

BURLINGTON TELECOM
CABLE TELEVISION CUSTOMER SERVICE
QUALITY & COMPLAINT STANDARDS,
MONITORING & REPORTING PLAN

This document establishes the method by which Burlington Telecom shall monitor and evaluate the quality of service provided to its customers and track complaints by customers in the State of Vermont. It shall be referred to throughout the document as "Service Quality Plan" or "SQP."

Section I: Service Quality Performance Areas

Burlington Telecom's service quality is subject to the following 16 performance areas and standards.

- A. At least 90 percent of calls to a customer service representative shall be answered within 30 seconds under normal operating conditions.
- B. Under normal operating conditions, average monthly calls abandoned shall not exceed four percent of total calls reaching Burlington Telecom.
- C. Under normal operating conditions, the customer will receive a busy signal less than three percent of the time.
- D. Under normal operating conditions, at least 95 percent of standard installations shall be performed within 7 business days after the order has been placed.
- E. Under normal operating conditions, at least 95 percent of the time work on service interruptions (nil or no picture trouble calls) shall begin promptly and in no event later than 24 hours after the interruption becomes known to Burlington Telecom.
- F. Under normal operating conditions, at least 95 percent of the time work on non-nil service calls shall begin the next business day after notification of the service problem.
- G. At least 95 percent of the time under normal operating conditions, Burlington Telecom shall offer a four-hour "appointment window" during normal business hours.
- H. At least 95 percent of the time under normal operating conditions, appointments shall not be cancelled after the close of business on the business day prior to the scheduled appointment.
- I. At least 95 percent of the time under normal operating conditions, the customer shall be contacted in advance if a company representative is running late for an appointment and shall be unable to keep the appointment as scheduled. These customers shall have the opportunity to reschedule at a time convenient for them.

- J. In all cases of billing complaints, Burlington Telecom shall acknowledge all billing complaints not later than three business days after receipt.
- K. In all cases of billing complaints in which the proposed disposition offered by Burlington Telecom is contested by the consumer, the company shall have 15 business days from the date on which the consumer contested to provide a final disposition.
- L. All refunds shall be issued no later than either: (a) the customer's next billing cycle following resolution of the request or 30 days, whichever is earlier; or (b) the return of the equipment supplied by Burlington Telecom if service is terminated.
- M. In all cases of a billing dispute, Burlington Telecom shall respond to written complaints within 15 days.
- N. All credits for service shall be issued no later than the customer's next billing cycle following the determination that a credit is warranted.
- O. Credits shall be given for all outages known to Burlington Telecom that are more than 24 hours in duration. Credits for qualifying outages shall be provided upon customer request unless the outage is system-wide or the subscriber's disruption is otherwise known to the cable company, in which case Burlington Telecom shall provide credit without customer request.
- P. All consumer complaints to Burlington Telecom will be: captured and tabulated, analyzed and reported quarterly, including corrective actions taken in response to the complaints.

Section II: Measurement, and Reporting Protocol

- A. Methodology: Performance areas listed in Section I shall be measured as detailed in Section III. The detailed definition of each performance area is shown in Section III.
- B. Scope: This plan covers service to all Burlington Telecom's Vermont cable customers.
- C. Begin Monitoring: Burlington Telecom shall begin performance monitoring in accordance with this SQP on the first day of the first calendar quarter following Board approval of the plan.
- D. Reporting: Performance results shall be aggregated monthly and quarterly, and shall be reported quarterly to the Department of Public Service ("DPS") and the Public Service Board (the "Board").
- E. Raw Data: Quarterly reports shall include both monthly and quarterly averages. Quarterly averages shall be derived from raw data, not by averaging monthly averages.
- F. Time of Reporting: Burlington Telecom shall report its quarterly results for all

