



cc: cable ✓

CERTIFIED MAIL
Return Receipt Requested

February 3, 2015

Mr. Michael Guzinski, Town Administrator
Town of Douglas
29 Depot Street
Douglas, MA 01516

Dear Issuing Authority:

Attached you will find the Annual Form 500 (Complaint/Outage Report) for 2014 as filed by Charter Communications with the Massachusetts Department of Telecommunications and Cable. Due to the software limitations of the MA DTC's form, the number of subscribers in your town or city appears only at the top of the Service Interruption Data form. On the Complaint Data form, the subscriber number auto-populates as a zero, which is clearly not correct. For a description of the "complaints" captured in this report, see M.G.L. Chapter 166A, Section 10.

If you have any questions, please contact me at 774-243-9735 or at Tom.Cohan@charter.com. Please note that I have a new direct line phone number and a new office address – 301 Barber Avenue, Worcester, MA 01606.

Sincerely,

Thomas P. Cohan
Director of Government Affairs

Form 500 Complaint Data

24-Jan-15

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.

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.

Town	Douglas	Total Complaints	1	Avg Resolution Time (see code above)	<2>
Year	2014				
Subscribers	02335				
Equipment					
		A.	1	B.	0
				C.	0

Form 500 Service Interruption Data

03-Feb-15

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 Day

Town	Douglas	Year	2014	Subscribers	2335	Duration of Service Interruption (see Code Key above)
			Date of Service Interruption			
Douglas	Douglas		07/28/2014			<0>
Douglas	Douglas		01/23/2014			<0>
Douglas	Douglas		01/24/2014			<0>
Douglas	Douglas		01/04/2014			<0>
Douglas	Douglas		02/02/2014			<0>
Douglas	Douglas		02/13/2014			<0>
Douglas	Douglas		02/22/2014			<0>
Douglas	Douglas		02/14/2014			<0>
Douglas	Douglas		04/07/2014			<0>
Douglas	Douglas		05/28/2014			<0>
Douglas	Douglas		05/02/2014			<0>
Douglas	Douglas		05/28/2014			<0>
Douglas	Douglas		06/25/2014			<0>
Douglas	Douglas		01/14/2014			<0>
Douglas	Douglas		07/09/2014			<0>
Douglas	Douglas		11/20/2014			<0>
Douglas	Douglas		08/12/2014			<0>
Douglas	Douglas		08/20/2014			<0>
Douglas	Douglas		08/23/2014			<0>
Douglas	Douglas		09/24/2014			<0>
Douglas	Douglas		09/22/2014			<0>
Douglas	Douglas		09/09/2014			<0>
Douglas	Douglas		09/04/2014			<0>
Douglas	Douglas		10/01/2014			<0>
Douglas	Douglas		10/07/2014			<0>
Douglas	Douglas		10/22/2014			<0>
Douglas	Douglas		10/13/2014			<0>
Douglas	Douglas		11/04/2014			<0>

Form 500 Service Interruption Data

03-Feb-15

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 Day

Douglas	11/11/2014					<0>
Douglas	06/19/2014					<0>