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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

November 15, 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 October 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.

The enclosed reports have been revised to exclude all deregulated activity, per discussion with WUTC 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

WASHINGTON QUALITY OF SERVICE REPORT
 INSTALLATION APPOINTMENTS

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

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

Exchange	C.L.I.	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec					
		Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl	Made	Miss	Excl				
Bickleton	BCTN	2	0	6	1	0	8	2	0	14	4	0	16	0	8	5	0	9	6	0	15	0	0	0	0	0	0		
Brimnon	BRNN	10	3	38	10	2	41	34	2	110	26	2	88	28	2	62	17	1	56	11	0	36	7	0	0	0			
Chimacum	CHMC	8	0	44	8	0	37	22	2	76	24	0	80	38	0	96	19	4	42	12	1	46	0	0	0	0			
Columbia	CLMA	4	1	21	9	1	23	16	0	48	20	0	28	10	0	52	5	0	18	8	0	19	7	0	0	0			
Dallesport	DLPT	2	1	11	5	0	16	14	2	18	14	0	16	6	0	18	6	0	9	2	0	16	6	0	0	0			
Gardiner	GRDN	2	0	11	1	0	9	10	0	22	4	0	30	8	0	30	8	0	10	4	0	13	0	0	0	0			
Glenwood	GLWD	54	1	188	65	2	221	136	4	470	144	6	352	136	2	390	66	0	193	69	2	196	70	3	0	0			
Goldendale	GLDL	72	0	328	85	0	309	206	4	644	194	2	620	150	2	566	103	0	352	118	0	281	73	3	0	0			
Grandview	GRDV	29	0	124	31	0	114	52	2	204	48	2	150	40	0	170	37	1	85	23	0	98	22	1	0	0			
Granger	GRGR	26	0	76	18	0	60	60	0	128	38	0	96	28	0	102	13	0	44	18	0	71	24	0	0	0			
Harrish	HRRH	6	0	14	6	0	24	16	0	40	14	0	58	2	0	32	8	0	19	5	0	16	4	0	0	0			
Klickitat	KLCT	13	0	55	9	0	41	32	0	102	34	2	82	20	0	76	12	3	30	9	0	42	14	0	0	0			
Lyle	LYLE	23	0	66	22	0	85	42	0	156	38	0	98	42	0	124	27	0	55	14	1	71	14	1	0	0			
Mabton	MBTN	40	1	178	81	0	193	186	10	412	162	6	320	110	0	300	54	3	167	70	1	170	61	0	0	0			
Mattawa	MTWA	1	0	4	1	0	3	6	0	10	2	0	6	2	0	20	1	0	6	2	0	6	1	1	0	0			
Patterson	PASN	225	9	1004	203	0	931	594	18	2140	556	28	1924	588	10	1766	284	11	976	319	8	937	272	12	0	0			
Pouso	PLSB	58	2	238	66	0	241	144	4	522	164	20	410	144	8	424	60	1	201	85	1	251	74	1	0	0			
Prosser	PRSR	13	0	89	13	0	68	26	0	132	36	4	106	38	2	118	24	2	59	10	0	75	17	2	0	0			
Quilcene	QLCN	4	0	4	0	0	3	2	0	12	4	0	4	2	0	8	1	0	2	1	0	5	0	1	1	0			
Roosevelt	RSVT	30	1	200	38	3	182	132	6	380	114	4	428	100	2	298	63	5	191	56	4	179	62	2	0	0			
Stevenson	STSN	173	1	559	160	3	529	374	2	1276	276	2	1032	330	6	976	145	0	528	162	1	518	169	0	0	0			
Sunnyside	SNSD	87	2	264	85	0	255	206	0	578	146	4	544	176	0	514	98	1	273	69	0	234	87	2	0	0			
Toppenish	TPNS	5	0	21	6	0	37	18	0	62	14	2	56	22	0	42	11	0	16	5	0	26	8	0	0	0			
Troulaka	TRLK	66	2	195	74	0	216	168	2	496	126	2	408	120	0	442	91	2	205	59	2	251	75	0	0	0			
Wapato	WPAT	39	0	184	53	1	215	116	4	414	92	2	394	106	0	318	57	2	163	60	2	165	64	2	0	0			
White Salmon	WHSL	14	0	21	21	1	26	30	2	70	20	0	66	22	0	54	9	0	24	8	0	22	15	0	0	0			
Whiteswan	WHSW	7	0	38	11	0	43	10	0	54	12	0	50	14	0	96	5	0	30	11	0	27	2	0	0	0			
Whitman	WHTS	2	0	10	3	0	15	4	0	22	4	0	18	4	0	18	4	0	5	4	1	8	2	0	0	0			
Willard	WLRD	4	0	18	3	0	15	10	0	22	10	0	16	2	2	24	2	0	9	3	0	10	5	0	0	0			
Wishram	WSHR	30	0	115	32	0	101	80	2	220	64	0	216	56	2	204	29	1	102	27	1	119	33	1	0	0			
Zillah	ZLLH	1049	24	4124	1122	15	4061	2744	64	8862	2410	70	7848	2358	38	7360	1250	35	3652	1218	28	3988	1267	33	3807	1173	36	0	
Washington		1049	24	4124	1122	15	4061	2744	64	8862	2410	70	7848	2358	38	7360	1250	35	3652	1218	28	3988	1267	33	3807	1173	36	0	0

Made = Total installation appointments scheduled for New and To/Transfer service orders
 Miss = Total installation appointments missed for New and To/Transfer service orders
 Exclude = Total installation appointments excluded
 Note: Installation appointment 'Exclusion' criteria revised 10/04. Jan-Sep exclude totals represent total Change, Disconnect and From service orders.

WASHINGTON QUALITY OF SERVICE REPORT

SERVICE ACTIVATION

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

Exchange	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss	Orders Cpltd	5 Day Miss
Bickleton	BCTN	2	0	1	0	2	0	4	2	6	0	0	0	5	1	8	1	6	1	5	0				
Birnon	BRNN	10	1	10	1	34	0	50	2	26	0	28	0	10	0	17	0	11	1	7	1				
Chimacum	CHMC	8	0	8	0	22	0	12	2	24	0	38	0	16	0	19	2	12	0	12	0				
Columbia	CLMA																								
Dallesport	DLPT	4	1	9	0	16	0	22	0	20	0	10	0	5	0	5	0	8	0	7	0				
Gardiner	GRDN	2	1	5	0	14	2	8	0	14	0	6	0	4	0	6	0	2	0	0	6				
Glenwood	GLWD	2	0	1	0	10	0	6	0	4	0	8	0	8	0	8	0	4	0	0	0				
Goldendale	GLDL	54	1	65	1	136	6	142	6	144	2	136	2	66	2	58	0	69	1	70	1				
Grandview	GDVW	72	2	85	1	206	10	194	0	152	4	150	2	103	2	74	0	118	2	73	2				
Granger	GRGR	29	0	31	0	52	0	48	0	50	2	40	0	37	0	23	1	20	2	22	0				
Harrah	HRRH	26	0	18	0	60	0	38	0	22	0	28	0	13	0	18	0	24	2	21	0				
Klickitat	KLCT	6	0	6	0	16	0	22	2	14	0	2	0	6	0	8	0	5	0	4	1				
Lyle	LYLE	13	0	9	1	32	0	34	6	38	0	20	0	12	2	9	0	14	0	21	1				
Mabton	MBTN	23	0	22	0	42	2	38	0	44	0	42	2	27	0	14	1	14	2	14	0				
Mattawa	MTWA	40	0	81	0	186	6	162	2	154	2	110	0	54	1	70	2	61	1	48	0				
Patterson	PASN	1	0	1	0	6	0	2	0	0	0	2	0	1	0	2	0	1	0	0	0				
Poulsbo	PLSB	225	5	203	5	594	10	556	18	522	10	588	10	284	6	319	7	285	10	272	6				
Prosser	PRSR	58	2	66	0	144	2	154	0	164	14	144	6	60	0	85	0	74	0	78	4				
Quilcene	QLCN	13	0	13	0	26	0	36	4	30	2	38	0	24	1	10	0	17	0	20	2				
Roosevelt	RSVT	4	0	0	0	2	0	6	0	4	0	2	0	1	0	1	0	0	0	1	0				
Stevenson	STSN	30	0	38	3	132	2	114	2	114	0	100	2	63	2	56	3	62	0	56	0				
Sunnyside	SNSD	173	1	160	3	374	10	276	2	300	4	330	6	145	1	162	1	169	0	161	3				
Toppenish	TPNS	87	2	85	0	206	0	146	0	122	0	176	0	98	0	69	0	87	0	84	1				
Troutlake	TRLK	5	0	6	0	18	0	14	2	22	0	26	0	11	0	5	0	8	0	5	0				
Wapato	WPAT	66	1	74	0	168	0	126	2	126	0	120	4	91	1	59	1	75	1	60	0				
White Salmon	WHSL	39	0	53	1	116	0	92	0	136	4	106	0	57	3	60	1	64	1	56	0				
WhiteSwan	WHSW	14	1	21	1	30	0	20	0	32	2	22	2	9	0	8	0	15	0	16	0				
Whitstran	WHTS	7	0	11	0	10	0	12	0	10	0	14	0	5	0	11	0	2	0	10	1				
Willard	WLRD	2	0	5	0	0	0	2	0	6	0	4	0	4	0	4	0	2	1	2	1				
Wishram	WSHR	4	0	3	0	10	0	10	0	4	2	12	0	2	0	3	0	5	0	3	0				
Zillah	ZLLH	30	0	32	0	80	0	64	0	50	0	56	0	29	1	27	0	33	0	39	1				
Washington		1049	18	1122	17	2744	50	2410	52	2354	48	2358	36	1250	22	1218	20	1267	23	1173	24				

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	C.L.L.	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts	Total Lines	Trib /100	Total Rpts
Bickleton	BCTN	2	268	0.78	4	258	1.55	3	257	1.17	1	254	1.18	1	256	0.39	6	250	2.31	3	259	1.16	#####	#####	#####
Brinnon	BRNN	24	1161	2.07	18	1162	1.55	18	1159	1.55	21	1141	1.84	8	1144	1.70	36	1142	2.36	27	1142	2.36	#####	#####	#####
Chimacum	CHMC	18	1097	1.64	18	1093	1.65	23	1095	2.10	0	1088	0.92	18	1097	1.84	17	1101	1.54	17	1093	1.56	#####	#####	#####
Columbia	CLMA	0	149	0.00	0	149	0.00	0	147	0.00	0	145	0.00	0	146	0.00	0	148	0.00	0	148	0.00	#####	#####	#####
Dallesport	DLPT	3	577	0.52	4	580	0.69	8	579	1.38	4	582	0.69	12	577	2.08	7	572	1.22	4	579	0.89	#####	#####	#####
Gardiner	GRDN	4	278	1.44	7	282	2.48	5	285	1.75	3	293	1.02	4	296	1.35	2	298	0.67	4	296	1.35	#####	#####	#####
Glenwood	GLWD	15	385	3.90	1	385	0.26	2	387	0.52	4	351	1.14	6	348	1.80	4	354	1.13	1	360	0.28	#####	#####	#####
Goldendale	GLDL	62	5274	1.18	67	5278	1.27	56	5272	1.06	41	5187	0.79	59	5171	1.14	88	5080	1.73	54	5080	1.06	#####	#####	#####
Grandview	GDVW	87	5588	1.56	127	5560	2.28	56	5594	1.00	100	5410	1.85	68	5371	1.27	75	5293	1.42	54	5319	1.02	#####	#####	#####
Granger	GRGR	24	1574	1.52	29	1569	1.85	18	1566	1.15	15	1545	0.97	17	1526	1.11	40	1532	2.02	31	1508	2.06	#####	#####	#####
Harran	HRRH	22	1157	1.90	14	1159	1.21	22	1173	1.88	19	1138	1.67	15	1126	1.33	25	1122	2.23	11	1123	0.98	#####	#####	#####
Klickitat	KLCT	4	369	1.08	5	367	1.36	1	374	0.27	4	368	1.09	3	363	0.83	6	363	1.65	0	356	1.68	#####	#####	#####
Lyle	LYLE	25	1004	2.49	50	1006	1.97	17	1010	1.68	6	977	0.61	14	976	1.43	13	972	1.34	9	973	0.92	#####	#####	#####
Mabton	MBTN	26	1297	2.00	15	1290	1.16	19	1297	1.46	22	1282	1.72	17	1268	1.34	7	1272	0.95	13	1256	1.04	#####	#####	#####
Mattawa	MTWA	54	2406	2.24	45	2423	1.86	66	2439	2.71	33	2485	1.39	32	2489	1.29	36	2486	1.45	59	2491	2.37	#####	#####	#####
Patterson	PASN	2	515	0.39	2	522	0.38	5	536	0.93	1	445	0.22	2	449	0.45	1	434	0.23	3	416	0.72	#####	#####	#####
Poulsbo	PLSB	339	40655	0.83	252	40669	0.62	511	40970	1.25	357	41027	0.87	186	40959	0.45	274	40920	0.67	191	40905	0.47	#####	#####	#####
Prosser	PRSR	100	5432	1.84	60	5415	1.11	54	5390	1.00	72	5200	1.38	60	5168	1.16	51	5146	0.99	55	5117	1.07	#####	#####	#####
Quilcene	QLCN	39	1497	2.61	22	1483	1.48	19	1484	1.28	26	1479	1.15	38	1479	2.57	25	1476	1.69	26	1459	1.78	#####	#####	#####
Rosevelt	RSVT	1	188	0.53	0	186	0.00	1	190	0.53	0	193	0.00	1	194	0.52	0	194	0.00	1	193	0.52	#####	#####	#####
Steverson	STSN	80	4719	1.70	63	4713	1.34	67	4702	1.42	50	4696	1.06	36	4591	1.24	56	4568	1.23	68	4553	1.49	#####	#####	#####
Sunnyside	SNSD	143	11811	1.21	140	11834	1.18	95	11868	0.80	86	11818	0.73	76	11527	0.66	132	11429	0.63	115	11390	1.01	#####	#####	#####
Toppinsh	TPNS	89	6108	1.46	68	6113	0.95	51	6130	0.83	38	5913	0.64	34	5916	0.57	47	5928	0.79	65	5891	1.10	#####	#####	#####
Troutdale	TRLK	10	734	1.36	6	730	0.82	4	729	0.82	3	728	0.41	6	686	0.87	8	686	1.17	6	682	0.88	#####	#####	#####
Wapato	WPAT	58	4322	1.34	39	4304	0.91	40	4322	0.93	43	4307	1.00	40	4121	1.46	40	4128	0.97	49	4085	1.20	#####	#####	#####
White Salmon	WHSW	88	5187	1.70	43	5172	0.83	25	5164	0.48	39	5134	0.76	69	5118	1.35	35	5108	0.69	49	5112	0.96	#####	#####	#####
Whitman	WHTS	7	735	0.95	18	752	2.39	5	754	0.66	9	744	1.21	4	720	0.56	5	719	0.70	7	713	0.98	#####	#####	#####
Willard	WLRD	10	742	1.35	20	735	2.72	7	731	0.96	14	730	1.92	9	668	1.35	4	667	0.60	6	671	0.89	#####	#####	#####
Wishram	WSHR	5	322	1.55	6	319	1.88	3	322	0.93	2	320	0.63	3	316	0.95	1	317	0.32	7	320	2.19	#####	#####	#####
Zillah	ZLLH	31	2542	1.22	19	2549	0.75	29	2551	1.14	14	2541	0.55	28	2424	1.16	14	2410	0.58	22	2398	0.96	#####	#####	#####
Washington		1375	108355	1.27	1152	108328	1.06	1230	108736	1.13	821	107208	0.77	1202	106651	1.13	1090	106333	1.03	968	106266	0.85	#####	#####	#####

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	78205	36	100.0	83236	1	100.0	82475	18	100.0	78782	1	100.0	80806	1	100.0	80258	0	100.0	78863	2	100.0	76717	1	100.0	76876	0	100.0	76876	0	100.0				
Sunnyside	195743	5	100.0	179036	18	100.0	196260	2	100.0	186324	0	100.0	184848	37	100.0	176921	4	100.0	174761	0	100.0	191987	0	100.0	172966	1	100.0	171820	87	98.9	171820	87	98.9				
Washington	286447	8	100.0	257241	54	100.0	279496	3	100.0	268799	18	100.0	263630	38	100.0	257727	5	100.0	255019	0	100.0	260650	2	100.0	249683	2	100.0	250686	87	100.0	250686	87	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	PLSBWAXXDSD1	SEQMWA01DS1	Jan-04	12 pm to 6 pm	3.4%	Objective was met.
				Feb-04			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.
				Oct-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	Total OOS	OOS Clr 48	OOS Clr >48	Total OOS	OOS Clr 48	OOS Clr >48	Total OOS	OOS Clr 48	OOS Clr >48	Total OOS	OOS Clr 48	OOS Clr >48	Total OOS	OOS Clr 48	OOS Clr >48	
Bickleton		1	1	0	4	4	0	2	4	4	0	0	0	3	3	0	0	0	0	0
Brinnon		7	7	0	4	25	0	4	21	19	2	2	0	16	16	0	0	0	0	0
Chimacum		15	15	0	14	14	0	6	16	14	2	3	0	17	16	1	1	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		2	2	0	4	4	0	3	2	2	0	1	0	2	2	0	0	0	0	0
Gardiner		10	10	0	1	1	0	1	4	4	0	1	0	3	3	0	0	0	0	0
Glenwood		2	2	0	2	2	0	2	1	1	0	2	4	4	4	0	0	0	0	0
Goldendale		37	37	0	6	76	0	9	47	46	1	9	2	42	41	1	2	0	0	0
Grandview		44	44	0	16	60	1	16	41	41	0	22	4	49	47	2	4	0	0	0
Granger		22	22	0	6	37	0	13	25	25	0	5	0	13	13	0	0	0	0	0
Harrah		20	20	0	19	18	0	5	9	9	0	5	0	15	15	0	0	0	0	0
Klickitat		5	5	0	5	0	0	0	3	3	0	1	3	3	3	0	0	0	0	0
Lyle		9	9	0	2	9	0	1	7	7	0	2	18	18	0	0	0	0	0	0
Mabton		7	7	0	0	11	0	4	7	7	0	4	7	7	7	0	0	0	0	0
Mattawa		24	24	0	11	41	0	4	11	11	0	2	20	20	20	0	0	0	0	0
Patterson		1	1	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Poulsbo		145	138	7	48	164	0	47	196	194	2	49	7	235	231	4	7	0	0	0
Prosser		39	38	0	18	46	2	11	31	31	0	13	2	34	34	0	2	0	0	0
Quilcene		19	18	1	4	19	2	1	27	27	0	6	11	11	11	0	0	0	0	0
Roosevelt		0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		46	45	1	9	54	0	19	78	78	0	18	0	49	49	0	1	0	0	0
Sunnyside		58	58	0	27	94	0	35	61	61	0	26	88	87	1	1	0	0	0	0
Toppenish		34	34	0	11	62	0	19	31	31	0	17	33	33	33	0	0	0	0	0
Troutlake		6	6	0	2	2	0	1	5	5	0	1	1	1	1	0	0	0	0	0
Wapato		32	32	0	20	41	0	23	46	46	0	17	32	32	32	0	0	0	0	0
White Salmon		22	22	0	16	38	1	11	23	23	0	19	29	29	29	0	0	0	0	0
WhiteSwan		4	4	0	0	5	0	2	8	8	0	4	3	3	3	0	0	0	0	0
Whitstran		4	4	0	0	6	0	1	6	6	0	1	9	9	9	0	0	0	0	0
Willard		1	1	0	0	3	0	0	3	3	0	0	2	2	2	0	0	0	0	0
Wishram		1	1	0	2	4	0	0	0	0	0	0	2	2	2	0	0	0	0	0
Zillah		12	12	0	6	18	0	3	18	18	0	3	15	15	15	0	0	0	0	0
Washington		629	620	9	228	861	8	244	732	725	7	233	755	746	9	18	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	0	0	2	2	0	0	0	0	0	0	0	0	0	0
Binnon		7	6	1	16	3	4	9	5	4	0	0	0	3	3	0	0	0	0
Chimacum		5	3	2	10	0	1	8	7	1	4	0	0	11	10	1	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
Dallesport		1	1	0	7	0	0	5	5	0	2	0	0	3	3	0	0	0	0
Gardiner		1	1	0	2	1	1	1	1	0	0	0	0	2	1	1	1	1	1
Glenwood		3	3	0	8	0	4	2	2	0	0	0	0	0	0	0	0	0	0
Goldendale		15	14	1	26	25	1	24	24	0	8	0	0	7	7	0	0	0	0
Grandview		44	44	0	42	41	1	48	43	5	11	0	0	12	12	0	0	0	0
Granger		18	18	0	22	22	0	16	16	0	4	0	0	2	2	0	0	0	0
Harrah		24	24	0	15	15	0	9	9	0	2	0	0	4	4	0	0	0	0
Klickitat		7	6	1	2	0	1	6	6	0	2	0	0	0	0	0	0	0	0
Lyle		8	8	0	5	0	0	8	8	0	4	0	0	5	5	0	0	0	0
Mabton		2	2	0	8	0	0	9	9	0	2	0	0	3	3	0	0	0	0
Mattawa		16	16	0	25	0	3	12	12	0	4	0	0	2	2	0	0	0	0
Patterson		2	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		157	145	12	153	6	50	145	116	29	43	10	78	74	4	10	0	0	0
Prosser		47	47	0	27	27	0	28	28	0	7	0	7	7	0	0	0	0	0
Quilcene		15	13	2	11	10	1	12	11	1	2	0	7	7	0	0	0	0	0
Roosevelt		0	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0	0
Stevenson		31	29	2	46	46	0	40	40	0	9	0	9	9	0	0	0	0	0
Sunnyside		63	63	0	85	82	3	71	63	8	19	0	19	19	0	0	0	0	0
Toppenish		37	35	2	32	32	0	38	37	1	11	0	8	8	0	0	0	0	0
Troutlake		3	3	0	5	0	0	1	1	0	0	0	1	1	0	0	0	0	0
Wapato		34	34	0	41	41	0	26	26	0	6	0	6	10	0	0	0	0	0
White Salmon		36	36	0	27	26	1	33	33	0	5	0	5	11	11	0	0	0	0
WhiteSwan		3	2	1	7	7	0	5	5	0	0	0	1	1	0	0	0	0	0
Whitstran		2	2	0	2	2	0	7	7	0	3	0	3	0	0	0	0	0	0
Willard		0	0	0	7	7	0	1	1	0	0	0	0	0	0	0	0	0	0
Wishram		4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		12	12	0	10	10	0	11	11	0	3	0	3	6	6	0	0	0	0
Washington		597	573	24	655	638	17	578	529	49	151	19	213	202	11	19	0	0	0