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December 20, 2004

STATE OF WASH.  
UTIL. AND TRANSPORTATION  
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 November 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

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	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	16	6	0	0	15	5	0	0	2	1	0	0	0	0	0			
Brimon	BRNN	10	3	38	10	2	41	34	2	110	50	6	110	26	2	88	28	2	88	17	1	56	17	1	56	11	0	36	7	0	0	9	1	0	0	0	0	0				
Chimacum	CHMC	8	0	44	8	0	44	22	2	76	12	2	76	20	0	80	38	0	96	16	1	35	35	4	42	12	1	46	0	0	0	9	0	0	0	0	0	0	0			
Columbia	CLWA	4	1	21	9	1	23	16	0	48	22	0	58	20	0	28	10	0	18	5	0	18	5	0	19	8	0	19	7	0	0	6	0	0	0	0	0	0	0	0		
Gardiner	GRDN	2	1	11	5	0	16	14	2	18	8	0	26	14	0	16	6	0	18	6	0	9	6	0	9	2	0	16	6	0	0	5	0	0	0	0	0	0	0	0		
Glenwood	GLWD	2	0	11	1	0	9	10	0	22	6	0	94	4	0	20	8	0	30	8	0	21	8	0	21	4	0	13	0	0	0	8	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	54	1	188	65	2	221	136	4	470	142	2	452	144	6	352	136	2	390	66	0	193	58	1	215	69	2	196	70	3	0	65	1	0	0	0	0	0	0	0		
Grandview	GDVW	72	0	328	85	0	309	206	4	644	194	2	620	152	0	576	150	2	566	103	0	352	74	0	323	118	0	281	73	3	0	80	3	0	0	0	0	0	0	0	0	
Granger	GRGR	29	0	124	31	0	114	52	2	204	48	2	150	50	4	192	40	0	170	37	1	85	23	0	78	20	0	98	22	1	0	24	0	0	0	0	0	0	0	0	0	
Harrah	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	24	0	70	21	1	0	14	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	6	0	14	6	0	24	16	0	40	22	0	30	14	0	36	2	0	21	8	0	19	8	0	19	5	0	16	4	0	0	3	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	13	0	55	9	0	41	32	0	102	34	2	82	38	0	146	20	0	76	12	3	30	9	0	42	14	0	40	21	1	0	11	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	23	0	66	22	0	85	42	0	156	38	0	98	44	0	98	42	0	124	27	0	55	14	1	71	14	1	68	14	0	0	21	0	0	0	0	0	0	0	0	0	0
Maitava	MTVA	40	1	178	81	0	193	186	10	412	162	6	320	154	2	314	110	0	300	54	3	167	70	1	170	61	0	134	48	0	0	75	1	0	0	0	0	0	0	0	0	
Patterson	PASN	1	0	4	1	0	3	6	0	10	2	0	6	0	0	6	2	0	20	1	0	6	2	0	6	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	225	9	1004	203	2	931	594	18	2140	556	28	1924	522	8	1728	588	10	1766	284	11	976	319	8	937	285	17	987	272	12	0	267	7	0	0	0	0	0	0	0	0	
Prosser	PRSR	58	2	238	66	0	241	144	4	522	154	0	422	164	20	410	144	8	424	60	1	201	85	1	251	74	2	50	20	1	0	12	0	0	0	0	0	0	0	0	0	
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	17	2	50	20	1	0	0	0	0	0	0	0	0	0	0	0	
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	0	0	3	1	1	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	30	1	200	38	3	182	132	6	360	114	4	360	114	4	428	100	2	298	63	5	191	56	4	179	62	2	184	56	0	0	59	1	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	173	1	559	160	3	529	374	2	1276	276	2	1032	300	0	1022	330	6	976	145	0	528	162	1	518	169	0	538	161	3	0	138	2	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	87	2	264	85	0	255	206	0	578	146	4	544	122	6	458	176	0	514	98	1	273	69	0	234	87	2	236	84	4	0	83	2	0	0	0	0	0	0	0	0	
Troutlake	TRLK	5	0	21	6	0	37	18	0	62	14	2	56	22	0	112	28	0	16	5	0	16	5	0	26	8	0	19	5	0	6	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	66	2	195	74	0	216	168	2	496	126	2	408	126	0	462	120	0	442	11	2	205	59	2	251	75	0	192	60	0	0	80	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	39	0	184	53	1	215	116	4	414	92	2	394	136	2	324	106	0	318	57	2	163	80	2	165	64	2	184	56	1	0	51	1	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	14	0	21	1	0	26	30	2	70	20	0	66	32	2	84	22	0	54	9	0	24	8	0	22	15	0	33	16	0	0	17	1	0	0	0	0	0	0	0	0	
Whitstran	WHTS	7	0	38	11	0	43	10	0	54	12	0	50	10	0	56	14	0	96	5	0	30	11	0	27	2	0	33	10	1	0	7	0	0	0	0	0	0	0	0	0	
Willard	WLRD	2	0	10	5	0	15	0	0	22	2	0	18	6	0	10	4	0	18	4	0	5	4	0	8	2	1	8	2	0	0	3	0	0	0	0	0	0	0	0	0	
Wishram	WSHR	4	0	18	3	0	15	10	0	22	10	0	16	4	0	20	12	2	24	2	0	9	3	0	10	5	0	10	3	0	0	4	0	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	30	0	115	32	0	101	80	2	220	64	0	216	50	0	208	56	2	204	29	1	102	27	1	119	33	1	96	39	1	0	31	1	0	0	0	0	0	0	0	0	
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	1267	33	3807	1173	36	0	1145	25	0	0	0	0	0	0	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

REPAIR APPOINTMENTS

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

Exchange	CLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			
		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				
Bickton	BCTN	2	0	0	4	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		
Birnon	BRNN	24	1	3	18	8	2	4	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		
Chimacum	CHMC	18	1	0	18	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
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	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Gardner	GRDN	4	1	0	7	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Glenwood	GLWD	15	3	2	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Goldendale	GLDL	62	9	27	67	4	19	56	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16	3	16
Grandview	GDVW	87	4	15	127	8	21	56	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	29	4	
Granger	GRGR	24	1	12	29	1	11	11	4	4	24	0	10	15	2	14	17	1	21	2	9	40	1	19	31	0	9	40	1	19	31	0	9	40	1	19	31	
Harrah	HRRH	22	0	13	14	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
Klickitat	KLCT	4	0	1	5	2	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	0	2	1	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	1	9	3	5	23	0	0	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	10	1	6	10	0	0	0	0	0	0	0	0	
Mattawa	MTWA	54	0	5	45	2	8	66	1	10	33	6	17	27	0	16	32	1	7	36	0	4	59	1	7	16	0	7	22	0	0	0	0	0	0	0		
Patterson	PASN	2	1	1	2	1	1	5	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		
Poulsbo	PLSB	339	33	82	252	18	87	511	20	88	357	42	89	166	6	95	274	9	114	191	9	104	222	9	100	239	12	96	313	37	2	283	15	2	283	15		
Prosser	PRSR	100	8	21	60	6	26	54	3	18	54	4	21	72	0	18	60	3	26	51	0	34	55	2	16	39	2	20	41	1	0	35	0	0	0	0		
Quilcene	QLCN	39	5	4	22	2	6	19	5	3	26	1	4	17	5	4	38	9	4	25	3	9	26	6	4	30	5	9	18	5	0	31	6	0	0			
Roosevelt	RSVT	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
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	91	5	26	58	1	0	39	0	0	0	0		
Sunnyside	SNSD	143	12	60	140	17	51	95	7	61	86	7	51	76	3	46	132	9	54	72	7	49	115	6	64	81	1	49	107	4	1	98	0	0	0	0		
Toppish	TPNS	89	1	23	58	0	27	51	4	17	46	1	22	38	1	12	34	0	17	47	0	24	65	6	28	40	0	28	41	0	0	25	1	0	0	0		
Troutlake	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	5	0	1	2	1	0	5	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	48	1	32	49	0	23	42	1	0	47	1	0	0	0		
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	32	1	22	40	3	0	33	0	0	0	0		
Whiteswan	WHSW	7	0	11	18	0	5	5	0	5	10	0	1	9	0	6	4	0	2	5	0	1	7	1	5	9	0	4	4	0	11	0	0	0	0			
Whitstran	WHTS	10	5	4	20	5	4	7	0	1	14	0	2	3	0	2	9	0	1	4	0	2	6	0	2	9	1	4	9	1	0	3	0	0	0			
Willard	WLRD	5	1	1	6	0	1	3	0	0	2	0	4	0	0	0	2	0	0	1	0	0	7	0	3	4	0	0	2	0	0	0	0	0	0	0		
Wishram	WSHR	3	0	3	0	0	0	0	0	0	1	1	1	0	0	1	2	0	0	1	0	0	4	0	0	0	0	0	2	0	0	0	0	0	0	0		
Zillah	ZLLH	31	1	11	19	0	6	29	2	5	14	0	10	21	0	8	28	1	11	14	1	9	22	0	6	23	0	5	21	0	0	22	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	903	35	386	968	74	3	897	40	2	0	0		

Made = Total repair appointments scheduled for regulated customers  
Miss = Total repair appointments missed for regulated customers  
Exclude = Total repair appointments with regulated customer revised due dates. Force majeure, work stoppage exclusion code currently not available; manual exclude if apply.  
Note: Repair appointment 'Exclusion' criteria revised 10/04 to exclude regulated repair appointments with customer revised due dates.

**WASHINGTON QUALITY OF SERVICE REPORT  
SERVICE ACTIVATION**

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

Exchange	CLLJ	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	0	0	2	0	4	0	6	0	0	0	5	1	8	1	6	1	5	0	2	1	5	0
Brinnon	BRNN	10	1	10	1	34	0	50	0	26	0	28	0	10	0	17	0	11	1	7	1	9	0	7	1
Chimacum	CHMC	8	0	8	0	22	0	12	0	24	0	38	0	16	0	19	2	12	0	12	0	9	0	12	0
Columbia	CLMA	4	1	9	0	16	0	22	0	20	0	10	0	5	0	5	0	8	0	7	0	6	0	7	0
Dallesport	DLPT	2	1	5	0	14	2	8	0	14	0	6	0	4	0	6	0	2	0	6	0	5	0	6	0
Gardiner	GRDN	2	0	1	0	10	0	6	0	4	0	8	0	8	0	8	0	4	0	4	0	8	0	8	0
Glenwood	GLWD	54	1	65	1	136	6	142	6	144	2	136	2	66	0	58	0	69	1	70	1	65	4	70	1
Goldendale	GLDL	72	2	85	1	206	10	194	4	152	4	150	2	103	2	74	0	118	0	73	2	80	3	80	3
Grandview	GDVW	29	0	31	0	52	0	48	0	50	2	40	0	37	0	23	1	20	2	22	0	24	0	24	0
Granger	GRGR	26	0	18	0	60	0	38	0	22	0	28	0	13	0	18	0	24	2	21	0	14	0	14	0
Harrah	HRRH	6	0	6	0	16	0	22	2	14	0	2	0	6	0	8	0	5	0	4	1	3	1	4	1
Klickitat	KLCT	13	0	9	1	32	0	34	0	38	0	20	2	12	2	9	0	14	0	14	0	21	1	11	2
Lyle	LYLE	23	0	22	0	42	2	38	0	44	0	42	2	27	0	14	1	14	2	14	0	21	0	21	0
Mabton	MBTN	40	0	81	0	186	6	162	2	154	2	110	0	54	1	70	2	61	1	48	0	75	5	75	5
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	272	6	267	3	267	3
Poulsbo	PLSB	58	2	66	0	144	2	154	4	164	14	144	6	60	0	85	0	74	0	78	4	55	2	55	2
Prosser	PRSR	13	0	13	0	26	0	36	0	30	0	38	0	24	1	10	0	17	0	20	2	12	3	12	3
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	56	0	59	0	59	0
Stevenson	STSN	173	1	160	3	374	10	276	2	300	4	330	6	145	1	162	1	169	0	161	3	138	3	138	3
Sunnyside	SNSD	87	2	85	0	206	0	146	0	122	0	176	0	98	0	69	0	87	0	84	1	83	2	83	2
Toppenish	TPNS	2	0	6	0	18	0	14	2	22	0	26	0	11	0	5	0	8	0	8	0	6	0	6	0
Troutlake	TRLK	5	0	74	0	168	0	126	2	126	0	120	4	91	1	59	1	75	1	60	0	80	1	80	1
Wapato	WPAT	66	1	53	1	116	0	92	0	136	4	106	0	57	3	60	1	64	1	56	0	51	0	51	0
White Salmon	WHSL	39	0	21	1	30	0	20	0	32	2	22	2	9	0	8	0	15	0	16	0	17	0	17	0
Whiteswan	WHSW	14	1	11	0	10	0	12	0	10	0	14	0	5	0	11	0	2	0	10	1	7	0	7	0
Whitstran	WHTS	2	0	5	0	0	0	2	0	6	0	4	0	4	1	4	0	2	1	2	0	3	0	3	0
Willard	WLRD	4	0	3	0	10	0	10	0	4	2	12	0	2	0	3	0	5	0	3	0	4	0	4	0
Wishram	WSHR	30	0	32	0	80	0	64	0	50	0	56	0	29	1	27	0	33	0	39	1	31	1	31	1
Zillah	ZLLH	1049	18	1122	17	2744	50	2410	52	2354	48	2358	36	1250	22	1218	20	1267	23	1173	24	1145	31	1145	31
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	GLLI	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	Total Rpts
Bickleton	BCTN	2	258	4	298	3	257	1	254	0	257	3	254	1	256	6	260	6	258	3	259	4	252	4	252	1.16
Birnon	BRNN	24	1161	18	1162	18	1159	12	1137	21	1141	13	1148	8	1144	36	1142	27	1142	19	1135	25	1128	25	1128	2.22
Brimacom	BRMC	18	1097	18	1093	23	1095	20	1084	0	1088	150	1088	18	1097	17	1101	17	1093	28	1096	12	1091	12	1091	1.10
Columbia	CLMA	0	149	0	149	0	147	0	147	0	145	0	146	0	146	0	148	0	148	1	150	0	150	0	150	0.00
Dallasport	DLPT	3	577	4	580	5	576	8	579	0	582	12	577	2	570	4	572	4	579	5	578	23	579	23	579	3.97
Gardiner	GRDN	4	278	7	282	8	285	5	288	3	293	4	296	10	293	2	298	4	296	5	301	6	302	6	302	0.99
Glenwood	GLWD	15	385	1	385	2	387	4	351	6	349	16	348	2	354	1	354	1	360	4	359	1	361	1	361	1.66
Golfendale	GLDL	62	5274	118	5278	67	5272	63	5191	41	5187	69	5171	42	5128	88	5080	54	5080	49	4895	10	4879	57	4879	1.17
Grandview	GDVW	87	5598	156	5560	127	5584	53	5488	100	5410	68	5371	61	5355	75	5293	54	5319	61	5320	38	5288	38	5288	0.74
Granger	GRGR	24	1574	29	1569	18	1566	24	1560	15	1545	17	1526	31	1535	40	1532	31	1508	15	1523	10	1488	10	1488	0.67
Hannah	HRRH	22	1173	14	1159	22	1173	11	1173	19	1138	15	1126	23	1124	25	1122	11	1123	19	1123	15	1113	15	1113	1.35
Kickitat	KLCT	4	369	5	367	1	374	5	379	4	368	3	363	6	363	0	358	0	356	3	355	4	347	4	347	1.15
Lyle	LYLE	25	1004	50	1006	17	1010	19	1008	6	977	14	976	11	978	13	972	9	973	23	975	21	977	21	977	2.15
Mabton	MBTN	26	1297	15	1290	19	1297	26	1300	22	1282	17	1268	7	1272	13	1256	10	1245	10	1233	10	1226	11	1226	0.90
Mattawa	MTWA	54	2406	45	2423	66	2439	33	2485	27	2493	32	2489	36	2486	59	2491	16	2499	22	2487	30	2480	30	2480	1.21
Patterson	PASN	2	515	2	522	5	536	0	514	1	445	2	449	1	434	3	416	1	416	0	416	0	415	0	415	0.24
Poulsbo	PLSB	339	40655	0.83	252	40669	0.62	511	40970	186	40959	0.45	274	40920	0.67	222	41088	239	41079	313	41018	283	41040	0.69	283	0.69
Prosser	PRSR	100	5432	1.84	60	5415	1.11	54	5397	72	5200	1.38	60	5168	1.16	55	5117	30	5137	41	5091	35	5067	0.69	35	0.69
Quilcena	QLCN	39	1497	2.61	22	1483	1.48	19	1484	17	1479	1.74	38	1479	1.69	26	1459	30	1469	18	1476	31	1480	2.09	31	2.09
Roosevelt	RSVT	1	188	0.53	0	186	0.00	1	183	0	193	0.00	1	194	0.52	0	192	1	193	1	192	0	190	0.00	0	0.00
Stevenson	STSN	80	4719	1.70	63	4713	1.34	67	4702	36	4588	0.78	57	4591	1.24	56	4568	68	4535	58	4400	39	4412	39	4412	0.88
Sunnyside	SNSD	143	1181	1.21	140	1183	1.18	95	1188	76	11527	0.66	132	11460	1.15	72	11429	115	11344	107	11244	98	11161	98	11161	0.88
Toppenish	TPNS	89	6108	1.46	58	6130	0.83	46	6091	38	5913	0.64	34	5916	0.79	47	5926	65	5891	41	5874	25	5862	25	5862	0.43
Troulidae	TRLK	10	734	1.36	6	730	0.82	4	729	5	687	0.73	6	686	0.87	8	686	5	684	2	685	42	676	42	676	0.74
Wapato	WPAT	88	4322	1.34	39	4304	0.91	40	4307	40	4239	0.94	60	4121	1.46	40	4128	49	4085	42	4076	47	4036	47	4036	1.16
White Salmon	WHSL	58	5187	1.70	43	5172	0.83	42	5137	39	5134	0.82	69	5118	1.35	35	5108	49	5112	40	4804	33	4785	33	4785	0.69
Whiteswan	WHSW	7	735	0.95	18	752	2.39	5	754	9	744	1.42	4	720	0.56	5	719	7	713	4	715	11	718	11	718	1.53
Whitstran	WHTS	10	742	1.35	20	735	2.72	7	731	3	721	0.42	9	668	1.35	4	667	9	664	9	664	3	663	3	663	0.45
Willard	WLRD	5	322	1.55	6	319	1.88	3	320	0	319	0.00	3	316	0.95	1	317	0	322	2	321	4	320	4	320	1.25
Wishram	WSHR	3	272	1.10	0	271	0.00	3	276	0	271	0.00	2	273	0.73	1	270	0	266	2	260	0	264	0	264	0.00
Zillah	ZLLH	31	2542	1.22	19	2549	0.75	14	2541	21	2534	0.83	28	2424	1.16	14	2410	22	2369	21	2395	22	2387	22	2387	0.92
Washington		1375	108355	1.27	1152	108328	1.06	1230	108736	821	107208	0.77	1202	106851	1.13	809	106484	1090	106266	983	105426	897	105128	897	105128	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	38	100.0	83236	1	100.0	78782	18	100.0	82475	1	100.0	80806	1	100.0	80258	0	100.0	78663	2	100.0	76717	1	100.0	78876	0	100.0	73839	1	100.0				
Sunnyside	195743	5	100.0	179036	18	100.0	186260	2	100.0	184848	0	100.0	186324	0	100.0	176921	4	100.0	174781	0	100.0	181687	0	100.0	172966	1	100.0	171820	87	99.9	158833	0	100.0				
Washington	286447	8	100.0	257241	54	100.0	279496	3	100.0	263630	18	100.0	268789	38	100.0	257727	5	100.0	255019	0	100.0	260650	2	100.0	249683	2	100.0	250696	87	100.0	232672	1	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	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.
				Nov-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 Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl	
Bickleton	BCTN	1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brimmon	BRNN	7	7	0	0	25	19	0	2	2	2	0	0	0	0	0	0	0	0	0	0	0
Chimacum	CHMC	15	15	0	0	14	14	0	2	3	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
Dallesport	DLPT	2	2	0	0	4	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner	GRDN	10	10	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	2	2	0	0	2	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	37	37	0	0	76	46	0	1	9	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVV	44	44	0	0	60	41	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	22	22	0	0	37	25	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0
Harran	HRRH	20	20	0	0	18	9	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	5	5	0	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	9	9	0	0	9	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	7	7	0	0	11	7	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	24	24	0	0	41	11	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	1	1	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Plsb	PLSB	145	138	7	48	164	196	0	47	196	2	49	2	235	231	4	7	201	196	5	6	6
Prosser	PRSR	39	39	0	0	46	31	0	13	34	0	0	0	0	0	0	0	28	28	0	0	0
Quicene	QLCN	19	18	1	4	19	27	0	1	27	0	0	0	11	11	0	0	23	23	0	0	0
Roosevelt	RSVT	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	46	45	1	9	54	78	0	19	78	0	18	0	49	49	0	1	33	32	1	1	1
Sunnyside	SNSD	58	58	0	0	94	61	0	35	61	0	26	0	88	87	1	1	76	76	0	0	0
Toppenish	TPNS	34	34	0	0	62	31	0	19	31	0	17	0	33	33	0	0	18	18	0	0	0
Troutlake	TRLK	6	6	0	0	2	5	0	1	5	0	0	0	1	1	0	0	1	1	0	0	0
Wapato	WPAT	32	32	0	0	41	46	0	23	46	0	17	0	32	32	0	0	46	46	0	0	0
White Salmon	WHSL	22	22	0	0	37	23	0	19	29	0	19	0	29	29	0	0	26	26	0	0	0
WhiteSwan	WHSW	4	4	0	0	5	8	0	2	8	0	0	0	3	3	0	0	8	8	0	0	0
Whitstran	WHTS	4	4	0	0	6	6	0	1	6	0	0	0	9	9	0	0	3	3	0	0	0
Willard	WLRD	1	1	0	0	3	3	0	0	0	0	0	0	2	2	0	0	2	2	0	0	0
Wishram	WSHR	1	1	0	0	4	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0
Zillah	ZLLH	12	12	0	0	18	18	0	3	18	0	0	0	15	15	0	0	15	15	0	0	0
Washington		629	620	9	228	861	732	725	7	233	7	233	7	755	746	9	18	686	679	7	15	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

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Exchange	CLLI	Jul			Aug			Sep			Oct			Nov			Dec					
		Total NOOS	NOOS Cir>72	NOOS 72 Excl	Total NOOS	NOOS Cir>72	NOOS 72 Excl	Total NOOS	NOOS Cir>72	NOOS 72 Excl	Total NOOS	NOOS Cir>72	NOOS 72 Excl	Total NOOS	NOOS Cir>72	NOOS 72 Excl	Total NOOS	NOOS Cir>72	NOOS 72 Excl			
Bickleton	BCTN	0	0	0	4	0	0	2	2	0	0	0	0	0	0	2	0	1				
Brimnon	BRNN	7	6	2	19	3	4	9	5	4	0	0	0	0	0	3	0	1				
Chimacum	CHMC	5	3	1	10	10	1	8	7	1	4	1	0	0	0	5	0	1				
Columbia	CLMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dallesport	DLPT	1	1	1	7	7	0	5	5	2	2	3	0	0	0	2	0	0				
Gardiner	GRDN	1	1	0	2	1	0	1	1	0	0	1	1	1	0	0	0					
Glenwood	GLWD	3	3	0	8	8	0	2	2	0	4	0	0	0	0	0	0					
Goldendale	GLDL	15	14	1	26	25	1	24	24	8	8	7	0	0	0	14	0	3				
Grandview	GDVW	44	44	0	42	41	1	48	43	5	11	12	0	0	0	12	0	1				
Granger	GRGR	18	18	0	22	22	0	16	16	0	4	2	0	0	0	4	0	0				
Harrah	HRRH	24	24	0	15	15	0	9	9	0	2	4	0	0	0	4	0	0				
Klickitat	KLCT	7	6	1	2	2	0	6	6	0	2	0	0	0	0	1	0	0				
Lyle	LYLE	8	8	0	4	5	0	8	8	0	4	5	0	0	0	2	0	0				
Mabton	MBTN	2	2	0	8	8	0	9	9	0	2	3	0	0	0	2	0	0				
Mattawa	MTWA	16	16	0	25	25	0	12	12	0	4	2	0	0	0	8	0	0				
Patterson	PASN	2	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0				
Poulsbo	PLSB	157	145	12	159	153	6	145	116	29	43	78	74	4	10	82	76	7				
Prosser	PRSR	47	47	0	27	27	0	28	28	0	7	7	0	0	0	7	6	1				
Quilcene	QLCN	15	13	2	11	10	1	12	11	1	2	7	3	4	1	8	0	0				
Roosevelt	RSVT	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0				
Stevenson	STSN	31	29	2	46	46	0	40	40	0	9	9	8	1	1	6	6	0				
Sunnyside	SNSD	63	63	0	85	82	3	71	63	8	19	19	19	0	0	22	22	0				
Toppenish	TPNS	37	35	2	32	32	0	38	37	1	11	8	8	0	0	7	7	0				
Troutlake	TRLK	3	3	0	5	5	0	1	1	0	0	1	0	0	0	4	0	0				
Wapato	WPAT	34	34	0	41	41	0	26	26	0	6	10	10	0	1	1	0	1				
White Salmon	WHSL	36	36	0	27	26	1	33	33	0	5	11	11	0	1	7	7	0				
WhiteSwan	WHSW	3	2	1	7	7	0	5	5	0	0	1	1	0	0	3	0	0				
Whitstran	WHTS	2	2	0	2	2	0	7	7	0	3	0	0	0	0	0	0	0				
Willard	WLRD	0	0	0	7	7	0	1	1	0	0	0	0	0	0	2	0	0				
Wishram	WSHR	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Zillah	ZLLH	12	12	0	10	10	0	11	11	0	3	6	6	0	1	7	7	0				
Washington		597	573	24	655	638	17	578	529	49	151	213	202	11	19	211	202	9	23	0	0	0