



RECEIVED
RECORDS MANAGEMENT

902 Wasco Street
Hood River, Oregon 97031-3103

06 MAR 20 AM 8:05

STATE OF WASH.
UTIL. AND TRANSPORTATION
COMMISSION

March 16, 2006

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 February 2006.

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:

The missed objective for Chimacum was due to a commercial power outage that was caused by a windstorm early last month. Due to the amount of outages and road restrictions, we were unable to move a portable generator to this location until after the batteries had drained down.

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
Government Affairs 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 - 360-664-4231/fax
 Washington Utilities & Transportation Commission
 PO Box 47250
 Olympia, Washington 98504

WASHINGTON QUALITY OF SERVICE REPORT
 INSTALLATION APPOINTMENTS

United Telephone Company of the Northwest d.b.a. Sprint
 COMPANY NAME
 2006

Exchange	CILI	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							
Chinacum	CHMC	10	1	0	11	0	0																																		
Columbia	CLMA																																								
Dallesport	DLPT	4	0	0	11	0	0																																		
Glenwood	GLWD	4	0	0	2	0	0																																		
Goldendale	GLDL	55	3	0	51	0	0																																		
Grandview	GDVW	63	1	0	70	0	0																																		
Granger	GRGR	20	0	0	29	1	0																																		
Harrish	HRRH	14	0	0	18	1	0																																		
Hood Canal	HDCL	26	0	0	14	0	0																																		
Kicklat	KICT	5	0	0	6	1	0																																		
Lyle	LYLE	7	0	0	6	0	0																																		
Mabton	MBTN	28	1	0	21	0	0																																		
Mattawa	MTWA	50	0	0	48	0	0																																		
Patterson	PASN	4	0	0	3	0	0																																		
Port Angeles	PTAG	4	0	0	2	0	0																																		
Poulsbo	PLSB	188	6	0	157	3	0																																		
Prosser	PRSR	45	2	0	40	0	0																																		
Roosevelt	RSVT	2	1	0	3	0	0																																		
Stevenson	STSN	54	0	0	43	1	0																																		
Summyside	SNSD	155	8	0	152	8	0																																		
Toppensh	TPNS	91	1	0	97	1	0																																		
Troulake	TRLK	5	0	0	6	0	0																																		
Wapato	WPAT	73	0	0	54	0	0																																		
White Salmon	WHSL	51	3	0	45	1	0																																		
Whiteswan	WHSW	11	0	0	14	0	0																																		
Whitstran	WHTS	7	0	0	3	0	0																																		
Willard	WLRD	1	0	0	1	0	0																																		
Washington		933	27	0	907	17	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

WASHINGTON QUALITY OF SERVICE REPORT
REPAIR APPOINTMENTS

United Telephone Company of the Northwest d.b.a. Sprint
COMPANY NAME
2006

Exchange	CELL	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			
Chinacum	CHMC	15	2	0	66	13	0																														
Columbia	CLMA																																				
Dallesport	DLPT	24	7	0	11	0	0																														
Glenwood	GLWD	14	1	0	4	1	0																														
Goldendale	GLDL	77	5	0	128	6	0																														
Grandview	GDVW	89	12	0	68	1	0																														
Granger	GRGR	27	7	0	30	3	0																														
Harrish	HRRH	24	0	0	21	1	0																														
Hood Canal	HDCL	64	7	0	100	36	0																														
Klickitat	KLCT	12	0	0	2	1	0																														
Lyle	LYLE	11	0	0	14	0	0																														
Madron	MBTN	25	3	0	14	1	0																														
Mattawa	MTWA	39	1	0	26	1	0																														
Paterson	PASN	8	1	0	2	0	0																														
Port Angeles	PTAG	6	0	0	9	3	0																														
Poulsbo	PLSB	317	15	1	555	79	0																														
Prosser	PRSR	65	13	0	99	3	0																														
Roosevelt	RSVT	4	0	0																																	
Stevenson	STSN	96	5	0	68	5	0																														
Sunnyside	SNSD	280	70	0	102	3	0																														
Toppensish	TPNS	152	6	0	56	0	0																														
Troulaker	TRLK	13	2	0	9	0	0																														
Mapato	WPAT	74	5	0	34	0	0																														
White Salmon	WHSL	80	3	0	40	1	0																														
Whiteswan	WHSW	12	1	0	8	0	0																														
Whitman	WHTS	4	1	0	3	0	0																														
Willard	WLBD	12	1	0	1	0	0																														
Washington		1,524	170	1	1,470	158	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.

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION

United Telephone Company of the Northwest d.b.a. Sprint
COMPANY NAME
2006

Exchange	CILL	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
Chinacum	CHMC	10	1	11	2																				
Columbia	CLMA																								
Dallesport	DLPT	10	1	11	0																				
Glenwood	GLWD	4	0	2	0																				
Goldendale	GDL	55	4	51	5																				
Grandview	GDVW	63	0	70	1																				
Granger	GRGR	20	0	29	0																				
Harran	HRRH	14	0	18	2																				
Hood Canal	HDCL	26	0	14	1																				
Klickitat	KLCT	5	0	6	1																				
Lyle	LYLE	7	0	6	0																				
Mabton	MBTN	28	0	21	0																				
Mattawa	MTWA	50	0	48	0																				
Patterson	PASN	4	0	3	0																				
Port Angeles	PTAG	4	2	2	1																				
Poulsbo	PLSB	188	5	157	6																				
Prosser	PRSR	45	0	40	0																				
Roosevelt	RSVT	2	0	3	0																				
Stevenson	STSN	54	0	43	3																				
Sunnyside	SNSD	155	2	152	2																				
Toppenish	TPNS	91	1	97	0																				
Troutlake	TRLK	5	0	6	0																				
Wapato	WPAT	73	2	54	1																				
White Salmon	WHSL	51	4	45	2																				
Whiteswan	WHSW	11	0	14	2																				
Whitstran	WHST	7	1	3	0																				
Willard	WLRD	1	0	1	0																				
Washington		983	23	907	29	0	0	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
 2006

Exchange	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
Chinacum	CHMC	15	1,062 1.41	66	1,072 0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Columbia	CLMA	0	142 0.00	0	142 0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Dallesport	DLPT	24	813 2.95	11	825 1.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Glenwood	GLWD	14	366 3.83	4	365 1.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Goldendale	GLDL	77	4,878 1.58	128	4,896 2.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Grandview	GDVW	89	5,123 1.74	68	5,129 1.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Granger	GRGR	27	1,422 1.90	30	1,433 2.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Harrish	HRRH	24	1,070 2.24	21	1,068 1.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Hood Canal	HCCL	64	2,620 2.44	100	2,607 3.84	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Kicklat	KLCT	12	343 3.50	2	345 0.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Lyle	LYLE	11	978 1.12	14	975 1.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Mabton	MBTN	25	1,421 1.76	14	1,420 0.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Matwva	MWVA	39	2,452 1.59	26	2,454 1.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Paterson	PASN	8	406 1.97	2	406 0.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Port Angeles	PTAG	6	300 2.00	9	299 3.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Pouabto	PLSB	317	41,057 0.77	555	41,017 1.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Prosser	PRSR	65	4,874 1.33	99	4,885 2.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Roosevelt	RSRT	4	202 1.98	0	201 0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Stevenson	STSN	96	4,457 2.15	68	4,465 1.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Sunnyside	SNSD	260	10,454 2.49	102	10,463 0.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Toppenish	TPNS	152	7,935 1.92	56	7,945 0.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Troulake	TRLK	13	711 1.83	9	711 1.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Mapato	WPAT	74	3,879 1.91	34	3,889 0.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
White Salmon	WWSL	80	4,727 1.69	40	4,716 0.85	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Whiteswan	WHSW	12	724 1.66	8	735 1.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Whitstean	WHTS	4	642 0.62	3	643 0.47	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Willard	WLRD	12	327 3.67	1	326 0.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Washington		1,524	103,395 1.47	1,470	103,462 1.42	0	0	0	0	0	0	0	0	0	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 ratio

WASHINGTON QUALITY OF SERVICE REPORT
 SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)

United Telephony Company of the Northwest d.b.a. Sprint
 COMPANY NAME
 2008

Exchange	CALL	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec	Total Calls	Total Delay 3 Sec	% DT 3 Sec						
Poulsbo	PLSB	5,900	1	100.0	57,781	0	100.0																														
Sunnyside	SNSD	47,216	0	100.0	134,722	2	100.0																														
Washington		53,116	1	100.0	192,503	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
 2006

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	Total OOS	OOS Cir >48	OOS Cir >48	OOS48 Excl
Chimacum	CHMC	9	9	0	0	60	59	1	0																
Columbia	CLMA	19	17	2	0	9	9	0	0																
Dallesport	DLPT	13	13	0	0	3	3	0	0																
Glenwood	GLWD	56	56	0	0	111	111	0	0																
Goldendale	GLDL	73	73	0	0	59	59	0	0																
Grandview	GDVW	21	21	0	0	29	29	0	0																
Granger	GRGR	14	14	0	0	15	15	0	0																
Harrish	HRRH	43	41	2	0	88	81	7	0																
Hood Canal	HDCL	11	11	0	0	2	2	0	0																
Klickitat	KLCT	8	8	0	0	6	6	0	0																
Lyle	LYLE	18	17	1	0	9	9	0	0																
Mabton	MBTN	30	30	0	0	22	22	0	0																
Mattawa	MTWA	7	7	0	0	1	1	0	0																
Patterson	PASN	3	3	0	0	5	5	0	0																
Port Angeles	PTAG	232	229	3	0	421	419	2	4																
Poulsbo	PLSB	53	52	1	0	86	84	2	0																
Prosser	PRSR	2	2	0	0																				
Roosevelt	RSVT	72	71	1	0	44	44	0	1																
Slevenson	STSN	207	197	10	0	81	81	0	0																
Sunnyside	SNSD	120	120	0	0	48	48	0	0																
Toppenish	TPNS	11	11	0	0	5	4	1	1																
Troutlake	TRLK	62	62	0	0	27	27	0	0																
Mapato	WPAT	10	10	0	0	4	4	0	0																
White Salmon	WHSL	63	63	0	0	25	24	1	2																
Whiteswan	WHSW	2	2	0	0	3	3	0	0																
Whitstran	WHTS	10	10	0	0	1	1	0	0																
Willard	WLRD	1,169	1,149	20	13	1,164	1,150	14	8																
Washington																									

Total OOS = Total regulated out of service trouble reports
 OOS Cir >48 = Total regulated out of service trouble reports cleared within 48 hours
 OOS Cir >48 = Total regulated out of service trouble reports cleared over 48 hours
 OOS Exclude = Total regulated out of service trouble reports with customer revised repair due dates. Force majeure, work stoppage exclusion code currently not available, manual exclude if apply

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
 2006

Exchange	Exchange	CLLI	Jan				Feb				Mar				Apr				May				Jun			
			Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl	Total NOOS	NOOS Cir >72	NOOS Cir >72	NOOS 72 Excl
Chinacurn		CHMC	6	5	1	1	6	6	0	0																
Columbia		CLMA	5	4	1	0	2	2	0	0																
Dallesport		DLPT	1	1	0	0	1	1	0	0																
Glenwood		GLWD	21	19	2	0	17	17	0	0																
Goldendale		GLDL	16	16	0	0	9	9	0	0																
Grandview		GDVW	6	6	0	0	1	1	0	0																
Granger		GRGR	10	10	0	0	6	6	0	0																
Harrish		HRRH	21	18	3	0	12	12	0	0																
Hood Canal		HDCL	1	1	0	0	0	0	0	0																
Klickitat		KLCT	3	1	2	0	8	8	0	1																
Lyle		LYLE	7	7	0	0	5	5	0	0																
Mabton		MBTN	9	9	0	0	4	3	1	0																
Mattawa		MTWA	1	1	0	0	1	1	0	0																
Patterson		PASN	3	2	1	0	4	2	2	0																
Port Angeles		PTAG	85	82	3	0	134	131	3	2																
Poulsbo		PLSB	2	2	0	0	13	13	0	1																
Prosser		PRSR	2	2	0	0	2	2	0	0																
Roosevelt		RSVT	24	23	1	1	24	22	2	0																
Sleevenson		STSN	53	52	1	3	21	21	0	0																
Sunnyside		SNSD	32	32	0	3	8	8	0	1																
Toppenish		TPNS	2	2	0	0	4	4	0	0																
Troutlake		TRLK	12	12	0	0	7	7	0	0																
Wapato		WPAT	17	17	0	0	15	15	0	0																
White Salmon		WHSL	2	2	0	0	4	4	0	0																
Whiteswan		WHSW	2	2	0	0	0	0	0	0																
Whitstran		WHTS	2	2	0	0	0	0	0	0																
Willard		WLRD	355	340	15	19	306	298	8	7																
Washington																										

Total NOOS = Total regulated not out of service trouble reports
 NOOS Cir >72 = Total regulated not out of service trouble reports cleared within 72 hours
 NOOS Cir >72 = Total regulated not out of service trouble reports cleared over 72 hours
 NOOS Exclude = Total regulated not out of service trouble reports with customer revised repair due dates. Force majeure, work stoppage exclusion code currently not available, manual exclude if apply