

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

SEATTLE MARKET

Bellevue

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	7	3										
NonPorted (Past 5 days)	3	2										
Total Lines Installed	10	5										
	70%	60%										

Bothell

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	1	2										
NonPorted (Past 5 days)	4	4										
Total Lines Installed	5	6										
	20%	33%										

Des Moines

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	11	14										
NonPorted (Past 5 days)	16	12										
Total Lines Installed	27	26										
	41%	54%										

Everett

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	4	11										
NonPorted (Past 5 days)	4	3										
Total Lines Installed	8	14										
	50%	79%										

Graham

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	0	3										
NonPorted (Past 5 days)	0	1										
Total Lines Installed	0	4										
	N/A	75%										

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Issaquah

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	1	6										
NonPorted (Past 5 days)	5	2										
Total Lines Installed	6	8										
	17%	75%										

Kent

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	28	28										
NonPorted (Past 5 days)	17	16										
Total Lines Installed	45	44										
	62%	64%										

Kirkland

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	12	11										
NonPorted (Past 5 days)	10	11										
Total Lines Installed	22	22										
	55%	50%										

Puyallup

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	7	6										
NonPorted (Past 5 days)	6	6										
Total Lines Installed	13	12										
	54%	50%										

Renton

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	5	9										
NonPorted (Past 5 days)	7	6										
Total Lines Installed	12	15										
	42%	60%										

Seattle

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	30	17										
NonPorted (Past 5 days)	22	12										
Total Lines Installed	52	29										
	58%	59%										

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Silverlake

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	2	4										
NonPorted (Past 5 days)	6	2										
Total Lines Installed	8	6										
	25%	67%										

Sumner

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	1	3										
NonPorted (Past5 days)	0	0										
Total Lines Installed	1	3										
	100%	100%										

Tacoma

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	83	80										
NonPorted (Past 5 days)	155	136										
Total Lines Installed	238	216										
	35%	37%										

TacomaWvly

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	7	3										
NonPorted (Past 5 days)	5	6										
Total Lines Installed	12	9										
	58%	33%										

WhatcomCty

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	76	84										
NonPorted (Past 5 days)	36	20										
Total Lines Installed	112	104										
	68%	81%										

VANCOUVER MARKET

Battle Ground

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	3	1										
NonPorted (Past 5 days)	0	2										

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Total Lines Installed	3	3										
	100%	33%										

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Camas

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	15	24										
NonPorted (Past 5 days)	5	9										
Total Lines Installed	20	33										
	75%	73%										

Ridgefield

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	1	4										
NonPorted (Past 5 days)	4	1										
Total Lines Installed	5	5										
	20%	80%										

Vancouver

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
NonPorted (On-time)	147	154										
NonPorted (Past 5 days)	68	65										
Total Lines Installed	215	219										
	68%	70%										

Comcast Phone of Washington, LLC
Summary Trouble Report

Troubles Per 100 Access Lines												
Rate Center	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Bellevue	11	9										
Des Moines	14	4										
Issaquah	16	6										
Kent	18	9										
Renton	23	7										
Seattle	52	64										
Tacoma	96	59										
Tacoma (Waverly)	3	19										
Whatcom	66	34										
Bothell	3	5										
Everett	3	2										
Kirkland	6	7										
Silver Lake	0	2										
Bellingham	0	0										
Custer	0	0										
Deming	1	0										
Everson	0	0										
Ferndale	0	0										
Laurel	0	0										
Lynden	0	0										
Halls lake	1	0										
Puyallup	3	2										
Sumner	1	0										
Graham	0	0										
Vancouver	78	81										
Battleground	3	3										
Ridgefield	3	1										
Camas	6	14										
Totals	407	328										

Comcast Phone of Washington, LLC
Summary Trouble Report

Troubles Per 100 Access Lines												
Denominator												
Rate Center	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Bellevue	2059	2047										
Des Moines	1610	1614										
Issaquah	2449	2432										
Kent	2856	2859										
Renton	2280	2262										
Seattle	7852	7780										
Tacoma	16347	16344										
Tacoma (Waverly)	1066	1067										
Whatcom	13409	13373										
Bothell	1063	1068										
Everett	300	310										
Kirkland	2685	2666										
Silver Lake	216	223										
Bellingham	4	4										
Custer	1	1										
Deming	15	15										
Everson	16	16										
Ferndale	56	56										
Laurel	3	2										
Lynden	1	1										
Halls lake	98	97										
Puyallup	398	412										
Sumner	65	70										
Graham	56	60										
Vancouver	19415	19321										
Battleground	1062	1050										
Ridgefield	547	542										
Camas	2604	2614										
Denominator	78533	78306										

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Summary Trouble Report

Troubles Per 100 Access Lines												
Rate Center	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Percentages												
Bellevue	0.53%	0.44%										
Des Moines	0.87%	0.25%										
Issaquah	0.65%	0.25%										
Kent	0.63%	0.31%										
Renton	1.01%	0.31%										
Seattle	0.66%	0.82%										
Tacoma	0.59%	0.36%										
Tacoma (Waverly)	0.28%	1.78%										
Whatcom	0.49%	0.25%										
Bothell	0.28%	0.47%										
Everett	1.00%	0.65%										
Kirkland	0.22%	0.26%										
Silver Lake	0.00%	0.90%										
Bellingham	0.00%	0.00%										
Custer	0.00%	0.00%										
Deming	6.67%	0.00%										
Everson	0.00%	0.00%										
Ferndale	0.00%	0.00%										
Laurel	0.00%	0.00%										
Lynden	0.00%	0.00%										
Halls lake	1.02%	0.00%										
Puyallup	0.75%	0.49%										
Sumner	1.54%	0.00%										
Graham	0.00%	0.00%										
Vancouver	0.40%	0.42%										
Battleground	0.28%	0.29%										
Ridgefield	0.55%	0.18%										
Camas	0.54%	0.54%										
Rate Center Average Per Month	0.68%	0.32%										

OVERALL SITE PERCENTAGE 0.52% 0.42%

Comcast Phone of Washington, LLC
 Repair Report ~ Service Interruption

Washington State

Service Interruption		Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
< 48 hrs	528	453											
> 48 hrs Gross	7	6											
Sun-Hol Exclusions	3	1											
< 48 hrs. Final	531	454											
> 48 hrs Final	4	5											
Total ticket count	535	459											
Percent within 48 hrs	99%	99%											
Percent beyond 48 hrs	1%	1%											

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 Repair Report ~ Service Impairment

Washington State

Service - Impairment	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
< 72 hrs	174	171										
> 72 hrs Gross	17	9										
Sun-Hol Exclusions	3	2										
<72 hrs Final	177	173										
> 72 hrs Final	14	7										
Total	191	180										
Percent within 72 hrs	93%	96%										
Percent beyond 72 hrs	7%	4%										

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

Seattle, Washington	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Average Speed of Answer	40.00	41.00										
Numerator	881000	699624										
Denominator	22025	17064										

Vancouver, Washington	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Average Speed of Answer	27.00	25.00										
Numerator	326916	264425										
Denominator	12108	10577										