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RECORDS MANAGEMENT

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902 Wasco Street  
Hood River, Oregon 97031-3103

STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

January 15, 2005

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 December 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





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          | 2            | 1          | 0            | 0          |
| Binnon       | BRNN | 10           | 1          | 10           | 1          | 34           | 0          | 50           | 2          | 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           | 2          | 24           | 0          | 38           | 0          | 16           | 0          | 19           | 2          | 12           | 0          | 12           | 0          | 9            | 0          | 8            | 1          |
| Columbia     | CLMA | 4            | 1          | 9            | 0          | 16           | 0          | 22           | 0          | 20           | 0          | 10           | 0          | 5            | 0          | 5            | 0          | 8            | 0          | 7            | 0          | 6            | 0          | 11           | 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          | 1            | 0          |
| Gardiner     | GRDN | 2            | 0          | 1            | 0          | 10           | 0          | 6            | 0          | 4            | 0          | 8            | 0          | 8            | 0          | 8            | 0          | 4            | 0          | 0            | 0          | 8            | 0          | 3            | 0          |
| Glenwood     | GLWD | 54           | 1          | 65           | 1          | 136          | 6          | 142          | 6          | 144          | 2          | 136          | 2          | 66           | 2          | 58           | 0          | 69           | 1          | 70           | 1          | 65           | 4          | 54           | 4          |
| Goldendale   | GLDL | 72           | 2          | 85           | 1          | 206          | 10         | 194          | 0          | 152          | 4          | 150          | 2          | 103          | 2          | 74           | 0          | 118          | 0          | 73           | 2          | 80           | 3          | 77           | 2          |
| Grandview    | GRGV | 29           | 0          | 31           | 0          | 52           | 0          | 48           | 0          | 50           | 2          | 40           | 0          | 37           | 0          | 23           | 1          | 20           | 2          | 22           | 0          | 24           | 0          | 19           | 1          |
| Granger      | GRGR | 26           | 0          | 18           | 0          | 60           | 0          | 38           | 0          | 22           | 0          | 28           | 0          | 13           | 0          | 18           | 0          | 24           | 2          | 21           | 0          | 14           | 0          | 23           | 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          | 9            | 0          |
| Klickitat    | KLCT | 13           | 0          | 9            | 1          | 32           | 0          | 34           | 6          | 38           | 0          | 20           | 0          | 12           | 2          | 9            | 0          | 14           | 0          | 21           | 1          | 11           | 2          | 10           | 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          | 13           | 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          | 58           | 2          |
| Mattawa      | MTWA | 1            | 0          | 6            | 0          | 6            | 0          | 2            | 0          | 0            | 0          | 2            | 0          | 1            | 0          | 2            | 0          | 1            | 0          | 0            | 0          | 0            | 0          | 1            | 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          | 201          | 29         |
| Poulsbo      | PLSB | 58           | 2          | 66           | 0          | 144          | 2          | 154          | 0          | 164          | 4          | 144          | 6          | 60           | 0          | 85           | 0          | 74           | 0          | 78           | 4          | 55           | 2          | 34           | 6          |
| Prosser      | PRSR | 13           | 0          | 13           | 0          | 26           | 0          | 36           | 4          | 30           | 0          | 38           | 0          | 24           | 1          | 10           | 0          | 17           | 0          | 20           | 2          | 12           | 3          | 6            | 3          |
| Quilcene     | QLCN | 4            | 0          | 4            | 0          | 2            | 0          | 6            | 0          | 4            | 0          | 2            | 0          | 1            | 0          | 1            | 0          | 0            | 0          | 1            | 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          | 40           | 1          |
| Stevenson    | STSN | 173          | 1          | 160          | 3          | 374          | 10         | 276          | 2          | 300          | 4          | 330          | 6          | 145          | 1          | 162          | 1          | 169          | 0          | 161          | 3          | 138          | 3          | 137          | 6          |
| Sunnyside    | SNSD | 87           | 2          | 85           | 0          | 206          | 0          | 146          | 0          | 122          | 0          | 176          | 0          | 98           | 0          | 69           | 0          | 87           | 0          | 84           | 1          | 83           | 2          | 80           | 0          |
| Toppenish    | TPNS | 5            | 0          | 6            | 0          | 18           | 0          | 14           | 2          | 22           | 0          | 26           | 0          | 11           | 0          | 5            | 0          | 8            | 0          | 5            | 0          | 6            | 0          | 7            | 1          |
| Troutlake    | TRLK | 66           | 1          | 74           | 0          | 168          | 0          | 126          | 2          | 126          | 0          | 120          | 4          | 91           | 1          | 59           | 1          | 75           | 1          | 60           | 0          | 80           | 1          | 72           | 0          |
| Wapato       | WPAT | 39           | 0          | 53           | 1          | 116          | 0          | 92           | 0          | 136          | 4          | 106          | 0          | 57           | 3          | 60           | 1          | 64           | 1          | 56           | 0          | 51           | 0          | 51           | 1          |
| White Salmon | WHSL | 14           | 1          | 21           | 1          | 30           | 0          | 20           | 0          | 32           | 2          | 22           | 2          | 9            | 0          | 8            | 0          | 15           | 0          | 16           | 0          | 17           | 0          | 9            | 1          |
| WhiteSwan    | WHSW | 7            | 0          | 11           | 0          | 10           | 0          | 12           | 0          | 10           | 0          | 14           | 0          | 5            | 0          | 11           | 0          | 2            | 0          | 10           | 1          | 7            | 0          | 5            | 2          |
| Whitman      | WHTS | 2            | 0          | 5            | 0          | 0            | 0          | 2            | 0          | 6            | 0          | 4            | 0          | 4            | 0          | 4            | 0          | 2            | 1          | 2            | 0          | 3            | 0          | 1            | 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          | 6            | 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          | 35           | 0          |
| Zillah       | ZLLH | 1049         | 18         | 1122         | 17         | 2744         | 50         | 2410         | 52         | 2354         | 48         | 2358         | 36         | 1250         | 22         | 1218         | 20         | 1267         | 23         | 1173         | 24         | 1145         | 31         | 978          | 58         |

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

| Exchange     | C.L.L.I. | Jan        |                  | Feb        |                  | Mar        |                  | Apr        |                  | May        |                  | Jun        |                  | Jul        |                  | Aug        |                  | Sep        |                  | Oct        |                  | Nov        |                  | Dec        |                  |
|--------------|----------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|
|              |          | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 |
| Bickleton    | BCTN     | 2          | 268 0.78         | 4          | 258 1.55         | 3          | 257 1.17         | 1          | 254 0.39         | 0          | 257 0.00         | 3          | 254 1.18         | 1          | 256 0.90         | 6          | 260 2.31         | 6          | 258 2.33         | 3          | 259 1.16         | 4          | 252 1.59         | 5          | 251 1.99         |
| Brimon       | BRNN     | 24         | 1,161 2.07       | 18         | 1,162 1.55       | 18         | 1,159 1.55       | 12         | 1,137 0.96       | 21         | 1,141 1.84       | 13         | 1,148 1.13       | 8          | 1,144 0.70       | 36         | 1,142 3.15       | 27         | 1,142 2.33       | 19         | 1,135 1.67       | 25         | 1,128 2.22       | 14         | 1,128 1.24       |
| Chimacum     | CHMC     | 18         | 1,097 1.64       | 18         | 1,093 1.65       | 23         | 1,095 2.10       | 20         | 1,084 1.85       | 0          | 1,088 0.92       | 150        | 1,089 3.77       | 18         | 1,097 1.84       | 17         | 1,101 1.54       | 17         | 1,093 1.56       | 28         | 1,096 2.55       | 12         | 1,091 1.10       | 41         | 1,081 3.79       |
| Clumba       | CLMA     | 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          | 148 0.00         | 0          | 150 0.00         | 0          | 150 0.00         | 0          | 150 0.00         |
| Dallesport   | DALP     | 3          | 577 0.52         | 4          | 580 0.69         | 8          | 576 1.39         | 8          | 579 1.38         | 8          | 582 0.69         | 12         | 577 2.08         | 2          | 570 0.35         | 7          | 572 1.22         | 4          | 579 0.69         | 5          | 578 0.87         | 23         | 579 3.97         | 9          | 576 1.56         |
| Gardiner     | GRDN     | 4          | 278 1.44         | 7          | 282 2.48         | 5          | 285 1.75         | 0          | 288 0.00         | 3          | 293 1.02         | 4          | 296 1.35         | 10         | 293 3.41         | 2          | 298 0.67         | 4          | 296 1.35         | 5          | 301 1.66         | 3          | 302 0.99         | 2          | 301 1.66         |
| Glenwood     | GLWD     | 15         | 385 3.90         | 1          | 385 0.26         | 2          | 387 0.52         | 4          | 351 1.14         | 6          | 349 1.72         | 16         | 348 1.60         | 2          | 354 0.56         | 4          | 354 1.13         | 1          | 360 0.28         | 4          | 359 1.11         | 6          | 361 1.66         | 5          | 359 1.39         |
| Goldendale   | GLDL     | 62         | 5,274 1.18       | 67         | 5,278 1.27       | 56         | 5,272 1.06       | 63         | 5,191 1.21       | 41         | 5,187 0.79       | 59         | 5,171 1.14       | 42         | 5,128 0.82       | 88         | 5,080 1.73       | 54         | 5,080 1.06       | 49         | 4,885 1.00       | 67         | 4,879 1.17       | 52         | 4,863 1.07       |
| Grandview    | GDVV     | 87         | 5,588 1.56       | 127        | 5,560 2.28       | 56         | 5,584 1.00       | 53         | 5,488 0.97       | 100        | 5,410 1.85       | 68         | 5,371 1.27       | 61         | 5,365 1.14       | 75         | 5,293 1.42       | 54         | 5,319 1.02       | 61         | 5,320 1.15       | 39         | 5,288 0.74       | 59         | 5,268 1.12       |
| Granger      | GRGR     | 24         | 1,574 1.52       | 29         | 1,569 1.85       | 18         | 1,566 1.15       | 24         | 1,560 1.54       | 15         | 1,545 0.97       | 17         | 1,526 1.11       | 31         | 1,533 2.02       | 40         | 1,532 2.61       | 31         | 1,508 2.06       | 15         | 1,529 0.98       | 10         | 1,468 0.67       | 8          | 1,476 0.54       |
| Harrah       | HRRH     | 22         | 1,157 1.90       | 14         | 1,159 1.21       | 22         | 1,173 1.88       | 11         | 1,173 0.94       | 19         | 1,138 1.67       | 15         | 1,126 1.33       | 23         | 1,124 2.05       | 25         | 1,122 2.23       | 11         | 1,123 0.98       | 19         | 1,123 0.98       | 15         | 1,113 1.35       | 25         | 1,130 2.21       |
| Klickitat    | 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         | 0          | 358 0.00         | 6          | 363 1.69         | 3          | 355 0.85         | 4          | 347 1.15         | 3          | 347 0.86         |
| Lyle         | LYLE     | 25         | 1,004 2.49       | 50         | 1,006 3.97       | 17         | 1,010 1.68       | 19         | 1,008 1.88       | 6          | 977 0.61         | 14         | 976 1.43         | 11         | 978 1.12         | 13         | 972 1.34         | 9          | 973 0.92         | 23         | 975 2.36         | 21         | 977 2.15         | 16         | 978 1.84         |
| Mabon        | MBTN     | 26         | 1,297 2.00       | 15         | 1,290 1.16       | 19         | 1,297 1.46       | 26         | 1,300 2.00       | 22         | 1,282 1.72       | 17         | 1,268 1.34       | 7          | 1,272 0.55       | 13         | 1,256 1.04       | 10         | 1,245 0.80       | 10         | 1,233 0.81       | 11         | 1,226 0.90       | 17         | 1,211 1.40       |
| Mattawa      | MTWA     | 54         | 2,406 2.24       | 45         | 2,423 1.86       | 66         | 2,439 2.71       | 33         | 2,485 1.33       | 27         | 2,483 1.08       | 32         | 2,489 1.29       | 36         | 2,486 1.46       | 59         | 2,491 2.72       | 16         | 2,499 0.64       | 22         | 2,487 0.88       | 30         | 2,480 1.21       | 27         | 2,469 1.09       |
| Patterson    | 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 0.24         | 3          | 416 0.24         | 0          | 416 0.00         | 1          | 415 0.24         | 1          | 416 0.24         |
| Poulsbo      | PLSB     | 339        | 40,655 0.83      | 252        | 40,669 0.62      | 511        | 40,970 1.25      | 357        | 41,027 0.87      | 186        | 40,959 0.45      | 274        | 40,920 0.67      | 191        | 40,905 0.47      | 222        | 41,088 0.54      | 239        | 41,079 0.58      | 313        | 41,018 0.76      | 283        | 41,040 0.69      | 299        | 40,921 0.73      |
| Prosser      | PRSR     | 100        | 5,432 1.84       | 60         | 5,415 1.11       | 54         | 5,390 1.00       | 54         | 5,397 1.00       | 72         | 5,200 1.38       | 60         | 5,168 1.16       | 51         | 5,146 0.99       | 26         | 5,117 1.07       | 39         | 5,137 0.76       | 41         | 5,091 0.81       | 35         | 5,067 0.69       | 38         | 5,035 0.75       |
| Quilcene     | QLCN     | 39         | 1,487 2.81       | 22         | 1,483 1.48       | 19         | 1,484 1.28       | 26         | 1,490 1.74       | 17         | 1,479 1.15       | 38         | 1,479 2.57       | 25         | 1,476 1.69       | 25         | 1,459 1.78       | 30         | 1,469 2.04       | 18         | 1,476 1.22       | 31         | 1,480 2.09       | 18         | 1,476 1.22       |
| 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         | 1          | 193 0.52         | 1          | 192 0.52         | 0          | 190 0.00         | 1          | 189 0.53         |
| Stevenson    | STSN     | 80         | 4,719 1.70       | 63         | 4,713 1.34       | 67         | 4,702 1.42       | 50         | 4,696 1.06       | 36         | 4,588 0.78       | 57         | 4,591 1.24       | 56         | 4,588 1.23       | 68         | 4,553 1.49       | 91         | 4,535 2.01       | 58         | 4,400 1.32       | 39         | 4,412 0.88       | 58         | 4,409 1.32       |
| Sunnyside    | SNSD     | 143        | 11,811 1.21      | 140        | 11,834 1.18      | 95         | 11,868 0.80      | 86         | 11,818 0.73      | 76         | 11,527 0.66      | 132        | 11,460 1.15      | 72         | 11,429 0.63      | 115        | 11,390 1.01      | 81         | 11,344 0.71      | 107        | 11,244 0.95      | 98         | 11,161 0.88      | 99         | 11,104 0.69      |
| Topsensh     | TPNS     | 89         | 6,108 1.36       | 58         | 6,113 0.95       | 51         | 6,130 0.83       | 46         | 6,091 0.76       | 38         | 5,913 0.64       | 34         | 5,916 0.57       | 47         | 5,928 0.79       | 65         | 5,891 1.10       | 40         | 5,880 0.68       | 41         | 5,874 0.70       | 23         | 5,852 0.43       | 34         | 5,792 0.69       |
| Troulakte    | TRLK     | 10         | 734 1.34         | 6          | 730 0.82         | 4          | 729 0.66         | 3          | 728 0.41         | 5          | 687 0.73         | 6          | 688 0.87         | 8          | 686 1.17         | 6          | 682 0.88         | 5          | 684 0.73         | 2          | 685 0.29         | 5          | 676 0.74         | 4          | 676 0.59         |
| Wapato       | WPAT     | 58         | 4,322 1.34       | 39         | 4,304 0.91       | 40         | 4,322 0.93       | 43         | 4,307 1.00       | 40         | 4,239 0.94       | 60         | 4,121 1.46       | 40         | 4,128 0.97       | 49         | 4,085 1.20       | 49         | 4,103 1.19       | 42         | 4,076 1.03       | 47         | 4,036 1.16       | 47         | 4,032 1.17       |
| White Salmon | WHSL     | 86         | 5,167 1.70       | 43         | 5,172 0.83       | 23         | 5,164 0.48       | 42         | 5,137 0.82       | 39         | 5,134 0.76       | 69         | 5,118 1.35       | 35         | 5,108 0.69       | 49         | 5,112 0.96       | 32         | 5,091 0.63       | 40         | 4,804 0.83       | 33         | 4,785 0.69       | 32         | 4,792 0.67       |
| Whitstran    | WHTS     | 10         | 742 1.35         | 18         | 752 2.39         | 5          | 754 0.66         | 10         | 749 1.34         | 9          | 744 1.21         | 4          | 720 0.56         | 5          | 719 0.70         | 7          | 713 0.98         | 9          | 715 1.26         | 4          | 715 0.56         | 11         | 718 1.53         | 4          | 717 0.56         |
| Willard      | WLRD     | 5          | 322 1.55         | 6          | 319 1.88         | 3          | 322 0.93         | 2          | 320 0.63         | 0          | 319 0.00         | 3          | 316 0.95         | 4          | 317 0.89         | 6          | 317 0.89         | 9          | 316 1.36         | 9          | 316 1.36         | 3          | 316 1.36         | 19         | 316 1.36         |
| Wishram      | WSHR     | 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          | 266 0.00         | 2          | 260 0.77         | 4          | 264 0.00         | 3          | 258 1.16         |
| Zillah       | ZLLH     | 31         | 2,542 1.22       | 19         | 2,549 0.75       | 29         | 2,551 1.14       | 14         | 2,541 0.55       | 21         | 2,534 0.83       | 28         | 2,424 1.16       | 14         | 2,410 0.58       | 22         | 2,398 0.92       | 23         | 2,389 0.96       | 21         | 2,395 0.88       | 22         | 2,387 0.92       | 10         | 2,396 0.42       |
| Washington   |          | 1,375      | 108,355 1.27     | 1,152      | 108,328 1.06     | 1,230      | 108,736 1.13     | 1,030      | 108,438 0.95     | 821        | 107,208 0.77     | 1,202      | 106,651 1.13     | 809        | 106,484 0.76     | 1,090      | 106,333 1.03     | 903        | 106,266 0.85     | 968        | 106,426 0.92     | 897        | 105,128 0.85     | 953        | 104,774 0.91     |

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 Telephons 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 Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec | Total Calls | %DT 3 Sec |         |   |       |         |   |       |
| Poulsbo    | PLSB | 80,704      | 3         | 100.0       | 78,205    | 36          | 100.0     | 83,236      | 1         | 100.0       | 82,475    | 18          | 100.0     | 78,782      | 1         | 100.0       | 80,866    | 1           | 100.0     | 80,256      | 0         | 100.0       | 78,883    | 2           | 100.0     | 76,717      | 1         | 100.0       | 78,876    | 0           | 100.0     | 73,639  | 1 | 100.0 | 75,314  | 3 | 100.0 |
| Sunnyside  | SNSD | 185,743     | 5         | 100.0       | 179,036   | 18          | 100.0     | 186,324     | 0         | 100.0       | 184,848   | 37          | 100.0     | 176,921     | 4         | 100.0       | 174,761   | 4           | 100.0     | 161,687     | 0         | 100.0       | 161,687   | 0           | 100.0     | 172,866     | 1         | 100.0       | 171,920   | 87          | 99.9      | 156,683 | 0 | 100.0 | 164,197 | 6 | 100.0 |
| Washington |      | 286,447     | 8         | 100.0       | 267,241   | 54          | 100.0     | 279,496     | 3         | 100.0       | 268,799   | 18          | 100.0     | 257,727     | 5         | 100.0       | 255,019   | 0           | 100.0     | 260,650     | 2         | 100.0       | 249,693   | 2           | 100.0     | 249,693     | 2         | 100.0       | 250,696   | 87          | 100.0     | 232,672 | 1 | 100.0 | 229,511 | 9 | 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 Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 | Total OOS | OOS Cir 48 | OOS Cir >48 |
| Bickleton    |      | 1         | 1          | 0           | 4         | 4          | 0           | 4         | 4          | 0           | 3         | 3          | 0           | 2         | 2          | 0           | 2         | 2          | 0           |
| Brinnon      |      | 7         | 7          | 0           | 25        | 25         | 0           | 21        | 19         | 2           | 16        | 16         | 0           | 0         | 22         | 22          | 0         | 10         | 10          |
| Chimacum     |      | 15        | 15         | 0           | 14        | 14         | 0           | 16        | 14         | 2           | 17        | 16         | 1           | 1         | 7          | 7           | 0         | 39         | 38          |
| Columbia     |      | 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           | 2         | 2          | 0           | 2         | 2          | 0           | 0         | 21         | 21          | 0         | 5          | 5           |
| Gardiner     |      | 10        | 10         | 0           | 1         | 1          | 0           | 4         | 4          | 0           | 3         | 3          | 0           | 0         | 3          | 3           | 0         | 2          | 2           |
| Glenwood     |      | 2         | 2          | 0           | 2         | 2          | 0           | 1         | 1          | 0           | 4         | 4          | 0           | 0         | 6          | 6           | 0         | 4          | 4           |
| Goldendale   |      | 37        | 37         | 0           | 76        | 76         | 0           | 47        | 46         | 1           | 42        | 41         | 1           | 2         | 43         | 43          | 0         | 45         | 45          |
| Grandview    |      | 44        | 44         | 0           | 60        | 59         | 1           | 16        | 41         | 0           | 22        | 49         | 47          | 2         | 27         | 27          | 0         | 46         | 46          |
| Granger      |      | 22        | 22         | 0           | 37        | 37         | 0           | 25        | 25         | 0           | 13        | 13         | 0           | 0         | 10         | 10          | 0         | 5          | 5           |
| Harrah       |      | 20        | 20         | 0           | 18        | 18         | 0           | 9         | 9          | 0           | 15        | 15         | 0           | 0         | 11         | 11          | 0         | 20         | 20          |
| Klickitat    |      | 5         | 5          | 0           | 0         | 0          | 0           | 3         | 3          | 0           | 3         | 3          | 0           | 0         | 3          | 3           | 0         | 2          | 2           |
| Lyle         |      | 9         | 9          | 0           | 9         | 9          | 0           | 7         | 7          | 0           | 18        | 18         | 0           | 0         | 19         | 19          | 0         | 15         | 15          |
| Mabton       |      | 7         | 7          | 0           | 11        | 10         | 1           | 4         | 7          | 0           | 7         | 7          | 0           | 0         | 9          | 8           | 1         | 16         | 16          |
| Mattawa      |      | 24        | 24         | 0           | 41        | 41         | 0           | 11        | 11         | 0           | 20        | 20         | 0           | 0         | 22         | 22          | 0         | 21         | 21          |
| Paterson     |      | 1         | 1          | 0           | 2         | 2          | 0           | 1         | 1          | 0           | 0         | 0          | 0           | 0         | 1          | 1           | 0         | 1          | 1           |
| Poulsbo      |      | 145       | 138        | 7           | 164       | 164        | 0           | 47        | 194        | 2           | 49        | 235        | 231         | 4         | 201        | 196         | 5         | 257        | 247         |
| Prosser      |      | 39        | 39         | 0           | 46        | 44         | 2           | 11        | 31         | 0           | 13        | 34         | 34          | 0         | 28         | 28          | 0         | 31         | 31          |
| Quilcene     |      | 19        | 18         | 1           | 19        | 17         | 2           | 1         | 27         | 0           | 6         | 11         | 11          | 0         | 23         | 23          | 0         | 14         | 12          |
| Roosevelt    |      | 0         | 0          | 0           | 1         | 1          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 0          | 0           | 0         | 1          | 1           |
| Stevenson    |      | 46        | 45         | 1           | 54        | 54         | 0           | 19        | 78         | 0           | 18        | 49         | 49          | 0         | 33         | 32          | 1         | 45         | 45          |
| Sunnyside    |      | 58        | 58         | 0           | 94        | 94         | 0           | 35        | 61         | 0           | 26        | 88         | 87          | 1         | 76         | 76          | 0         | 73         | 73          |
| Tropenish    |      | 34        | 34         | 0           | 62        | 61         | 1           | 19        | 31         | 0           | 17        | 33         | 33          | 0         | 18         | 18          | 0         | 28         | 28          |
| Troutlake    |      | 6         | 6          | 0           | 2         | 2          | 0           | 1         | 5          | 0           | 1         | 1          | 1           | 0         | 1          | 1           | 0         | 1          | 1           |
| Wapato       |      | 32        | 32         | 0           | 41        | 41         | 0           | 23        | 46         | 0           | 17        | 32         | 32          | 0         | 46         | 46          | 0         | 43         | 43          |
| White Salmon |      | 22        | 22         | 0           | 38        | 37         | 1           | 11        | 23         | 0           | 19        | 29         | 29          | 0         | 26         | 26          | 0         | 25         | 25          |
| WhiteSwan    |      | 4         | 4          | 0           | 5         | 5          | 0           | 2         | 8          | 0           | 4         | 3          | 3           | 0         | 8          | 8           | 0         | 3          | 3           |
| Whitstran    |      | 4         | 4          | 0           | 6         | 6          | 0           | 1         | 6          | 0           | 9         | 9          | 0           | 0         | 3          | 3           | 0         | 14         | 14          |
| Willard      |      | 1         | 1          | 0           | 3         | 3          | 0           | 0         | 3          | 0           | 2         | 2          | 2           | 0         | 2          | 2           | 0         | 1          | 1           |
| Wishram      |      | 1         | 1          | 0           | 4         | 4          | 0           | 0         | 0          | 0           | 2         | 2          | 2           | 0         | 0          | 0           | 0         | 3          | 3           |
| Zillah       |      | 12        | 12         | 0           | 18        | 18         | 0           | 3         | 18         | 0           | 15        | 15         | 0           | 0         | 15         | 15          | 0         | 8          | 8           |
| Washington   |      | 629       | 620        | 9           | 861       | 853        | 8           | 244       | 732        | 725         | 7         | 233        | 746         | 9         | 686        | 679         | 7         | 780        | 767         |
|              |      |           |            |             |           |            |             |           |            |             |           |            |             |           |            |             |           |            |             |



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 Ctr>72 | NOOS 72 Excl | Total NOOS | NOOS Ctr>72 | NOOS 72 Excl | Total NOOS | NOOS Ctr>72 | NOOS 72 Excl | Total NOOS | NOOS Ctr>72 | NOOS 72 Excl | Total NOOS | NOOS Ctr>72 | NOOS 72 Excl | Total NOOS | NOOS Ctr>72 | NOOS 72 Excl |
| Bickleton    |      | 0          | 0           | 0            | 4          | 0           | 0            | 2          | 0           | 0            | 0          | 0           | 0            | 2          | 0           | 1            | 3          | 0           | 1            |
| Brinnon      |      | 7          | 6           | 2            | 19         | 3           | 4            | 9          | 4           | 0            | 0          | 0           | 0            | 3          | 0           | 1            | 4          | 3           | 0            |
| Chimacum     |      | 5          | 3           | 1            | 10         | 0           | 1            | 8          | 1           | 4            | 0          | 0           | 0            | 11         | 0           | 1            | 4          | 3           | 1            |
| Columbia     |      | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Dallesport   |      | 1          | 1           | 0            | 7          | 0           | 1            | 5          | 0           | 0            | 0          | 0           | 0            | 3          | 0           | 1            | 0          | 0           | 0            |
| Gardiner     |      | 1          | 1           | 0            | 2          | 1           | 0            | 1          | 0           | 0            | 0          | 0           | 0            | 2          | 0           | 0            | 0          | 0           | 0            |
| Glenwood     |      | 3          | 3           | 0            | 8          | 0           | 0            | 2          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Goldendale   |      | 15         | 14          | 1            | 26         | 1           | 5            | 24         | 8           | 8            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Grandview    |      | 44         | 44          | 0            | 42         | 1           | 10           | 48         | 43          | 11           | 0          | 0           | 0            | 14         | 0           | 3            | 7          | 6           | 1            |
| Granger      |      | 18         | 18          | 0            | 22         | 0           | 3            | 16         | 0           | 4            | 0          | 0           | 0            | 12         | 0           | 1            | 12         | 12          | 1            |
| Hanrah       |      | 24         | 24          | 0            | 15         | 0           | 6            | 9          | 0           | 2            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Klickitat    |      | 7          | 6           | 1            | 2          | 0           | 0            | 6          | 0           | 2            | 0          | 0           | 0            | 4          | 0           | 0            | 4          | 3           | 0            |
| Lyle         |      | 8          | 8           | 0            | 5          | 0           | 0            | 8          | 0           | 4            | 0          | 0           | 0            | 1          | 0           | 0            | 1          | 0           | 0            |
| Mabton       |      | 2          | 2           | 0            | 8          | 0           | 0            | 9          | 0           | 2            | 0          | 0           | 0            | 2          | 0           | 0            | 2          | 2           | 0            |
| Mattawa      |      | 16         | 16          | 0            | 25         | 0           | 3            | 12         | 0           | 4            | 0          | 0           | 0            | 0          | 0           | 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           | 159        | 6           | 50           | 145        | 116         | 29           | 43         | 10          | 82           | 76         | 6           | 7            | 42         | 25          | 17           |
| Prosser      |      | 47         | 47          | 0            | 27         | 0           | 7            | 28         | 28          | 0            | 7          | 0           | 7            | 7          | 0           | 0            | 7          | 7           | 0            |
| Quilcene     |      | 15         | 13          | 2            | 11         | 1           | 3            | 12         | 11          | 1            | 2          | 1           | 8            | 8          | 0           | 1            | 3          | 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         | 0           | 13           | 40         | 40          | 0            | 9          | 1           | 6            | 6          | 0           | 0            | 0          | 0           | 0            |
| Sunnyside    |      | 63         | 63          | 0            | 85         | 82          | 27           | 71         | 63          | 8            | 19         | 1           | 19           | 19         | 0           | 0            | 22         | 22          | 0            |
| Toppenish    |      | 37         | 35          | 2            | 32         | 0           | 9            | 38         | 37          | 1            | 11         | 0           | 8            | 8          | 0           | 0            | 7          | 7           | 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         | 0           | 6            | 26         | 26          | 0            | 6          | 0           | 10           | 10         | 0           | 0            | 4          | 4           | 0            |
| White Salmon |      | 36         | 36          | 0            | 27         | 26          | 1            | 33         | 33          | 0            | 5          | 0           | 11           | 11         | 0           | 1            | 7          | 7           | 0            |
| WhiteSwan    |      | 3          | 2           | 1            | 7          | 0           | 3            | 5          | 5           | 0            | 0          | 0           | 1            | 1          | 0           | 0            | 3          | 3           | 0            |
| Whitstran    |      | 2          | 2           | 0            | 2          | 0           | 0            | 7          | 7           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 0          | 0           | 0            |
| Willard      |      | 0          | 0           | 0            | 7          | 0           | 2            | 1          | 1           | 0            | 0          | 0           | 0            | 0          | 0           | 0            | 2          | 2           | 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         | 0           | 3            | 11         | 11          | 0            | 0          | 0           | 6            | 6          | 0           | 0            | 7          | 7           | 0            |
| Washington   |      | 597        | 573         | 24           | 655        | 638         | 17           | 578        | 529         | 49           | 151        | 19          | 213          | 202        | 11          | 211          | 173        | 143         | 30           |

**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 | Oct-04              |               |                        | Nov-04              |               |                        | Dec-04              |               |                        | 4th Qtr 04          |               |                        |
|--------------|------|---------------------|---------------|------------------------|---------------------|---------------|------------------------|---------------------|---------------|------------------------|---------------------|---------------|------------------------|
|              |      | Total Orders Cmpltd | Held >90 Days | %Held Orders >180 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >180 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >180 Days | Total Orders Cmpltd | Held >90 Days | %Held Orders >180 Days |
| Bickleton    | BCTN | 5                   | 0             | 100%                   | 2                   | 0             | 100%                   | 0                   | 0             | 0%                     | 7                   | 0             | 100%                   |
| Brinnon      | BRNN | 7                   | 0             | 100%                   | 9                   | 0             | 100%                   | 7                   | 0             | 100%                   | 23                  | 0             | 100%                   |
| Chimacum     | CHMC | 12                  | 0             | 100%                   | 9                   | 0             | 100%                   | 8                   | 0             | 100%                   | 29                  | 0             | 100%                   |
| Dalesport    | DLPT | 7                   | 0             | 100%                   | 6                   | 0             | 100%                   | 11                  | 0             | 100%                   | 24                  | 0             | 100%                   |
| Gardiner     | GRDN | 6                   | 0             | 100%                   | 5                   | 0             | 100%                   | 1                   | 0             | 100%                   | 12                  | 0             | 100%                   |
| Glenwood     | GLWD | 0                   | 0             | 0%                     | 8                   | 0             | 100%                   | 3                   | 0             | 100%                   | 11                  | 0             | 100%                   |
| Goidendale   | GLDL | 70                  | 0             | 100%                   | 65                  | 0             | 100%                   | 54                  | 0             | 100%                   | 189                 | 0             | 100%                   |
| Grandview    | GDVW | 73                  | 0             | 100%                   | 80                  | 0             | 100%                   | 77                  | 0             | 100%                   | 230                 | 0             | 100%                   |
| Granger      | GRGR | 22                  | 0             | 100%                   | 24                  | 0             | 100%                   | 19                  | 0             | 100%                   | 65                  | 0             | 100%                   |
| Harrah       | HRRH | 21                  | 0             | 100%                   | 14                  | 0             | 100%                   | 23                  | 0             | 100%                   | 58                  | 0             | 100%                   |
| Klickitat    | KLCT | 4                   | 0             | 100%                   | 3                   | 0             | 100%                   | 9                   | 0             | 100%                   | 16                  | 0             | 100%                   |
| Lyle         | LYLE | 21                  | 0             | 100%                   | 11                  | 0             | 100%                   | 10                  | 0             | 100%                   | 42                  | 0             | 100%                   |
| Mabton       | MBTN | 14                  | 0             | 100%                   | 21                  | 0             | 100%                   | 13                  | 0             | 100%                   | 48                  | 0             | 100%                   |
| Mattawa      | MTWA | 48                  | 0             | 100%                   | 75                  | 0             | 100%                   | 58                  | 0             | 100%                   | 181                 | 0             | 100%                   |
| Patterson    | PASN | 0                   | 0             | 0%                     | 0                   | 0             | 0%                     | 1                   | 0             | 100%                   | 1                   | 0             | 100%                   |
| Poulsbo      | PLSB | 272                 | 0             | 100%                   | 267                 | 0             | 100%                   | 201                 | 0             | 100%                   | 740                 | 0             | 100%                   |
| Prosser      | PRSR | 78                  | 0             | 100%                   | 55                  | 0             | 100%                   | 34                  | 0             | 100%                   | 167                 | 0             | 100%                   |
| Quilcene     | QLCN | 20                  | 0             | 100%                   | 12                  | 0             | 100%                   | 6                   | 0             | 100%                   | 38                  | 0             | 100%                   |
| Roosevelt    | RSVT | 1                   | 0             | 100%                   | 0                   | 0             | 0%                     | 0                   | 0             | 0%                     | 1                   | 0             | 100%                   |
| Stevenson    | STSN | 56                  | 0             | 100%                   | 59                  | 0             | 100%                   | 40                  | 0             | 100%                   | 155                 | 0             | 100%                   |
| Sunnyside    | SNSD | 161                 | 0             | 100%                   | 138                 | 0             | 100%                   | 137                 | 0             | 100%                   | 436                 | 0             | 100%                   |
| Toppenish    | TPNS | 84                  | 0             | 100%                   | 83                  | 0             | 100%                   | 80                  | 0             | 100%                   | 247                 | 0             | 100%                   |
| Troutlake    | TRLK | 5                   | 0             | 100%                   | 6                   | 0             | 100%                   | 7                   | 0             | 100%                   | 18                  | 0             | 100%                   |
| Wapato       | WPAT | 60                  | 0             | 100%                   | 80                  | 0             | 100%                   | 72                  | 0             | 100%                   | 212                 | 0             | 100%                   |
| White Salmon | WHSL | 56                  | 0             | 100%                   | 51                  | 0             | 100%                   | 51                  | 0             | 100%                   | 158                 | 0             | 100%                   |
| WhiteSwan    | WHSW | 16                  | 0             | 100%                   | 17                  | 0             | 100%                   | 9                   | 0             | 100%                   | 42                  | 0             | 100%                   |
| Whitstran    | WHTS | 10                  | 0             | 100%                   | 7                   | 0             | 100%                   | 5                   | 0             | 100%                   | 22                  | 0             | 100%                   |
| Willard      | WLRD | 2                   | 0             | 100%                   | 3                   | 0             | 100%                   | 1                   | 0             | 100%                   | 6                   | 0             | 100%                   |
| Wishram      | WSHR | 3                   | 0             | 100%                   | 4                   | 0             | 100%                   | 6                   | 0             | 100%                   | 13                  | 0             | 100%                   |
| Zillah       | ZLLH | 39                  | 0             | 100%                   | 31                  | 0             | 100%                   | 35                  | 0             | 100%                   | 105                 | 0             | 100%                   |
| Washington   |      | 1173                | 0             | 100%                   | 1145                | 0             | 100%                   | 978                 | 0             | 100%                   | 3296                | 0             | 100%                   |

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

| EXCHANGE     | CLLI | Jul - Dec 04 (180 Day)     |                     |                      |                              |
|--------------|------|----------------------------|---------------------|----------------------|------------------------------|
|              |      | Total<br>Orders<br>Cmplt'd | Held<br>>90<br>Days | Held<br>>180<br>Days | %Held<br>Orders<br>>180 Days |
| Bickleton    | BCTN | 26                         | 0                   | 0                    | 100%                         |
| Brinnon      | BRNN | 61                         | 0                   | 0                    | 100%                         |
| Chimacum     | CHMC | 76                         | 0                   | 0                    | 100%                         |
| Dallesport   | DLPT | 42                         | 0                   | 0                    | 100%                         |
| Gardiner     | GRDN | 24                         | 0                   | 0                    | 100%                         |
| Glenwood     | GLWD | 31                         | 0                   | 0                    | 100%                         |
| Goldendale   | GLDL | 382                        | 0                   | 0                    | 100%                         |
| Grandview    | GDVW | 525                        | 0                   | 0                    | 100%                         |
| Granger      | GRGR | 145                        | 0                   | 0                    | 100%                         |
| Harrah       | HRRH | 113                        | 0                   | 0                    | 100%                         |
| Klickitat    | KLCT | 35                         | 0                   | 0                    | 100%                         |
| Lyle         | LYLE | 77                         | 0                   | 0                    | 100%                         |
| Mabton       | MBTN | 103                        | 0                   | 0                    | 100%                         |
| Mattawa      | MTWA | 366                        | 0                   | 0                    | 100%                         |
| Patterson    | PASN | 5                          | 0                   | 0                    | 100%                         |
| Poulsbo      | PLSB | 1628                       | 0                   | 0                    | 100%                         |
| Prosser      | PRSR | 386                        | 0                   | 0                    | 100%                         |
| Quilcene     | QLCN | 89                         | 0                   | 0                    | 100%                         |
| Roosevelt    | RSVT | 3                          | 0                   | 0                    | 100%                         |
| Stevenson    | STSN | 336                        | 0                   | 0                    | 100%                         |
| Sunnyside    | SNSD | 912                        | 0                   | 0                    | 100%                         |
| Toppenish    | TPNS | 501                        | 0                   | 0                    | 100%                         |
| Troutlake    | TRLK | 42                         | 0                   | 0                    | 100%                         |
| Wapato       | WPAT | 437                        | 0                   | 0                    | 100%                         |
| White Salmon | WHSL | 339                        | 0                   | 0                    | 100%                         |
| WhiteSwan    | WHSW | 74                         | 0                   | 0                    | 100%                         |
| Whitstran    | WHTS | 40                         | 0                   | 0                    | 100%                         |
| Willard      | WLRD | 16                         | 1                   | 0                    | 94%                          |
| Wishram      | WSHR | 23                         | 0                   | 0                    | 100%                         |
| Zillah       | ZLLH | 194                        | 0                   | 0                    | 100%                         |
| Washington   |      | 7031                       | 1                   | 0                    | 100%                         |