

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
 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		1	3	0	1	0
Appointment Service Call		0	1	0	0	0
Billing		106	2	105	1	0
Customer Service		1	3	1	0	0
Equipment		22	2	22	0	0
Installation		0	1	0	0	0
Other	Programming	1	2	1	0	0
Other	Damage	0	1	0	0	0
Reception		0	1	0	0	0
Service Interruption		72	2	72	0	0