To: Christy White **Fax #: (810) 654-9471**

CHARTER COMMUNICATIONS CUSTOMER CALLS

Date Time of Day City Staff Name

Customer's Name Home Telephone #

Address

City Zip Code

CUSTOMER CONCERN

	Rates (Cost for Service)		Construction (Damage to property, diggning in yard, dangling wires, cut lines, lack of notice)
	Line Extension (Can't get service extended to home because area isn't serviced yet)		Billing (Late charge, overcharge, wrong charge, difficulty reading bill)
	Technical problems (Outages, poor reception, decoder box, remote control, VCR incompatibility)		Inquiry (Request for general information on city policy, company procedures)
	Customer service (Missed appointments, discourteous employees, lack of responsiveness)		Programming (Don't like existing programs, want programs/channels not offered)
	Phone service (Delayed connection, disconnects, abandoned calls)		Other (Not related to any of the types mentioned above)

EXPLANATIONS

DATE RESOLVED:_____RESOLVED BY:_____

RESOLUTION:_____