



902 Wasco Street
Hood River, Oregon 97031-3103

February 17, 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 January 2005.

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:

In Brinnon we lost the "Duckabush" switch due a card failure. The card was replaced and service restored.

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

RECEIVED
05 FEB 22 AM 9:30
OFFICE OF THE
SECRETARY
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION

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
 2005

| Exchange | CLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | |
|--------------|-----|------|------|------|---------|--------|------|------|------|---------|--------|------|------|------|---------|--------|------|------|------|---------|--------|------|------|------|---------|--------|------|------|------|---------|--------|------|------|------|-----|--|--|
| | | Made | Miss | Excl | Install | Appnts | Made | Miss | Excl | Install | Appnts | Made | Miss | Excl | Install | Appnts | Made | Miss | Excl | Install | Appnts | Made | Miss | Excl | Install | Appnts | Made | Miss | Excl | Install | Appnts | Made | Miss | Excl | | | |
| Bickleton | | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brinnon | | 8 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chinacum | | 5 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | | 11 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gardiner | | 5 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | | 69 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | | 82 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | | 23 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Granger | | 19 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrish | | 3 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Klickitat | | 7 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lyle | | 17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mabton | | 64 | 3 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mattawa | | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patterson | | 278 | 13 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poulsbo | | 48 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prosser | | 10 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Quilcene | | 2 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | | 42 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stevenson | | 151 | 3 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | | 76 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tappanish | | 5 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Troullete | | 78 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wapato | | 38 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White Salmon | | 19 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WhiteSwan | | 7 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Whitstran | | 5 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Willard | | 2 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wishram | | 32 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Zillah | | 1107 | 35 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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

WASHINGTON QUALITY OF SERVICE REPORT

REPAIR APPOINTMENTS

United Telephone Company of the Northwest d.b.a. Sprint
 COMPANY NAME
 2005

| 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 | | | | | | |
| Bickleton | | 2 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brinnon | | 47 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chimacum | | 17 | 4 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | | 21 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gardiner | | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | | 6 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | | 55 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | | 93 | 5 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Granger | | 16 | 3 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrah | | 12 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kickitat | | 3 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lyle | | 11 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mabton | | 20 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mattawa | | 46 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patterson | | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poulsbo | | 310 | 31 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prosser | | 46 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Quilcene | | 37 | 6 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stevenson | | 85 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | | 100 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Toppenish | | 43 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Troulaka | | 8 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wapato | | 45 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White Salmon | | 36 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WhiteSwan | | 14 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Whitstran | | 9 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Willard | | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wishram | | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Zillah | | 24 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | 1109 | 67 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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.

**WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION**

United Telephone Company of the Northwest d.b.a. Sprint
COMPANY NAME
2005

| 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 | Orders Cpltd |
| Bickleton | | 1 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Brinnon | | 8 | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Chimacum | | 5 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | | 11 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Gardiner | | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | | 5 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | | 69 | 3 | | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | | 82 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Granger | | 23 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Harrah | | 19 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Klickitat | | 3 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Lyle | | 7 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Mabton | | 17 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Mattawa | | 64 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Patterson | | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Poulsbo | | 278 | 51 | | | | | | | | | | | | | | | | | | | | | | | |
| Prosser | | 48 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Quilcene | | 10 | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Stevenson | | 42 | 4 | | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | | 151 | 7 | | | | | | | | | | | | | | | | | | | | | | | |
| Toppenish | | 76 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Troutlake | | 5 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Wapato | | 78 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| White Salmon | | 38 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| WhiteSwan | | 19 | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Whitstran | | 7 | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Willard | | 5 | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Wishram | | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Zillah | | 32 | 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | 1107 | 81 | | | | | | | | | | | | | | | | | | | | | | | |

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
 2005

| Exchange | CLLI | 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 |
| Buckleton | BCTN | 2 | 250 | 0.80 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Binnon | BRNN | 47 | 1,127 | 4.17 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Chinacum | CHMC | 17 | 1,079 | 1.58 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Columbia | CLMA | 1 | 150 | 0.67 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Dallesport | DLPT | 21 | 579 | 3.63 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Gardiner | GRDN | 0 | 303 | 0.00 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Glenwood | GLWD | 6 | 361 | 1.66 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Goldendale | GLDL | 55 | 4,841 | 1.14 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Grandview | GDVW | 93 | 5,279 | 1.76 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Granber | GRGR | 16 | 1,463 | 1.09 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Harrish | HRRH | 12 | 1,134 | 1.06 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Klickitat | KLCT | 3 | 346 | 0.87 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Lyle | LYLE | 11 | 972 | 1.13 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Mabon | MBTN | 20 | 1,204 | 1.66 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Mattawa | MTWA | 46 | 2,482 | 1.85 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Patterson | PASN | 0 | 416 | 0.00 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Poulsbo | PLSB | 310 | 40,940 | 0.76 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Prosser | PRSR | 46 | 5,025 | 0.92 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Quilcene | QLCN | 37 | 1,469 | 2.52 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Rosevelt | RSVT | 0 | 190 | 0.00 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Stevenson | STSN | 85 | 4,427 | 1.92 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Sunnyside | SNSD | 100 | 11,093 | 0.90 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Toppenish | TPNS | 43 | 5,775 | 0.74 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Trouble | TRLK | 8 | 678 | 1.18 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Wapato | WPAT | 45 | 4,042 | 1.11 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| White Salmon | WHSW | 36 | 4,797 | 0.75 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Whiteswan | WHSW | 14 | 723 | 1.94 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Whitstran | WHTS | 9 | 658 | 1.37 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Willard | WLRD | 1 | 319 | 0.31 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Wishram | WSHR | 1 | 254 | 0.39 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Zillah | ZLLH | 24 | 2,393 | 1.00 | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### | ##### |
| Washington | | 1,109 | 104,769 | 1.06 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

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

WASHINGTON QUALITY OF SERVICE REPORT
 SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephone Company of the Northwest d.b.a. Sprint
 COMPANY NAME
 2005

| Exchange | GLU | 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 | PKSB | 73,621 | 1 | 100.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | SNSD | 153,898 | 1 | 100.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | 227,460 | 2 | 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

2005

| Exchange | CLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | | | | |
|--------------|-----|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|--|--|
| | | 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 | | 1 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Brinnon | | 43 | 43 | 0 | 1 | | | | | | | | | | | | | | | | | | |
| Chimacum | | 14 | 14 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Columbia | | 1 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Dallesport | | 19 | 19 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Gardiner | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Glenwood | | 2 | 2 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Goldendale | | 40 | 40 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Grandview | | 78 | 77 | 1 | 3 | | | | | | | | | | | | | | | | | | |
| Granger | | 12 | 12 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Harrah | | 10 | 10 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Klickitat | | 3 | 3 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Lyle | | 10 | 10 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Mabton | | 15 | 15 | 0 | 1 | | | | | | | | | | | | | | | | | | |
| Mattawa | | 32 | 32 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Patterson | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Poulsbo | | 229 | 220 | 9 | 4 | | | | | | | | | | | | | | | | | | |
| Prosser | | 34 | 34 | 0 | 1 | | | | | | | | | | | | | | | | | | |
| Quilcene | | 29 | 24 | 5 | 1 | | | | | | | | | | | | | | | | | | |
| Roosevelt | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Stevenson | | 58 | 57 | 1 | 2 | | | | | | | | | | | | | | | | | | |
| Sunnyside | | 79 | 79 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Toppenish | | 33 | 33 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Troutlake | | 4 | 4 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Wapato | | 39 | 38 | 1 | 1 | | | | | | | | | | | | | | | | | | |
| White Salmon | | 27 | 26 | 1 | 1 | | | | | | | | | | | | | | | | | | |
| WhiteSwan | | 10 | 10 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Whitstran | | 3 | 2 | 1 | 1 | | | | | | | | | | | | | | | | | | |
| Willard | | 1 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Wishram | | 1 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Zillah | | 14 | 14 | 0 | 0 | | | | | | | | | | | | | | | | | | |
| Washington | | 841 | 822 | 19 | 16 | | | | | | | | | | | | | | | | | | |

Total OOS = Total regulated out of service trouble reports

OOS Cir 48 = Total regulated out of service trouble reports cleared within 48 hours

OOS Cir >48 = Total regulated out of service trouble reports cleared over 48 hours

OOS Exclude = Total regulated out of service trouble reports with customer revised repair due dates. Force majeure, work stoppage exclusion code currently not available; manual exclude if apply

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
 2005

| Exchange | CLLI | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | |
|--------------|------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|
| | | 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 | 1 | 0 | 0 | | | | | | | | | | | | | | | |
| Brinnon | BRNN | 4 | 3 | 1 | | | | | | | | | | | | | | | |
| Chinacum | CHMC | 3 | 2 | 1 | | | | | | | | | | | | | | | |
| Columbia | CLMA | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Dallesport | DLPT | 2 | 2 | 0 | | | | | | | | | | | | | | | |
| Gardiner | GRDN | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Glenwood | GLWD | 4 | 4 | 0 | | | | | | | | | | | | | | | |
| Goldendale | GLDL | 15 | 15 | 0 | | | | | | | | | | | | | | | |
| Grandview | GDVW | 15 | 15 | 0 | | | | | | | | | | | | | | | |
| Granger | GRGR | 4 | 3 | 1 | | | | | | | | | | | | | | | |
| Harrah | HRRH | 2 | 2 | 0 | | | | | | | | | | | | | | | |
| Klickitat | KLCT | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Lyle | LYLE | 1 | 1 | 0 | | | | | | | | | | | | | | | |
| Mabton | MBTN | 5 | 5 | 0 | | | | | | | | | | | | | | | |
| Mattawa | MTWA | 14 | 14 | 0 | | | | | | | | | | | | | | | |
| Patterson | PASN | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Poulsbo | PLSB | 81 | 51 | 30 | | | | | | | | | | | | | | | |
| Prosser | PRSR | 12 | 11 | 1 | | | | | | | | | | | | | | | |
| Quilcene | QLCN | 8 | 5 | 3 | | | | | | | | | | | | | | | |
| Roosevelt | RSVT | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Stevenson | STSN | 27 | 27 | 0 | | | | | | | | | | | | | | | |
| Sunnyside | SNSD | 21 | 20 | 1 | | | | | | | | | | | | | | | |
| Toppenish | TPNS | 10 | 10 | 0 | | | | | | | | | | | | | | | |
| Troutlake | TRLK | 4 | 4 | 0 | | | | | | | | | | | | | | | |
| Wapato | WPAT | 6 | 6 | 0 | | | | | | | | | | | | | | | |
| White Salmon | WHSL | 9 | 9 | 0 | | | | | | | | | | | | | | | |
| WhiteSwan | WHSW | 4 | 4 | 0 | | | | | | | | | | | | | | | |
| Whitstran | WHTS | 6 | 6 | 0 | | | | | | | | | | | | | | | |
| Willard | WLRD | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Wishram | WSHR | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Zillah | ZLLH | 10 | 10 | 0 | | | | | | | | | | | | | | | |
| Washington | | 268 | 230 | 38 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total NOOS = Total regulated not out of service trouble reports
 NOOS Cir >72 = Total regulated not out of service trouble reports cleared within 72 hours
 NOOS 72 Excl = Total regulated not out of service trouble reports cleared over 72 hours
 NOOS Exclude = Total regulated not out of service trouble reports with customer revised repair due dates. Force majeure, work stoppage exclusion code currently not available; manual exclude if apply