



RECEIVED
RECORDS MANAGEMENT

902 Wasco Street
Hood River, Oregon 97031-3103

05 SEP 19 AM 9:29

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

September 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 August 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:

Glenwood: A 50 pair cable was damaged by a property owner putting stakes in on a bridge. There were no locates called for and there were nine trouble reports.

Chimicum: When commercial power was lost to the CHIM (LCM) switch the Battery Control Driver failed to switch over to battery power. It was necessary for a tech to drive to the CHIM switch location to manually throw the switch.

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

**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	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss	Orders	5 Day	Miss					
Bickleton		1	0	0	1	0	0	18	6	10	2	0	0	11	0	0	6	0	0	19	1	0	0	0	0	0	0	0	0	0	0	0	0	0					
Brinnon		8	2	0	10	0	0	2	0	10	2	0	0	11	0	0	6	0	0	19	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Chimacum		5	1	3	12	3	0	2	0	10	2	0	0	6	0	0	8	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Columbia								13	0	9	0	0	0	6	0	0	8	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dallesport		11	1	0	10	0	1	0	0	9	0	0	0	0	0	0	0	0	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Gardiner		0	0	1	5	0	0	1	0	1	0	0	0	3	0	0	2	0	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Glenwood		5	0	0	5	0	0	60	2	54	4	0	0	67	2	0	76	3	0	72	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Goldendale		69	3	1	73	1	0	89	0	76	0	0	0	86	3	0	77	0	0	78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grandview		82	0	2	71	2	0	21	1	23	0	0	0	25	0	0	26	0	0	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Granger		23	0	28	1	1	0	16	0	16	0	0	0	8	0	0	15	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Harran		19	0	0	24	1	0	22	3	29	4	0	0	35	0	0	22	0	0	32	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hood Canal								3	0	7	0	0	0	2	0	0	8	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		3	1	0	7	0	0	15	1	11	0	0	0	19	0	0	15	0	0	20	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		7	1	0	4	0	0	22	0	21	0	0	0	16	1	0	9	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		17	0	0	26	0	0	75	0	61	2	0	0	38	0	0	55	1	0	49	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		64	0	0	62	1	0	1	0	1	0	0	0	2	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	2	0	0	2	1	2	0	0	0	5	1	0	5	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		278	51	4	212	4	1	231	2	239	2	0	0	255	3	0	245	3	0	282	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Poulsbo		48	0	0	57	0	0	77	0	50	0	0	0	61	1	0	75	0	0	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Prosser		10	2	0	17	3	0	1	0	4	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene		2	0	0	3	0	0	53	1	60	6	0	0	51	4	0	61	1	0	53	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt		42	4	0	43	0	0	170	1	150	2	0	0	137	3	0	153	2	0	121	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		151	7	2	152	2	0	102	0	92	1	0	0	77	3	0	91	0	0	84	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside		76	1	108	1	0	0	5	0	5	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
Toppenish		5	0	0	4	0	0	70	1	64	1	0	0	56	0	0	60	0	0	78	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake		78	1	72	1	0	0	46	0	60	0	0	0	51	0	0	44	0	0	64	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato		38	1	49	1	0	0	10	0	10	0	0	0	13	1	0	8	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		19	1	7	0	0	0	12	0	6	0	0	0	7	0	0	4	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan		7	2	6	3	0	0	3	0	3	0	0	0	1	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		5	2	0	6	0	0	6	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
Willard		2	0	0	6	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
Wishram		32	0	0	26	0	0	1140	20	1064	24	0	0	1045	22	0	1077	11	0	1111	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Zillah		1107	81	28	1152	28	0	1140	20	1064	24	0	0	1045	22	0	1077	11	0	1111	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Washington		1107	81	28	1152	28	0	1140	20	1064	24	0	0	1045	22	0	1077	11	0	1111	15	0	0	0	0	0	0	0	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	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	
Brimm	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	
Chinacum	CHMC	17	1,079	8	1,071	3	1,078	10	1,080	15	1,077	29	1,069	17	1,072	43	1,075	0	0	0	0	0	0	0	
Columbia	CLMA	1	150	0	150	0	144	0	142	0	142	0	142	0	142	0	142	0	0	0	0	0	0	0	
Dallesport	DLPT	21	579	8	835	7	837	5	838	9	833	12	827	5	817	8	812	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	
Glenwood	GLWD	6	361	10	365	6	364	3	365	1	364	2	361	5	362	19	363	0	0	0	0	0	0	0	
Goldendale	GLDL	55	4,841	34	4,852	81	4,856	48	4,851	45	4,858	67	4,863	63	4,859	80	4,842	0	0	0	0	0	0	0	
Grandview	GDVV	93	5,279	38	5,243	29	5,242	44	5,225	46	5,203	37	5,182	30	5,183	49	5,146	0	0	0	0	0	0	0	
Granger	GRGR	16	1,463	13	1,433	20	1,476	30	1,477	17	1,472	16	1,469	16	1,460	11	1,446	0	0	0	0	0	0	0	
Hood Canal	HDCL	12	1,134	13	1,133	17	1,122	18	1,118	14	1,114	16	1,101	16	1,085	27	1,084	0	0	0	0	0	0	0	
Herrah	HRRH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Kickitat	KLCT	3	346	2	349	5	352	3	355	1	350	6	349	2	349	11	347	0	0	0	0	0	0	0	
Kyle	LYLE	11	972	7	970	10	977	9	974	16	985	23	985	15	992	22	989	0	0	0	0	0	0	0	
Mabton	MBTN	20	1,204	16	1,462	27	1,463	17	1,462	16	1,445	8	1,427	12	1,433	10	1,429	0	0	0	0	0	0	0	
Maltawa	MTWA	46	2,462	22	2,499	87	2,516	35	2,532	75	2,541	33	2,534	32	2,523	30	2,510	0	0	0	0	0	0	0	
Patterson	PASN	0	416	0	419	0	420	0	423	0	423	0	422	0	422	0	411	0	0	0	0	0	0	0	
Port Angeles	PTAG	1	308	2	310	2	310	3	310	5	314	5	315	1	320	5	321	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	245	40,923	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	45	4,981	0	0	0	0	0	0	0	
Quilcene	QLCN	37	1,468	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	194	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	88	4,489	91	4,485	0	0	0	0	0	0	0	
Sunnyvale	SNSD	100	11,093	59	11,071	75	11,070	82	10,981	75	10,922	69	10,882	56	10,833	80	10,779	0	0	0	0	0	0	0	
Toppenish	TPNS	43	5,775	57	8,156	60	8,117	42	8,074	64	8,047	43	8,006	68	7,984	55	7,970	0	0	0	0	0	0	0	
Troul Lake	TRLK	8	678	3	677	8	679	4	680	3	679	6	684	6	684	6	684	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	43	3,937	0	0	0	0	0	0	0	
White Salmon	WHSL	36	4,797	37	4,807	44	4,786	38	4,805	33	4,806	81	4,786	44	4,795	45	4,778	0	0	0	0	0	0	0	
Whiteswan	WHSW	14	723	13	728	9	734	11	734	6	729	3	721	2	714	2	710	0	0	0	0	0	0	0	
Whitman	WHTS	9	658	8	663	5	665	2	664	7	663	9	660	6	656	16	657	0	0	0	0	0	0	0	
Willard	WLRD	1	319	3	322	10	320	2	329	3	330	2	328	3	329	2	324	0	0	0	0	0	0	0	
Wishram	WISHR	1	254	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	
Washington		1,109	104,769	692	104,756	661	103,724	841	105,028	866	104,735	884	104,569	916	104,362	1,022	103,959	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
Brimm (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)
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 Telephons Company of the Northwest s.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						
Poulsbo	RSB	73,521	1	100.0	66,204	0	100.0	73,815	2	100.0	68,888	0	100.0	62,831	2	100.0	68,423	0	100.0	61,136	0	100.0	64,892	0	100.0	64,892	0	100.0	64,892	0	100.0	64,892	0	100.0			
Summerville	SHSD	53,889	1	100.0	140,587	0	100.0	160,071	1	100.0	150,436	3	100.0	146,836	3	100.0	146,836	0	100.0	136,546	9	100.0	151,539	31	100.0	151,539	31	100.0	151,539	31	100.0	151,539	31	100.0			
Washington		27,460	2	100.0	205,891	0	100.0	233,886	3	100.0	219,335	3	100.0	211,879	2	100.0	217,258	2	100.0	187,692	9	100.0	216,531	31	100.0	216,531	31	100.0	216,531	31	100.0	216,531	31	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	CLLI	Jul			Aug			Sep			Oct			Nov			Dec		
		Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48	Total OOS	OOS Cir 48	OOS Cir >48
Bickleton		14	14	0	36	34	2	0	0	0	0	0	0	0	0	0	0	0	0
Brinnon																			
Chimacum																			
Columbia		4	4	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport																			
Gardiner		3	3	0	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood		50	49	1	59	59	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale		21	21	0	44	44	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview		9	9	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger		7	7	0	25	25	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish		44	44	0	49	48	1	3	0	0	0	0	0	0	0	0	0	0	0
Hood Canal		1	1	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat		13	13	0	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle		10	10	0	7	6	1	0	0	0	0	0	0	0	0	0	0	0	0
Mabton		25	25	0	23	23	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa		2	2	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		1	1	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles		225	221	4	173	168	5	1	1	1	1	1	1	1	1	1	1	1	1
Prosser		21	21	0	32	32	0	0	0	0	0	0	0	0	0	0	0	0	0
Quilcene																			
Roosevelt		1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson		75	75	0	80	80	0	1	1	1	1	1	1	1	1	1	1	1	1
Sunnyside		38	38	0	54	54	0	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish		53	53	0	42	41	1	2	2	2	2	2	2	2	2	2	2	2	2
Troulaker		4	4	0	4	4	0	1	1	1	1	1	1	1	1	1	1	1	1
Wapato		30	30	0	37	37	0	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon		35	34	1	33	32	1	0	0	0	0	0	0	0	0	0	0	0	0
WhiteSwan		2	2	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran		5	5	0	14	14	0	1	1	1	1	1	1	1	1	1	1	1	1
Willard		0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Wishram																			
Zillah																			
Washington		693	687	6	786	775	11	10	10	10	10	10	10	10	10	10	10	10	10

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	Jul			Aug			Sep			Oct			Nov			Dec				
		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																				
Brimon	BRNN																				
Chimacum	CHMC																				
Columbia	CLMA	3	3	0	1	7	6	1	0												
Dallesport	DLPT	1	1	0	0	2	2	0	0												
Gardiner	GRDN																				
Glenwood	GLWD	2	2	0	0	2	2	0	0												
Goldendale	GLDL	13	13	0	0	21	20	1	2												
Grandview	GDVW	9	8	1	2	5	5	0	0												
Granger	GRGR	7	7	0	0	1	1	0	0												
Harrish	HRRH	2	1	1	1	2	2	0	0												
Hood Canal	HDCL	11	9	2	1	19	16	3	3												
Klickitat	KLCT	1	1	0	0	3	3	0	0												
Lyle	LYLE	2	2	0	0	4	4	0	0												
Mabton	MBTN	2	2	0	0	3	3	0	0												
Mattawa	MTWA	7	7	0	0	7	7	0	2												
Patterson	PASN	0	0	0	0	1	1	0	0												
Port Angeles	PTAG	0	0	0	0	2	2	0	0												
Poulsbo	PLSB	83	83	0	2	72	71	1	5												
Prosser	PRSR	7	7	0	0	13	13	0	0												
Quilcene	QLCN																				
Roosevelt	RSVT	0	0	0	0																
Stevenson	STSN	13	13	0	0	11	10	1	0												
Sunnyside	SNSD	18	18	0	2	26	26	0	1												
Toppenish	TPNS	15	15	0	0	13	13	0	0												
Troutlake	TRLK	2	2	0	0	1	1	0	0												
Wapato	WPAT	12	12	0	0	6	6	0	0												
White Salmon	WHSL	9	9	0	0	12	12	0	0												
WhiteSwan	WHSW	0	0	0	0	1	1	0	0												
Whitstran	WHTS	1	1	0	0	2	2	0	0												
Willard	WLRD																				
Wishram	WSHR	3	3	0	0	0	0	0	0												
Zillah	ZLLH																				
Washington		223	219	4	9	236	229	7	13	0	0	0	0	0	0	0	0	0	0	0	0