



902 Wasco Street
Hood River, Oregon 97031-3103

December 16, 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 November 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: We had an AFC failure on Lakeside Road last month that caused the exception.

Chimacum: We had two different problems that caused multiple outages at the CHIM remote switch. One was a short circuit in a power supply that caused a small fire that damaged 3 circuit cards. The second was a span line failure between the Center CO and the CHIM remote 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

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RECORDS MANAGEMENT
05 DEC 19 AM 8:02
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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	CLU	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
Brimacom	CHMC	17	1,079	8	1,071	3	1,078	0	1,080	15	1,077	29	1,069	17	1,072	43	1,075	21	1,081	35	1,073	46	1,078	0	0
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	0
Dallesport	DLPT	21	579	8	835	7	837	5	838	9	833	12	827	5	817	8	812	17	815	14	819	13	812	13	812
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	8	366	23	364	0	0
Goldendale	GLDL	55	4,841	34	4,852	81	4,866	48	4,851	45	4,858	67	4,863	63	4,859	80	4,842	45	4,829	73	4,902	65	4,862	65	4,862
Grandview	GDVW	93	5,279	38	5,243	29	5,242	44	5,225	46	5,203	37	5,192	30	5,183	49	5,153	59	5,144	28	5,146	52	5,130	62	5,130
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	9	1,427	13	1,427	13	1,427
Hanah	HRRH	12	1,134	10	1,133	17	1,122	18	1,118	14	1,114	16	1,101	14	1,085	27	1,084	19	1,078	12	1,079	11	1,081	11	1,081
Hood Canal	HCCL	0	0	22	2,599	31	2,603	36	2,612	68	2,614	44	2,606	55	2,625	68	2,618	67	2,623	39	2,627	31	2,627	31	2,627
Klickitat	KLCT	3	346	0	0	5	352	3	355	1	350	6	349	2	349	11	347	2	346	7	344	4	349	4	349
Lyle	LYLE	11	972	7	970	10	977	9	974	16	985	23	985	15	992	22	992	14	982	13	989	13	988	13	988
Mabton	MBTN	20	1,204	16	1,462	27	1,463	17	1,462	21	1,445	8	1,427	12	1,433	10	1,429	17	1,418	10	1,419	17	1,414	17	1,414
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	25	2,459	35	2,454	35	2,454
Patterson	PASN	0	416	0	0	2	419	3	423	7	427	1	422	4	422	5	411	0	411	1	413	0	410	0	410
Port Angeles	PTAG	1	308	2	310	2	310	2	310	5	314	5	315	1	320	5	321	3	314	3	309	11	314	11	314
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	246	40,875	225	40,808	213	40,850	213	40,850
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	32	4,970	39	4,960	37	4,910	37	4,910
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
Roosevelt	RSVT	0	190	0	192	0	190	5	193	0	194	2	194	1	193	0	194	1	195	6	196	3	197	3	197
Stevenson	STSN	85	4,427	56	4,437	49	4,440	73	4,562	49	4,463	75	4,465	88	4,489	91	4,485	44	4,482	77	4,502	106	4,513	106	4,513
Sunnyside	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	125	10,747	60	10,601	81	10,493	81	10,493
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	37	7,970	55	7,984	55	7,984
Troulaker	TRLK	8	678	3	677	8	679	4	680	3	679	6	684	6	684	5	684	5	684	8	707	9	705	9	705
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	29	3,946	40	3,912	40	3,912
White Salmon	WHSL	36	4,797	37	4,807	44	4,796	38	4,805	33	4,806	81	4,786	44	4,795	45	4,778	41	4,767	36	4,759	53	4,736	53	4,736
Whiteswan	WHSW	14	723	13	728	9	734	11	734	6	729	3	721	7	714	7	710	5	709	6	713	12	715	12	715
Whitman	WHTS	9	658	8	663	5	665	2	664	7	663	9	660	6	656	16	657	13	657	2	648	9	648	9	648
Willard	WLRD	1	319	3	322	10	320	2	329	3	330	2	328	3	329	2	324	6	326	2	329	5	328	5	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	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	1,066	692	1,030	104,724	998	841	1,050	886	1,047	884	1,045	916	1,043	1,022	908	1,038	802	1,036	967	1,034	967	1,034

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 10-20, 2005:
Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish
Mabton (MBTN) and Bickleton (BCTN) will become Mabton
Brimon (BRNN) and Quilcene (QLCN) will become Hood Canal (HCCL)
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 Telephons Company of the Northwest d.b.a. Sprint
 COMPANY NAME
 2005

Exchange	G.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	PLSB	73,521	1	100.0	65,294	0	100.0	73,815	0	100.0	68,423	2	100.0	62,831	0	100.0	61,138	0	100.0	64,892	0	100.0	81,393	1	100.0	59,741	0	100.0	59,839	0	100.0						
Sunnyside	SNSD	53,939	1	100.0	140,597	0	100.0	160,071	0	100.0	148,835	3	100.0	149,148	0	100.0	136,546	9	100.0	151,539	31	100.0	145,089	0	100.0	147,985	0	100.0	142,200	2	100.0						
Washington		27,480	2	100.0	206,891	0	100.0	233,886	3	100.0	217,288	2	100.0	211,979	3	100.0	197,682	9	100.0	216,531	31	100.0	208,482	1	100.0	207,728	0	100.0	202,039	2	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	OOS48 Excl	Total OOS	OOS Cir>48	OOS48 Excl	Total OOS	OOS Cir>48	OOS48 Excl	Total OOS	OOS Cir>48	OOS48 Excl	Total OOS	OOS Cir>48	OOS48 Excl	Total OOS	OOS Cir>48	OOS48 Excl		
Bickleton		14	14	0	36	34	2	0	15	15	0	1	25	25	0	0	38	36	2	0	0
Brinnon																					
Chimacum																					
Columbia																					
Dallesport		4	4	0	6	6	0	0	17	17	0	1	10	10	0	0	8	8	0	0	0
Gardiner																					
Glenwood		3	3	0	17	17	0	0	1	1	0	0	5	5	0	0	20	20	0	0	0
Goldendale		50	49	1	59	59	0	0	32	31	1	0	56	54	2	1	56	56	0	0	0
Grandview		21	21	0	44	44	0	0	29	29	0	0	19	19	0	0	53	53	0	0	0
Granger		9	9	0	10	10	0	0	20	20	0	0	9	9	0	0	12	12	0	0	1
Harrah		7	7	0	25	25	0	0	16	16	0	0	9	9	0	0	9	9	0	0	0
Hood Canal		44	44	0	49	48	1	3	52	49	3	0	30	30	0	1	25	25	0	0	0
Klickitat		1	1	0	8	8	0	0	2	2	0	0	5	5	0	0	3	3	0	0	1
Lyle		13	13	0	18	18	0	0	9	9	0	0	11	11	0	0	6	6	0	0	0
Mabton		10	10	0	7	6	1	0	14	14	0	0	6	6	0	0	13	13	0	0	0
Mattawa		25	25	0	23	23	0	0	17	17	0	0	17	17	0	1	31	31	0	0	1
Patterson		2	2	0	4	4	0	0	2	2	0	0	1	1	0	0	5	5	0	0	1
Port Angeles		1	1	0	3	3	0	0	2	2	0	0	0	0	0	0	5	5	0	0	1
Poulsbo		225	221	4	173	168	5	1	164	163	1	0	165	163	2	2	149	147	2	2	2
Prosser		21	21	0	32	32	0	0	23	23	0	1	31	31	0	0	27	27	0	0	0
Quilcene																					
Roosevelt		1	1	0	0	0	0	0	1	1	0	0	3	3	0	0	1	1	0	0	0
Stevenson		75	75	0	80	80	0	1	29	27	2	2	65	64	1	2	92	92	0	0	1
Sunnyside		38	38	0	54	54	0	0	65	65	0	0	46	46	0	0	67	67	0	0	0
Toppenish		53	53	0	42	41	1	2	32	31	1	1	31	31	0	0	37	37	0	0	0
Troutlake		4	4	0	4	4	0	0	2	2	0	0	4	4	0	0	5	5	0	0	0
Wapato		30	30	0	37	37	0	0	19	19	0	0	21	21	0	0	31	31	0	0	1
White Salmon		35	34	1	33	32	1	0	35	35	0	2	27	26	1	0	41	41	0	0	0
WhiteSwan		2	2	0	6	6	0	0	4	4	0	0	5	5	0	0	10	10	0	0	0
Whitstran		5	5	0	14	14	0	0	9	9	0	0	1	1	0	0	7	7	0	0	0
Willard		0	0	0	2	2	0	0	3	3	0	0	2	2	0	0	4	4	0	0	0
Wishram																					
Zillah																					
Washington		693	687	6	786	775	11	10	612	604	8	8	604	598	6	8	750	746	4	8	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	GLLI	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		3	3	0	1	0	0	6	5	1	0	0	0	10	7	3	0	0	8	8	0	0
Brinnon																						
Chimacum																						
Columbia		1	1	0	0	0	0	0	0	0	0	0	0	4	3	1	0	0	5	5	0	0
Dallesport																						
Gardiner		2	2	0	0	0	0	1	1	0	0	0	0	3	3	0	1	0	3	3	0	0
Glenwood		13	13	0	0	2	13	13	13	0	0	0	0	17	14	3	0	0	9	9	0	1
Goldendale		9	8	1	2	0	5	30	30	0	0	0	0	9	9	0	0	0	9	8	1	1
Grandview		7	7	0	0	0	4	3	3	1	1	0	0	0	0	0	0	0	1	1	0	0
Granger		2	1	1	1	0	2	3	3	0	0	0	0	3	3	0	0	0	2	2	0	0
Harrish		11	9	2	1	16	16	15	14	1	0	0	0	9	7	2	0	0	6	6	0	0
Hood Canal		1	1	0	0	3	3	0	0	0	0	0	0	2	2	0	0	0	1	1	0	0
Klickitat		2	2	0	0	4	4	5	5	0	0	0	0	2	2	0	0	0	7	7	0	0
Lyle		2	2	0	0	3	3	0	0	0	0	0	0	4	4	0	0	0	4	4	0	0
Mabton		7	7	0	0	7	7	6	6	0	0	0	0	8	8	0	0	0	4	4	0	0
Mattawa		0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson		0	0	0	0	2	2	1	1	0	0	0	0	0	0	0	0	0	6	6	0	1
Port Angeles		83	83	0	2	72	71	82	82	0	5	5	60	58	2	2	2	64	63	1	4	4
Poulsbo		7	7	0	0	13	13	9	9	0	0	0	8	8	0	0	10	10	0	0	0	1
Prosser																						
Quilcene		0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	2	2	0	0	0
Roosevelt		13	13	0	0	11	10	15	14	1	2	12	12	12	12	0	0	14	14	0	0	1
Stevenson		18	18	0	2	26	26	60	21	39	0	14	14	14	14	0	0	14	14	0	0	1
Sunnyside		15	15	0	0	13	13	13	13	0	0	6	6	6	6	0	0	18	18	0	0	0
Toppenish		2	2	0	0	1	1	3	3	0	0	4	4	4	4	0	0	4	4	3	1	1
Troutlake		12	12	0	0	6	6	13	13	0	0	8	8	8	8	0	0	9	9	0	0	0
Wapato		9	9	0	0	12	12	6	6	0	1	9	9	9	9	0	0	12	10	2	2	2
White Salmon		0	0	0	0	1	1	1	1	0	0	1	1	1	1	0	0	2	2	0	0	0
WhiteSwan		1	1	0	0	2	2	4	4	0	0	1	1	1	1	0	0	2	2	0	0	0
Whitstran		3	3	0	0	0	0	3	3	0	0	0	0	0	0	0	0	1	1	1	0	0
Willard																						
Wishram																						
Zillah																						
Washington		223	219	4	9	236	229	296	252	44	12	198	187	11	3	217	212	5	13	0	0	0