



RECEIVED
RECORDS MANAGEMENT

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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January 23, 2006

Ms. Carole J. Washburn, Secretary
Washington Utilities & Transportation Commission
P. O. Box 47250
Olympia, Washington 98504-7250

Dear Ms. Washburn:

Attached are United Telephone Company of the Northwest d.b.a. Sprint "Service Quality Reports" for the month of December 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:

Roosevelt is on the exception report due to problems with an Edgeline multiplexer in the Roosevelt central office. A card was replaced and this corrected the problem.

Should you have any questions, please contact me at (541) 387-9850 or by e-mail at barbara.c.young@sprint.com.

Sincerely,

Barb Young

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

~~Copy: Dave Dittmore - WUTC~~

WASHINGTON QUALITY OF SERVICE REPORT
INSTALLATION APPOINTMENTS

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 | | | | | | | | | |
|--------------|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----|---|-----|----|---|---|---|---|---|
| | | 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 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 11 | 0 | 0 | 6 | 2 | 0 | 19 | 2 | 0 | 16 | 0 | 0 | 23 | 1 | 0 | 8 | 0 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 1 | 0 | 0 | 6 | 0 | 0 | |
| Birnon | BRNN | 8 | 1 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 2 | 0 | 8 | 1 | 0 | 16 | 1 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 13 | 1 | 0 | 9 | 0 | 0 | 9 | 0 | 0 | 7 | 0 | 0 | | | | |
| Chimacum | CHMC | 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 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Dallesport | DLPT | 11 | 2 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 0 | 6 | 1 | 0 | 8 | 1 | 0 | 16 | 1 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 13 | 1 | 0 | 9 | 0 | 0 | 9 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | |
| Gardiner | GRDN | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 5 | 0 | 0 | 4 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | |
| Glenwood | GLWD | 5 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 54 | 1 | 0 | 67 | 1 | 0 | 76 | 1 | 0 | 72 | 2 | 0 | 74 | 2 | 0 | 60 | 0 | 0 | 79 | 2 | 0 | 59 | 1 | 0 | 59 | 1 | 0 | 66 | 4 | 0 | 0 | 0 | 0 | |
| Goldendale | GLDL | 69 | 1 | 0 | 73 | 2 | 0 | 0 | 0 | 0 | 76 | 1 | 0 | 86 | 4 | 0 | 77 | 0 | 0 | 78 | 0 | 0 | 88 | 0 | 0 | 71 | 1 | 0 | 84 | 0 | 0 | 76 | 1 | 0 | 76 | 1 | 0 | 82 | 4 | 0 | 0 | 0 | 0 | |
| Grandview | GDVV | 82 | 0 | 0 | 71 | 2 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 25 | 0 | 0 | 26 | 1 | 0 | 24 | 0 | 0 | 34 | 0 | 0 | 21 | 1 | 0 | 18 | 0 | 0 | 23 | 0 | 0 | 23 | 0 | 0 | 24 | 1 | 0 | 0 | 0 | 0 | |
| Granger | GRGR | 23 | 0 | 0 | 28 | 0 | 0 | 0 | 0 | 0 | 16 | 0 | 0 | 8 | 0 | 0 | 15 | 0 | 0 | 11 | 0 | 0 | 15 | 0 | 0 | 19 | 0 | 0 | 23 | 1 | 0 | 15 | 0 | 0 | 15 | 0 | 0 | 19 | 0 | 0 | 0 | 0 | 0 | |
| Harrish | HRRH | 19 | 0 | 0 | 24 | 0 | 0 | 0 | 0 | 0 | 29 | 1 | 0 | 35 | 1 | 0 | 22 | 0 | 0 | 32 | 1 | 0 | 26 | 1 | 0 | 45 | 4 | 0 | 28 | 4 | 0 | 23 | 1 | 0 | 23 | 1 | 0 | 24 | 2 | 0 | 0 | 0 | 0 | |
| Hood Canal | HDCL | 3 | 1 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 7 | 1 | 0 | 2 | 0 | 0 | 8 | 0 | 0 | 5 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | |
| Klickitat | KLCT | 7 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 19 | 0 | 0 | 15 | 0 | 0 | 20 | 0 | 0 | 20 | 0 | 0 | 9 | 1 | 0 | 19 | 0 | 0 | 7 | 0 | 0 | 7 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | |
| Lyle | LYLE | 17 | 0 | 0 | 26 | 1 | 0 | 0 | 0 | 0 | 21 | 0 | 0 | 16 | 1 | 0 | 9 | 1 | 0 | 12 | 0 | 0 | 25 | 0 | 0 | 22 | 0 | 0 | 17 | 0 | 0 | 12 | 0 | 0 | 12 | 0 | 0 | 18 | 1 | 0 | 0 | 0 | 0 | |
| Mabton | MBTN | 64 | 3 | 0 | 62 | 2 | 0 | 0 | 0 | 0 | 61 | 0 | 0 | 38 | 1 | 0 | 55 | 1 | 0 | 49 | 0 | 0 | 53 | 1 | 0 | 48 | 0 | 0 | 41 | 1 | 0 | 80 | 1 | 0 | 80 | 1 | 0 | 58 | 1 | 0 | 0 | 0 | 0 | |
| Mattawa | MTWA | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Patterson | PASN | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 5 | 0 | 0 | 5 | 0 | 0 | 6 | 0 | 0 | 5 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 6 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Port Angeles | PTAG | 278 | 13 | 0 | 212 | 2 | 0 | 0 | 0 | 0 | 239 | 1 | 0 | 255 | 6 | 0 | 245 | 8 | 0 | 282 | 10 | 0 | 271 | 4 | 0 | 268 | 4 | 0 | 260 | 5 | 0 | 223 | 4 | 0 | 223 | 4 | 0 | 209 | 7 | 0 | 0 | 0 | 0 | |
| Poulsbo | PLSB | 48 | 0 | 0 | 57 | 2 | 0 | 0 | 0 | 0 | 77 | 0 | 0 | 61 | 0 | 0 | 75 | 1 | 0 | 50 | 2 | 0 | 56 | 0 | 0 | 43 | 0 | 0 | 59 | 0 | 0 | 51 | 1 | 0 | 51 | 1 | 0 | 42 | 0 | 0 | 0 | 0 | 0 | |
| Prosser | PRSR | 10 | 1 | 0 | 17 | 1 | 0 | 0 | 0 | 0 | 50 | 0 | 0 | 61 | 0 | 0 | 75 | 1 | 0 | 50 | 2 | 0 | 56 | 0 | 0 | 43 | 0 | 0 | 59 | 0 | 0 | 51 | 1 | 0 | 51 | 1 | 0 | 42 | 0 | 0 | 0 | 0 | 0 | |
| Quilcene | QLCN | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | |
| Roosevelt | RSVT | 42 | 2 | 0 | 43 | 0 | 0 | 0 | 0 | 0 | 60 | 2 | 0 | 51 | 4 | 0 | 61 | 4 | 0 | 53 | 1 | 0 | 65 | 1 | 0 | 62 | 3 | 0 | 55 | 0 | 0 | 72 | 3 | 0 | 72 | 3 | 0 | 38 | 1 | 0 | 0 | 0 | 0 | |
| Stevenson | STSN | 151 | 3 | 0 | 152 | 0 | 0 | 0 | 0 | 0 | 150 | 0 | 0 | 137 | 2 | 0 | 153 | 0 | 0 | 121 | 1 | 0 | 156 | 1 | 0 | 163 | 1 | 0 | 142 | 2 | 0 | 162 | 3 | 0 | 162 | 3 | 0 | 166 | 1 | 0 | 0 | 0 | 0 | |
| Sunnyside | SNSD | 76 | 2 | 0 | 108 | 2 | 0 | 0 | 0 | 0 | 92 | 1 | 0 | 77 | 0 | 0 | 91 | 0 | 0 | 84 | 1 | 0 | 121 | 0 | 0 | 102 | 3 | 0 | 121 | 0 | 0 | 113 | 1 | 0 | 113 | 1 | 0 | 98 | 1 | 0 | 0 | 0 | 0 | |
| Toppenish | TPNS | 5 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 12 | 1 | 0 | 8 | 0 | 0 | 12 | 0 | 0 | 10 | 0 | 0 | 6 | 0 | 0 | 15 | 0 | 0 | 7 | 0 | 0 | 7 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | |
| Troutlake | TRLK | 78 | 2 | 0 | 72 | 1 | 0 | 0 | 0 | 0 | 64 | 0 | 0 | 56 | 0 | 0 | 60 | 1 | 0 | 78 | 1 | 0 | 60 | 0 | 0 | 77 | 1 | 0 | 69 | 0 | 0 | 66 | 1 | 0 | 66 | 1 | 0 | 55 | 0 | 0 | 0 | 0 | 0 | |
| Wapato | WPAT | 38 | 1 | 0 | 49 | 1 | 0 | 0 | 0 | 0 | 60 | 1 | 0 | 51 | 0 | 0 | 44 | 0 | 0 | 64 | 0 | 0 | 61 | 2 | 0 | 52 | 2 | 0 | 64 | 2 | 0 | 41 | 1 | 0 | 41 | 1 | 0 | 38 | 3 | 0 | 0 | 0 | 0 | |
| White Salmon | WHSL | 19 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 13 | 1 | 0 | 8 | 0 | 0 | 8 | 0 | 0 | 8 | 0 | 0 | 9 | 0 | 0 | 11 | 1 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | |
| WhiteSwan | WHSW | 7 | 1 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 7 | 0 | 0 | 4 | 0 | 0 | 6 | 0 | 0 | 8 | 0 | 0 | 6 | 0 | 0 | 11 | 1 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | |
| Whitstran | WHTS | 5 | 2 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 8 | 0 | 0 | 8 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | |
| Willard | WLRD | 2 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 7 | 0 | 0 | 4 | 0 | 0 | 6 | 1 | 0 | 8 | 0 | 0 | 9 | 0 | 0 | 11 | 1 | 0 | 13 | 0 | 0 | 13 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | |
| Wishram | WISHR | 32 | 0 | 0 | 26 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 8 | 0 | 0 | 8 | 0 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | |
| Zillah | ZLLH | 1107 | 35 | 0 | 1152 | 19 | 0 | 0 | 0 | 0 | 1064 | 11 | 0 | 1045 | 23 | 0 | 1077 | 21 | 0 | 1111 | 23 | 0 | 1174 | 13 | 0 | 1133 | 22 | 0 | 1143 | 19 | 0 | 1091 | 20 | 0 | 1091 | 20 | 0 | 991 | 26 | 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
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 | BCTN | 1 | 0 | 1 | 0 | 6 | 0 | 10 | 2 | 11 | 0 | 6 | 0 | 19 | 1 | 16 | 0 | 23 | 1 | 8 | 0 | 13 | 0 | 6 | 0 |
| Brinnon | BRNN | 8 | 2 | 10 | 0 | 18 | 0 | 10 | 2 | 11 | 0 | 6 | 0 | 16 | 0 | 13 | 0 | 13 | 0 | 13 | 0 | 9 | 0 | 7 | 0 |
| Chimacum | CHMC | 5 | 1 | 12 | 3 | 2 | 0 | 9 | 0 | 6 | 0 | 8 | 0 | 5 | 0 | 4 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 1 | 0 |
| Columbia | CLMA | 11 | 1 | 10 | 0 | 13 | 0 | 9 | 0 | 6 | 0 | 8 | 0 | 16 | 0 | 13 | 0 | 13 | 0 | 13 | 0 | 9 | 0 | 7 | 0 |
| Dallesport | DLPT | 0 | 0 | 5 | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 2 | 0 | 5 | 0 | 4 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 1 | 0 |
| Gardiner | GRDN | 5 | 0 | 5 | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 2 | 0 | 5 | 0 | 4 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 1 | 0 |
| Glenwood | GLWD | 69 | 3 | 73 | 1 | 60 | 2 | 54 | 4 | 67 | 2 | 76 | 3 | 72 | 0 | 74 | 2 | 60 | 0 | 79 | 6 | 59 | 7 | 66 | 6 |
| Goldendale | GLDL | 82 | 0 | 71 | 2 | 89 | 0 | 76 | 0 | 86 | 3 | 77 | 0 | 78 | 0 | 68 | 0 | 71 | 0 | 84 | 1 | 76 | 1 | 82 | 2 |
| Grandview | GDVV | 23 | 0 | 28 | 1 | 21 | 1 | 23 | 0 | 25 | 0 | 26 | 0 | 24 | 0 | 34 | 0 | 21 | 0 | 18 | 0 | 23 | 0 | 24 | 0 |
| Granger | GRGR | 19 | 0 | 24 | 1 | 16 | 0 | 16 | 0 | 8 | 0 | 15 | 0 | 11 | 0 | 15 | 0 | 19 | 0 | 23 | 0 | 15 | 0 | 19 | 0 |
| Harrah | HRRH | 40 | 3 | 40 | 3 | 22 | 3 | 29 | 4 | 35 | 0 | 22 | 0 | 32 | 2 | 26 | 0 | 45 | 4 | 28 | 2 | 23 | 1 | 24 | 3 |
| Hood Canal | HDCL | 3 | 1 | 7 | 0 | 3 | 0 | 7 | 0 | 2 | 0 | 8 | 0 | 5 | 0 | 3 | 0 | 4 | 0 | 5 | 0 | 5 | 0 | 4 | 1 |
| Klickitat | KLCT | 7 | 1 | 4 | 0 | 15 | 1 | 11 | 0 | 19 | 0 | 15 | 0 | 20 | 1 | 20 | 1 | 9 | 0 | 19 | 0 | 7 | 1 | 8 | 2 |
| Lyle | LYLE | 17 | 0 | 26 | 0 | 22 | 0 | 21 | 0 | 16 | 1 | 9 | 0 | 12 | 0 | 25 | 0 | 22 | 0 | 17 | 0 | 12 | 0 | 18 | 1 |
| Mabton | MBTN | 64 | 0 | 62 | 1 | 75 | 0 | 61 | 2 | 38 | 0 | 55 | 1 | 49 | 0 | 53 | 0 | 48 | 0 | 41 | 2 | 80 | 1 | 58 | 0 |
| Mattawa | MTWA | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 |
| Patterson | PASN | 0 | 0 | 7 | 1 | 2 | 1 | 2 | 0 | 5 | 1 | 5 | 0 | 6 | 0 | 5 | 1 | 3 | 0 | 1 | 0 | 6 | 0 | 1 | 0 |
| Port Angeles | PTAG | 278 | 51 | 212 | 4 | 231 | 2 | 239 | 2 | 255 | 3 | 245 | 3 | 282 | 2 | 271 | 2 | 268 | 5 | 260 | 4 | 223 | 1 | 209 | 3 |
| Poulsbo | PLSB | 48 | 0 | 57 | 2 | 77 | 0 | 50 | 0 | 61 | 1 | 75 | 0 | 50 | 0 | 56 | 0 | 43 | 0 | 59 | 0 | 51 | 0 | 42 | 0 |
| Prosser | PRSR | 10 | 2 | 17 | 3 | 0 | 0 | 4 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 3 | 2 | 3 | 0 |
| Quilcene | QLCN | 2 | 0 | 3 | 0 | 1 | 0 | 4 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 3 | 2 | 3 | 0 |
| Rosevelt | RSVT | 2 | 0 | 3 | 0 | 1 | 0 | 4 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 3 | 2 | 3 | 0 |
| Stevenson | STSN | 42 | 4 | 43 | 0 | 53 | 1 | 60 | 6 | 51 | 4 | 61 | 1 | 53 | 3 | 65 | 1 | 62 | 4 | 55 | 1 | 72 | 3 | 38 | 1 |
| Sunnyside | SNSD | 151 | 7 | 152 | 1 | 170 | 1 | 150 | 2 | 137 | 3 | 153 | 2 | 121 | 1 | 156 | 1 | 163 | 0 | 142 | 4 | 162 | 1 | 166 | 1 |
| Tappanish | TPNS | 76 | 1 | 108 | 1 | 102 | 0 | 92 | 1 | 77 | 3 | 91 | 0 | 84 | 1 | 121 | 0 | 102 | 4 | 121 | 1 | 113 | 2 | 98 | 2 |
| Troutlake | TRLK | 5 | 0 | 4 | 0 | 5 | 0 | 5 | 0 | 12 | 0 | 8 | 0 | 12 | 1 | 10 | 1 | 6 | 0 | 15 | 0 | 7 | 0 | 4 | 1 |
| Wapato | WPAT | 78 | 1 | 72 | 1 | 70 | 1 | 64 | 1 | 56 | 0 | 60 | 0 | 78 | 1 | 60 | 0 | 77 | 1 | 69 | 0 | 66 | 1 | 55 | 0 |
| White Salmon | WHSL | 38 | 1 | 49 | 1 | 46 | 0 | 60 | 0 | 51 | 0 | 44 | 0 | 64 | 0 | 61 | 3 | 52 | 3 | 64 | 1 | 41 | 1 | 38 | 1 |
| WhiteSwan | WHSW | 19 | 1 | 7 | 0 | 10 | 1 | 10 | 0 | 13 | 1 | 8 | 0 | 8 | 0 | 8 | 0 | 9 | 0 | 11 | 0 | 13 | 0 | 10 | 0 |
| Whitstran | WHTS | 7 | 2 | 6 | 0 | 12 | 0 | 6 | 0 | 7 | 0 | 4 | 0 | 6 | 0 | 8 | 0 | 6 | 0 | 4 | 0 | 8 | 0 | 9 | 0 |
| Willard | WLRD | 5 | 2 | 3 | 0 | 3 | 0 | 3 | 0 | 1 | 0 | 2 | 1 | 2 | 0 | 1 | 0 | 3 | 1 | 3 | 0 | 1 | 0 | 1 | 1 |
| Wishram | WSHR | 2 | 0 | 6 | 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 | 26 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 3 | 1 | 3 | 0 | 1 | 0 | 1 | 1 |
| Washington | | 1107 | 81 | 1152 | 28 | 1140 | 20 | 1064 | 24 | 1045 | 22 | 1077 | 11 | 1111 | 15 | 1174 | 13 | 1133 | 23 | 1143 | 23 | 1091 | 23 | 991 | 25 |

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 | CLL | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | |
|--------------|------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|------------|------------------|
| | | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 | Total Rpts | Total Lines /100 |
| Bickleton | BCTN | 2 | 250 0.80 | 0 | 0 0.00 | 0 | 0 0.00 | 10 | 1,080 0.93 | 0 | 0 0.00 | 0 | 0 0.00 | 17 | 1,072 1.59 | 43 | 1,075 3.00 | 21 | 1,081 1.94 | 35 | 1,073 3.26 | 46 | 1,078 4.37 | 15 | 1,067 1.41 |
| Brinnon | BRNN | 47 | 1,127 1.58 | 8 | 0 0.00 | 3 | 1,078 0.28 | 48 | 4,851 1.67 | 15 | 1,077 0.93 | 29 | 1,069 2.71 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 |
| Chimacum | CHMC | 17 | 1,079 1.58 | 8 | 0 0.00 | 0 | 144 0.00 | 46 | 5,225 0.84 | 0 | 142 0.00 | 0 | 142 0.00 | 0 | 142 0.00 | 0 | 142 0.00 | 0 | 142 0.00 | 0 | 142 0.00 | 0 | 142 0.00 | 0 | 142 0.00 |
| Columbia | CLMA | 1 | 570 0.67 | 0 | 150 0.00 | 7 | 837 0.84 | 5 | 838 0.60 | 9 | 833 1.08 | 12 | 827 1.45 | 5 | 817 0.61 | 8 | 812 0.98 | 17 | 815 2.09 | 14 | 819 1.71 | 13 | 812 1.60 | 20 | 814 2.46 |
| Dallesport | DLPT | 21 | 579 3.63 | 8 | 835 0.96 | 7 | 837 0.84 | 5 | 838 0.60 | 9 | 833 1.08 | 12 | 827 1.45 | 5 | 817 0.61 | 8 | 812 0.98 | 17 | 815 2.09 | 14 | 819 1.71 | 13 | 812 1.60 | 20 | 814 2.46 |
| Gardiner | GRDN | 0 | 303 0.00 | 0 | 0 0.00 | 6 | 364 1.65 | 3 | 365 0.82 | 1 | 364 0.27 | 2 | 361 0.59 | 5 | 362 1.38 | 19 | 363 3.23 | 2 | 362 0.55 | 8 | 366 2.19 | 23 | 364 6.32 | 11 | 364 3.02 |
| Glenwood | GLWD | 6 | 361 1.66 | 10 | 365 2.74 | 81 | 4,856 1.67 | 48 | 4,851 0.99 | 45 | 4,858 0.93 | 67 | 4,863 1.38 | 63 | 4,859 1.30 | 80 | 4,842 1.65 | 45 | 4,829 0.93 | 73 | 4,902 1.49 | 65 | 4,852 1.34 | 77 | 4,884 1.58 |
| Goldendale | GLDD | 55 | 4,841 1.14 | 34 | 4,852 0.70 | 29 | 5,242 0.55 | 44 | 5,225 0.84 | 46 | 5,203 0.88 | 37 | 5,182 0.71 | 30 | 5,183 0.58 | 49 | 5,153 0.95 | 59 | 5,144 1.15 | 28 | 5,146 0.54 | 62 | 5,130 1.21 | 54 | 5,133 1.05 |
| Grandview | GRDV | 93 | 5,279 1.76 | 38 | 5,243 0.72 | 20 | 1,476 1.36 | 30 | 1,477 2.03 | 17 | 1,472 1.15 | 16 | 1,469 1.09 | 16 | 1,460 1.10 | 11 | 1,446 0.76 | 24 | 1,436 1.67 | 9 | 1,427 0.53 | 13 | 1,427 0.91 | 12 | 1,421 0.84 |
| Granger | GRGR | 16 | 1,473 1.09 | 6 | 1,470 0.41 | 20 | 1,476 1.36 | 30 | 1,477 2.03 | 17 | 1,472 1.15 | 16 | 1,469 1.09 | 16 | 1,460 1.10 | 11 | 1,446 0.76 | 24 | 1,436 1.67 | 9 | 1,427 0.53 | 13 | 1,427 0.91 | 12 | 1,421 0.84 |
| Harrish | HRRH | 12 | 1,134 1.06 | 13 | 1,133 1.15 | 17 | 1,122 1.52 | 18 | 1,118 1.61 | 14 | 1,114 2.60 | 14 | 1,101 1.45 | 9 | 1,085 0.83 | 27 | 1,084 2.49 | 19 | 1,078 1.76 | 12 | 1,079 1.11 | 11 | 1,081 1.02 | 24 | 1,077 2.23 |
| Hood Canal | HDCL | 0 | 0 0.00 | 22 | 2,599 0.85 | 31 | 2,603 1.19 | 36 | 2,612 1.38 | 68 | 2,614 2.60 | 44 | 2,606 1.69 | 55 | 2,625 2.10 | 68 | 2,618 2.60 | 67 | 2,623 2.55 | 39 | 2,627 1.48 | 31 | 2,627 1.18 | 72 | 2,619 2.75 |
| Klickitat | KLCT | 3 | 346 0.87 | 2 | 349 0.57 | 5 | 352 1.42 | 3 | 355 0.85 | 1 | 350 0.29 | 6 | 349 0.57 | 2 | 349 0.57 | 11 | 347 3.17 | 2 | 346 0.58 | 7 | 344 2.03 | 4 | 349 1.15 | 4 | 345 1.16 |
| Lytle | LYLE | 11 | 972 1.13 | 7 | 970 0.72 | 10 | 977 1.02 | 9 | 974 0.92 | 16 | 985 1.62 | 23 | 985 2.34 | 15 | 982 1.51 | 22 | 989 2.22 | 14 | 982 1.43 | 13 | 989 1.31 | 13 | 988 1.32 | 11 | 979 1.12 |
| Mabton | MBTN | 20 | 1,204 1.66 | 16 | 1,462 1.09 | 27 | 1,463 1.85 | 17 | 1,462 1.16 | 21 | 1,445 1.45 | 8 | 1,427 0.56 | 12 | 1,433 0.84 | 10 | 1,429 0.70 | 17 | 1,418 1.20 | 10 | 1,419 0.76 | 17 | 1,414 1.20 | 25 | 1,419 1.76 |
| Mattawa | MTWA | 46 | 2,482 1.85 | 22 | 2,499 0.86 | 87 | 2,516 3.46 | 35 | 2,532 1.38 | 75 | 2,541 2.95 | 33 | 2,534 1.20 | 32 | 2,523 1.27 | 2 | 2,422 0.47 | 5 | 2,411 0.96 | 23 | 2,459 0.92 | 25 | 2,454 1.43 | 37 | 2,448 1.51 |
| Patterson | PASN | 0 | 416 0.00 | 2 | 419 0.48 | 0 | 420 0.00 | 2 | 423 0.71 | 7 | 427 1.64 | 1 | 422 0.24 | 2 | 422 0.47 | 5 | 411 1.22 | 0 | 411 0.00 | 1 | 413 0.24 | 0 | 410 0.00 | 4 | 405 0.25 |
| Port Angeles | PTAG | 310 | 40,940 0.76 | 206 | 40,911 0.50 | 321 | 40,901 0.78 | 250 | 41,257 0.61 | 204 | 41,202 0.50 | 211 | 41,237 0.51 | 308 | 41,005 0.75 | 245 | 40,923 0.60 | 246 | 40,875 0.60 | 225 | 40,808 0.55 | 213 | 40,850 0.52 | 266 | 40,929 0.55 |
| Poulsbo | PLSB | 46 | 5,025 0.92 | 32 | 5,025 0.64 | 44 | 5,027 0.88 | 33 | 4,996 0.66 | 44 | 4,999 0.88 | 45 | 4,989 0.90 | 28 | 5,000 0.56 | 45 | 4,981 0.90 | 32 | 4,970 0.64 | 39 | 4,960 0.79 | 37 | 4,910 0.75 | 43 | 4,885 0.88 |
| Prosser | PRSR | 37 | 1,469 2.52 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 |
| Quilcene | QLCN | 0 | 190 0.00 | 0 | 192 0.00 | 0 | 190 0.00 | 5 | 193 2.59 | 0 | 194 0.00 | 2 | 194 1.03 | 1 | 193 0.52 | 0 | 194 0.00 | 1 | 195 0.51 | 6 | 196 3.06 | 3 | 197 1.52 | 15 | 201 2.66 |
| Rosevelt | RSVT | 85 | 4,427 1.92 | 56 | 4,437 1.26 | 49 | 4,440 1.10 | 73 | 4,562 1.60 | 49 | 4,463 1.10 | 75 | 4,465 1.68 | 88 | 4,489 1.96 | 91 | 4,485 2.03 | 44 | 4,482 0.98 | 77 | 4,502 1.71 | 106 | 4,513 2.35 | 112 | 4,446 2.52 |
| Stevenson | STSN | 100 | 11,093 0.90 | 59 | 11,071 0.53 | 75 | 11,070 0.68 | 82 | 10,961 0.75 | 75 | 10,922 0.69 | 75 | 10,862 0.69 | 56 | 10,833 0.52 | 80 | 10,779 0.74 | 125 | 10,747 1.16 | 60 | 10,601 0.57 | 81 | 10,493 0.77 | 171 | 10,487 1.63 |
| Tunnahside | TPNS | 43 | 5,775 0.74 | 57 | 8,156 0.70 | 60 | 8,117 0.74 | 42 | 8,074 0.52 | 64 | 8,047 0.90 | 43 | 8,006 0.54 | 68 | 7,984 0.85 | 55 | 7,970 0.69 | 45 | 7,976 0.56 | 37 | 7,970 0.46 | 55 | 7,964 0.69 | 95 | 7,944 1.20 |
| Toppenish | TRPK | 8 | 678 1.18 | 3 | 677 0.44 | 8 | 679 1.18 | 4 | 680 0.59 | 3 | 679 0.44 | 6 | 684 0.88 | 6 | 714 0.84 | 5 | 719 0.70 | 5 | 714 0.70 | 8 | 707 1.13 | 9 | 705 1.28 | 14 | 710 1.97 |
| Troutlake | TRLK | 45 | 4,042 1.11 | 29 | 4,042 0.72 | 80 | 4,025 1.99 | 36 | 3,989 0.90 | 58 | 3,962 0.46 | 33 | 3,965 0.83 | 42 | 4,006 1.05 | 43 | 3,937 1.09 | 32 | 3,932 0.81 | 29 | 3,946 0.73 | 40 | 3,912 1.02 | 48 | 3,868 1.24 |
| Wapato | WPAT | 36 | 4,797 0.75 | 37 | 4,807 0.77 | 44 | 4,796 0.92 | 38 | 4,805 0.79 | 33 | 4,806 0.79 | 81 | 4,786 1.69 | 44 | 4,795 0.92 | 45 | 4,778 0.94 | 41 | 4,767 0.86 | 36 | 4,759 0.76 | 53 | 4,736 1.12 | 63 | 4,721 1.33 |
| White Salmon | WHSL | 14 | 723 1.94 | 13 | 728 1.79 | 9 | 734 1.23 | 11 | 734 1.50 | 6 | 729 0.82 | 3 | 721 0.42 | 2 | 714 0.28 | 4 | 717 0.99 | 4 | 709 0.71 | 6 | 713 0.84 | 12 | 715 1.68 | 5 | 721 0.68 |
| Whiteswan | WHSW | 9 | 658 1.37 | 8 | 663 1.21 | 5 | 665 0.75 | 2 | 664 0.30 | 7 | 663 1.06 | 9 | 660 1.36 | 6 | 656 0.91 | 16 | 657 2.44 | 13 | 657 1.98 | 2 | 648 0.31 | 9 | 648 1.39 | 6 | 645 0.93 |
| Whitman | WHTS | 1 | 319 0.31 | 3 | 322 0.93 | 10 | 320 3.13 | 2 | 329 0.61 | 3 | 330 0.91 | 2 | 328 0.61 | 3 | 329 0.91 | 2 | 324 0.62 | 6 | 326 1.84 | 2 | 329 0.61 | 5 | 328 1.52 | 4 | 328 1.22 |
| Willard | WLBD | 1 | 254 0.39 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 |
| Wisram | WSHR | 24 | 2,393 1.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 | 0 | 0 0.00 |
| Zillah | ZLLH | 1,109 | 104,769 1.05 | 692 | 104,756 0.66 | 1,030 | 104,724 0.98 | 841 | 105,028 0.80 | 866 | 104,735 0.85 | 894 | 104,569 0.85 | 916 | 104,362 0.88 | 1,022 | 103,999 0.98 | 908 | 103,844 0.87 | 802 | 103,653 0.77 | 967 | 103,413 0.94 | 1,209 | 103,312 1.17 |

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
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 Wisram (WSHR) 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 | 66,294 | 0 | 100.0 | 0 | 100.0 | 88,899 | 0 | 100.0 | 0 | 100.0 | 88,423 | 2 | 100.0 | 62,831 | 0 | 100.0 | 81,136 | 0 | 100.0 | 64,992 | 0 | 100.0 | 81,393 | 1 | 100.0 | 59,741 | 0 | 100.0 | 59,839 | 0 | 100.0 | 62,664 | 0 | 100.0 |
| Sunnyside | 153,939 | 1 | 100.0 | 140,597 | 0 | 100.0 | 160,071 | 1 | 100.0 | 150,436 | 3 | 100.0 | 148,835 | 0 | 100.0 | 149,148 | 3 | 100.0 | 138,546 | 9 | 100.0 | 151,539 | 31 | 100.0 | 145,089 | 0 | 100.0 | 147,985 | 0 | 100.0 | 142,200 | 2 | 100.0 | 148,821 | 0 | 100.0 | |
| Washington | 227,460 | 2 | 100.0 | 206,891 | 0 | 100.0 | 233,886 | 3 | 100.0 | 219,235 | 3 | 100.0 | 217,258 | 2 | 100.0 | 211,979 | 3 | 100.0 | 197,682 | 9 | 100.0 | 216,531 | 31 | 100.0 | 206,482 | 1 | 100.0 | 207,726 | 0 | 100.0 | 202,039 | 2 | 100.0 | 211,465 | 0 | 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 | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | | | |
|--------------|------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|------------|---|
| | | 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 | | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 21 | 21 | 0 | 0 | |
| Brimon | | 43 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Chimacum | | 14 | 14 | 0 | 6 | 0 | 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 | 5 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 8 | 8 | 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 | 5 | 4 | 1 | 1 | 3 | 3 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | |
| Goldendale | | 40 | 40 | 0 | 21 | 0 | 0 | 0 | 67 | 67 | 0 | 0 | 0 | 37 | 37 | 0 | 0 | 53 | 53 | 0 | 0 | |
| Grandview | | 78 | 77 | 1 | 28 | 28 | 0 | 2 | 19 | 19 | 0 | 0 | 0 | 38 | 38 | 0 | 0 | 28 | 27 | 1 | 1 | |
| Granger | | 12 | 12 | 0 | 4 | 4 | 0 | 0 | 17 | 17 | 0 | 0 | 0 | 11 | 11 | 0 | 0 | 13 | 13 | 0 | 0 | |
| Harrah | | 10 | 10 | 0 | 11 | 11 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 9 | 8 | 1 | 1 | 15 | 15 | 0 | 0 | |
| Hood Canal | | | | | 16 | 16 | 0 | 0 | 22 | 22 | 0 | 0 | 3 | 60 | 60 | 0 | 0 | 31 | 30 | 1 | 0 | |
| Klickitat | | 3 | 3 | 0 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | |
| Lyle | | 10 | 10 | 0 | 4 | 4 | 0 | 1 | 6 | 6 | 0 | 0 | 0 | 14 | 14 | 0 | 0 | 22 | 22 | 0 | 0 | |
| Mabton | | 15 | 15 | 0 | 11 | 11 | 0 | 1 | 18 | 18 | 0 | 0 | 1 | 18 | 18 | 0 | 0 | 4 | 4 | 0 | 0 | |
| Mattawa | | 32 | 32 | 0 | 13 | 13 | 0 | 0 | 29 | 29 | 0 | 0 | 0 | 57 | 57 | 0 | 0 | 24 | 23 | 1 | 1 | |
| Patterson | | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 1 | 1 | 0 | 0 | |
| Port Angeles | | | | | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 3 | 3 | 0 | 0 | |
| Poulsbo | | 229 | 220 | 9 | 128 | 127 | 1 | 3 | 251 | 250 | 1 | 5 | 188 | 152 | 150 | 2 | 4 | 148 | 146 | 2 | 1 | |
| Prosser | | 34 | 34 | 0 | 24 | 24 | 0 | 0 | 29 | 28 | 1 | 0 | 21 | 38 | 38 | 0 | 1 | 36 | 35 | 1 | 1 | |
| Quilcene | | 29 | 24 | 5 | 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 | |
| Stevenson | | 58 | 57 | 1 | 39 | 39 | 0 | 1 | 31 | 30 | 1 | 2 | 62 | 36 | 36 | 0 | 0 | 56 | 56 | 0 | 0 | |
| Sunnyside | | 79 | 79 | 0 | 48 | 48 | 0 | 1 | 58 | 58 | 0 | 0 | 57 | 56 | 56 | 1 | 0 | 56 | 56 | 0 | 1 | |
| Toppenish | | 33 | 33 | 0 | 36 | 35 | 1 | 2 | 36 | 36 | 0 | 0 | 37 | 53 | 53 | 0 | 1 | 32 | 32 | 0 | 1 | |
| Troutlake | | 4 | 4 | 0 | 3 | 3 | 0 | 0 | 6 | 6 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | |
| Wapato | | 39 | 38 | 1 | 21 | 21 | 0 | 0 | 58 | 58 | 0 | 0 | 30 | 46 | 46 | 0 | 0 | 22 | 22 | 0 | 0 | |
| White Salmon | | 27 | 26 | 1 | 27 | 27 | 0 | 0 | 34 | 34 | 0 | 0 | 25 | 19 | 19 | 0 | 0 | 72 | 72 | 0 | 1 | |
| WhiteSwan | | 10 | 10 | 0 | 10 | 10 | 0 | 0 | 4 | 4 | 0 | 0 | 10 | 5 | 5 | 0 | 0 | 2 | 2 | 0 | 0 | |
| Whitstran | | 3 | 2 | 1 | 5 | 5 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 6 | 6 | 0 | 0 | 5 | 5 | 0 | 0 | |
| Willard | | 1 | 1 | 0 | 3 | 3 | 0 | 0 | 9 | 9 | 0 | 0 | 2 | 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 | |
| Zillah | | 14 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | |
| Washington | | 841 | 822 | 19 | 473 | 470 | 3 | 13 | 723 | 720 | 3 | 8 | 635 | 690 | 686 | 4 | 8 | 667 | 661 | 6 | 7 | |

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 | | | | |
| Bickleton | | 14 | 14 | 0 | 0 | 36 | 34 | 2 | 0 | 15 | 15 | 0 | 1 | 25 | 25 | 0 | 0 | 38 | 36 | 2 | 0 | 7 | 7 | 0 | 0 |
| Brimmon | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chimacum | | | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | | 4 | 4 | 0 | 0 | 6 | 6 | 0 | 0 | 17 | 17 | 0 | 1 | 10 | 10 | 0 | 0 | 8 | 8 | 0 | 0 | 17 | 16 | 1 | 0 |
| Gardiner | | | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | | 3 | 3 | 0 | 0 | 17 | 17 | 0 | 0 | 1 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | 20 | 20 | 0 | 0 | 5 | 5 | 0 | 0 |
| Goldendale | | 50 | 49 | 1 | 1 | 59 | 59 | 0 | 0 | 32 | 31 | 1 | 0 | 56 | 54 | 2 | 1 | 56 | 56 | 0 | 0 | 58 | 58 | 0 | 1 |
| Grandview | | 21 | 21 | 0 | 0 | 44 | 44 | 0 | 0 | 29 | 29 | 0 | 0 | 19 | 19 | 0 | 0 | 53 | 53 | 0 | 0 | 44 | 44 | 0 | 2 |
| Granger | | 9 | 9 | 0 | 0 | 10 | 10 | 0 | 0 | 20 | 20 | 0 | 0 | 9 | 9 | 0 | 0 | 12 | 12 | 0 | 0 | 10 | 10 | 0 | 0 |
| Harrah | | 7 | 7 | 0 | 0 | 25 | 25 | 0 | 0 | 16 | 16 | 0 | 0 | 9 | 9 | 0 | 0 | 9 | 9 | 0 | 0 | 17 | 17 | 0 | 0 |
| Hood Canal | | 44 | 44 | 0 | 0 | 49 | 48 | 1 | 3 | 52 | 49 | 3 | 0 | 30 | 30 | 0 | 1 | 25 | 25 | 0 | 0 | 58 | 57 | 1 | 1 |
| Klickitat | | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 5 | 5 | 0 | 0 | 3 | 3 | 0 | 0 | 3 | 3 | 0 | 0 |
| Lyle | | 13 | 13 | 0 | 0 | 18 | 18 | 0 | 0 | 9 | 9 | 0 | 0 | 11 | 11 | 0 | 0 | 6 | 6 | 0 | 0 | 9 | 9 | 0 | 0 |
| Mabton | | 10 | 10 | 0 | 0 | 7 | 6 | 1 | 0 | 14 | 14 | 0 | 0 | 6 | 6 | 0 | 0 | 13 | 13 | 0 | 0 | 18 | 18 | 0 | 1 |
| Mattawa | | 25 | 25 | 0 | 0 | 23 | 23 | 0 | 0 | 17 | 17 | 0 | 0 | 17 | 17 | 0 | 0 | 31 | 31 | 0 | 0 | 33 | 33 | 0 | 1 |
| Patterson | | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 4 | 4 | 0 | 0 | 1 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | 1 | 1 | 0 | 0 |
| Port Angeles | | 1 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| Poulsbo | | 225 | 221 | 4 | 1 | 173 | 168 | 5 | 1 | 164 | 163 | 1 | 0 | 165 | 163 | 2 | 2 | 149 | 147 | 2 | 2 | 203 | 194 | 9 | 0 |
| Prosser | | 21 | 21 | 0 | 0 | 32 | 32 | 0 | 1 | 23 | 23 | 0 | 1 | 31 | 31 | 0 | 0 | 27 | 27 | 0 | 0 | 27 | 27 | 0 | 1 |
| Quilcene | | | | | | | | | | | | | | | | | | | | | | | | | |
| Quilcove | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 14 | 13 | 1 | 3 |
| Stevenson | | 75 | 75 | 0 | 1 | 80 | 80 | 0 | 1 | 29 | 27 | 2 | 2 | 65 | 64 | 1 | 2 | 92 | 92 | 0 | 1 | 87 | 86 | 1 | 2 |
| Sunnyside | | 38 | 38 | 0 | 0 | 54 | 54 | 0 | 0 | 65 | 65 | 0 | 0 | 46 | 46 | 0 | 0 | 67 | 67 | 0 | 0 | 137 | 136 | 1 | 1 |
| Toppenish | | 53 | 53 | 0 | 0 | 42 | 41 | 1 | 2 | 32 | 31 | 1 | 1 | 31 | 31 | 0 | 0 | 37 | 37 | 0 | 0 | 74 | 74 | 0 | 0 |
| Troutlake | | 4 | 4 | 0 | 0 | 4 | 4 | 0 | 0 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 5 | 5 | 0 | 0 | 11 | 11 | 0 | 0 |
| Wapato | | 30 | 30 | 0 | 0 | 37 | 37 | 0 | 0 | 19 | 19 | 0 | 0 | 21 | 21 | 0 | 0 | 31 | 31 | 0 | 0 | 37 | 37 | 0 | 0 |
| White Salmon | | 35 | 34 | 1 | 1 | 33 | 32 | 1 | 0 | 35 | 35 | 0 | 2 | 27 | 26 | 1 | 0 | 41 | 41 | 0 | 0 | 51 | 51 | 0 | 0 |
| WhiteSwan | | 2 | 2 | 0 | 0 | 6 | 6 | 0 | 0 | 4 | 4 | 0 | 0 | 5 | 5 | 0 | 0 | 7 | 7 | 0 | 0 | 3 | 3 | 0 | 0 |
| Whitstran | | 5 | 5 | 0 | 0 | 14 | 14 | 0 | 1 | 9 | 9 | 0 | 0 | 1 | 1 | 0 | 0 | 7 | 7 | 0 | 0 | 5 | 5 | 0 | 0 |
| Willard | | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 2 | 2 | 0 | 0 |
| Wishram | | | | | | | | | | | | | | | | | | | | | | | | | |
| Zillah | | | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | 693 | 687 | 6 | 5 | 786 | 775 | 11 | 10 | 612 | 604 | 8 | 8 | 604 | 598 | 6 | 8 | 750 | 746 | 4 | 8 | 931 | 917 | 14 | 13 |

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 Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | Total NOOS | NOOS Clr 72 | NOOS Clr >72 | | | | | | |
| Bickleton | | 3 | 3 | 0 | 7 | 6 | 1 | 0 | 10 | 7 | 3 | 0 | 8 | 8 | 0 | 0 | 8 | 8 | 0 | 2 | | | | | |
| Brinnon | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chinacum | | | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 4 | 3 | 1 | 0 | 5 | 5 | 0 | 0 | 3 | 3 | 0 | 0 | | | | | |
| Dallesport | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gardiner | | | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | | 2 | 2 | 0 | 2 | 2 | 0 | 0 | 3 | 3 | 0 | 1 | 3 | 3 | 0 | 0 | 6 | 5 | 1 | 0 | | | | | |
| Goldendale | | 13 | 13 | 0 | 21 | 20 | 1 | 2 | 17 | 14 | 3 | 0 | 9 | 9 | 0 | 1 | 19 | 16 | 3 | 0 | | | | | |
| Grandview | | 9 | 8 | 1 | 5 | 5 | 0 | 0 | 9 | 9 | 0 | 0 | 9 | 8 | 1 | 1 | 10 | 10 | 0 | 0 | | | | | |
| Granger | | 7 | 7 | 0 | 1 | 1 | 0 | 0 | 4 | 3 | 1 | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | | | | | |
| Harrath | | 2 | 1 | 1 | 2 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 2 | 2 | 0 | 0 | 7 | 7 | 0 | 1 | | | | | |
| Hood Canal | | 11 | 9 | 2 | 19 | 16 | 3 | 3 | 15 | 14 | 1 | 0 | 9 | 6 | 0 | 0 | 14 | 12 | 2 | 1 | | | | | |
| Klickitat | | 1 | 1 | 0 | 3 | 3 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | |
| Lyle | | 2 | 2 | 0 | 4 | 4 | 0 | 0 | 5 | 5 | 0 | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | | | | | |
| Mabton | | 2 | 2 | 0 | 3 | 3 | 0 | 0 | 3 | 3 | 0 | 0 | 4 | 4 | 0 | 0 | 7 | 7 | 0 | 0 | | | | | |
| Mattawa | | 7 | 7 | 0 | 7 | 7 | 0 | 0 | 6 | 6 | 0 | 1 | 8 | 8 | 0 | 0 | 4 | 4 | 0 | 0 | | | | | |
| Patterson | | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| Port Angeles | | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 6 | 6 | 0 | 0 | 4 | 3 | 1 | 0 | | | | | |
| Poulsbo | | 83 | 83 | 0 | 72 | 71 | 1 | 5 | 82 | 82 | 0 | 2 | 64 | 63 | 1 | 4 | 63 | 62 | 1 | 1 | | | | | |
| Prosser | | 7 | 7 | 0 | 13 | 13 | 0 | 0 | 9 | 9 | 0 | 1 | 10 | 10 | 0 | 1 | 16 | 15 | 1 | 0 | | | | | |
| Quilcene | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | |
| Stevenson | | 13 | 13 | 0 | 11 | 10 | 1 | 0 | 15 | 14 | 1 | 2 | 14 | 14 | 0 | 1 | 25 | 25 | 0 | 0 | | | | | |
| Sunnyside | | 18 | 18 | 0 | 26 | 26 | 0 | 1 | 60 | 21 | 39 | 0 | 14 | 14 | 0 | 1 | 34 | 34 | 0 | 1 | | | | | |
| Toppenish | | 15 | 15 | 0 | 13 | 13 | 0 | 0 | 13 | 13 | 0 | 0 | 18 | 18 | 0 | 0 | 21 | 20 | 1 | 3 | | | | | |
| Troutlake | | 2 | 2 | 0 | 1 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 4 | 4 | 0 | 1 | 3 | 3 | 0 | 0 | | | | | |
| Wapato | | 12 | 12 | 0 | 6 | 6 | 0 | 0 | 13 | 13 | 0 | 0 | 9 | 9 | 0 | 0 | 11 | 11 | 0 | 0 | | | | | |
| White Salmon | | 9 | 9 | 0 | 12 | 12 | 0 | 0 | 6 | 6 | 0 | 1 | 12 | 10 | 2 | 2 | 12 | 12 | 0 | 0 | | | | | |
| WhiteSwan | | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | | | | | |
| Whitstran | | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | |
| Willard | | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | | | | | |
| Wishram | | | | | | | | | | | | | | | | | | | | | | | | | |
| Zillah | | | | | | | | | | | | | | | | | | | | | | | | | |
| Washington | | 223 | 219 | 4 | 9 | 236 | 229 | 7 | 13 | 296 | 252 | 44 | 12 | 198 | 187 | 11 | 3 | 217 | 212 | 5 | 13 | 278 | 268 | 10 | 9 |