

# Form 500 Complaint Data

25-Jan-13

**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.

		Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing		2	<2>	2		
Appointment Service Call		2	<1>	2		
Billing		186	<2>	186		
Customer Service		3	<2>	2	1	
Equipment		63	<2>	63		
Installation		53	<2>	53		
OTHER	PROGRAMMING	2	<3>	2		
OTHER	DAMAGE	1	<2>	1		
Reception		0	<1>			
Service Interruption		266	<2>	266		