

Montgomery County Maryland 2013 Cable Operator Customer Service Score Card

FCC Compliance Statistics

Based on data reported by cable operators, measuring all calls and scheduled appointments. Data is not independently verified.

		Telephone Answering								Service				Installation			
		Answered in 30 Seconds				Transferred to Agent in 30 Secs				Service within 24 Hours				Installed within 7 Days			
		Minimum FCC Standard 90%								Minimum FCC Standard 95%				Minimum FCC Standard 95%			
		1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13
COMCAST		99.0%	99.0%	99.0%	99.0%	93.7%	93.7%	93.0%	93.4%	97.1%	97.5%	97.0%	97.4%	95.1%	95.0%	96.6%	97.3%
RCN		98.3%	99.0%	99.0%	98.0%	45.0%	76.0%	78.0%	72.3%	98.3%	98.7%	98.7%	98.3%	100.0%	100.0%	100.0%	100.0%
VERIZON		100.0%	100.0%	100.0%	100.0%	91.6%	89.1%	66.3%	83.7%	100.0%	100.0%	100.0%	99.2%	99.3%	99.5%	99.4%	99.4%

Customer Service Outcomes

*Based on Cable and Broadband Office collected data, measuring customer satisfaction among complaints referred to the Cable and Broadband Office for assistance and reported by the cable operator to have been resolved.**

	Cummulative Survey Response Rate	Agree That Complaint Was Resolved				Agree That Complaint Was Resolved in a Reasonable Period of Time				Satisfied with Outcome of Complaint				Satisfied with Cable Office Assistance to Resolve Complaint			
		1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13	1st Qtr-13	2nd Qtr-13	3rd Qtr-13	4th Qtr-13
COMCAST	54%	78%	77%	83%	87%	61%	52%	73%	77%	83%	80%	85%	90%	94%	96%	94%	92%
	226/416	65/83	43/56	40/48	34/39	65/83	43/56	40/48	34/39	65/83	43/56	40/48	34/39	65/83	43/56	40/48	34/39
RCN	69%	60%	100%	0%	100%	60%	100%	0%	0%	60%	100%	#DIV/0!	0%	100%	100%	#DIV/0!	100%
	9/13	3/5	3/4	0/1	1/1	3/5	3/4	0/1	1/1	3/5	3/4	0/1	1/1	3/5	3/4	0/1	1/1
VERIZON	53%	62%	79%	57%	64%	54%	68%	57%	93%	81%	79%	62%	93%	100%	95%	100%	100%
	80/151	16/26	15/19	21/40	9/14	16/26	15/19	21/40	9/14	16/26	15/19	21/40	9/14	16/26	15/19	21/40	9/14
TOTAL	54%	74%	78%	75%	81%	60%	58%	68%	80%	82%	81%	78%	89%	96%	96%	96%	94%
	315/580	84/114	61/78	52/69	44/54	84/114	61/78	52/69	44/54	84/114	61/78	52/69	44/54	84/114	61/78	52/69	44/54

* After a consumer has been unable to resolve an issue directly with the cable operator, the Cable and Broadband Office will provide assistance. After the provider reports that the issue has been resolved, the Cable and Broadband Office will send a customer satisfaction survey. Customer satisfaction among consumers who have a complaint resolved directly by the cable operator without assistance by the Cable and Broadband Office is not included in this data set.