



Cable Complaint Report

Complaint Date _____ Complaint No. CC 0910-_____

Resident Name: _____

Service Address _____ Unit No. _____

Home Phone Number: _____ Work Phone Number: _____

Date Sent to Resident: _____ Date Received by City: _____

Expected Resolution Date: _____ Resolution Date: _____

Cable Company: Charter

Categories (Please check boxes that apply)

Customer Service

- Phone Busy/Intermittent Outages
- Discourteous Response
- Left Message & Call Not Returned
- Cannot Reach Live Person

Billing:

- Erroneous Charge/Credit Due
- Paid Bill, Threaten with Disconnection
- Disconnected, But Still Being Billed

Technical Service

- Poor Reception/Intermittent Outages
- Outage (1 Time)
- Outages (Repeated)
- Incomplete Repair
- Unable to Fix Problem
- Trespassing by Cable Company
- Missed Appointment by Cable Company
- Cannot Get a Timely Appointment

Rates:

- Basic
- All Other Tiers
- Premium Level
- Does Not Match Initial Price Quote
- Other

Other:

Additional Information:

Response from Cable Company: