0	0
Wishram		2	2	0	3	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Zillah		24	24	0	9	16	16	0	22	22	0	2	14	14	0	5	14	0	14	14	0	4
Washington		1061	1051	10	219	867	865	2	992	989	3	183	806	802	4	182	614	611	3	195	0	0

Total OOS = Total regulated out of service trouble reports
 OOS Clr 48 = Total regulated out of service trouble reports cleared within 48 hours
 OOS Clr >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 Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72	Total NOOS	NOOS Ctr 72	NOOS Ctr >72
Bickleton		0	0	0	4	4	0	1	1	0	0	0	0	0	0	0	0	0	0
Birnon		13	13	0	7	7	0	14	14	0	0	0	0	15	15	0	2	2	0
Chimacum		4	4	0	11	10	1	6	6	0	1	2	2	4	4	0	1	1	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	2	2	0	0	0	0	2	2	0	0	0	0
Gardiner		2	2	0	3	3	0	2	2	0	0	0	0	2	2	0	0	0	0
Glenwood		4	4	0	1	1	0	2	2	0	0	0	0	2	2	0	0	0	0
Goldendale		43	42	1	42	41	1	35	34	1	13	10	27	37	37	0	17	17	0
Grandview		33	32	1	43	42	1	42	42	0	10	12	33	64	64	0	17	17	0
Granger		18	16	2	4	19	0	6	6	0	2	5	18	18	0	5	5	0	0
Harrah		23	22	1	4	4	0	18	17	1	7	8	9	6	6	0	2	2	0
Klickitat		2	1	1	2	2	0	2	2	0	2	4	7	7	0	0	2	2	0
Lyle		6	6	0	35	35	0	6	6	0	1	0	5	4	4	0	0	0	0
Mabton		8	8	0	5	5	0	9	9	0	5	8	8	16	16	0	6	6	0
Mattawa		26	26	0	22	21	1	32	32	0	5	29	29	26	26	0	3	3	0
Patterson		1	1	0	2	2	0	2	2	0	1	2	2	0	0	0	0	0	0
Poulsbo		187	185	2	152	148	4	156	152	4	49	164	157	148	148	6	49	49	0
Prosser		47	46	1	40	40	0	33	33	0	12	44	44	30	29	1	12	12	0
Quilcene		19	19	0	12	12	0	13	13	0	2	11	10	11	11	0	1	1	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
Stevenson		43	43	0	15	15	0	30	30	0	8	26	26	26	26	0	7	7	0
Sunnyside		91	90	1	75	74	1	91	88	3	31	79	78	59	58	1	23	23	0
Toppenish		39	39	0	43	43	0	29	29	0	10	35	35	19	19	0	3	3	0
Troutlake		3	3	0	2	2	0	1	1	0	1	7	7	7	7	0	1	1	0
Wapato		27	27	0	33	33	0	34	33	1	6	25	25	31	31	0	9	9	0
White Salmon		39	38	1	26	24	2	20	20	0	7	33	33	26	26	0	9	9	0
WhiteSwan		13	13	0	6	6	0	5	5	0	2	3	3	9	9	0	3	3	0
Whitstran		6	5	1	14	14	0	6	6	0	1	4	4	3	3	0	0	0	0
Willard		3	3	0	1	1	0	3	3	0	0	6	6	0	0	0	0	0	0
Wishram		4	4	0	0	0	0	1	1	0	0	3	3	1	1	0	1	1	0
Zillah		19	19	0	9	9	0	12	11	1	2	10	10	15	15	0	4	4	0
Washington		725	713	12	180	175	5	614	602	12	183	607	593	591	583	8	181	181	0

Total NOOS = Total regulated not out of service trouble reports
 NOOS Ctr 72 = Total regulated not out of service trouble reports cleared within 72 hours
 NOOS Ctr >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