

SERVICE QUALITY SUMMARY JANUARY - DECEMBER 2019

Section	Performance Area*	Standard	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Year to Date
A	Calls Answered 30 Seconds	90.0%	97.4%	97.4%	95.8%	96.2%	95.3%	96.2%
B	Abandoned Calls	Not to Exceed 4 %	0.2%	0.2%	0.3%	0.5%	0.5%	0.4%
C	Customers Receiving Busy Signal	Less Than 3%	0.2%	0.0%	0.0%	0.3%	0.3%	0.1%
D	Installations Performed on Time	95%	99.5%	99.7%	99.7%	99.5%	99.5%	99.6%
	Customer Requests Beyond 7 Business Days	No Standard	19.9%	14.8%	22.4%	48.8%	20.7%	28.0%
E	Repair of Service Interruptions	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Nil Completion 12 Hours	No Standard	53.5%	59.9%	67.1%	52.2%	55.5%	58.1%
	Nil Completion 24 Hours	No Standard	64.4%	67.8%	69.9%	51.6%	63.2%	62.3%
	Nil Completion Greater Than 24 Hours	No Standard	35.6%	32.2%	30.1%	48.4%	36.8%	37.7%
F	Repair of Non-nil Troubles	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
G	Four-Hour Appointment Windows	Not Measured						
H	Comcast Cancelled Appointments	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
I	Advance Notice of Late Appointment	95%	100.0%	100.0%	100.0%	100.0%	96.5%	99.3%
J	Acknowledgement of Billing Complaints	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
K	Resolution of Consumer Billing Complaints	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
L	Response to Contested Billing Resolutions	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
M	Timely Issuance of Refunds	Total Complaints	0	0	0	0	0	0
N	Response to Billing Complaints	Not Measured						
O	Timely Issuance of Credits	Total Complaints	0	1	0	0	0	1
P	Outage Credits	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q	Tracking of Consumer Complaints & Grievances	Total	14	40	14	10	13	77

* Description of standard included with each attached sheet.