

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%	100.0%	100.0%	100.0%	100.0%
Received	163	150	119	97	529
Resolved	163	150	119	97	529
# of days to Resolve	1.6	4.6	1.6	4	2.9
RCN % Resolved	100.0%	100.0%	0.0%	100.0%	100.0%
Received	9	4	0	4	17
Resolved	9	4	0	4	17
# of days to Resolve	8.4	7.8	0.0	12.3	9.2
Verizon % Resolved	100.0%	100.0%	100.0%	100.0%	100.0%
Received	66	38	55	50	209
Resolved	66	38	55	50	209
# of days to Resolve	5.8	6.9	7.6	6.0	6.5
Total % Resolved	100.0%	100.0%	100.0%	100.0%	100.0%
Received	238	192	174	151	755
Resolved	238	192	174	151	755
# of days to Resolve	3.0	5.1	3.5	4.9	4.0

Last updated: February 6, 2014