



902 Wasco Street  
Hood River, Oregon 97031-3103

July 15, 2004

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

Re: Sprint 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 June 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:

Glenwood: We had a cable cut on June 12th, by an unknown party, that resulted in 9 trouble reports. This was our toll cable which isolated Glenwood. Damage was located and repaired.

Chimicum: On June 9th, during a routine cable transfer, a defective section of fiber was found that caused a number of fibers to break. This caused an outage which required us to replace a section of the fiber.

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: Monthly Service Quality Report  
Service Activation Delay, 2<sup>nd</sup> Quarter  
Service Activation Delay, 180-day

Copy: Dave Dittmore - WUTC

RECORD REPORT  
JUL 19 2004  
10:20

**WASHINGTON QUALITY OF SERVICE REPORT**  
**INSTALLATION APPOINTMENTS**

TO: Victoria Rasmussen, Consumer Assistant  
360-664-1111/phone - 360-664-4291/fax  
Washington Utilities & Transportation Commission  
PO Box 47250  
Olympia, Washington 98504

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	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl	Install	Appnts	Excl	Made	Miss	Excl			
Bickleton	BCTN	2	0	6	1	0	8	2	0	14	4	0	16	6	0	20	0	0	8	0	0	8	0	0	8	0	0	8	0	0	8	0	0	8			
Binnon	BRNN	10	3	38	10	2	41	34	2	110	50	6	110	28	2	88	28	2	62	2	88	28	2	62	2	88	28	2	62	2	88	28	2	62			
Chimacum	CHMC	8	0	44	8	0	37	22	0	84	12	2	76	24	0	80	38	0	96	0	80	38	0	96	0	80	38	0	96	0	80	38	0	96			
Columbia	CLMA	4	1	21	9	1	23	16	0	48	22	0	58	20	0	28	10	0	52	0	28	10	0	52	0	28	10	0	52	0	28	10	0	52			
Dallesport	DLPT	2	1	11	5	0	16	14	2	18	8	0	26	14	0	16	6	0	18	0	16	6	0	18	0	16	6	0	18	0	16	6	0	18			
Gardiner	GRDN	2	0	11	1	0	9	10	0	22	6	0	94	4	0	20	8	0	30	0	20	8	0	30	0	20	8	0	30	0	20	8	0	30			
Glenwood	GLWD	54	1	188	65	2	221	136	4	470	142	2	452	144	6	352	136	2	390	0	352	136	2	390	0	352	136	2	390	0	352	136	2	390			
Goldendale	GLDL	72	0	328	85	0	309	206	4	644	194	2	620	152	0	576	150	2	566	0	576	150	2	566	0	576	150	2	566	0	576	150	2	566			
Grandview	GDVW	29	0	124	31	0	114	52	0	204	48	2	150	50	4	192	40	0	170	0	192	40	0	170	0	192	40	0	170	0	192	40	0	170			
Granger	GRGR	26	0	76	18	0	60	60	0	128	38	0	96	22	0	132	28	0	102	0	132	28	0	102	0	132	28	0	102	0	132	28	0	102			
Harrah	HRRH	6	0	14	6	0	24	16	0	40	22	0	30	14	0	58	2	0	32	0	58	2	0	32	0	58	2	0	32	0	58	2	0	32			
Klickitat	KLKT	13	0	55	9	0	41	32	0	102	34	2	82	38	0	146	20	0	76	0	146	20	0	76	0	146	20	0	76	0	146	20	0	76			
Lyle	LYLE	23	0	66	22	0	85	42	0	156	38	0	98	44	0	98	42	0	124	0	98	42	0	124	0	98	42	0	124	0	98	42	0	124			
Mabton	MBTN	40	1	178	81	0	193	186	10	412	162	6	320	154	2	314	110	0	300	0	314	110	0	300	0	314	110	0	300	0	314	110	0	300			
Mattawa	MTWA	1	0	4	1	0	3	6	0	10	2	0	6	0	0	6	2	0	20	0	6	2	0	20	0	6	2	0	20	0	6	2	0	20			
Patterson	PASN	225	9	1004	203	2	931	594	18	2140	556	28	1924	522	8	1728	588	10	1766	0	1728	588	10	1766	0	1728	588	10	1766	0	1728	588	10	1766			
Poulsbo	PLSB	68	2	238	66	0	241	144	4	522	154	0	422	164	20	410	144	8	424	0	410	144	8	424	0	410	144	8	424	0	410	144	8	424			
Prosser	PRSR	13	0	89	13	0	68	26	0	132	36	4	106	30	2	100	38	2	118	0	100	38	2	118	0	100	38	2	118	0	100	38	2	118			
Quilcene	QLCN	4	0	4	0	0	3	2	0	12	6	0	2	4	0	4	2	0	8	0	4	2	0	8	0	4	2	0	8	0	4	2	0	8			
Roosevelt	RSVT	30	1	200	38	3	182	132	6	380	114	4	360	114	4	428	100	2	298	0	428	100	2	298	0	428	100	2	298	0	428	100	2	298			
Stevenson	STSN	173	1	559	160	3	529	374	2	1276	276	2	1032	300	0	1022	330	6	976	0	1022	330	6	976	0	1022	330	6	976	0	1022	330	6	976			
Sunnyside	SNSD	87	2	264	85	0	265	206	0	578	146	4	544	122	6	456	176	0	514	0	456	176	0	514	0	456	176	0	514	0	456	176	0	514			
Toppish	TPNS	5	0	21	6	0	37	18	0	62	14	2	56	22	0	112	26	0	54	0	112	26	0	54	0	112	26	0	54	0	112	26	0	54			
Troutlake	TRLK	66	2	195	74	0	216	168	2	496	126	2	408	126	0	482	120	0	442	0	482	120	0	442	0	482	120	0	442	0	482	120	0	442			
Wapato	WPAT	39	0	184	53	1	215	116	4	414	92	2	394	136	2	324	106	0	318	0	324	106	0	318	0	324	106	0	318	0	324	106	0	318			
White Salmon	WHSW	14	0	21	21	1	26	30	2	70	20	0	66	32	2	84	22	0	54	0	84	22	0	54	0	84	22	0	54	0	84	22	0	54			
Whitman	WHTS	7	0	38	11	0	43	10	0	54	12	0	50	10	0	56	14	0	96	0	56	14	0	96	0	56	14	0	96	0	56	14	0	96			
Willard	WLRD	2	0	10	5	0	15	0	0	22	2	0	18	6	0	10	4	0	18	0	10	4	0	18	0	10	4	0	18	0	10	4	0	18			
Wishram	WSHR	4	0	18	3	0	10	3	0	15	10	0	22	4	0	20	12	2	24	0	20	12	2	24	0	20	12	2	24	0	20	12	2	24			
Zillah	ZLLH	30	0	115	32	0	101	80	2	220	64	0	216	50	0	208	56	2	204	0	208	56	2	204	0	208	56	2	204	0	208	56	2	204			
Washington		1049	24	4124	1122	15	4061	2744	64	8862	2410	70	7848	2354	58	7550	2358	38	7360	0	7550	2358	38	7360	0	7550	2358	38	7360	0	7550	2358	38	7360			

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	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				
Bicklon		2	0	0	4	1	1	3	1	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0					
Brinnon		24	1	0	16	3	2	18	3	3	4	4	3	2	1	1	2	1	1	1	2	3	0	0	0	3	0	0	8	0	0	6	0					
Chinacum		18	1	0	18	3	2	23	2	2	4	3	2	2	0	0	0	0	0	1	2	150	7	3	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	0	0	0	0	0	0	0	0	0					
Dallesport		3	2	2	4	1	1	8	1	1	1	0	0	0	0	0	0	0	0	0	0	12	2	3	0	0	0	0	0	0	0	0	0	0				
Gardiner		4	1	0	7	2	1	5	0	0	0	0	0	0	0	0	0	0	0	0	4	0	1	0	0	0	0	0	0	0	0	0	0	0				
Glenwood		15	3	2	1	0	1	2	1	1	1	0	0	0	0	0	0	0	0	0	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0			
Goldendale		62	9	27	67	4	19	56	3	16	3	17	41	3	23	59	1	19	1	19	100	8	17	59	1	19	1	19	1	19	1	19	1	19				
Grandview		87	4	15	127	8	21	56	4	29	4	21	100	2	34	68	5	22	5	22	150	7	3	0	0	0	0	0	0	0	0	0	0	0	0			
Granger		24	1	12	29	1	11	18	1	4	24	0	10	15	2	14	17	1	21	1	21	1	1	1	1	1	1	1	1	1	1	1	1	1	1			
Harrish		22	0	13	14	0	2	22	1	1	9	11	0	6	19	0	5	15	0	9	15	0	2	3	0	0	2	0	0	0	0	0	0	0	0	0		
Klickitat		4	0	1	5	2	2	1	0	2	1	0	2	5	1	4	4	0	2	3	0	2	0	2	0	2	0	0	0	0	0	0	0	0	0	0		
Lyle		25	4	3	50	5	8	17	1	3	19	4	2	6	1	6	14	0	12	6	14	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0		
Mabton		26	5	4	15	2	2	19	2	7	26	5	2	19	4	2	2	0	0	10	17	1	3	0	0	17	1	3	0	0	0	0	0	0	0	0		
Mattawa		54	0	5	45	2	8	66	1	10	33	6	17	27	0	16	32	1	7	22	0	10	1	3	0	0	0	0	0	0	0	0	0	0	0	0		
Patterson		2	1	1	2	1	1	5	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Poulsbo		339	33	82	252	18	87	511	20	88	357	42	89	186	6	95	274	9	114	100	8	21	72	5	4	38	9	4	0	0	0	0	0	0	0	0		
Prosser		100	8	21	60	6	26	54	3	18	54	4	21	72	0	18	60	3	26	100	8	21	72	0	18	60	3	26	0	0	0	0	0	0	0	0	0	
Quilcene		39	5	4	22	2	6	19	5	3	26	1	4	17	5	4	38	9	4	39	5	4	17	5	4	38	9	4	0	0	0	0	0	0	0	0		
Roosevelt		1	0	0	0	0	0	1	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	0	0	
Stevenson		80	10	32	63	4	20	67	3	13	50	6	16	36	0	17	57	1	25	80	10	32	63	4	20	67	3	13	0	0	0	0	0	0	0	0	0	
Sunnyside		143	12	60	140	17	51	95	7	61	86	7	51	76	3	46	132	9	54	143	12	60	140	17	51	76	3	46	0	0	0	0	0	0	0	0	0	
Toppensish		89	1	23	58	0	27	51	4	17	46	1	22	38	1	12	34	0	17	89	1	23	58	0	27	51	4	17	0	0	0	0	0	0	0	0	0	
Troutlake		10	1	2	6	0	1	4	0	1	3	0	0	5	0	4	6	0	5	10	1	2	6	0	1	4	0	1	0	0	0	0	0	0	0	0	0	
Wapato		58	2	16	39	0	23	40	0	24	43	2	20	40	1	22	60	1	36	58	2	16	39	0	23	40	0	24	0	0	0	0	0	0	0	0	0	
White Salmon		88	13	20	43	1	16	25	3	12	42	4	22	39	0	21	69	1	31	88	13	20	43	1	16	25	3	12	0	0	0	0	0	0	0	0	0	
WhiteSwan		7	0	11	18	0	5	5	0	5	10	0	4	9	0	6	4	0	2	7	0	11	18	0	5	5	0	5	0	0	0	0	0	0	0	0	0	0
Whitman		10	5	4	20	5	4	7	0	1	14	0	2	3	0	0	2	9	0	1	10	5	4	20	5	4	7	0	1	0	0	0	0	0	0	0	0	
Willard		5	1	1	6	0	1	3	0	0	2	0	0	0	0	0	0	0	0	0	6	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram		3	0	3	0	0	0	0	0	0	3	1	1	0	0	1	2	0	0	3	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		31	1	11	19	0	6	29	2	5	14	0	10	21	0	8	28	1	11	31	1	11	19	0	6	29	2	5	0	0	0	0	0	0	0	0	0	
Washington		1375	124	378	1152	93	355	1230	68	338	1030	102	353	821	26	374	1202	53	440	1375	124	378	1152	93	355	1230	68	338	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	BCTN	2	0	1	0	2	0	4	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brinnon	BRNN	10	1	10	1	34	0	50	2	26	0	28	0	0	0	0	0	0	0	0	0	0	0	0	
Chimacum	CHMC	8	0	8	0	22	0	12	2	24	0	38	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	4	1	9	0	16	0	22	0	20	0	10	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	2	0	5	0	14	2	8	0	14	0	6	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner	GRDN	2	0	1	0	10	0	6	0	4	0	8	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	54	1	65	1	136	6	142	6	144	2	136	2	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	72	2	85	1	206	10	194	0	152	4	150	2	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	29	0	31	0	52	0	48	0	50	2	40	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	26	0	18	0	60	0	38	0	22	0	28	0	0	0	0	0	0	0	0	0	0	0	0	
Harrah	HRRH	6	0	6	0	16	0	22	2	14	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	13	0	9	1	32	0	34	6	38	0	20	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	23	0	22	0	42	2	38	0	44	0	42	2	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	40	0	81	0	186	6	162	2	154	2	110	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	1	0	1	0	6	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	225	5	203	5	594	10	556	18	522	10	588	10	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	58	2	66	0	144	2	154	0	164	14	144	6	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	13	0	13	0	26	0	36	4	30	2	38	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcene	QLCN	4	0	0	0	2	0	6	0	4	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	30	0	38	3	132	2	114	2	114	0	100	2	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	173	1	160	3	374	10	276	2	300	4	330	6	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	87	2	85	0	206	0	146	0	122	0	176	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	5	0	6	0	18	0	14	2	22	0	26	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	TRLK	66	1	74	0	168	0	128	2	126	0	120	4	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	39	0	53	1	116	0	92	0	136	4	106	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	14	1	21	1	30	0	20	0	32	2	22	2	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	7	0	11	0	10	0	12	0	10	0	14	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	2	0	5	0	0	0	2	0	6	0	4	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	4	0	3	0	10	0	10	0	4	2	12	0	0	0	0	0	0	0	0	0	0	0	0	
Wishram	WSHR	30	0	32	0	80	0	64	0	50	0	56	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah	ZLLH	1049	18	1122	17	2744	50	2410	52	2354	48	2358	36	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 Telephones 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	1	254	0.39	0	257	0.00	3	254	1.18	#####	#####	#####	#####	#####	#####
Brimmon	BRNN	24	1161	2.07	18	1159	1.55	18	1159	1.55	12	1137	1.06	21	1141	1.84	13	1148	1.13	#####	#####	#####	#####	#####	#####
Chimacum	CHMC	18	1093	1.64	18	1093	1.65	23	1095	2.10	20	1084	1.85	0	1088	0.92	150	1069	3.77	#####	#####	#####	#####	#####	#####
Columbia	CLMA	0	149	0.00	0	149	0.00	0	147	0.00	0	147	0.00	0	145	0.00	0	146	0.00	#####	#####	#####	#####	#####	#####
Dallesport	DLPT	3	577	0.52	4	580	0.69	8	576	1.39	8	579	1.38	4	582	0.69	12	577	2.08	#####	#####	#####	#####	#####	#####
Gardiner	GRDN	4	278	1.44	7	282	2.48	5	285	1.75	0	288	0.00	3	293	1.02	4	296	1.35	#####	#####	#####	#####	#####	#####
Glenwood	GLWD	15	385	3.90	1	385	0.26	2	387	0.52	4	351	1.14	6	349	1.72	16	348	4.50	#####	#####	#####	#####	#####	#####
Goldendale	GOLD	62	5274	1.18	67	5278	1.27	56	5272	1.06	63	5191	1.21	41	5187	0.79	59	5171	1.14	#####	#####	#####	#####	#####	#####
Grandview	GRGV	87	5588	1.56	127	5560	2.28	56	5594	1.00	53	5488	0.97	100	5410	1.85	68	5371	1.27	#####	#####	#####	#####	#####	#####
Granger	GRGR	24	1574	1.52	29	1569	1.85	18	1566	1.15	24	1560	1.54	15	1545	0.97	17	1526	1.11	#####	#####	#####	#####	#####	#####
Harrah	HRRH	22	1157	1.90	14	1159	1.21	22	1173	1.88	11	1173	0.94	19	1138	1.67	15	1126	1.33	#####	#####	#####	#####	#####	#####
Kicklet	KLCT	4	369	1.08	5	367	1.36	1	374	0.27	5	375	1.32	4	368	1.09	3	363	0.63	#####	#####	#####	#####	#####	#####
Lyle	LYLE	25	1004	2.48	50	1006	3.97	17	1010	1.68	19	1008	1.88	6	977	0.61	14	976	1.43	#####	#####	#####	#####	#####	#####
Madawa	MBTN	26	2297	2.00	15	2290	1.16	19	2297	1.46	26	2300	2.00	22	2282	1.72	17	2288	1.34	#####	#####	#####	#####	#####	#####
Mattawa	MTWA	54	2406	2.24	45	2423	1.86	66	2439	2.71	33	2485	1.33	27	2493	1.08	32	2489	1.29	#####	#####	#####	#####	#####	#####
Patterson	PASN	2	515	0.39	2	522	0.38	5	536	0.93	0	514	0.00	1	446	0.22	2	449	0.45	#####	#####	#####	#####	#####	#####
Poulsbo	PLSB	339	40655	0.83	252	40669	0.62	511	40970	1.25	357	41027	0.87	186	40959	0.45	274	40920	0.67	#####	#####	#####	#####	#####	#####
Prosser	PRSR	100	5432	1.84	60	5415	1.11	54	5390	1.00	54	5397	1.00	72	5200	1.38	60	5168	1.16	#####	#####	#####	#####	#####	#####
Quilcene	QLCN	39	1487	2.61	22	1483	1.48	19	1484	1.28	26	1490	1.74	17	1479	1.15	38	1479	2.57	#####	#####	#####	#####	#####	#####
Roosevelt	RSVT	1	188	0.53	0	185	0.00	0	190	0.53	1	193	0.52	0	193	0.00	1	194	0.52	#####	#####	#####	#####	#####	#####
Stevenson	STSN	80	4719	1.70	63	4713	1.34	67	4702	1.42	50	4696	1.06	36	4588	0.78	57	4591	1.24	#####	#####	#####	#####	#####	#####
Sunnyside	SNSD	143	11811	1.21	140	11834	1.18	95	11868	0.80	86	11818	0.73	76	11527	0.66	132	11460	1.15	#####	#####	#####	#####	#####	#####
Trouf lake	TPNS	89	6108	1.46	58	6113	0.95	51	6130	0.55	46	6091	0.76	38	5913	0.73	34	5916	0.57	#####	#####	#####	#####	#####	#####
Troutlake	TRLK	10	734	1.36	6	730	0.82	4	729	0.55	5	728	0.41	5	687	0.73	6	686	0.87	#####	#####	#####	#####	#####	#####
Wapato	WPAT	58	4322	1.34	39	4304	0.91	40	4322	0.93	43	4307	0.94	40	4239	0.94	60	4121	1.46	#####	#####	#####	#####	#####	#####
White Salmon	WHSI	88	5187	1.70	43	5172	0.83	25	5164	0.48	42	5137	0.82	39	5134	0.76	69	5118	1.35	#####	#####	#####	#####	#####	#####
Whiteswan	WHSW	7	735	0.95	18	752	2.39	5	754	0.68	10	749	1.34	9	744	1.21	4	720	0.56	#####	#####	#####	#####	#####	#####
Winburan	WHTS	10	742	1.35	20	735	2.72	7	731	0.96	14	730	1.92	3	721	0.42	9	668	1.35	#####	#####	#####	#####	#####	#####
Willard	WLRD	5	322	1.55	6	319	1.88	3	322	0.93	2	320	0.63	0	319	0.00	3	316	0.95	#####	#####	#####	#####	#####	#####
Wishram	WSHR	3	272	1.10	0	271	0.00	0	272	0.00	3	276	1.09	0	271	0.00	2	273	0.73	#####	#####	#####	#####	#####	#####
Zillah	ZLLH	31	2542	1.22	19	2549	0.75	29	2551	1.14	14	2541	0.55	21	2534	0.83	28	2424	1.16	#####	#####	#####	#####	#####	#####
Washington		1375	106355	1.27	1152	106328	1.06	1230	106736	1.13	1030	106438	0.95	821	107208	0.77	1202	106651	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	90704	3	100.0	78205	36	100.0	89236	1	100.0	82475	18	100.0	78782	1	100.0	80906	1	100.0																			
Sunnyside	195743	5	100.0	178036	18	100.0	186260	2	100.0	186324	0	100.0	184948	37	100.0	176921	4	100.0																			
Washington	286447	8	100.0	257241	54	100.0	279496	3	100.0	268799	18	100.0	263630	38	100.0	257727	5	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	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.	Objective was met.	
				Mar-04			Objective was met.		
				Apr-04			Objective was met.		
				May-04			Objective was met.		
				Jun-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	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	0	0	0	1	1	0	0	0	0	0	0	0	3	3	0
Brinnon	BRNN	16	16	0	4	0	0	10	10	0	0	0	0	0	0	11	11	0	
Chimacum	CHMC	14	14	0	0	0	0	20	20	0	0	0	0	0	0	16	16	0	
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	3	3	0	0	0	0	7	7	0	0	0	0	0	0	4	4	0	
Gardiner	GRDN	2	2	0	0	0	0	3	3	0	0	0	0	0	0	0	3	3	
Glenwood	GLWD	13	13	0	1	0	0	1	1	0	0	0	0	0	0	2	2	0	
Goldendale	GLDL	52	52	0	23	0	13	42	41	1	8	53	52	1	7	29	29	0	
Grandview	GDVV	69	68	1	9	0	11	44	44	0	0	44	44	0	12	70	69	0	
Granger	GRGR	21	21	0	9	0	6	17	16	1	3	18	18	0	5	12	12	1	
Harrish	HRRH	14	14	0	1	0	1	14	14	0	0	8	8	0	3	14	14	0	
Klickitat	KLCT	4	4	0	0	0	0	1	1	0	0	3	3	0	0	2	2	0	
Lyle	LYLE	23	23	0	2	0	7	14	14	0	0	16	16	0	6	6	6	0	
Mabton	MBTN	23	22	1	2	0	0	17	17	0	2	20	20	0	1	16	16	0	
Mattawa	MTWA	34	34	0	2	0	3	45	45	0	0	22	21	1	9	17	17	0	
Patterson	PASN	2	1	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	236	235	1	31	0	45	452	452	0	0	291	291	2	44	131	130	1	
Prosser	PRSR	78	76	2	14	0	10	40	40	0	0	33	33	0	5	63	63	0	
Quilcene	QLCN	27	27	0	1	0	2	12	12	0	4	20	20	0	1	10	9	1	
Roosevelt	RSVT	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	70	70	0	18	0	13	51	51	0	6	41	41	0	10	27	27	0	
Sunnyside	SNSD	115	115	0	37	0	28	70	69	1	34	63	63	0	23	63	63	0	
Toppenish	TPNS	74	74	0	14	0	16	39	39	0	7	35	35	0	13	31	31	0	
Troutlake	TRLK	9	9	0	0	0	0	4	4	0	0	2	2	0	3	2	2	0	
Wapato	WPAT	47	46	1	9	0	15	31	31	0	0	38	38	0	10	31	31	0	
White Salmon	WHSL	69	66	3	13	0	8	20	20	0	8	31	31	0	14	34	34	0	
WhiteSwan	WHSW	5	5	0	6	0	2	4	4	0	2	8	8	0	0	6	6	0	
Whitstran	WHST	9	9	0	3	0	3	3	3	0	0	12	12	0	2	2	2	0	
Willard	WLRD	3	3	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	
Wishram	WSHR	2	2	0	3	0	0	0	0	0	0	1	1	0	0	0	0	0	
Zillah	ZLLH	24	24	0	9	0	1	22	22	0	2	14	14	0	5	14	14	0	
Washington		1061	1051	10	219	2	192	992	989	3	183	806	802	4	182	614	611	3	
																866	860	6	
																		229	

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	0	1	1	0	0	0	0	0	0	0	1	1	0	0	
Brinton	BRNN	13	13	1	7	7	0	1	14	14	4	7	5	15	15	2	11	11	0	3	
Chimacum	CHMC	4	4	0	11	10	1	2	6	6	1	7	7	4	0	1	91	91	0	1	
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	2	2	1	2	2	0	0	2	2	0	4	4	2	2	0	10	10	0	1	
Gardiner	GRDN	2	2	0	3	3	0	1	2	2	0	0	0	0	0	0	2	2	0	0	
Glenwood	GLWD	4	4	1	1	1	0	1	2	2	0	2	1	2	0	3	3	1	0	0	
Goldendale	GLDL	43	42	1	42	41	1	8	35	34	13	27	27	37	37	17	39	39	0	5	
Grandview	GDVV	33	32	1	43	42	1	10	42	42	2	16	16	64	64	17	35	35	0	10	
Granger	GRGR	18	16	2	4	4	0	5	6	6	0	18	18	18	0	5	25	25	0	10	
Harrah	HRRH	23	22	1	8	8	0	2	18	17	1	9	9	6	6	2	10	10	0	4	
Klickitat	KLCT	2	1	1	2	2	0	1	2	2	0	7	7	4	0	2	2	2	0	1	
Lyle	LYLE	6	6	0	35	35	0	1	6	6	0	5	4	6	0	4	15	14	1	6	
Mabton	MBTN	8	8	0	2	2	0	2	9	9	0	8	8	16	16	0	7	7	0	0	
Mattawa	MTWA	26	26	0	4	4	0	4	32	32	5	29	29	26	26	3	16	16	0	3	
Patterson	PASN	1	1	0	2	2	0	0	2	2	0	2	2	0	0	2	2	0	0	0	
Poulsbo	PLSB	187	185	2	152	148	4	45	156	152	4	164	157	148	6	177	171	6	58		
Prosser	PRSR	47	46	1	10	10	0	17	33	33	0	44	44	30	29	12	38	36	2	16	
Quilcene	QLCN	19	19	0	12	12	0	4	13	13	0	11	10	11	11	13	11	2	1	1	
Roosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Stevenson	STSN	43	43	0	41	39	2	9	30	30	8	26	26	26	26	7	41	41	0	14	
Sunnyside	SNSD	91	90	1	25	24	1	23	91	88	3	79	78	59	58	23	87	87	0	26	
Toppenish	TPNS	39	39	0	10	10	0	11	29	29	0	35	35	19	19	3	28	28	0	6	
Troutlake	TRLK	3	3	0	1	1	0	0	1	1	0	7	7	7	7	1	7	7	0	4	
Wapato	WPAT	27	27	0	33	33	0	8	34	33	1	25	25	31	31	9	54	54	0	18	
White Salmon	WHSL	39	38	1	26	24	2	8	20	20	0	33	33	26	26	9	46	46	0	14	
WhiteSwan	WHSW	13	13	0	6	6	0	3	6	5	1	3	3	9	9	3	4	4	0	2	
Whitstran	WHTS	6	5	1	14	14	0	2	6	6	0	4	4	3	3	4	4	0	1	1	
Willard	WLRD	3	3	0	1	1	0	1	3	3	0	6	6	0	0	0	0	0	0	0	0
Wishram	WSHR	4	4	0	0	0	0	0	1	1	0	3	3	1	1	1	2	2	0	1	
Zillah	ZLLH	19	19	0	9	9	0	5	12	11	1	10	10	15	15	4	16	16	0	7	
Washington		725	713	12	180	175	13	175	614	602	12	607	593	591	583	8	786	774	12	212	

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

To: Victoria Rasmussen, Consumer Assistant  
 360-664-1111/phone - 360-664-4291/fax  
 Washington Utilities Transportation Commission  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Apr-04				May-04				Jun-04				2nd 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
Bickleton	BCTN	4	0	0	100%	6	0	0	100%	0	0	0	#DIV/0!	10	0	0	100%
Brimon	BRNN	50	0	0	100%	26	0	0	100%	28	0	0	100%	104	0	0	100%
Chimacum	CHMC	12	0	0	100%	24	0	0	100%	38	0	0	100%	74	0	0	100%
Dallesport	DLPT	22	0	0	100%	20	0	0	100%	10	0	0	100%	52	0	0	100%
Gardiner	GRDN	8	0	0	100%	14	0	0	100%	6	0	0	100%	28	0	0	100%
Glenwood	GLWD	6	0	0	100%	4	0	0	100%	8	0	0	100%	18	0	0	100%
Goldendale	GLDL	142	0	0	100%	144	0	0	100%	136	0	0	100%	422	0	0	100%
Grandview	GDVW	194	0	0	100%	152	0	0	100%	150	0	0	100%	496	0	0	100%
Granger	GRGR	48	0	0	100%	50	0	0	100%	40	0	0	100%	138	0	0	100%
Harrah	HRRH	38	0	0	100%	22	0	0	100%	28	0	0	100%	88	0	0	100%
Klickitat	KLCT	22	0	0	100%	14	0	0	100%	2	0	0	100%	38	0	0	100%
Lyle	LYLE	34	0	0	100%	38	0	0	100%	20	0	0	100%	92	0	0	100%
Mabton	MBTN	38	0	0	100%	44	0	0	100%	42	0	0	100%	124	0	0	100%
Mattawa	MTWA	162	0	0	100%	154	0	0	100%	110	0	0	100%	426	0	0	100%
Patterson	PASN	2	0	0	100%	0	0	0	0%	2	0	0	100%	4	0	0	100%
Poulsbo	PLSB	556	0	0	100%	522	2	0	100%	588	0	0	100%	1666	2	0	100%
Prosser	PRSR	154	0	0	100%	164	0	0	100%	144	0	0	100%	462	0	0	100%
Quilcene	QLCN	36	0	0	100%	30	0	0	100%	38	0	0	100%	104	0	0	100%
Roosevelt	RSVT	6	0	0	100%	4	0	0	100%	2	0	0	100%	12	0	0	100%
Stevenson	STSN	114	0	0	100%	114	0	0	100%	100	0	0	100%	328	0	0	100%
Sunnyside	SNSD	276	0	0	100%	300	0	0	100%	330	0	0	100%	906	0	0	100%
Toppenish	TPNS	146	0	0	100%	122	0	0	100%	176	0	0	100%	444	0	0	100%
Troutlake	TRLK	14	0	0	100%	22	0	0	100%	26	0	0	100%	62	0	0	100%
Wapato	WPAT	126	0	0	100%	126	0	0	100%	120	0	0	100%	372	0	0	100%
White Salmon	WWSL	92	0	0	100%	136	0	0	100%	106	0	0	100%	334	0	0	100%
WhiteSwan	WHSW	20	0	0	100%	32	0	0	100%	22	0	0	100%	74	0	0	100%
Whitstran	WHTS	12	0	0	100%	10	0	0	100%	14	0	0	100%	36	0	0	100%
Willard	WLRD	2	0	0	100%	6	0	0	100%	4	0	0	100%	12	0	0	100%
Wishram	WSHR	10	0	0	100%	4	0	0	100%	12	0	0	100%	26	0	0	100%
Zillah	ZLLH	64	0	0	100%	50	0	0	100%	56	0	0	100%	170	0	0	100%
Washington		2410	0	0	100%	2354	2	0	100%	2358	0	0	100%	7122	2	0	100%

To: Victoria Rasmussen, Consumer Assistant  
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 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan - Jun 04 (180 Day)			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
Bickleton	BCTN	15	0	0	100%
Brinnon	BRNN	158	0	0	100%
Chimacum	CHMC	112	0	0	100%
Dallesport	DLPT	81	0	0	100%
Gardiner	GRDN	49	0	0	100%
Glenwood	GLWD	31	0	0	100%
Goldendale	GLDL	677	0	0	100%
Grandview	GDVW	859	0	0	100%
Granger	GRGR	250	0	0	100%
Harrah	HRRH	192	0	0	100%
Klickitat	KLCT	66	0	0	100%
Lyle	LYLE	146	0	0	100%
Mabton	MBTN	211	0	0	100%
Mattawa	MTWA	733	0	0	100%
Patterson	PASN	12	0	0	100%
Poulsbo	PLSB	2688	2	0	100%
Prosser	PRSR	730	0	0	100%
Quilcene	QLCN	156	0	0	100%
Roosevelt	RSVT	18	0	0	100%
Stevenson	STSN	528	0	0	100%
Sunnyside	SNSD	1613	0	0	100%
Toppenish	TPNS	822	0	1	100%
Troutlake	TRLK	91	0	0	100%
Wapato	WPAT	680	0	0	100%
White Salmon	WHSL	542	0	0	100%
WhiteSwan	WHSW	139	0	0	100%
Whitstran	WHTS	64	0	0	100%
Willard	WLRD	19	0	0	100%
Wishram	WSHR	43	0	0	100%
Zillah	ZLLH	312	0	0	100%
Washington		12037	2	1	100%