



902 Wasco Street
Hood River, Oregon 97031-3103

July 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 June 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
Quarterly & Six-Month Service Activation Delay

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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	Made	Miss	Excl						
Bickleton	BCTN	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Brinnon	BRNN	47	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Chimacum	CHMC	17	4	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	21	0	0	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner	GRDN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	6	1	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	55	2	0	34	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview	GDVW	93	5	0	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	16	3	0	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harrish	HRRH	12	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	0	0	0	22	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	3	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle	LYLE	11	1	0	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	20	0	0	16	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	46	0	0	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	310	31	1	206	12	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	46	2	0	32	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcene	QLCN	37	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rosevelt	RSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	85	2	0	56	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	100	2	0	59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	43	1	0	57	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake	TRLK	8	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	45	2	0	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	36	1	0	37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	14	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Whitstran	WHST	9	2	0	8	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wishram	WSHR	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah	ZLLH	24	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1109	67	1	692	33	2	1030	33	3	841	28	1	866	11	0	661	6	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

Made = Total repair appointments scheduled for regulated customers
Miss = Total repair appointments missed for regulated customers
Exclude = Total repair appointments with regulated customer revised due dates. Force majeure, work stoppage exclusion code currently not available; manual exclude if apply.

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 (HDCL)
Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

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
Bickleton		1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brimon		8	2	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chimacum		5	1	12	3	18	6	10	2	11	0	6	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia						2	0																		
Dallesport		11	1	10	0	13	0	9	0	6	0	8	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner		0	0	5	1	0	0	1	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		5	0	5	0	1	0	1	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		69	3	73	1	60	2	54	4	67	2	76	3	0	0	0	0	0	0	0	0	0	0	0	
Grandview		82	0	71	2	89	0	76	0	86	3	77	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		23	0	28	1	21	1	23	0	25	0	26	0	0	0	0	0	0	0	0	0	0	0	0	
Harrah		19	0	24	1	16	0	16	0	8	0	15	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal				40	3	22	3	29	4	35	0	22	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat		3	1	7	0	3	0	7	0	2	0	8	0	0	0	0	0	0	0	0	0	0	0	0	
Lyle		7	1	4	0	15	1	11	0	19	0	15	0	0	0	0	0	0	0	0	0	0	0	0	
Mabton		17	0	26	0	22	0	21	0	16	1	9	0	0	0	0	0	0	0	0	0	0	0	0	
Mattawa		64	0	62	1	75	0	61	2	38	0	55	1	0	0	0	0	0	0	0	0	0	0	0	
Patterson		0	0	2	0	1	0	1	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles				7	1	2	1	2	0	5	1	5	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		278	51	212	4	231	2	239	2	255	3	245	3	0	0	0	0	0	0	0	0	0	0	0	
Prosser		48	0	57	2	77	0	50	0	61	1	75	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcene		10	2	17	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt		2	0	3	0	1	0	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson		42	4	43	0	53	1	60	6	51	4	61	1	0	0	0	0	0	0	0	0	0	0	0	
Sunnyside		151	7	152	2	170	1	150	2	137	3	153	2	0	0	0	0	0	0	0	0	0	0	0	
Toppensish		76	1	108	1	102	0	92	1	77	3	91	0	0	0	0	0	0	0	0	0	0	0	0	
Troutlake		5	0	4	0	5	0	5	0	12	0	8	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato		78	1	72	1	70	1	64	1	56	0	60	0	0	0	0	0	0	0	0	0	0	0	0	
White Salmon		38	1	49	1	46	0	60	0	51	0	44	0	0	0	0	0	0	0	0	0	0	0	0	
WhiteSwan		19	1	7	0	10	1	10	0	13	1	8	0	0	0	0	0	0	0	0	0	0	0	0	
Whitstran		7	2	6	0	12	0	6	0	7	0	4	0	0	0	0	0	0	0	0	0	0	0	0	
Willard		5	2	3	0	3	0	3	0	1	0	2	1	0	0	0	0	0	0	0	0	0	0	0	
Wishram		2	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah		32	0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1107	81	1152	28	1140	20	1064	24	1045	22	1077	11	0	0	0	0	0	0	0	0	0	0	0	

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	GLLI	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
		Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines	Total Rpts	Total Lines
Bickleton	BCTN	2	250	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Brimon	BRNN	47	1,127	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chimacum	CHMC	17	1,079	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia	CLMA	1	150	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dallesport	DLPT	21	579	8	835	7	837	0	838	0	833	12	827	0	833	0	833	0	833	0	833	0	833	0	833
Gardiner	GRDN	0	303	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood	GLWD	6	361	10	365	6	364	3	365	1	364	2	361	0	364	0	364	0	364	0	364	0	364	0	364
Goldendale	GLDL	55	4,841	34	4,852	81	4,856	48	4,851	45	4,858	67	4,863	37	4,863	38	4,863	37	4,863	38	4,863	37	4,863	38	4,863
Grandview	GDVW	93	5,279	38	5,243	29	5,242	30	5,242	44	5,203	46	5,203	17	5,203	17	5,203	17	5,203	17	5,203	17	5,203	17	5,203
Granger	GRGR	16	1,463	13	1,470	20	1,476	17	1,477	18	1,472	16	1,469	16	1,469	16	1,469	16	1,469	16	1,469	16	1,469	16	1,469
Harrish	HRRH	12	1,134	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HCCL	3	346	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	11	972	7	970	10	977	9	974	16	985	23	985	6	985	6	985	6	985	6	985	6	985	6	985
Lyle	LYLE	20	1,204	16	1,462	27	1,463	35	1,462	21	1,445	8	1,427	21	1,445	8	1,427	21	1,445	8	1,427	21	1,445	8	1,427
Mabton	MBTN	46	2,462	22	2,499	87	2,516	87	2,516	75	2,541	33	2,534	33	2,534	33	2,534	33	2,534	33	2,534	33	2,534	33	2,534
Meltawa	MTWA	0	416	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	0	416	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	310	40,940	206	40,911	321	40,901	250	41,257	204	41,202	211	41,237	45	4,989	45	4,989	45	4,989	45	4,989	45	4,989	45	4,989
Poulsbo	PLSB	46	5,025	32	5,025	44	5,027	33	4,996	44	4,999	45	4,989	45	4,989	45	4,989	45	4,989	45	4,989	45	4,989	45	4,989
Prosser	PRSR	37	1,469	252	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Quilcane	QLCN	0	190	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rosevelt	RSVT	0	190	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	85	4,427	56	4,437	48	4,440	73	4,562	49	4,463	75	4,465	2	194	2	194	2	194	2	194	2	194	2	194
Sunnyside	SNSD	100	11,093	59	11,071	75	11,070	68	10,981	75	10,922	69	10,882	69	10,882	69	10,882	69	10,882	69	10,882	69	10,882	69	10,882
Toppish	TPNS	43	5,775	57	8,156	60	8,117	64	8,074	64	8,047	43	8,006	43	8,006	43	8,006	43	8,006	43	8,006	43	8,006	43	8,006
Troulflake	TRLK	8	678	3	677	4	680	4	680	3	679	6	684	6	684	6	684	6	684	6	684	6	684	6	684
Wapato	WPAT	45	4,042	29	4,042	80	4,025	36	3,989	58	3,962	33	3,965	33	3,965	33	3,965	33	3,965	33	3,965	33	3,965	33	3,965
White Salmon	WHSL	36	4,797	37	4,807	44	4,796	38	4,805	33	4,805	81	4,786	81	4,786	81	4,786	81	4,786	81	4,786	81	4,786	81	4,786
Whiteswan	WHSW	14	723	13	728	9	734	11	734	6	729	9	721	9	721	9	721	9	721	9	721	9	721	9	721
Whitstran	WHTS	9	658	8	663	5	665	2	664	7	663	3	660	3	660	3	660	3	660	3	660	3	660	3	660
Willard	WLRD	1	319	3	322	10	320	2	329	3	330	2	328	2	328	2	328	2	328	2	328	2	328	2	328
Wishram	WSHR	1	254	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Zillah	ZLZH	24	2,393	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Washington		1,109	104,769	692	104,756	841	105,028	841	105,028	866	104,735	866	104,569	864	104,569	864	104,569	864	104,569	864	104,569	864	104,569	864	104,569

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:
Toppish (TPNS) and Zillah (ZLZH) will become Toppish
Mabton (MBTN) and Bickleton (BCTN) will become Mabton
Brimon (BRNN) and Quilcane (QLCN) will become Hood Canal (HDCL)
Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

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

United Telephone Company of the Northwest, Inc. Sprint
 COMPANY NAME
 2003

Exchange	CLL	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	PLUS	73,521	100.0	66,294	0	100.0	68,899	0	100.0	68,423	2	100.0	82,831	0	100.0	82,831	0	100.0	82,831	0	100.0	82,831	0	100.0	82,831	0	100.0	82,831	0	100.0	82,831	0	100.0				
Summerville	SNSD	53,939	100.0	140,597	0	100.0	150,436	3	100.0	146,835	0	100.0	146,148	3	100.0	146,148	3	100.0	146,148	3	100.0	146,148	3	100.0	146,148	3	100.0	146,148	3	100.0	146,148	3	100.0				
Washington		27,460	2	100.0	208,891	0	100.0	219,335	3	100.0	217,258	2	100.0	211,979	3	100.0	211,979	3	100.0	211,979	3	100.0	211,979	3	100.0	211,979	3	100.0	211,979	3	100.0	211,979	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	OWNER (ACNA)	EAS/ TOLL	MONTH/ YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE BLOCKAGE
						Jan-05			Objective Met
						Feb-05			Objective Met
						Mar-05			Objective Met
						Apr-05			Objective Met
						May-05			Objective Met
						Jun-05			Objective Met

Note: Sprint Solutions Field Service Managers (FSM's) contact Connecting Companies with quality of service issues and recommendations.

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 Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	
Bickleton		1	1	0	0	0	0	0	2	2	0	0	0	9	9	0	0	0	21	21	0	0
Brinn		43	43	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Chimacum		14	14	0	0	6	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
Dallesport		19	19	0	0	5	0	0	4	4	0	0	0	8	8	0	0	0	10	10	0	0
Gardiner		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	5	4	1	3	3	0	0	0	1	1	0	0	0	1	1	0	0
Goldendale		40	40	0	0	21	0	0	67	67	0	0	0	37	37	0	0	0	53	53	0	0
Grandview		78	77	1	3	28	28	0	19	19	0	0	0	38	38	0	0	0	28	27	1	1
Granger		12	12	0	0	4	0	0	17	17	0	0	0	11	11	0	0	0	13	13	0	0
Harrish		10	10	0	0	11	11	0	12	12	0	0	0	9	8	1	1	1	15	15	0	0
Hood Canal		0	0	0	0	16	16	0	22	22	0	0	0	60	60	0	0	0	31	30	1	0
Klickitat		3	3	0	0	2	2	0	4	4	0	0	0	1	1	0	0	0	5	5	0	0
Lyle		10	10	0	0	4	4	0	6	6	0	0	0	14	14	0	0	0	22	22	0	0
Mabton		15	15	0	1	11	11	0	18	18	0	0	0	18	18	0	0	0	4	4	0	0
Mattawa		32	32	0	0	13	13	0	29	29	0	0	0	57	57	0	0	0	24	23	1	1
Patterson		0	0	0	0	2	2	0	0	0	0	0	0	6	6	0	0	0	1	1	0	0
Port Angeles		0	0	0	0	1	1	0	2	2	0	0	0	5	5	0	0	0	3	3	0	0
Poulsbo		229	220	9	4	128	127	1	251	250	1	5	3	152	150	2	4	148	146	2	1	
Prosser		34	34	0	1	24	24	0	29	28	1	0	0	38	38	0	0	36	35	1	1	
Quilcene		29	24	5	1	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
Stevenson		58	57	1	2	39	39	0	31	30	1	2	0	36	36	0	0	56	56	0	0	
Sunnyside		79	79	0	0	48	48	0	58	58	0	0	0	57	56	1	0	56	56	0	1	
Toppish		33	33	0	0	36	35	1	36	36	0	0	0	53	53	0	0	32	32	0	1	
Troutlake		4	4	0	0	3	3	0	6	6	0	0	0	2	2	0	0	4	4	0	0	
Wapato		39	38	1	1	21	21	0	58	58	0	0	0	46	46	0	0	22	22	0	0	
White Salmon		27	26	1	1	27	27	0	34	34	0	0	0	19	19	0	0	72	72	0	1	
WhiteSwan		10	10	0	0	10	10	0	4	4	0	0	0	5	5	0	0	2	2	0	0	
Whitstran		3	2	1	1	5	5	0	2	2	0	0	0	6	6	0	0	5	5	0	0	
Willard		1	1	0	0	3	3	0	9	9	0	0	0	2	2	0	0	1	1	0	0	
Wishram		1	1	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
Washington		841	822	19	16	473	470	3	723	720	3	8	9	690	686	4	8	667	661	6	7	

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	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon		4	3	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chimacum		3	2	1	0	2	2	0	0	0	0	0	0	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	0	0	0	0	0	0	0
Dallesport		2	2	0	0	3	3	0	0	3	3	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	0
Glenwood		4	4	0	0	5	5	0	0	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		15	15	0	1	13	11	2	1	14	12	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Grandview		15	15	0	1	10	9	1	2	10	10	0	0	3	8	8	0	0	0	0	0	0	0	0	0	0
Granger		4	3	1	0	2	2	0	0	3	3	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0
Harrah		2	2	0	1	2	2	0	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0
Hood Canal		0	0	0	0	6	4	2	0	9	8	1	1	11	11	0	0	0	0	0	0	0	0	0	0	0
Klickitat		0	0	0	0	0	0	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0
Lyle		1	1	0	0	3	2	1	0	4	4	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Mabton		5	5	0	0	5	5	0	0	9	9	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0
Mattawa		14	14	0	1	9	9	0	0	58	58	0	0	11	11	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		81	51	30	6	78	73	5	5	70	66	4	5	62	60	2	4	52	52	0	0	6	6	0	0	0
Poulsbo		12	11	1	2	8	8	0	0	15	14	1	2	12	12	0	0	6	6	0	0	6	6	0	0	0
Prosser		8	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		27	27	0	1	17	16	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		21	20	1	2	11	11	0	0	18	18	0	0	11	9	2	0	13	12	1	1	0	0	0	0	0
Sunnyside		10	10	0	0	21	21	0	1	17	17	0	0	25	25	0	1	18	18	0	0	0	0	0	0	0
Troutlake		4	4	0	0	0	0	0	0	24	23	1	3	5	5	0	0	11	11	0	0	0	0	0	0	0
Wapato		6	6	0	0	0	0	0	0	2	2	0	0	2	2	0	0	1	1	0	0	1	1	0	0	0
White Salmon		9	9	0	0	10	10	0	0	22	22	0	0	6	6	0	0	12	12	0	0	0	0	0	0	0
Whiteswan		4	4	0	0	3	3	0	0	10	8	2	2	13	10	3	0	14	14	0	0	0	0	0	0	0
Whitstran		6	6	0	0	3	3	0	0	5	5	0	0	1	1	0	0	1	1	0	0	1	1	0	0	0
Willard		0	0	0	0	0	0	0	0	3	2	1	1	1	1	0	0	1	0	0	0	1	0	0	0	0
Wishram		0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		10	10	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0
Washington		268	230	38	17	219	207	12	9	307	294	13	18	206	195	11	13	196	193	3	10	217	212	5	5	5

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	Jan - Jun 05 (180 Day)					
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	
Bickleton	BCTN	2	0	0	0	100%	
Brimon	BRNN	18	0	0	0	100%	
Chimacum	CHMC	62	0	0	0	100%	
Columbia	CLMA	2	0	0	0	100%	
Dallesport	DLPT	57	0	0	0	100%	
Gardiner	GRDN	5	0	0	0	100%	
Glenwood	GLWD	17	0	0	0	100%	
Goldendale	GLDL	399	0	0	0	100%	
Grandview	GDVW	481	0	0	0	100%	
Granger	GRGR	146	0	0	0	100%	
Hood Canal	HDCL	148	0	0	0	100%	
Harrah	HRRH	98	0	0	0	100%	
Klickitat	KLCT	30	0	0	0	100%	
Lyle	LYLE	71	0	0	0	100%	
Mabton	MBTN	111	0	0	0	100%	
Mattawa	MTWA	355	0	0	0	100%	
Patterson	PASN	8	0	0	0	100%	
Poulsbo	PLSB	1460	1	0	0	100%	
Prosser	PRSR	368	0	0	0	100%	
Port Angeles	PTAG	21	0	0	0	100%	
Quilcene	QLCN	27	0	0	0	100%	
Roosevelt	RSVT	11	0	0	0	100%	
Stevenson	STSN	310	0	0	0	100%	
Sunnyside	SNSD	913	0	1	0	100%	
Toppenish	TPNS	546	0	0	0	100%	
Troutlake	TRLK	39	0	0	0	100%	
Wapato	WPAT	400	0	0	0	100%	
White Salmon	WHSL	288	0	0	0	100%	
WhiteSwan	WHSW	67	0	0	0	100%	
Whitstran	WHTS	42	0	0	0	100%	
Willard	WLRD	17	0	0	0	100%	
Wishram	WSHR	8	0	0	0	100%	
Zillah	ZLLH	58	0	0	0	100%	
Washington		6585	1	1	1	100%	

**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	Apr-05				May-05				Jun-05				2nd Qtr 05			
		Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days	Total Orders Cmpltd	Held >90 Days	Held >180 Days	%Held Orders >180 Days
		Bickleton	BCTN	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0
Brinnon	BRNN	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Chimacum	CHMC	10	0	0	100%	11	0	0	100%	6	0	0	100%	27	0	0	100%
Columbia	CLMA	9	0	0	0%	6	0	0	0%	8	0	0	0%	0	0	0	0%
Dallesport	DLPT	9	0	0	100%	6	0	0	100%	8	0	0	100%	23	0	0	100%
Gardiner	GRDN	1	0	0	0%	3	0	0	0%	2	0	0	0%	0	0	0	0%
Glenwood	GLWD	54	0	0	100%	67	0	0	100%	76	0	0	100%	197	0	0	100%
Goldendale	GLDL	76	0	0	100%	86	0	0	100%	77	0	0	100%	239	0	0	100%
Grandview	GDYV	23	0	0	100%	25	0	0	100%	26	0	0	100%	74	0	0	100%
Granger	GRGR	29	0	0	100%	35	0	0	100%	22	0	0	100%	86	0	0	100%
Hood Canal	HDCN	16	0	0	100%	8	0	0	100%	15	0	0	100%	39	0	0	100%
Harrah	HRRH	7	0	0	100%	2	0	0	100%	8	0	0	100%	17	0	0	100%
Klickitat	KLCT	11	0	0	100%	19	0	0	100%	15	0	0	100%	45	0	0	100%
Lyle	LYLE	21	0	0	100%	16	0	0	100%	9	0	0	100%	46	0	0	100%
Mabton	MBTN	61	0	0	100%	38	0	0	100%	55	0	0	100%	154	0	0	100%
Mattawa	MTWA	1	0	0	100%	2	0	0	100%	2	0	0	100%	5	0	0	100%
Patterson	PASN	239	0	0	100%	255	1	0	100%	245	0	0	100%	739	1	0	100%
Poulsbo	PLSB	50	0	0	100%	61	0	0	100%	75	0	0	100%	186	0	0	100%
Prosser	PRSR	2	0	0	100%	5	0	0	100%	5	0	0	100%	12	0	0	100%
Port Angeles	PTAG	4	0	0	0%	1	0	0	0%	0	0	0	0%	0	0	0	0%
Quilcene	QLCN	60	0	0	100%	51	0	0	100%	61	0	0	100%	172	0	0	100%
Roosevelt	RSVT	150	0	0	100%	137	0	1	100%	153	0	0	100%	440	0	1	100%
Stevenson	STSN	92	0	0	100%	77	0	0	100%	91	0	0	100%	260	0	0	100%
Sunnyside	SNSD	5	0	0	100%	12	0	0	100%	8	0	0	100%	25	0	0	100%
Toppenish	TPNS	64	0	0	100%	56	0	0	100%	60	0	0	100%	180	0	0	100%
Troutlake	TRLK	60	0	0	100%	51	0	0	100%	44	0	0	100%	155	0	0	100%
Wapato	WPAT	10	0	0	100%	13	0	0	100%	8	0	0	100%	31	0	0	100%
White Salmon	WHSL	6	0	0	100%	7	0	0	100%	4	0	0	100%	17	0	0	100%
WhiteSwan	WHSW	3	0	0	100%	1	0	0	100%	2	0	0	100%	6	0	0	100%
Whitstran	WHTS	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Willard	WLRD	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Wishram	WSHR	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Zillah	ZLLH	0	0	0	0%	0	0	0	0%	0	0	0	0%	0	0	0	0%
Washington		1064	0	0	100%	1045	1	1	100%	1077	0	0	100%	3186	1	1	100%