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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

September 14, 2004

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

Re: Washington Quality of Service Report

Dear Ms. Washburn:

Attached are United Telephone Company of the Northwest d.b.a. Sprint "Service Quality Reports" for the month of August 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.

It will take at least 30-60 days to make the programming changes to correct the "exclusions" numbers as requested by staff.

Should you have any questions, please contact me at (541) 387-9290 or by e-mail at glenn.harris@mail.sprint.com.

Sincerely,

Glenn Harris
Docket Manager

Enclosures: Installation Appointments
Repair Appointments
Service Activation in 5 Days
Trouble Per 100/Access Lines
Switching – Dial Tone Speed in 3 Seconds
Final Trunk Blockage (EAS and Toll)
Out of Service Trouble Cleared in 48 Hours
Not Out of Service Trouble Cleared in 72 Hours

Copy: Dave Dittmore - WUTC

TO: Victoria Rasmussen, Consumer Assistant
 360-664-1111/phone - 360-664-4297/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	CILL	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						
Bickleton	BCTN	2	0	6	1	0	8	2	0	14	4	0	16	6	0	20	0	0	8	5	0	9	8	0	0	0	0	0	0	0	0	0	0	0	0	0	
Birnon	BRNN	10	3	38	10	2	41	34	2	110	50	6	110	26	2	88	28	2	62	10	0	34	17	0	0	17	1	0	0	0	0	0	0	0	0	0	
Chinacum	CHMC	8	0	44	8	0	37	22	0	84	12	2	76	24	0	80	38	0	96	16	1	35	19	4	4	42											
Columbia	CLMA																																				
Daliesport	DLPT	4	1	21	9	1	23	16	0	48	22	0	58	20	0	28	10	0	52	5	0	18	5	0	0	22											
Gardner	GRDN	2	1	11	5	0	16	14	2	18	8	0	26	14	0	16	6	0	18	4	2	9	6	0	0	9											
Glenwood	GLWD	2	0	11	1	0	9	10	0	22	6	0	94	4	0	20	8	0	30	8	0	10	8	0	21												
Goldendale	GLDL	54	1	188	65	2	221	136	4	470	142	0	452	144	6	352	136	2	390	66	0	193	58	1	215												
Grandview	GRVW	72	0	328	85	0	309	206	4	644	194	2	620	152	0	576	150	0	566	103	0	352	74	0	323												
Granger	GRGR	29	0	124	31	0	114	52	2	204	48	2	150	50	4	132	40	0	170	37	1	85	23	0	78												
Harran	HRRH	26	0	76	18	0	60	60	0	128	38	0	96	22	0	132	28	0	102	13	0	44	18	0	71												
Kicklat	KLCT	6	0	14	9	0	24	16	0	40	22	0	30	14	0	58	20	0	32	6	0	21	8	0	19												
Lyle	LYLE	13	0	55	22	0	41	32	0	102	34	2	82	38	0	146	42	0	124	27	0	55	14	1	71												
Mabton	MBTN	23	0	66	9	0	85	42	0	156	38	0	98	44	0	98	42	0	76	12	3	30	9	0	42												
Mattawa	MATWA	40	1	178	81	0	193	186	10	412	162	6	320	154	2	314	110	0	300	54	3	167	70	1	170												
Patterson	PASN	1	0	4	0	0	3	6	0	10	2	0	6	0	0	6	2	0	20	1	0	6	2	0	6												
Poulsbo	PLSB	225	9	1004	203	2	931	594	18	2140	556	28	1924	522	8	1728	588	10	1766	294	11	976	319	8	937												
Prosser	PRSR	58	2	238	66	0	241	144	4	522	154	0	422	164	20	470	144	8	424	60	1	201	85	1	251												
Quilcene	QLCN	13	0	89	13	0	68	26	0	132	36	4	106	30	2	100	38	2	118	24	2	59	10	0	75												
Roosevelt	RSVT	4	0	4	0	0	3	2	0	12	6	0	2	4	0	4	2	0	8	1	0	2	1	0	5												
Stevenson	STSN	30	1	200	38	3	182	132	6	380	114	4	428	114	4	428	100	2	298	63	5	191	56	4	179												
Sunyside	SNSD	173	1	559	160	3	529	374	2	1276	276	4	1032	300	0	1022	330	6	976	145	0	528	182	4	518												
Toppenish	TPNS	87	2	284	85	0	255	206	0	578	146	4	544	122	6	456	176	0	514	98	1	273	69	0	234												
Trouilake	TRLK	5	0	21	6	0	37	18	0	62	14	2	56	22	0	112	26	0	54	11	0	16	5	0	26												
Wapato	WPAT	66	2	195	74	0	216	168	2	496	126	2	408	126	0	462	120	0	442	91	2	205	59	2	251												
White Salmon	WHSW	39	0	184	53	1	215	116	4	414	92	2	394	136	2	324	106	0	318	57	2	163	60	2	165												
Whiteswan	WHSW	14	0	21	21	1	26	30	2	70	20	0	66	32	2	84	22	0	54	9	0	24	8	0	22												
Whitstran	WHTS	7	0	38	11	0	43	10	0	54	12	0	50	10	0	56	14	4	0	5	0	30	11	1	27												
Willard	WLRD	2	0	10	5	0	15	0	0	22	2	0	18	6	0	10	4	0	0	4	0	0	3	0	8												
Wishram	WISH	4	0	18	3	0	15	10	0	22	10	0	16	4	0	20	12	2	24	4	0	9	4	0	10												
Zillah	ZLH	30	0	115	32	0	101	80	2	220	64	0	216	50	0	208	56	2	204	29	1	102	27	1	119												
Washington		1049	24	4124	1122	15	4061	2744	64	8862	2410	70	7848	2354	58	7550	2358	38	7360	1250	35	3852	1218	28	3988												

Made = Total installation appointments scheduled 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	CILL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl			
Bickleton	BCTN	2	0	0	4	1	1	3	1	1	1	1	1	0	0	0	3	0	1	1	0	0	0	6	0	2	0	0	0	0	0	0					
Birnon	BRNN	24	1	3	18	8	2	18	3	2	12	1	3	21	1	5	13	0	8	8	3	4	36	0	0	0	0	0	0	0	0						
Chimacum	CHMC	18	0	0	3	2	2	23	2	2	20	4	3	10	0	0	150	7	3	18	0	2	17	11	3	6	7	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						
Dallesport	DLPT	3	2	2	4	1	1	8	1	1	8	1	0	4	0	1	12	2	3	2	0	0	7	0	0	4	0	0	0	0	0	0					
Gardner	GRDN	4	1	0	7	2	1	5	0	0	0	0	0	3	0	0	4	0	1	10	1	1	2	1	0	0	0	0	0	0	0	0					
Glenwood	GLWD	15	3	2	1	0	1	2	1	1	4	1	0	6	0	0	16	0	1	2	2	3	4	0	0	5	0	0	0	0	0	0					
Goldendale	GLDL	62	9	27	67	4	19	56	4	16	63	8	17	41	3	23	59	1	19	42	3	10	88	10	11	10	11	11	11	11	11	11					
Grandview	GDVW	87	4	15	127	8	21	56	4	29	53	2	21	100	2	34	68	5	22	61	1	27	75	4	27	4	27	4	27	4	27	4					
Granger	GRGR	24	1	12	29	1	11	18	1	4	24	0	10	15	2	14	17	1	21	31	2	9	40	1	19	0	0	0	0	0	0	0					
Harrah	HRRH	22	0	13	14	0	2	22	1	0	11	0	6	19	0	5	15	0	9	23	1	19	25	0	0	8	0	0	0	0	0	0					
Kidkiddi	KLCT	4	0	1	5	2	8	17	1	2	5	1	4	4	0	2	3	0	2	6	0	5	0	0	1	1	0	0	0	0	0	0					
Lyle	LYLE	25	4	3	50	5	8	17	1	3	19	4	2	6	1	6	14	0	12	11	0	6	13	0	0	6	0	0	0	0	0	0					
Mabton	MBTN	26	5	4	15	2	2	19	2	7	26	5	2	22	0	10	17	1	3	7	0	2	13	0	6	6	0	0	0	0	0	0	0				
Mattawa	MATWA	54	0	5	45	2	8	66	1	10	33	0	17	27	0	16	32	1	7	36	0	4	59	1	7	1	7	1	7	1	7	1	7				
Passon	PASN	2	1	1	2	1	1	5	0	0	0	0	0	1	0	2	2	1	1	1	0	2	3	0	0	0	0	0	0	0	0	0	0	0			
Poulsbo	PLSB	339	33	82	252	18	87	511	20	88	357	42	89	186	6	95	274	9	114	191	9	104	222	9	100	2	16	2	16	2	16	2	16				
Prosser	PRSR	100	8	21	60	6	26	94	3	18	54	4	21	72	0	18	60	3	26	51	0	34	55	2	16	0	0	0	0	0	0	0	0	0			
Quinceville	QLCN	39	5	4	22	2	6	19	5	3	26	1	4	17	5	4	38	9	4	25	0	9	26	6	4	0	0	0	0	0	0	0	0	0			
Roosevelt	RSVT	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	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	68	2	31	2	31	2	31	2	31	2	31	2	31		
Summerville	SMSD	143	12	60	140	17	51	95	7	61	86	7	51	76	3	46	132	9	54	72	7	49	115	6	64	6	64	6	64	6	64	6	64	6	64		
Toppenish	TPNS	89	1	23	58	0	27	51	4	17	46	0	22	38	1	12	34	0	17	47	0	24	65	6	28	0	0	0	0	0	0	0	0	0	0		
Trousdale	TRLK	10	1	2	6	0	1	4	0	1	3	0	5	5	0	4	6	0	5	8	0	1	6	0	1	1	0	0	0	0	0	0	0	0	0		
Wapato	WPAT	58	2	16	39	0	23	40	0	24	43	2	20	40	1	22	60	1	36	40	0	26	49	1	32	0	1	1	1	1	1	1	1	1			
White Salmon	WHSW	88	13	20	43	1	16	25	3	12	42	4	22	39	0	21	69	1	31	35	2	22	49	3	16	1	16	1	16	1	16	1	16	1	16		
Whiteswan	WHSW	7	0	11	18	0	5	5	0	5	10	0	1	3	0	6	4	0	2	5	0	1	6	0	0	2	0	0	0	0	0	0	0	0	0		
Whitman	WHRD	10	5	4	20	5	4	7	0	1	14	0	2	3	0	2	3	0	1	4	0	2	7	1	5	1	5	1	5	1	5	1	5	1	5		
Willard	WLSR	3	0	3	6	0	0	3	0	0	2	0	4	0	0	0	3	0	0	1	0	0	4	0	0	3	0	0	0	0	0	0	0	0	0	0	
Wishram	WSHR	3	0	3	0	0	0	0	0	1	3	0	1	0	0	1	2	0	1	1	0	0	4	0	0	3	0	0	0	0	0	0	0	0	0	0	
Zillah	ZLLH	31	0	11	19	0	6	29	2	5	14	0	10	21	0	8	28	1	11	14	1	9	22	0	6	0	0	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	809	35	399	1090	67	412	0	0	0	0	0	0	0	0	0	0	0	

Made = Total repair appointments scheduled 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	BCITN	2	0	1	0	2	0	4	2	6	0	0	0	5	1	8	1								
Brinnon	BRNNN	10	1	10	1	34	0	50	2	26	0	28	0	10	0	17	0								
Chimnacum	CHMNC	8	0	8	0	22	0	12	2	24	0	38	0	16	0	19	2								
Columbia	CLMA																								
Dallesport	DLPT	4	1	9	0	16	0	22	0	20	0	10	0	5	0	5	0								
Gardiner	GRDN	2	1	5	0	14	0	8	0	14	0	6	0	4	0	6	0								
Glenwood	GLWD	2	0	1	0	10	0	6	0	4	0	8	0	8	0	8	0								
Goldendale	GDL	54	1	65	1	136	6	142	6	144	2	136	2	66	0	58	0								
Grandview	GDVW	72	2	85	1	206	10	194	0	152	4	150	2	103	2	74	0								
Granger	GRGR	29	0	31	0	52	0	48	0	50	2	40	0	13	0	23	1								
Harrah	HRRH	26	0	18	0	60	0	38	0	22	0	28	0	6	0	18	0								
Klickitat	KLCT	6	0	6	0	16	0	22	2	14	0	2	0	6	0	8	0								
Lyle	LYLE	13	0	9	1	32	0	34	6	38	0	20	0	12	2	9	0								
Mabton	MBTN	23	0	22	0	42	2	38	0	44	0	42	2	27	0	14	1								
Mattawa	MTWA	40	0	81	0	186	6	162	2	154	2	110	0	54	1	70	2								
Patterson	PASN	1	0	1	0	6	0	2	0	0	0	2	0	1	0	2	0								
Poulsbo	PLSB	225	5	203	5	594	10	556	18	522	10	588	10	284	6	319	7								
Prosser	PRSR	58	2	66	0	144	2	154	0	164	14	144	6	60	0	85	0								
Quilcene	QLCN	13	0	13	0	26	0	36	4	30	2	38	0	24	1	10	0								
Roosevelt	RSVT	4	0	0	0	2	0	6	0	4	0	2	0	1	0	1	0								
Stevenson	STSN	30	1	38	0	132	2	114	2	114	0	100	2	63	2	56	3								
Sunnyside	SNSD	173	0	160	3	374	10	276	2	300	4	330	6	145	1	162	1								
Toppenish	TPNS	87	2	85	0	206	0	146	0	122	0	176	0	98	0	69	0								
Troulaka	TRLK	5	0	6	0	18	0	14	2	22	0	26	0	11	0	5	0								
Wapato	WPAT	66	1	74	0	168	0	126	2	126	0	120	4	91	1	59	1								
White Salmon	WHSL	39	0	53	1	116	0	92	0	136	4	106	0	57	3	60	1								
Whiteswan	WHSW	14	1	21	1	30	0	20	0	32	2	22	0	9	0	8	0								
Whitstian	WHTS	7	0	11	0	10	0	12	0	10	0	14	0	4	1	11	0								
Willard	WLRD	2	0	5	0	0	0	2	0	6	0	4	0	4	1	4	0								
Wishram	WSHR	4	0	3	0	10	0	10	0	4	2	12	0	2	0	3	0								
Zillah	ZLLH	30	0	32	0	80	0	64	0	50	0	56	0	29	1	27	0								
Washington		1049	18	1122	17	2744	50	2410	52	2354	48	2358	36	1250	22	1218	20								

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	CLL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100	Total	Rate	/100			
Bickleton	BCLN	2	288	0.78	4	288	1.55	3	257	1.17	1	254	0.39	0	257	0.00	3	284	1.18	1	286	0.39	6	260	2.31	0	0	0	0	0	0	0	0				
Birnon	BRNN	24	1161	2.07	18	1162	1.55	18	1159	1.55	12	1137	1.06	21	1141	1.84	13	1148	1.13	8	1144	0.70	36	1142	3.15	0	0	0	0	0	0	0	0				
Chinacum	CHMC	18	1097	1.64	18	1093	1.65	23	1095	2.10	20	1094	1.85	10	1088	0.92	150	1089	3.77	18	1087	1.64	17	1101	1.54	0	0	0	0	0	0	0	0				
Columbia	CLVA	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	0	148	0.00	0	0	0	0	0	0	0	0				
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	7	572	1.22	0	0	0	0	0	0	0	0				
Gardiner	GRDN	4	278	1.44	7	282	2.48	5	285	1.75	2	288	0.00	3	293	1.02	4	296	1.35	10	293	3.41	2	298	0.67	0	0	0	0	0	0	0	0				
Glenwood	GLWD	15	385	3.90	1	385	0.26	2	387	0.52	4	351	1.14	6	349	1.72	16	348	4.80	2	354	0.56	4	354	1.13	0	0	0	0	0	0	0	0				
Goldendale	GLDL	62	5274	1.18	67	5278	1.27	56	5272	1.06	63	5191	1.21	41	5187	1.72	16	5171	1.14	42	5128	0.82	88	5080	1.73	0	0	0	0	0	0	0	0				
Grandview	GDVW	87	5584	1.56	127	5660	2.28	56	5584	1.00	53	5488	0.97	100	5410	1.85	68	5371	1.27	61	5355	1.14	75	5293	1.42	0	0	0	0	0	0	0	0				
Granger	GRGR	24	1574	1.52	29	1569	1.85	18	1566	1.15	24	1560	1.54	19	1545	0.97	17	1526	1.11	23	1525	2.02	40	1532	2.61	0	0	0	0	0	0	0	0				
Harrah	HRRH	22	1157	1.90	14	1159	1.21	22	1173	1.88	11	1173	0.94	15	1138	1.67	15	1126	1.33	23	1124	2.05	25	1122	2.23	0	0	0	0	0	0	0	0				
Kicklall	KCLL	4	389	1.08	5	387	1.38	1	374	0.27	3	379	1.32	4	388	1.09	3	386	0.83	6	363	1.65	0	358	0.00	0	0	0	0	0	0	0	0				
Lyle	LYLE	23	1004	2.49	50	1006	4.97	17	1010	1.88	19	1008	1.88	6	977	0.51	14	976	1.43	11	978	1.12	13	972	1.34	0	0	0	0	0	0	0	0				
Mabton	MTWA	26	1287	2.00	15	1290	1.16	19	1297	1.46	26	1300	2.00	22	1282	1.72	32	1288	1.34	17	1272	0.55	13	1256	1.04	0	0	0	0	0	0	0	0				
Matava	MATVA	54	2436	2.24	45	2423	1.86	66	2439	2.71	33	2485	1.33	27	2493	1.08	32	2489	1.29	36	2466	1.45	59	2491	2.37	0	0	0	0	0	0	0	0				
Paterson	PASN	2	515	0.39	2	522	0.38	5	536	0.93	0	514	0.00	1	445	0.22	2	449	0.45	1	434	0.23	3	416	0.72	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	339	40685	0.83	252	40669	0.82	511	40970	1.25	357	41027	0.87	186	40959	0.45	274	40920	0.67	191	40905	0.47	222	41088	0.54	0	0	0	0	0	0	0	0				
Prosser	PRSR	100	5432	1.84	60	5415	1.11	54	5390	1.00	54	5397	1.00	72	5200	1.38	60	5169	1.16	51	5146	0.99	55	5117	1.07	0	0	0	0	0	0	0	0				
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	26	1459	1.78	0	0	0	0	0	0	0	0				
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	1	192	0.52	0	0	0	0	0	0	0	0				
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	68	4553	1.49	0	0	0	0	0	0	0	0				
Sunnyside	SNSD	143	11811	1.21	140	11634	1.18	95	11888	0.80	86	11818	0.73	78	11527	0.66	132	11460	1.15	72	11429	0.63	115	11390	1.01	0	0	0	0	0	0	0	0				
Toppenish	TPNS	89	6108	1.46	58	6113	0.95	51	6130	0.83	46	6091	0.78	38	5913	0.64	34	5916	0.57	47	5926	0.79	65	5891	1.10	0	0	0	0	0	0	0	0				
Troulacte	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	6	682	0.88	0	0	0	0	0	0	0	0				
Wabato	WPAT	88	4322	1.34	39	4304	0.91	40	4329	0.93	43	4307	1.00	40	4239	0.94	60	4121	1.46	30	4128	0.97	49	4085	1.20	0	0	0	0	0	0	0	0				
White Salmon	WHSL	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	49	5112	0.96	0	0	0	0	0	0	0	0				
Whitman	WHSW	7	735	0.95	18	752	2.79	5	754	0.66	10	749	1.34	9	744	1.21	4	720	0.56	5	719	0.70	7	713	0.98	0	0	0	0	0	0	0	0				
Willard	WLRD	10	742	1.35	20	735	2.72	7	732	0.96	14	730	1.92	3	721	0.42	9	668	1.35	4	667	0.60	6	671	0.89	0	0	0	0	0	0	0	0				
Wishram	WSHR	5	322	1.55	6	319	1.88	3	322	0.93	2	320	0.63	0	319	0.00	3	316	0.95	1	317	0.32	4	320	2.19	0	0	0	0	0	0	0	0				
Zillah	ZLLH	3	272	1.10	0	271	0.00	0	272	0.00	3	276	1.09	0	271	0.00	2	273	0.73	1	270	0.37	4	267	1.50	0	0	0	0	0	0	0	0				
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	22	2396	0.92	0	0	0	0	0	0	0	0				
Washington		1375	108365	1.27	1152	108328	1.06	1230	108736	1.13	1030	108438	0.96	821	107208	0.77	1202	106651	1.13	809	106484	0.76	1090	106333	1.03	0	0	0	0	0	0	0	0				

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	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT	Total	% DT					
Poulsbo	PLSB	80704	3	100.0	78205	36	100.0	83236	1	100.0	82475	18	100.0	78782	1	100.0	80806	1	100.0	80258	0	100.0	78963	2	100.0													
Sunnyside	SNSD	195743	5	100.0	179036	18	100.0	198280	2	100.0	186324	0	100.0	194648	37	100.0	176821	4	100.0	174761	0	100.0	181687	0	100.0													
Washington		286447	8	100.0	257241	54	100.0	279486	3	100.0	268799	18	100.0	263830	38	100.0	257227	5	100.0	255019	0	100.0	260550	2	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.
				Mar-04			Objective was met.
				Apr-04			Objective was met.
				May-04			Objective was met.
				Jun-04			Objective was met.
				Jul-04			Objective was met.
				Aug-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	Jul					Aug					Sep					Oct					Nov					Dec				
		Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl						
Bickleton	BCTN	1	1	0	0	4	4	0	2																						
Brimmon	BRNN	7	7	0	0	25	25	0	4																						
Chimacum	CHMC	15	15	0	0	14	14	0	6																						
Columbia	CLMA	0	0	0	0	0	0	0	0																						
Dallesport	DLPT	2	2	0	0	4	4	0	3																						
Gardiner	GRDN	10	10	0	0	1	1	0	1																						
Glenwood	GLWD	2	2	0	0	2	2	0	1																						
Goldendale	GLDL	37	37	0	0	76	76	0	9																						
Grandview	GDVW	44	44	0	0	60	59	1	16																						
Granger	GRGR	22	22	0	0	37	37	0	13																						
Harrish	HRRH	20	20	0	0	19	18	0	5																						
Klickitat	KLCT	5	5	0	0	0	0	0	1																						
Lyle	LYLE	9	9	0	0	9	9	0	1																						
Mabton	MBTN	7	7	0	0	11	10	1	4																						
Mattawa	MTWA	24	24	0	0	41	41	0	4																						
Patternson	PASN	1	1	0	0	2	2	0	0																						
Poulsbo	PLSB	145	138	7	7	164	164	0	47																						
Prosser	PRSR	39	39	0	0	46	44	2	11																						
Quilcene	QLCN	19	18	1	1	19	17	2	1																						
Roosevelt	RSVT	0	0	0	0	1	1	0	0																						
Stevenson	STSN	46	45	1	1	54	54	0	19																						
Sunnyside	STNS	58	58	0	0	94	94	0	35																						
Toppenish	TPNS	34	34	0	0	62	61	1	19																						
Troulaker	TRLK	6	6	0	0	2	2	0	1																						
Wapato	WPAT	32	32	0	0	41	41	0	23																						
White Salmon	WHSL	22	22	0	0	38	37	1	11																						
White Swan	WHSW	4	4	0	0	5	5	0	2																						
Whitstran	WHTS	4	4	0	0	6	6	0	1																						
Willard	WLRD	1	1	0	0	3	3	0	1																						
Wishram	WSHR	1	1	0	0	4	4	0	0																						
Zillah	ZLLH	12	12	0	0	18	18	0	3																						
Washington		629	620	9	9	228	861	8	244																						

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	Jul					Aug					Sep					Oct					Nov					Dec				
		Total NOOS	NOOS Cir > 72	NOOS Cir > 72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir > 72	NOOS Cir > 72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir > 72	NOOS Cir > 72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir > 72	NOOS Cir > 72	NOOS 72 Excl	NOOS 72 Excl	Total NOOS	NOOS Cir > 72	NOOS Cir > 72	NOOS 72 Excl	NOOS 72 Excl					
Bickleton	BCITN	0	0	0	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Brimnon	BRNN	7	6	1	2	2	19	16	3	3	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1				
Chimacum	CHMC	5	3	2	1	1	10	10	0	0	1	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				
Dallesport	DLPT	1	1	0	1	1	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Gardiner	GRDN	1	1	0	0	0	2	1	1	1	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1				
Glenwood	GLWD	3	3	0	1	1	8	8	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Goldendale	GLDL	15	14	1	3	3	26	25	1	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5				
Grandview	GDVW	44	44	0	0	11	42	41	1	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10				
Granger	GRGR	18	18	0	0	3	22	22	0	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6				
Harrah	HRRH	24	24	0	0	2	15	15	0	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3				
Klickitat	KLCT	7	6	1	1	1	2	2	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1				
Lyle	LYLE	8	8	0	0	4	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mabton	MBTN	2	2	0	0	2	8	8	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Mattawa	MTWA	16	16	0	0	3	25	25	0	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3				
Patternson	PASN	2	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	157	145	12	57	0	159	153	6	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50				
Prosser	PRSR	47	47	0	0	17	27	27	0	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7				
Quilcene	QLCN	15	13	2	4	4	11	10	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3				
Roosevelt	RSVT	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	STSN	31	29	2	12	12	46	46	0	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13				
Sunnyside	SNSD	63	63	0	22	22	85	82	3	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27				
Toppenish	TPNS	37	35	2	13	13	32	32	0	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9				
Troullake	TRLK	3	3	0	1	1	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Wapato	WPAT	34	34	0	6	6	41	41	1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5				
White Salmon	WHSL	36	36	0	7	7	27	26	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3				
Whiteswan	WHSW	3	2	1	1	1	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Whitstran	WHTS	2	2	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Willard	WLRD	0	0	0	0	0	7	7	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2				
Wisstram	WSHR	4	4	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Zillah	ZLLH	12	12	0	4	4	10	10	0	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3				
Washington		597	573	24	180	180	655	638	17	172	172	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				