



902 Wasco Street  
Hood River, Oregon 97031-3103

August 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 July 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

Copy: Dave Dittmore - WUTC

06 AUG 15 11:11:06  
MAIL ROOM  
111

**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     | CLLI | Jan  |      |      | Feb     |      |      | Mar    |      |      | Apr  |         |      | May  |        |      | Jun  |      |         | Jul  |      |        | Aug  |      |      | Sep     |      |      | Oct    |      |      | Nov  |         |      | Dec  |        |      |
|--------------|------|------|------|------|---------|------|------|--------|------|------|------|---------|------|------|--------|------|------|------|---------|------|------|--------|------|------|------|---------|------|------|--------|------|------|------|---------|------|------|--------|------|
|              |      | Made | Miss | Excl | Install | Miss | Excl | Appnts | Made | Miss | Excl | Install | Miss | Excl | Appnts | Made | Miss | Excl | Install | Miss | Excl | Appnts | Made | Miss | Excl | Install | Miss | Excl | Appnts | Made | Miss | Excl | Install | Miss | Excl | Appnts | Made |
| Bickleton    | BCTN | 2    | 0    | 6    | 1       | 0    | 8    | 2      | 0    | 14   | 4    | 0       | 16   | 6    | 0      | 20   | 0    | 0    | 8       | 5    | 0    | 9      | 0    | 0    | 9    | 0       | 0    | 9    | 0      | 0    | 9    | 0    | 0       | 9    | 0    | 0      | 9    |
| Brimnon      | BRNN | 10   | 3    | 38   | 10      | 2    | 41   | 34     | 2    | 110  | 50   | 6       | 110  | 26   | 2      | 88   | 28   | 2    | 62      | 28   | 2    | 62     | 10   | 0    | 34   | 28      | 2    | 62   | 10     | 0    | 34   | 28   | 2       | 62   | 10   | 0      | 34   |
| Chimacum     | CHMC | 8    | 0    | 44   | 8       | 0    | 37   | 22     | 0    | 84   | 12   | 2       | 76   | 24   | 0      | 80   | 38   | 0    | 96      | 16   | 1    | 35     | 16   | 1    | 35   | 16      | 1    | 35   | 16     | 1    | 35   | 16   | 1       | 35   | 16   | 1      | 35   |
| Columbia     | CLMA | 4    | 1    | 21   | 9       | 1    | 23   | 16     | 0    | 48   | 22   | 0       | 58   | 20   | 0      | 28   | 10   | 0    | 52      | 5    | 0    | 18     | 5    | 0    | 18   | 5       | 0    | 18   | 5      | 0    | 18   | 5    | 0       | 18   | 5    | 0      | 18   |
| Dallesport   | DLPT | 2    | 1    | 11   | 5       | 0    | 16   | 14     | 2    | 18   | 8    | 0       | 26   | 14   | 0      | 16   | 6    | 0    | 18      | 4    | 2    | 9      | 4    | 2    | 9    | 4       | 2    | 9    | 4      | 2    | 9    | 4    | 2       | 9    | 4    | 2      | 9    |
| Gardiner     | GRDN | 2    | 0    | 11   | 1       | 0    | 9    | 10     | 0    | 22   | 6    | 0       | 94   | 4    | 0      | 20   | 8    | 0    | 30      | 8    | 0    | 10     | 8    | 0    | 10   | 8       | 0    | 10   | 8      | 0    | 10   | 8    | 0       | 10   | 8    | 0      | 10   |
| Glenwood     | GLWD | 54   | 1    | 188  | 65      | 2    | 221  | 136    | 4    | 470  | 142  | 2       | 452  | 144  | 6      | 352  | 136  | 2    | 390     | 66   | 0    | 193    | 66   | 0    | 193  | 66      | 0    | 193  | 66     | 0    | 193  | 66   | 0       | 193  | 66   | 0      | 193  |
| Goldendale   | GLDL | 72   | 0    | 328  | 85      | 0    | 309  | 206    | 4    | 644  | 194  | 2       | 620  | 152  | 0      | 576  | 150  | 2    | 566     | 103  | 0    | 352    | 103  | 0    | 352  | 103     | 0    | 352  | 103    | 0    | 352  | 103  | 0       | 352  | 103  | 0      | 352  |
| Grandview    | GRGV | 29   | 0    | 124  | 31      | 0    | 114  | 52     | 2    | 204  | 48   | 2       | 150  | 50   | 4      | 192  | 40   | 0    | 170     | 37   | 1    | 85     | 37   | 1    | 85   | 37      | 1    | 85   | 37     | 1    | 85   | 37   | 1       | 85   | 37   | 1      | 85   |
| Granger      | GRGR | 26   | 0    | 76   | 18      | 0    | 60   | 60     | 0    | 128  | 38   | 0       | 96   | 22   | 0      | 132  | 28   | 0    | 102     | 13   | 0    | 44     | 13   | 0    | 44   | 13      | 0    | 44   | 13     | 0    | 44   | 13   | 0       | 44   | 13   | 0      | 44   |
| Harrah       | HRRH | 6    | 0    | 14   | 6       | 0    | 24   | 16     | 0    | 40   | 22   | 0       | 30   | 14   | 0      | 58   | 2    | 0    | 32      | 6    | 0    | 21     | 6    | 0    | 21   | 6       | 0    | 21   | 6      | 0    | 21   | 6    | 0       | 21   | 6    | 0      | 21   |
| Klickitat    | KLCT | 13   | 0    | 55   | 9       | 0    | 41   | 32     | 0    | 102  | 34   | 2       | 82   | 38   | 0      | 146  | 20   | 0    | 76      | 12   | 3    | 30     | 12   | 3    | 30   | 12      | 3    | 30   | 12     | 3    | 30   | 12   | 3       | 30   | 12   | 3      | 30   |
| Lyle         | LYLE | 23   | 0    | 66   | 22      | 0    | 85   | 42     | 0    | 156  | 38   | 0       | 98   | 44   | 0      | 98   | 42   | 0    | 124     | 27   | 0    | 55     | 27   | 0    | 55   | 27      | 0    | 55   | 27     | 0    | 55   | 27   | 0       | 55   | 27   | 0      | 55   |
| Mabton       | MBTN | 40   | 1    | 178  | 81      | 0    | 193  | 186    | 10   | 412  | 162  | 6       | 320  | 154  | 2      | 314  | 110  | 0    | 300     | 54   | 3    | 167    | 54   | 3    | 167  | 54      | 3    | 167  | 54     | 3    | 167  | 54   | 3       | 167  | 54   | 3      | 167  |
| Mattawa      | MTWA | 1    | 0    | 4    | 1       | 0    | 3    | 6      | 0    | 10   | 2    | 0       | 6    | 0    | 0      | 6    | 2    | 0    | 20      | 1    | 0    | 6      | 1    | 0    | 6    | 1       | 0    | 6    | 1      | 0    | 6    | 1    | 0       | 6    | 1    | 0      | 6    |
| Patterson    | PASN | 225  | 9    | 1004 | 203     | 2    | 931  | 594    | 18   | 2140 | 556  | 28      | 1924 | 522  | 8      | 1728 | 588  | 10   | 1766    | 284  | 11   | 976    | 284  | 11   | 976  | 284     | 11   | 976  | 284    | 11   | 976  | 284  | 11      | 976  | 284  | 11     | 976  |
| Poulsbo      | PLSB | 58   | 2    | 238  | 66      | 0    | 241  | 144    | 4    | 522  | 154  | 0       | 422  | 164  | 20     | 410  | 144  | 8    | 424     | 60   | 1    | 201    | 60   | 1    | 201  | 60      | 1    | 201  | 60     | 1    | 201  | 60   | 1       | 201  | 60   | 1      | 201  |
| Prosser      | PRSR | 13   | 0    | 89   | 13      | 0    | 68   | 26     | 0    | 132  | 36   | 4       | 106  | 30   | 2      | 100  | 38   | 2    | 118     | 24   | 2    | 59     | 24   | 2    | 59   | 24      | 2    | 59   | 24     | 2    | 59   | 24   | 2       | 59   | 24   | 2      | 59   |
| Quilcene     | QLCN | 4    | 0    | 4    | 0       | 0    | 3    | 2      | 0    | 12   | 6    | 0       | 2    | 4    | 0      | 4    | 2    | 0    | 8       | 1    | 0    | 2      | 1    | 0    | 2    | 1       | 0    | 2    | 1      | 0    | 2    | 1    | 0       | 2    | 1    | 0      | 2    |
| Roosevelt    | RSVT | 30   | 1    | 200  | 38      | 3    | 182  | 132    | 6    | 380  | 114  | 4       | 360  | 114  | 4      | 428  | 100  | 2    | 298     | 63   | 5    | 191    | 63   | 5    | 191  | 63      | 5    | 191  | 63     | 5    | 191  | 63   | 5       | 191  | 63   | 5      | 191  |
| Stevenson    | STSN | 173  | 1    | 559  | 160     | 3    | 529  | 374    | 2    | 1276 | 276  | 2       | 1032 | 300  | 0      | 1022 | 330  | 6    | 976     | 145  | 0    | 528    | 145  | 0    | 528  | 145     | 0    | 528  | 145    | 0    | 528  | 145  | 0       | 528  | 145  | 0      | 528  |
| Sunnyside    | SNSD | 87   | 2    | 264  | 85      | 0    | 255  | 206    | 0    | 578  | 146  | 4       | 544  | 122  | 6      | 456  | 176  | 0    | 514     | 98   | 1    | 273    | 98   | 1    | 273  | 98      | 1    | 273  | 98     | 1    | 273  | 98   | 1       | 273  | 98   | 1      | 273  |
| Toppenish    | TPNS | 5    | 0    | 21   | 6       | 0    | 37   | 18     | 0    | 62   | 14   | 2       | 56   | 22   | 0      | 112  | 26   | 0    | 54      | 11   | 0    | 16     | 11   | 0    | 16   | 11      | 0    | 16   | 11     | 0    | 16   | 11   | 0       | 16   | 11   | 0      | 16   |
| Troutlake    | TRLK | 66   | 2    | 195  | 74      | 0    | 216  | 168    | 2    | 496  | 126  | 2       | 408  | 126  | 0      | 462  | 120  | 0    | 442     | 91   | 2    | 205    | 91   | 2    | 205  | 91      | 2    | 205  | 91     | 2    | 205  | 91   | 2       | 205  | 91   | 2      | 205  |
| Wapato       | WPAT | 39   | 0    | 184  | 53      | 1    | 215  | 116    | 4    | 414  | 92   | 2       | 394  | 136  | 2      | 324  | 106  | 0    | 318     | 57   | 2    | 163    | 57   | 2    | 163  | 57      | 2    | 163  | 57     | 2    | 163  | 57   | 2       | 163  | 57   | 2      | 163  |
| White Salmon | WHSL | 14   | 0    | 21   | 1       | 0    | 26   | 30     | 2    | 70   | 20   | 0       | 66   | 32   | 2      | 84   | 22   | 0    | 54      | 9    | 0    | 24     | 9    | 0    | 24   | 9       | 0    | 24   | 9      | 0    | 24   | 9    | 0       | 24   | 9    | 0      | 24   |
| Whiteswan    | WHSW | 7    | 0    | 38   | 11      | 0    | 43   | 10     | 0    | 54   | 12   | 0       | 50   | 10   | 0      | 56   | 14   | 0    | 96      | 5    | 0    | 30     | 5    | 0    | 30   | 5       | 0    | 30   | 5      | 0    | 30   | 5    | 0       | 30   | 5    | 0      | 30   |
| Whitstran    | WHST | 2    | 0    | 10   | 5       | 0    | 15   | 0      | 0    | 22   | 2    | 0       | 18   | 6    | 0      | 10   | 4    | 0    | 18      | 4    | 0    | 9      | 4    | 0    | 9    | 4       | 0    | 9    | 4      | 0    | 9    | 4    | 0       | 9    | 4    | 0      | 9    |
| Willard      | WLRD | 4    | 0    | 18   | 3       | 0    | 15   | 10     | 0    | 22   | 10   | 0       | 16   | 4    | 0      | 20   | 12   | 2    | 24      | 2    | 0    | 9      | 2    | 0    | 9    | 2       | 0    | 9    | 2      | 0    | 9    | 2    | 0       | 9    | 2    | 0      | 9    |
| Wishram      | WSHR | 30   | 0    | 115  | 32      | 0    | 101  | 80     | 2    | 220  | 64   | 0       | 216  | 50   | 0      | 208  | 56   | 2    | 204     | 29   | 1    | 102    | 29   | 1    | 102  | 29      | 1    | 102  | 29     | 1    | 102  | 29   | 1       | 102  | 29   | 1      | 102  |
| Zillah       | ZLLH | 1049 | 24   | 4124 | 1122    | 15   | 4061 | 2744   | 64   | 8862 | 2410 | 70      | 7848 | 2354 | 58     | 7550 | 2358 | 38   | 7360    | 1250 | 35   | 3852   | 1250 | 35   | 3852 | 1250    | 35   | 3852 | 1250   | 35   | 3852 | 1250 | 35      | 3852 | 1250 | 35     | 3852 |

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 | Miss | Excl | Repair Appts | Made | Miss | Excl | Repair Appts | Made | Miss | Excl | Repair Appts | Made | Miss | Excl | Repair Appts | Made | Miss | Excl | Repair Appts | Made | Miss | Excl | Repair Appts | Made | Miss | Excl | Repair Appts | Made | Miss | Excl |    |
| Bickleton    | BCTN | 2    | 0    | 0    | 1            | 1    | 1    | 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    | 0    | 0    |    |
| Brinnon      | BRNN | 24   | 1    | 3    | 18           | 3    | 2    | 18   | 3            | 2    | 1    | 3    | 2            | 1    | 3    | 2    | 1            | 3    | 2    | 1    | 3            | 2    | 1    | 3    | 2            | 1    | 3    | 2    | 1            | 3    | 2    | 1    | 3            | 2    | 1    | 3    | 2  |
| Chimacum     | CHMC | 18   | 1    | 0    | 18           | 3    | 2    | 23   | 2            | 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  |
| 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    | 0  |
| Dallesport   | DLPT | 3    | 2    | 2    | 4            | 1    | 1    | 8    | 1            | 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    | 0  |
| Gardiner     | GRDN | 4    | 1    | 0    | 7            | 2    | 1    | 5    | 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    | 0  |
| Glenwood     | GLWD | 15   | 3    | 2    | 7            | 2    | 1    | 5    | 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    | 0  |
| Goldendale   | GLDL | 62   | 9    | 27   | 67           | 4    | 19   | 56   | 3            | 16   | 3    | 16   | 8            | 17   | 41   | 3    | 23           | 59   | 1    | 19   | 42           | 3    | 10   | 3    | 10           | 3    | 10   | 3    | 10           | 3    | 10   | 3    | 10           | 3    | 10   | 3    | 10 |
| Grandview    | GDVW | 87   | 4    | 15   | 127          | 8    | 21   | 56   | 4            | 29   | 53   | 2    | 21           | 100  | 2    | 34   | 68           | 5    | 22   | 61   | 1            | 27   | 1    | 27   | 1            | 27   | 1    | 27   | 1            | 27   | 1    | 27   | 1            | 27   | 1    | 27   | 1  |
| Granger      | GRGR | 24   | 1    | 12   | 29           | 1    | 11   | 18   | 1            | 4    | 24   | 0    | 10           | 15   | 2    | 14   | 17           | 1    | 21   | 31   | 2            | 9    | 1    | 29   | 1            | 29   | 1    | 29   | 1            | 29   | 1    | 29   | 1            | 29   | 1    | 29   | 1  |
| Harrish      | HRRH | 22   | 0    | 13   | 14           | 0    | 2    | 22   | 1            | 0    | 6    | 1    | 0            | 6    | 19   | 0    | 5            | 15   | 0    | 9    | 23           | 1    | 19   | 0    | 19           | 0    | 19   | 0    | 19           | 0    | 19   | 0    | 19           | 0    | 19   | 0    |    |
| Klickitat    | KLCT | 4    | 0    | 1    | 5            | 2    | 2    | 1    | 0            | 2    | 1    | 4    | 4            | 4    | 4    | 0    | 2            | 3    | 0    | 2    | 6            | 0    | 5    | 0    | 5            | 0    | 5    | 0    | 5            | 0    | 5    | 0    | 5            | 0    | 5    | 0    |    |
| Lyle         | LYLE | 25   | 4    | 3    | 50           | 5    | 8    | 17   | 1            | 3    | 19   | 4    | 2            | 6    | 1    | 6    | 14           | 0    | 12   | 11   | 0            | 6    | 0    | 6    | 0            | 6    | 0    | 6    | 0            | 6    | 0    | 6    | 0            | 6    | 0    | 6    | 0  |
| Mabton       | MBTN | 26   | 5    | 4    | 15           | 2    | 2    | 19   | 2            | 7    | 26   | 5    | 2            | 22   | 0    | 10   | 17           | 1    | 3    | 7    | 0            | 2    | 0    | 2    | 0            | 2    | 0    | 2    | 0            | 2    | 0    | 2    | 0            | 2    | 0    | 2    | 0  |
| Mattawa      | MTWA | 54   | 0    | 5    | 45           | 2    | 8    | 66   | 1            | 10   | 33   | 6    | 17           | 27   | 0    | 16   | 32           | 1    | 7    | 36   | 0            | 4    | 0    | 4    | 0            | 4    | 0    | 4    | 0            | 4    | 0    | 4    | 0            | 4    | 0    | 4    | 0  |
| Patterson    | PASN | 2    | 1    | 1    | 2            | 1    | 1    | 5    | 0            | 0    | 0    | 0    | 0            | 1    | 0    | 0    | 2            | 1    | 1    | 1    | 1            | 0    | 2    | 1    | 1            | 0    | 2    | 1    | 1            | 0    | 2    | 1    | 1            | 0    | 2    | 1    |    |
| Poulsbo      | PLSB | 339  | 33   | 82   | 252          | 18   | 87   | 511  | 20           | 88   | 357  | 42   | 89           | 186  | 6    | 95   | 274          | 9    | 114  | 191  | 9            | 104  | 9    | 104  | 9            | 104  | 9    | 104  | 9            | 104  | 9    | 104  | 9            | 104  | 9    | 104  | 9  |
| Prosser      | PRSR | 100  | 8    | 21   | 60           | 6    | 26   | 54   | 3            | 18   | 54   | 4    | 21           | 72   | 0    | 18   | 60           | 3    | 26   | 51   | 0            | 34   | 0    | 34   | 0            | 34   | 0    | 34   | 0            | 34   | 0    | 34   | 0            | 34   | 0    | 34   | 0  |
| Quilcene     | QLCN | 39   | 5    | 4    | 22           | 2    | 6    | 19   | 5            | 3    | 26   | 1    | 4            | 17   | 5    | 4    | 38           | 9    | 4    | 25   | 3            | 9    | 3    | 9    | 3            | 9    | 3    | 9    | 3            | 9    | 3    | 9    | 3            | 9    | 3    | 9    | 3  |
| Rosevelt     | RSVT | 1    | 0    | 0    | 0            | 0    | 0    | 1    | 0            | 0    | 1    | 0    | 0            | 0    | 0    | 0    | 1            | 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   | 50   | 6    | 16           | 36   | 0    | 17   | 57           | 1    | 25   | 56   | 2            | 20   | 2    | 20   | 2            | 20   | 2    | 20   | 2            | 20   | 2    | 20   | 2            | 20   | 2    | 20   | 2  |
| Sunnyside    | SNSD | 143  | 12   | 60   | 140          | 17   | 51   | 95   | 7            | 61   | 86   | 7    | 51           | 76   | 3    | 46   | 132          | 9    | 54   | 72   | 7            | 49   | 7    | 49   | 7            | 49   | 7    | 49   | 7            | 49   | 7    | 49   | 7            | 49   | 7    | 49   | 7  |
| Toppenish    | TPNS | 89   | 1    | 23   | 58           | 0    | 27   | 51   | 4            | 17   | 46   | 1    | 22           | 38   | 1    | 12   | 34           | 0    | 17   | 47   | 0            | 24   | 0    | 24   | 0            | 24   | 0    | 24   | 0            | 24   | 0    | 24   | 0            | 24   | 0    | 24   | 0  |
| Trull Lake   | TRLK | 10   | 1    | 2    | 6            | 0    | 1    | 4    | 0            | 1    | 3    | 0    | 5            | 5    | 0    | 4    | 6            | 0    | 5    | 8    | 0            | 1    | 0    | 1    | 0            | 1    | 0    | 1    | 0            | 1    | 0    | 1    | 0            | 1    | 0    | 1    | 0  |
| Wapato       | WPAT | 58   | 2    | 16   | 39           | 0    | 23   | 40   | 0            | 24   | 43   | 2    | 20           | 40   | 1    | 22   | 60           | 1    | 36   | 40   | 0            | 26   | 0    | 26   | 0            | 26   | 0    | 26   | 0            | 26   | 0    | 26   | 0            | 26   | 0    | 26   | 0  |
| White Salmon | WHSL | 88   | 13   | 20   | 43           | 1    | 16   | 25   | 3            | 12   | 42   | 4    | 22           | 39   | 0    | 21   | 69           | 1    | 31   | 35   | 2            | 22   | 2    | 22   | 2            | 22   | 2    | 22   | 2            | 22   | 2    | 22   | 2            | 22   | 2    | 22   | 2  |
| WhiteSwan    | WHSW | 7    | 0    | 11   | 18           | 0    | 5    | 5    | 0            | 5    | 10   | 0    | 1            | 9    | 0    | 6    | 4            | 0    | 2    | 5    | 0            | 1    | 0    | 1    | 0            | 1    | 0    | 1    | 0            | 1    | 0    | 1    | 0            | 1    | 0    | 1    | 0  |
| Whitstran    | WHTS | 10   | 5    | 4    | 20           | 5    | 4    | 7    | 0            | 1    | 14   | 0    | 2            | 3    | 0    | 2    | 9            | 0    | 0    | 1    | 4            | 0    | 2    | 0    | 2            | 0    | 2    | 0    | 2            | 0    | 2    | 0    | 2            | 0    | 2    | 0    |    |
| Willard      | WLRD | 5    | 1    | 1    | 6            | 0    | 1    | 3    | 0            | 1    | 2    | 0    | 4            | 0    | 0    | 0    | 3            | 0    | 0    | 1    | 0            | 0    | 1    | 0    | 0            | 1    | 0    | 0    | 1            | 0    | 0    | 1    | 0            | 0    | 1    | 0    |    |
| Wishram      | WSHR | 3    | 0    | 3    | 0            | 0    | 0    | 0    | 0            | 1    | 3    | 1    | 1            | 0    | 0    | 1    | 2            | 0    | 1    | 1    | 0            | 1    | 1    | 0    | 1            | 0    | 1    | 0    | 1            | 0    | 1    | 0    | 1            | 0    | 1    | 0    |    |
| Zillah       | ZLLH | 31   | 1    | 11   | 19           | 0    | 6    | 29   | 2            | 5    | 14   | 0    | 10           | 21   | 0    | 8    | 28           | 1    | 11   | 14   | 1            | 9    | 1    | 9    | 1            | 9    | 1    | 9    | 1            | 9    | 1    | 9    | 1            | 9    | 1    | 9    | 1  |
| Washington   |      | 1375 | 124  | 378  | 1152         | 93   | 355  | 1230 | 68           | 338  | 1030 | 102  | 353          | 821  | 26   | 374  | 1202         | 53   | 440  | 809  | 35           | 389  | 0    | 0    | 0            | 0    | 0    | 0    | 0            | 0    | 0    | 0    | 0            | 0    | 0    | 0    | 0  |

Made = Total repair appointments made for regulated customers  
 Miss = Total repair appointments missed for regulated customers  
 Excl = Total repair appointments for deregulated activity

WASHINGTON QUALITY OF SERVICE REPORT  
SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. Sprint  
COMPANY NAME  
2004

| Exchange     | GLLI | 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          | 5            | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Brimmon      | BRNN | 10           | 1          | 10           | 1          | 34           | 0          | 50           | 2          | 26           | 0          | 28           | 0          | 10           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Chimacum     | CHMC | 8            | 0          | 8            | 0          | 22           | 0          | 12           | 2          | 24           | 0          | 38           | 0          | 16           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Columbia     | CLMA | 4            | 1          | 9            | 0          | 16           | 0          | 22           | 0          | 20           | 0          | 10           | 0          | 5            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Dallesport   | DLPT | 2            | 1          | 5            | 0          | 14           | 2          | 8            | 0          | 14           | 0          | 6            | 0          | 4            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Gardiner     | GRDN | 2            | 0          | 1            | 0          | 10           | 0          | 6            | 0          | 4            | 0          | 8            | 0          | 8            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Glenwood     | GLWD | 54           | 1          | 65           | 1          | 136          | 6          | 142          | 6          | 144          | 2          | 136          | 2          | 66           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Goldendale   | GLDL | 72           | 2          | 85           | 1          | 206          | 10         | 194          | 0          | 152          | 2          | 150          | 2          | 103          | 2          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Grandview    | GDVV | 29           | 0          | 31           | 0          | 52           | 0          | 48           | 0          | 50           | 2          | 40           | 2          | 37           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Granger      | GRGR | 26           | 0          | 18           | 0          | 60           | 0          | 38           | 0          | 22           | 0          | 28           | 0          | 13           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Harrah       | HRRH | 6            | 0          | 9            | 0          | 16           | 0          | 22           | 0          | 14           | 0          | 2            | 0          | 6            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Klickitat    | KLCT | 13           | 0          | 6            | 1          | 32           | 0          | 34           | 6          | 38           | 0          | 20           | 0          | 12           | 2          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Lyle         | LYLE | 23           | 0          | 22           | 0          | 42           | 2          | 38           | 0          | 44           | 0          | 42           | 2          | 27           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Mabton       | MBTN | 40           | 0          | 81           | 0          | 186          | 6          | 162          | 2          | 154          | 2          | 110          | 0          | 54           | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Mattawa      | MTWA | 1            | 0          | 1            | 0          | 6            | 0          | 2            | 0          | 0            | 0          | 2            | 0          | 1            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Patterson    | PASN | 225          | 5          | 203          | 5          | 594          | 10         | 556          | 18         | 522          | 10         | 588          | 10         | 284          | 6          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Poulsbo      | PLSB | 58           | 2          | 66           | 0          | 144          | 2          | 154          | 4          | 164          | 14         | 144          | 6          | 60           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Prosser      | PRSR | 13           | 0          | 13           | 0          | 26           | 0          | 36           | 4          | 30           | 2          | 38           | 0          | 24           | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Quilcene     | QLCN | 4            | 0          | 4            | 0          | 2            | 0          | 6            | 0          | 4            | 0          | 2            | 0          | 1            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Roosevelt    | RSVT | 30           | 0          | 38           | 3          | 132          | 2          | 114          | 2          | 114          | 0          | 100          | 2          | 63           | 2          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Stevenson    | STSN | 173          | 1          | 160          | 3          | 374          | 10         | 276          | 2          | 300          | 4          | 330          | 6          | 145          | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Sunnyside    | SNSD | 87           | 2          | 85           | 0          | 206          | 0          | 146          | 0          | 122          | 0          | 176          | 0          | 98           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Toppenish    | TPNS | 5            | 0          | 6            | 0          | 18           | 0          | 14           | 2          | 22           | 0          | 26           | 0          | 11           | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Troutlake    | TRLK | 66           | 1          | 74           | 0          | 168          | 0          | 126          | 2          | 126          | 0          | 120          | 4          | 91           | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Wapato       | WPAT | 39           | 0          | 53           | 1          | 116          | 0          | 92           | 0          | 136          | 4          | 106          | 0          | 57           | 3          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| White Salmon | WWSL | 14           | 1          | 21           | 1          | 30           | 0          | 20           | 0          | 32           | 2          | 22           | 2          | 9            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| WhiteSwan    | WHSW | 7            | 0          | 11           | 0          | 10           | 0          | 12           | 0          | 10           | 0          | 14           | 0          | 5            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Whitstran    | WHTS | 2            | 0          | 3            | 0          | 0            | 0          | 2            | 0          | 6            | 0          | 4            | 0          | 4            | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Willard      | WLRD | 4            | 0          | 5            | 0          | 10           | 0          | 10           | 0          | 4            | 2          | 12           | 0          | 2            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Wishram      | WSHR | 30           | 0          | 32           | 0          | 80           | 0          | 64           | 0          | 50           | 0          | 56           | 0          | 29           | 1          | 0            | 0          | 0            | 0          | 0            | 0          | 0            | 0          | 0            |            |
| Zillah       | ZLLH | 1049         | 18         | 1122         | 17         | 2744         | 50         | 2410         | 52         | 2354         | 48         | 2358         | 36         | 1250         | 22         | 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     | CLLI | Jan        |             | Feb        |             | Mar        |             | Apr        |             | May        |             | Jun        |             | Jul        |             | Aug        |           | Sep        |           | Oct        |           | Nov        |           | Dec        |           |       |
|--------------|------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-----------|------------|-----------|------------|-----------|------------|-----------|------------|-----------|-------|
|              |      | Total Rpts | Trbl /100   | Total Rpts | Trbl /100   | Total Rpts | Trbl /100   | Total Rpts | Trbl /100   | Total Rpts | Trbl /100   | Total Rpts | Trbl /100   | Total Rpts | Trbl /100   | Total Rpts | Trbl /100 | Total Rpts | Trbl /100 | Total Rpts | Trbl /100 | Total Rpts | Trbl /100 | Total Rpts | Trbl /100 |       |
| 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    | 1          | 256 0.39    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Birnon       | BRNN | 24         | 1461 2.07   | 18         | 1162 1.55   | 18         | 1159 1.55   | 12         | 1137 1.06   | 21         | 1141 1.64   | 13         | 1148 1.13   | 8          | 1144 0.70   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Chimacum     | CLMA | 18         | 1097 1.84   | 18         | 1093 1.65   | 23         | 1095 2.10   | 20         | 1094 1.85   | 0          | 1088 0.92   | 150        | 1089 1317.7 | 18         | 1057 1.64   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Columbia     | CLWA | 0          | 149 0.00    | 0          | 149 0.00    | 0          | 147 0.00    | 0          | 147 0.00    | 0          | 145 0.00    | 0          | 146 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    | 2          | 570 0.35    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Gardiner     | GRDN | 4          | 278 1.44    | 7          | 282 2.48    | 5          | 287 0.52    | 4          | 288 0.00    | 3          | 283 1.02    | 4          | 296 1.35    | 10         | 283 3.41    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Glenwood     | GLWD | 15         | 385 3.90    | 7          | 395 0.26    | 2          | 387 0.52    | 6          | 349 1.14    | 6          | 349 1.72    | 16         | 348 4.50    | 2          | 354 0.56    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| 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   | 42         | 5128 0.82   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Grandview    | GRVW | 87         | 5588 1.56   | 127        | 5560 2.28   | 56         | 5584 1.00   | 53         | 5488 0.97   | 100        | 5410 1.85   | 68         | 5371 1.11   | 61         | 5355 1.14   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Granger      | GRGR | 24         | 1574 1.52   | 29         | 1569 1.85   | 18         | 1566 1.15   | 24         | 1560 1.54   | 15         | 1545 0.97   | 17         | 1526 1.33   | 31         | 1535 2.02   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Hanrah       | 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   | 23         | 1124 2.05   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Kicklat      | KLCT | 4          | 369 1.08    | 5          | 367 1.36    | 1          | 374 0.27    | 5          | 379 1.32    | 4          | 368 1.09    | 3          | 363 0.83    | 6          | 363 1.65    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Lyle         | LYLE | 25         | 1004 2.49   | 50         | 1006 4.37   | 17         | 1010 1.68   | 19         | 1008 1.86   | 6          | 977 0.61    | 14         | 976 1.43    | 11         | 978 1.12    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Mabton       | MBTN | 26         | 1297 2.00   | 15         | 1290 1.16   | 19         | 1297 1.46   | 26         | 1300 2.00   | 22         | 1282 1.72   | 17         | 1268 1.34   | 7          | 1272 0.55   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Mattawa      | MTWA | 54         | 2406 2.24   | 45         | 2423 1.86   | 66         | 2439 2.71   | 33         | 2485 1.33   | 27         | 2469 1.06   | 32         | 2489 1.29   | 36         | 2466 1.45   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Patterson    | PASN | 2          | 515 0.39    | 2          | 522 0.38    | 6          | 536 0.93    | 0          | 514 0.00    | 1          | 445 0.22    | 2          | 449 0.45    | 1          | 434 0.23    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Pousoo       | PLSB | 339        | 40855 0.83  | 252        | 40689 0.62  | 511        | 40970 1.25  | 357        | 41027 0.87  | 186        | 40959 0.45  | 274        | 40920 0.67  | 191        | 40905 0.47  | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| 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   | 51         | 5146 0.99   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Quilcene     | QLCN | 39         | 1497 2.61   | 22         | 1483 1.48   | 19         | 1484 1.28   | 26         | 1490 1.74   | 17         | 1479 1.15   | 38         | 1479 2.57   | 25         | 1476 1.69   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Roosevelt    | RSVT | 1          | 188 0.53    | 0          | 186 0.00    | 1          | 190 0.53    | 1          | 193 0.52    | 0          | 193 0.00    | 1          | 194 0.52    | 0          | 194 0.00    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| 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   | 56         | 4568 1.23   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Sunnyside    | SNSD | 143        | 11811 1.21  | 140        | 11834 1.18  | 95         | 11868 0.80  | 86         | 11818 0.73  | 76         | 11527 0.66  | 132        | 11460 0.15  | 72         | 11429 0.63  | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Toppensish   | TPNS | 89         | 6108 1.46   | 58         | 6113 0.95   | 51         | 6130 0.83   | 46         | 6091 0.76   | 38         | 5913 0.73   | 34         | 5916 0.64   | 47         | 5926 0.79   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Troutlake    | TRLK | 10         | 734 1.36    | 6          | 730 0.82    | 4          | 729 0.55    | 3          | 728 0.41    | 5          | 687 0.73    | 6          | 686 0.87    | 8          | 686 1.17    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| White Salmon | WPAT | 58         | 4322 1.34   | 39         | 4304 0.91   | 40         | 4322 0.93   | 43         | 4307 1.00   | 40         | 4239 0.94   | 60         | 4121 1.46   | 40         | 4128 0.97   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Whiteswan    | WHSW | 88         | 5187 1.70   | 43         | 5172 0.83   | 25         | 5164 0.48   | 42         | 5137 0.82   | 39         | 5134 0.76   | 69         | 5118 1.35   | 35         | 5108 0.69   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Whitstran    | WHTS | 7          | 735 0.95    | 18         | 752 2.39    | 5          | 731 0.96    | 10         | 749 1.34    | 9          | 744 1.21    | 4          | 720 0.56    | 5          | 719 0.70    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Willard      | WLRD | 5          | 322 1.35    | 6          | 319 1.68    | 3          | 322 0.93    | 2          | 320 0.63    | 0          | 319 0.00    | 9          | 668 1.35    | 4          | 667 0.60    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Wishram      | WSHR | 3          | 272 1.10    | 0          | 271 0.00    | 0          | 272 0.00    | 3          | 276 1.09    | 0          | 271 0.00    | 3          | 316 0.95    | 1          | 317 0.32    | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| 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   | 14         | 2410 0.58   | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     |       |
| Washington   |      | 1375       | 108355 1.27 | 1152       | 108328 1.06 | 1230       | 108736 1.13 | 1030       | 108438 0.95 | 821        | 107208 0.77 | 1202       | 106651 1.13 | 809        | 105484 0.76 | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | #####      | #####     | ##### |

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   | C.LLI  | 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 |     |  |  |     |  |  |  |
| PLSB       | 90704  | 3           | 100.0      | 78205       | 36          | 100.0      | 89236       | 1           | 100.0      | 82475       | 18          | 100.0      | 78782       | 1           | 100.0      | 80806       | 1           | 100.0      | 80258       | 0           | 100.0      |             |             |            |             |             |            |             |             |            |             |     |  |  |     |  |  |  |
| Sunnyside  | 195743 | 5           | 100.0      | 179036      | 18          | 100.0      | 196260      | 2           | 100.0      | 186324      | 0           | 100.0      | 194848      | 37          | 100.0      | 176921      | 4           | 100.0      | 174761      | 0           | 100.0      |             |             |            |             |             |            |             |             |            |             |     |  |  |     |  |  |  |
| Washington | 296447 | 8           | 100.0      | 257241      | 54          | 100.0      | 279496      | 3           | 100.0      | 268799      | 18          | 100.0      | 253630      | 38          | 100.0      | 257727      | 5           | 100.0      | 255019      | 0           | 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 | Jul       |            |             | Aug       |            |             | Sep       |            |             | Oct       |            |             | Nov       |            |             | Dec       |            |             |
|--------------|------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|-----------|------------|-------------|
|              |      | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 | Total OOS | OOS Ctr 48 | OOS Ctr >48 |
| Bickleton    | BCTN | 1         | 1          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Brinnon      | BRNN | 7         | 7          | 0           | 4         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Chimacum     | CHMC | 15        | 15         | 0           | 1         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Columbia     | CLMA | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Dallesport   | DLPT | 2         | 2          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Gardiner     | GRDN | 10        | 10         | 0           | 1         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Glenwood     | GLWD | 2         | 2          | 0           | 2         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Goldendale   | GLDL | 37        | 37         | 0           | 6         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Grandview    | GDVW | 44        | 44         | 0           | 16        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Granger      | GRGR | 22        | 22         | 0           | 6         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Harrish      | HRRH | 20        | 20         | 0           | 19        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Klickitat    | KLCT | 5         | 5          | 0           | 5         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Lyle         | LYLE | 9         | 9          | 0           | 2         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Mabton       | MBTN | 7         | 7          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Mattawa      | MTWA | 24        | 24         | 0           | 1         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Patterson    | PASN | 1         | 1          | 0           | 2         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Poulsbo      | PLSB | 145       | 138        | 7           | 48        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Prosser      | PRSR | 39        | 39         | 0           | 18        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Quilcene     | QLCN | 19        | 18         | 1           | 4         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 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 | 46        | 45         | 1           | 9         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Sunnyside    | SNSD | 58        | 58         | 0           | 27        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Toppenish    | TPNS | 34        | 34         | 0           | 11        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Troutlake    | TRLK | 6         | 6          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Wapato       | WPAT | 32        | 32         | 0           | 20        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| White Salmon | WHSL | 22        | 22         | 0           | 16        | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| WhiteSwan    | WHSW | 4         | 4          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Whitstran    | WHTS | 4         | 4          | 0           | 2         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Willard      | WLRD | 1         | 1          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Wishram      | WSHR | 1         | 1          | 0           | 2         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Zillah       | ZLLH | 12        | 12         | 0           | 6         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |
| Washington   |      | 629       | 620        | 9           | 228       | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           |



WASHINGTON QUALITY OF SERVICE REPORT

Not Out of Service Trouble Reports Cleared Within 72 Hours

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 2004

| Exchange     | CLLI | Jul        |             |              | Aug        |             |              | Sep        |             |              | Oct        |             |              | Nov        |             |              | Dec        |             |              |
|--------------|------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|
|              |      | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 |
| Bickleton    | BCTN | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Brinnon      | BRNN | 7          | 6           | 1            | 2          | 1           | 1            | 2          | 1           | 1            | 2          | 1           | 1            | 2          | 1           | 1            | 2          | 1           | 1            |
| Chimacum     | CHMC | 5          | 3           | 2            | 1          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Columbia     | CLMA | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Dallesport   | DLPT | 1          | 1           | 0            | 1          | 1           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Gardiner     | GRDN | 1          | 1           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Glenwood     | GLWD | 3          | 3           | 0            | 1          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            |
| Goldendale   | GLDL | 15         | 14          | 1            | 3          | 1           | 2            | 3          | 1           | 2            | 3          | 1           | 2            | 3          | 1           | 2            | 3          | 1           | 2            |
| Grandview    | GDVV | 44         | 44          | 0            | 11         | 0           | 0            | 11         | 0           | 0            | 11         | 0           | 0            | 11         | 0           | 0            | 11         | 0           | 0            |
| Granger      | GRGR | 18         | 18          | 0            | 3          | 0           | 0            | 3          | 0           | 0            | 3          | 0           | 0            | 3          | 0           | 0            | 3          | 0           | 0            |
| Harrish      | HRRH | 24         | 24          | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            |
| Klickitat    | KLCT | 7          | 6           | 1            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            |
| Lyle         | LYLE | 8          | 8           | 0            | 4          | 0           | 0            | 4          | 0           | 0            | 4          | 0           | 0            | 4          | 0           | 0            | 4          | 0           | 0            |
| Mabton       | MBTN | 2          | 2           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            |
| Mattawa      | MTWA | 16         | 16          | 0            | 3          | 0           | 0            | 3          | 0           | 0            | 3          | 0           | 0            | 3          | 0           | 0            | 3          | 0           | 0            |
| Patterson    | PASN | 2          | 2           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Poulsbo      | PLSB | 157        | 145         | 12           | 57         | 12          | 45           | 57         | 12          | 45           | 57         | 12          | 45           | 57         | 12          | 45           | 57         | 12          | 45           |
| Prosser      | PRSR | 47         | 47          | 0            | 17         | 0           | 0            | 17         | 0           | 0            | 17         | 0           | 0            | 17         | 0           | 0            | 17         | 0           | 0            |
| Quilcene     | QLCN | 15         | 13          | 2            | 4          | 2           | 0            | 4          | 2           | 0            | 4          | 2           | 0            | 4          | 2           | 0            | 4          | 2           | 0            |
| Roosevelt    | RSVT | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Stevenson    | STSN | 31         | 29          | 2            | 12         | 2           | 0            | 12         | 2           | 0            | 12         | 2           | 0            | 12         | 2           | 0            | 12         | 2           | 0            |
| Sunnyside    | SNSD | 63         | 63          | 0            | 22         | 0           | 0            | 22         | 0           | 0            | 22         | 0           | 0            | 22         | 0           | 0            | 22         | 0           | 0            |
| Toppenish    | TPNS | 37         | 35          | 2            | 13         | 2           | 0            | 13         | 2           | 0            | 13         | 2           | 0            | 13         | 2           | 0            | 13         | 2           | 0            |
| Troutlake    | TRLK | 3          | 3           | 0            | 1          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            |
| Wapato       | WPAT | 34         | 34          | 0            | 6          | 0           | 0            | 6          | 0           | 0            | 6          | 0           | 0            | 6          | 0           | 0            | 6          | 0           | 0            |
| White Salmon | WHSL | 36         | 36          | 0            | 7          | 0           | 0            | 7          | 0           | 0            | 7          | 0           | 0            | 7          | 0           | 0            | 7          | 0           | 0            |
| WhiteSwan    | WHSW | 3          | 3           | 2            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            | 1          | 1           | 0            |
| Whitstran    | WHTS | 2          | 2           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Willard      | WLRD | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Wishram      | WSHR | 4          | 4           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            | 2          | 0           | 0            |
| Zillah       | ZLLH | 12         | 12          | 0            | 4          | 0           | 0            | 4          | 0           | 0            | 4          | 0           | 0            | 4          | 0           | 0            | 4          | 0           | 0            |
| Washington   |      | 597        | 573         | 24           | 180        | 24          | 0            | 180        | 24          | 0            | 180        | 24          | 0            | 180        | 24          | 0            | 180        | 24          | 0            |