

# 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.			
					A.	B.	C.	
LOWELL	2020	23551						
Advertising/Marketing			0	0	0	0	0	
Appointment Service Call			0	0	0	0	0	
Billing			57	2	56	1	0	
Customer Service			1	3	1	0	0	
Equipment			6	2	6	0	0	
Installation			1	3	1	0	0	
Other: Damage	Damage		0	0	0	0	0	
Other: Programming			1	6	1	0	0	
Reception			1	3	1	0	0	
Service Interruption			42	2	41	0	1	