

Montgomery County Maryland  
 2013 Cable & Broadband Refund Report  
 Consumer Credits Obtained by the Cable & Broadband Office

	1st Qtr 2013			2nd Qtr 2013			3rd Qtr 2013			4th Qtr 2013		
	Comcast	RCN	Verizon	Comcast	RCN	Verizon	Comcast	RCN	Verizon	Comcast	RCN	Verizon
Total Filed Complaints	163	9	66	159	6	44	126	0	63	106	4	50
Total Complaints Receiving Credits	66	2	19	53	1	7	30	0	9	21	1	10
Percentage of Complaints Receiving Credits	40.5%	22.2%	28.8%	33.3%	16.7%	15.9%	23.8%	0.0%	14.3%	19.8%	25.0%	20.0%
Total Amount Credited	\$7,623.24	\$604.15	\$4,935.23	\$10,129.47	\$740.88	\$1,527.46	\$4,270.37	\$0.00	\$2,771.72	\$4,193.48	\$39.99	\$1,966.10
Average Amount Credited per Complaint	\$115.50	\$302.08	\$259.75	\$191.12	\$740.88	\$218.21	\$142.35	\$0.00	\$307.97	\$199.69	\$39.99	\$196.61
<b>Grand Total of Credits Obtained on Behalf of Subscribers</b>	<b>\$13,162.62</b>			<b>\$12,397.81</b>			<b>\$7,042.09</b>			<b>\$6,199.57</b>		
<b>TOTAL REFUNDS FOR 2013</b>										<b>\$38,802.09</b>		