



facsimile transmittal

To: Denise Jakan /Town of Erie **Fax:** 303-926-2705/ itstaff@erieco.gov

From: Glenn Walker /Government Affairs **Date:** 4/2/2020

Re: Quarterly Report **Pages:** 5

CC:

Urgent For Review Please Comment Please Reply Please Recycle

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Message:

If you have any questions, feel free to contact me at 303-603-2012.

Thanks Glenn Walker

CONFIDENTIAL

Comcast
Executive Summary of Customer Complaints
Pursuant to Section 7.6 (C) of our Franchise Agreement
March 2020
Town of Erie

Quarterly

<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
<u>TOTAL</u>	0

OUTAGES – FIRST QUARTER 2020

ERIE			
	B	Fuse	<u>1</u>
	C	Commercial Power	<u>4</u>
	E	Active Equipment	<u>3</u>
	H	Fiber Passive Equipment	<u>1</u>

SERVICE CALLS – FIRST QUARTER 2020

C -COAX PLANT	22
E -DROP	70
F -CONVERTER	111
K -INSIDE WIRING	23
L -CUSTOMER EQUIPMENT	22

Town of Erie
Quarterly Phone Activity Report
Quarter Ending March 2020

Average Speed of Answer 0:00:42

Percentage of All Trunks Busy 0.00%

Note: Due to the current national health emergency, Comcast experienced a large spike in calls during the month of March as a large portion of the population transitioned to working and learning from home. Also, Comcast call center operations needed to transition to CDC recommended safety protocols and a high percentage of employees were transitioned to work from home and call center facilities were reconfigured for greater employee spacing etc.