

2017 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

% of calls by service type	Comcast		Frontier		CenturyLink		TOTAL
	2016	2017	2016	2017	2016	2017	
TV	55%	42%	42%	44%	44%	33%	
Internet	27%	34%	42%	37%	30%	35%	
Phone	18%	24%	16%	19%	26%	32%	
Service Areas	2016		2016		2016		2017
	Comcast	Comcast	Frontier	Frontier	CenturyLink	CenturyLink	TOTAL
Billing	55	20	4	8	45	23	51
Busy Phones	0	0	0	0	0	0	0
Equipment Related	8	3	0	1	3	2	6
Installation Problems	9	3	0	0	13	2	5
Phones - Other*	16	0	0	0	12	0	0
Phones on Hold	0	0	0	0	3	0	0
Phones - Navigating IVR	13	0	0	0	6	0	0
Picture Quality/Outages/Disconnects	13	4	1	0	3	0	4
Property Related	3	2	0	0	9	1	3
Rates, Fr. Fee/PEG	51	24	3	8	43	22	54
Repair Problems	5	5	0	0	2	0	5
Other**	18	2	0	2	19	2	6
Total	191	63	8	19	158	52	134

*134 complaints submitted by 72 subscribers

* 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	Total
2016	357
2015	330
2014	82
2013	331
2012	211
2011	213
2010	112
2009	335