

Town of Erie

| OUTAGES | |
|------------------------------|---|
| Quarter Ending December 2016 | |
| 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 | |
| Headend Problem | |
| Power Supply | 1 |

Total Number of Outages

| | |
|--|---|
| | 6 |
|--|---|

Comcast
 Quarterly Executive Summary of Customer Complaints
 Pursuant to Section 7.6 (C) of our Franchise Agreement
 December 2016
 Town of Erie

| Type of Complaint | Number of Calls |
|---|------------------------|
| 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 |
| TOTAL | 0 |

| | |
|-------------|--|
| Compliments | |
|-------------|--|

Town of Erie

SERVICE CALL REQUESTS Quarter Ending December 2016

Average Completion Time of Service Calls **1.61 days**

Service Problem by Category:

Headend 15

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 25

Includes:

- Vandalized Drop

Town of Erie

- 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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Converter, Non-Addressable

Includes:

- Non-Addressable Converter And Non-Addressable Remote

1

Inside Wiring

Includes:

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

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Customer Equipment

Includes:

- Includes Customer Owned TV, VCR, Telephone, Computer, House Amplifier, Converter, DMUX, Remotes, Inexpensive Modem, SEGA, Stereo, Etc.

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Total Service Call Requests:

84

Town of Erie
Quarterly Phone Activity Report
December 2016

Average Speed of Answer 0:00:13

Percentage of All Trunks Busy 0.00%