



# MONTGOMERY COUNTY EXECUTIVE ORDER

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

<b>Subject</b>	Set Cable Television Rates Pursuant To FCC Form 1205	<b>Executive Order No.</b>	355-05	<b>Subject Suffix</b>	
<b>Originating Department</b>	Technology Services Office of Cable and Communication Services	<b>Department Number</b>	346001	<b>Effective Date</b>	12/29/05

ORDER OF THE COUNTY EXECUTIVE SETTING CABLE  
TELEVISION RATES FOR EQUIPMENT AND INSTALLATIONS  
FOR 2004-2005 AND 2005-2006



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## ORDER OF THE COUNTY EXECUTIVE SETTING CABLE TELEVISION RATES FOR EQUIPMENT AND INSTALLATIONS FOR 2004-2005 AND 2005-2006

### I. BACKGROUND

1. Montgomery County, Maryland ("County"), has authority to regulate cable operator equipment and installation rates under Section 623 of the Cable Communications Policy Act of 1984, 47 U.S.C. § 543, as amended ("Cable Act"), and Montgomery County Executive Regulation No. 50-93AM (Oct. 12, 1993) ("Executive Regulation" or "ER"). The Federal Communications Commission ("FCC") has developed forms that an operator subject to regulation must file to justify equipment rates.

2. On or about April 1, 2004, Comcast Cable Communications, Inc. ("Comcast"), filed with the County FCC Form 1205, "Determining Regulated Equipment and Installation Costs, 'Equipment Form'" ("2004 Form 1205 Filing"), seeking the County's approval of a change in the maximum permitted rates for equipment and installation.



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3. After reviewing the 2004 Form 1205 Filing, the County, by Executive Order No. 68-05, adopted a rate order setting equipment rates and ordering refunds (the "2004 Rate Order").

4. Comcast appealed the 2004 Rate Order to the FCC. That appeal is still pending.

5. Comcast submitted a filing on or about April 1, 2005, purporting to justify its equipment rates for the period June 1, 2005, through May 31, 2006 (the "2005 Form 1205 Filing").

6. By letter dated November 4, 2005, Comcast has made an offer to settle outstanding issues with respect to the 2004 and 2005 Form 1205 Filings and to resolve certain issues for future filings, which is appended as Attachment 1 (the "Settlement Offer").

## II. FINDINGS AND CONCLUSIONS

7. After reviewing the Settlement Offer, the County has determined that it is in the best interests of the County and its subscribers to enter into the resolution proposed in the Settlement Offer.



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### III. ORDERING CLAUSES

IT IS THEREFORE ORDERED THAT:

8. The County adopts the rates set forth in Appendix C of the Settlement Offer as the maximum permitted rates with respect to the 2005 Form 1205 Filing, subject to the satisfaction of the conditions in paragraph 10 herein. If those conditions are not satisfied, or Comcast in fact fails to satisfy its obligations under the Settlement Offer, the County reserves the right to modify or rescind this rate order and the rates set forth in Appendix C.

9. If the conditions of paragraph 10 herein are satisfied, and Comcast satisfies its obligations with respect to the 2004 Rate Review as set forth in the Settlement Offer, the County will consider Comcast to have satisfied its refund obligations under the 2004 Rate Order. If Comcast does not satisfy those conditions, or if for any reason the Settlement Offer is not fully enforceable according to its terms, then Executive Order No. 68-05 shall remain in full force and effect as adopted.

10. The above actions are subject to the following conditions:  
Comcast must confirm by January 15, 2006:



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(a) that the fourth condition listed in the Settlement Offer, regarding acceptance by at least ninety percent of the communities participating in the review of the 2004 Form 1205 Filing, has been either satisfied, or waived by Comcast; and

(b) that Comcast has not withdrawn the Settlement Offer and will comply with each and every one of its obligations under the Offer.

11. The County issues this Order and accepts the Settlement Offer subject to the Conditions set forth in the Settlement Offer.

12. This Order does not approve any maximum permitted rate other than the rates approved in Appendix C. Subject to applicable FCC rules, Comcast may not levy additional charges for Form 1205-regulated equipment or activities other than those approved in Appendix C, or levy charges for Form 1205-regulated activities or equipment except where the cost of the activity or equipment was included and the rate justified in the 2005 Form 1205 Filing.

13. The County reserves all of its rights with respect to rate regulation, except with respect to those matters expressly resolved in the Settlement Offer as accepted herein.



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14. This Order shall be effective immediately upon its approval by the County Executive, pursuant to ER § 4.1.

15. This Order shall be released to the public and to Comcast, and a public notice shall be published stating that this Order has been issued and is available for review, pursuant to ER § 4.1 and 47 C.F.R. § 76.936(b).

Bruce Romer  
Chief Administrative Officer

12.29.05  
Date

**APPROVED AS TO FORM AND LEGALITY**  
**OFFICE OF THE COUNTY ATTORNEY**  
BY: Chiffon D. Loyalty  
DATE: 12/29/05



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<b>Originating Department</b> Technology Services <del>Office of Cable and Communication Services</del>	<b>Department Number</b> 346001	<b>Effective Date</b> 12/29/05

ATTACHMENT 1: SETTLEMENT OFFER



OFFICE OF CABLE AND  
COMMUNICATION SERVICES  
RECEIVED

2005 NOV -8 AM 10:11

MONTGOMERY COUNTY DEPT  
OF TECHNOLOGY SERVICES

Comcast Cable  
1500 Market Street  
Philadelphia, PA 19102

Peter H. Feinberg  
Associate General Counsel  
215.320.7934 Tel  
215.320.3572 Fax

**FOR SETTLEMENT PURPOSES ONLY  
INADMISSIBLE AS EVIDENCE**

November 4, 2005

Jane Lawton  
Cable Administrator  
Montgomery County, Maryland  
Office of Cable and Communications Administration  
100 Maryland Avenue, Suite 250  
Rockville, MD 20850

Re: SETTLEMENT PROPOSAL REGARDING COMCAST'S FORM 1205

Dear Ms. Lawton:

I am writing on behalf of Comcast Cable Communications, LLC, and its affiliates (collectively, "Comcast" or the "Company") to extend a settlement offer to resolve the pending appeal of Comcast's FCC Form 1205 for 2004, and to prescribe a framework for the approval of Comcast's 2005 FCC Form 1205 and for the review of Comcast's 2006 filing. Comcast believes that this proposal, which reflects the recent discussions between Comcast and Ashpaugh & Sculco, CPAs, PLC and Front Range Consulting, Inc. (the "Consultants"), if accepted, would minimize the substantial administrative burdens, uncertainty, and delay otherwise associated with the rate review process. It provides an excellent opportunity to resolve the outstanding rate disputes, thereby benefiting all parties concerned, including local cable customers.

This entirety of this offer is being made to each of the franchise communities that participated in the consolidated review of Comcast's 2004 Form 1205 conducted by the Consultants and adopted adverse rate orders (the "Orders") regarding Comcast's 2004 filing, and that are also participating in the 2005 review being performed by the Consultants. Any 2004 participant that is not participating in the 2005 review would only receive the benefit of the 2004 portion of this settlement. If a franchise community is only participating in 2005, only those portions of the settlement relating to 2005 and 2006 would be applicable to that 2005 participant. The affected communities (the "Communities") are identified in Appendix A hereto by each group.



## TERMS OF SETTLEMENT OFFER:

### 2004 Rate Review

1. Comcast shall issue a \$2.50 credit to each subscriber in each of the Communities, except as noted in Appendix B hereto. Credits shall be issued within 60 days of Final Approval.
2. The Communities shall take all required approval actions consistent with their local rules and regulations accepting the Comcast credit as satisfaction of the refund obligations of the Orders.
3. Comcast shall promptly withdraw its Appeal of the Orders to the FCC (or shall remove the settling communities from the Appeal if not all Communities settle).
4. Comcast agrees that it shall calculate franchise fees owed as if there were no refunds issued associated with the 2004 filing, and that it shall not take a credit against franchise fees paid to the Communities based on the refund amount. Comcast shall have the option of calculating franchise fees using its standard methodology<sup>14</sup> and separately paying a participating community an amount equal to the product of the local franchise fee percentage multiplied by the designated customer credit (e.g., 5% x \$2.50 = \$0.125 per customer).

### 2005 Rate Review

#### 1. *Adjustments.*

Comcast shall modify its existing cost claims in the Communities, as set forth in Appendix C hereto. Adjustments include:

##### a. *Unbundling:*

Remove the following previously challenged cost categories: property taxes, insurance, utilities, building maintenance, equipment maintenance, and tuition reimbursement.

Retain the following previously challenged cost categories: bonuses, commissions, and training, to the extent that the amounts claimed are related to equipment and installation rates, are limited to personnel directly involved with regulated equipment and installation, and are allocated to regulated equipment and installation based on the amount of time such personnel actually devotes to equipment and installation-related activities.

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<sup>14</sup> Comcast understands that the participating communities are not endorsing or approving the Comcast standard methodology as a result of agreeing to this settlement and the participating communities reserve all of their rights with respect to a review of the Comcast standard methodology during a review of Comcast's franchise fee payments.

b. *Other:*

Include "contractor" installation times, in addition to "in-house" installation times, in the calculation of activity times as depicted in the Form 1205 and statistical summary included in Appendix C.

Remove "converter maintenance" at time of installation.

Provide survey support for in-house installation and maintenance activity times.

2. *Procedures.*

The Communities shall take all required approval actions consistent with their local rules and regulations for the 2005 1205 rate review establishing maximum permitted rates consistent with Appendix C, and Comcast shall refrain from appealing any such resolutions.

3. *Rate Reductions and Refunds.*

Based on Appendix C, if a revised "maximum permitted" rate is lower than an actual rate in a particular Community, Comcast shall lower the actual rate in that Community and issue credits to local customers. No offsets shall be computed or claimed to reduce this refund amount. Rate changes and credits shall be issued within 60 days of Final Approval, as defined in paragraph 4 of the "Conditions" section of this Settlement. Comcast shall not increase any existing equipment rates prior to its normally scheduled equipment rate adjustment in 2006. In addition, Comcast agrees that it will not increase equipment rates in 2006 in the settling communities for the purpose of offsetting the credits, refunds or rate reductions provided for in this agreement.

2006 Rate Review

1. Comcast shall submit (at appropriate filing date) a 2006 Form 1205 reflecting the same methodological adjustments described above for 2005.
2. Comcast shall include more extensive surveys and shall include contractor activity times in the Company's analysis, and shall make that data available to the Communities upon request.
3. Comcast shall update its calculation of productive and non-productive hours to reflect contemporary circumstances.
4. Comcast shall refine its analysis to ensure the removal of unrelated rental facilities.
5. The Communities shall not dispute the inclusion of "bonuses," "commissions," and "training." Comcast may include bonuses, commissions, and training provided that such bonuses, commissions, and training shall be limited to personnel directly involved with regulated equipment and installations, and such bonuses, commissions and training shall be allocated based on the amount of time such personnel actually devotes to equipment and

installation-related activities. To the extent that the ratio of the aggregate amount of the bonuses, commissions and training costs to total salaries for the sample systems for 2006 is in the same relative percentage as the ratio of the aggregate amount of the bonuses, commissions and training costs to total salaries as reported for the sample systems for 2005 (and allowing for reasonable year-to-year fluctuations), the Communities will not challenge the relevancy of these costs in the Form 1205. The Communities shall permit Comcast to include "drop" costs in equipment and installation rates for 2006, provided that the Company includes the labor hours associated with drop costs, along with the reported drop costs. Notwithstanding the foregoing, in light of Comcast's inadvertent exclusion of vacation pay from its 2005 filing, the Company shall be entitled to include that cost category in its 2006 filing.

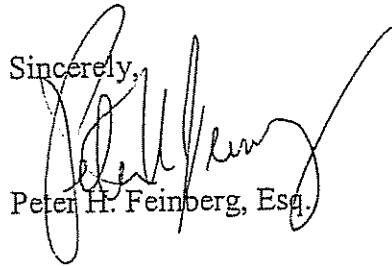
#### Conditions

1. Comcast shall issue the 2004 and 2005 credits described above regardless of any finding of effective competition in any of the Communities subject to the Settlement.
2. The parties to the Settlement shall only be bound by the aforementioned framework for preparing and reviewing the 2005 and 2006 FCC Form 1205 rate submissions. Neither party is bound by any of the agreed-upon methodologies subsequent to the 2006 rate review, nor can the compromises be used as evidence against either party in any subsequent rate proceeding. Comcast and the Communities agree that neither party will attempt to justify past or future methodologies on grounds that such methodologies were agreed to by the parties in this Settlement.
3. Comcast and the Communities agree that the purpose of this Settlement is solely to resolve the dispute between them regarding Comcast's FCC Form 1205 filing for 2004, and to establish a framework for the approval of Comcast's 2005 Form 1205 and for the review of Comcast's 2006 Form 1205 filing. The parties further agree that this Agreement does not constitute an admission of error on the part of either party and shall not be deemed to be an admission of any such error by either party in any civil or administrative proceeding.
4. Because the Communities pursued a consolidated 2004 rate review, Comcast wishes to proceed on a consolidated basis in extending this offer. The offer is therefore contingent on 90% of the Communities (as measured by customer count) taking implementing actions by December 31, 2005 ("Final Approval"). If more than 10% of the Communities (as measured by customer count) fail to adopt the resolution by that date, Comcast reserves its right to withdraw the offer, notwithstanding any intervening approval action in any particular community. If Comcast withdraws the offer, any intervening approval action by any particular community shall be null and void and the community shall retain all its rights with respect to Comcast's rates.

Jane Lawton  
November 4, 2005  
Page 5

5. Comcast shall file with the Communities written verification that the refunds required for 2004 have been issued, and that agreed-upon calculations for 2005, and any rate adjustments and/or refunds for 2005, have been made based on this Agreement.

Sincerely,



Peter H. Feinberg, Esq.

cc: Mr. Richard Treich  
Mr. Garth Ashpaugh  
Clifford Royalty, Esquire  
Frederick E Ellrod, III, Esq.

## Appendix A

### 2004 and 2005 Participants

Arlington County, VA  
Burnsville Eagan Telecommunications Commission  
City of Albuquerque, NM  
City of Coon Rapids, MN  
City of Mentor, OH  
City of Murfreesboro, TN  
City of Santa Clara, CA  
City of Skokie, IL  
City of St. Paul, MN  
City of Wheaton, IL  
Government of the District of Columbia  
Greater Metro Telecommunications Consortium  
Metropolitan Area Communications Commission  
Montgomery County, Maryland  
North Metro Telecommunications Commission  
North Suburban Communications Commission  
Ramsey/Washington Suburban Cable Commission  
South Washington County Telecommunications Commission  
Village of Downers Grove, IL

### 2005 Only Participants<sup>1</sup>

City of Detroit, MI  
City of Mountain View, CA  
City of San Jose, CA  
King County, WA  
Village of Glenview, IL  
West Central Cable Agency, IL

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<sup>1</sup> Mr. Treich and Mr. Ashpaugh have identified two other communities for possible inclusion. Their potential inclusion is currently being reviewed.

## Appendix B

The GMTC communities identified below (the "Appendix B Communities") are subject to a pending effective competition petition (the "Petition"). Comcast is prepared to include the Appendix B Communities in this settlement under the following terms, and the Appendix B communities are willing to agree to those terms in the interest of obtaining immediate credits as described below:

### 2004 Review

1. Comcast issues subscriber credits of \$1.25 for each subscriber in each of the Appendix B Communities.
2. The Appendix B Communities shall file a letter with the FCC withdrawing its Opposition to Comcast's Petition within five (5) business days from Final Approval.

### 2005 and 2006 Reviews

Notwithstanding any rights that they might otherwise have to do so, the Appendix B Communities shall not assert rate regulation over Comcast and shall not participate in the rate review process, or enjoy the benefits of the Settlement Agreement regarding these periods, unless the FCC denies the effective competition petition in any community.

### Appendix B Communities:

The Cities of Arvada, Aurora, Brighton, Centennial, Commerce City, Federal Heights, Greenwood Village, Lafayette, Lakewood, Littleton, Lone Tree, Louisville, Northglenn, Sheridan, Thornton and Westminster; the Towns of Castle Rock, Erie and Parker, the Counties of Adams, Arapahoe, Douglas and Jefferson; and the City and County of Broomfield, Colorado

## Appendix C

FORM 1205  
DETERMINING REGULATED EQUIPMENT AND INSTALLATION COSTS  
"EQUIPMENT FORM"

Comcast - Working Copy - FY2004

Community Unit Identifier (CUID) of cable system		Date of Form Submission	
SEE FCC FORM 1240 FILING		3/1/05	
Name of Cable Operator			
COMCAST CABLE COMMUNICATIONS, LLC / COMCAST CABLE COMMUNICATIONS HOLDINGS, INC.			
Mailing Address of Cable Operator			
City		State	ZIP Code
Name and Title of person completing this form:			
Telephone number		Fax Number	

Name of Local Franchising Authority		
PLEASE SEE FRANCHISE AUTHORITY LISTING PROVIDED WITH FCC FORM 1240 FILING		
Mailing Address of Local Franchising Authority		
City	State	ZIP Code

This form is being filed: [Enter an "x" in the appropriate box]

In conjunction with FCC Form 1200, FCC Form 1220, or FCC Form 1225.  
Attach the completed FCC Form 1200, FCC Form 1220, or FCC Form 1225 to the front of this form.  
OR

In order to fulfill FCC rules requiring an annual filing of this form  
Enter the date on which you last filed this form  (mm/dd/yy)

Note: This should be the date on which the rates last justified, by using either FCC Form 393 or the prior filing of this form, were in effect.

Enter the date on which you closed your books for the fiscal year reflected in this form:  (mm/dd/yy)

Note: This will indicate the end of the 12-month fiscal year for which you are filing this form.

Indicate the corporate status of your cable system [Enter an "x" in the correct box]

- C-Corporation
- Subchapter S corporation
- Partnership
- Sole Proprietorship
- Other [Please explain below]



Comcast - Working Copy - FY2004

SCHEDULE A: CAPITAL COSTS OF SERVICE INSTALLATION AND MAINTENANCE OF EQUIPMENT AND PLANT						
Equipment and Plant	Vehicles	Tools	Maintenance Facilities	Other 1. (Specify below)	Other 2. (Specify below)	
Gross Book Value	\$652,381,165.00	\$429,585,964.00	\$0.00			
Accumulated Depreciation	\$572,896,268.00	\$281,950,761.00	\$0.00			
Deferred Taxes	\$9,916,721.00	\$28,691,650.00	\$0.00			
Net Book Value [B-(C-D)]	\$69,568,176.00	\$118,943,553.00	\$0.00	\$0.00		\$0.00
Rate of Return	0.1125					
<i>Calculation of Gross-up Rate</i>						
1 Federal Income Tax Rate	0.35					
2 State Income Tax Rate	0.0674					
3 Net Total Income Tax Rate [(G1+G2)-(G1 x G2)]	0.3938					
4 Adjustment to Reflect Interest Deductibility						
4a Actual Interest Amount	\$1,876,000,000.00					
4b Total Net Assets	\$101,459,000,000.00					
4c Base Return on Investment Amount [G4b x F]	\$11,414,137,500.00					
4d Interest Deductibility Factor [G4a/G4c]	0.1644					
5 Effective Tax Rate [G3 x (1-G4d)] [C-Corps skip to G7]	0.3291					
6 Adjustments for Non-C Corporations						
6a Base Return on Investment Amount [G4c]	n/a					
6b Distributions	\$0.00					
6c Contributions (may not exceed G6b)						
6d Returns Subject to Income Tax [G6a-G6b+G6c]	n/a					
6e Returns Percentage Subject to Income Tax [G6d/G6a]	n/a					
7 Gross-Up Rate [C-Corps: 1/(1-G5) Other: 1/(1-(G5 x G6e))]	1.4905					
Grossed-Up Rate of Return [F x G7]	0.1677					
Return on Investment Grossed-Up for Taxes [E x H]	\$11,865,281,182.3	\$19,944,602,870.3	\$0.00	\$0.00		\$0.00
Current Provision for Depreciation	\$76,013,364.00	\$40,213,527.00	\$0.00			
Annual Capital Costs [I+J]	\$87,678,645,182.3	\$60,158,134,870.3	\$0.00	\$0.00		\$0.00
GRAND TOTAL [sum of Line K entries]	\$147,836,780,052.6					

Box 1.

Specify: Other 1. \_\_\_\_\_  
Specify: Other 2. \_\_\_\_\_

SCHEDULE B: ANNUAL OPERATING EXPENSES FOR SERVICE INSTALLATION AND MAINTENANCE OF EQUIPMENT						
	Salaries & Benefits	Supplies	Utilities	Other Taxes	Other 1. (Specify below)	Other 2. (Specify below)
Annual Op. Expenses for Svc. Install. and Maint. of Equip.	\$3,107,154,051.15	\$9,310,674.97	\$0.00	\$0.00	\$255,358,757.76	\$218,447,434.32
GRAND TOTAL [sum of Line A entries]	\$3,590,270,918.20					

Box 2.

Specify: Other 1. Contract Labor / Converter Maintenance  
Specify: Other 2. Vehicle Expenses / Rentals and Lease Expense

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**SCHEDULE C: CAPITAL COSTS OF LEASED CUSTOMER EQUIPMENT**

Equipment	Remote 1	Remote 2	Cable Card	Converter 1	Converter 2	Converter 3	Converter 4
Total Maintenance/Service Hours (Attach Explanation)	411,973		726	110,044	7,167,507	549,125	-
Total # of Units in Service	17,313,803		6,715	243,486	15,855,516	1,214,801	-
Gross Book Value	\$173,314,534.00		\$495,480.00	\$363,062.00	\$3,232,131,665.00	\$567,232,559.00	\$0.00
Accumulated Depreciation	\$142,355,803.00		\$41,290.00	\$337,510.00	\$2,011,059,454.00	\$70,316,516.00	\$0.00
Deferred Taxes	(\$7,285,562.00)		\$100,812.00	(\$2,203.00)	\$254,507,105.00	\$13,439,983.00	\$0.00
Net Book Value [D-(E+F)]	\$38,244,313.00	\$0.00	\$353,378.00	\$27,775.00	\$966,565,106.00	\$583,476,060.00	\$0.00
Grossed-Up Rate of Return (From Sched. A, Line H)	0.1677						
Return on Investment Grossed-Up for Taxes [G x H]	\$6,412,855,5673	\$0.00	\$59,254,8773	\$4,657,3477	\$162,074,879,504	\$64,301,758,7034	\$0.00
Current Provision for Depreciation	\$36,789,984.00		\$41,290.00	\$27,353.27	\$478,748,093.41	\$80,206,590.18	\$0.00
Annual Capital Costs [I + J]	\$43,202,639,5673	\$0.00	\$100,544,8773	\$32,010,6177	\$640,822,972,914	\$144,508,346,8834	\$0.00
<b>GRAND TOTAL [sum of Line K entries]</b>	<b>\$828,666,716,8898</b>						

Box 3.

**SCHEDULE D: AVERAGE HOURS PER INSTALLATION**

Average Hours per Unwired Home Installation (attach an explanation)	1.3608
Average Hours per Pre-Wired Home Installation (attach an explanation)	0.8537
Average Hours per Additional Connection Installation at Time of Initial Installation (attach an explanation)	0.4324
Average Hours per Additional Connection Installation Requiring Separate Installation (attach an explanation)	0.6727
<b>Other Installation (by Item Type):</b>	
<b>Item 1. Relocate Outlet</b>	
Average Hours per Installation (attach an explanation)	0.6425
<b>Item 2. Upgrade Non-Addressable</b>	
Average Hours per Installation (attach an explanation)	0.4697
<b>Item 3. Downgrade Non-Addressable</b>	
Average Hours per Installation (attach an explanation)	0.3853

Comcast - Working Copy - FY2004

WORKSHEET FOR CALCULATING PERMITTED EQUIPMENT AND INSTALLATION CHARGES	
<b>STEP A. Hourly Service Charge</b>	
Total Capital Costs of Installation and Maintenance (Schedule A, Box 1)	\$147,836,780.0536
Total Annual Operating Expenses for Installation and Maintenance (Schedule B, Box 2)	\$1,590,270,918.20
Total Capital Costs and Operating Expenses for Installation and Maintenance (Line 1 + Line 2)	\$1,738,107,698.2526
Customer Equipment and Installation Percentage (attach an explanation)	0.2053
Annual Customer Equipment Maintenance and Installation Costs, Excluding Costs of Leased Equipment (Line 3 x Line 4)	\$767,527,615.00
Total Labor Hours for Maintenance and Installation of Customer Equipment and Services (attach explanation)	22,929,478.81
Hourly Service Charge (HSC) (Line 5/Line 6)	\$33.4734

**METHOD OF BILLING FOR INSTALLATIONS** (place an "x" in the appropriate box)

Installations billed by the hour based on the HSC calculated in Line 7.

Installations billed at a standard charge.

<b>STEP B. Installation Charge</b>	
Uniform HSC for all installations (From Step A, line 7)	n/a
OR	
<b>Average Charge for Installation Types</b>	
<b>a. Unwired Home Installation</b>	
a1. HSC (Line 7)	\$33.4734
a2. Average Hours per Unwired Home Installation (Schedule D, Line A)	1.3608
a3. Charge per Unwired Home Installation [a1 x a2]	\$45.5506
<b>b. Pre-wired Home Installation</b>	
b1. HSC (Line 7)	\$33.4734
b2. Average Hours per Pre-wired Home Installation (Schedule D, Line B)	0.8517
b3. Charge per Pre-wired Home Installation [b1 x b2]	\$28.5762
<b>c. Additional Connection Installation at Time of Initial Installation</b>	
c1. HSC (Line 7)	\$33.4734
c2. Average Hours per Additional Connection Installation at Time of Init. Install. (Schedule D, Line C)	0.4324
c3. Charge per Additional Connection Installation at Time of Initial Installation [c1 x c2]	\$14.4739
<b>d. Additional Connection Installation Requiring Separate Installation</b>	
d1. HSC (Line 7)	\$33.4734
d2. Avg. Hours per Additional Connection Installation Req. Sep. Install. (Schedule D, Line D)	0.6727
d3. Charge per Additional Connection Installation Requiring Separate Installation [d1 x d2]	\$22.5176
<b>e. Other Installations (As specified in Schedule D, Line E):</b>	
e1. HSC (Line 7)	\$33.4734
e2. Average Hours per Installation of Item 1 (Relocate Outlet)	0.6425
e3. Charge per Installation of Item 1 [e1 x e2]	\$21.5067
e4. HSC (Line 7)	\$33.4734
e5. Average Hours per Installation of Item 2 (Upgrade Non-Addressable)	0.4697
e6. Charge per Installation of Item 2 [e4 x e5]	\$15.7225
e7. HSC (Line 7)	\$33.4734
e8. Average Hours per Installation of Item 3 (Downgrade Non-Addressable)	0.3853
e9. Charge per Installation of Item 3 [e7 x e8]	\$12.8973

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TEP C. Charges for leased Remotes (Calculate separately for each significantly different type)			
	a Remote 1	b Remote 2	c Cable Card
0. Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	411,973	0	726
1. HSC [Line 7]	\$33,4734	\$33,4734	\$33,4734
2. Total Maintenance/Service Cost [Line 10 x Line 11]	\$13,790,137.0003	\$0.00	\$24,301,6884
3. Annual Capital Costs [Corresponding column from Schedule C, Line I]	\$43,202,639.3673	\$0.00	\$100,544,6773
4. Total Cost of Remote [Line 12 + Line 13]	\$56,992,776.3676	\$0.00	\$124,846,3657
5. Number of Units in Service [Corresponding column from Schedule C, Line C]	17,313,803	0	8,715
6. Unit Cost [Line 14/Line 15]	\$3.2918	\$0.00	\$14.3255
7. Rate per Month [Line 16/(12)]	\$0.2743	\$0.00	\$1.1936

TEP D. Charges for leased Converter Boxes (Calculate separately for each significantly different type)			
	a Converter 1	b Converter 2	c Converter 3
8. Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	110,044	7,167,507	549,125
9. HSC [Line 7]	\$33,4734	\$33,4734	\$33,4734
0. Total Maintenance/Service Cost [Line 18 x Line 19]	\$3,663,546.8248	\$239,920,828.5016	\$18,381,080.7511
1. Annual Capital Costs [Corresponding column from Schedule C, Line I]	\$32,010,6177	\$640,822,972.914	\$144,506,348.8834
2. Total Cost of Converter [Line 20+ Line 21]	\$35,674,164.6025	\$880,743,801.4156	\$162,887,429.6345
3. Number of Units in Service [Corresponding column from Schedule C, Line C]	243,486	15,855,516	121,801
4. Unit Cost [Line 22/Line 23]	\$146.4373	\$55.5481	\$134.0873
5. Rate per Month [Line 24/(12)]	\$12.2117	\$4.629	\$11.1739

TEP E. Charges for Other Leased Equipment	
6. Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	0
7. HSC [Line 7]	\$33,4734
8. Total Maintenance/Service Cost [Line 26 x Line 27]	\$0.00
9. Annual Capital Costs [Corresponding column from Schedule C, Line I]	\$0.00
0. Total Cost of Equipment [Line 28+Line 29]	\$0.00
1. Number of Units in Service [Corresponding column from Schedule C, Line C]	0
2. Unit Cost [Line 30/Line 31]	\$0.00
3. Rate per Month [Line 32/(12)]	\$0.00

METHOD OF BILLING FOR CHANGING SERVICE TIERS OR EQUIPMENT [place an "x" in the appropriate box]

as a Nominal Charge (Enter the nominal charge in Line 34)

as a Uniform Hourly Service Charge

as an Average Charge (Enter the Average Hours for Changing Service Tiers in Line 36b.)

TEP F. Charges for Changing Service Tiers or Equipment		
4. Nominal Charge for Changing Service Tiers		
If you use an escalating scale of charges, place an "x" in the box at the right.		
OR		
5. Uniform Hourly Service Charge		744
OR		
6. Average Charge for Changing Service Tiers		
36a. HSC [Line 7]	\$33,4734	
36b. Average Hours to Change Service Tiers	0.4697	
36c. Average Charge for Changing Service Tiers [Line 36a x Line 36b]		\$15.7225

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WORKSHEET FOR CALCULATING TOTAL EQUIPMENT AND INSTALLATION COSTS	
1. Total Capital Costs of Installation and Maintenance (Schedule A, Box 1)	\$147,836,780.0526
2. Total Annual Operating Expenses for Installation and Maintenance (Schedule B, Box 2)	\$3,390,270.91820
3. Total Annual Capital Costs of Installation and Maintenance (Line 1 + Line 2)	\$151,227,050.97080
4. Customer Equipment and Installation Percentage (attach explanation)	
5. Annual Customer Equipment Maintenance and Installation Costs, Excluding Costs of Leased Equipment (Line 3 x Line 4)	\$0.00
6. Total Capital Costs of Leased Customer Equipment (Schedule C, Box 3)	\$128,666,716.8598
7. Annual Customer Equipment and Installation Costs (Line 5 + Line 6)	\$128,666,716.8598
8. Percentage Allocation to Franchise Area (see instructions)	
9. Allocated Annual Equipment and Installation Cost (Line 7 x Line 8)	\$0.00
10. Monthly Equipment and Installation Cost (Line 9 / (12))	\$0.00
11. Number of Basic Subscribers in Franchise	
12. Monthly Equipment and Installation Cost per Subscriber (Line 10 / Line 11)	\$0.00
13. Inflation Adjustment Factor (See Instructions)	
14. Adjusted Monthly Equipment and Installation Cost per Subscriber (Line 12 x Line 13)	\$0.00

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**SUMMARY SCHEDULE**

Current Equipment and Installation Rates	Permitted	Actual
<b>Charges for Cable Service Installations</b>		
a. Hourly Rate (Step A, Line 7)		n/a
<b>b. Average Installation Charges:</b>		
1. Installation of Unwired Homes (Step B, Line 9a3)	\$45.55	*
2. Installation of Prewired Homes (Step B, Line 9b3)	\$28.58	*
3. Installation of Additional Connections at Time of Initial Installation (Step B, Line 9c3)	\$14.47	*
4. Installation of Additional Connections Requiring Separate Install (Step B, Line 9d3)	\$22.52	*
5. Other Installations (specify) (Step B, Lines 9e3, 9e6, 9e9)		
e. Relocate Outlet	\$21.51	*
b. Upgrade Non-Addressable	\$15.72	*
c. Downgrade Non-Addressable	\$12.90	*
<b>Monthly Charge for Lease of Remote Controls (Step C, Line 17, columns a-c)</b>		
Remote Control Type 1: All Units	\$0.27	*
Remote Control Type 2:	\$0.00	
Remote Control Type 3:	\$1.19	*
<b>Monthly Charge for Lease of Converter Boxes (Step D, Line 25, columns a-c)</b>		
Converter Box Type 1: (Basic Only Units)	\$1.27	*
Converter Box Type 2: (All Other Units)	\$4.63	*
Converter Box Type 3:	\$11.37	*
<b>Monthly Charge for Lease of Other Equipment (Step E, Line 33)</b>		
Other Equipment (Specify)	\$0.00	
Charge for Changing Tiers (if any) (Step F, Line 34, 35 or 36)	\$15.72	*

**LABOR COST AND POLICY CHANGES**

Indicate your answer to the following three questions by placing an "x" in the appropriate box

1. Have you included the labor costs associated with subscriber cable drops in your charges for initial installation?

YES  
 NO

2. Have you capitalized the labor costs associated with subscriber cable drops?

YES  
 NO

3. If you have filed this form before, have you changed any policy, e.g., cost accounting or cost allocation that causes an increase in the costs included in the computation of equipment and installation charges?

YES (You must attach a full explanation)  
 NO

**CERTIFICATION STATEMENT**

WILLFUL FALSE STATEMENTS MADE ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE TITLE 18, SECTION 1001), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

I certify that the statements made in this form are true and correct to the best of my knowledge and belief, and are made in good faith.

Name of the Cable Operator Comcast Cable Communications, LLC Comcast Cable Communications Holdings, Inc.	Signature Working Copy-FY2004
Date 3/1/05	Title

\*See Rate Card Provided with FCC Form 1240 Filing.

FCC FORM 1205

SCHEDULE D: AVERAGE HOURS PER INSTALLATION

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Item 4. Upgrade/Downgrade Addressable	
Average Hours per Installation (Attach an Explanation)	
Item 5. Connect VCR - Connect Initial	
Average Hours per Installation (Attach an Explanation)	0.2303
Item 6. Connect VCR - Connect Seperate	
Average Hours per Installation (Attach an Explanation)	0.4514
Item 7. Customer Trouble Call	
Average Hours per Installation (Attach an Explanation)	0.6663
Item 8. (Specify)	
Average Hours per Installation (Attach an Explanation)	
Item 9. (Specify)	
Average Hours per Installation (Attach an Explanation)	
Item 10. (Specify)	
Average Hours per Installation (Attach an Explanation)	

FCC FORM 1205  
STEP B. INSTALLATION CHARGE

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e10. HSC [Line 7]	N/A	
e11. Average Hours per Installation of Item 4 [Addressable Upgrade/Downgrade]	N/A	
e12. Charge per Installation of Item 4 [e10 x e11]		\$1.9909
e13. HSC [Line 7]	\$33,4734	
e14. Average Hours per Installation of Item 5 [VCR Connect-Initial]	0.230	
e15. Charge per Installation of Item 5 [e13 x e14]		\$7.7089
e16. HSC [Line 7]	\$33,4734	
e17. Average Hours per Installation of Item 6 [VCR Connect-Separate]	0.451	
e18. Charge per Installation of Item 6 [e16 x e17]		\$15.1099
e19. HSC [Line 7]	\$33,4734	
e20. Average Hours per Installation of Item 7 [Customer Trouble Call]	0.6663	
e21. Charge per Installation of Item 7 [e19 x e20]		\$22.3033
e22. HSC [Line 7]	\$33,4734	
e23. Average Hours per Installation of Item 8 [Schedule D, Line E, Item 8]		
e24. Charge per Installation of Item 8 [e22 x e23]		
e25. HSC [Line 7]	\$33,4734	
e26. Average Hours per Installation of Item 9 [Schedule D, Line E, Item 9]		
e27. Charge per Installation of Item 9 [e25 x e26]		
e28. HSC [Line 7]	\$33,4734	
e29. Average Hours per Installation of Item 10 [Schedule D, Line E, Item 10]		
e30. Charge per Installation of Item 10 [e28 x e29]		



FCC FORM 1205  
SUMMARY SCHEDULE

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Current Equipment and Installation Rates		Permitted	Actual
d.	Upgrade/Downgrade Addressable	\$1.99	*
e.	Connect VCR - Connect Initial	\$7.71	*
f.	Connect VCR - Connect Separate	\$15.11	*
g.	Customer Trouble Call	\$22.30	*
h.			
i.			
j.			

\* See Rate Card Provided with FCC Form 1240 Filing.

FCC FORM 1205  
SCHEDULE C

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SCHEDULE C, LINE B - REMOTE 1

LINE 1.	Total Labor Hours for Maintenance / Service of Remotes and Converters	8,239,454 hrs.
LINE 2.	Percentage of Line 1 Allocated to Remotes	0.0500
LINE 3.	Total Maintenance / Service Hours Allocated to Remotes	411,973
LINE 4.	Schedule C, Line C - Total Units in Service-Remote 1	17,313,803
LINE 5.	Number of Units-Remote 1 / Total Remote Units [Line 4 / (Line 4 + Line 8)]	1.0000
LINE 6.	Total Maintenance / Service Hours Allocated to Remote 1 (Line 3 x Line 5)	411,973 hrs.

SCHEDULE C, LINE B - REMOTE 2

LINE 7.	Total Maintenance / Service Hours Allocated to Remotes (Line 3)	411,973 hrs.
LINE 8.	Schedule C, Line C - Total Units in Service-Remote 2	
LINE 9.	Number of Units-Remote 2 / Total Remote Units [Line 8 / (Line 4 + Line 8)]	
LINE 10.	Total Maintenance / Service Hours Allocated to Remote 2 (Line 7 x Line 9)	hrs.

SCHEDULE C, LINE B - CABLE CARD

LINE 11.	Total Maintenance / Service Hours Allocated to Cable Card	726 hrs.
LINE 12.	Schedule C, Line C - Total Units in Service-Cable Card	8,715
LINE 13.	Allocation Percentage	1.0000
LINE 14.	Total Maintenance / Service Hours Allocated to Cable Card (Line 11 x Line 13)	726 hrs.

SCHEDULE C, LINE B - CONVERTER 1

LINE 15.	Line 1 above	8,239,454 hrs.
LINE 16.	Total Labor Hours Allocated to Converters (Line 1 - Line 3 - Line 12)	7,826,755 hrs.
LINE 17.	Schedule C, Line C - Total Units in Service-Converter 1	243,486
LINE 18.	Number of Units-Converter 1 / Total Converter Units [Line 17 / (Line 17 + Line 21 + Line 25)]	0.0141
LINE 19.	Total Maintenance / Service Hours Allocated to Converter 1 (Line 16 x Line 18)	110,044 hrs.

SCHEDULE C, LINE B - CONVERTER 2

LINE 20.	Total Labor Hours Allocated to Converters (Line 16)	7,826,755 hrs.
LINE 21.	Schedule C, Line C - Total Units in Service-Converter 2	15,855,516
LINE 22.	Number of Units-Converter 2 / Total Converter Units [Line 21 / (Line 17 + Line 21 + Line 25)]	0.9158
LINE 23.	Total Maintenance / Service Hours Allocated to Converter 2 (Line 20 x Line 22)	7,167,507 hrs.

SCHEDULE C, LINE B - CONVERTER 3

LINE 24.	Total Labor Hours Allocated to Converters (Line 16)	7,826,755 hrs.
LINE 25.	Schedule C, Line C - Total Units in Service-Converter 3	1,214,801
LINE 26.	Number of Units-Converter 3 / Total Converter Units [Line 25 / (Line 17 + Line 21 + line 25)]	0.0702
LINE 27.	Total Maintenance / Service Hours Allocated to Converter 3 (Line 24 x Line 26)	549,125 hrs.

SCHEDULE C, LINE B - CONVERTER 4

2004 SAMPLE SYSTEM AVERAGE INSTALLATION TIMES BY STRATA

GL NUMBER	SYSTEM NAME	STRATA	SUBS	Unwired		Unwired		Unwired <sup>1</sup>	Prewired	AD Same	AD Separate	Move Outlet	Upgrade	Downgrade	VCR Same	VCR Separate	In-House Wire Serv Call	TC Customer Owned Equip	TC Customer Education	Completed Through Call <sup>2</sup>	
				Actual	Underground	Underground	Underground														
E000395	SANTA BARBARA	1	30,251	1,2500	1,2500	1,2500	1,2500	1,2500	1,0000	0,5000	0,7500	0,7500	0,7500	0,5000	0,2500	0,7500	1,0000	1,0000	1,0000	1,0000	
E000420	WILLOW GROVE	1	50,415	1,8333	1,8333	1,8333	1,8333	1,8333	0,6333	0,7000	0,6600	0,3333	0,6000	0,5000	0,3333	0,5833	0,5833	0,5000	0,5278	0,5278	
E000615	TUCSON	1	80,304	1,4167	1,0033	1,0033	1,0033	1,0033	0,6448	0,4534	0,6807	0,5425	0,2031	0,5000	0,3333	0,7222	1,0000	0,8333	0,3333	0,7222	
E000644	AUGUSTA	1	109,813	1,7500	1,5000	1,5000	1,5000	1,5000	1,1933	0,5833	0,8333	0,6333	0,5000	0,5000	0,2500	0,4167	0,8333	0,5000	0,5833	0,5000	
E000135	PRINCE WILLIAM COUNTY	1	110,832	1,0000	1,3333	1,3333	1,3333	1,3333	1,3167	0,6667	0,3333	0,6667	0,5000	0,2500	0,3333	0,3333	0,7500	0,5000	0,4167	0,5556	
E000010	ALBUQUERQUE	1	132,650	1,5000	1,2500	1,2500	1,2500	1,2500	1,3308	0,6667	0,2500	0,5000	0,5000	0,5000	0,2500	0,5000	1,0000	0,5000	0,5833	0,7778	
E000093	DELAWARE COUNTY	1	139,838	1,7500	1,2500	1,2500	1,2500	1,2500	1,7302	0,6667	0,7500	0,5000	0,5000	0,5000	0,2500	0,5000	0,8333	0,5000	0,5833	0,7778	
TOTAL			MEAN(M)	1,5600	1,3571	1,4084	1,3333	1,3333	1,4084	0,7338	0,4892	0,7151	0,5694	0,5204	0,4133	0,3778	0,4861	0,8571	0,6786	0,5357	0,6995
			SD	0,3043	0,2340	0,2271	0,2183	0,1670	0,1450	0,2439	0,1330	0,1330	0,1182	0,1182	0,1182	0,1182	0,1182	0,1846	0,1650	0,2300	0,1774
ESTIMATED TOTAL		48	(M+1)	72,0000	65,1422	67,8028	30,1019	23,9127	35,1130	27,3328	24,0789	19,8303	13,3328	23,3328	41,1420	32,5714	25,7136	33,1426			
E000125	CHESAPEAKE BAY	2	160,526	1,5000	1,5000	1,5000	1,5000	1,5000	0,9167	0,7500	0,5000	0,5000	0,4167	0,2500	0,4167	0,5000	0,7500	0,6667	0,5833	0,6667	
E000420	KNOXVILLE	2	160,285	1,0000	1,0000	1,0000	1,0000	1,0000	0,8750	0,7500	0,4589	0,3202	0,3169	0,1667	0,3333	0,3333	0,5000	0,6667	0,5833	0,6667	
E000762	WILLAMETTE VALLEY	2	185,697	1,5000	1,5000	1,5000	1,5000	1,5000	1,0833	0,6667	0,7500	0,4167	0,3333	0,1667	0,3333	0,3333	0,5000	0,5000	0,5000	0,5000	
E000285	INDIANAPOLIS	2	191,627	1,0000	1,0000	1,0000	1,0000	1,0000	0,9167	0,5833	0,6667	0,5000	0,3333	0,3333	0,0833	0,3333	1,0000	1,0000	1,0000	1,0000	
E000742	DENVER METRO SOUTH	2	230,286	1,1667	1,1667	1,1667	1,1667	1,1667	1,0000	0,4167	0,7500	0,7500	0,5833	0,3333	0,3333	0,3333	0,7500	0,5833	0,5000	0,6111	
E000781	SALT LAKE CITY	2	243,237	1,5000	1,5000	1,5000	1,5000	1,5000	0,8333	0,5000	0,7500	0,5000	0,5000	0,3333	0,1667	0,5000	0,7500	0,7500	0,7500	0,7500	
E000591	JACKSONVILLE	2	276,217	2,2500	2,2500	2,2500	2,2500	2,2500	1,9809	1,5000	1,0833	1,0000	0,5000	0,2500	0,2500	0,5000	0,7500	0,7500	0,7500	0,7500	
E000731	DALLAS WEST	2	282,288	1,3333	1,3333	1,3333	1,3333	1,3333	1,3870	0,7500	0,5000	0,7500	0,5000	0,2500	0,2500	0,5000	0,7500	0,7500	0,7500	0,7500	
TOTAL			MEAN(M)	1,4083	1,4063	1,3870	0,6663	0,4819	0,7446	0,6667	0,4169	0,4169	0,3333	0,3333	0,3333	0,3333	0,7500	0,6070	0,5833	0,6771	
			SD	0,4020	0,4020	0,3241	0,2432	0,1604	0,1706	0,1800	0,1406	0,1800	0,1406	0,1406	0,1406	0,1406	0,1406	0,1336	0,1473	0,2357	0,1514
ESTIMATED TOTAL		38	(M+1)	53,4375	53,4375	51,9458	30,6336	18,0917	28,2052	25,3330	15,8088	14,5672	7,3881	14,8280	28,6000	26,6712	22,1664	25,7292			
E000198	NORTH BAY	3	300,004	0,8933	0,8933	0,8933	0,8933	0,8933	0,7550	0,5589	0,2892	0,5284	0,4842	0,3730	0,1667	0,5000	0,8333	0,5000	0,5000	0,5000	
E000107	LANSING/GRAND RAPIDS	3	370,687	1,8887	1,8887	1,8887	1,8887	1,8887	1,4248	0,8326	0,5000	0,7500	0,6382	0,3506	0,1667	0,5000	0,7500	0,5000	0,5000	0,5000	
TOTAL			MEAN(M)	1,2750	1,0500	1,0903	0,6558	0,3946	0,6382	0,7500	0,5284	0,4842	0,3730	0,1667	0,5000	0,8333	0,5000	0,5000	0,5000	0,5000	
			SD	0,5539	0,6304	0,4730	0,1935	0,1400	0,1681	0,1681	0,0782	0,0316	0,0316	0,0316	0,0316	0,0316	0,0316	0,0316	0,0316	0,0316	
ESTIMATED TOTAL		13	(M+1)	16,5750	13,6500	14,1742	0,4453	0,1301	0,2886	0,7500	0,5935	0,4583	0,21671	0,5000	10,2915	7,1500	5,8568	7,8000			
E000394	CONNECTICUT	4	442,989	1,5000	1,3333	1,3333	1,3333	1,3333	1,3784	0,7258	1,0912	0,6188	0,5617	0,3333	0,1667	0,5000	0,6667	0,5000	0,3333	0,5000	
E000620	NORTH CHICAGO	4	457,114	1,1667	1,2500	1,3877	0,8087	0,3881	0,4748	0,6099	0,4167	0,2500	0,4167	0,2500	0,1667	0,5000	0,8333	0,6667	0,5000	0,6389	
E000304	NEW ENGLAND EAST	4	642,453	1,3333	1,3333	1,3333	1,3333	1,3333	1,3333	0,3933	0,5000	0,6000	0,6000	0,2500	0,4167	0,5000	0,8333	0,6667	0,5000	0,6389	
TOTAL			MEAN(M)	1,4167	1,3095	1,3397	0,7886	0,3881	0,5000	0,6000	0,4167	0,2500	0,4167	0,2500	0,1667	0,5000	0,8333	0,6667	0,5000	0,6389	
			SD	0,0034	0,0481	0,0235	0,0551	0,0304	0,3400	0,0811	0,1251	0,0401	0,0401	0,0401	0,0401	0,0401	0,0401	0,0401	0,0401	0,0401	
ESTIMATED TOTAL		11	(M+1)	15,8933	14,3809	14,9868	0,6530	0,2446	0,3058	0,5985	0,4583	0,2446	0,4891	0,6073	0,8017	0,6633	0,5339	0,6663			
GRAND TOTAL		119		4,501,331	4,3327	4,3326	1,3516	0,4421	0,4726	0,7707	0,6247	0,4722	0,3050	0,2303	0,4514	0,6017	0,6633	0,5339	0,6663		

1 Average of Unwired Aerial and Unwired Underground, with equal weights for each type.  
2 Average of In-House Wire Service Call, Customer-Owned Equipment Call, and Customer Education Call, with equal weights for each type.

2004 SAMPLE SYSTEM INSTALLATION ACTIVITY BY STRATA

GL NUMBER	SYSTEM NAME	STRATA	SUBS	# of Unwired Aerial Installs	# of Unwired Underground Installs	# of Unwired Installs <sup>1</sup>	# of Prewired Installs	# of AD Same Installs	# of AD Separate Installs	# of Above Ground Installs	# of Upgrade Installs	# of Downgrade Installs
E000385	SANTA BARBARA	1	36,251	3.00	12.17	60.50	880.75	784.25	82.67	9.25	589.88	45.17
E000820	WILLOW GROVE	1	59,415	16.50	0.25	85.83	746.34	607.08	128.18	-	765.63	313.38
E000615	TUCSON	1	80,364	19.67	213.50	577.25	1,589.87	1,812.75	466.50	-	1,857.71	556.71
E000544	AUGUSTA	1	109,813	77.50	82.75	207.83	2,852.41	3,578.33	347.41	0.75	2,654.20	515.54
E000135	PRINCE WILLIAM COUNTY	1	110,832	6.92	182.08	466.58	3,013.33	887.42	254.16	14.50	5,074.91	347.58
E000610	ALBUQUERQUE	1	133,650	127.17	216.92	575.42	3,420.91	5,884.00	301.25	53.25	3,219.00	280.25
E000853	DELAWARE COUNTY	1	138,836	80.42	4.83	374.42	2,088.84	1,227.25	921.00	-	4,982.83	1,383.67
TOTAL			MEAN(M)	44.45	101.79	348.26	2,086.04	2,071.58	357.31	11.11	2,733.47	488.90
			SD	46.03	100.24	213.28	1,057.76	1,858.87	200.32	18.44	1,821.07	433.69
ESTIMATED TOTAL		48	MEAN(M)	2,133.81	4,885.71	16,716.66	100,128.69	89,435.93	17,150.79	533.07	131,206.33	23,467.15
			SD	185.08	140.89	807.40	2,631.00	3,137.75	553.25	4.50	4,542.83	1,945.00
E000125	CHESAPEAKE BAY	2	168,528	197.00	70.00	415.82	2,902.25	1,942.41	250.50	0.17	4,442.00	2,359.17
E000420	KNOXVILLE	2	180,205	110.08	159.00	400.66	3,678.00	2,484.66	150.17	62.00	2,784.04	1,508.79
E000762	WILLAMETTE VALLEY	2	165,597	27.17	120.17	633.51	4,123.34	4,132.59	614.00	11.92	4,499.79	662.80
E000255	INDIANAPOLIS	2	101,027	51.25	460.17	875.42	6,108.92	983.75	97.67	-	6,470.29	483.37
E000742	DENVER METRO SOUTH	2	239,286	430.75	631.58	1,570.66	7,400.41	1,758.50	1,073.92	08.67	7,105.06	3,241.98
E000781	SALT LAKE CITY	2	243,237	172.33	359.42	865.33	6,774.75	10,000.68	3,157.84	3,157.84	6,053.71	1,389.38
E000591	JACKSONVILLE	2	278,217	42.92	105.75	807.09	8,215.08	8,048.58	780.18	21.58	8,081.46	1,855.13
E000731	DALLAS WEST	2	282,288	145.70	256.98	759.51	5,229.47	4,173.36	834.89	24.85	5,485.01	1,683.20
TOTAL			MEAN(M)	132.88	203.45	373.02	2,157.43	3,415.29	895.57	36.38	1,723.80	889.78
			SD	5,536.51	9,765.82	28,861.40	188,718.84	158,587.82	31,748.17	844.44	208,810.40	63,981.63
ESTIMATED TOTAL		38	MEAN(M)	215.58	117.75	577.83	7,037.75	8,072.33	3,489.17	-	7,042.00	3,085.66
E000286	NORTH BAY	3	308,004	191.08	417.42	781.25	7,201.66	3,632.92	384.09	105.08	2,053.63	918.88
E000807	LANSING/GRAND RAPIDS	3	378,567	203.33	267.58	684.54	7,118.71	6,252.63	1,816.63	52.54	4,547.86	1,892.27
TOTAL			MEAN(M)	173.32	211.00	150.01	115.00	3,846.24	2,195.63	74.31	3,527.37	1,618.01
			SD	2,643.29	3,478.81	8,899.02	92,558.19	81,284.13	24,918.17	683.06	59,122.16	25,889.53
ESTIMATED TOTAL		13	MEAN(M)	155.75	30.92	277.02	5,283.25	5,464.00	308.59	85.50	7,388.75	1,833.17
E000384	CONNECTICUT	4	442,958	191.00	164.67	1,340.42	7,541.00	3,048.25	5,765.25	81.02	5,147.30	2,698.79
E000629	NORTH CHICAGO	4	457,114	312.08	8.67	1,132.67	12,828.00	13,314.25	1,265.08	180.41	16,222.58	2,788.17
E000304	NEW ENGLAND EAST	4	542,453	219.61	68.09	917.00	8,548.08	7,275.50	2,446.64	109.28	9,566.21	2,420.04
TOTAL			MEAN(M)	82.00	84.38	563.13	3,867.99	5,367.39	2,813.44	44.32	5,885.52	513.71
			SD	2,415.71	748.95	10,087.02	94,028.92	80,930.50	28,913.03	1,202.03	105,448.31	26,620.48
ESTIMATED TOTAL		11	MEAN(M)	110	4,501,331	115,72	171.83	586.95	4,413.04	3,812.17	915.44	30.57
GRAND TOTAL		110	4,501,331	115,72	171.83	586.95	4,413.04	3,812.17	915.44	30.57	4,507.16	1,272.26

<sup>1</sup> Average of # of Unwired Aerial Installs and # of Unwired Underground Installs, with equal weights for each type.

2004 SAMPLE SYSTEM TOTAL INSTALLATION HOURS BY STRATA

GL NUMBER	SYSTEM NAME	STRATA	SUBS	Unwired <sup>1</sup>	Prewired	AO Same	AO Separate	Move Outlet	Upgrade	Downgrade
E000385	SANTA BARBARA	1	36,251	75.63	880.75	392.12	62.00	6.94	427.41	22.58
E000820	WILLOW GROVE	1	59,415	134.33	472.45	425.29	123.05	-	477.70	156.69
E000615	TUCSON	1	80,364	622.12	1,031.42	821.95	308.20	-	1,007.80	218.84
E000544	AUGUSTA	1	109,613	473.04	3,409.58	2,087.24	289.50	0.62	1,327.15	257.77
E000135	PRINCE WILLIAM COUNTY	1	110,632	614.33	2,008.99	295.78	169.45	7.25	1,691.47	86.90
E000610	ALBUQUERQUE	1	132,650	765.78	2,280.72	1,401.00	150.63	13.31	1,341.36	62.56
E000853	DELAWARE COUNTY	1	138,836	647.81	1,568.63	818.21	690.75	-	2,481.42	696.83
TOTAL			MEAN(M)	476.15	1,664.36	891.65	256.22	4.02	1,250.61	214.60
			SD	268.02	999.11	648.23	210.85	5.25	713.83	228.79
ESTIMATED TOTAL	NUMBER OF SYSTEMS(N)	48	(M*N)	22,855.21	79,889.38	42,799.42	12,298.80	192.82	60,029.50	10,300.61
E000125	CHESAPEAKE BAY	2	156,526	1,211.24	2,411.84	1,307.50	414.94	2.62	1,893.00	810.48
E000420	KNOXVILLE	2	160,295	405.54	2,189.57	683.13	114.45	0.09	1,457.71	747.58
E000762	WILLAMETTE VALLEY	2	165,597	601.00	3,985.46	1,656.53	112.63	46.50	1,160.11	502.88
E000265	INDIANAPOLIS	2	191,027	533.51	3,780.78	2,410.54	409.36	6.95	1,499.78	227.58
E000742	DENVER METRO SOUTH	2	239,286	788.01	6,108.92	409.93	73.25	-	3,774.12	281.95
E000781	SALT LAKE CITY	2	243,237	2,356.00	6,166.76	879.25	805.44	-	3,552.98	1,080.55
E000591	JACKSONVILLE	2	276,217	1,686.81	10,162.13	5,000.33	3,420.88	98.67	3,026.85	694.69
E000731	DALLAS WEST	2	282,288	1,076.09	6,161.31	4,473.29	585.12	10.79	2,015.36	463.78
TOTAL			MEAN(M)	1,083.52	5,120.85	2,102.56	742.01	20.70	2,297.49	601.19
			SD	664.83	2,607.22	1,745.18	1,112.26	35.13	1,011.86	286.31
ESTIMATED TOTAL	NUMBER OF SYSTEMS(N)	38	(M*N)	41,173.89	194,592.17	79,897.35	28,196.32	786.67	87,304.61	22,845.09
E000286	NORTH BAY	3	306,004	436.77	3,934.05	2,595.20	1,826.17	-	3,409.49	1,143.45
E000607	LANSING/GRAND RAPIDS	3	370,567	1,127.35	5,996.00	1,766.46	273.07	78.82	772.94	301.66
TOTAL			MEAN(M)	782.06	4,965.03	2,180.83	1,049.62	39.41	2,051.22	722.55
			SD	488.31	1,458.01	586.01	1,098.21	55.73	1,864.32	595.23
ESTIMATED TOTAL	NUMBER OF SYSTEMS(N)	13	(M*N)	10,166.77	64,545.33	28,350.77	13,645.02	512.30	27,188.81	9,393.20
E000364	CONNECTICUT	4	442,959	383.00	3,835.11	2,732.00	337.82	52.91	4,076.56	611.00
E000629	NORTH CHICAGO	4	457,114	1,833.34	6,038.13	1,085.38	2,737.96	49.22	2,144.88	1,099.59
E000304	NEW ENGLAND EAST	4	542,453	1,510.18	10,682.91	4,437.64	632.54	80.21	10,815.60	1,394.08
TOTAL			MEAN(M)	1,242.17	6,852.05	2,751.67	1,236.10	60.78	5,679.01	1,034.89
			SD	761.41	3,495.70	1,676.22	1,308.96	16.93	4,552.06	395.53
ESTIMATED TOTAL	NUMBER OF SYSTEMS(N)	11	(M*N)	13,663.92	75,372.52	30,268.41	13,597.15	668.57	62,469.14	11,383.77
GRAND TOTAL		110	4,501,331	798.73	3,767.27	1,648.33	615.79	19.64	2,154.45	490.21

<sup>1</sup> Based on the weighted average of Aerial and Underground Install Times, with weights equal to Activity Levels for each install time type.

2004 Estimates and Standard Errors

AVG. INSTALL TIME - UNWIRED\*

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	1.4084	67.60	0.2271	14.50
2	38	8	1.3870	51.95	0.3241	14.87
3	13	2	1.0903	14.17	0.4730	16.00
4	11	3	1.3597	14.96	0.0235	0.02
110	20			148.68		46.48

Estimated Total =	148.68
Std. Error =	6.74
Estimated Mean =	1.3518
Std. Error =	0.0813
COEFFICIENT OF VARIATION =	4.54%

\* Average of Aerial and Underground, with equal weights.

INSTALL ACTIVITY - UNWIRED\*\*

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	348.26	16,718.48	213.28	12780727.05
2	38	8	759.51	28,861.38	373.92	19923804.71
3	13	2	884.54	8,889.02	160.91	1828328.71
4	11	3	917.00	10,087.00	563.13	8302051.84
110	20			64,563.88		43642911.11

Estimated Total =	84,563.88
Std. Error =	6,606.28
Estimated Mean =	588.9444
Std. Error =	80.0571
COEFFICIENT OF VARIATION =	10.23%

\*\* Average of # of Aerial Installs and # of Underground Installs, with equal weights.

INSTALL TOTAL HOURS - UNWIRED\*\*\*

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	476.15	22,855.20	289.02	20195818.54
2	38	8	1,093.52	41,173.76	664.83	62984847.37
3	13	2	782.08	10,166.78	488.31	17048935.91
4	11	3	1,242.17	13,663.87	761.41	1700568.85
110	20			87,859.61		11725460.87

Estimated Total =	87,859.61
Std. Error =	10,827.53
Estimated Mean =	788.7237
Std. Error =	98.4321
COEFFICIENT OF VARIATION =	12.32%

UNWIRED

Estimated Population Mean Time per Install = 1.3608

\*\*\* Weighted average of Aerial and Underground (weights = activity levels).

AVG. INSTALL TIME - PREWIRED

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	0.7938	38.10	0.2183	13.40
2	38	8	0.9693	36.83	0.2432	8.43
3	13	2	0.6958	9.05	0.1935	2.88
4	11	3	0.7886	8.65	0.0551	0.09
110	20			92.63		24.69

Estimated Total =	92.63
Std. Error =	4.98
Estimated Mean =	0.8421
Std. Error =	0.0451
COEFFICIENT OF VARIATION =	5.35%

INSTALL ACTIVITY - PREWIRED

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	2,086.04	100,128.92	1,057.76	314658433.75
2	38	8	5,228.47	198,719.88	2,167.43	683268848.28
3	13	2	7,118.71	92,556.23	115.90	880445.92
4	11	3	8,548.08	94,028.88	3,887.99	438880168.11
110	20			485,434.89		1417851898.97

Estimated Total =	485,434.89
Std. Error =	37,661.72
Estimated Mean =	4,413.0445
Std. Error =	342.2883
COEFFICIENT OF VARIATION =	7.78%

INSTALL TOTAL HOURS - PREWIRED

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	1,684.36	79,889.28	899.11	280642645.55
2	38	8	5,120.85	184,592.30	2,807.22	888657448.30
3	13	2	4,965.03	64,545.39	1,458.01	151994210.95
4	11	3	8,852.05	75,372.55	3,485.70	358450942.37
110	20			414,399.52		1789745247.17

Estimated Total =	414,399.52
Std. Error =	41,949.32
Estimated Mean =	3,767.2884
Std. Error =	381.3574
COEFFICIENT OF VARIATION =	10.12%

PREWIRED

Estimated Population Mean Time per Install = 0.8537

**2004 Estimates and Standard Errors**

**AVG. INSTALL TIME - AO SAME**

Stratum	N	n	Mean	N*Mean	s	N(N-1)*s <sup>2</sup> /n
1	48	7	0.48932	23.91	0.1670	7.84
2	38	8	0.4919	18.69	0.1001	1.43
3	13	2	0.3946	5.13	0.1490	1.59
4	11	3	0.3965	4.36	0.0904	0.24
	110	20		52.10		11.10

Estimated Total =	52.10
Std. Error =	3.33
Estimated Mean =	0.4736
Std. Error =	0.0303
COEFFICIENT OF VARIATION =	6.39%

**INSTALL ACTIVITY - AO SAME**

Stratum	N	n	Mean	N*Mean	s	N(N-1)*s <sup>2</sup> /n
1	48	7	2,071.58	99,435.84	1,858.87	97,146,037.5,45
2	38	8	4,173.38	158,587.88	3,415.29	168,214,032.4,23
3	13	2	6,252.83	81,284.19	3,846.24	10,577,396,82,84
4	11	3	7,275.50	80,030.50	5,987.39	8,450,803,45,42
	110	20		419,339.21		453,840,977,94

Estimated Total =	419,338.21
Std. Error =	67,352.87
Estimated Mean =	3,812.1655
Std. Error =	812.2989
COEFFICIENT OF VARIATION =	16.06%

**INSTALL TOTAL HOURS - AO SAME**

Stratum	N	n	Mean	N*Mean	s	N(N-1)*s <sup>2</sup> /n
1	48	7	891.65	42,799.20	648.23	118,136,828.22
2	38	8	2,102.56	79,897.28	1,745.18	434,005,585.62
3	13	2	2,180.83	28,350.79	688.01	2,455,365,1,99
4	11	3	2,751.87	30,266.57	1,878.22	8,241,828,2,33
	110	20		181,315.64		659,143,328,15

Estimated Total =	181,315.64
Std. Error =	25,673.22
Estimated Mean =	1,648.3240
Std. Error =	233.3929
COEFFICIENT OF VARIATION =	14.16%

**AO SAME**

Estimated Population Mean Time per Install =	0.4324
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**AVG. INSTALL TIME - AO SEPARATE**

Stratum	N	n	Mean	N*Mean	s	N(N-1)*s <sup>2</sup> /n
1	48	7	0.7315	35.11	0.1458	5.91
2	38	8	0.7448	28.29	0.1708	4.15
3	13	2	0.6382	8.30	0.1581	1.79
4	11	3	0.6887	7.58	0.3488	3.57
	110	20		79.28		15.41

Estimated Total =	79.28
Std. Error =	3.93
Estimated Mean =	0.7207
Std. Error =	0.0357
COEFFICIENT OF VARIATION =	4.85%

**INSTALL ACTIVITY - AO SEPARATE**

Stratum	N	n	Mean	N*Mean	s	N(N-1)*s <sup>2</sup> /n
1	48	7	357.31	17,150.88	290.32	22,092,009.68
2	38	8	834.89	31,718.22	995.57	14,124,024,6,55
3	13	2	1,818.83	24,818.18	2,195.83	34,488,653,4,3
4	11	3	2,418.64	28,913.04	2,913.44	24,898,523,9,2
	110	20		100,698.33		75,700,403,4,8

Estimated Total =	100,698.33
Std. Error =	27,513.71
Estimated Mean =	915.4384
Std. Error =	250.1248
COEFFICIENT OF VARIATION =	27.32%

**INSTALL TOTAL HOURS - AO SEPARATE**

Stratum	N	n	Mean	N*Mean	s	N(N-1)*s <sup>2</sup> /n
1	48	7	258.22	12,290.56	210.85	12,488,97,1,13
2	38	8	742.01	28,196.38	1,112.28	17,528,892,8,83
3	13	2	1,848.82	13,645.08	1,098.21	8,823,388,2,09
4	11	3	1,236.01	13,596.11	1,308.88	5,025,903,7,59
	110	20		67,736.11		325,281,589,6,5

Estimated Total =	67,736.11
Std. Error =	19,035.58
Estimated Mean =	615.7828
Std. Error =	183.8597
COEFFICIENT OF VARIATION =	28.83%

**AO SEPARATE**

Estimated Population Mean Time per Install =	0.6727
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2004 Estimates and Standard Errors

AVG. INSTALL TIME - MOVE OUTLET

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	6	0.6694	27.33	0.2430	10.09
2	38	7	0.6697	25.33	0.1900	5.45
3*	13	1	0.7500	9.75	-	0.00
4	11	3	0.6732	6.31	0.0841	0.12
	110	17		68.72		25.56

Estimated Total = 68.72  
 Std. Error = 5.08  
 Estimated Mean = 0.6247  
 Std. Error = 0.0460  
 COEFFICIENT OF VARIATION = 7.36%

\* Variance for stratum 3 imputed by averaging other strata variances.

AVG. INSTALL TIME - UPGRADE

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	0.6204	24.98	0.1330	4.97
2	38	8	0.4160	15.81	0.1087	1.71
3	13	2	0.4303	5.59	0.0762	0.42
4	11	3	0.5450	6.00	0.1261	0.48
	110	20		52.38		7.56

Estimated Total = 52.38  
 Std. Error = 2.75  
 Estimated Mean = 0.4781  
 Std. Error = 0.0250  
 COEFFICIENT OF VARIATION = 5.25%

INSTALL ACTIVITY - MOVE OUTLET

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	11.11	533.28	19.44	106347.71
2	38	8	24.85	944.30	36.30	188899.38
3	13	2	62.54	893.02	74.31	384821.29
4	11	3	109.29	1,202.08	44.32	67818.38
	110	20		3,362.88		747286.74

Estimated Total = 3,362.88  
 Std. Error = 884.46  
 Estimated Mean = 30.5698  
 Std. Error = 7.8507  
 COEFFICIENT OF VARIATION = 25.71%

INSTALL ACTIVITY - UPGRADE

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	2,733.47	131,208.56	1,921.07	832352917.08
2	38	8	5,495.01	208,810.38	1,723.80	4234368917.70
3	13	2	4,547.86	69,122.18	3,527.37	889827248.86
4	11	3	9,586.21	105,448.31	6,895.52	1005755357.80
	110	20		504,587.43		3251172339.44

Estimated Total = 504,587.43  
 Std. Error = 57,019.05  
 Estimated Mean = 4,587,1593  
 Std. Error = 518,3550  
 COEFFICIENT OF VARIATION = 11.30%

INSTALL TOTAL HOURS - MOVE OUTLET

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	4.02	192.96	6.25	7749.00
2	38	8	20.70	786.60	35.13	175881.68
3	13	2	39.41	512.53	55.73	222087.05
4	11	3	60.78	668.58	18.93	8407.69
	110	20		2,160.47		414085.37

Estimated Total = 2,160.47  
 Std. Error = 643.49  
 Estimated Mean = 19.6406  
 Std. Error = 5.8500  
 COEFFICIENT OF VARIATION = 29.78%

MOVE OUTLET

Estimated Population Mean Time per Install = 0.6425

INSTALL TOTAL HOURS - UPGRADE

Stratum	N	n	Mean	N*Mean	s	N(N-n)s <sup>2</sup> /n
1	48	7	1,260.61	60,029.28	713.83	143257261.88
2	38	8	2,297.49	87,304.82	1,011.86	145890143.99
3	13	2	2,091.22	27,185.86	1,864.32	248514787.96
4	11	3	5,679.01	62,469.11	4,552.06	807823940.48
	110	20		236,988.87		1145482514.32

Estimated Total = 236,988.87  
 Std. Error = 33,845.13  
 Estimated Mean = 2,154,4443  
 Std. Error = 307,6830  
 COEFFICIENT OF VARIATION = 14.28%

UPGRADE

Estimated Population Mean Time per Install = 0.4887



2004 Estimates and Standard Errors

AVG. INSTALL TIME - DOWNGRADE

Stratum	N	n	Mean	N*Mean	s	N(N-1)s <sup>2</sup> /n
1	48	7	0.4133	19.94	0.1182	3.93
2	38	6	0.3033	14.57	0.1098	1.72
3*	13	2	0.3506	4.56	0.0316	0.07
4	11	3	0.4167	4.58	0.0034	0.20
	110	20		43.54		5.92
			Estimated Total =			43.54
			Std. Error =			2.43
			Estimated Mean =			0.3959
			Std. Error =			0.0221
			COEFFICIENT OF VARIATION =			5.59%

INSTALL ACTIVITY - DOWNGRADE

Stratum	N	n	Mean	N*Mean	s	N(N-1)s <sup>2</sup> /n
1	48	7	488.90	23,467.20	433.69	62878931.10
2	38	6	1,603.20	63,081.60	889.78	112818453.00
3	13	2	1,992.27	25,899.51	1,618.01	164761336.75
4	11	3	2,420.04	26,620.44	513.71	7741008.95
	110	20		139,948.75		338200118.69
			Estimated Total =			139,948.75
			Std. Error =			10,390.22
			Estimated Mean =			1,272,261.4
			Std. Error =			167,169.8
			COEFFICIENT OF VARIATION =			13.14%

INSTALL TOTAL HOURS - DOWNGRADE

Stratum	N	n	Mean	N*Mean	s	N(N-1)s <sup>2</sup> /n
1	48	7	214.60	10,300.80	226.79	14716364.65
2	38	6	601.19	22,845.22	286.31	14681211.79
3	13	2	722.65	9,393.45	595.23	25332960.83
4	11	3	1,034.89	11,383.79	395.53	4589923.44
	110	20		53,922.06		56318980.72
			Estimated Total =			53,922.06
			Std. Error =			7,504.60
			Estimated Mean =			480,208.7
			Std. Error =			68,223.6
			COEFFICIENT OF VARIATION =			13.92%

DOWNGRADE  
Estimated Population Mean Time per Install = 0.3853

AVG. INSTALL TIME - VCR SAME

Stratum	N	n	Mean	N*Mean	s	N(N-1)s <sup>2</sup> /n
1	48	6	0.2778	13.33	0.0439	0.62
2	38	6	0.1945	7.39	0.1255	3.19
3*	13	1	0.1667	2.17	0.0815	1.04
4	11	3	0.2222	2.44	0.0481	0.07
	110	16		25.33		4.92
			Estimated Total =			25.33
			Std. Error =			2.22
			Estimated Mean =			0.2303
			Std. Error =			0.0202
			COEFFICIENT OF VARIATION =			8.75%

\* Variance for stratum 3 imputed by averaging other strata variances.

AVG. INSTALL TIME - VCR SEPARATE

Stratum	N	n	Mean	N*Mean	s	N(N-1)s <sup>2</sup> /n
1	48	6	0.4861	23.33	0.1617	8.79
2	38	7	0.3928	14.93	0.0793	1.06
3*	13	1	0.5000	6.50	0.1076	1.81
4	11	3	0.4145	4.89	0.0481	0.07
	110	17		49.65		11.72
			Estimated Total =			49.65
			Std. Error =			3.42
			Estimated Mean =			0.4514
			Std. Error =			0.0311
			COEFFICIENT OF VARIATION =			6.90%

\* Variance for stratum 3 imputed by averaging other strata variances.

AVG. INSTALL TIME - TROUBLE CALLS\*\*

Stratum	N	n	Mean	N*Mean	s	N(N-1)s <sup>2</sup> /n
1	48	7	0.6905	33.14	0.1774	0.85
2	38	8	0.6771	25.73	0.1514	3.27
3	13	2	0.8000	7.80	0.0157	0.02
4	11	3	0.6019	6.62	0.0893	0.23
	110	20		73.29		12.37
			Estimated Total =			73.29
			Std. Error =			3.52
			Estimated Mean =			0.6663
			Std. Error =			0.0320
			COEFFICIENT OF VARIATION =			4.80%

\*\* Average of Inside Wire Service Calls, Customer-Owned Equipment Calls, and Customer Education Calls, assuming equal activity weights.