xfinity™

January 27, 2016

Via UPS

Board of Selectmen
Town of Chilmark
401 Middle Road
P.O. Box 119
Chilmark, MA 02535

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 2015. 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 617-279-6017.

Very truly yours,

Mary O'Keeffe

Mary O'Keeffe
Senior Manager of Government Affairs

cc: Department of Telecommunications and Cable

COMCAST

Form 500 Complaint Data

26-Jan-16

Code Key: Avg. Resolution Time

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

Code Key: Manner of Resolution

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

Town	CHILMARK
Year	2015
Subscribers	761

		Total Complaints	Avg Resolution Time (see code above)	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.		
				A.	B.	C.
Advertising/Marketing		0	<1>	0	0	0
Appointment Service Call		1	<2>	1	0	0
Billing		2	<2>	2	0	0
Customer Service		1	<1>	1	0	0
Equipment		0	<1>	0	0	0
Installation		1	<2>	1	0	0
OTHER	DAMAGE	0	<1>	0	0	0
OTHER	PROGRAMMING	0	<1>	0	0	0
Reception		0	<1>	0	0	0
Service Interruption		0	<1>	0	0	0

Form 500 Service Interruption Data

26-Jan-16

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 Chilmark **Year** 2015 **Subscribers** 736

	Date of Service Interruption	Duration of Service Interruption (see Code Key above)
Chilmark	4/17/2015 12:22:00 PM	<1>
Chilmark	9/26/2015 6:44:00 AM	<1>
Chilmark	11/27/2015 9:14:00 AM	<1>
Chilmark	11/27/2015 8:37:00 AM	<1>
Chilmark	11/24/2015 4:25:00 PM	<1>
Chilmark	9/26/2015 6:44:00 AM	<1>
Chilmark	4/17/2015 12:24:00 PM	<1>
Chilmark	3/16/2015 10:02:00 AM	<1>
Chilmark	5/18/2015 3:33:00 AM	<1>