

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	4							
NonPorted (Past 5 days)	3	2	4	6	6							
Total Lines Installed	10	5	9	10	10							
	70%	60%	56%	40%	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	3							
NonPorted (Past 5 days)	4	4	1	3	2							
Total Lines Installed	5	6	6	4	5							
	20%	33%	83%	25%	60%							

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	16							
NonPorted (Past 5 days)	16	12	20	15	15							
Total Lines Installed	27	26	33	31	31							
	41%	54%	39%	52%	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	9							
NonPorted (Past 5 days)	4	3	2	1	1							
Total Lines Installed	8	14	11	10	10							
	50%	79%	82%	90%	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	2							
NonPorted (Past 5 days)	0	1	3	2	2							
Total Lines Installed	0	4	4	5	4							
	N/A	75%	25%	60%	50%							

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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	1							
NonPorted (Past 5 days)	5	2	11	8	7							
Total Lines Installed	6	8	15	14	8							
	17%	75%	27%	43%	13%							

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	8							
NonPorted (Past 5 days)	17	16	18	17	21							
Total Lines Installed	45	44	38	25	29							
	62%	64%	53%	32%	28%							

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	7							
NonPorted (Past 5 days)	10	11	9	14	13							
Total Lines Installed	22	22	27	24	20							
	55%	50%	67%	42%	35%							

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	3							
NonPorted (Past 5 days)	6	6	17	6	6							
Total Lines Installed	13	12	25	9	9							
	54%	50%	32%	33%	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	4							
NonPorted (Past 5 days)	7	6	13	8	8							
Total Lines Installed	12	15	15	12	12							
	42%	60%	13%	33%	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	20							
NonPorted (Past 5 days)	22	12	31	17	17							
Total Lines Installed	52	29	61	42	37							
	58%	59%	49%	60%	54%							

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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	8							
NonPorted (Past 5 days)	6	2	0	1	1							
Total Lines Installed	8	6	8	9	9							
	25%	67%	100%	89%	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	1							
NonPorted (Past5 days)	0	0	3	1	1							
Total Lines Installed	1	3	3	2	2							
	100%	100%	0%	50%	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	36							
NonPorted (Past 5 days)	155	136	231	221	224							
Total Lines Installed	238	216	270	257	260							
	35%	37%	14%	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	2							
NonPorted (Past 5 days)	5	6	7	4	4							
Total Lines Installed	12	9	10	6	6							
	58%	33%	30%	33%	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	54							
NonPorted (Past 5 days)	36	20	39	40	41							
Total Lines Installed	112	104	94	88	95							
	68%	81%	59%	55%	57%							

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	8							
NonPorted (Past 5 days)	0	2	15	1	1							
Total Lines Installed	3	3	23	10	9							
	100%	33%	35%	90%	89%							

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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	14							
NonPorted (Past 5 days)	5	9	22	17	2							
Total Lines Installed	20	33	58	30	16							
	75%	73%	62%	43%	88%							

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

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	156							
NonPorted (Past 5 days)	68	65	126	48	25							
Total Lines Installed	215	219	344	226	181							
	68%	70%	63%	79%	86%							

*** Please note that Comcast Phone of Washington had no held orders over 90 days.*

*** Please note that Comcast Phone of Washington had no held orders over 180 days.*

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	10							
Des Moines	14	4	6	6	12							
Issaquah	16	6	4	4	7							
Kent	18	9	10	12	11							
Renton	23	7	11	8	6							
Seattle	52	64	46	70	50							
Tacoma	96	59	67	37	129							
Tacoma (Waverly)	3	19	1	3	3							
Whatcom	66	34	59	61	58							
Bothell	3	5	4	3	2							
Everett	3	2	2	2	0							
Kirkland	6	7	4	15	11							
Silver Lake	0	2	4	2	4							
Bellingham	0	0	0	0	0							
Custer	0	0	0	0	0							
Deming	1	0	0	0	0							
Everson	0	0	2	0	0							
Ferndale	0	0	0	0	0							
Laurel	0	0	0	0	0							
Lynden	0	0	0	0	0							
Halls lake	1	0	0	1	1							
Puyallup	3	2	3	0	1							
Sumner	1	0	1	0	0							
Graham	0	0	0	0	2							
Vancouver	78	81	58	67	105							
Battleground	3	3	4	5	3							
Ridgefield	3	1	2	3	6							
Camas	6	14	8	10	9							
Totals	407	328	305	318	430							

Comcast Phone of Washington, LLC
Summary Trouble Report

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	1969							
Des Moines	1610	1614	1571	1549	1504							
Issaquah	2449	2432	2396	2384	2344							
Kent	2856	2859	2790	2753	2683							
Renton	2280	2262	2207	2185	2136							
Seattle	7852	7780	7626	7529	7393							
Tacoma	16347	16344	16079	15963	15761							
Tacoma (Waverly)	1066	1067	1057	1045	1024							
Whatcom	13409	13373	13133	13046	12901							
Bothell	1063	1068	1047	1034	1017							
Everett	300	310	298	295	289							
Kirkland	2685	2666	2628	2612	2574							
Silver Lake	216	223	222	220	216							
Bellingham	4	4	4	4	4							
Custer	1	1	1	1	1							
Deming	15	15	14	14	14							
Everson	16	16	16	16	16							
Ferndale	56	56	54	54	52							
Laurel	3	2	2	2	2							
Lynden	1	1	1	1	1							
Halls lake	98	97	96	95	94							
Puyallup	398	412	428	441	444							
Sumner	65	70	70	69	69							
Graham	56	60	67	67	68							
Vancouver	19415	19321	19280	19060	18944							
Battleground	1062	1050	1050	1037	1039							
Ridgefield	547	542	538	527	524							
Camas	2604	2614	2623	2631	2645							
Denominator	78533	78306	77322	76632	75728							

Comcast Phone of Washington, LLC
Summary Trouble Report

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%	0.51%							
Des Moines	0.87%	0.25%	0.38%	0.39%	0.80%							
Issaquah	0.65%	0.25%	0.17%	0.17%	0.30%							
Kent	0.63%	0.31%	0.36%	0.44%	0.41%							
Renton	1.01%	0.31%	0.50%	0.37%	0.28%							
Seattle	0.66%	0.82%	0.60%	0.93%	0.68%							
Tacoma	0.59%	0.36%	0.42%	0.23%	0.82%							
Tacoma (Waverly)	0.28%	1.78%	0.09%	0.29%	0.29%							
Whatcom	0.49%	0.25%	0.45%	0.47%	0.45%							
Bothell	0.28%	0.47%	0.38%	0.29%	0.20%							
Everett	1.00%	0.65%	0.67%	0.68%	0.00%							
Kirkland	0.22%	0.26%	0.15%	0.57%	0.43%							
Silver Lake	0.00%	0.90%	1.80%	0.91%	1.85%							
Bellingham	0.00%	0.00%	0.00%	0.00%	0.00%							
Custer	0.00%	0.00%	0.00%	0.00%	0.00%							
Deming	6.67%	0.00%	0.00%	0.00%	0.00%							
Everson	0.00%	0.00%	12.50%	0.00%	0.00%							
Ferndale	0.00%	0.00%	0.00%	0.00%	0.00%							
Laurel	0.00%	0.00%	0.00%	0.00%	0.00%							
Lynden	0.00%	0.00%	0.00%	0.00%	0.00%							
Halls lake	1.02%	0.00%	0.00%	1.05%	1.06%							
Puyallup	0.75%	0.49%	0.70%	0.00%	0.23%							
Sumner	1.54%	0.00%	1.43%	0.00%	0.00%							
Graham	0.00%	0.00%	0.00%	0.00%	2.94%							
Vancouver	0.40%	0.42%	0.30%	0.35%	0.55%							
Battleground	0.28%	0.29%	0.38%	0.48%	0.29%							
Ridgefield	0.55%	0.18%	0.37%	0.57%	1.15%							
Camas	0.54%	0.54%	0.30%	0.38%	0.34%							
Rate Center Average Per Month	0.68%	0.32%	0.80%	0.32%	0.48%							
OVERALL SITE PERCENTAGE	0.52%	0.42%	0.39%	0.41%	0.57%							

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	541							
> 48 hrs Gross	7	6	4	5	4							
Sun-Hol Exclusions	3	1	1	0	0							
< 48 hrs. Final	531	454	440	500	541							
> 48 hrs Final	4	5	3	5	4							
Total ticket count	535	459	443	505	545							
Percent within 48 hrs	99%	99%	99%	99%	99%							
Percent beyond 48 hrs	1%	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	192							
> 72 hrs Gross	17	9	1	27	18							
Sun-Hol Exclusions	3	2	1	7	3							
<72 hrs Final	177	173	156	182	195							
> 72 hrs Final	14	7	0	20	15							
Total	191	180	156	202	210							
Percent within 72 hrs	93%	96%	100%	90%	93%							
Percent beyond 72 hrs	7%	4%	0%	10%	7%							

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	24.00							
Numerator	881000	699624	696616	566272	412800							
Denominator	22025	17064	18332	17696	17200							

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	13.00							
Numerator	326916	264425	263304	153969	112814							
Denominator	12108	10577	9752	9057	8678							