

2016 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 2016.

% of calls by service type	Comcast		Frontier		CenturyLink		2016
	2015	2016	2015	2016	2015	2016	
TV	49%	55%	27%	42%	39%	44%	
Internet	28%	27%	45%	42%	29%	30%	
Phone	23%	18%	28%	16%	32%	26%	
Service Areas	2015	2016	2015	2016	2015	2016	TOTAL
Billing	76	55	3	4	9	45	104
Busy Phones	2	0	0	0	0	0	0
Equipment Related	28	8	2	0	2	3	11
Installation Problems	7	9	1	0	11	13	22
Phones - Other*	26	16	2	0	8	12	28
Phones on Hold	7	0	1	0	5	3	3
Phones - Navigating IVR	2	13	0	0	3	6	19
Picture Quality/Outages/Disconnects	5	13	0	1	1	3	17
Property Related	0	3	0	0	1	9	12
Rates, Fr. Fee/PEG	55	51	2	3	7	43	97
Repair Problems	12	5	2	0	3	2	7
Other**	32	18	1	0	7	19	37
Total	252	191	14	8	57	158	357

*357 complaints submitted by 165 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
2015	330
2014	266
2013	331
2012	211
2011	213
2010	112
2009	335