

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	Total Complaints	Avg Resolution Time (see code above)	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.		
					A.	B.	C.
LOWELL	2023	14583					
Advertising/Marketing			0	1			
Appointment Service Call			0	1			
Billing			16	2	16	0	0
Customer Service			0	1			
Equipment			2	2	2	0	0
Installation			0	1			
Other: Damage	Damage		0	1			
Other: Programming	Programming		0	1			
Reception			2	2	2	0	0
Service Interruption			46	2	46	0	0