

## Montgomery County Maryland 2013 Cable & Broadband Refund Report

*Consumer Credits Obtained by the Cable & Broadband Office*

	1st Qtr 2012			2nd Qtr 2012			3rd Qtr 2012			4th Qtr 2012		
	Comcast	RCN	Verizon	Comcast	RCN	Verizon	Comcast	RCN	Verizon	Comcast	RCN	Verizon
Total Filed Complaints	163	9	66	159	6	44	126	0	63			
Total Complaints Receiving Credits	66	2	19	53	1	7	30	0	9			
Percentage of Complaints Receiving Credits	40.5%	22.2%	28.8%	33.3%	16.7%	15.9%	23.8%	0.0%	14.3%	#DIV/0!	#DIV/0!	#DIV/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			
Average Amount Credited per Complaint	\$115.50	\$302.08	\$259.75	\$191.12	\$740.88	\$218.21	\$142.35	\$0.00	\$307.97	#DIV/0!	#DIV/0!	#DIV/0!
<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>\$0.00</b>		

Last Updated: November 22, 2013

