

INFORMATION ONLY

2014 Year End Complaint Report

The purpose of this report is to summarize the number and nature of cable complaints to the Office for Community Technology during the calendar year 2014.

% of calls by service type	Comcast		Frontier		
	2013	2014	2013	2014	2014
TV		54%		47%	
Internet		30%		35%	
Phone		16%		18%	
Service Areas	2013	2014	2013	2014	2014
	Comcast	Comcast	Frontier	Frontier	TOTAL
Billing	63	56	2	6	62
Busy Phones	1	1	0	0	1
Equipment Related	42	19	1	1	20
Installation Problems	23	9	2	3	12
Phones - Other*	9	3	1	1	4
Phones on Hold	16	6	1	1	7
Phones - Navigating IVR	14	6	0	0	6
Picture Quality/Outages/Disconnects	30	19	1	1	20
Property Related	7	3	3	0	3
Rates, Fr. Fee/PEG	45	40	4	2	42
Repair Problems	34	12	3	4	16
Other**	28	25	1	0	25
Total	312	199	19	19	218

* Includes: ringing with no answer, on hold then disconnected, on hold no answer, unable to reach a customer service representative from options provided, no supervisor available, no return call after leaving a message, and customer service responsiveness/attitude.

** Includes: confusing/ misrepresented advertising, identification requirements, technicians w/ unclear work orders, lack of notice of work to be done, appointment no-shows after repeated phone calls, misc. service issues, misc. account issues, subscriber agreement issue, CSR unqualified to answer questions/overseas CSR.

Annual Comparisons	
2013	331
2012	211
2011	213
2010	112
2009	335