

Form 500 Service Interruption Data

01-Feb-11

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

Dunstable

Year

2010

Subscribers

346

Date of Service Interruption

Duration of Service Interruption (see Code Key above)

Dunstable	10/27/2010	<0>
Dunstable	10/09/2010	<0>
Dunstable	02/27/2010	<0>
Dunstable	02/25/2010	<0>

Form 500 Complaint Data

01-Feb-11

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	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.
				#Error			