

# Form 500 Service Interruption Data

01-Feb-11

Code Key: Duration of Service Interruption

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town

Pepperell

Year

2010

Subscribers

3268

	Date of Service Interruption	Duration of Service Interruption (see Code Key above)
Pepperell	04/08/2010	<0>
Pepperell	05/09/2010	<0>
Pepperell	06/02/2010	<0>
Pepperell	05/17/2010	<0>
Pepperell	04/26/2010	<0>
Pepperell	04/03/2010	<0>
Pepperell	06/02/2010	<0>
Pepperell	05/27/2010	<0>
Pepperell	06/02/2010	<0>
Pepperell	04/06/2010	<0>
Pepperell	05/29/2010	<0>
Pepperell	05/19/2010	<0>
Pepperell	04/22/2010	<0>
Pepperell	01/13/2010	<0>
Pepperell	05/16/2010	<0>
Pepperell	06/23/2010	<0>
Pepperell	06/01/2010	<0>
Pepperell	04/08/2010	<0>
Pepperell	05/16/2010	<0>
Pepperell	04/28/2010	<0>
Pepperell	03/30/2010	<0>
Pepperell	03/21/2010	<0>
Pepperell	03/19/2010	<0>
Pepperell	02/15/2010	<0>
Pepperell	01/30/2010	<0>
Pepperell	01/19/2010	<0>
Pepperell	01/18/2010	<0>
Pepperell	01/14/2010	<0>

**Form 500 Service Interruption Data**

01-Feb-11

Code Key: Duration of Service Interruption

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Pepperell	01/13/2010	<0>
Pepperell	05/31/2010	<0>
Pepperell	08/18/2010	<0>
Pepperell	11/20/2010	<0>
Pepperell	11/03/2010	<0>
Pepperell	11/03/2010	<0>
Pepperell	10/19/2010	<0>
Pepperell	10/16/2010	<0>
Pepperell	10/12/2010	<0>
Pepperell	10/09/2010	<0>
Pepperell	09/26/2010	<0>
Pepperell	09/06/2010	<0>
Pepperell	09/22/2010	<0>
Pepperell	08/31/2010	<0>
Pepperell	08/26/2010	<0>
Pepperell	08/25/2010	<0>
Pepperell	06/12/2010	<0>
Pepperell	07/19/2010	<0>
Pepperell	11/30/2010	<0>
Pepperell	06/29/2010	<0>
Pepperell	07/10/2010	<0>
Pepperell	07/14/2010	<0>
Pepperell	07/14/2010	<0>
Pepperell	08/23/2010	<0>
Pepperell	07/18/2010	<0>
Pepperell	06/20/2010	<0>
Pepperell	07/20/2010	<0>
Pepperell	07/21/2010	<0>
Pepperell	07/24/2010	<0>
Pepperell	08/06/2010	<0>
Pepperell	08/15/2010	<0>

**Form 500 Service Interruption Data**

01-Feb-11

Code Key: Duration of Service Interruption

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Pepperell	06/22/2010					<0>
Pepperell	07/17/2010					<0>

# Form 500 Complaint Data

01-Feb-11

Code Key: Avg. Resolution Time

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Code Key: Manner of Resolution

A. Resolved to the satisfaction of both parties.  
B. Resolved, customer dissatisfied. C. Not Resolved.

Town	Pepperell
Year	2010
Subscribers	0

Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.

	A.	B.	C.
Billing	3	0	0
Defective Notice	1	0	0
Reception	3	0	0
Service Interruption	3	0	0

	Total Complaints	Avg Resolution Time (see code above)
Billing	3	<1>
Defective Notice	1	<1>
Reception	3	<1>
Service Interruption	3	<1>