OpenBand
2461 Shaw Rd
Dulles, VA 20166
703-961-1110
703-421-9036

August 06, 2006

Lawrence E. Kelly
Assistant County Attorney
Office of the County Attorney
1 Harrison Street, SE
Leesburg, VA 20177

Subj: "ADDITIONAL SERVICE AREA" AREA APPLICATION AND FEE

Encl: (1) Description and Map of Additional Service Area
(2) Application Fee
(3) Preliminary Construction Schedule

Dear Mr. Kelly:

OpenBand is pleased to present this application for an "Additional Service Area", the Lansdowne Town Center (LTC) parcel in Lansdowne, Virginia, per the terms of our Franchise. The LTC parcel is described in Enclosure (1), which also includes a map of the parcel location. OpenBand's $5,000 application fee is also included herein as Enclosure (2).

We have also provided a preliminary construction schedule as Enclosure (3). However, given the timing of the LTC construction by the developer, we do not have final construction plans and specifications at this time. OpenBand will submit such plans and specifications to the County as soon as they are prepared, for review and approval. OpenBand respectfully requests the County to commence review and approval of our application with this submission, and to allow us to present the construction plans and specifications once we have finalized our routing within LTC with the developer. In addition, LTC will build out in phases and OpenBand may not be able to provide final system routing or design for any particular phase, until that specific phase plan has been completed by the developer. OpenBand therefore also requests the County allow us to present construction plans and specifications for the LTC parcel in a phased manner.

Please advise if you require any further information to commence the County's review and approval process. I can be reached at 571.262.8602.

Sincerely,

C Kishore

Chandra Kishore
Comptroller

DESCRIPTION OF LANSDOWNE – LANDBAY "C"
BROAD RUN ELECTION DISTRICT
LOUDOUN COUNTY, VIRGINIA
August 21, 2006

Beginning at a point at the convergence of Belmont Ridge Road (width varies) and in the southerly right-of-way line of Riverside Parkway (width varies).

Thence departing Belmont Ridge Road and running with said right-of-way line of Riverside Parkway

S 28° 09′ 48″ E 20.72 feet to a point in said right-of way line of Riverside Parkway and a corner to Lansdowne – Parcel D.

Thence departing Riverside parkway and running with the southerly line of Lansdowne – Parcel D.

S 28° 09′ 48″ E 168.18 feet (said line is 1.00 feet south of and parallel to the southerly right-of-way line of Riverside Parkway) to a point in said right-of-way line of Riverside Parkway.

Thence departing Lansdowne – Parcel D and running with said right-of-way line of Riverside Parkway the following sixteen (16) courses and distances:

S 21° 19′ 14″ E 92.33 feet to a point

S 28° 09′ 48″ E 120.57 feet to a point

S 29° 52′ 54″ E 200.09 feet to a point

S 28° 09′ 48″ E 29.79 feet to a point

S 30° 30′ 37″ E 122.11 feet to a point

S 28° 09′ 48″ E 297.09 feet to a point

S 21° 19′ 14″ E 41.97 feet to a point

S 28° 09′ 48″ E 263.74 feet to a point

89.21 feet along the arc of a curve to the left; said curve having a radius of 2145.0 feet, a central angle of 02° 23′ 08″ and a chord which bears S 29° 21′ 22″ E 89.30 feet to a point

S 34° 30′ 25″ E 120.67 feet to a point

431.34 feet along the arc of a curve to the left; said curve having a radius of 2173.29 feet, a central angle of 11° 22′ 18″ and a chord which bears S 39° 24′

01" E 430.63 feet to a point, S 38° 02' 08" E 28.76 feet to a point, 360.85 feet along the arc of a curve to the left; said curve having a radius of 2145.00 feet, a central angle of 09° 38' 19" and a chord which bears S 50° 54' 03" E 360.42 feet to a point.

S 57° 45' 22" E 60.39 feet to a point

N 33° 04' 15" E 0.03 feet to a point

518.55 feet along the arc of a curve to the left; said curve having a radius of 2173.29 feet, a central angle of 13° 40' 15" and a chord which bears S 63° 45' 52" E 517.32 feet to a point in said right-of way line of Riverside Parkway and a corner to Lansdowne – Parcel F.

Thence departing said right-of-way line of Riverside Parkway and running with the westerly lines of Lansdowne – Parcel F the following five (5) courses and distances:

S 71° 12' 26" W 587.20 feet to a point,

N 56° 54' 53" W 266.51 feet to a point,

N 66° 14' 22" W 632.24 feet to a point,

S 85° 35' 56" W 488.00 feet to a point,

S 29° 13' 15" W 210.88 feet to a point,

At the southwesterly corner of Lansdowne – Parcel F and in the northerly right-of-way line of State Route 7 – Harry Byrd Highway (width varies).

Thence departing Lansdowne – Parcel F and running with said right-of-way line of State Route 7 N 58° 34' 26" w 745.19 feet to a point at the convergence of said right-of-way line of State Route 7 and the easterly lines of a future interchange.

Thence departing said right-of-way line of State Route 7 and running with the easterly right-of-way lines of a future interchange the following four (4) courses and distances:

N 31° 25' 34" E 10.00 feet to a point,

562.45 feet along the arc of a curve to the right; said curve having a radius of 459.00 feet; a central angle of 70° 12′ 32″ and a chord which bears N 23° 28′ 11″ W527.91 feet to a point,

331.32 feet along the arc of a curve to the left; said curve having a radius of 495.00 feet, a central angle of 38° 20′ 59″ and a chord which bears N 07° 32′ 25″ W 325.17 feet to a point,

604.64 feet along the arc of a curve to the right; said curve having a radius of 459.00 feet, a central angle of 75° 28′ 30″ and chord which bears N 11° 01′ 21″ E 561.86 feet to a point at the convergence of said right-of-way lines of a future interchange and the aforementioned Belmont Ridge Road.

Thence departing said right-of-way lines of a future interchange and running with the easterly right-of-way lines of Belmont Ridge Road the following five (5) courses and distances:

524.25 feet along the arc of a curve to the right; said curve having a radius of 2825.99 feet, a central angle of 10° 37′ 44″ and a chord which bears N 54° 04′ 29″ E 523.50 feet to a point,

55.11 feet along the arc of a curve to the right; said curve having a radius of 220.00 feet, a central angle of 14° 21′ 08″ and a church which bears N 66° 33′ 54″ E 54.96 feet to a point,

49.18 feet along the arc of a curve to the left; said curve having a radius of 230.00 feet, a central angle of 12° 15′ 04″ and a chord which bears N 67° 36′ 54″ E 49.09 feet to a point,

346.91 feet along the arc of a curve to the right; said curve having a radius of 2813.99 feet, a central angle of 07° 03′ 48″ and a chord which bears N 65° 01′

13″ E 346.69 feet to a point,

65.41 feet along the arc of a curve to the right; said curve having a radius of 45.00 feet, a central angle of 83° 16′ 54″ and a chord which bears S 69° 48′ 19″ E 59.80 feet to the point of beginning.

CONTAINING 72.4441 ACRES OF LAND MORE OR LESS.

DESCRIPTION OF A PORTION OF THE LAND OF
XEROX REALTY CORPORATION
BROAD RUN ELECTION DISTRICT
LOUDOUN COUNTY, VIRGINIA
(TAX MAP 62 – PARCEL 2A)
SEPTEMBER 16, 2002

Beginning at a point in the northerly right-of-way line of Virginia State Route 7 – Harry Byrd Highway (R/W varies) and corner to the easterly right-of-way line of Belmont Ridge Road (R/W varies).

Thence departing said right-of-way line of Virginia State Route 7 and running with said right-of-way line of Belmont Ridge Road the following five (5) courses and distances:

N 26° 18′ 18″ E 101.67 feet to a point

361.34 feet along the arc of a curve to the right; said curve having a radius of 922.00 feet, a central angle of 22° 27′ 17″ and a chord which bears N 37° 31′ 56″ E 359.03 feet to a point,

N 48° 45′ 35″ E 280.03 feet to a point,

N 52° 11′ 36″ E 200.38 feet to a point,

N 48° 45′ 37″ E 165.11 feet to a point in said right-of-way line of Belmont Ridge Road and in a line of the land of Xerox Realty Corporation (Tax Map 62 – Parcel 2A).

Thence departing said right-of-way line of Belmont Ridge Road and running through the land of Xerox Realty Corporation the following four (4) courses and distance:

604.64 feet along the arc of a curve to the left; said curve having a radius of 459.00 feet, a central angle of 75° 28′ 30″ and a chord which bears S 11° 01′ 21″ W 561.86 feet to a point,

331.32 feet along the arc of a curve to the right; said curve having a radius of 495.00 feet, a central angle of 38° 20′ 59″ and a chord which bears S 07° 32′ 25″ E 325.17 feet to a point,

562.45 feet along the arc of a curve to the left; said curve having a radius of 459.00 feet, a central angle of 70° 12′ 31″ and a chord which bears S 23° 28′ 11″ E 527.91 feet to a point,

S 31° 25′ 34″ W 10.00 feet to a point in the aforementioned right-of-way line of Virginia State Route 7.

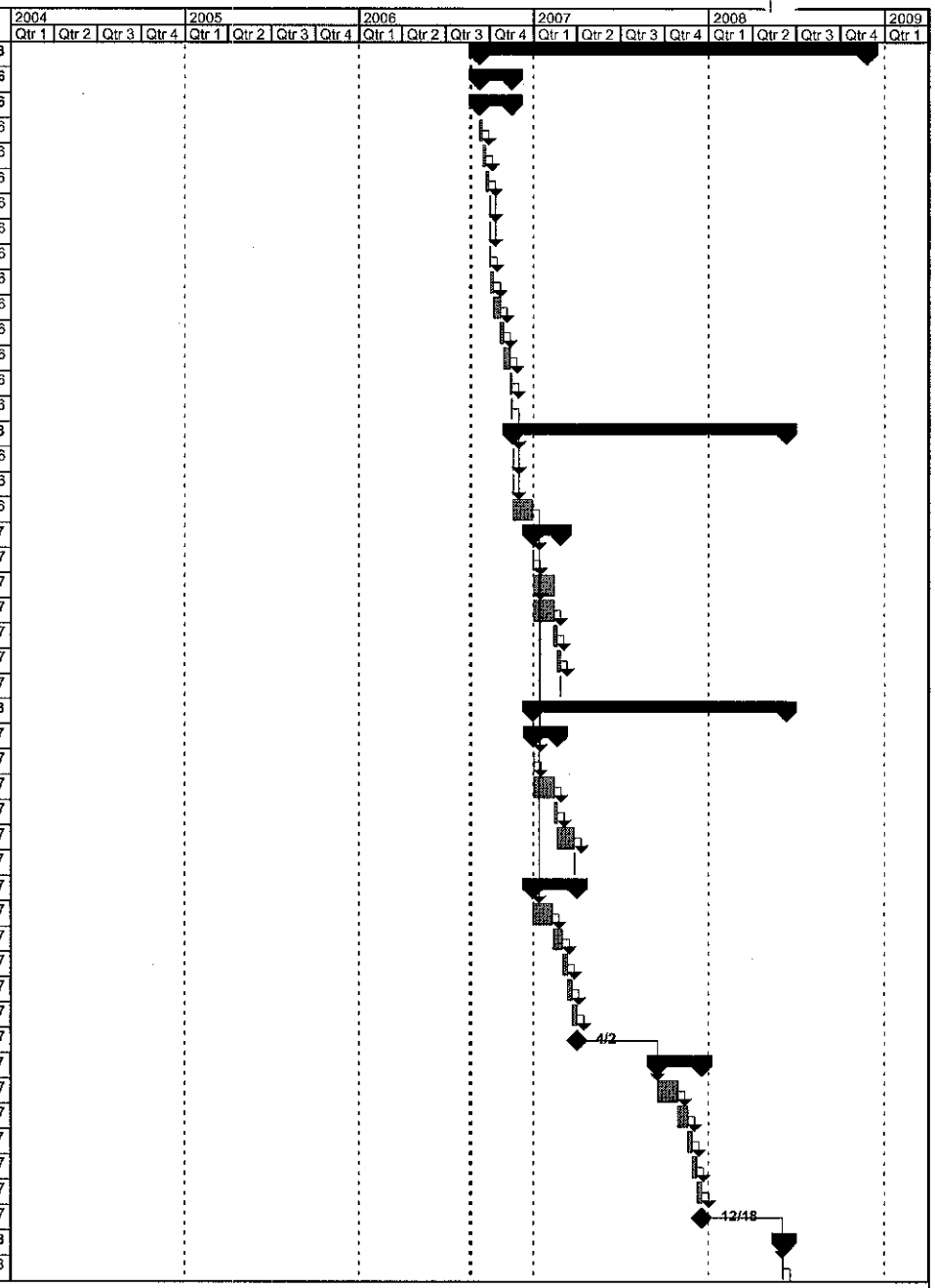
Thence running with said right-of-way line of Virginia State Route 7 the following two (2) courses and distances:

N 58° 34′ 26″ W 210.81 feet to a point,

N 57° 04′ 01″ W 854.53 feet to the point of beginning.

CONTAINING 9.8272 ACRES OF LAND MORE OR LESS.

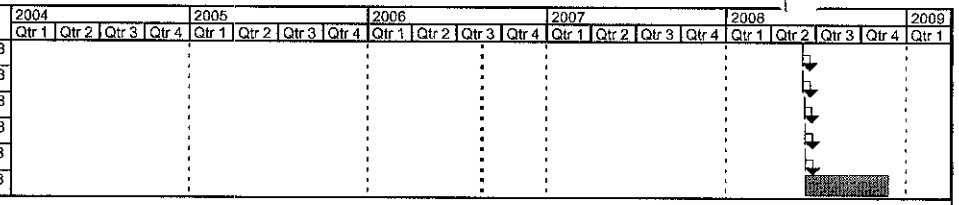
ID		Task Name	Duration	Start	Finish
1		**Lansdowne Town Center Project Construction Schedule**	**578 days?**	**Mon 9/11/06**	**Wed 11/26/08**
2		**DESIGN ELEMENTS**	**50 days?**	**Mon 9/11/06**	**Fri 11/17/06**
3		**Outside Plant Design**	**50 days?**	**Mon 9/11/06**	**Fri 11/17/06**
4		Review Community Layout	5 days	Mon 9/11/06	Fri 9/15/06
5		Review Power Layout	5 days	Mon 9/18/06	Fri 9/22/06
6		Review Total Site Development Plan	5 days	Mon 9/25/06	Fri 9/29/06
7		Adjust notional POP/Facilities Placement	1 day	Mon 10/2/06	Mon 10/2/06
8		Adjust notional Trunk placements (Internal)	1 day	Mon 10/2/06	Mon 10/2/06
9		Adjust Trunk and Interconnect POPs (External)	1 day	Mon 10/2/06	Mon 10/2/06
10		Develop 30% Network Design	5 days	Tue 10/3/06	Mon 10/9/06
11		Design Review	10 days	Tue 10/10/06	Mon 10/23/06
12		Develop 60% Network Design	5 days	Tue 10/24/06	Mon 10/30/06
13		Design Review	10 days	Tue 10/31/06	Mon 11/13/06
14		Develop Final Network Design	3 days	Tue 11/14/06	Thu 11/16/06
15		Receive Construction Approval	1 day?	Fri 11/17/06	Fri 11/17/06
16		**NETWORK CONSTRUCTION**	**408 days?**	**Mon 11/20/06**	**Wed 6/11/08**
17		Site Preparation Planning	1 day?	Mon 11/20/06	Mon 11/20/06
18		Site Preparation Logistics	1 day?	Mon 11/20/06	Mon 11/20/06
19		Site Mobilization	30 days	Mon 11/20/06	Fri 12/29/06
20		**HeadendFacilities**	**42 days?**	**Mon 1/1/07**	**Tue 2/27/07**
21		Commence remote node Construction	1 day?	Mon 1/1/07	Mon 1/1/07
22		Infrastructure	30 days	Tue 1/2/07	Mon 2/12/07
23		Video equipment	30 days	Tue 1/2/07	Mon 2/12/07
24		Factory Test equipment	5 days	Tue 2/13/07	Mon 2/19/07
25		Unit Test equipment	5 days	Tue 2/20/07	Mon 2/26/07
26		Remote node ready for connectivity	1 day?	Tue 2/27/07	Tue 2/27/07
27		**Outside Plant**	**378 days?**	**Mon 1/1/07**	**Wed 6/11/08**
28		**OpenBand Main Trunks**	**36 days?**	**Tue 1/2/07**	**Tue 2/20/07**
29		Commence Trunk Construction	1 day?	Tue 1/2/07	Tue 1/2/07
30		Complete Trunk Construction	30 days	Wed 1/3/07	Tue 2/13/07
31		Test and Turnup Trunk	5 days	Wed 2/14/07	Tue 2/20/07
32		OpenBand Core Network System Test	25 days	Wed 2/21/07	Tue 3/27/07
33		OpenBand Core Network Ready	1 day?	Wed 3/28/07	Wed 3/28/07
34		**Parcel E2/E3 Facilities**	**66 days**	**Mon 1/1/07**	**Mon 4/2/07**
35		Joint Trenching with Developer and Utilities	30 days	Mon 1/1/07	Fri 2/9/07
36		Install Splice Enclosures	15 days	Mon 2/12/07	Fri 3/2/07
37		Pull Fiber	7 days	Mon 3/5/07	Tue 3/13/07
38		Fiber Terminations	7 days	Wed 3/14/07	Thu 3/22/07
39		Set Outside NIDs	7 days	Fri 3/23/07	Mon 4/2/07
40		Bring Units Online	0 days	Mon 4/2/07	Mon 4/2/07
41		**Parcel E4/E5 Facilities**	**66 days**	**Tue 9/18/07**	**Tue 12/18/07**
42		Joint Trenching with Developer and Utilities	30 days	Tue 9/18/07	Mon 10/29/07
43		Install Splice Enclosures	15 days	Tue 10/30/07	Mon 11/19/07
44		Pull Fiber	7 days	Tue 11/20/07	Wed 11/28/07
45		Fiber Terminations	7 days	Thu 11/29/07	Fri 12/7/07
46		Set Outside NIDs	7 days	Mon 12/10/07	Tue 12/18/07
47		Bring Units Online	0 days	Tue 12/18/07	Tue 12/18/07
48		**Parcel E3A Facilities**	**6 days?**	**Wed 6/4/08**	**Wed 6/11/08**
49		Joint Trenching with Developer and Utilities	1 day?	Wed 6/4/08	Wed 6/4/08



Project: LTCVersion1
Date: Mon 8/21/06

Task | Progress | Summary | External Tasks | Deadline
Split | Milestone | Project Summary | External Milestone

ID		Task Name	Duration	Start	Finish
50		Install Splice Enclosures	1 day?	Thu 6/5/08	Thu 6/5/08
51		Pull Fiber	1 day?	Fri 6/6/08	Fri 6/6/08
52		Fiber Terminations	1 day?	Mon 6/9/08	Mon 6/9/08
53		Set Outside NIDs	1 day?	Tue 6/10/08	Tue 6/10/08
54		Bring Units Online	1 day?	Wed 6/11/08	Wed 6/11/08
55		CONSTRUCTION COMPLETION and CLOSEOUT	120 days	Thu 6/12/08	Wed 11/26/08



Project: LTCVersion1
Date: Mon 8/21/06

Task | Progress | Summary | External Tasks | Deadline
Split | Milestone | Project Summary | External Milestone

OpenBand Customer S[illegible]sfaction Survey Trending

Is OpenBand's Glass Mile Internet service working as described to you in the following areas?		No	Yes	N/A		
Network access speed	2005	11.00%	87.00%	2.00%		
	2004	17.11%	82.51%	0.38%		
	2003	21.62%	78.38%	N/A		
Email	2005	14.33%	66.00%	19.67%		
	2004	15.59%	66.16%	18.25%		
	2003	27.62%	72.38%	N/A		
Web hosting	2005	6.33%	21.67%	72.00%		
	2004	9.13%	26.62%	64.26%		
	2003	49.41%	50.59%	N/A		
Based on your typical hours of use, when do you spend the most time online?		Weekends - Daytime	Weekdays - Evening	Weekends - Evening	Weekdays - Daytime	
	2005	5.67%	54.00%	7.00%	33.30%	
	2004	9.51%	55.89%	2.66%	31.94%	
	2003	*2003 response options do not trend.*				
How often do you access OpenBand's Glass Mile Internet service?		Never	Nearly every day	Every day	Once a week	2-3 times per week
	2005	2.00%	12.00%	80.67%	2.67%	2.67%
	2004	0.00%	8.37%	85.93%	0.38%	5.32%
	2003	7.34%	17.43%	66.97%	1.83%	6.42%
What has your experience been with OpenBand's Glass Mile Internet service availability, regarding your ability to access the Internet?		Occasional problems	Rarely a problem	No problems	Frequent problems	Problem every time
	2005	30.00%	43.33%	18.00%	8.67%	0.00%
	2004	24.33%	52.85%	16.35%	6.08%	0.38%
	2003	16.67%	44.12%	32.35%	4.90%	1.96%
Once online, do you typically experience any problems with OpenBand's Glass Mile Internet service?		Occasional problem	Rarely a problem	No problems	Frequent problems	Problem every time
	2005	22.33%	45.67%	26.67%	5.33%	0.00%
	2004	31.56%	43.55%	20.15%	4.56%	0.38%
	2003	18.81%	54.46%	23.76%	1.00%	1.98%

If you experience difficulties with OpenBand's Glass Mile Internet service, please identify the problem(s) most often experienced.		Problems with multicasting or video conferencing	Garbled or incomplete download/upload	No problems	Drop-offs - system terminates my transaction	Slow response times	Screening out "adult" material
	2005	1.00%	2.00%	26.67%	24.67%	44.33%	1.33%
	2004	1.22%	0.61%	23.55%	24.77%	44.95%	
	2003	1.16%	1.16%	N/A	37.21%	52.33%	N/A
How often does your family access your "smartneighborhood.net" email account(s)?		Never	Nearly every day	Every day	Once a week	2-3 times per week	
	2005	30.00%	13.00%	41.67%	8.67%	6.67%	
	2004	N/A	N/A	N/A	N/A	N/A	
	2003	N/A	N/A	N/A	N/A	N/A	
Do you typically experience any problems using the following OpenBand's telephone services?		No	Yes	N/A			
Local service	2005	92.00%	6.67%	1.33%			
	2004	78.71%	19.39%	1.90%			
	2003	56.57%	43.43%	N/A			
Long distance service	2005	67.00%	5.67%	27.33%			
	2004	62.74%	11.41%	25.86%			
	2003	58.51%	41.49%	N/A			
Call features (e.g, Call Waiting, Caller ID, etc.)	2005	76.00%	8.00%	16.00%			
	2004	66.92%	15.97%	17.11%			
	2003	47.06%	52.94%	N/A			
When you lift the receiver off-hook, do you ever fail to receive dial tone?		Frequently	Rarely	No (you always receive dial tone)	Sometimes		
	2005	0.67%	15.67%	82.00%			
	2004	0.00%	19.01%	72.62%	8.37%		
	2003	2.00%	24.00%	61.00%	13.00%		
How often do you use OpenBand's cable television service?		Never	Nearly every day	Every day	Once a week	2-3 times per week	
	2005	1.67%	10.33%	86.00%	0.67%	1.33%	
	2004	13.69%	11.79%	63.50%	6.46%	4.56%	
	2003	14.29%	20.00%	57.14%	4.76%	3.81%	

How do you rate the reliability of OpenBand's cable television service?		Poor	B average	Above Average	Excellent	Average	
		Poor, Fair, Below Avg.		*Excellent*		*Good*	*(2003-2004 Response Options)*
	2005	4.33%	6.33%	36.67%	22.00%	30.67%	
	2004	34.98%		16.73%		48.29%	
	2003	45.74%		14.89%		39.36%	

Based on your experience, what overall rating would you provide for each OpenBand cable television service:		Poor	Below Average	Above Average	Excellent	Average	
		Insufficient		*Excellent*		*Sufficient*	*(2004 Response Options)*
Analog Tier	2005	3.00%	5.00%	30.67%	16.33%	45.00%	
	2004 (Pic Quality)	12.55%		30.80%		56.65%	
	2004 (Selection)	10.27%		31.18%		58.56%	
	2003	2003 response options do not trend.					
Digital Tier	2005	4.33%	6.00%	31.00%	16.00%	42.67%	
	2004 (Pic Quality)	8.37%		39.92%		51.71%	
	2004 (Selection)	13.31%		28.90%		57.79%	
	2003	2003 response options do not trend.					
Interactive Programming Guide	2005	2.33%	8.00%	26.67%	16.33%	46.67%	
	2004	N/A		N/A		N/A	
	2003	N/A		N/A		N/A	
Premium Programming (Movie and International Channels)	2005	3.33%	9.00%	22.00%	12.00%	53.67%	
	2004 (Selection)	10.27%		23.19%		66.54%	
	2003	2003 response options do not trend.					
HDTV Services	2005	7.00%	9.00%	21.00%	12.00%	51.00%	
	2004	N/A		N/A		N/A	
	2003	N/A		N/A		N/A	
Pay Per View Programming	2005	6.67%	6.33%	18.67%	9.67%	58.67%	
	2004 (Selection)	21.29%		14.07%		64.64%	
	2003	2003 response options do not trend.					
Digital Video Recorder (DVR) services	2005	4.00%	6.33%	19.00%	11.67%	59.00%	
	2004	N/A		N/A		N/A	
	2003	N/A		N/A		N/A	

How do rate the overall content (variety of programming) included in the OpenBand Channel Line Up?		Poor	Below Average	Above average	Excellent	Average
	2005	3.00%	8.67%	28.00%	15.67%	44.67%
	2004	0.76%	4.18%	47.15%	17.11%	30.80%
	2003	3.03%	8.08%	37.37%	14.14%	37.37%

How would you rate OpenBand's On-Line Customer Care/ Account Management site (http://support.openband.net) on:		Poor	Below average	Above average	Excellent	N/A	Average
		Very Poor	*Poor*	*Good*	*Excellent*	*N/A*	*Satisfactory* *(2004 Responses)*
Ease of use	2005	3.67%	4.67%	32.33%	18.00%	8.67%	32.67%
	2004	2.66%	4.18%	23.57%	9.89%	43.73%	15.97%
	2003	5.05%	7.07%	17.17%	6.06%	44.44%	20.20%
Quality of information provided	2005	4.00%	7.00%	27.00%	18.67%	8.67%	32.67%
	2004	2.66%	7.60%	23.95%	7.98%	43.73%	14.07%
	2003	5.05%	5.05%	19.19%	5.05%	42.42%	23.23%

Is your OpenBand bill easy to understand?		No	Yes
	2005	17.00%	83.00%
	2004	11.03%	88.97%
	2003	28.72%	71.28%

Do you feel OpenBand's service prices are competitive?		No	Yes
	2005	34.00%	66.00%
	2004	38.40%	61.60%
	2003	29.00%	71.00%

Based on your experience, what overall rating would you provide for each of these OpenBand services:		Poor	Below average	Above average	Excellent	N/A	Average
			Poor	*Good*	*Excellent*	*N/A*	*Satisfactory* *(2004 Responses)*
Phone service	2005	2.00%	3.00%	30.67%	26.33%	0.00%	38.00%
	2004		2.28%	49.81%	36.12%	0.38%	11.41%
	2003		17.31%	43.27%	16.35%	0.00%	23.08%
Video service	2005	5.67%	7.33%	25.33%	15.00%	10.67%	36.00%
	2004		9.51%	44.11%	20.53%	6.84%	19.01%
	2003		17.17%	47.47%	11.11%	0.00%	24.24%
Glass Mile Internet access	2005	2.33%	5.00%	41.33%	26.33%	0.67%	24.33%
	2004		7.60%	31.94%	45.25%	0.76%	14.45%
	2003		6.06%	52.53%	32.32%	0.00%	9.09%

Do you typically experience any problems with your "smartneighborhood.net" email service?		Occasional problem	Rarely a problem	No problems	Frequent problems	Problem every time		
	2005	20.67%	25.67%	41.00%	9.33%	3.33%		
	2003-2004	N/A	N/A	N/A	N/A	N/A		
Do you use OpenBand's WebMail service, accessible from anywhere at http://webmail.smartneighborhood.net ?		No	Yes					
	2005	58.67%	41.33%					
	2003-2004	N/A	N/A					
Based on your personal preference, which type(s) of programming would you most like to see added to the OpenBand Channel Line Up?		No changes - content with current channel line-up	VOD	Pay-Per-View Programming	Sports Programming	International Programming	HD Programming	Children's/ Family Programming
	2005	6.51%	7.85%	8.62%	21.07%	10.54%	30.27%	15.13%
	2003-2004	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Do you receive OpenBand Customer Service Emails announcing new services, scheduled maintenance, helpful tips, etc.?		No	Yes					
	2005	23.67%	76.33%					
	2003-2004	N/A	N/A					
Based on your experience, how would you rate the overall performance of the OpenBand Customer Service Team?		Poor	Below average	Above average	Excellent	Average		
	2005	2.67%	7.00%	37.33%	24.33%	28.67%		
	2003-2004	N/A	N/A	N/A	N/A	N/A		

Would you recommend OpenBand to family and friends?		No	Yes				
	2005	28.33%	71.67%				
	2004	24.33%	75.67%				
	2003	28.28%	71.72%				
Do you feel OpenBand has affected the resale value of your home?		Decreased	No effect	Increased			
	2005	5.00%	61.33%	33.67%			
	2004	6.18%	55.21%	38.61%			
	2003	9.52%	40.00%	50.48%			
OpenBand's goal is to provide Smart Neighborhood residents with exceptional telephone, cable television and high-speed Internet services and dedicated customer service at a considerable value, compared to other local service providers. How would your rate OpenBand as a service provider committed to this goal?		Poor	Below average	Above average	Excellent	Average	
		Well below expectations	Below Expectations	Good	Outstanding	Adequate	*(2004 Response Options)*
	2005	3.67%	7.67%	36.67%	20.33%	31.67%	
	2004	5.70%	7.22%	53.23%	16.35%	17.49%	
	2003	13.21%	12.26%	44.34%	10.38%	19.81%	
How would you rate the literature and on-line support provided by OpenBand for the following services?		Poor	Below Average	Above average	Excellent	Average	2003-04 Response Options ("Comprehensive", "Too Technical", "Insufficient" and "N/A ") do not trend with 2005 version.
Glass Mile Internet service	2005	3.33%	5.00%	35.00%	26.33%	30.33%	
Phone service	2005	2.33%	4.00%	31.33%	23.33%	39.00%	
Cable television service	2005	4.67%	9.67%	27.33%	18.00%	40.33%	
How important was each in your home buying decision?		Very important	Slightly important	Important	Not important		
Glass Mile Internet service	2005	41.33%	17.00%	25.67%	16.00%		
	2004	39.92%	10.27%	33.84%	15.97%		
	2003			2003 response options do not trend.			
Phone service	2005	15.67%	26.67%	27.67%	30.00%		
	2004	14.45%	23.57%	32.70%	29.28%		
	2003			2003 response options do not trend.			
Cable television service	2005	18.00%	22.00%	33.67%	26.33%		
	2004	16.35%	21.29%	33.46%	28.90%		
	2003			2003 response options do not trend.			

How wo you rate the performance of the OpenBand Customer Service Team in the following areas:		Poor	Below average	Average	Above average	Excellent	N/A
Placing Activation Order	2005	4.00%	4.33%	24.67%	34.67%	27.33%	5.00%
	2004	1.90%	2.66%	18.63%	36.50%	34.60%	5.70%
Service Activation Appointment	2005	3.67%	4.67%	26.00%	32.67%	25.67%	7.33%
	2004	3.04%	6.08%	21.29%	31.94%	31.94%	5.70%
Call Center support on service calls	2005	7.00%	8.33%	23.33%	32.33%	25.00%	4.00%
	2004	3.80%	7.60%	19.01%	32.70%	32.70%	4.18%
Call Center support on add/cancel service calls	2005	4.33%	5.00%	23.33%	27.67%	22.67%	17.00%
	2004	1.52%	6.08%	14.83%	28.52%	29.28%	19.77%
On-site support for service calls	2005	4.00%	6.33%	21.67%	28.00%	22.67%	17.33%
	2004	2.28%	4.94%	15.97%	33.08%	25.86%	17.87%
Overall problem resolution	2005	6.33%	10.67%	26.00%	30.33%	22.00%	4.67%
	2004	2.66%	9.51%	20.53%	36.12%	27.00%	4.18%

How long have you been an OpenBand Customer?		Less than 1 year	2 years	1 year	3 or more years
	2005	35.33%	27.33%	30.00%	7.33%
	2003-2004	N/A	N/A	N/A	N/A

Do you own or rent your home?		Own	Rent
	2005	98.33%	1.67%
	2003-2004	N/A	N/A

How would you rate your understanding of the following OpenBand Services?		Poor	Below average	Above average	Excellent	Average
Glass Mile Internet service	2005	3.33%	5.00%	36.67%	28.67%	26.33%
	2003-2004	N/A	N/A	N/A	N/A	N/A
Phone service	2005	1.67%	2.67%	38.33%	26.67%	30.67%
	2003-2004	N/A	N/A	N/A	N/A	N/A
Cable television service	2005	1.33%	5.00%	36.67%	26.67%	30.33%
	2003-2004	N/A	N/A	N/A	N/A	N/A