



January 27, 2017

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 2016. 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.

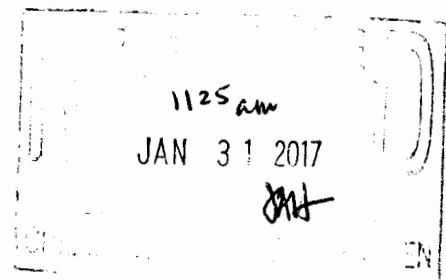
Comcast also has forwarded a copy of the enclosed Form 500 to the Department of Telecommunications and Cable.

If I can be of further assistance on any matter related to the Form 500, please contact me at 508-732-1536.

Very truly yours,

Michael Galla
Sr. Manager of Government Affairs

cc: Department of Telecommunications and Cable



Form 500 Complaint Data

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	Year	Subscribers	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.
CHILMARK	2016	796					
Advertising/Marketing			0	1	0	0	0
Appointment Service Call			3	3	3	0	0
Billing			2	2	2	0	0
Customer Service			0	1	0	0	0
Equipment			1	2	1	0	0
Installation			5	2	5	0	0
OTHER		DAMAGE	0	1	0	0	0
OTHER		PROGRAMMING	0	1	0	0	0
Reception			0	1	0	0	0
Service Interruption			1	3	1	0	0

Form 500 Service Interruption Data

#Name?

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	2016	Subscribers	796
		Date of Service Interruption		Duration of Service Interruption (see Code Key above)	
	Chilmark		10/14/2016 2:16:00 PM		1
	Chilmark		10/11/2016 11:34:00 AM		1
	Chilmark		10/7/2016 2:06:00 PM		1
	Chilmark		7/28/2016 11:06:00 AM		1
	Chilmark		6/2/2016 10:24:00 AM		1
	Chilmark		6/23/2016 12:35:00 AM		1
	Chilmark		6/21/2016 4:06:00 PM		1
	Chilmark		7/19/2016 6:30:00 PM		1
	Chilmark		7/17/2016 11:21:00 PM		1
	Chilmark		2/5/2016 4:08:00 PM		1
	Chilmark		5/10/2016 9:06:00 AM		1
	Chilmark		5/17/2016 2:24:00 PM		1
	Chilmark		5/17/2016 10:24:00 AM		1
	Chilmark		5/16/2016 10:34:00 AM		1
	Chilmark		5/16/2016 10:24:00 AM		1
	Chilmark		2/5/2016 4:08:00 PM		1
	Chilmark		2/5/2016 4:08:00 PM		1
	Chilmark		7/4/2016 12:15:00 PM		1
	Chilmark		5/10/2016 11:46:00 AM		1