

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	5									
NonPorted (Past 5 days)	3	2	4									
Total Lines Installed	10	5	9									
	70%	60%	56%									

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	5									
NonPorted (Past 5 days)	4	4	1									
Total Lines Installed	5	6	6									
	20%	33%	83%									

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	13									
NonPorted (Past 5 days)	16	12	20									
Total Lines Installed	27	26	33									
	41%	54%	39%									

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	9									
NonPorted (Past 5 days)	4	3	2									
Total Lines Installed	8	14	11									
	50%	79%	82%									

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	1									
NonPorted (Past 5 days)	0	1	3									
Total Lines Installed	0	4	4									
	N/A	75%	25%									

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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	4									
NonPorted (Past 5 days)	5	2	11									
Total Lines Installed	6	8	15									
	17%	75%	27%									

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	20									
NonPorted (Past 5 days)	17	16	18									
Total Lines Installed	45	44	38									
	62%	64%	53%									

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	18									
NonPorted (Past 5 days)	10	11	9									
Total Lines Installed	22	22	27									
	55%	50%	67%									

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	8									
NonPorted (Past 5 days)	6	6	17									
Total Lines Installed	13	12	25									
	54%	50%	32%									

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	2									
NonPorted (Past 5 days)	7	6	13									
Total Lines Installed	12	15	15									
	42%	60%	13%									

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	30									
NonPorted (Past 5 days)	22	12	31									
Total Lines Installed	52	29	61									
	58%	59%	49%									

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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	8									
NonPorted (Past 5 days)	6	2	0									
Total Lines Installed	8	6	8									
	25%	67%	100%									

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	0									
NonPorted (Past 5 days)	0	0	3									
Total Lines Installed	1	3	3									
	100%	100%	0%									

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	39									
NonPorted (Past 5 days)	155	136	231									
Total Lines Installed	238	216	270									
	35%	37%	14%									

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	3									
NonPorted (Past 5 days)	5	6	7									
Total Lines Installed	12	9	10									
	58%	33%	30%									

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	55									
NonPorted (Past 5 days)	36	20	39									
Total Lines Installed	112	104	94									
	68%	81%	59%									

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	8									
NonPorted (Past 5 days)	0	2	15									
Total Lines Installed	3	3	23									
	100%	33%	35%									

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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	36									
NonPorted (Past 5 days)	5	9	22									
Total Lines Installed	20	33	58									
	75%	73%	62%									

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	2									
NonPorted (Past 5 days)	4	1	2									
Total Lines Installed	5	5	4									
	20%	80%	50%									

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	218									
NonPorted (Past 5 days)	68	65	126									
Total Lines Installed	215	219	344									
	68%	70%	63%									

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	9									
Des Moines	14	4	6									
Issaquah	16	6	4									
Kent	18	9	10									
Renton	23	7	11									
Seattle	52	64	46									
Tacoma	96	59	67									
Tacoma (Waverly)	3	19	1									
Whatcom	66	34	59									
Bothell	3	5	4									
Everett	3	2	2									
Kirkland	6	7	4									
Silver Lake	0	2	4									
Bellingham	0	0	0									
Custer	0	0	0									
Deming	1	0	0									
Everson	0	0	2									
Ferndale	0	0	0									
Laurel	0	0	0									
Lynden	0	0	0									
Halls lake	1	0	0									
Puyallup	3	2	3									
Sumner	1	0	1									
Graham	0	0	0									
Vancouver	78	81	58									
Battleground	3	3	4									
Ridgefield	3	1	2									
Camas	6	14	8									
Totals	407	328	305									

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	2024									
Des Moines	1610	1614	1571									
Issaquah	2449	2432	2396									
Kent	2856	2859	2790									
Renton	2280	2262	2207									
Seattle	7852	7780	7626									
Tacoma	16347	16344	16079									
Tacoma (Waverly)	1066	1067	1057									
Whatcom	13409	13373	13133									
Bothell	1063	1068	1047									
Everett	300	310	298									
Kirkland	2685	2666	2628									
Silver Lake	216	223	222									
Bellingham	4	4	4									
Custer	1	1	1									
Deming	15	15	14									
Everson	16	16	16									
Ferndale	56	56	54									
Laurel	3	2	2									
Lynden	1	1	1									
Halls lake	98	97	96									
Puyallup	398	412	428									
Sumner	65	70	70									
Graham	56	60	67									
Vancouver	19415	19321	19280									
Battleground	1062	1050	1050									
Ridgefield	547	542	538									
Camas	2604	2614	2623									
Denominator	78533	78306	77322									

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
Percentages												
Bellevue	0.53%	0.44%	0.44%									
Des Moines	0.87%	0.25%	0.38%									
Issaquah	0.65%	0.25%	0.17%									
Kent	0.63%	0.31%	0.36%									
Renton	1.01%	0.31%	0.50%									
Seattle	0.66%	0.82%	0.60%									
Tacoma	0.59%	0.36%	0.42%									
Tacoma (Waverly)	0.28%	1.78%	0.09%									
Whatcom	0.49%	0.25%	0.45%									
Bothell	0.28%	0.47%	0.38%									
Everett	1.00%	0.65%	0.67%									
Kirkland	0.22%	0.26%	0.15%									
Silver Lake	0.00%	0.90%	1.80%									
Bellingham	0.00%	0.00%	0.00%									
Custer	0.00%	0.00%	0.00%									
Deming	6.67%	0.00%	0.00%									
Everson	0.00%	0.00%	12.50%									
Ferndale	0.00%	0.00%	0.00%									
Laurel	0.00%	0.00%	0.00%									
Lynden	0.00%	0.00%	0.00%									
Halls lake	1.02%	0.00%	0.00%									
Puyallup	0.75%	0.49%	0.70%									
Sumner	1.54%	0.00%	1.43%									
Graham	0.00%	0.00%	0.00%									
Vancouver	0.40%	0.42%	0.30%									
Battleground	0.28%	0.29%	0.38%									
Ridgefield	0.55%	0.18%	0.37%									
Camas	0.54%	0.54%	0.30%									
Rate Center Average Per Month	0.68%	0.32%	0.80%									
OVERALL SITE PERCENTAGE 0.52% 0.42% 0.39%												

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	439									
> 48 hrs Gross		7	6	4									
Sun-Hol Exclusions		3	1	1									
< 48 hrs. Final		531	454	440									
> 48 hrs Final		4	5	3									
Total ticket count		535	459	443									
Percent within 48 hrs		99%	99%	99%									
Percent beyond 48 hrs		1%	1%	1%									

Comcast Phone of Washington, LLC
 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	155									
> 72 hrs Gross	17	9	1									
Sun-Hol Exclusions	3	2	1									
<72 hrs Final	177	173	156									
> 72 hrs Final	14	7	0									
Total	191	180	156									
Percent within 72 hrs	93%	96%	100%									
Percent beyond 72 hrs	7%	4%	0%									

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	38.00									
Numerator	881000	699624	696616									
Denominator	22025	17064	18332									

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	27.00									
Numerator	326916	264425	263304									
Denominator	12108	10577	9752									