



RECEIVED
RECORDS MANAGEMENT

902 Wasco Street
Hood River, Oregon 97031-3103

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

October 18, 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 September 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.

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 Report – Service Activation Delay

WASHINGTON QUALITY OF SERVICE REPORT
INSTALLATION APPOINTMENTS

TO: Victoria Rasmussen, Consumer Assistant
360-664-1111/phone - 360-664-4291/fax
Washington Utilities & Transportation Commission
PO Box 47250
Olympia, Washington 98504

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

Exchange	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	1	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			
Birnon	8	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		
Chimacum	5	0	0	12	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		
Columbia	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	
Dallesport	11	2	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	
Gardiner	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	0	
Glenwood	5	1	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	0	
Goldendale	69	1	0	73	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	
Grandview	82	0	0	71	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	
Granger	23	0	0	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Herrah	19	0	0	24	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	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	3	1	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	
Lyle	7	0	0	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	
Mabton	17	0	0	26	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	
Mattawa	64	3	0	62	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	
Patterson	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	
Port Angeles	PTAG			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	
Poulsbo	278	13	0	212	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	
Prosser	48	0	0	57	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	
Quilcene	10	1	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	
Rosevelt	2	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	
Stevenson	42	2	0	43	0	0	0	0	0	0	0	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	151	3	0	152	0	0	0	0	0	0	0	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	76	2	0	108	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	
Troulakt	5	0	0	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	
Wapato	78	2	0	72	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	
White Salmon	38	1	0	49	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	
WhiteSwan	19	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	
Whitstran	7	1	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	
Willard	5	2	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	2	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	
Zillah	32	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	
Washington	1107	35	0	1152	19	0	1140	16	0	1064	11	0	1045	23	0	1077	21	0	1111	23	0	1174	13	0	1133	22	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
Birnon (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

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	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	
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	
Chimacum	CHMC	17	4	0	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	
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	
Dallesport	DLPT	21	0	0	0	8	1	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
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
Glenwood	GLWD	6	1	0	0	10	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
Golendale	GLDL	55	2	0	0	34	4	0	0	81	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
Grandview	GDVV	93	5	0	0	38	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
Granger	GRGR	16	3	0	0	6	2	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
Herrah	HRRH	12	0	0	0	13	0	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
Hood Canal	HDCL	0	0	0	0	22	2	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
Klickitat	KLCT	3	0	0	0	2	1	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
Lyle	LYLE	11	1	0	0	7	1	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
Mabton	MBTN	20	0	0	0	16	1	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
Mattawa	MTWA	46	0	0	0	22	0	0	0	87	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
Patterson	PASN	0	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
Port Angeles	PTAG	1	0	0	0	1	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
Poulsbo	PLSB	310	31	1	0	206	12	1	0	321	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
Prosser	PRSR	46	2	0	0	32	1	0	0	44	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
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
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
Stevenson	STSN	85	2	0	0	56	3	0	0	49	0	0	0	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	59	0	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
Toppenish	TPNS	43	1	0	0	57	4	1	0	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troulaka	TRLK	8	0	0	0	3	0	0	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
Wapato	WPAT	45	2	0	0	29	0	0	0	80	0	0	0	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	37	0	0	0	44	0	0	0	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	13	0	0	0	9	0	0	0	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	0	8	1	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
Willard	WLDR	1	0	0	0	3	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
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
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
Washington		1109	67	1	0	692	33	2	0	1030	33	3	0	841	28	1	0	886	11	0	884	29	1	0	916	28	3	1022	42	1	908	90	1	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	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		1	0	1	0	0	0	2	10	2	0	6	0	19	1	16	0	23	1	0	0	0	0	0	
Brinnon		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Columbia		11	1	10	0	0	0	0	9	0	0	8	0	16	0	13	0	13	0	0	0	0	0	0	
Dallesport		0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Gardiner		5	0	5	0	1	0	0	1	0	0	2	0	5	2	4	0	2	0	0	0	0	0	0	
Glenwood		69	3	73	1	60	2	54	4	4	67	2	76	3	72	0	74	2	60	0	0	0	0		
Goldendale		82	0	71	2	89	0	76	0	0	86	3	77	0	78	0	68	0	71	0	0	0	0		
Grandview		23	0	28	1	21	1	23	0	0	25	0	26	0	24	0	34	0	21	0	0	0	0		
Granger		19	0	24	1	16	0	16	0	0	8	0	15	0	11	0	15	0	19	0	0	0	0		
Harran		40	3	40	3	22	3	29	4	4	35	0	22	0	32	2	26	0	45	4	0	0	0		
Hood Canal		3	1	7	0	3	0	7	0	0	2	0	8	0	5	0	3	0	4	0	0	0	0		
Klickitat		7	1	4	0	15	1	11	0	0	19	0	15	0	20	1	20	1	9	0	0	0	0		
Lyle		17	0	26	0	22	0	21	0	0	16	1	9	0	12	0	25	1	22	0	0	0	0		
Mabton		64	0	62	1	75	0	61	2	2	38	0	55	1	49	0	53	0	48	0	0	0	0		
Mattawa		0	0	2	0	1	0	1	0	0	2	0	2	0	1	0	0	0	0	0	0	0	0		
Patterson		0	0	7	1	2	1	2	0	0	5	1	5	0	6	0	5	1	3	0	0	0	0		
Port Angeles		278	51	212	4	231	2	239	2	255	3	245	3	282	2	271	2	268	5	0	0	0	0		
Poulsbo		48	0	57	2	77	0	50	0	0	61	1	75	0	50	0	56	0	43	0	0	0	0		
Prosser		10	2	17	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Quilcene		2	0	3	0	1	0	4	0	0	1	0	0	1	0	1	0	2	0	0	0	0	0		
Roosevelt		42	4	43	0	53	1	60	6	6	51	4	61	1	53	3	65	1	62	4	0	0	0		
Stevenson		151	7	152	2	170	1	150	2	137	3	153	2	121	1	156	1	163	0	0	0	0	0		
Sunnyside		76	1	108	1	102	0	92	1	77	3	91	0	84	1	121	0	102	4	0	0	0	0		
Toppenish		5	0	4	0	5	0	5	0	0	12	0	8	0	12	1	10	1	6	0	0	0	0		
Troutlake		78	1	72	1	70	1	64	1	56	0	60	0	78	1	60	0	77	1	0	0	0	0		
Wapato		38	1	49	1	46	0	60	0	51	0	44	0	64	0	61	3	52	3	0	0	0	0		
White Salmon		19	1	7	0	10	1	10	0	13	1	8	0	8	0	8	0	9	0	0	0	0	0		
Whiteswan		7	2	6	0	12	0	6	0	0	1	4	0	6	0	8	0	6	0	0	0	0	0		
Whitsran		5	2	3	0	3	0	3	0	1	1	2	0	2	0	1	0	3	1	0	0	0	0		
Willard		2	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Wisram		32	0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Zillah		1107	81	1152	28	1140	20	1064	24	1045	22	1077	11	1111	15	1174	13	1133	23	0	0	0	0		
Washington																									

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	CLI	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	0	
Birnon	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	0	
Chimacum	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	21	1,081	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	142	0	0	0	0	0	0	0
Dallesport	DLP	21	579	0	835	7	837	5	838	9	833	12	827	5	817	8	812	17	815	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	19	363	2	362	0	0	0	0	0	0	0
Goldendale	GLDL	55	4,841	34	4,852	81	4,856	48	4,851	45	4,868	67	4,863	63	4,869	80	4,842	45	4,829	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	5,153	59	5,144	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	11	1,446	24	1,436	0	0	0	0	0	0	0
Hansrah	HRRH	12	1,134	13	1,133	17	1,122	18	1,118	14	1,114	16	1,101	9	1,085	27	1,084	19	1,078	0	0	0	0	0	0	0
Hood Canal	HOCL	0	0	22	2,559	31	2,603	36	2,612	68	2,614	44	2,606	55	2,625	68	2,618	67	2,623	0	0	0	0	0	0	0
Klickitat	KLCT	3	346	0	349	5	352	3	355	1	350	6	349	2	349	11	347	2	346	0	0	0	0	0	0	0
Lyle	LYLE	11	972	7	970	10	977	10	977	9	974	9	974	15	982	22	989	14	982	0	0	0	0	0	0	0
Mabon	MBTN	20	1,204	16	1,462	17	1,463	17	1,462	21	1,445	8	1,427	12	1,433	10	1,429	17	1,418	0	0	0	0	0	0	0
Mattawa	MTWA	46	2,482	185	2,499	87	2,516	35	2,532	75	2,541	33	2,534	32	2,523	30	2,510	23	2,513	0	0	0	0	0	0	0
Patterson	PASN	0	416	0	419	0	420	0	423	7	427	1	422	2	422	5	411	3	411	0	0	0	0	0	0	0
Port Angeles	PTAG	0	0	2	308	2	310	2	310	5	314	5	315	1	320	5	321	3	314	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	40,823	246	40,875	0	0	0	0	0	0	0
Prosser	PRSR	46	5,025	32	5,025	44	5,027	33	4,996	44	4,989	45	4,989	28	5,000	45	4,981	32	4,970	0	0	0	0	0	0	0
Quilcene	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	
Recovert	RSVT	0	190	0	192	0	190	5	193	0	194	2	194	1	193	0	194	1	195	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	4,469	91	4,485	44	4,482	0	0	0	0	0	0	0
Sunnyside	SNSD	100	11,093	59	11,071	75	11,070	82	10,981	75	10,922	75	10,882	56	10,833	80	10,779	125	10,747	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	45	7,976	0	0	0	0	0	0	0
Troutlake	TRLK	8	678	3	677	8	679	4	680	3	679	6	684	6	684	6	684	5	714	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	32	3,932	0	0	0	0	0	0	0
White Salmon	WHSL	36	4,787	37	4,807	44	4,786	38	4,805	33	4,806	81	4,786	44	4,795	45	4,778	41	4,767	0	0	0	0	0	0	0
WhiteSwan	WHSW	14	723	13	728	9	734	11	734	6	729	3	721	2	714	7	710	5	709	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	13	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	6	326	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	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	1,030	104,724	841	105,028	886	104,735	884	104,669	916	104,362	1,022	103,999	908	103,844	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

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

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	CLLI	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	73,521	1	100.0	68,294	0	100.0	68,809	0	100.0	68,423	0	100.0	61,136	0	100.0	64,992	0	100.0	61,393	1	100.0	61,393	0	100.0	61,393	1	100.0	61,393	0	100.0	61,393	1	100.0	61,393	0	100.0	
Sunnyside	53,939	1	100.0	140,597	0	100.0	150,436	3	100.0	146,635	0	100.0	146,146	3	100.0	146,635	0	100.0	151,539	31	100.0	151,539	31	100.0	145,089	0	100.0	145,089	0	100.0	145,089	0	100.0	145,089	0	100.0	
Washington	27,460	2	100.0	206,891	0	100.0	219,335	3	100.0	217,256	2	100.0	211,979	3	100.0	217,256	2	100.0	197,682	9	100.0	197,682	9	100.0	216,531	31	100.0	206,462	1	100.0	206,462	1	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
						Aug-05			Objective Met
						Sep-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	Jul				Aug				Sep				Oct				Nov				Dec					
		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																											
Brinnon																											
Chimacum																											
Columbia																											
Dallesport																											
Gardiner																											
Glenwood																											
Goldendale																											
Grandview																											
Granger																											
Harrish																											
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	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																		
Brinnon	BRNN																		
Chimacum	CHMC																		
Columbia	CLMA																		
Dallesport	DLPT																		
Gardiner	GRDN																		
Glenwood	GLWD																		
Goldendale	GLDL																		
Grandview	GDVV																		
Granger	GRGR																		
Harrish	HRRH																		
Hood Canal	HDCL																		
Klickitat	KLCT																		
Lyle	LYLE																		
Mabton	MBTN																		
Mattawa	MTWA																		
Patterson	PASN																		
Port Angeles	PTAG																		
Poulsbo	PLSB																		
Prosser	PRSR																		
Quilcene	QLCN																		
Roosevelt	RSVT																		
Stevenson	STSN																		
Sunnyside	SNSD																		
Toppenish	TPNS																		
Troutlake	TRLK																		
Wapato	WPAT																		
White Salmon	WHSL																		
WhiteSwan	WHSW																		
Whitstran	WHST																		
Willard	WLRD																		
Wishram	WSHR																		
Zillah	ZLLH																		
Washington		223	219	4	9	236	229	7	13	296	252	44	12	0	0	0	0	0	0

**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	Jul-05				Aug-05				Sep-05				3rd 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
Bickleton	BCTN			0%	0%			0%	0%			0%	0%			0%	0%
Brinnon	BRNN			0%	0%			0%	0%			0%	0%			0%	0%
Chimacum	CHMC	19	0	100%	100%	16	0	100%	100%	23	0	100%	100%	58	0	100%	100%
Columbia	CLMA			0%	0%			0%	0%			0%	0%			0%	0%
Dallesport	DLPT	16	0	100%	100%	13	0	100%	100%	13	0	100%	100%	42	0	100%	100%
Gardiner	GRDN			0%	0%			0%	0%			0%	0%			0%	0%
Glenwood	GLWD	5	0	100%	100%	4	0	100%	100%	2	0	100%	100%	11	0	100%	100%
Goldendale	GLDL	72	0	100%	100%	74	0	100%	100%	60	0	100%	100%	206	0	100%	100%
Grandview	GDVW	78	0	100%	100%	68	0	100%	100%	71	0	100%	100%	217	0	100%	100%
Granger	GRGR	24	0	100%	100%	34	0	100%	100%	21	0	100%	100%	79	0	100%	100%
Hood Canal	HDCL	32	0	100%	100%	26	0	100%	100%	45	0	100%	100%	103	0	100%	100%
Harrah	HRRH	11	0	100%	100%	15	0	100%	100%	19	0	100%	100%	45	0	100%	100%
Klickitat	KLCT	5	0	100%	100%	3	0	100%	100%	4	0	100%	100%	12	0	100%	100%
Lyle	LYLE	20	0	100%	100%	20	0	100%	100%	9	0	100%	100%	49	0	100%	100%
Mabton	MBTN	12	0	100%	100%	25	0	100%	100%	22	0	100%	100%	59	0	100%	100%
Mattawa	MTWA	49	0	100%	100%	53	0	100%	100%	48	0	100%	100%	150	0	100%	100%
Patterson	PASN	1	0	100%	100%	0	0	0%	0%	0	0	0%	0%	1	0	100%	100%
Poulsbo	PLSB	282	0	100%	100%	271	0	100%	100%	268	0	100%	100%	821	0	100%	100%
Prosser	PRSR	50	0	100%	100%	56	0	100%	100%	43	0	100%	100%	149	0	100%	100%
Port Angeles	PTAG	6	0	100%	100%	5	0	100%	100%	3	0	100%	100%	14	0	100%	100%
Quilcene	QLCN			0%	0%			0%	0%			0%	0%			0%	0%
Roosevelt	RSVT	1	0	100%	100%	1	0	100%	100%	2	0	100%	100%	4	0	100%	100%
Stevenson	STSN	53	0	100%	100%	65	0	100%	100%	62	0	100%	100%	180	0	100%	100%
Sunnyside	SNSD	121	0	100%	100%	156	0	100%	100%	163	0	100%	100%	440	0	100%	100%
Toppenish	TPNS	84	0	100%	100%	121	0	100%	100%	102	0	100%	100%	307	0	100%	100%
Troutlake	TRLK	12	0	100%	100%	10	0	100%	100%	6	0	100%	100%	28	0	100%	100%
Wapato	WPAT	78	0	100%	100%	60	0	100%	100%	77	0	100%	100%	215	0	100%	100%
White Salmon	WHSL	64	0	100%	100%	61	0	100%	100%	52	0	100%	100%	177	0	100%	100%
WhiteSwan	WHSW	8	0	100%	100%	8	0	100%	100%	9	0	100%	100%	25	0	100%	100%
Whitstran	WHTS	6	0	100%	100%	8	0	100%	100%	6	0	100%	100%	20	0	100%	100%
Willard	WLRD	2	0	100%	100%	1	0	100%	100%	3	0	100%	100%	6	0	100%	100%
Wishram	WSHR			0%	0%			0%	0%			0%	0%			0%	0%
Zillah	ZLLH			0%	0%			0%	0%			0%	0%			0%	0%
Washington		1111	0	100%	100%	1174	0	100%	100%	1133	0	100%	100%	3418	0	100%	100%

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