

## 2018 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
	2017	2018	2017	2018	2017	2018	
TV	42%	45%	44%	38%	33%	38%	
Internet	34%	29%	37%	31%	35%	31%	
Phone	24%	26%	19%	31%	32%	31%	
Service Areas	2017		2017		2017		2018
	Comcast	Comcast	Frontier	Frontier	CenturyLink	CenturyLink	TOTAL
Billing	20	24	8	5	23	18	47
Busy Phones	0	2	0	0	0	12	14
Equipment Related	3	7	1	3	2	1	11
Installation Problems	3	2	0	1	2	0	3
Phones - Other*	0	3	0	0	0	1	4
Phones on Hold	0	1	0	0	0	2	3
Phones - Navigating IVR	0	0	0	0	0	1	1
Picture Quality/Outages/Disconnects	4	11	0	3	0	12	26
Property Related	2	3	0	0	1	0	3
Rates, Fr. Fee/PEG	24	24	8	5	22	17	46
Repair Problems	5	8	0	0	0	12	20
Other**	2	3	2	0	2	0	3
<b>Total</b>	<b>63</b>	<b>88</b>	<b>19</b>	<b>17</b>	<b>52</b>	<b>76</b>	<b>181</b>

\*181 complaints submitted by 67 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
2017	134
2016	357
2015	330
2014	105
2013	331
2012	211
2011	213
2010	112
2009	335