

# Form 500 Complaint Data

**Code Key: Avg. Resolution Time**

<1> Less than 1 Day   <2> 1-3 Days   <3> 4-7 Days   <4> 8-14 Days  
 <5> 15-30 Days   <6> >30 Days

**Code Key: Manner of Resolution**

A. Resolved to the satisfaction of both parties.  
 B. Resolved, customer dissatisfied. C. Not Resolved.

**Town**

**Year**

**Subscribers**

**Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.**

		Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing		0	0			
Appointment Service Call		9	1	9	0	0
Billing		11	3	11	0	0
Customer Service		0	0			
Equipment		3	1	3		
Installation		0	0			
Other: Damage	Damage	0	0			
Other: Programming	Programming	0	0			
Reception		0	0			
Service Interruption		24	1	24		