



October 12, 2004

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902 Wasco Street
Hood River, Oregon 97031-3103

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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 September 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.

Per staff request, a programming request has been submitted to Kansas City to modify the "exclusion" criteria. There is no definite time frame as yet on the programming being completed.

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
Quarterly Service Activation Delay

Copy: Dave Dittimore - WUTC

**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	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl	Made	Excl
Bickleton	BCTN	2	0	4	1	1	1	1	0	0	0	3	0	1	1	0	0	0	2	1	0	0	0	0	
Brimmon	BRNN	24	1	18	3	2	4	12	1	2	13	0	8	3	8	3	36	11	7	27	2	3	27	2	
Chimacum	CHMC	18	0	18	3	2	4	20	4	10	150	7	3	18	0	17	3	6	17	0	7	17	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		
Dalesport	DLPT	3	2	4	1	8	1	8	1	4	12	2	3	2	0	7	0	4	4	0	0	4	2		
Gardiner	GRDN	4	1	7	2	5	0	0	0	3	0	4	0	10	1	2	1	4	4	0	1	4	1		
Glenwood	GLWD	15	3	2	1	2	1	4	1	6	16	0	1	2	0	4	0	5	1	0	2	0	2		
Goldendale	GLDL	62	9	67	4	56	3	63	8	17	41	3	23	19	42	3	88	10	11	54	1	13			
Grandview	GDVW	87	4	15	127	8	21	53	2	100	68	5	22	61	1	27	75	4	27	54	0	35			
Granger	GRGR	24	1	12	29	1	11	4	24	2	14	17	1	31	2	9	40	1	19	31	0	9			
Harrah	HRRH	22	0	13	14	0	2	22	1	19	5	15	0	23	1	25	0	8	11	0	7	0	7		
Kickiat	KLCT	4	0	1	5	2	2	5	1	4	3	0	2	6	0	0	0	1	6	0	2	2	2		
Lyle	LYLE	25	4	50	5	17	1	19	4	2	6	14	0	11	0	13	0	1	9	3	5	5	5		
Mabton	MBTN	26	5	4	15	2	19	26	5	22	10	17	1	7	0	2	13	0	6	10	1	6	6		
Mattawa	MTWA	54	0	45	2	8	66	1	10	33	6	32	1	36	0	4	59	1	7	16	0	7	7		
Patterson	PASN	2	1	2	1	5	0	0	0	0	2	1	1	1	0	3	0	0	1	0	0	0	0		
Poulsbo	PLSB	339	82	252	18	87	511	357	42	89	186	6	95	191	9	104	222	9	100	239	12	96	96		
Prosser	PRSR	100	8	60	6	26	54	54	4	21	72	0	18	51	0	34	55	2	16	39	2	20	39		
Quilcene	QLCN	39	5	4	22	6	19	5	3	4	17	38	9	25	3	9	26	6	4	30	5	9	9		
Roosevelt	RSVT	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0		
Stevenson	STSN	80	10	63	4	20	67	6	16	36	0	17	57	56	2	20	68	2	31	91	5	26	68		
Sunnyside	SNSD	143	12	60	140	17	51	86	7	51	76	3	46	72	7	49	115	6	64	81	1	49	81		
Toppenish	TPNS	89	1	23	58	0	27	51	4	17	38	1	12	47	0	24	65	6	28	40	0	28	40		
Troutlake	TRLK	10	1	6	0	1	4	3	0	5	5	0	4	8	0	5	6	0	1	5	0	1	5		
Wapato	WPAT	58	2	16	39	0	23	40	2	40	1	22	60	40	0	26	49	1	32	49	0	23	49		
White Salmon	WHSL	88	13	20	43	1	16	25	3	22	39	0	21	35	2	22	49	3	16	32	1	23	32		
Whiteswan	WHSW	7	0	11	18	0	5	10	0	1	9	0	6	5	0	1	7	1	5	9	0	4	4		
Whitstran	WHTS	10	5	4	20	5	4	14	0	2	3	0	9	4	0	2	6	0	2	9	1	4	4		
Willard	WLRD	5	1	6	0	1	3	2	0	4	0	3	0	1	0	0	7	0	3	4	0	0	0		
Wishram	WISHR	3	0	3	0	0	0	3	1	1	0	0	1	1	0	4	4	0	0	7	0	0	0		
Zillah	ZLLH	31	1	19	0	6	29	14	0	10	21	0	8	14	1	9	22	0	6	23	0	0	0		
Washington		1375	124	378	1152	93	355	1030	102	353	821	26	374	809	35	399	1090	67	412	903	35	386	0	0	

Made = Total repair appointments scheduled for regulated customers
Miss = Total repair appointments missed for regulated customers
Exclude = Total repair appointments for deregulated activity
Note: Sprint has submitted a program request to modify the 'Exclusion' criteria from 'deregulated' to 'regulated'.

**WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION**

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

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss
Bickleton	BCTN	2	0	1	0	2	0	4	0	6	0	0	0	5	1	8	1	6	1	0	0	0	0	0	0
Birnon	BRNN	10	1	10	1	34	0	50	0	26	0	28	0	10	0	17	0	11	0	0	0	0	0	0	0
Chimacum	CHMC	8	0	8	0	22	0	12	0	24	0	38	0	16	0	19	2	12	0	0	0	0	0	0	0
Columbia	CLMA	4	1	9	0	16	0	22	0	20	0	10	0	5	0	5	0	8	0	0	0	0	0	0	0
Dallesport	DLPT	2	0	5	0	14	0	8	0	14	0	6	0	4	0	6	0	2	0	0	0	0	0	0	0
Gardiner	GRDN	2	1	1	0	10	0	6	0	4	0	8	0	8	0	8	0	4	0	0	0	0	0	0	0
Glenwood	GLWD	54	1	65	1	136	6	142	6	144	2	136	2	66	0	58	0	69	1	1	1	1	1	1	1
Goldendale	GLDL	72	2	85	1	206	10	194	0	152	4	150	2	103	2	74	0	118	0	0	0	0	0	0	0
Grandview	GDVW	29	0	31	0	52	0	48	0	50	2	40	0	37	0	23	1	20	2	0	0	0	0	0	0
Granger	GRGR	26	0	18	0	60	0	38	0	22	0	28	0	13	0	18	0	24	2	0	0	0	0	0	0
Harrah	HRRH	6	0	6	0	16	0	22	2	14	0	2	0	6	0	8	0	5	0	0	0	0	0	0	0
Klickitat	KLCT	13	0	9	1	32	0	34	6	38	0	20	0	12	2	9	0	14	0	0	0	0	0	0	0
Lyle	LYLE	23	0	22	0	42	2	38	0	44	0	42	2	27	0	14	1	14	2	0	0	0	0	0	0
Mabton	MBTN	40	0	81	0	186	6	162	2	154	2	110	0	54	1	70	2	61	1	0	0	0	0	0	0
Mattawa	MTWA	1	0	1	0	6	0	2	0	0	0	2	0	1	0	2	0	1	0	0	0	0	0	0	0
Patterson	PASN	225	5	203	5	594	10	556	18	522	10	588	10	284	6	319	7	285	10	0	0	0	0	0	0
Poulsbo	PLSB	58	2	66	0	144	2	154	0	164	14	144	6	60	0	85	0	74	0	0	0	0	0	0	0
Prosser	PRSR	13	0	13	0	26	0	36	4	30	2	38	0	24	1	10	0	17	0	0	0	0	0	0	0
Quilcene	QLCN	4	0	0	0	2	0	6	0	4	0	2	0	1	0	1	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	56	3	62	0	0	0	0	0	0	0
Stevenson	STSN	173	1	160	3	374	10	276	2	300	4	330	6	145	1	162	1	169	0	0	0	0	0	0	0
Sunnyside	SNSD	87	2	85	0	206	0	146	0	122	0	176	0	98	0	69	0	87	0	0	0	0	0	0	0
Toppenish	TPNS	5	0	6	0	18	0	14	2	22	0	26	0	11	0	5	0	8	0	0	0	0	0	0	0
Troutlake	TRLK	66	1	74	0	168	0	126	2	126	0	120	4	91	1	59	1	75	1	0	0	0	0	0	0
Wapato	WPAT	39	0	53	1	116	0	92	0	136	4	106	0	57	3	60	1	64	1	0	0	0	0	0	0
White Salmon	WHSL	14	1	21	0	30	0	20	0	32	2	22	2	9	0	8	0	15	0	0	0	0	0	0	0
Whiteswan	WHSW	7	0	11	0	10	0	12	0	10	0	14	0	5	0	11	0	2	0	0	0	0	0	0	0
Whitsran	WHTS	2	0	5	0	0	0	2	0	6	0	4	0	4	0	4	0	2	1	0	0	0	0	0	0
Willard	WLRD	4	0	3	0	10	0	10	0	4	2	12	0	2	0	3	0	5	0	0	0	0	0	0	0
Wishram	WSHR	30	0	32	0	80	0	64	0	50	0	56	0	29	1	27	0	33	0	0	0	0	0	0	0
Zillah	ZLLH	1049	18	1122	17	2744	50	2410	52	2354	48	2358	36	1250	22	1218	20	1267	23	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	CCLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines
Bickleton	BCTN	2	268	4	258	3	257	1	254	0	257	3	254	1	256	6	260	6	258	6	258	6	258	6	258
Brimnon	BRNN	24	1161	18	1162	18	1159	12	1137	21	1141	13	1146	8	1144	36	1142	27	1142	27	1142	27	1142	27	1142
Chimacum	CHMC	18	1097	18	1093	23	1095	20	1084	0	1088	150	1088	18	1097	17	1101	17	1093	17	1093	17	1093	17	1093
Columbia	CLMA	0	149	0	149	0	147	0	147	0	145	0	146	0	146	0	148	0	148	0	148	0	148	0	148
Dallesport	DLPT	3	577	4	580	8	576	8	579	8	582	12	577	2	570	7	572	4	579	4	579	4	579	4	579
Gardiner	GRDN	4	278	7	282	5	285	0	288	3	293	4	296	2	293	2	298	2	298	4	296	4	296	4	296
Glenwood	GLWD	15	385	1	385	2	387	4	351	6	349	16	348	2	354	4	354	4	360	1	360	1	360	1	360
Goldendale	GLDL	62	5274	67	5278	56	5272	63	5191	41	5187	59	5171	42	5128	88	5080	54	5080	54	5080	54	5080	54	5080
Grandview	GDVW	87	5588	127	5560	56	5584	53	5488	100	5410	68	5371	61	5355	75	5283	54	5319	54	5319	54	5319	54	5319
Granger	GRGR	24	1574	29	1569	18	1566	24	1560	15	1545	17	1526	31	1535	40	1532	31	1508	31	1508	31	1508	31	1508
Harran	HRRH	22	1167	14	1169	22	1173	11	1173	19	1138	15	1126	23	1124	25	1122	11	1123	11	1123	11	1123	11	1123
Klickitat	KLCT	4	369	5	367	1	374	5	379	4	368	3	363	6	365	0	368	0	365	6	365	6	365	6	365
Lyle	LYLE	25	1004	50	1006	17	1010	19	1008	6	977	14	976	11	978	13	972	9	973	9	973	9	973	9	973
Mabton	MBTN	26	1297	15	1290	19	1297	26	1300	22	1282	17	1268	7	1272	13	1256	10	1245	10	1245	10	1245	10	1245
Mattawa	MTWA	54	2406	45	2423	66	2439	33	2485	27	2493	32	2489	36	2486	59	2491	16	2489	16	2489	16	2489	16	2489
Patterson	PASN	2	515	2	522	5	536	0	514	1	445	2	449	1	434	3	416	3	416	1	416	1	416	1	416
Poulsbo	PLSB	339	40655	252	40669	511	40970	357	41027	186	40959	274	40920	191	40905	222	41088	239	41079	39	41079	39	41079	39	41079
Prosser	PRSR	100	5432	60	5415	54	5390	54	5397	72	5200	60	5168	51	5146	55	5117	55	5117	30	5117	30	5117	30	5117
Quilcene	QLCN	39	1497	22	1483	19	1484	26	1490	17	1479	38	1479	25	1476	26	1459	26	1459	26	1459	26	1459	26	1459
Roosevelt	RSVT	1	188	0	186	1	190	1	193	0	193	1	194	0	194	0	192	0	193	0	193	0	193	0	193
Stevenson	STSN	80	4719	63	4713	67	4702	50	4696	36	4588	57	4591	56	4568	68	4553	91	4535	91	4535	91	4535	91	4535
Sunnyside	SNSD	143	11811	140	11834	95	11868	86	11818	76	11527	132	11460	72	11429	115	11390	81	11344	81	11344	81	11344	81	11344
Toppenish	TPNS	89	6108	58	6113	51	6130	46	6091	38	5913	34	5916	47	5926	65	5891	40	5880	40	5880	40	5880	40	5880
Trousdale	TRLK	10	734	6	730	4	729	3	728	5	687	6	686	8	686	6	682	5	684	5	684	5	684	5	684
Wapato	WPAT	58	4322	39	4304	40	4322	43	4307	40	4239	60	4121	40	4128	49	4085	49	4103	49	4103	49	4103	49	4103
White Salmon	WHSM	88	5187	170	43	5172	25	5164	42	5137	39	5118	69	5118	35	5108	49	5112	32	5091	32	5091	32	5091	
Whiteswan	WHWS	7	735	18	752	5	754	10	749	9	744	4	720	5	719	7	713	9	715	9	715	9	715	9	715
Willard	WLDR	10	742	20	735	7	731	14	730	3	721	9	668	4	667	6	670	6	671	6	671	6	671	6	671
Willam	WLDR	5	322	6	319	3	322	2	320	0	319	3	316	1	317	4	320	4	322	4	322	4	322	4	322
Wishram	WSHR	3	272	0	271	0	272	3	276	0	271	2	273	1	270	22	2398	4	266	0	266	0	266	0	266
Zillah	ZLLH	31	2542	19	2549	29	2551	14	2541	21	2534	28	2424	14	2410	22	2398	23	2389	23	2389	23	2389	23	2389
Washington		1375	108355	1152	108328	1230	108736	1030	108438	821	107208	1202	106651	809	106484	1090	106333	903	106266	0	106266	0	106266	0	106266

Total Reports = Total regulated initial and repeat trouble reports received
 Total Access Lines = Total access lines in service
 Trouble Per 100 A.L. = Trouble report per 100 access line ratio

WASHINGTON QUALITY OF SERVICE REPORT

SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

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

Exchange	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay	Total Calls	% DT 3 Sec	Total Delay						
Poulsbo	90704	3	100.0	76205	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	76717	1	100.0	76717	1	100.0	76717	1	100.0				
Sunnyside	195743	5	100.0	179036	18	100.0	196280	2	100.0	196324	0	100.0	184848	37	100.0	176921	4	100.0	174761	0	100.0	181697	0	100.0	172866	1	100.0	172866	1	100.0	172866	1	100.0				
Washington	286447	8	100.0	257241	54	100.0	279496	3	100.0	268789	18	100.0	263630	38	100.0	257727	5	100.0	255019	0	100.0	260650	2	100.0	249683	2	100.0	249683	2	100.0	249683	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
				Jan-04			Objective was met.
SEQMWA0177IE	AP069407	PLSBWAXXD51	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.
				Sep-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	4	4	0	0	4	4	0	0	0	0	0	0	0	0	0	0
Brinnon	BRNN	7	7	0	4	25	25	0	4	21	19	2	2	21	19	2	2	22	22	0	0	0	0	0	0
Chimacum	CHMC	15	15	0	1	14	14	0	6	16	14	2	3	16	14	2	3	16	16	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
Dallesport	DLPT	2	2	0	0	4	4	0	3	2	2	0	1	2	2	0	1	2	2	0	0	0	0	0	0
Gardiner	GRDN	10	10	0	1	1	1	0	1	4	4	0	1	4	4	0	1	4	4	0	0	0	0	0	0
Glenwood	GLWD	2	2	0	2	2	2	0	1	1	1	0	2	1	1	0	2	1	1	0	0	0	0	0	0
Goldendale	GLDL	37	37	0	6	76	76	0	9	47	46	1	9	47	46	1	9	47	47	0	0	0	0	0	0
Grandview	GDVV	44	44	0	16	60	59	1	16	41	41	0	22	41	41	0	22	41	41	0	0	0	0	0	0
Granger	GRGR	22	22	0	13	37	37	0	13	25	25	0	5	25	25	0	5	25	25	0	0	0	0	0	0
Harrah	HRRH	20	20	0	19	18	18	0	5	9	9	0	5	9	9	0	5	9	9	0	0	0	0	0	0
Klickitat	KLCT	5	5	0	5	0	0	0	1	3	3	0	1	3	3	0	1	3	3	0	0	0	0	0	0
Lyle	LYLE	9	9	0	2	9	9	0	1	7	7	0	2	7	7	0	2	7	7	0	0	0	0	0	0
Mabton	MBTN	7	7	0	0	11	10	1	4	7	7	0	4	7	7	0	4	7	7	0	0	0	0	0	0
Mattawa	MTWA	24	24	0	1	41	41	0	4	11	11	0	2	11	11	0	2	11	11	0	0	0	0	0	0
Patterson	PASN	1	1	0	2	2	2	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0	0	0	0
Poulsbo	PLSB	145	138	7	48	164	164	0	47	196	194	2	49	196	194	2	49	196	196	0	0	0	0	0	0
Prosser	PRSR	39	39	0	18	46	44	2	11	31	31	0	13	31	31	0	13	31	31	0	0	0	0	0	0
Quilcene	QLCN	19	18	1	4	19	17	2	1	27	27	0	6	27	27	0	6	27	27	0	0	0	0	0	0
Roosevelt	RSVT	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	46	45	1	9	54	54	0	19	78	78	0	18	78	78	0	18	78	78	0	0	0	0	0	0
Sunnyside	SNSD	58	58	0	27	94	94	0	35	61	61	0	26	61	61	0	26	61	61	0	0	0	0	0	0
Toppenish	TPNS	34	34	0	11	62	61	1	19	31	31	0	17	31	31	0	17	31	31	0	0	0	0	0	0
Troutlake	TRLK	6	6	0	2	2	2	0	1	5	5	0	1	5	5	0	1	5	5	0	0	0	0	0	0
Wapato	WPAT	32	32	0	20	41	41	0	23	46	46	0	17	46	46	0	17	46	46	0	0	0	0	0	0
White Salmon	WHSL	22	22	0	16	38	37	1	11	23	23	0	19	23	23	0	19	23	23	0	0	0	0	0	0
WhiteSwan	WHSW	4	4	0	0	5	5	0	2	8	8	0	4	8	8	0	4	8	8	0	0	0	0	0	0
Whitstran	WHTS	4	4	0	2	6	6	0	1	6	6	0	1	6	6	0	1	6	6	0	0	0	0	0	0
Willard	WLRD	1	1	0	0	3	3	0	1	3	3	0	0	3	3	0	0	3	3	0	0	0	0	0	0
Wishram	WSHR	1	1	0	2	4	4	0	0	4	4	0	0	4	4	0	0	4	4	0	0	0	0	0	0
Zillah	ZLLH	12	12	0	6	18	18	0	3	18	18	0	3	18	18	0	3	18	18	0	0	0	0	0	0
Washington		629	620	9	228	861	853	8	244	732	725	7	233	732	725	7	233	732	732	0	0	0	0	0	0

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 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		0	0	0	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0
Brinnon		7	6	1	19	16	3	4	9	5	4	0	0	0	0	0	0	0	0
Chimacum		5	3	2	10	10	0	0	8	7	1	4	0	0	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		1	1	0	7	7	0	0	5	5	0	2	0	0	0	0	0	0	0
Gardiner		3	3	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0
Glenwood		15	14	1	8	8	0	0	2	2	0	0	0	0	0	0	0	0	0
Goldendale		44	44	0	26	25	1	5	24	24	0	8	0	0	0	0	0	0	0
Grandview		18	18	0	42	41	1	10	48	43	5	11	0	0	0	0	0	0	0
Granger		24	24	0	22	22	0	6	16	16	0	4	0	0	0	0	0	0	0
Harrah		7	6	1	15	15	0	3	9	9	0	2	0	0	0	0	0	0	0
Klickitat		8	8	0	2	2	0	0	6	6	0	2	0	0	0	0	0	0	0
Lyle		2	2	0	5	5	0	0	8	8	0	4	0	0	0	0	0	0	0
Mabton		16	16	0	25	25	0	3	12	12	0	4	0	0	0	0	0	0	0
Mattawa		2	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		157	145	12	159	153	6	50	145	116	29	43	0	0	0	0	0	0	0
Poulsbo		47	47	0	27	27	0	7	28	28	0	7	0	0	0	0	0	0	0
Prosser		15	13	2	4	4	0	0	12	11	1	2	0	0	0	0	0	0	0
Quilcene		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		31	29	2	46	46	0	13	40	40	0	9	0	0	0	0	0	0	0
Stevenson		63	63	0	85	82	3	27	71	63	8	19	0	0	0	0	0	0	0
Sunnyside		37	35	2	32	32	0	9	38	37	1	11	0	0	0	0	0	0	0
Toppenish		3	3	0	5	5	0	0	1	1	0	0	0	0	0	0	0	0	0
Troutlake		34	34	0	41	41	0	9	26	26	0	6	0	0	0	0	0	0	0
Wapato		36	36	0	27	26	1	5	33	33	0	5	0	0	0	0	0	0	0
White Salmon		3	2	1	7	7	0	3	5	5	0	0	0	0	0	0	0	0	0
WhiteSwan		2	2	0	2	2	0	0	7	7	0	3	0	0	0	0	0	0	0
Whitstran		0	0	0	7	7	0	2	1	1	0	0	0	0	0	0	0	0	0
Willard		4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram		12	12	0	10	10	0	3	11	11	0	3	0	0	0	0	0	0	0
Zillah		597	573	24	655	638	17	172	578	529	49	151	0	0	0	0	0	0	0
Washington																			

**WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION DELAY**

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

EXCHANGE	CLLI	Jul-04				Aug-04				Sep-04				3rd Qtr 04			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days
		Bickleton	BCTN	5	0	0	100%	8	0	0	100%	6	0	0	100%	19	0
Brinnon	BRNN	10	0	0	100%	17	0	0	100%	11	0	0	100%	38	0	0	100%
Chimacum	CHMC	16	0	0	100%	19	0	0	100%	12	0	0	100%	47	0	0	100%
Dallesport	DLPT	5	0	0	100%	5	0	0	100%	8	0	0	100%	18	0	0	100%
Gardiner	GRDN	4	0	0	100%	6	0	0	100%	2	0	0	100%	12	0	0	100%
Glenwood	GLWD	8	0	0	100%	8	0	0	100%	4	0	0	100%	20	0	0	100%
Goldendale	GLDL	66	0	0	100%	58	0	0	100%	69	0	0	100%	193	0	0	100%
Grandview	GDVW	103	0	0	100%	74	0	0	100%	118	0	0	100%	295	0	0	100%
Granger	GRGR	37	0	0	100%	23	0	0	100%	20	0	0	100%	80	0	0	100%
Harrah	HRRH	13	0	0	100%	18	0	0	100%	24	0	0	100%	55	0	0	100%
Klickitat	KLCT	6	0	0	100%	8	0	0	100%	5	0	0	100%	19	0	0	100%
Lyle	LYLE	12	0	0	100%	9	0	0	100%	14	0	0	100%	35	0	0	100%
Mabton	MBTN	27	0	0	100%	14	0	0	100%	14	0	0	100%	55	0	0	100%
Mattawa	MTWA	54	0	0	100%	70	0	0	100%	61	0	0	100%	185	0	0	100%
Patterson	PASN	1	0	0	100%	2	0	0	100%	1	0	0	100%	4	0	0	100%
Poulsbo	PLSB	284	0	0	100%	319	0	0	100%	285	0	0	100%	888	0	0	100%
Prosser	PRSR	60	0	0	100%	85	0	0	100%	74	0	0	100%	219	0	0	100%
Quilcene	QLCN	24	0	0	100%	10	0	0	100%	17	0	0	100%	51	0	0	100%
Roosevelt	RSVT	1	0	0	100%	1	0	0	100%	0	0	0	0%	2	0	0	100%
Stevenson	STSN	63	0	0	100%	56	0	0	100%	62	0	0	100%	181	0	0	100%
Sunnyside	SNSD	145	0	0	100%	162	0	0	100%	169	0	0	100%	476	0	0	100%
Toppenish	TPNS	98	0	0	100%	69	0	0	100%	87	0	0	100%	254	0	0	100%
Troutlake	TRLK	11	0	0	100%	5	0	0	100%	8	0	0	100%	24	0	0	100%
Wapato	WPAT	91	0	0	100%	59	0	0	100%	75	0	0	100%	225	0	0	100%
White Salmon	WHSL	57	0	0	100%	60	0	0	100%	64	0	0	100%	181	0	0	100%
WhiteSwan	WHSW	9	0	0	100%	8	0	0	100%	15	0	0	100%	32	0	0	100%
Whitstran	WHTS	5	0	0	100%	11	0	0	100%	2	0	0	100%	18	0	0	100%
Willard	WLRD	4	1	0	75%	4	0	0	100%	2	0	0	100%	10	1	0	90%
Wishram	WSHR	2	0	0	100%	3	0	0	100%	5	0	0	100%	10	0	0	100%
Zillah	ZLLH	29	0	0	100%	27	0	0	100%	33	0	0	100%	89	0	0	100%
Washington		1250	1	0	100%	1218	0	0	100%	1267	0	0	100%	3735	1	0	100%

Note: This report captures service order completion dates upon service activation.