

MONTGOMERY COUNTY, MD CUSTOMER SERVICE REPORT GLOSSARY AND METHODOLOGY

Score Card

FCC Compliance Statistics

Answered in 30 Seconds - Percentage of calls answered within 30 seconds by IVR or live agent.

Transferred to Agent in 30 Seconds - Percentage of calls transferred to a live agent once a consumer chooses an automate option.

Service within 24 hours - Percentage of repairs completed within 24 hours for service interruption and other repairs not requiring work within a customers' premises.

Installed within 7 days - Percentage of installations installed within seven calendar days of the request not requiring a new drop. Does not include installations scheduled beyond the 7 day window at the customer's request.

Customer Service Outcomes

The Cable Office sends a customer satisfaction survey to every consumer whose complaint has been reported by the cable providers to have been resolved within the past three months. About half of all such consumers return the survey. The number of complaints in this section reflect resolved complaints and will vary from total complaints received and reported with the Complaint Breakdown Description Chart.

Complaint Description Breakdown

Billing

Any complaint pertaining to a subscribers billing statement. This includes, but not limited to, billing and credit errors, pay-per-view

issues, equipment disputes, promotional offers not applied, refunds due former subscribers after their cable disconnection and payments not posted to a subscribers account.

Cable Line Related

Any complaint that involves an underground cable drop line or temporary cable line that needs to be buried. Any low hanging overhead cable that needs to be lifted.

Construction

Any complaint pertaining to outside construction issues. This includes, but is not limited to, construction issues that present a public safety hazard; temporary drops and hard lines that are not replaced with permanent lines; low hanging drops and hard line that crosses streets and property; no advance notification to residents of scheduled maintenance work; improper or no restoration performed after the completion of construction; damaged trees, shrubs, lawns, sprinkler systems, electric dog fences, driveways or property from cable construction; and missing pedestal top, exposed unburied cable lines.

Installation

Any complaint resulting from inside installation issues. Improper or careless wiring, damage to property, the incompleteness of the installation.

Internet Connectivity

Any complaint pertaining to cable modem issues. This includes, but not limited to, connectivity problems with the Internet service, email problems, the inability to maintain continuous reliable service.

Marketing

Any complaint pertaining to the marketing of cable service. Any promotion for service that was offered but not delivered or not reflected on the billing statement. The delivery of cable services that was advertised inaccurately.

Other

Any complaint that does not apply in or to a specific category. Generally these complaints can be resolved administratively by correcting a input error in the computer system.

Reception

Any complaint pertaining to reception issues. This includes, but not limited to, poor picture quality, no picture/no sound, and lack of reception on one or more channels.

Service

Any complaint pertaining to repeat service calls regarding a continued unresolved cable issue. This includes, but not limited to, changes, cancelled, broken or other reasons that the technician fails to arrive within the appointed scheduled timeframe. Service calls when a line technician should be dispatched to correct an outside problem but a service technician that is only trained to handle problems inside the house arrives and reaffirms that a line technician is needed.

Serviceability

Any complaint pertaining to the inability to receive an answer regarding the ability to deliver cable service to a specific address.

Telephone Answering Time

Any complaint pertaining to telephone answering time issues. This includes, but not limited to, excessive delays in phone answering times. Excessive on-hold times when being transferred. Excessive on-hold times to reach technical support.