

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

Vicki Squires Sea  
Tim Sweitlik Van

**SEATTLE MARKET**

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	0	3	8	8	2	6	9	6	6	1	1	6	17	11	12	9	7	10	7
NonPorted (Past 5 days)	0	14	16	13	12	11	9	8	3	1	4	10	6	12	3	3	0	3	3
Total Lines Installed	0	17	24	21	14	17	18	14	9	2	5	16	23	23	15	13	7	13	10
	N/A	18%	33%	38%	14%	35%	50%	43%	67%	50%	20%	38%	74%	48%	80%	69%	100%	77%	70%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	0	6	6	2	9	1	2	2	2	5	1	4	2	2	4	1	4	3	1
NonPorted (Past 5 days)	0	8	1	6	3	8	1	3	3	2	5	5	2	10	3	6	1	5	4
Total Lines Installed	0	14	7	8	12	9	3	5	5	7	6	9	4	12	7	7	5	8	5
	N/A	43%	86%	25%	75%	11%	67%	40%	40%	71%	17%	44%	50%	17%	57%	14%	80%	38%	20%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	1	6	2	2	19	9	5	3	10	12	10	5	6	0	20	17	12	7	11
NonPorted (Past 5 days)	18	32	35	33	13	22	21	33	19	27	14	24	20	26	19	10	4	16	16
Total Lines Installed	19	38	37	35	32	31	26	36	29	39	24	29	26	26	39	27	16	23	27
	5%	16%	5%	6%	59%	29%	19%	8%	34%	31%	42%	17%	23%	0%	51%	63%	75%	30%	41%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	5	11	10	18	9	8	23	17	14	8	3	8	15	13	16	4	13	14	4
NonPorted (Past 5 days)	4	4	2	4	6	2	4	7	7	5	2	3	6	0	3	1	2	0	4
Total Lines Installed	9	15	12	22	15	10	27	24	21	13	5	11	21	13	19	5	15	14	8
	56%	73%	83%	82%	60%	80%	85%	71%	67%	62%	60%	73%	71%	100%	84%	80%	87%	100%	50%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	1	1	4	1	1	0	1	0	0	0	2	2	0	4	1	1	2	0	0
NonPorted (Past 5 days)	0	0	2	1	4	0	0	0	1	1	1	0	2	4	1	0	0	1	0
Total Lines Installed	1	1	6	2	5	0	1	0	1	1	3	2	2	8	2	1	2	1	0
	100%	100%	67%	50%	20%	N/A	100%	N/A	0%	0%	67%	100%	0%	50%	50%	100%	100%	0%	N/A

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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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	0	0	0	8	6	6	5	2	1	2	3	3	5	19	5	2	2	6	1
NonPorted (Past 5 days)	0	0	0	8	7	2	4	10		11	6	12	6	3	5	3	0	2	5
Total Lines Installed	0	0	0	16	13	8	9	12	1	13	9	15	11	22	10	5	2	8	6
	N/A	N/A	N/A	50%	46%	75%	56%	17%	100%	15%	33%	20%	45%	86%	50%	40%	100%	75%	17%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	0	0	0	5	13	8	8	6	1	8	10	11	4	8	10	19	9	13	28
NonPorted (Past 5 days)	7	8	19	39	18	19	36	30	12	30	24	36	31	35	23	16	1	20	17
Total Lines Installed	7	8	19	44	31	27	44	36	13	38	34	47	35	43	33	35	10	33	45
	0%	0%	0%	11%	42%	30%	18%	17%	8%	21%	29%	23%	11%	19%	30%	54%	90%	39%	62%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	15	13	17	16	10	9	11	12	9	11	17	15	8	16	17	8	16	9	12
NonPorted (Past 5 days)	17	26	15	24	18	26	9	15	42	14	15	23	16	18	9	16	0	9	10
Total Lines Installed	32	39	32	40	28	35	20	27	51	25	32	38	24	34	26	24	16	18	22
	47%	33%	53%	40%	36%	26%	55%	44%	18%	44%	53%	39%	33%	47%	65%	33%	100%	50%	55%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	10	4	3	5	4	5	6	13	6	8	10	8	9	14	12	6	7	5	7
NonPorted (Past 5 days)	14	8	31	19	9	9	8	6	26	8	2	1	2	6	4	3	0	7	6
Total Lines Installed	24	12	34	24	13	14	14	19	33	16	12	9	11	20	16	9	7	12	13
	42%	33%	9%	21%	31%	36%	43%	68%	18%	50%	83%	89%	82%	70%	75%	67%	100%	42%	54%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	2	4	5	1	13	8	2	2	1	10	9	7	4	7	4	8	5	4	5
NonPorted (Past 5 days)	29	31	23	30	8	13	21	19	9	17	22	22	20	31	13	11	3	17	7
Total Lines Installed	31	35	28	31	21	21	23	21	10	27	31	29	24	38	17	19	8	21	12
	6%	11%	18%	3%	62%	38%	9%	10%	10%	37%	29%	24%	17%	18%	24%	42%	63%	19%	42%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	20	34	24	32	37	39	43	26	4	21	29	37	32	34	71	39	27	23	30
NonPorted (Past 5 days)	71	75	157	93	17	38	37	16	25	19	22	34	21	34	28	17	22	20	22
Total Lines Installed	91	109	181	125	54	77	80	42	29	40	51	71	53	68	99	56	49	43	52
	22%	31%	13%	26%	69%	51%	54%	62%	14%	53%	57%	52%	60%	50%	72%	70%	55%	53%	58%

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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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	4	9	7	5	2	2	3	7	36	6	7	7	12	3	9	6	4	4	2
NonPorted (Past 5 days)	2	3	4	1	4	4	3	3	22	7	6	4	1	7	2	4	4	2	6
Total Lines Installed	6	12	13	6	6	6	6	10	58	13	13	11	13	10	11	10	8	6	8
	67%	75%	54%	83%	33%	33%	50%	70%	62%	46%	54%	64%	92%	30%	82%	60%	50%	67%	25%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	1	6	1	1	1	0	1	2	5	0	2	0	3	5	1	1	2	0	1
NonPorted (Past 5 days)	1	3	1	2	2	0	4	1	3	1	1	0	3	3	1	0	0	1	0
Total Lines Installed	2	9	2	3	3	0	5	3	8	1	3	0	6	8	2	1	2	1	1
	50%	67%	50%	33%	33%	N/A	20%	67%	63%	0%	67%	N/A	50%	63%	50%	100%	100%	0%	100%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	169	178	113	80	97	76	127	151	1	114	106	123	120	164	146	91	81	94	83
NonPorted (Past 5 days)	212	192	216	205	120	128	132	63		97	86	100	92	132	100	97	133	115	155
Total Lines Installed	381	371	329	285	217	204	259	214	1	211	192	223	212	296	246	188	214	209	238
	44%	48%	34%	28%	45%	37%	49%	71%	100%	54%	55%	55%	57%	55%	59%	48%	38%	45%	35%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	9	4	0	2	1	1	3	4	104	3	3	4	7	7	6	3	6	11	7
NonPorted (Past 5 days)	7	2	8	8	7	9	4	1	83	1	0	4	0	1	2	4	4	3	5
Total Lines Installed	16	6	8	10	8	10	7	5	187	4	3	8	7	8	8	7	10	14	12
	56%	67%	0%	20%	13%	10%	43%	80%	56%	75%	100%	50%	100%	88%	75%	43%	60%	79%	58%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	47	71	73	51	68	70	46	68	0	63	66	51	55	73	153	78	72	55	76
NonPorted (Past 5 days)	134	121	261	83	61	32	59	39	6	33	22	45	51	81	58	33	29	36	36
Total Lines Installed	181	192	334	134	129	102	105	107	6	96	88	96	106	154	211	111	101	91	112
	26%	37%	22%	38%	53%	69%	44%	64%	0%	66%	75%	53%	52%	47%	73%	70%	71%	60%	68%

**VANCOUVER MARKET**

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	6	6	4	1	2	4	2	4	3	6	6	5	1	1	1	5	8	3	3
NonPorted (Past 5 days)	5	5	2	8	1	3	0	2	2	2	1	6	8	3	11	6	1	2	0
Total Lines Installed	11	11	6	9	3	7	2	6	5	8	7	11	9	4	12	11	9	5	3
	55%	55%	67%	11%	67%	57%	100%	67%	60%	75%	86%	45%	11%	25%	8%	45%	89%	60%	100%

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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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	10	5	8	14	10	6	9	12	14	18	31	28	7	4	11	17	12	22	15
NonPorted (Past 5 days)	18	22	12	9	11	20	5	11	11	8	6	12	31	31	17	19	5	7	5
Total Lines Installed	28	27	20	23	21	26	14	23	25	26	37	40	38	35	28	36	17	29	20
	36%	19%	40%	61%	48%	23%	64%	52%	56%	69%	84%	70%	18%	11%	39%	47%	71%	76%	75%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	7	1	2	3	3	0	2	0	0	1	1	0	0	1	1	1	2	2	1
NonPorted (Past 5 days)	0	0	1	4	1	0	1	2	0	0	1	4	2	1	2	2	0	0	4
Total Lines Installed	7	1	3	7	4	0	3	2	0	1	2	4	2	2	3	3	2	2	5
	100%	100%	67%	43%	75%	N/A	67%	0%	0%	100%	50%	0%	0%	50%	33%	33%	100%	100%	20%

**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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
NonPorted (On-time)	132	80	173	184	97	64	120	162	127	128	111	171	33	25	77	128	146	192	147
NonPorted (Past 5 days)	120	159	121	80	61	109	70	62	90	41	45	86	233	137	153	78	104	38	68
Total Lines Installed	252	239	294	264	158	173	190	193	217	169	156	257	266	162	230	206	250	230	215
	52%	33%	59%	70%	61%	37%	63%	84%	59%	76%	71%	67%	12%	15%	33%	62%	58%	83%	68%

\*Changed to include 7 day install in Aug

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.

Vicki Squires                      Sea  
Joe Mulder                         Van

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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Bellevue	61	49	49	46	58	125	188	66	42	48	31	55	15	65	9	21	7	5	11
Des Moines	37	41	33	53	51	45	89	39	38	26	27	26	0	24	9	13	7	11	14
Issaquah	94	49	58	53	52	220	110	32	64	29	42	42	52	34	12	18	16	7	16
Kent	103	109	88	96	89	141	150	58	80	51	43	67	36	45	10	27	14	14	18
Renton	78	60	67	53	64	173	142	37	47	30	43	33	30	29	9	14	5	4	23
Seattle	210	214	193	252	284	268	473	237	215	194	166	211	59	237	43	117	50	45	52
Tacoma	583	543	534	695	532	457	530	383	571	339	365	351	142	299	95	186	72	52	96
Tacoma (Waverly)	55	31	51	41	28	32	29	31	32	26	18	21	20	25	6	8	4	3	3
Whatcom	353	312	361	452	362	251	330	301	254	189	200	189	104	164	78	129	58	60	66
Bothell	31	27	37	24	28	42	27	21	21	308	18	24	11	131	8	12	4	4	3
Everett	10	3	3	16	6	6	9	5	3	13	5	3	2	5	2	2	3	8	3
Kirkland	86	84	80	83	71	122	192	72	59	59	48	66	29	47	16	23	11	5	6
Silver Lake	9	10	7	8	2	8	4	5	7	2	6	6	2	4	3	6	0	2	0
Bellingham	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0
Deming	0	0	0	1	0	2	0	0	1	0	0	0	0	0	0	0	0	0	1
Everson	0	0	0	2	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0
Ferndale	2	0	0	1	4	0	0	0	1	0	0	0	0	0	0	1	0	0	0
Laurel	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Lynden	0	0	0	0	0	0	0	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	0	3	0	0	0	0	1
Puyallup	10	15	8	12	20	12	12	17	14	4	14	9	4	8	4	8	2	1	3
Sumner	2	3	3	5	1	1	2	2	2	0	0	1	0	2	0	1	0	0	1
Graham	0	1	0	3	1	3	0	1	0	1	2	0	0	2	1	0	0	0	0
Vancouver	133	172	91	91	96	94	209	58	77	91	183	102	123	102	97	70	87	80	78
Battleground	4	2	5	9	5	5	15	4	5	4	8	6	10	5	2	4	5	7	3
Ridgefield	2	3	10	1	4	3	5	1	3	2	1	3	1	3	2	2	2	1	3
Camas	24	4	15	18	19	10	9	3	8	19	33	11	7	16	14	9	7	7	6
<b>Totals</b>	<b>1889</b>	<b>1732</b>	<b>1699</b>	<b>2021</b>	<b>1784</b>	<b>2022</b>	<b>2527</b>	<b>1375</b>	<b>1547</b>	<b>1438</b>	<b>1255</b>	<b>1229</b>	<b>647</b>	<b>1251</b>	<b>420</b>	<b>671</b>	<b>354</b>	<b>316</b>	<b>407</b>

Comcast Phone of Washington, LLC  
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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
Bellevue	2582	2532	2494	2457	2425	2395	2364	2329	2282	2236	2205	2168	2426	2156	2138	2122	2105	2081	2059
Des Moines	2046	2008	1977	1947	1922	1898	1874	1846	1806	1773	1748	1718	1916	1666	1686	1694	1644	1613	1610
Issaquah	3370	3306	3256	3207	3165	3126	3086	3040	2974	2919	2879	2830	3151	2571	2550	2502	2491	2470	2449
Kent	3840	3760	3703	3647	3600	3555	3510	3457	3382	3322	3274	3218	3558	3066	3043	3014	2925	2852	2856
Renton	2972	2916	2871	2828	2792	2757	2722	2681	2627	2575	2538	2496	2764	2440	2420	2405	2344	2297	2280
Seattle	10494	10291	10141	9986	9857	9734	9621	9466	9263	9091	8965	8815	9802	8343	8286	8227	8054	7922	7852
Tacoma	21814	21396	21076	20757	20489	20238	19978	19684	19250	18897	18635	18319	20296	17354	17214	17120	16644	16322	16347
Tacoma (Waverly)	1475	1446	1426	1404	1385	1369	1351	1330	1302	1279	1260	1238	1382	1130	1122	1115	1098	1078	1066
Whatcom	17496	17157	16904	16657	16444	16228	16024	15781	15440	15159	14946	14695	16326	13799	13813	13765	13622	13463	13409
Bothell	1381	1354	1334	1314	1297	1281	1265	1246	1219	1196	1184	1160	1292	1101	1097	1090	1085	1068	1063
Everett	397	390	384	378	373	368	364	358	351	344	339	334	371	328	332	321	314	306	300
Kirkland	3421	3354	3304	3255	3212	3173	3133	3085	3019	2969	2922	2872	3207	2785	2784	2785	2734	2711	2685
Silver Lake	231	226	223	220	217	214	211	208	204	200	197	194	223	205	211	219	214	212	216
Bellingham	7	7	7	6	6	6	6	6	6	6	6	6	7	5	5	5	5	5	4
Custer	1	1	1	1	1	0	0	0	0	0	0	0	1	1	1	1	1	1	1
Deming	22	21	20	20	20	20	19	19	19	18	18	18	22	15	15	15	15	15	15
Everson	21	21	20	20	20	20	19	19	19	18	18	18	20	18	18	17	16	16	16
Ferndale	72	70	69	68	67	67	66	65	63	63	61	61	67	57	57	57	57	56	56
Laurel	7	7	7	6	6	7	6	6	6	6	6	6	4	3	3	3	3	3	3
Lynden	2	2	2	2	2	2	1	1	0	0	0	0	2	1	1	1	1	1	1
Halls lake	130	127	125	123	122	120	119	117	114	112	120	109	123	106	105	99	98	98	98
Puyallup	433	425	419	412	407	402	397	391	382	375	370	364	401	379	398	398	402	400	398
Sumner	72	70	69	68	68	67	66	66	63	63	60	60	71	66	67	67	68	66	65
Graham	43	42	41	41	40	40	39	39	38	37	37	36	41	51	53	54	56	55	56
Vancouver	25768	25236	24913	83402	23858	23359	22927	22496	21982	21707	21122	20891	20609	20392	20175	20010	19776	19697	19415
Battleground	1469	1444	1426	4683.27	1329	1311	1288	1271	1230	1223	1159	1139	1121	1102	1091	1085	1081	1071	1062
Ridgefield	714	702	698	2301.78	649	641	632	622	609	600	587	580	570	565	555	554	549	549	547
Camas	2788	2760	2734	9207.11	2655	2660	2618	2589	2594	2648	2619	2612	2602	2627	2616	2635	2611	2621	2604
Denominator	103068	101071	99644	168418	96428	95058	93706	92218	90244	88836	87275	85957	92375	82332	81856	81380	80013	79049	78533

Comcast Phone of Washington, LLC  
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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
<b>Percentages</b>																			
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%	0.62%	3.01%	0.42%	0.99%	0.33%	0.24%	0.53%
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%	0.00%	1.44%	0.53%	0.77%	0.43%	0.68%	0.87%
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%	1.65%	1.32%	0.47%	0.72%	0.64%	0.28%	0.65%
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%	1.01%	1.47%	0.33%	0.90%	0.48%	0.49%	0.63%
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%	1.09%	1.19%	0.37%	0.58%	0.21%	0.17%	1.01%
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%	0.60%	2.84%	0.52%	1.42%	0.62%	0.57%	0.66%
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%	0.70%	1.72%	0.55%	1.09%	0.43%	0.32%	0.59%
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%	1.45%	2.21%	0.53%	0.72%	0.36%	0.28%	0.28%
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%	0.64%	1.19%	0.56%	0.94%	0.43%	0.45%	0.49%
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%	0.85%	11.90%	0.73%	1.10%	0.37%	0.37%	0.28%
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%	0.54%	1.52%	0.60%	0.62%	0.96%	2.61%	1.00%
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%	0.90%	1.69%	0.57%	0.83%	0.40%	0.18%	0.22%
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%	0.90%	1.95%	1.42%	2.74%	0.00%	0.94%	0.00%
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%	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%	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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.67%
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%	0.00%	5.56%	0.00%	0.00%	0.00%	0.00%	0.00%
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%	0.00%	0.00%	0.00%	1.75%	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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%	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%	0.00%	2.83%	0.00%	0.00%	0.00%	0.00%	1.02%
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%	1.00%	2.11%	1.01%	2.01%	0.50%	0.25%	0.75%
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%	0.00%	3.03%	0.00%	1.49%	0.00%	0.00%	1.54%
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%	0.00%	3.92%	1.89%	0.00%	0.00%	0.00%	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%	0.60%	0.50%	0.48%	0.35%	0.44%	0.41%	0.40%
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%	0.89%	0.45%	0.18%	0.37%	0.46%	0.65%	0.28%
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%	0.18%	0.53%	0.36%	0.36%	0.36%	0.18%	0.55%
Camas	0.14%	0.54%	0.66%	0.21%	0.38%	0.34%	0.11%	0.31%	0.73%	1.25%	0.42%	0.27%	0.27%	0.53%	0.34%	0.27%	0.27%	0.23%	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%	1.35%	0.50%	1.89%	0.42%	0.71%	0.27%	0.33%	0.66%
<b>OVERALL SITE PERCENTAGE</b>	<b>1.83%</b>	<b>1.71%</b>	<b>1.71%</b>	<b>1.20%</b>	<b>1.85%</b>	<b>2.13%</b>	<b>2.70%</b>	<b>1.49%</b>	<b>1.71%</b>	<b>1.62%</b>	<b>1.44%</b>	<b>1.43%</b>	<b>0.70%</b>	<b>1.52%</b>	<b>0.51%</b>	<b>0.82%</b>	<b>0.44%</b>	<b>0.40%</b>	<b>0.52%</b>

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.

Chris Veer ~ Entire State

Washington State

Service Interruption	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
< 48 hrs	936	802	824	847	876	785	666	866	542	697	629	581	557	615	595	555	473	436	444	528
> 48 hrs Gross	18	12	18	19	29	19	40	43	9	7	6	4	5	9	10	21	9	13	10	7
Sun-Hol Exclusions	2	5	8	4	3	3	13	6	1	1	1	1	1	0	2	3	2	1	1	3
< 48 hrs. Final														615	597	558	475	437	445	531
> 48 hrs Final	16	7	10	15	26	16	27	37	8	6	5	3	4	9	8	18	7	12	9	4
Total ticket count	952	809	834	862	902	801	693	903	550	703	634	584	561	624	605	576	482	449	454	535
Percent within 48 hrs	98%	99%	99%	98%	97%	98%	96%	96%	99%	99%	99%	99%	99%	99%	99%	97%	99%	97%	98%	99%
Percent beyond 48 hrs	2%	1%	1%	2%	3%	2%	4%	4%	1%	1%	1%	1%	1%	1%	1%	3%	1%	3%	2%	1%



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 480-120-440.

Chris Veer ~ Entire State

Washington State

Service - Impairment	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
< 72 hrs	453	350	326	302	228	228	196	204	198	185	196	208	156	154	180	185	198	182	165	174
> 72 hrs Gross	42	41	12	14	44	27	19	37	19	8	20	14	38	41	28	49	19	20	18	17
Sun-Hol Exclusions	13	17	3	3	11	7	4	5	2	1	3	7	4	8	7	8	3	1	1	3
<72 hrs Final														162	187	193	201	183	166	177
> 72 hrs Final	29	24	9	11	33	20	15	32	17	7	17	7	34	33	21	41	16	19	17	14
Total	482	374	335	313	261	248	211	236	215	192	213	215	190	195	208	234	217	202	183	191
Percent within 72 hrs	94%	94%	97%	96%	87%	92%	93%	86%	92%	96%	92%	97%	82%	83%	90%	82%	93%	91%	91%	93%
Percent beyond 72 hrs	6%	6%	3%	4%	13%	8%	7%	14%	8%	4%	8%	3%	18%	17%	10%	18%	7%	9%	9%	7%

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*

Harvey Gish

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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
<b>Average Speed of Answer</b>	11.00	29.00	24.00	40.00	36.00	38.00	49.00	18.00	42.00	46.00	53.00	54.00	44.00	50.00	50.00	29.00	24.00	30.00	40.00
Numerator	438537	1198802	694848	1069920	807264	782876	1176637	381744	794220	869170	955537	1046574	867768	962700	1067400	631185	497568	618810	881000
Denominator	39867	41338	28952	26748	22424	20602	24013	21208	18910	18895	18029	19381	19722	19254	21348	21765	20732	20627	22025

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	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05
<b>Average Speed of Answer</b>	19.00	25.00	20.00	45.00	59.00	25.00	40.00	23.00	28.00	29.00	39.00	40.00	34.00	33.00	38.00	28.00	18	19	27.00
Numerator	277172	351325	200960	419310	502798	231050	418080	187473	258720	273412	397176	419920	335342	318087	330600	246680	164988	179170	326916
Denominator	14588	14053	10048	9318	8522	9242	10452	8151	9240	9428	10184	10498	9863	9639	8700	8810	9166	9430	12108