

# 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                   | 2021 | 20833       |                  |                                      |  |    |    |  |  |
| Advertising/Marketing    |      |             | 0                | 2                                    |  |    |    |  |  |
| Appointment Service Call |      |             | 1                | 5                                    | 1  | 0  | 0  |  |  |
| Billing                  |      |             | 27               | 3                                    | 27   | 0  | 0  |  |  |
| Customer Service         |      |             | 1                | 3                                    | 1  | 0  | 0  |  |  |
| Equipment                |      |             | 7                | 2                                    | 7  |    |    |  |  |
| Installation             |      |             | 0                | 2                                    |  |    |    |  |  |
| Other                    |      | Damage      | 0                | 2                                    |  |    |    |  |  |
| Other                    |      | Programming | 0                | 2                                    |  |    |    |  |  |
| Reception                |      |             | 0                | 2                                    |  |    |    |  |  |
| Service Interruption     |      |             | 55               | 2                                    | 55   | 0  | 0  |  |  |