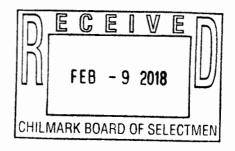
## xfinity

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,

Minteralla

Michael Galla Sr. Manager of Government Affairs

cc: Department of Telecommunications and Cable



## Form 500 Complaint Data

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Code Key: Avg. Re	solution Time		Code Ke	y: Manner of Res	solution		
<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days		<ul><li>A. Resolved to the satisfaction of both parties.</li><li>B. Resolved, customer dissatisfied. C. Not Resolved.</li></ul>					
Town Year	CHILMARK 2017		Total	Avg Resolution		n (see code key above for t ber below each letter indic resolved in that manner.	cates the number of complaints
Subscribers	847		Complaints	Time (see code above)	Α.	В.	С.
Advertising/Marketing	9		0	1		0	
Appointment Service	Call		0	1		0	
Billing			4	2	4	0	
Customer Service			0	1		0	
Equipment		· · · · · · · · · · · · · · · · · · ·	5	2	5	0	
nstallation			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

Town   Chilmark   Year   2017   Subscribers   847     Date of Service Interruption   Bate of Service Interruption   Bat   Bat <th>ode Key: D</th> <th>uration of S</th> <th>Code Key: Duration of Service Interruption</th> <th>&lt;1&gt; Less than 1 D</th> <th>lay &lt;2&gt; 1-3 Days &lt;3&gt;</th> <th>&lt;1&gt; Less than 1 Day &lt;2&gt; 1-3 Days &lt;3&gt; 4-7 Days &lt;4&gt; 8-14 Days &lt;5&gt; 15-30 Days &lt;6&gt; &gt;30 Days</th> <th>&lt;5&gt; 15-30 Days</th> <th>&lt;6&gt; &gt;30 Days</th>	ode Key: D	uration of S	Code Key: Duration of Service Interruption	<1> Less than 1 D	lay <2> 1-3 Days <3>	<1> Less than 1 Day <2> 1-3 Days <3> 4-7 Days <4> 8-14 Days <5> 15-30 Days <6> >30 Days	<5> 15-30 Days	<6> >30 Days
Date of Service Interruption   Bate of Service Interruption   8/26/2017 7:24:00 AM   1/26/2017 2:13:00 PM   1/26/2017 2:13:00 AM   9/6/2017 1:05:00 AM   8/31/2017 10:56:00 AM   8/31/2017 10:56:00 AM   7/12/2017 10:56:00 AM   8/31/2017 10:56:00 AM   8/31/2017 10:56:00 AM   8/31/2017 10:56:00 AM   8/31/2017 10:30:00 AM   7/12/2017 10:30:00 AM   6/12/2017 10:30:00 AM   8/12/2017 10:30:00 AM   8/31/2017 10:30:00 AM	Town		Chilmark	Year	2017	Subscribers	847	
				Da	te of Service Interruptic		n of Service Interr	ruption (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			-
			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			
			Chilmark		7/28/2017 9:26:00 PM			1
			Chilmark		7/12/2017 10:30:00 AM			
			Chilmark		6/12/2017 10:34:00 PM			-
-			Chilmark		4/27/2017 2:53:00 PM			1
			Chilmark	-	2/9/2017 4:24:00 PM			-

-

7/28/2017 9:31:00 PM

Chilmark