

Form 0 Complaint Data

20-Jan-11

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)
Advertising/Marketing		3	<3>
Appointment Service Call		16	<2>
Billing		222	<2>
Customer Service		1	<2>
Equipment		241	<2>
Installation		363	<2>
Other	Damage	0	<1>
Other	Programming	1	<1>
Reception		0	<1>
Service Interruption		477	<2>

A.	B.	C.
3		
16		
222		
1		
241		
363		
0		
1		
0		
477		

2010