

Form 500 Complaint Data

29-Mar-12

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	2011
Subscribers	0

	Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing	1	<1>	1	0	0
Appointment/Service Call	1	<1>	1	0	0
Billing	4	<1>	4	0	0
Customer Service	1	<1>	1	0	0
Defective Notice	1	<1>	1	0	0
Equipment	1	<1>	1	0	0
Failure to respond to original complaint	1	<1>	1	0	0
Reception	6	<1>	6	0	0
Service Interruption	3	<1>	3	0	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.

Form 500 Service Interruption Data

29-Mar-12

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 Day

Town	Year	Date of Service Interruption	Subscribers	Duration of Service Interruption (see Code Key above)
Pepperell	2011	05/19/2011	3268	<0>
Pepperell		03/12/2011		<0>
Pepperell		07/28/2011		<0>
Pepperell		07/22/2011		<0>
Pepperell		07/18/2011		<0>
Pepperell		07/02/2011		<0>
Pepperell		06/27/2011		<0>
Pepperell		06/25/2011		<0>
Pepperell		06/20/2011		<0>
Pepperell		06/19/2011		<0>
Pepperell		06/16/2011		<0>
Pepperell		06/15/2011		<0>
Pepperell		06/10/2011		<0>
Pepperell		06/06/2011		<0>
Pepperell		08/03/2011		<0>
Pepperell		04/28/2011		<0>
Pepperell		03/16/2011		<0>
Pepperell		03/17/2011		<0>
Pepperell		03/19/2011		<0>
Pepperell		03/20/2011		<0>
Pepperell		01/23/2011		<0>
Pepperell		06/02/2011		<0>
Pepperell		04/01/2011		<0>
Pepperell		05/19/2011		<0>
Pepperell		04/11/2011		<0>
Pepperell		04/14/2011		<0>
Pepperell		04/24/2011		<0>
Pepperell		05/17/2011		<0>

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Pepperell	05/17/2011	<0>
Pepperell	08/10/2011	<0>
Pepperell	02/27/2011	<0>
Pepperell	10/24/2011	<0>
Pepperell	12/18/2011	<0>
Pepperell	12/15/2011	<0>
Pepperell	12/06/2011	<0>
Pepperell	12/05/2011	<0>
Pepperell	11/23/2011	<0>
Pepperell	11/22/2011	<0>
Pepperell	11/17/2011	<0>
Pepperell	11/16/2011	<0>
Pepperell	11/10/2011	<0>
Pepperell	11/09/2011	<0>
Pepperell	11/08/2011	<0>
Pepperell	11/05/2011	<0>
Pepperell	11/03/2011	<0>
Pepperell	07/28/2011	<0>
Pepperell	10/06/2011	<0>
Pepperell	08/14/2011	<0>
Pepperell	09/08/2011	<0>
Pepperell	09/15/2011	<0>
Pepperell	09/20/2011	<0>
Pepperell	09/27/2011	<0>
Pepperell	10/28/2011	<0>
Pepperell	10/02/2011	<0>
Pepperell	10/25/2011	<0>
Pepperell	10/10/2011	<0>
Pepperell	10/10/2011	<0>
Pepperell	10/11/2011	<0>
Pepperell	10/15/2011	<0>

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

Pepperell	10/18/2011					<0>
Pepperell	12/21/2011					<0>
Pepperell	09/28/2011					<0>