



RECEIVED  
RECORDS MANAGEMENT

902 Wasco Street  
Hood River, Oregon 97031-3103

06 APR 24 AM 8:14

STATE OF WASH.  
UTIL. AND TRANSPORTATION  
COMMISSION

April 20, 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 March 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:

Port Angeles: These outages were related to the wind storms in March causing a power outage in Gardiner.

Glenwood: We had a windstorm and seiscor outage last month.

Should you have any questions, please contact me at (541) 387-9289 or by e-mail at [Becky.Sandercock@sprint.com](mailto:Becky.Sandercock@sprint.com).

Sincerely,

Becky Sandercock  
Government Affairs 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

TO: Consumer Assistant  
 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	13	1	0																											
Columbia	CLMA																																				
Dallesport	DLPT	10	0	0	11	0	0	11	0	0																											
Glenwood	GLWD	4	0	0	2	0	0	1	0	0																											
Goldendale	GLDL	55	3	0	51	0	0	40	0	0																											
Grandview	GDVW	63	1	0	70	0	0	58	2	0																											
Granger	GRGR	20	0	0	29	1	0	21	0	0																											
Harrish	HRRH	14	0	0	18	1	0	19	0	0																											
Hood Canal	HDCL	26	0	0	14	0	0	19	1	0																											
Klickitat	KLCT	5	0	0	6	1	0	6	0	0																											
Lyle	LYLE	7	0	0	6	0	0	12	0	0																											
Mabton	MBTN	28	1	0	21	0	0	25	0	0																											
Mattawa	MTWA	50	0	0	48	0	0	32	0	0																											
Patterson	PASN	4	0	0	3	0	0	2	0	0																											
Port Angeles	PTAG	4	0	0	2	0	0	2	0	0																											
Poulsbo	PLSB	188	6	0	157	3	0	130	6	0																											
Prosser	PRSR	45	2	0	40	0	0	43	0	0																											
Roosevelt	RSVT	2	1	0	3	0	0	2	0	0																											
Stevenson	STSN	54	0	0	43	1	0	41	1	0																											
Sunnyside	SNSD	155	8	0	152	8	0	77	1	0																											
Touppenish	TPNS	91	1	0	97	1	0	61	2	0																											
Troulakte	TRLK	5	0	0	6	0	0	5	0	0																											
Wapato	WPAT	73	0	0	54	1	0	54	1	0																											
White Salmon	WHSL	51	3	0	45	1	0	43	1	0																											
Whiteswan	WHSW	11	0	0	14	0	0	13	0	0																											
Whitman	WHTS	7	0	0	3	0	0	8	0	0																											
Willard	WLRD	1	0	0	1	0	0	0	0	0																											
Washington		933	27	0	907	17	0	738	16	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  
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 Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	Orders Taken	5 Day Miss	
Chinacum	CHMC	10	1	11	2	13	0																			
Columbia	CLMA																									
Dallesport	DLPT	10	1	11	0	11	1																			
Glenwood	GLWD	4	0	2	0	1	0																			
Goldendale	GLDL	55	4	51	5	40	4																			
Grandview	GDVW	63	0	70	1	58	1																			
Granger	GRGR	20	0	29	0	21	0																			
Harrah	HRRH	14	0	18	2	19	0																			
Hood Canal	HDCL	14	0	14	1	19	2																			
Klickitat	KLCT	26	0	6	1	6	0																			
Lyle	LYLE	5	0	6	0	12	0																			
Mabton	MBTN	7	0	6	0	25	0																			
Mattawa	MTWA	28	0	21	0	32	0																			
Patterson	PASN	50	0	48	0	2	0																			
Port Angeles	PTAG	4	0	3	0	2	0																			
Poulsbo	PLSB	4	2	2	1	2	0																			
Prosser	PRSR	188	5	157	6	130	5																			
Roosevelt	RSVT	45	0	40	0	43	1																			
Stevenson	STSN	2	0	3	0	2	0																			
Sunnyside	SNSD	54	0	43	3	41	2																			
Toppenish	TPNS	155	2	152	2	77	2																			
Troutlake	TRLK	91	1	97	0	61	0																			
Wapato	WPAT	5	0	6	0	5	0																			
White Salmon	WHSL	73	2	54	1	54	2																			
Whiteswan	WHSW	51	4	45	2	43	5																			
Whitstran	WHTS	11	0	14	2	13	0																			
Willard	WLRD	1	1	3	0	8	0																			
Washington		983	23	907	29	738	25																			

Orders Taken = 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	C/L/L	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			
Chinacum	CHMC	15	1,062	1.41	66	1,072	6.18	12	1,064	1.13	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Columbia	CLMA	0	142	0.00	0	142	0.00	0	142	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Dallasport	DLPT	24	813	2.95	11	825	1.33	11	824	1.33	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Glenwood	GLWD	14	366	3.83	4	365	1.10	17	366	4.64	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Goldendale	GLDL	77	4,878	1.58	128	4,896	2.61	44	4,884	0.90	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Grandview	GDVW	89	5,123	1.74	68	5,129	1.33	24	5,111	0.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Granger	GRGR	27	1,422	1.90	30	1,433	2.09	25	1,440	1.74	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Harrah	HRRH	24	1,070	2.24	21	1,068	1.97	8	1,040	0.77	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Hood Canal	HOCL	64	2,620	2.44	100	2,607	3.84	29	2,608	1.11	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Kicklat	KICT	12	343	3.50	2	345	0.58	8	352	2.27	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Lyle	LYLE	11	978	1.12	14	975	1.44	5	981	0.51	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Mabton	MBTN	25	1,421	1.76	14	1,420	0.99	14	1,441	0.97	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Mattawa	MTWA	39	2,452	1.59	26	2,464	1.06	42	2,507	1.68	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Paterson	PASN	8	406	1.97	2	406	0.49	3	406	0.74	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Port Angeles	PRAG	6	300	2.00	9	299	3.01	16	296	5.44	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Poulsbo	POUL	317	41,057	0.77	555	41,017	1.35	230	40,927	0.56	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Prosser	PRSR	65	4,874	1.33	99	4,885	2.03	23	4,868	0.47	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Roosevelt	RSTT	4	202	1.98	0	201	0.00	0	199	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Steverson	STSN	96	4,457	2.15	68	4,489	1.32	37	4,479	0.83	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Sunnyside	SNSD	260	10,454	2.49	102	10,483	0.97	80	10,463	0.76	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Toppenish	TPNS	152	7,935	1.92	56	7,945	0.70	73	7,930	0.92	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Troudale	TRLK	13	711	1.83	9	711	1.27	4	717	0.56	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Wapato	WPAT	74	3,879	1.91	34	3,889	0.87	53	3,904	1.36	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
White Salmon	WHSL	80	4,727	1.69	40	4,716	0.85	38	4,757	0.80	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Whiteswan	WHSW	12	724	1.66	8	735	1.09	2	734	0.27	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Whitstean	WHTS	4	642	0.62	3	643	0.47	9	640	1.41	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Willard	WLFD	12	327	3.67	1	326	0.31	1	324	0.31	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	
Washington		1,524	103,385	1.47	1,470	103,462	1.42	808	103,394	0.78	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	

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

Exchanging	CILI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec		
		Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec						
Poulsbo	PLSB	5,900	1	100.0	57,761	0	100.0	65,868	0	100.0																											
Sunnyside	SNSD	47,216	0	100.0	134,722	2	100.0	145,480	1	100.0																											
Washington		53,116	1	100.0	192,503	2	100.0	211,368	1	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	Cir >48	OOS	OOS48 Excl	Total OOS	Cir >48	OOS	OOS48 Excl	Total OOS	Cir >48	OOS	OOS48 Excl	Total OOS	Cir >48	OOS	OOS48 Excl	Total OOS	Cir >48	OOS	OOS48 Excl	Total OOS	Cir >48	OOS	OOS48 Excl
Chinacum	CHMC	9	9	0	0	60	59	1	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Columbia	CLMA	19	17	2	0	9	9	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dallesport	DLPT	13	13	0	0	3	3	0	0	16	16	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Glenwood	GLWD	56	56	0	0	111	111	0	0	28	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Goldendale	GLDL	73	73	0	0	59	59	0	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grandview	GDVW	21	21	0	0	29	29	0	0	20	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Granger	GRGR	14	14	0	0	15	15	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Harrish	HRRH	43	41	2	0	88	81	7	0	22	22	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Hood Canal	HDCL	11	11	0	0	2	2	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Klickitat	KLCT	8	8	0	0	6	6	0	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lyle	LYLE	18	17	1	0	9	9	0	0	9	9	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Mabton	MBTN	30	30	0	0	22	22	0	0	33	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mattawa	MTWA	7	7	0	0	1	1	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Patterson	PASN	3	3	0	0	5	5	0	0	11	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Port Angeles	PTAG	232	229	3	0	421	419	2	0	150	147	3	2	0	0	0	0	0	0	0	0	0	0	0	0
Poulsbo	PLSB	53	52	1	0	86	84	2	0	15	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosser	PRSR	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roosevelt	RSVT	72	71	1	0	44	44	0	1	27	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stevenson	STSN	207	197	10	0	81	81	0	0	61	61	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunnyside	SNSD	120	120	0	0	48	48	0	0	54	53	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Toppenish	TPNS	11	11	0	0	5	4	1	1	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Troutlake	TRLK	62	62	0	0	27	27	0	0	44	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wapato	WPAT	63	63	0	0	25	24	1	0	33	30	3	3	0	0	0	0	0	0	0	0	0	0	0	0
White Salmon	WHSW	10	10	0	0	4	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whiteswan	WHSW	2	2	0	0	3	3	0	0	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Whitstran	WHTS	10	10	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Willard	WLRD	1,169	1,149	20	0	1,164	1,150	14	8	588	581	7	9	0	0	0	0	0	0	0	0	0	0	0	0
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	CCLI	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
Chinacum	CHMC	6	5	1	1	6	6	0	0	2	2	0	0												
Columbia	CLMA	5	4	1	0	2	2	0	0	5	5	0	0												
Dallesport	DLPRT	1	1	0	0	1	1	0	0	1	1	0	0												
Glenwood	GLWD	21	19	2	0	17	17	0	0	16	16	0	0												
Goldendale	GLDL	16	16	0	0	9	9	0	0	5	5	0	0												
Grandview	GDVW	6	6	0	0	1	1	0	0	4	4	0	0												
Granger	GRGR	10	10	0	0	6	6	0	0	4	4	0	0												
Harran	HRRH	21	18	3	0	12	12	0	0	7	7	0	0												
Hood Canal	HDCL	1	1	0	0	0	0	0	0	1	1	0	0												
Klickitat	KLCT	3	3	0	0	8	8	0	0	1	1	0	0												
Lyle	LYLE	7	7	0	0	5	5	0	0	5	5	0	0												
Mabton	MBTN	9	9	0	0	1	1	0	0	9	9	0	0												
Mattawa	MTWA	1	1	0	0	4	4	0	0	0	0	0	0												
Port Angeles	PASG	3	2	1	0	4	2	2	0	5	5	0	0												
Poulsbo	PLSB	85	82	3	0	134	131	3	2	80	79	1	1												
Prosser	PRSR	12	12	0	0	13	13	0	1	8	8	0	0												
Roosevelt	RSVT	2	2	0	0	2	2	0	0	10	10	0	0												
Stevenson	STSN	24	23	1	0	24	22	2	0	19	19	0	0												
Sunnyside	SNSD	53	52	1	0	21	21	0	0	19	19	0	0												
Toppenish	TPNS	32	32	0	0	8	8	0	1	19	19	0	0												
Troutlake	TRLK	2	2	0	0	4	4	0	0	9	9	0	0												
Wapato	WPAT	12	12	0	0	7	7	0	0	5	5	0	0												
White Salmon	WHSL	17	17	0	0	15	15	0	0	1	1	0	0												
Whiteswan	WHSW	2	2	0	0	4	4	0	0	0	0	0	0												
Whitstran	WHTS	2	2	0	0	0	0	0	0	1	1	0	0												
Willard	WLRD	0	0	0	0	0	0	0	0	0	0	0	0												
Washington		355	340	15	19	306	298	8	7	220	219	1	5	0	0	0	0	0	0	0	0	0	0	0	0

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jan-06				Feb-06				Mar-06				1st Qtr 06			
		Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held	Total	Held	Held	%Held
		Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days	Orders	>90	>180	>90 Days
Chimacum	CHMC	10	0	0	100%	11	0	0	100%	13	0	0	100%	34	0	0	100%
Columbia	CLMA				0%				0%				0%	0	0	0	0%
Dallesport	DLPT	10	0	0	100%	11	0	0	100%	11	0	0	100%	32	0	0	100%
Glenwood	GLWD	4	0	0	100%	2	0	0	100%	1	0	0	100%	7	0	0	100%
Goldendale	GLDL	55	0	0	100%	51	0	0	100%	40	0	0	100%	146	0	0	100%
Grandview	GDVW	63	0	0	100%	70	0	0	100%	58	0	0	100%	191	0	0	100%
Granger	GRGR	20	0	0	100%	29	0	0	100%	21	0	0	100%	70	0	0	100%
Hood Canal	HDCL	26	0	0	100%	14	0	0	100%	19	0	0	100%	59	0	0	100%
Harrah	HRRH	14	0	0	100%	18	0	0	100%	19	0	0	100%	51	0	0	100%
Klickitat	KLCT	5	0	0	100%	6	0	0	100%	6	0	0	100%	17	0	0	100%
Lyle	LYLE	7	0	0	100%	6	0	0	100%	12	0	0	100%	25	0	0	100%
Mabton	MBTN	28	0	0	100%	21	0	0	100%	25	0	0	100%	74	0	0	100%
Mattawa	MTWA	50	0	0	100%	48	0	0	100%	32	0	0	100%	130	0	0	100%
Patternson	PASN	4	0	0	100%	3	0	0	100%	2	0	0	100%	9	0	0	100%
Poulsbo	PLSB	188	0	0	100%	157	0	0	100%	130	0	0	100%	475	0	0	100%
Prosser	PRSR	45	0	0	100%	40	0	0	100%	43	1	0	98%	128	1	0	99%
Port Angeles	PTAG	4	0	0	100%	2	0	0	100%	2	0	0	100%	8	0	0	100%
Roosevelt	RSVT	2	0	0	100%	3	0	0	100%	2	0	0	100%	7	0	0	100%
Stevenson	STSN	54	0	0	100%	43	0	0	100%	41	0	0	100%	138	0	0	100%
Sunnyside	SNSD	155	0	0	100%	152	0	0	100%	77	0	0	100%	384	0	0	100%
Toppenish	TPNS	91	0	0	100%	97	0	0	100%	61	0	0	100%	249	0	0	100%
Troutlake	TRLK	5	0	0	100%	6	0	0	100%	5	0	0	100%	16	0	0	100%
Wapato	WPAT	73	0	0	100%	54	0	0	100%	54	0	0	100%	181	0	0	100%
White Salmon	WHSL	51	0	0	100%	45	0	0	100%	43	0	0	100%	139	0	0	100%
Whiteswan	WHSW	11	0	0	100%	14	0	0	100%	13	0	0	100%	38	0	0	100%
Whitstran	WHTS	7	0	0	100%	3	0	0	100%	8	0	0	100%	18	0	0	100%
Willard	WLRD	1	0	0	100%	1	0	0	100%	0	0	0	0%	2	0	0	100%
Washington		983	0	0	100%	907	0	0	100%	738	1	0	100%	2628	1	0	100%

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