



cc: Cable ✓

**CERTIFIED MAIL**  
**Return Receipt Requested**

January 29, 2016

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 2015 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.

If you have any questions, please contact me at 774-243-9735 or at [Tom.Cohan@charter.com](mailto:Tom.Cohan@charter.com).

Sincerely,

Thomas P. Cohan  
Director of Government Affairs

# Form 500 Service Interruption Data

29-Jan-16

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

Douglas

Year

2015

Subscribers

2372

Date of Service Interruption

Duration of Service Interruption (see Code Key above)

Douglas	11/12/2015	<0>
Douglas	11/05/2015	<0>
Douglas	11/01/2015	<0>
Douglas	10/09/2015	<0>
Douglas	09/28/2015	<0>
Douglas	09/23/2015	<0>
Douglas	09/16/2015	<0>
Douglas	08/30/2015	<0>
Douglas	08/01/2015	<0>
Douglas	05/09/2015	<0>
Douglas	02/23/2015	<0>
Douglas	02/19/2015	<0>
Douglas	02/03/2015	<0>
Douglas	01/08/2015	<0>

# Form 500 Complaint Data

29-Jan-16

**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	Year	Subscribers	Installation	Total Complaints	Avg Resolution Time (see code above)	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.		
						A.	B.	C.
Douglas	2015	0		1	<2>	1	0	0