

Town of Erie

OUTAGES	
Quarter Ending December 2019	
Reason by Category:	
Active Equipment	3
Coaxial, Passive Equipment	1
Commercial Power	1
Cut cable	
Fiber, Active Equipment	
Fiber, Passive Equipment	
Fuse in Equipment Housing	2
Headend Problem	
Power Supply	1

Total Number of Outages

	<b>8</b>
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Comcast  
 Quarterly Executive Summary of Customer Complaints  
 Pursuant to Section 7.6 (C) of our Franchise Agreement  
 December 2019  
 Town of Erie

<u>Type of Complaint</u>	<u>Number of Calls</u>
Accessibility	0
Billing, Credit and Refunds	0
Courtesy	0
Drop Bury	0
Installation	0
Notices/Easement Issues (Non-Rebuild)	0
Pedestal	0
Problem Resolution	0
Programming	0
Property Damage (Non-Rebuild)	0
Rates	0
Rebuild/Upgrade Damage	0
Rebuild/Upgrade Notices/Easement Issues	0
Reception/Signal Quality	0
Safety	0
Service and Install Appointments	0
Service Interruptions	0
Serviceability	0
<b>TOTAL</b>	<b>0</b>

Compliments	
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**SERVICE CALL REQUESTS** Quarter Ending December 2019

Average Completion Time of Service Calls **1.29 days**

**Service Problem by Category:**

**Headend** **0**

- Includes:**
- Program Supplier (Fault of Programmer)
  - Equipment (All Non-Digital Headend Equipment From Antenna To Headend Output, Excluding Any Fiber Equipment)
  - Electrical Service Failure
  - Headend In The Sky Related
  - Digital Headend
  - Comcast Internet Related (Headend Equipment Only, Plant Excluded)
  - High Speed Data Headend (Plant Excluded)
  - Comcast Local Network Services Provisioned Switch
  - Host Digital Terminal Problem
  - Navigator (Programming Not Matching Guide on Digital Cable Terminal)

**Cut or Malfunctioning Fiber Plant** **0**

- Includes:**
- Optical Transmitter, Optical Receiver And Optical Connector
  - Fiber Cable

**Cut or Malfunctioning Coaxial Plant** **12**

- Includes:**
- Power Supply And Power Pack
  - Trunk Amplifiers And Distribution Amplifiers
  - Node
  - Underground And Aerial Coaxial Cable
  - Distribution Connectors And Distribution DC/Splitters
  - Fuse
  - Commercial Power
  - Taps
  - Power Inserter
  - Amplifier Levels
  - Hardware (Strand, Lashing Wire, 3-Bolt Clamp, Pedestal, Etc.)
  - Cut, Damaged Or Vandalized Coaxial Cable

**Bad or Cut House Drop** **72**

- Includes:**

Vandalized Drop  
Repair Or Replace Underground Cable  
Repair Or Replace Aerial Cable  
Connector-Drop Out  
Bonding (Includes bonding block, bond wire and bond connector)  
DC/Splitter-Drop Out  
Hardware-Drop (P-Hook, Q-Clamp, Etc.)

**Converter, Addressable**

**Includes:**  
Addressable Converter And Addressable Remote  
Addressable Converter Needs To Be Re-Authorized

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**Inside Wiring**

**Includes:**  
Cable Drop Inside House  
Connector-Drop In (Inside Drop)  
Passives (Includes A/B Switches, Splitters, DC's, etc. Found Inside Home)  
Wireless Phone Jack  
Repair or Replace Digital Cable Terminal Telephone Line Return Path

24

**Customer Equipment**

**Includes:**  
Includes Customer Owned TV, VCR, Telephone, Computer, House Amplifier, Converter, DMX, Remotes, Ingenious Modem, SEGA, Stereo, Etc.

12

**Total Service Call Requests:**

234

Town of Erie  
Quarterly Phone Activity Report  
Quarter Ending December 2019

Average Speed of Answer 0:00:11

Percentage of All Trunks Busy 0.00%