Town of Erie

OUTAGES	Quarter Ending June 2016	
Reason by Category:	Active Equipment	2
	Coaxial, Passive Equipment	1
	Commercial Power	2
	Cut cable	
	Fiber, Active Equipment	
	Fiber, Passive Equipment	2
	Fuse in Equipment Housing	2
	Headend Problem	
	Power Supply	1
Total Number of Outages		10

Town of Erie

SERVICE CALL REQUESTS	Quarter Ending June 2016

Average Completion Time of Service Calls **1.79 days**

Service Problem by Category:

Headend 10

Includes:

- Program Supplier (Fault of Programmer)
- Equipment (All Non-Digital Headend Equipment From Antenna To Headend Output, Excluding Any Fiber Equipment)
- Electrical Service Failure
- Headend In The Sky Related
- Digital Headend
- Comcast Internet Related (Headend Equipment Only, Plant Excluded)
- High Speed Data Headend (Plant Excluded)
- Comcast Local Network Services Provisioned Switch
- Host Digital Terminal Problem
- Navigator (Programming Not Matching Guide on Digital Cable Terminal)

Cut or Malfunctioning Fiber Plant 0

Includes:

- Optical Transmitter, Optical Receiver And Optical Connector
- Fiber Cable

Cut or Malfunctioning Coaxial Plant 8

Includes:

- Power Supply And Power Pack
- Trunk Amplifiers And Distribution Amplifiers
- Node
- Underground And Aerial Coaxial Cable
- Distribution Connectors And Distribution DC/Splitters
- Fuse
- Commercial Power
- Taps
- Power Inserter
- Amplifier Levels
- Hardware (Strand, Lashing Wire, 3-Bolt Clamp, Pedestal, Etc.)
- Cut, Damaged Or Vandalized Coaxial Cable

Bad or Cut House Drop 23

Includes:

- Vandalized Drop

Town of Erie

Repair Or Replace Underground Cable
Repair Or Replace Aerial Cable
Connector-Drop Out
Bonding (Includes bonding block, bond wire and bond connector)
DC/Splitter-Drop Out
Hardware-Drop (P-Hook, Q-Clamp, Etc.)

Converter, Addressable 10

Includes:

Addressable Converter And Addressable Remote
Addressable Converter Needs To Be Re-Authorized

Converter, Non-Addressable 1

Includes:

Non-Addressable Converter And Non-Addressable Remote

Inside Wiring 21

Includes:

Cable Drop Inside House
Connector-Drop In (Inside Drop)
Passives (Includes A/B Switches, Splitters, DC's, etc. Found Inside Home)
Wireless Phone Jack
Repair or Replace Digital Cable Terminal Telephone Line Return Path

Customer Equipment 7

Includes:

Includes Customer Owned TV, VCR, Telephone, Computer, House Amplifier, Converter, DMX, Remotes, Ingenious Modem, SEGA, Stereo, Etc.

Total Service Call Requests: 80

Comcast
Quarterly Executive Summary of Customer Complaints
Pursuant to Section 7.6 (C) of our Franchise Agreement
June 2016
Town of Erle

Type of Complaint	Number of Calls
Accessibility	0
Billing, Credit and Refunds	0
Courtesy	0
Drop Bury	0
Installation	0
Notices/Easement Issues (Non-Rebuild)	0
Pedestal	0
Problem Resolution	0
Programming	0
Property Damage (Non-Rebuild)	0
Rates	0
Rebuild/Upgrade Damage	0
Rebuild/Upgrade Notices/Easement Issues	0
Reception/Signal Quality	0
Safety	0
Service and Install Appointments	0
Service Interruptions	0
Serviceability	0
TOTAL	**0**

Compliments	

Town of Erie
Quarterly Phone Activity Report
June 2016

Average Speed of Answer	0:00:7
Percentage of All Trunks Busy	0.00%