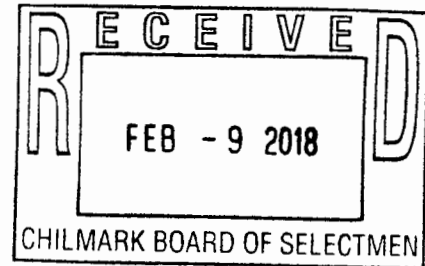




February 8, 2018

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 2017. 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



Advertising/Marketing		0	1		0	
Appointment Service Call		0	1		0	
Billing		4	2	4	0	
Customer Service		0	1		0	
Equipment		5	2	5	0	
Installation		1	2	1	0	
Other	Damage	0	1		0	
Other	Programming	0	1		0	
Reception		0	1		0	
Service Interruption		2	2	2	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	Chilmark	Year	2017	Subscribers	847
		Date of Service Interruption		Duration of Service Interruption (see Code Key above)	
	Chilmark		8/26/2017 7:24:00 AM		1
	Chilmark		1/26/2017 1:06:00 PM		1
	Chilmark		12/9/2017 2:13:00 PM		1
	Chilmark		10/27/2017 2:13:00 AM		1
	Chilmark		9/6/2017 11:44:00 AM		1
	Chilmark		8/31/2017 10:56:00 AM		1
	Chilmark		8/26/2017 7:24:00 AM		1
	Chilmark		7/28/2017 9:26:00 PM		1
	Chilmark		7/12/2017 10:30:00 AM		1
	Chilmark		6/12/2017 10:34:00 PM		1
	Chilmark		4/27/2017 2:53:00 PM		1
	Chilmark		2/9/2017 4:24:00 PM		1
	Chilmark		7/28/2017 9:31:00 PM		1