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05 APR 14 AM 8:53
902 Wasco Street
Hood River, Oregon 97031-3103

April 12, 2005

Ms. Carole J. Washburn, Secretary
Washington Utilities & Transportation Commission
P. O. Box 47250
Olympia, Washington 98504-7250

Re: Sprint 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 March 2005.

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
Service Activation Delay – quarterly report

TC: 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	CLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl	Install	Excl
		Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss	Made	Miss
Bickleton	BCTN	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon	BRNN	8	1	0	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chimacum	CHMC	5	0	12	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	11	2	0	10	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	5	0	0	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner	GRDN	0	0	0	0	0	0	60	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	69	1	0	73	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	82	0	0	71	2	0	89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	23	0	0	28	0	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	19	0	0	24	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCI	0	0	0	40	1	0	22	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	3	1	0	7	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	7	0	0	4	0	0	15	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	17	0	0	26	1	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	64	3	0	62	2	0	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	278	13	0	212	2	0	231	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	48	0	0	57	2	0	77	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	10	1	0	17	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene	QLCN	2	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	42	2	0	43	0	0	53	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	151	3	0	152	0	0	170	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	76	2	0	108	2	0	102	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	5	0	0	4	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	78	2	0	72	1	0	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSL	38	1	0	49	1	0	46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan	WHSW	19	0	0	7	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHST	7	1	0	6	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	5	2	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram	WISHR	2	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah	ZLLH	32	0	0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		1107	35	0	1152	19	0	1140	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Made = Total installation appointments scheduled for New and To/Transfer service orders
 Miss = Total installation appointments missed for New and To/Transfer service orders
 Exclude = Total installation appointments excluded

Rate Center Consolidation February 19-20, 2005:
 Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish
 Mabton (MBTN) and Bickleton (BCTN) will become Mabton
 Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCI)
 Gardiner will become Port Angeles (PTAG)
 Dallesport (DLPT) and Wishram (WISHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION

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		
		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	1	0	1	0																					
Brimmon	BRNN	8	2	10	0																					
Chimacum	CHMC	5	1	12	3	18	6																			
Columbia	CLMA					2	0																			
Dallesport	DLPT	11	1	10	0	13	0																			
Gardiner	GRDN	0	0	5	1																					
Glenwood	GLWD	5	0	5	0	1	0																			
Goldendale	GLDL	69	3	73	1	60	2																			
Grandview	GDVW	82	0	71	2	89	0																			
Granger	GRGR	23	0	28	1	21	1																			
Hairrah	HRRH	19	0	24	1	16	0																			
Hood Canal	HDCL			40	3	22	3																			
Klickitat	KLCT	3	1	7	0	3	0																			
Lyle	LYLE	7	1	4	0	15	1																			
Mabton	MBTN	17	0	26	0	22	0																			
Mattawa	MTWA	64	0	62	1	75	0																			
Patterson	PASN	0	0	2	0	1	0																			
Port Angeles	PTAG			7	1	2	1																			
Poulsbo	PLSB	278	51	212	4	231	2																			
Prosser	PRSR	48	0	57	2	77	0																			
Quilcene	QLCN	10	2	17	3																					
Roosevelt	RSVT	2	0	3	0	1	0																			
Stevenson	STSN	42	4	43	0	53	1																			
Sunnyside	SNSD	151	7	152	2	170	1																			
Toppenish	TPNS	76	1	108	1	102	0																			
Troutlake	TRLK	5	0	4	0	5	0																			
Wapato	WPAT	78	1	72	1	70	1																			
White Salmon	WHSL	38	1	49	1	46	0																			
Whiteswan	WHSW	19	1	7	0	10	1																			
Whitstran	WHST	7	2	6	0	12	0																			
Willard	WLRD	5	2	3	0	3	0																			
Wishram	WSHR	2	0	6	0																					
Zillah	ZLLH	32	0	26	0																					
Washington		1107	81	1152	28	1140	20																			

Orders Completed = Total New and To/Transfer service orders completed
5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

WASHINGTON QUALITY OF SERVICE REPORT

Trouble Reports Per 100 Access Lines

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

Exchange	C.L.L.I.	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec		
		Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	Total Lines	Trouble /100	
Bickleton	BCTN	2	250	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Brimmon	BRNN	47	1,127	4.37	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Chinacum	CHMC	17	1,079	1.58	8	1,071	0.75	3	1,078	0.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Columbia	CLMA	1	150	0.67	0	150	0.00	0	144	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Dallesport	DLPT	21	579	3.63	8	835	0.96	7	837	0.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Gardiner	GRDN	0	303	0.00	0	0	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Glenwood	GLWD	6	361	1.66	10	365	2.74	6	364	1.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Goldendale	GLDL	55	4,841	1.14	34	4,852	0.70	81	4,856	1.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Grandview	GRDV	93	5,279	1.76	38	5,243	0.72	29	5,242	0.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Granger	GRGR	16	1,463	1.09	6	1,470	0.41	20	1,476	1.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Harrish	HRRH	12	1,134	1.06	13	1,133	1.15	17	1,122	1.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Hood Canal	HCCL	3	346	0.87	22	2,599	0.85	31	2,603	1.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Klickitat	KLCT	3	346	0.87	2	349	0.57	5	352	1.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Lyle	LYLE	11	972	1.13	7	970	0.72	10	977	1.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Mabton	MBTN	20	1,204	1.66	16	1,462	1.09	27	1,463	1.85	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Mattawa	MTWA	46	2,482	1.85	22	2,499	0.88	87	2,516	3.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Patterson	PASN	0	416	0.00	2	419	0.48	0	420	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Port Angeles	PTAG	310	40,940	0.76	206	40,911	0.50	321	40,901	0.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Poulsbo	PLSB	46	5,025	0.92	32	5,025	0.64	44	5,027	0.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Prosser	PRSR	37	1,469	2.52	0	0	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Quilcene	QLCN	0	190	0.00	0	192	0.00	0	190	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Roosevelt	RSVT	85	4,427	1.92	56	4,437	1.26	49	4,440	1.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Stevenson	STSN	100	11,093	0.90	59	11,071	0.53	75	11,070	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Sunnyside	SNSD	43	5,775	0.74	57	6,156	0.70	60	8,117	0.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Toppenish	TPNS	8	678	1.18	3	677	0.44	8	679	1.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Trouitlake	TRLK	45	4,042	1.11	29	4,042	0.72	80	4,025	1.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Wapato	WPAT	36	4,797	0.75	37	4,807	0.77	44	4,796	0.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
White Salmon	WHSL	14	723	1.94	13	728	1.79	9	734	1.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
WhiteSwan	WHSW	9	658	1.37	8	663	1.21	5	665	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Whitstran	WHTS	1	319	0.31	3	322	0.93	10	320	3.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Willard	WLRD	1	294	0.39	0	0	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Wishram	WISHR	24	2,393	1.00	0	0	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Zillah	ZILLH	1,109	104,769	1.06	692	104,756	0.66	1,030	104,724	0.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Washington																										

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

Rate Center Consolidation February 19-20, 2005:
Toppenish (TPNS) and Zillah (ZILLH) will become Toppenish
Mabton (MBTN) and Bickleton (BCTN) will become Mabton
Brimmon (BRNN) and Quilcene (QLCN) will become Hood Canal (HCCL)
Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WISHR) will become Dallesport

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

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

Exchange	C.U.I.	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
Poulsbo	PLSB	73,521	1 100.0	66,284	0 100.0	73,815	2 100.0																		
Sunnyside	SNSD	53,938	1 100.0	140,597	0 100.0	160,071	1 100.0																		
Washington		27,460	2 100.0	206,891	0 100.0	233,886	3 100.0																		

FINAL TRUNK GROUP BLOCKING

(Reported when a final trunk group does not meet standard)

Objective Service Level: EAS = 99% and Toll = 99.5%

(completion of all dialed calls during the average busy season busy hour without blocking)

ORIGINATING WIRE CENTER	ORIGINATING FINAL TRUNK ID	TERMINATING WIRE CENTER	TERMINATING FINAL TRUNK ID	MONTH/ YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE BLOCKAGE
				Jan-05			Objective met
				Feb-05			Objective met
				Mar-05			Objective met

WASHINGTON QUALITY OF SERVICE REPORT

Out of Service Trouble Reports Cleared Within 48 Hours

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

Exchange	CLLI	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	Total OOS	OOS Cir 48	OOS Cir >48	OOS48 Excl
Bickleton		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon		43	43	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chinacum		14	14	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		19	19	0	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		2	2	0	0	4	4	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		40	40	0	0	21	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		78	77	1	3	28	28	0	2	19	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		12	12	0	0	4	4	0	0	17	17	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Harrah		10	10	0	0	11	11	0	0	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal						16	16	0	0	22	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		3	3	0	0	2	2	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		10	10	0	0	4	4	0	1	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		15	15	0	1	11	11	0	1	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		32	32	0	0	13	13	0	0	29	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles						1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		229	220	9	4	128	127	1	3	251	250	1	5	0	0	0	0	0	0	0	0	0	0	0	0
Prosser		34	34	0	1	24	24	0	1	29	28	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene		29	24	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		58	57	1	2	39	39	0	1	31	30	1	2	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		79	79	0	0	48	48	0	1	58	58	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		33	33	0	0	36	35	1	2	36	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake		4	4	0	0	3	3	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		39	38	1	1	21	21	0	0	58	58	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		27	26	1	1	27	27	0	0	34	34	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		10	10	0	0	10	10	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		3	2	1	1	5	5	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard		1	1	0	0	3	3	0	0	9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		14	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		841	822	19	16	473	470	3	13	723	720	3	8	0	0	0	0	0	0	0	0	0	0	0	0

WASHINGTON QUALITY OF SERVICE REPORT

Not Out of Service Trouble Reports Cleared Within 72 Hours

United Telephone Company of the Northwest d.b.a. Sprint
COMPANY NAME
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		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon		4	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chimacum		3	2	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport		2	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Gardiner		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		4	4	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		15	15	0	1	13	2	1	14	12	2	2	10	10	0	0	0	0	0
Grandview		15	15	0	1	10	9	1	10	10	0	0	3	3	0	0	0	0	0
Granger		4	3	1	0	2	0	0	3	3	0	0	5	5	0	0	0	0	0
Hamrah		2	2	0	1	2	2	0	9	8	1	1	9	8	0	0	0	0	0
Hood Canal		0	0	0	0	6	4	2	0	0	0	0	1	1	0	0	0	0	0
Klickitat		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		1	1	0	0	3	2	1	4	4	0	0	4	4	0	0	0	0	0
Mabton		5	5	0	0	5	0	0	9	9	0	0	9	9	0	0	0	0	0
Mattawa		14	14	0	1	9	9	0	58	58	0	1	58	58	0	0	0	0	0
Patterson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo		81	51	30	6	78	73	5	70	66	4	5	70	66	4	5	70	66	4
Prosser		12	11	1	2	8	8	0	15	14	1	2	15	14	1	2	15	14	1
Quilcene		8	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		27	27	0	1	17	16	1	18	18	0	0	18	18	0	0	18	18	0
Sunnyside		21	20	1	2	11	11	0	17	17	0	0	17	17	0	0	17	17	0
Toppenish		10	10	0	0	21	21	0	24	23	1	3	24	23	1	3	24	23	1
Troutlake		4	4	0	0	0	0	0	2	2	0	0	2	2	0	0	2	2	0
Wapato		6	6	0	0	8	8	0	22	22	0	0	22	22	0	0	22	22	0
White Salmon		9	9	0	0	10	10	0	10	8	2	2	10	8	2	2	10	8	2
WhiteSwan		4	4	0	0	3	3	0	5	5	0	0	5	5	0	0	5	5	0
Whitstran		6	6	0	1	3	3	0	3	2	1	1	3	2	1	1	3	2	1
Willard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		10	10	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	0
Washington		268	230	38	17	219	207	12	307	294	13	18	307	294	13	18	307	294	13

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	Jan-05				Feb-05				Mar-05				1st Qtr 05			
		Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	%Held Orders >90 Days	%Held Orders >180 Days
		BCTN	1	0	0	100%	100%	1	0	100%	100%	1	0	100%	100%	1	0
Brinnon	8	0	0	100%	100%	10	0	100%	100%	18	0	100%	100%	18	0	100%	100%
Chimacum	5	0	0	100%	100%	12	0	100%	100%	2	0	100%	100%	2	0	100%	100%
Columbia	11	0	0	100%	100%	10	0	100%	100%	13	0	100%	100%	34	0	100%	100%
Dallesport	0	0	0	0%	0%	5	0	100%	100%	0	0	0%	0%	5	0	100%	100%
Gardiner	5	0	0	100%	100%	5	0	100%	100%	1	0	100%	100%	11	0	100%	100%
Glenwood	69	0	0	100%	100%	73	0	100%	100%	60	0	100%	100%	202	0	100%	100%
Goldendale	82	0	0	100%	100%	71	0	100%	100%	89	0	100%	100%	242	0	100%	100%
Grandview	23	0	0	100%	100%	28	0	100%	100%	21	0	100%	100%	72	0	100%	100%
Granger	19	0	0	100%	100%	40	0	100%	100%	22	0	100%	100%	62	0	100%	100%
Hood Canal	3	0	0	100%	100%	24	0	100%	100%	16	0	100%	100%	59	0	100%	100%
Harrish	7	0	0	100%	100%	7	0	100%	100%	3	0	100%	100%	13	0	100%	100%
Klickitat	17	0	0	100%	100%	4	0	100%	100%	15	0	100%	100%	26	0	100%	100%
Lyle	64	0	0	100%	100%	26	0	100%	100%	22	0	100%	100%	65	0	100%	100%
Mabton	0	0	0	0%	0%	62	0	100%	100%	75	0	100%	100%	201	0	100%	100%
Mattawa	278	0	0	100%	100%	2	0	100%	100%	1	0	100%	100%	3	0	100%	100%
Patterson	48	0	0	100%	100%	212	0	100%	100%	231	0	100%	100%	721	0	100%	100%
Poulsbo	10	0	0	100%	100%	57	0	100%	100%	77	0	100%	100%	182	0	100%	100%
Prosser	2	0	0	100%	100%	7	0	100%	100%	2	0	100%	100%	9	0	100%	100%
Port Angeles	17	0	0	100%	100%	17	0	100%	100%	0	0	0%	0%	27	0	100%	100%
Quicene	2	0	0	100%	100%	3	0	100%	100%	1	0	100%	100%	6	0	100%	100%
Roosevelt	42	0	0	100%	100%	43	0	100%	100%	53	0	100%	100%	138	0	100%	100%
Stevenson	151	0	0	100%	100%	152	0	100%	100%	170	0	100%	100%	473	0	100%	100%
Sunnyside	76	0	0	100%	100%	108	0	100%	100%	102	0	100%	100%	286	0	100%	100%
Toppenish	5	0	0	100%	100%	4	0	100%	100%	5	0	100%	100%	14	0	100%	100%
Troutlake	78	0	0	100%	100%	72	0	100%	100%	70	0	100%	100%	220	0	100%	100%
Wapato	38	0	0	100%	100%	49	0	100%	100%	46	0	100%	100%	133	0	100%	100%
White Salmon	19	0	0	100%	100%	7	0	100%	100%	10	0	100%	100%	36	0	100%	100%
Whiteswan	7	0	0	100%	100%	6	0	100%	100%	12	0	100%	100%	25	0	100%	100%
Whitstran	5	0	0	100%	100%	3	0	100%	100%	3	0	100%	100%	11	0	100%	100%
Willard	2	0	0	100%	100%	6	0	100%	100%	0	0	0%	0%	8	0	100%	100%
Wishram	32	0	0	100%	100%	26	0	100%	100%	0	0	0%	0%	58	0	100%	100%
Zillah	1107	0	0	100%	100%	1152	0	100%	100%	1140	0	100%	100%	3399	0	100%	100%
Washington																	

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