

Comcast Phone of Washington, LLC
Installation or Activation of Basic Service

A LEC must install 90% of all orders within 5 business days. Under WAC 480-120-105, Comcast is exempt from this provision. For purposes of this report, Comcast will provide statistics for installations, by rate center, that do not require a ported number

Bellevue

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	0	3	8	8	2	6	9	6	6	1	1	6	56
NonPorted (Past 5 days)	0	14	16	13	12	11	9	8	3	1	4	10	101
Total Lines Installed	0	17	24	21	14	17	18	14	9	2	5	16	157
	N/A	18%	33%	38%	14%	35%	50%	43%	67%	50%	20%	38%	36%

Bothell

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	0	6	6	2	9	1	2	2	2	5	1	4	40
NonPorted (Past 5 days)	0	8	1	6	3	8	1	3	3	2	5	5	45
Total Lines Installed	0	14	7	8	12	9	3	5	5	7	6	9	85
	N/A	43%	86%	25%	75%	11%	67%	40%	40%	71%	17%	44%	47%

Des Moines

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	1	6	2	2	19	9	5	3	10	12	10	5	84
NonPorted (Past 5 days)	18	32	35	33	13	22	21	33	19	27	14	24	291
Total Lines Installed	19	38	37	35	32	31	26	36	29	39	24	29	375
	5%	16%	5%	6%	59%	29%	19%	8%	34%	31%	42%	17%	22%

Everett

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	5	11	10	18	9	8	23	17	14	8	3	8	134
NonPorted (Past 5 days)	4	4	2	4	6	2	4	7	7	5	2	3	50
Total Lines Installed	9	15	12	22	15	10	27	24	21	13	5	11	184
	56%	73%	83%	82%	60%	80%	85%	71%	67%	62%	60%	73%	73%

Graham

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	1	1	4	1	1	0	1	0	0	0	2	2	13
NonPorted (Past 5 days)	0	0	2	1	4	0	0	0	1	1	1	0	10
Total Lines Installed	1	1	6	2	5	0	1	0	1	1	3	2	23
	100%	100%	67%	50%	20%	N/A	100%	N/A	0%	0%	67%	100%	57%

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Issaquah

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	0	0	0	8	6	6	5	2	1	2	3	3	36
NonPorted (Past 5 days)	0	0	0	8	7	2	4	10		11	6	12	60
Total Lines Installed	0	0	0	16	13	8	9	12	1	13	9	15	96
	N/A	N/A	N/A	50%	46%	75%	56%	17%	100%	15%	33%	20%	38%

Kent

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	0	0	0	5	13	8	8	6	1	8	10	11	70
NonPorted (Past 5 days)	7	8	19	39	18	19	36	30	12	30	24	36	278
Total Lines Installed	7	8	19	44	31	27	44	36	13	38	34	47	348
	0%	0%	0%	11%	42%	30%	18%	17%	8%	21%	29%	23%	20%

Kirkland

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	15	13	17	16	10	9	11	12	9	11	17	15	155
NonPorted (Past 5 days)	17	26	15	24	18	26	9	15	42	14	15	23	244
Total Lines Installed	32	39	32	40	28	35	20	27	51	25	32	38	399
	47%	33%	53%	40%	36%	26%	55%	44%	18%	44%	53%	39%	39%

Puyallup

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	10	4	3	5	4	5	6	13	6	8	10	8	82
NonPorted (Past 5 days)	14	8	31	19	9	9	8	6	26	8	2	1	141
Total Lines Installed	24	12	34	24	13	14	14	19	33	16	12	9	224
	42%	33%	9%	21%	31%	36%	43%	68%	18%	50%	83%	89%	37%

Renton

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	2	4	5	1	13	8	2	2	1	10	9	7	64
NonPorted (Past 5 days)	29	31	23	30	8	13	21	19	9	17	22	22	244
Total Lines Installed	31	35	28	31	21	21	23	21	10	27	31	29	308
	6%	11%	18%	3%	62%	38%	9%	10%	10%	37%	29%	24%	21%

Seattle

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	20	34	24	32	37	39	43	26	4	21	29	37	346
NonPorted (Past 5 days)	71	75	157	93	17	38	37	16	25	19	22	34	604
Total Lines Installed	91	109	181	125	54	77	80	42	29	40	51	71	950
	22%	31%	13%	26%	69%	51%	54%	62%	14%	53%	57%	52%	36%

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Silverlake

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	4	9	7	5	2	2	3	7	36	6	7	7	95
NonPorted (Past 5 days)	2	3	4	1	4	4	3	3	22	7	6	4	63
Total Lines Installed	6	12	13	6	6	6	6	10	58	13	13	11	160
	67%	75%	54%	83%	33%	33%	50%	70%	62%	46%	54%	64%	59%

Sumner

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	1	6	1	1	1	0	1	2	5	0	2	0	20
NonPorted (Past 7 days)	1	3	1	2	2	0	4	1	3	1	1	0	19
Total Lines Installed	2	9	2	3	3	0	5	3	8	1	3	0	39
	50%	67%	50%	33%	33%	N/A	20%	67%	63%	0%	67%	N/A	51%

Tacoma

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	169	178	113	80	97	76	127	151	1	114	106	123	1335
NonPorted (Past 7 days)	212	192	216	205	120	128	132	63		97	86	100	1551
Total Lines Installed	381	371	329	285	217	204	259	214	1	211	192	223	2887
	44%	48%	34%	28%	45%	37%	49%	71%	100%	54%	55%	55%	46%

TacomaWvly

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	9	4	0	2	1	1	3	4	104	3	3	4	138
NonPorted (Past 5 days)	7	2	8	8	7	9	4	1	83	1	0	4	134
Total Lines Installed	16	6	8	10	8	10	7	5	187	4	3	8	272
	56%	67%	0%	20%	13%	10%	43%	80%	56%	75%	100%	50%	51%

WhatcomCty

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	47	71	73	51	68	70	46	68	0	63	66	51	674
NonPorted (Past 5 days)	134	121	261	83	61	32	59	39	6	33	22	45	896
Total Lines Installed	181	192	334	134	129	102	105	107	6	96	88	96	1570
	26%	37%	22%	38%	53%	69%	44%	64%	0%	66%	75%	53%	43%

Battle Ground

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	6	6	4	1	2	4	2	4	6		6	5	46
NonPorted (Past 5 days)	5	5	2	8	1	3	0	2	2		1	6	35
Total Lines Installed	11	11	6	9	3	7	2	6	8		7	11	81
	55%	55%	67%	11%	67%	57%	100%	67%	75%	#DIV/0!	86%	45%	57%

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Camas

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	10	5	8	14	10	6	9	12	18		31	28	151
NonPorted (Past 5 days)	18	22	12	9	11	20	5	11	8		6	12	134
Total Lines Installed	28	27	20	23	21	26	14	23	26		37	40	285
	36%	19%	40%	61%	48%	23%	64%	52%	69%	#DIV/0!	84%	70%	53%

Ridgefield

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	7	1	2	3	3	0	2	0	1		1	0	20
NonPorted (Past 5 days)	0	0	1	4	1	0	1	2	0		1	4	14
Total Lines Installed	7	1	3	7	4	0	3	2	1		2	4	34
	100%	100%	67%	43%	75%	N/A	67%	0%	100%	#DIV/0!	50%	0%	59%

Vancouver

	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	TOTAL
NonPorted (On-time)	132	80	173	184	97	64	120	162	128		111	171	1422
NonPorted (Past 5 days)	120	159	121	80	61	109	70	62	41		45	86	954
Total Lines Installed	252	239	294	264	158	173	190	193	169		156	257	2345
	52%	33%	59%	70%	61%	37%	63%	84%	76%	#DIV/0!	71%	67%	61%

Comcast Phone of Washington, LLC
Summary Trouble Report

Trouble reports by rate center must not exceed four trouble reports per one hundred access lines per month for two consecutive months, or per month for four months in any one twelve-month period. This standard does not apply to trouble reports related to customer premise equipment, inside wiring, force majeure, or outages of service caused by persons or entities other than the local exchange company.

Troubles Per 100 Access Lines												
Rate Center	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Bellevue	61	49	49	46	58	125	188	66	42	48	31	55
Des Moines	37	41	33	53	51	45	89	39	38	26	27	26
Issaquah	94	49	58	53	52	220	110	32	64	29	42	42
Kent	103	109	88	96	89	141	150	58	80	51	43	67
Renton	78	60	67	53	64	173	142	37	47	30	43	33
Seattle	210	214	193	252	284	268	473	237	215	194	166	211
Tacoma	583	543	534	695	532	457	530	383	571	339	365	351
Tacoma (Waverly)	55	31	51	41	28	32	29	31	32	26	18	21
Whatcom	353	312	361	452	362	251	330	301	254	189	200	189
Bothell	31	27	37	24	28	42	27	21	21	308	18	24
Everett	10	3	3	16	6	6	9	5	3	13	5	3
Kirkland	86	84	80	83	71	122	192	72	59	59	48	66
Silver Lake	9	10	7	8	2	8	4	5	7	2	6	6
Bellingham	0	0	0	0	0	0	0	0	0	0	0	0
Custer	0	0	0	0	0	0	0	0	0	0	0	0
Deming	0	0	0	1	0	2	0	0	1	0	0	0
Everson	0	0	0	2	1	0	0	0	0	1	0	1
Ferndale	2	0	0	1	4	0	0	0	1	0	0	0
Laurel	0	0	0	0	0	0	0	0	0	0	1	0
Lynden	0	0	0	0	0	0	0	0	0	0	0	0
Halls lake	2	0	6	6	6	2	2	2	3	2	1	2
Puyallup	10	15	8	12	20	12	12	17	14	4	14	9
Sumner	2	3	3	5	1	1	2	2	2	0	0	1
Graham	0	1	0	3	1	3	0	1	0	1	2	0
Vancouver	133	172	91	91	96	94	209	58	77	91	183	102
Battleground	4	2	5	9	5	5	15	4	5	4	8	6
Ridgefield	2	3	10	1	4	3	5	1	3	2	1	3
Camas	24	4	15	18	19	10	9	3	8	19	33	11
Totals	1889	1732	1699	2021	1784	2022	2527	1375	1547	1438	1255	1229

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Summary Trouble Report

Troubles Per 100 Access Lines												
Denominator												
Rate Center	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Bellevue	2582	2532	2494	2457	2425	2395	2364	2329	2282	2236	2205	2168
Des Moines	2046	2008	1977	1947	1922	1898	1874	1846	1806	1773	1748	1718
Issaquah	3370	3306	3256	3207	3165	3126	3086	3040	2974	2919	2879	2830
Kent	3840	3760	3703	3647	3600	3555	3510	3457	3382	3322	3274	3218
Renton	2972	2916	2871	2828	2792	2757	2722	2681	2627	2575	2538	2496
Seattle	10494	10291	10141	9986	9857	9734	9621	9466	9263	9091	8965	8815
Tacoma	21814	21396	21076	20757	20489	20238	19978	19684	19250	18897	18635	18319
Tacoma (Waverly)	1475	1446	1426	1404	1385	1369	1351	1330	1302	1279	1260	1238
Whatcom	17496	17157	16904	16657	16444	16228	16024	15781	15440	15159	14946	14695
Bothell	1381	1354	1334	1314	1297	1281	1265	1246	1219	1196	1184	1160
Everett	397	390	384	378	373	368	364	358	351	344	339	334
Kirkland	3421	3354	3304	3255	3212	3173	3133	3085	3019	2969	2922	2872
Silver Lake	231	226	223	220	217	214	211	208	204	200	197	194
Bellingham	7	7	7	6	6	6	6	6	6	6	6	6
Custer	1	1	1	1	1	0	0	0	0	0	0	0
Deming	22	21	20	20	20	20	19	19	19	18	18	18
Everson	21	21	20	20	20	20	19	19	19	18	18	18
Ferndale	72	70	69	68	67	67	66	65	63	63	61	61
Laurel	7	7	7	6	6	7	6	6	6	6	6	6
Lynden	2	2	2	2	2	2	1	1	0	0	0	0
Halls lake	130	127	125	123	122	120	119	117	114	112	120	109
Puyallup	433	425	419	412	407	402	397	391	382	375	370	364
Sumner	72	70	69	68	68	67	66	66	63	63	60	60
Graham	43	42	41	41	40	40	39	39	38	37	37	36
Vancouver	25768	25236	24913	83402	23858	23359	22927	22496	21982	21707	21122	20891
Battleground	1469	1444	1426	4683.27	1329	1311	1288	1271	1230	1223	1159	1139
Ridgefield	714	702	698	2301.78	649	641	632	622	609	600	587	580
Camas	2788	2760	2734	9207.11	2655	2660	2618	2589	2594	2648	2619	2612
Denominator	103068	101071	99644	168418	96428	95058	93706	92218	90244	88836	87275	85957

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Summary Trouble Report

Troubles Per 100 Access Lines												
Rate Center	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Percentages												
Bellevue	2.36%	1.94%	1.96%	1.87%	2.39%	5.22%	7.95%	2.83%	1.84%	2.15%	1.41%	2.54%
Des Moines	1.81%	2.04%	1.67%	2.72%	2.65%	2.37%	4.75%	2.11%	2.10%	1.47%	1.54%	1.51%
Issaquah	2.79%	1.48%	1.78%	1.65%	1.64%	7.04%	3.56%	1.05%	2.15%	0.99%	1.46%	1.48%
Kent	2.68%	2.90%	2.38%	2.63%	2.47%	3.97%	4.27%	1.68%	2.37%	1.54%	1.31%	2.08%
Renton	2.62%	2.06%	2.33%	1.87%	2.29%	6.27%	5.22%	1.38%	1.79%	1.17%	1.69%	1.32%
Seattle	2.00%	2.08%	1.90%	2.52%	2.88%	2.75%	4.92%	2.50%	2.32%	2.13%	1.85%	2.39%
Tacoma	2.67%	2.54%	2.53%	3.35%	2.60%	2.26%	2.65%	1.95%	2.97%	1.79%	1.96%	1.92%
Tacoma (Waverly)	3.73%	2.14%	3.58%	2.92%	2.02%	2.34%	2.15%	2.33%	2.46%	2.03%	1.43%	1.70%
Whatcom	2.02%	1.82%	2.14%	2.71%	2.20%	1.55%	2.06%	1.91%	1.65%	1.25%	1.34%	1.29%
Bothell	2.24%	1.99%	2.77%	1.83%	2.16%	3.28%	2.13%	1.69%	1.72%	25.75%	1.52%	2.07%
Everett	2.52%	0.77%	0.78%	4.23%	1.61%	1.63%	2.47%	1.40%	0.85%	3.78%	1.47%	0.90%
Kirkland	2.51%	2.50%	2.42%	2.55%	2.21%	3.84%	6.13%	2.33%	1.95%	1.99%	1.64%	2.30%
Silver Lake	3.90%	4.42%	3.14%	3.64%	0.92%	3.74%	1.90%	2.40%	3.43%	1.00%	3.05%	3.09%
Bellingham	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Custer	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deming	0.00%	0.00%	0.00%	5.00%	0.00%	10.00%	0.00%	0.00%	5.26%	0.00%	0.00%	0.00%
Everson	0.00%	0.00%	0.00%	10.00%	5.00%	0.00%	0.00%	0.00%	0.00%	5.56%	0.00%	5.56%
Ferndale	2.78%	0.00%	0.00%	1.47%	5.97%	0.00%	0.00%	0.00%	1.59%	0.00%	0.00%	0.00%
Laurel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.67%	0.00%
Lynden	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Halls lake	1.54%	0.00%	4.80%	4.88%	4.92%	1.67%	1.68%	1.71%	2.63%	1.79%	0.83%	1.83%
Puyallup	2.31%	3.53%	1.91%	2.91%	4.91%	2.99%	3.02%	4.35%	3.66%	1.07%	3.78%	2.47%
Sumner	2.78%	4.29%	4.35%	7.35%	1.47%	1.49%	3.03%	3.03%	3.17%	0.00%	0.00%	1.67%
Graham	0.00%	2.38%	0.00%	7.32%	2.50%	7.50%	0.00%	2.56%	0.00%	2.70%	5.41%	0.00%
Vancouver	0.52%	0.68%	0.37%	0.11%	0.40%	0.40%	0.91%	0.26%	0.35%	0.42%	0.87%	0.49%
Battleground	0.27%	0.14%	0.35%	0.19%	0.38%	0.38%	1.16%	0.31%	0.41%	0.33%	0.69%	0.53%
Ridgefield	0.28%	0.43%	1.43%	0.04%	0.62%	0.47%	0.79%	0.16%	0.49%	0.33%	0.17%	0.52%
Camas	0.14%	0.54%	0.66%	0.21%	0.38%	0.34%	0.11%	0.31%	0.73%	1.25%	0.42%	0.00%
Rate Center Average Per Month	1.59%	1.45%	1.54%	2.64%	1.95%	2.55%	2.17%	1.37%	1.64%	2.16%	1.80%	1.34%

OVERALL SITE PERCENT/ 1.83% 1.71% 1.71% 1.20% 1.85% 2.13% 2.70% 1.49% 1.71% 1.62% 1.44% 1.43%

Comcast Phone of Washington, LLC
Repair Report ~ Service Interruption

A company must repair all out-of-service interruptions within forty-eight hours. Companies must report the number of service interruptions reported each month, the number repaired within forty-eight hours, and the number repaired more than forty-eight hours after the initial report. In addition, a company must report the number of interruptions that are exempt from the repair interval standards as provided for in WAC 480-120-440.

Washington State Service Interruption		
		Total
Jun-03	< 48 hrs	936
	> 48 hrs Gross	18
	Sun-Hol Exclusions	2
	> 48 hrs Final	16
	Total ticket count	952
	Percent within 48 hrs	98%
	Percent beyond 48 hrs	2%
Jul-03	< 48 hrs	802
	> 48 hrs Gross	12
	Sun-Hol Exclusions	5
	> 48 hrs Final	7
	Total	809
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%
Aug-03	< 48 hrs	824
	> 48 hrs Gross	18
	Sun-Hol Exclusions	8
	> 48 hrs Final	10
	Total	834
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%
Sep-03	< 48 hrs	847
	> 48 hrs Gross	19
	Sun-Hol Exclusions	4
	> 48 hrs Final	15
	Total	862
	Percent within 48 hrs	98%
	Percent beyond 48 hrs	2%
Oct-03	< 48 hrs	876
	> 48 hrs Gross	29
	Sun-Hol Exclusions	3
	> 48 hrs Final	26
	Total	902
	Percent within 48 hrs	97%
	Percent beyond 48 hrs	3%

Comcast Phone of Washington, LLC
 Repair Report ~ Service Interruption

Washington State
 Service Interruption

Nov-03	< 48 hrs	785
	> 48 hrs Gross	19
	Sun-Hol Exclusions	3
	> 48 hrs Final	16
	Total	801
	Percent within 48 hrs	98%
	Percent beyond 48 hrs	2%
Dec-03	< 48 hrs	666
	> 48 hrs Gross	40
	Sun-Hol Exclusions	13
	> 48 hrs Final	27
	Total	693
	Percent within 48 hrs	96%
	Percent beyond 48 hrs	4%
Jan-04	< 48 hrs	866
	> 48 hrs Gross	43
	Sun-Hol Exclusions	6
	> 48 hrs Final	37
	Total	903
	Percent within 48 hrs	96%
	Percent beyond 48 hrs	4%
Feb-04	< 48 hrs	542
	> 48 hrs Gross	9
	Sun-Hol Exclusions	1
	> 48 hrs Final	8
	Total	550
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%
Mar-04	< 48 hrs	697
	> 48 hrs Gross	7
	Sun-Hol Exclusions	1
	> 48 hrs Final	6
	Total	703
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%
Apr-04	< 48 hrs	629
	> 48 hrs Gross	6
	Sun-Hol Exclusions	1
	> 48 hrs Final	5
	Total	634
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%

Comcast Phone of Washington, LLC
 Repair Report ~ Service Interruption

Washington State
 Service Interruption

May-04	< 48 hrs	581
	> 48 hrs Gross	4
	Sun-Hol Exclusions	1
	> 48 hrs Final	3
	Total	584
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%
Jun-04	< 48 hrs	557
	> 48 hrs Gross	5
	Sun-Hol Exclusions	1
	> 48 hrs Final	4
	Total	561
	Percent within 48 hrs	99%
	Percent beyond 48 hrs	1%
	Grand Total (Net)	9788

Comcast Phone of Washington, LLC
Repair Report ~ Service Impairment

A company must repair all other regulated service interruptions within seventy-two hours. Companies must report the number of service impairments reported each month, the number repaired within seventy-two hours, and the number repaired more than seventy-two hours after the initial report. In addition, a company must report the number of impairments that are exempt from the repair interval standard as provided for in WAC WAC 480-120-440.

Washington State Service - Impairment		
		Total
Jun-03	< 72 hrs	453
	> 72 hrs Gross	42
	Sun-Hol Exclusions	13
	> 72 hrs Final	29
	Total	482
	Percent within 72 hrs	94%
	Percent beyond 72 hrs	6%
Jul-03	< 72 hrs	350
	> 72 hrs	41
	Sun-Hol Exclusions	17
	> 72 hrs Final	24
	Total	374
	Percent within 72 hrs	94%
	Percent beyond 72 hrs	6%
Aug-03	< 72 hrs	326
	> 72 hrs	12
	Sun-Hol Exclusions	3
	> 72 hrs Final	9
	Total	335
	Percent within 72 hrs	97%
	Percent beyond 72 hrs	3%
Sep-03	< 72 hrs	302
	> 72 hrs	14
	Sun-Hol Exclusions	3
	> 72 hrs Final	11
	Total	313
	Percent within 72 hrs	96%
	Percent beyond 72 hrs	4%
Oct-03	< 72 hrs	228
	> 72 hrs	44
	Sun-Hol Exclusions	11
	> 72 hrs Final	33
	Total	261
	Percent within 72 hrs	87%
	Percent beyond 72 hrs	13%

Comcast Phone of Washington, LLC
 Repair Report ~ Service Impairment

Washington State
 Service - Impairment

Nov-03	< 72 hrs	228
	> 72 hrs	27
	Sun-Hol Exclusions	7
	> 72 hrs Final	20
	Total	248
	Percent within 72 hrs	92%
	Percent beyond 72 hrs	8%
Dec-03	< 72 hrs	196
	> 72 hrs	19
	Sun-Hol Exclusions	4
	> 72 hrs Final	15
	Total	211
	Percent within 72 hrs	93%
	Percent beyond 72 hrs	7%
Jan-04	< 72 hrs	204
	> 72 hrs	37
	Sun-Hol Exclusions	5
	> 72 hrs Final	32
	Total	236
	Percent within 72 hrs	86%
	Percent beyond 72 hrs	14%
Feb-04	< 72 hrs	198
	> 72 hrs	19
	Sun-Hol Exclusions	2
	> 72 hrs Final	17
	Total	215
	Percent within 72 hrs	92%
	Percent beyond 72 hrs	8%
Mar-04	< 72 hrs	185
	> 72 hrs	8
	Sun-Hol Exclusions	1
	> 72 hrs Final	7
	Total	192
	Percent within 72 hrs	96%
	Percent beyond 72 hrs	4%
Apr-04	< 72 hrs	196
	> 72 hrs	20
	Sun-Hol Exclusions	3
	> 72 hrs Final	17
	Total	213
	Percent within 72 hrs	92%
	Percent beyond 72 hrs	8%

Comcast Phone of Washington, LLC
 Repair Report ~ Service Impairment

Washington State

Service - Impairment

May-04	< 72 hrs	208
	> 72 hrs	14
	Sun-Hol Exclusions	7
	> 72 hrs Final	7
	Total	215
	Percent within 72 hrs	97%
	Percent beyond 72 hrs	3%
Jun-04	< 72 hrs	156
	> 72 hrs	38
	Sun-Hol Exclusions	4
	> 72 hrs Final	34
	Total	190
	Percent within 72 hrs	82%
	Percent beyond 72 hrs	18%
	Grand Total	3485

Comcast Phone of Washington, LLC
Business/Repair Office Answering Times

Each month, the average time until a company's automated system answers a call must not exceed thirty seconds and the automated system must provide a caller with an option to speak to a live representative within the first sixty seconds of the recorded message, or it must transfer the caller to a live representative within the first sixty seconds

Seattle, Washington	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Average Speed of Answer	11.00	29.00	24.00	40.00	36.00	38.00	49.00	18.00	42.00	46.00	53.00	54.00
Numerator	438537	1198802	694848	1069920	807264	782876	1176637	381744	794220	869170	955537	1046574
Denominator	39867	41338	28952	26748	22424	20602	24013	21208	18910	18895	18029	19381

Vancouver, Washington	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04
Average Speed of Answer	19.00	25.00	20.00	45.00	59.00	25.00	40.00	23.00	28.00	29.00	39.00	40.00
Numerator	277172	351325	200960	419310	502798	231050	418080	187473	258720	273412	397176	419920
Denominator	14588	14053	10048	9318	8522	9242	10452	8151	9240	9428	10184	10498