

# 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	LOWELL
Year	2016
Subscribers	29784

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		5	3	5	0	0
Appointment Service Call		1	2	1	0	0
Billing		180	2	179	1	0
Customer Service		3	4	3	0	0
Equipment		23	2	23	0	0
Installation		22	2	22	0	0
OTHER	DAMAGE	0	1	0	0	0
OTHER	PROGRAMMING	1	5	1	0	0
Reception		0	1	0	0	0
Service Interruption		29	2	29	0	0