

Form 10 Complaint Data

27-Jan-14

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)
Equipment		33	<2>
Service Interruption		252	<2>
Reception		0	<0>
Other	Programming	2	<3>
Installation		31	<2>
Customer Service		2	<3>
Billing		233	<2>
Appointment Service Call		1	<2>
Advertising/Marketing		3	<4>
Other	Damage	0	<0>

A.	B.	C.
33	0	0
252	0	0
2	0	0
31	0	0
2	0	0
231	2	0
1	0	0
3	0	0