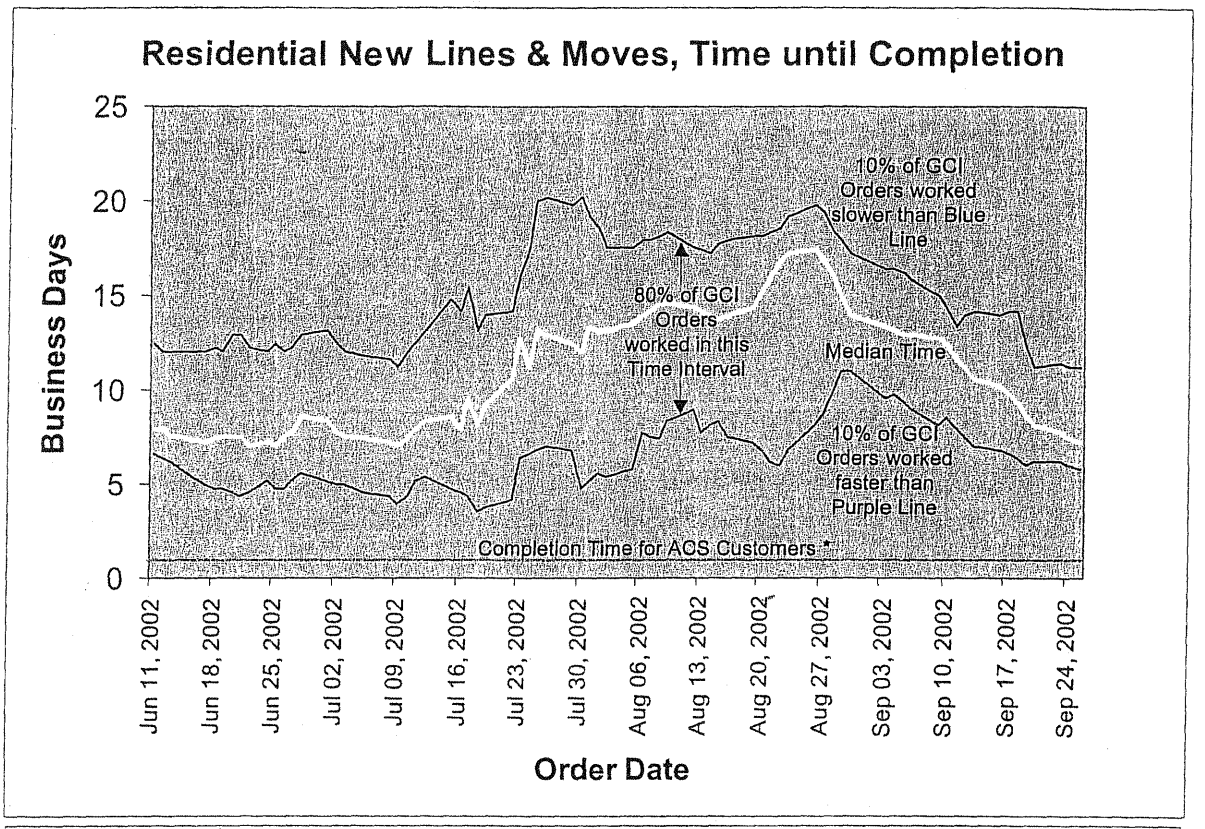
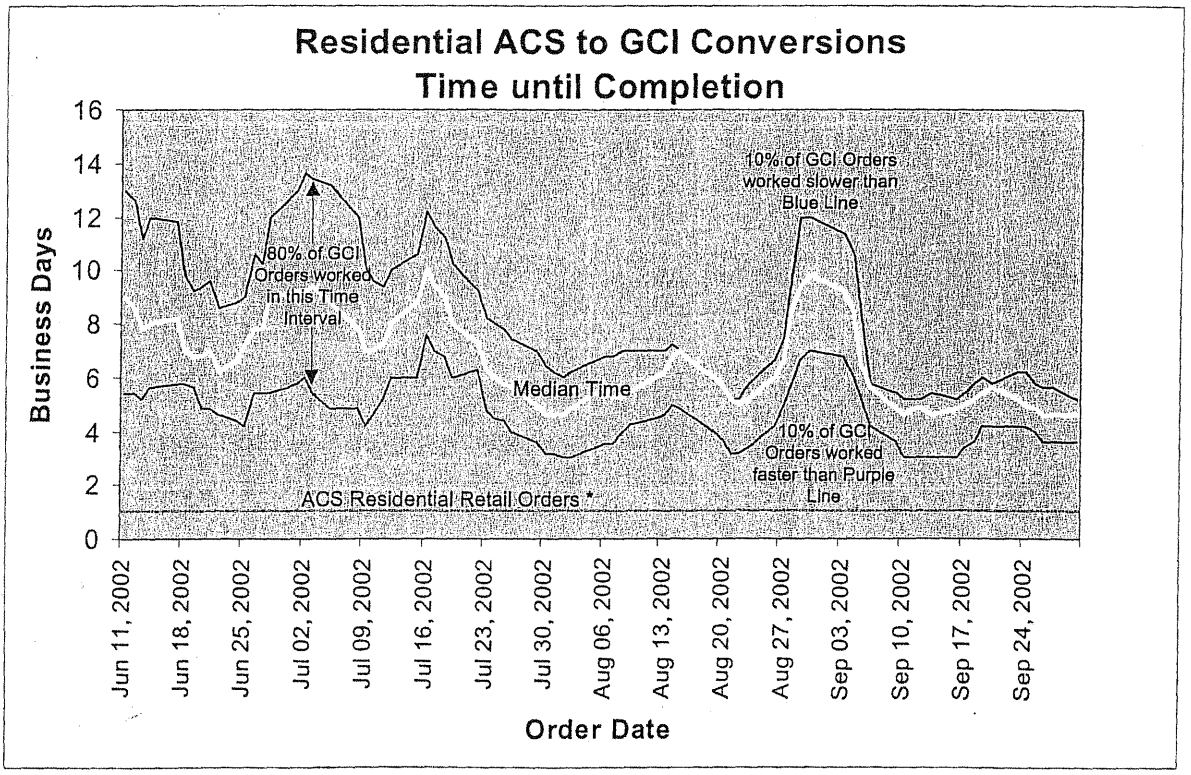
These graphs illustrate the disparity in completion time for two order types (Residential New Lines & Moves and Conversions).



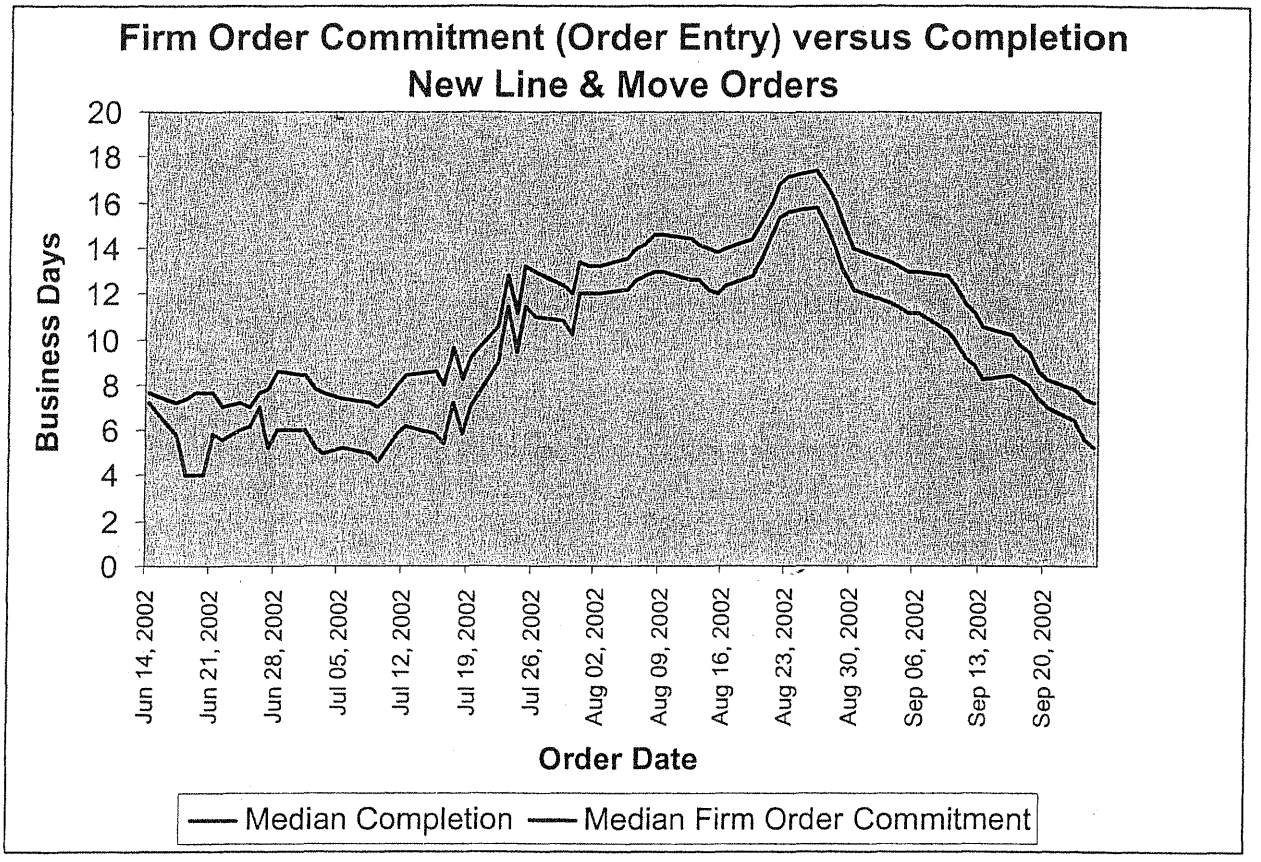


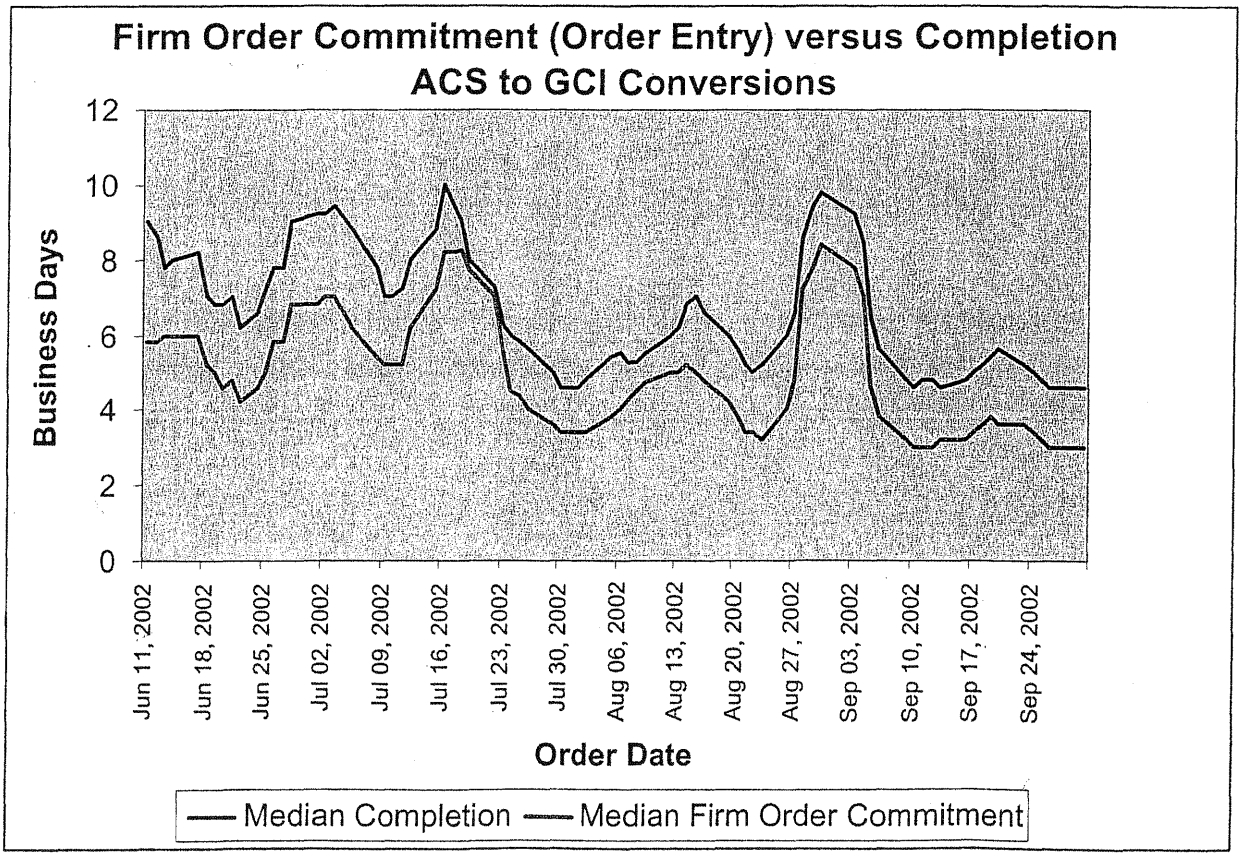
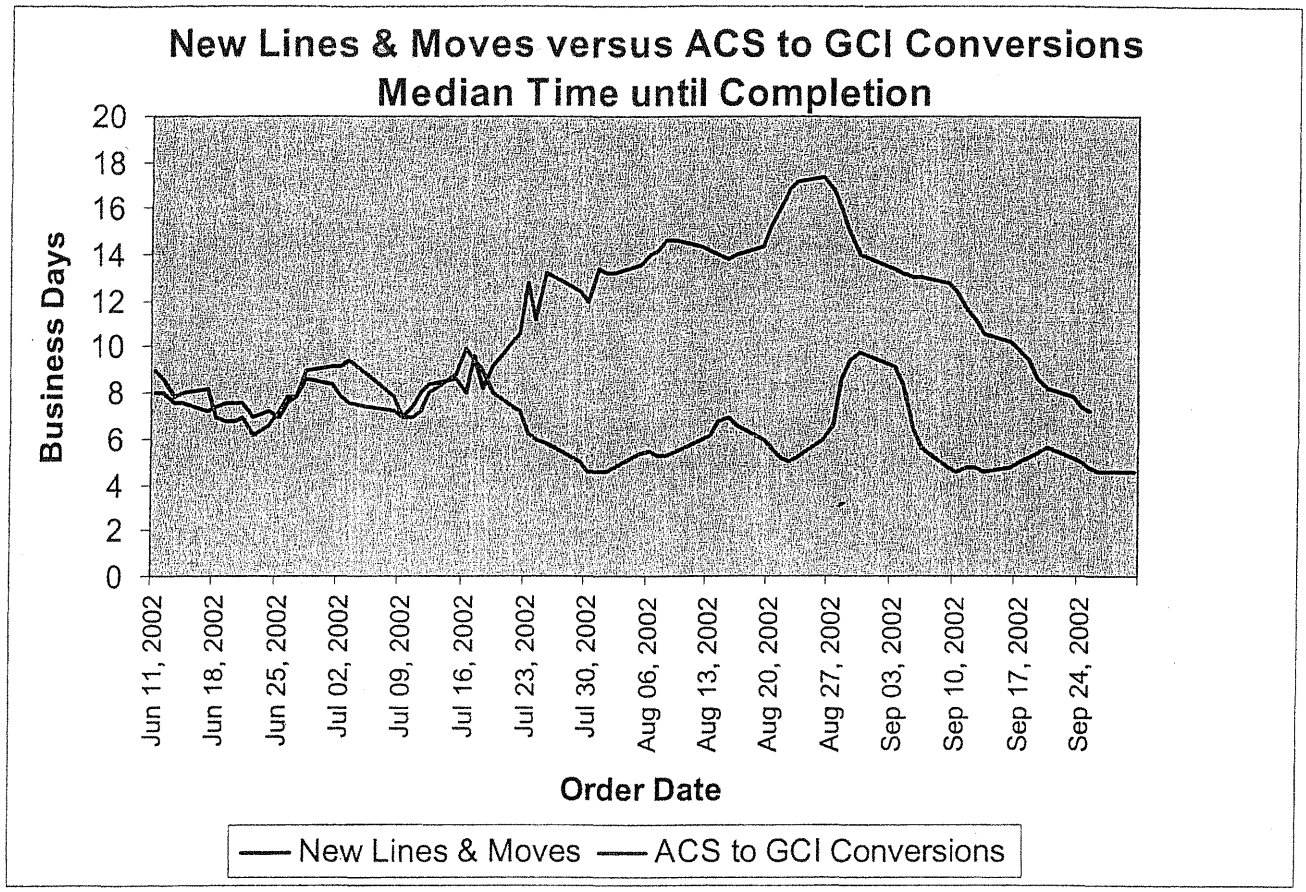
Exh # 21
REGULATORY COMMISSION OF ALASKA
R&R Court Reporters, Inc. Anchorage, Alaska
(907) 277-0572

Source: Order processing data collected by GCI beginning in June 2002.

* - ACS has refused to provide information to GCI on service levels for ACS retail customers. In this absence of data, the graphs depict a one-day level of service, which is based on numerous anecdotal reports from GCI customers.

These graphs illustrate that most of the delay is due to delay in order entry. Two order types are shown (Residential New Lines & Moves and Conversions).





This graph illustrates the effects of prioritizing one category of service orders to the detriment of others.