

**LICENSE SECTION 11.6  
TELEPHONE REPORTS**

**Compliance: First and Second Quarter 2005 Service  
Level Reports as prepared for the NE Region.  
Report gives the number of calls handled and the  
percentage of calls answered within thirty seconds**

# comcast.

## Telephone Customer Service Level

<i>Fiscal Month</i>	<i>NCH</i>	<i>CSL</i>
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<b>Q2 2005</b>	<b>2,476,561</b>	<b>90%</b>
<b>Q1 2005</b>	<b>2,440,450</b>	<b>89%</b>

<b>Q4 2004</b>	<b>2,470,767</b>	<b>89%</b>
<b>Q3 2004</b>	<b>2,274,536</b>	<b>86%</b>
<b>Q2 2004</b>	<b>1,988,557</b>	<b>91%</b>
<b>Q1 2004</b>	<b>1,980,961</b>	<b>90%</b>

<b>Q4 2003</b>	<b>2,035,864</b>	<b>89%</b>
<b>Q3 2003</b>	<b>2,035,252</b>	<b>91%</b>
<b>Q2 2003</b>	<b>2,011,051</b>	<b>90%</b>
<b>Q1 2003</b>	<b>2,099,815</b>	<b>95%</b>

**AVG 90%**

**NCH = Number of Calls Handled**

**CSL = Percentage of Calls Handled W/in 30 seconds**