Comcast
Quarterly Executive Summary of Customer Complaints
Pursuant to Section 7.6 (C) of our Franchise Agreement
March 2015
Town of Erie

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

OUTAGES	Quarter Ending March 2015	
Reason by Category:	Active Equipment	
	Coaxial, Passive Equipment	
	Commercial Power	
	Cut cable	
	Fiber, Active Equipment	1
	Fiber, Passive Equipment	
	Fuse in Equipment Housing	
	Headend Problem	
	Power Supply	4
Total Number of Outages		5

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SERVICE CALL REQUESTS	Quarter Ending March 2015

Average Completion Time of Service Calls: 2.29 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 — 9

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 — 71

Includes:

- Vandalized Drop

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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	50

Includes:

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

Converter, Non-Addressable	4

Includes:

Non-Addressable Converter And Non-Addressable Remote

Inside Wiring	32

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	21

Includes:

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

Total Service Call Requests:	**197**

Town of Erie
Quarterly Phone Activity Report
March 2015

Average Speed of Answer	0:00:13
Percentage of All Trunks Busy	0.02%