

Montgomery County Maryland

2013 Cable & Broadband Complaint Resolution Report

	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	TOTAL
Comcast % Resolved	100.0%	88.7%	83.2%	#DIV/0!	91.4%
Received	163	150	119		432
Resolved	163	133	99		395
# of days to Resolve	1.6	3.7	1.0		2.2
RCN % Resolved	100.0%	100.0%	0.0%	#DIV/0!	100.0%
Received	9	4	0		13
Resolved	9	4	0		13
# of days to Resolve	8.4	7.8	0.0		8.2
Verizon % Resolved	100.0%	94.7%	76.4%	#DIV/0!	90.6%
Received	66	38	55		159
Resolved	66	36	42		144
# of days to Resolve	5.8	6.2	7.7		6.5
Total % Resolved	100.0%	90.1%	81.0%	#DIV/0!	91.4%
Received	238	192	174	0	604
Resolved	238	173	141	0	552
# of days to Resolve	3.0	4.3	3.0	#DIV/0!	3.4