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902 Wasco Street  
Hood River, Oregon 97031-3103

August 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 July 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:

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

TO: Victoria Rasmussen, Consumer Assistant  
 360-664-1111/phone - 360-664-4291/fax  
 Washington Utilities & Transportation Commission  
 PO Box 47260  
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT  
 INSTALLATION APPOINTMENTS

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						
		Made	Miss	Excl	Install	Appmts	Made	Miss	Excl	Install	Appmts	Made	Miss	Excl	Install	Appmts	Made	Miss	Excl	Install	Appmts	Made	Miss	Excl	Install	Appmts	Made	Miss	Excl	Install	Appmts	Made	Miss	Excl	Install	Appmts	Made	Miss	Excl		
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	0	0	0	0	0	0	0	0	0	0	0	0	0			
Brinnon	BRNN	8	1	0	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		
Chimacum	CHMC	5	0	0	0	12	2	0	0	18	0	0	0	0	0	0	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									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
Dallesport	DLPT	11	2	0	0	10	0	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
Gardiner	GRDN	0	0	0	0	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	5	0	0	0	5	0	0	0	60	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
Goldendale	GLDL	69	1	0	0	73	2	0	0	89	0	0	0	0	0	0	0	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	GDVV	82	0	0	0	71	2	0	0	21	0	0	0	0	0	0	0	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	23	0	0	0	28	0	0	0	16	0	0	0	0	0	0	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	19	0	0	0	24	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	
Hood Canal	HDCL									40	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
Klickitat	KLCT	3	1	0	0	7	0	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	
Lyle	LYLE	7	0	0	0	4	0	0	0	15	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	
Mabton	MBTN	17	0	0	0	26	1	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	
Mattawa	MTWA	64	3	0	0	62	2	0	0	75	0	0	0	0	0	0	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	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG									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
Poulsbo	PLSB	278	13	0	0	212	2	0	0	231	7	0	0	0	0	0	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	48	0	0	0	57	2	0	0	77	0	0	0	0	0	0	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	10	1	0	0	17	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	
Roosevelt	RSVT	2	0	0	0	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	42	2	0	0	43	0	0	0	53	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
Sunnyside	SNSD	151	3	0	0	152	0	0	0	170	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
Toppenish	TPNS	76	2	0	0	108	2	0	0	102	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
Troutlake	TRLK	5	0	0	0	4	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	78	2	0	0	72	1	0	0	70	0	0	0	0	0	0	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	38	1	0	0	49	1	0	0	46	0	0	0	0	0	0	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	19	0	0	0	7	0	0	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	
Whitstran	WHTS	7	1	0	0	6	0	0	0	12	0	0	0	0	0	0	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	5	2	0	0	3	0	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	
Wishram	WSHR	2	0	0	0	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	
Zillah	ZLLH	32	0	0	0	26	0	0	0	0	0	0	0	0	0	0	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		1107	35	0	0	1152	19	0	0	1140	16	0	0	0	0	0	0	0	0	0	0	0	0	0	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 (HDCL)  
 Gardiner will become Port Angeles (PTAG)  
 Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

File: WAreport8-15-05.xls  
 Source: Crystal NRS

1 of 1  
 Install Appts

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	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	Made	Miss	Excl	Repair Appts	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	17	4	0	0	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		
Chinacum	CHMC	47	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	7	0	0	0	0	0	0	0	0	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	0
Glenwood	GLWD	6	1	0	0	0	0	6	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
Goldendale	GLDL	55	2	0	0	0	0	10	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
Grandview	GDVV	93	5	0	0	0	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
Granger	GRGR	16	3	0	0	0	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
Harrah	HRRH	12	0	0	0	0	0	20	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
Hood Canal	HDCL	0	0	0	0	0	0	31	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
Klickitat	KLCT	3	0	0	0	0	0	5	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
Lyle	LYLE	11	1	0	0	0	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
Mabton	MBTN	20	0	0	0	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
Mattawa	MTWA	46	0	0	0	0	0	27	0	0	0	0	0	0	0	0	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	0	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
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	0
Poulsbo	PLSB	310	31	1	0	0	0	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
Prosser	PRSR	46	2	0	0	0	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
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	0
Roosevelt	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	0
Steverson	STSN	85	2	0	0	0	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
Sunnyside	SNSD	100	2	0	0	0	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
Toppenish	TPNS	43	1	0	0	0	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
Troutlake	TRLK	8	0	0	0	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
Wapato	WPAT	45	2	0	0	0	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	
White Salmon	WHSL	36	1	0	0	0	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
WhiteSwan	WHSW	14	0	0	0	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	
Whitstran	WHYS	9	2	0	0	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	
Willard	WLRD	1	0	0	0	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	
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	0	0	0	692	33	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

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																						
Brinnon		8	2	10	0																						
Chimacum		5	1	12	3	18	6	10	2	11	0	6	0	19	1												
Columbia						2	0																				
Dallesport		11	1	10	0	13	0	9	0	6	0	8	0	16	0												
Gardiner		0	0	5	1																						
Glenwood		5	0	5	0	1	0	1	0	3	0	2	0	5	2												
Goldendale		69	3	73	1	60	2	54	4	67	2	76	3	72	0												
Grandview		82	0	71	2	89	0	76	0	86	3	77	0	78	0												
Granger		23	0	28	1	21	1	23	0	25	0	26	0	24	0												
Harrish		19	0	24	1	16	0	16	0	8	0	15	0	11	0												
Hood Canal				40	3	22	3	29	4	35	0	22	0	32	2												
Klickitat		3	1	7	0	3	0	7	0	2	0	8	0	5	0												
Lyle		7	1	4	0	15	1	11	0	19	0	15	0	20	1												
Mabton		17	0	26	0	22	0	21	0	16	1	9	0	12	0												
Mattawa		64	0	62	1	75	0	61	2	38	0	55	1	49	0												
Patterson		0	0	2	0	1	0	1	0	2	0	2	0	1	0												
Port Angeles				7	1	2	1	2	0	5	1	5	0	6	0												
Poulsbo		278	51	212	4	231	2	239	2	255	3	245	3	282	2												
Prosser		48	0	57	2	77	0	50	0	61	1	75	0	50	0												
Quilcene		10	2	17	3																						
Roosevelt		2	0	3	0	1	0	4	0	1	0			1	0												
Stevenson		42	4	43	0	53	1	60	6	51	4	61	1	53	3												
Sunnyside		151	7	152	2	170	1	150	2	137	3	153	2	121	1												
Toppenish		76	1	108	1	102	0	92	1	77	3	91	0	84	1												
Troutlake		5	0	4	0	5	0	5	0	12	0	8	0	12	1												
Wapato		78	1	72	1	70	1	64	1	56	0	60	0	78	1												
White Salmon		38	1	49	1	46	0	60	0	51	0	44	0	64	0												
Whiteswan		19	1	7	0	10	1	10	0	13	1	8	0	8	0												
Whitstran		7	2	6	0	12	0	6	0	7	0	4	0	6	0												
Willard		5	2	3	0	3	0	3	0	1	0	2	1	2	0												
Wishram		2	0	6	0																						
Zillah		32	0	26	0																						
Washington		1107	81	1152	28	1140	20	1064	24	1045	22	1077	11	1111	15	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 Telephone 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	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	Total Rpts	Trib /100	
Bickleton	BCTN	2	0.80	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Brimmon	BRNN	47	1.22	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Chimacum	CHMC	17	1,079	8	1,071	3	1,078	10	1,080	15	1,077	29	1,069	17	1,072	0	142	0	142	0	142	0	142	0	142	
Columbia	CLMA	1	150	0	150	0	144	0	142	0	142	0	142	0	142	0	142	0	142	0	142	0	142	0	142	
Dallesport	DLPT	21	579	8	835	7	837	5	838	9	833	12	827	5	817	0	0	0	0	0	0	0	0	0	0	
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	0	
Glenwood	GLWD	6	361	10	365	6	364	3	365	1	364	2	361	5	362	0	0	0	0	0	0	0	0	0	0	
Goldendale	GLDL	55	4,841	34	4,852	61	4,856	48	4,851	45	4,858	67	4,863	63	4,859	30	5,183	0	0	0	0	0	0	0	0	
Grandview	GDVV	93	5,279	36	5,243	29	5,242	44	5,225	46	5,203	67	5,192	30	5,183	0	0	0	0	0	0	0	0	0	0	
Granger	GRGR	16	1,463	6	1,470	20	1,476	30	1,477	17	1,472	16	1,469	16	1,460	0	0	0	0	0	0	0	0	0	0	
Harrah	HRRH	12	1,134	13	1,133	17	1,122	18	1,118	14	1,114	16	1,101	9	1,085	0	0	0	0	0	0	0	0	0	0	
Hood Canal	HDCL	0	0	22	2,599	31	2,603	36	2,612	68	2,614	44	2,606	55	2,625	0	0	0	0	0	0	0	0	0	0	
Klickitat	KLCT	3	346	7	349	2	349	3	355	1	350	6	349	2	349	0	0	0	0	0	0	0	0	0	0	
Lytle	LYLE	11	972	10	977	10	977	9	974	16	985	23	985	15	982	0	0	0	0	0	0	0	0	0	0	
Mabton	MBTN	20	1,204	16	1,462	27	1,463	17	1,462	21	1,445	8	1,427	12	1,433	0	0	0	0	0	0	0	0	0	0	
Mattawa	MTWA	46	2,482	22	2,499	87	2,516	35	2,532	75	2,541	33	2,534	32	2,523	0	0	0	0	0	0	0	0	0	0	
Patterson	PASN	0	416	0	419	0	420	3	423	7	427	1	422	2	422	0	0	0	0	0	0	0	0	0	0	
Port Angeles	PTAG	1	308	2	310	2	310	0	310	5	314	5	315	1	320	0	0	0	0	0	0	0	0	0	0	
Poulsbo	PLSB	310	40,940	206	40,911	321	40,901	250	41,257	204	41,202	211	41,237	308	41,005	0	0	0	0	0	0	0	0	0	0	
Prosser	PRSR	46	5,025	32	5,025	44	5,027	33	4,996	44	4,999	45	4,989	28	5,000	0	0	0	0	0	0	0	0	0	0	
Quilcane	QLCN	37	1,469	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Roosevelt	RSVT	0	190	0	192	0	190	5	193	0	194	2	194	1	193	0	0	0	0	0	0	0	0	0	0	
Stevenson	STSN	85	4,427	56	4,437	49	4,440	73	4,562	49	4,463	75	4,465	88	4,489	0	0	0	0	0	0	0	0	0	0	
Sunnyside	SNSD	100	11,093	59	11,071	75	11,070	82	10,981	75	10,922	69	10,882	56	10,833	0	0	0	0	0	0	0	0	0	0	
Toppenish	TPNS	43	5,775	74	5,775	60	5,775	60	5,775	64	5,775	43	5,775	68	5,775	0	0	0	0	0	0	0	0	0	0	
Trousdale	TRLK	8	678	3	677	8	679	4	680	3	679	6	684	6	684	0	0	0	0	0	0	0	0	0	0	
Wapato	WPAT	45	4,042	29	4,042	80	4,025	36	3,989	58	3,962	33	3,965	42	4,006	0	0	0	0	0	0	0	0	0	0	
White Salmon	WHSL	36	4,797	37	4,807	44	4,798	38	4,805	33	4,806	81	4,786	44	4,795	0	0	0	0	0	0	0	0	0	0	
WhiteSwan	WHSW	14	723	13	728	11	734	11	734	6	729	3	721	2	714	0	0	0	0	0	0	0	0	0	0	
Whitstran	WHTS	9	658	8	663	5	665	2	664	7	663	9	660	6	658	0	0	0	0	0	0	0	0	0	0	
Willard	WLRD	1	319	3	322	10	320	2	329	3	330	2	328	3	329	0	0	0	0	0	0	0	0	0	0	
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	0	
Zillah	ZLLH	24	2,393	0	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	666	104,724	841	105,028	866	104,735	884	104,569	916	104,362	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 rate

Rate Center Consolidation February 19-20, 2005:  
Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish  
Mabton (MBTN) and Bickleton (BCTN) will become Mabton  
Brimmon (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 Telephones Company of the Northwest s.l.b.a. Sprint  
 COMPANY NAME  
 2005

Exchange	C.L.L.I.	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	Total Calls	% DT 3 Sec	Total Delay			
R.SB		73,521	1 100.0	66,284	0 100.0	73,815	0 100.0	68,868	0 100.0	68,423	2 100.0	62,831	0 100.0	61,136	0 100.0	62,831	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0	61,136	0 100.0		
Summyside		53,938	1 100.0	140,597	0 100.0	160,071	1 100.0	150,436	3 100.0	146,635	0 100.0	148,148	3 100.0	136,546	9 100.0	148,148	3 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0	136,546	9 100.0		
Washington		27,460	2 100.0	206,891	0 100.0	233,866	3 100.0	219,535	3 100.0	217,258	2 100.0	211,879	3 100.0	187,682	9 100.0	211,879	3 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0	187,682	9 100.0		

**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
						Jul-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	CLI	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																			
Brinnon																			
Chimacum																			
Columbia																			
Dallesport																			
Gardiner																			
Glenwood																			
Goldendale																			
Grandview																			
Granger																			
Harrah																			
Hood Canal																			
Klickitat																			
Lyle																			
Mabton																			
Mattawa																			
Patterson																			
Port Angeles																			
Poulsbo																			
Prosser																			
Quilcene																			
Roosevelt																			
Stevenson																			
Sunnyside																			
Toppenish																			
Troutlake																			
Wapato																			
White Salmon																			
WhiteSwan																			
Whitstran																			
Willard																			
Wishram																			
Zillah																			
Washington																			



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	CLLJ	Jul			Aug			Sep			Oct			Nov			Dec		
		Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72	Total NOOS	NOOS Cir 72	NOOS Cir >72
Bickleton																			
Brimnon																			
Chimacum																			
Columbia																			
Dallesport																			
Gardiner																			
Glenwood																			
Goldendale																			
Grandview																			
Granger																			
Harrah																			
Hood Canal																			
Klickitat																			
Lyle																			
Mabton																			
Mattawa																			
Patterson																			
Port Angeles																			
Poulsbo																			
Prosser																			
Quilcene																			
Roosevelt																			
Stevenson																			
Sunnyside																			
Toppenish																			
Troutlake																			
Wapato																			
White Salmon																			
WhiteSwan																			
Whitstran																			
Willard																			
Wishram																			
Zillah																			
Washington																			