

Form 500 Complaint Data

28-Jan-10

Code Key: Avg. Resolution Time

<1> Less than 1 Day
Days <2> 1-3 Days
Days <3> 4-7 Days
Days <4> 8-14
Days <5> 15-30 Days
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)
Advertising/Marketing		0	<1>
Appointment Service Call		22	<2>
Billing		144	<2>
Customer Service		3	<3>
Equipment		111	<2>
Installation		458	<2>
Other	Damage	1	<5>
Other	Programming	0	<1>
Reception		1	<4>
Service Interruption		559	<2>

A.	B.	C.
0		
22		
143	1	
3		
111		
458		
1		
0		
1		
559		

2009