

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	4								
NonPorted (Past 5 days)	3	2	4	6								
Total Lines Installed	10	5	9	10								
	70%	60%	56%	40%								

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	1								
NonPorted (Past 5 days)	4	4	1	3								
Total Lines Installed	5	6	6	4								
	20%	33%	83%	25%								

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	16								
NonPorted (Past 5 days)	16	12	20	15								
Total Lines Installed	27	26	33	31								
	41%	54%	39%	52%								

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	9								
NonPorted (Past 5 days)	4	3	2	1								
Total Lines Installed	8	14	11	10								
	50%	79%	82%	90%								

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	3								
NonPorted (Past 5 days)	0	1	3	2								
Total Lines Installed	0	4	4	5								
	N/A	75%	25%	60%								

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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	6								
NonPorted (Past 5 days)	5	2	11	8								
Total Lines Installed	6	8	15	14								
	17%	75%	27%	43%								

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	8								
NonPorted (Past 5 days)	17	16	18	17								
Total Lines Installed	45	44	38	25								
	62%	64%	53%	32%								

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	10								
NonPorted (Past 5 days)	10	11	9	14								
Total Lines Installed	22	22	27	24								
	55%	50%	67%	42%								

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	3								
NonPorted (Past 5 days)	6	6	17	6								
Total Lines Installed	13	12	25	9								
	54%	50%	32%	33%								

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	4								
NonPorted (Past 5 days)	7	6	13	8								
Total Lines Installed	12	15	15	12								
	42%	60%	13%	33%								

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	25								
NonPorted (Past 5 days)	22	12	31	17								
Total Lines Installed	52	29	61	42								
	58%	59%	49%	60%								

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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	8								
NonPorted (Past 5 days)	6	2	0	1								
Total Lines Installed	8	6	8	9								
	25%	67%	100%	89%								

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	1								
NonPorted (Past 5 days)	0	0	3	1								
Total Lines Installed	1	3	3	2								
	100%	100%	0%	50%								

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	36								
NonPorted (Past 5 days)	155	136	231	221								
Total Lines Installed	238	216	270	257								
	35%	37%	14%	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	2								
NonPorted (Past 5 days)	5	6	7	4								
Total Lines Installed	12	9	10	6								
	58%	33%	30%	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	55	48								
NonPorted (Past 5 days)	36	20	39	40								
Total Lines Installed	112	104	94	88								
	68%	81%	59%	55%								

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	9								
NonPorted (Past 5 days)	0	2	15	1								
Total Lines Installed	3	3	23	10								
	100%	33%	35%	90%								

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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	13								
NonPorted (Past 5 days)	5	9	22	17								
Total Lines Installed	20	33	58	30								
	75%	73%	62%	43%								

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	4								
NonPorted (Past 5 days)	4	1	2	0								
Total Lines Installed	5	5	4	4								
	20%	80%	50%	100%								

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	178								
NonPorted (Past 5 days)	68	65	126	48								
Total Lines Installed	215	219	344	226								
	68%	70%	63%	79%								

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	9								
Des Moines	14	4	6	6								
Issaquah	16	6	4	4								
Kent	18	9	10	12								
Renton	23	7	11	8								
Seattle	52	64	46	70								
Tacoma	96	59	67	37								
Tacoma (Waverly)	3	19	1	3								
Whatcom	66	34	59	61								
Bothell	3	5	4	3								
Everett	3	2	2	2								
Kirkland	6	7	4	15								
Silver Lake	0	2	4	2								
Bellingham	0	0	0	0								
Custer	0	0	0	0								
Deming	1	0	0	0								
Everson	0	0	2	0								
Ferndale	0	0	0	0								
Laurel	0	0	0	0								
Lynden	0	0	0	0								
Halls lake	1	0	0	1								
Puyallup	3	2	3	0								
Sumner	1	0	1	0								
Graham	0	0	0	0								
Vancouver	78	81	58	67								
Battleground	3	3	4	5								
Ridgefield	3	1	2	3								
Camas	6	14	8	10								
Totals	407	328	305	318	0	0	0	0	0	0	0	0

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	1998								
Des Moines	1610	1614	1571	1549								
Issaquah	2449	2432	2396	2384								
Kent	2856	2859	2790	2753								
Renton	2280	2262	2207	2185								
Seattle	7852	7780	7626	7529								
Tacoma	16347	16344	16079	15963								
Tacoma (Waverly)	1066	1067	1057	1045								
Whatcom	13409	13373	13133	13046								
Bothell	1063	1068	1047	1034								
Everett	300	310	298	295								
Kirkland	2685	2666	2628	2612								
Silver Lake	216	223	222	220								
Bellingham	4	4	4	4								
Custer	1	1	1	1								
Deming	15	15	14	14								
Everson	16	16	16	16								
Ferndale	56	56	54	54								
Laurel	3	2	2	2								
Lynden	1	1	1	1								
Halls lake	98	97	96	95								
Puyallup	398	412	428	441								
Sumner	65	70	70	69								
Graham	56	60	67	67								
Vancouver	19415	19321	19280	19060								
Battleground	1062	1050	1050	1037								
Ridgefield	547	542	538	527								
Camas	2604	2614	2623	2631								
Denominator	78533	78306	77322	76632	0	0	0	0	0	0	0	0

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%	0.45%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Des Moines	0.87%	0.25%	0.38%	0.39%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Issaquah	0.65%	0.25%	0.17%	0.17%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Kent	0.63%	0.31%	0.36%	0.44%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Renton	1.01%	0.31%	0.50%	0.37%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Seattle	0.66%	0.82%	0.60%	0.93%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Tacoma	0.59%	0.36%	0.42%	0.23%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Tacoma (Waverly)	0.28%	1.78%	0.09%	0.29%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Whatcom	0.49%	0.25%	0.45%	0.47%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Bothell	0.28%	0.47%	0.38%	0.29%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Everett	1.00%	0.65%	0.67%	0.68%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Kirkland	0.22%	0.26%	0.15%	0.57%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Silver Lake	0.00%	0.90%	1.80%	0.91%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Bellingham	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Custer	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Deming	6.67%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Everson	0.00%	0.00%	12.50%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ferndale	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Laurel	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Lynden	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Halls lake	1.02%	0.00%	0.00%	1.05%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Puyallup	0.75%	0.49%	0.70%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Sumner	1.54%	0.00%	1.43%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Graham	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Vancouver	0.40%	0.42%	0.30%	0.35%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Battleground	0.28%	0.29%	0.38%	0.48%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ridgefield	0.55%	0.18%	0.37%	0.57%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Camas	0.54%	0.54%	0.30%	0.38%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Rate Center Average Per Month	0.68%	0.32%	0.80%	0.32%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
OVERALL SITE PERCENTAGE	0.52%	0.42%	0.39%	0.41%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

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	500									
> 48 hrs Gross	7	6	4	5									
Sun-Hol Exclusions	3	1	1	0									
< 48 hrs. Final	531	454	440	500									
> 48 hrs Final	4	5	3	5									
Total ticket count	535	459	443	505									
Percent within 48 hrs	99%	99%	99%	99%									
Percent beyond 48 hrs	1%	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	175								
> 72 hrs Gross	17	9	1	27								
Sun-Hol Exclusions	3	2	1	7								
<72 hrs Final	177	173	156	182								
> 72 hrs Final	14	7	0	20								
Total	191	180	156	202								
Percent within 72 hrs	93%	96%	100%	90%								
Percent beyond 72 hrs	7%	4%	0%	10%								

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	32.00								
Numerator	881000	699624	696616	566272								
Denominator	22025	17064	18332	17696								

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	17.00								
Numerator	326916	264425	263304	153969								
Denominator	12108	10577	9752	9057								