



January 29, 2021

Via UPS

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

RECEIVED

FEB 7 2021

Town of Chilmark
Board of Selectmen
Front Desk

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 YE2020. 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 provided a copy of the enclosed Form 500 to the Department of Telecommunications and Cable.

Please do not hesitate to contact me at Michael_Galla@cable.comcast.com should you have any questions.

Very truly yours,

Michael Galla

Michael Galla, Sr. Manager
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 CHILMARK
Year 2020
Subscribers 901

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	0	0	0	0
Appointment Service Call	0	0	0	0	0
Billing	3	3	3	0	0
Customer Service	3	4	3	0	0
Equipment	1	2	1	0	0
Installation	0	0	0	0	0
Other: Damage	0	0	0	0	0
Other: Programming	0	0	0	0	0
Reception	0	0	0	0	0
Service Interruption	1	2	1	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	Year	Date of Service Interruption	Subscribers	Duration of Service Interruption (see Code Key above)
Chilmark	2020	11/6/2020 12:29:00 PM	901	1
Chilmark		9/9/2020 3:39:00 PM		1
Chilmark		9/3/2020 12:59:00 AM		1
Chilmark		4/15/2020 1:13:00 PM		1
Chilmark		1/14/2020 9:30:00 AM		1