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FEB 11 2020

Select Board/Town Mgr.
Town of Longmeadow

February 10, 2020

Via UPS

Select Board
Town of Longmeadow
20 Williams Street
Longmeadow, MA 01106

Dear Chairman and Members of the Board:

Pursuant to G.L. Ch. 166A, Section 10, Comcast is pleased to provide a copy of its Form 500 for 2019. The Form 500 contains information on customer video service related issues in your community and how Comcast responded, including the time taken to resolve these complaints. For the Form 500, the Massachusetts Department of Telecommunications and Cable defines a complaint as:

Any written or verbal contact with a cable operator in connection with subscription in which a person expresses dissatisfaction with an act, omission, product or service that is (1) within the operator's control, and (2) requires a corrective measure on the part of the operator.

Comcast also has forwarded a copy of the enclosed Form 500 to the Department of Telecommunications and Cable.

If I can be of further assistance on any matter related to the Form 500, please contact me at 413-730-4513.

Very truly yours,

Eileen Leahy
Manager, Government & Regulatory Affairs

cc: Department of Telecommunications and Cable



Form 500 Complaint Data

Code Key: Avg. Resolution Time Code Key: Manner of Resolution

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

A. Resolved to the satisfaction of both parties.
 B. Resolved, customer dissatisfied. C. Not Resolved.

Town LONGMEADOW
 Year 2019
 Subscribers 4853

Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.

	Total Complaints	Avg Resolution Time (see code above)	A.	B.	C.
Advertising/Marketing	0	1	0	0	0
Appointment Service Call	0	1	0	0	0
Billing	6	2	6	0	0
Customer Service	0	1	0	0	0
Equipment	9	2	9	0	0
Installation	0	1	0	0	0
Other	0	1	0	0	0
Other	0	1	0	0	0
Reception	0	1	0	0	0
Service Interruption	2	2	2	0	0

Form 500 Service Interruption Data

Code Key: Duration of Service Interruption

<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days

Town	Longmeadow	Year	2019	Subscribers	5347	Duration of Service Interruption (see Code Key above)
		Date of Service Interruption				
	Longmeadow	1/24/2019 11:48:00 AM				1
	Longmeadow	2/1/2019 12:38:00 PM				1
	Longmeadow	11/18/2019 10:51:00 AM				1
	Longmeadow	10/18/2019 2:38:00 PM				1
	Longmeadow	10/17/2019 8:34:00 AM				1
	Longmeadow	3/18/2019 2:38:00 AM				1
	Longmeadow	11/20/2019 1:47:00 PM				1
	Longmeadow	6/19/2019 3:00:00 PM				1
	Longmeadow	7/26/2019 2:34:00 PM				1
	Longmeadow	12/4/2019 2:26:00 PM				1
	Longmeadow	7/26/2019 2:01:00 PM				1
	Longmeadow	10/23/2019 12:28:00 PM				1
	Longmeadow	10/17/2019 8:33:00 AM				1
	Longmeadow	5/20/2019 1:12:00 PM				1
	Longmeadow	6/26/2019 4:45:00 PM				1
	Longmeadow	7/18/2019 8:11:00 AM				1
	Longmeadow	8/12/2019 5:37:00 AM				1
	Longmeadow	3/27/2019 11:34:00 AM				1
	Longmeadow	10/9/2019 7:24:00 PM				1