



# INFORMATION TECHNOLOGY AGENCY

Office of Administration and Public Services  
Cable Television Consumer Services Section

## 2003 Consumer Services Report

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# ***Cable Television Consumer Services Section***

## ***Mission Statement***

The mission of the Cable Television Consumer Services Section is to provide information and answer questions regarding cable television as well as mediate disputes between the cable and satellite video service providers and consumers. Additionally, the Cable Television Consumer Services Section monitors the compliance of the Los Angeles cable and satellite video service providers with Consumer Service Standards and franchise ordinance provisions to ensure that the rights of consumers are protected before, during, and after the provision of cable television service.

## ***Functions of the Consumer Services Section***

- Respond to public inquiries concerning cable and satellite video service providers;
- Assist subscribers in resolving complaints concerning cable service providers;
- Educate the public regarding rules and regulations governing the cable and satellite video providers with emphasis on the City of Los Angeles (City) Multichannel Video Provider Consolidated Consumer Service Standards;
- Mediate disputes between subscribers and Los Angeles cable and satellite video providers;
- Work closely with cable operators to help them better understand issues and needs of resident consumers;
- Perform compliance audits of customer service centers; and
- Provide statistical reports as needed.

# **EXECUTIVE SUMMARY**

This report summarizes the statistical findings of Information Technology Agency's (ITA) Cable Television Consumer Services Section regarding complaints and informational calls received in year 2003. Additionally, this report contains information provided by the incumbent cable operators, specifically data pertaining to operator subscriber counts. On a quarterly basis, the City's incumbent cable television operators provide, among other things, current information regarding cable television subscriber numbers. From this information, ITA produces quarterly statistical reports which are made available to the public.

ITA received information in February 2004 from Comcast, Adelphia and Cox regarding 2003 cable television subscriber numbers that was substantially different from the information provided by the aforementioned companies on a quarterly basis in 2003. Comcast, Adelphia and Cox confirmed that the numbers provided on a quarterly basis in 2003 were incorrect and the City should rely on the cable television subscriber numbers provided in February 2004. ITA used the 2003 cable television subscriber numbers reported by these operators in February 2004 to produce this report. As such, the cable television subscriber numbers reported by ITA in all of the 2003 quarterly statistical reports are different from the subscriber numbers reported herein.

Of significance are the following statistics:

- **The City experienced a 3.27% decrease in the total number of cable subscribers in calendar year 2003.** In calendar year 2003 there were approximately 611,218 subscribers, in comparison to approximately 631,861 subscribers in calendar year 2002. This decrease may be attributed to the rising popularity of Direct Broadcast Satellite (DBS) services such as Dish Network and DIRECTV.
- **The City experienced an increase in the total amount of franchise fees received for calendar year 2003. The City received franchise fees in the sum of \$20,949,924 in 2003, as compared to \$19,950,737.00 in fees received in 2002.** This slight increase in fees may be attributable to the additional revenue generated by cable providers from enhanced service products such as digital cable and annual rate increases for cable services. The franchise fees collected for 2003 do not include late payment penalties or understated fees collected from previous years (i.e. Adelphia's \$3 million payment in 2003 for understated franchise fees for years 1995 – 1999).
- **The City experienced a significant decrease (27%) in the total number of cable television complaints.** In 2003, a total of 2,715 cable

television complaints were filed. In 2002, a total of 3,719 cable television complaints were filed

- **The City experienced a slight increase in the number of total informational calls received by Consumer Services Section in calendar year 2003. In calendar year 2003, a total of 7,701 informational calls were received. In 2002, a total of 7,414 informational calls were received.**
- **In 2003, Time Warner Cable in Franchise Area A (West San Fernando Valley) had the lowest per thousand subscriber-to-complaint figures with .59%.**
- **In 2003, Adelphia had the highest per thousand subscriber-to-complaint findings in Franchise Areas G (Sherman Oaks) with 13.57%, and H (Eagle Rock), with 11.10 %.**
- The Multichannel Video Provider Consolidated Consumer Service Standards of the City establishes standards for complaint resolution and/or response. **Cox Communications, at 86%, was the highest in compliance with these standards.**
- **Adelphia, at 68%, was the least in compliance** in terms of resolving complaints pursuant to the City's customer service resolution requirements.

During calendar year 2003, the City's Cable Television Consumer Services Section responded to various changes implemented by the City's cable operators. In calendar year 2003, many of the City's incumbent cable providers launched enhanced digital services. As a result, new service tiers were introduced, channel realignments were implemented, and rate adjustments occurred. The Consumer Services Section experienced an increase in consumer inquiries and complaints following each service or rate change.

Additionally, new business policies implemented by some of the incumbent cable operators impacted the call volume for the Consumer Services Section. While some of these issues are an aberration from the average consumer complaint or inquiry, they nonetheless generated a great deal of consumer concern that the Consumer Services Section communicated to each cable operator in an attempt to improve customer service for Los Angeles subscribers.

The Consumer Services Section and the City also continue to work through the remnants of the November 2002 Comcast acquisition of AT&T Broadband and the Adelphia Bankruptcy filing of June 2002. This coupled with the City's responsibilities mandated by the cable television re-franchising process has

created a variety of concerns that have been expressed by the Los Angeles City Council, resident subscribers, and community stakeholders.

## **YEAR-END SUMMARY**

ITA is the administrative agency delegated with authority to regulate the City's cable television franchisees. ITA is also charged with the duty to mediate disputes between consumers and cable service providers as part of its many other regulatory responsibilities. ITA receives information concerning consumer complaints via telephone, written correspondence and through referrals from elected officials and other governmental agencies. ITA staff carefully screens all referrals to verify if the applicable Franchise Agreement, Consumer Standards, local and federal law apply to a particular customer's complaint. (See Exhibit No. 2 for ITA's Cable Consumer Complaint Resolution Process.) If a particular complaint is complex and requires special handling, it may be referred to the Manager of ITA's Cable Television Consumer Services Section in order to determine the appropriate course of action to resolve each referred complaint.

In addition to the processing of complaints lodged against all cable service providers, ITA's Cable Television Consumer Services Section is responsible for the intake of all informational inquiries made to the City by its consumer base. In responding to all cable-related inquiries made by the general public, ITA continues to serve the City's needs.

ITA closely scrutinizes periodic increases in cable information and complaint calls to determine the measures necessary to prevent such increases in the future to assure, to the fullest extent possible, the highest quality of cable access and services to the City.

In 2003, ITA with the assistance of the City Attorney issued a rate order to Adelphia. This rate order determined that certain basic rates of Adelphia were unjustified and mandated a substantial refund to affected Adelphia subscribers.

ITA has compiled in this annual report the complaint statistics for the Los Angeles area cable and satellite video service providers for calendar year 2003.<sup>1</sup> The information provided in the attached charts and graphs (exhibits) also contains part of the calendar years 2002 and 2001 annual complaint statistics for comparative purposes.

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<sup>1</sup> Part of the statistical information utilized herein was provided by the cable television franchisees operating in the City of Los Angeles as part of the City's 2003 Possessory Interest filing with the Los County Assessor's Office.

The City is divided into 14 separate and distinct cable television franchise areas. (See Exhibit 1 City of Los Angeles Cable Franchise Areas and City of Los Angeles Cable Franchise Areas with Council Districts, respectively.)

Currently, each cable franchise area is served by at least one cable television franchise operator, although each franchise area may also have a satellite operator within the same boundaries of its designated area. Pursuant to federal law, the City is not precluded from regulating satellite providers concerning customer service.<sup>2</sup>

Overall, the statistics for 2003 show a substantial decrease in the number of cable television complaints and a slight increase in the number of informational calls processed by the Consumer Services Section. In 2003, a total of 2,715 cable television complaints were filed and 4,408 cable television informational calls were processed, for a total of 7,123 cable television complaints and informational inquiries processed and serviced. The slight increase in informational calls may be attributed to the new digital services being offered by the incumbent cable operators, Adelphia's Bankruptcy filing, numerous rate changes in 2003, and the general awareness and attentiveness of resident subscriber of the Consumer Services Section. The decrease in cable complaints may be attributable to many factors, including, but not limited to:

- Aggressive enforcement of Franchise Requirements by ITA;
- Quarterly meetings held with incumbent operators. These meetings are designed to exchange information, identify concerns, and facilitate expeditious resolutions;
- Cable system upgrades and rebuilds; and
- Continued contact and cooperation between ITA and cable company representatives.

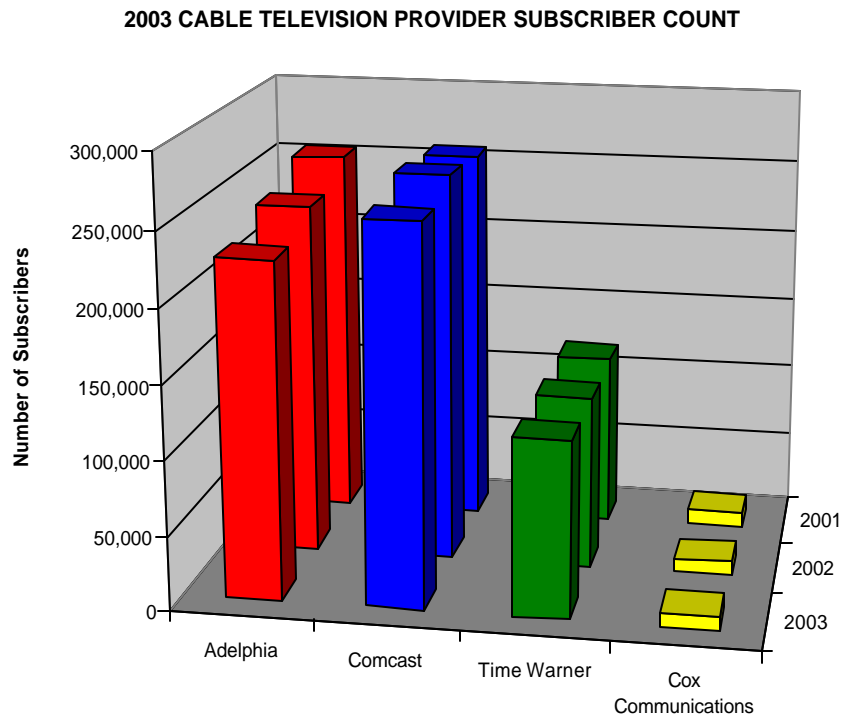
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<sup>2</sup> In 1994, the Board of Information Technology Commissioners adopted the Multichannel Video Provider Consolidated Consumer Service Standards that establish service standards for consumers of multichannel video services in the City. The standards are applicable to direct broadcast satellite and traditional cable television service providers

# SIGNIFICANT STATISTICS

The following statistical findings from the calendar year 2003 provide important information concerning the state of cable television in the City. It should be noted that statistics for Charter Communications were not included in this 2003 Annual Complaint Statistics Report due to the small number of total subscribers (66). However, limited statistics regarding the City's satellite providers are included in this 2003 Annual Complaint Statistics Report as the City regulates customer service activities of the satellite providers.

- The total combined number of subscribers for the all City cable companies for calendar year 2003 was 611,218, a decrease of 3.27% from calendar year 2002. In calendar year 2002 there was a decrease of 1.46 % from the calendar year 2001. (see Figure 1)

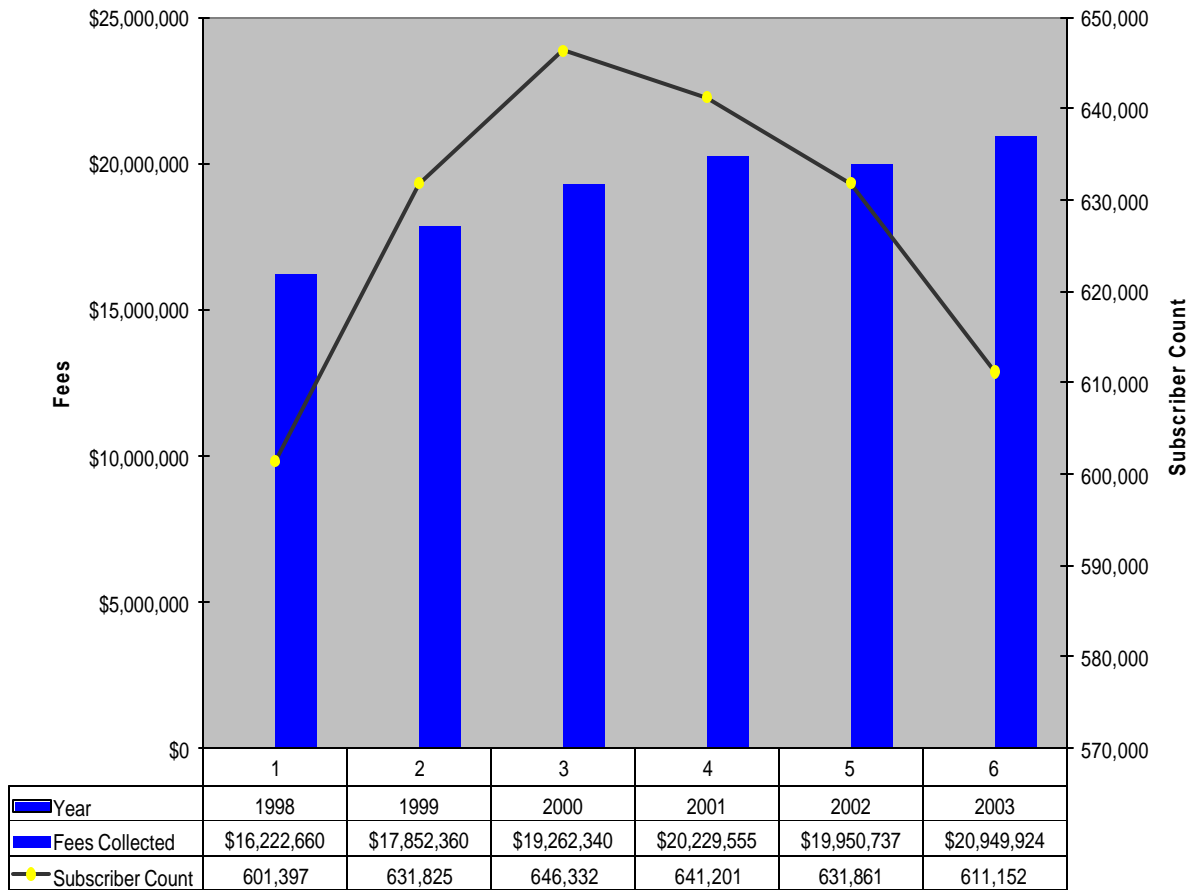


	2001	2002	2003
Adelphia	254,435	239,633	226,956
Comcast	258,507	264,730	255,509
Time Warner	118,069	117,725	119,420
Cox Communications	10,112	9,695	9,267

Figure 1

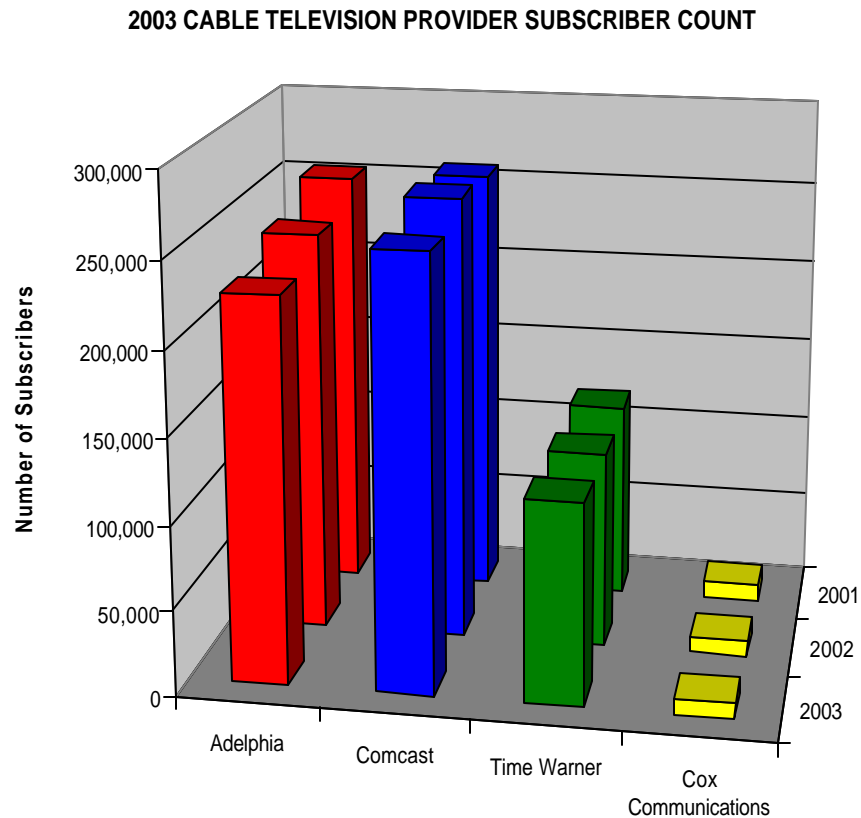
- In calendar year 2003, the City collected gross revenue fees in the total amount of \$20,949,924.00 from all cable operators combined. In contrast, the City collected \$19,950,737.00 in 2002, and \$20,299,555.00 in 2001. This slight increase in overall revenue may be attributable to the digital services now being offered by the incumbent operators and various rate increases implemented by the incumbent cable operators. (see Figure 2)

**FRANCHISE FEES COLLECTED vs. NUMBER OF SUBSCRIBERS**



**Figure 2**

- In calendar year 2003, Time Warner, who holds one of the 14 franchise areas in Los Angeles, was the only cable provider to experience a growth in subscribers with a 1.44% increase over 2002. All other cable providers experienced a decrease in subscribers. Adelphia, who holds five of the franchise areas, had the most significant decrease in growth of 5.29%; followed by Cox, who holds one of the 14 franchise areas, with a decrease of 4.41% from 2002. (see Figure 3)



	2001	2002	2003
Adelphia	254,435	239,633	226,956
Comcast	258,507	264,730	255,509
Time Warner	118,069	117,725	119,420
Cox Communications	10,112	9,695	9,267

Figure 3

- In the calendar year 2003, Comcast led the cable residential market share with approximately 42% of the market with 255,509 subscribers; Adelphia followed with approximately 37% of the market with 226,956 subscribers. In contrast, the total number of subscribers in descending order for Time Warner, Cox Communications and Charter: (see Figure 4)

	Subscribers	Market Share
• Time Warner	119,420	20%
• Cox Communications	9,267	2%

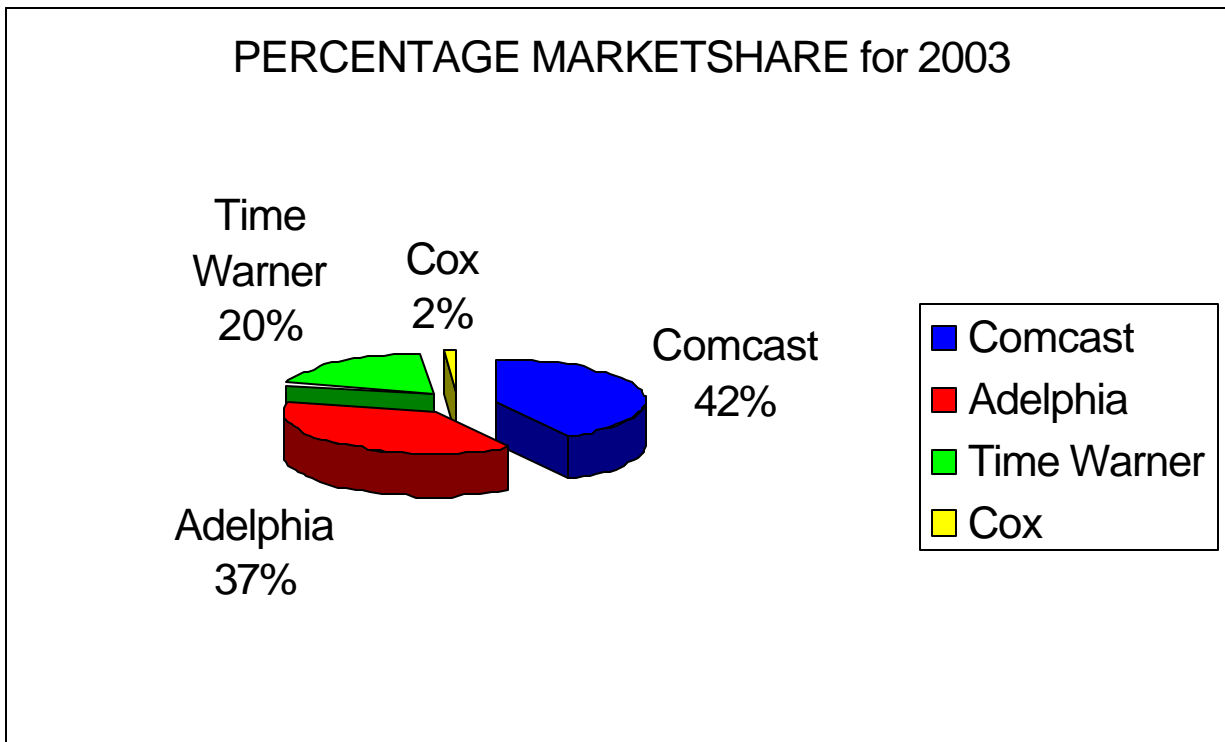


Figure 4

- The City's cable residential penetration rate for the year 2003 was approximately 42%.

The four **highest** penetrated cable franchise areas are:

Operator	Franchise Area	Percentage
Comcast	B (Sylmar)	67%
Comcast	D (Sunland-Tujunga)	61%
Time Warner	A ( West San Fernando)	56%
Cox	N (Wilmington)	56%

The three **lowest** penetrated franchise areas are:

Operator	Franchise Area	Percentage
Adelphia	L (Boyle Heights)	21%
Comcast	K (Los Angeles)	29%
Adelphia	H (Eagle Rock)	36%

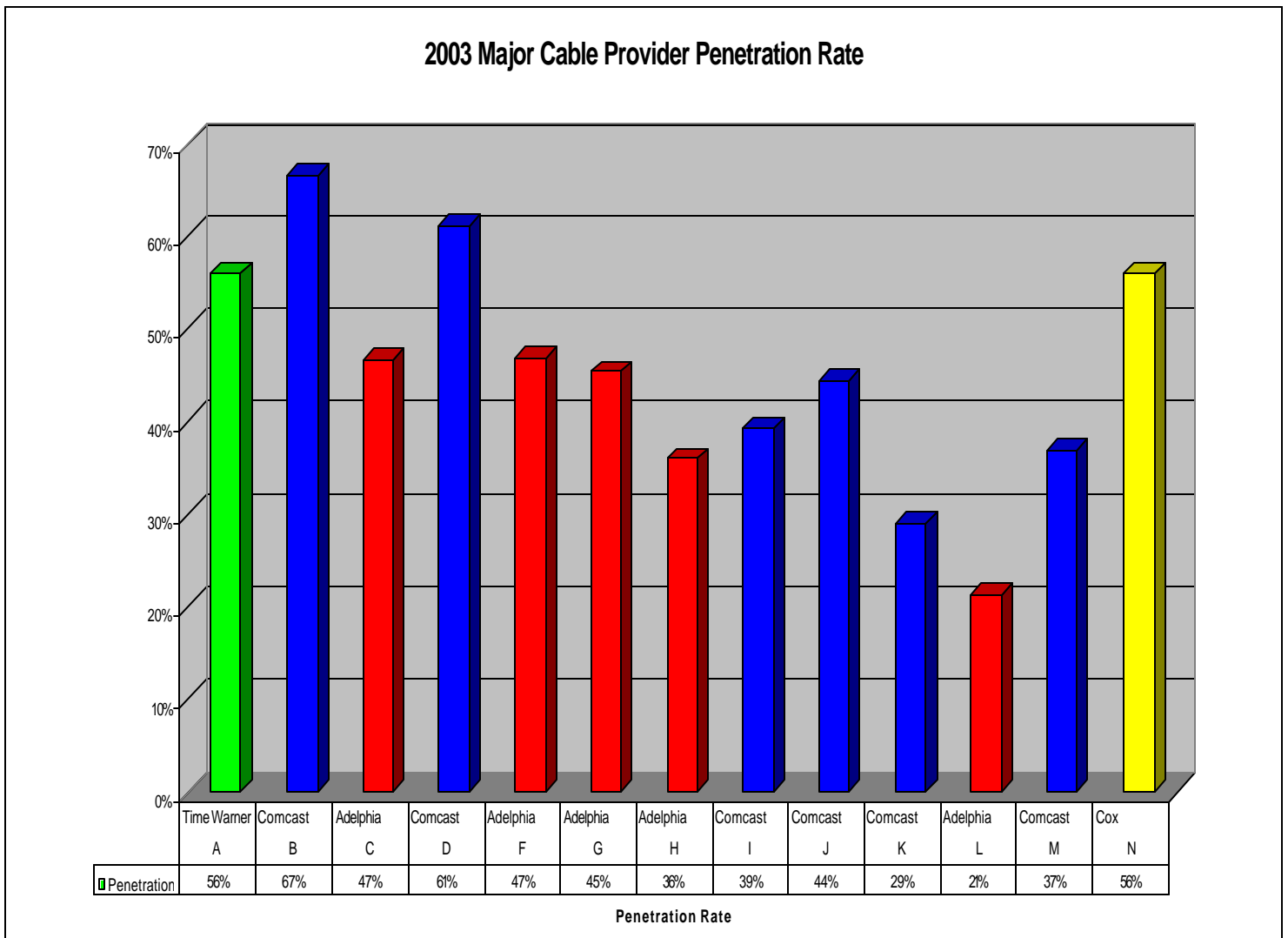


Figure 5

- The City experienced a significant decrease (27%) in the total number of cable television complaints. The cable operators with the most total subscribers also registered the highest total of complaints for calendar year 2003. Adelphia had the highest total of complaints with 1660, followed by Comcast with 978. Over the three year period, 2001 – 2003, the number of complaints has consistently decreased. (see Figure 6)

### NUMBER OF COMPLAINTS 2001 - 2003

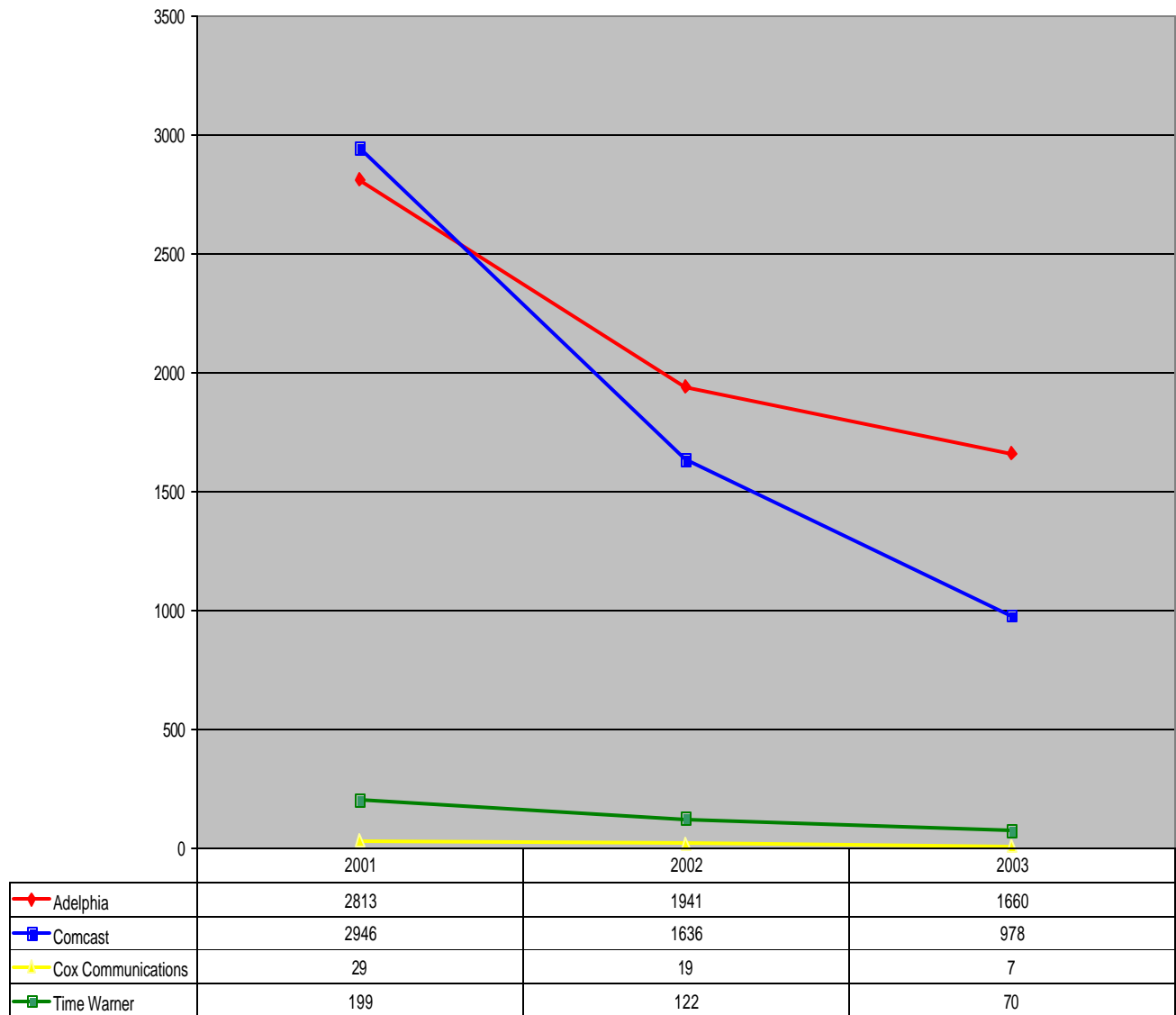


Figure 6

- Comcast Franchise Area I (Hollywood/Wilshire), who has the most subscribers (139,222) of all of the Los Angeles franchise areas, registered the most complaints in 2003 with 614. Alternatively, Adelphia franchise areas H (Eagle Rock) with 51,185 subscribers, G (Sherman Oaks) with 29,031 subscribers, F (West Los Angeles) with 36,557 subscribers, registered the next highest total of complaints with 568, 394, and 364 respectively. Adelphia's elevated complaint to subscriber ratio may be attributed to Adelphia's bankruptcy filing, Adelphia's City mandated rate refund, and Adelphia's year-end channel line-up repackaging. (see Figure 7)

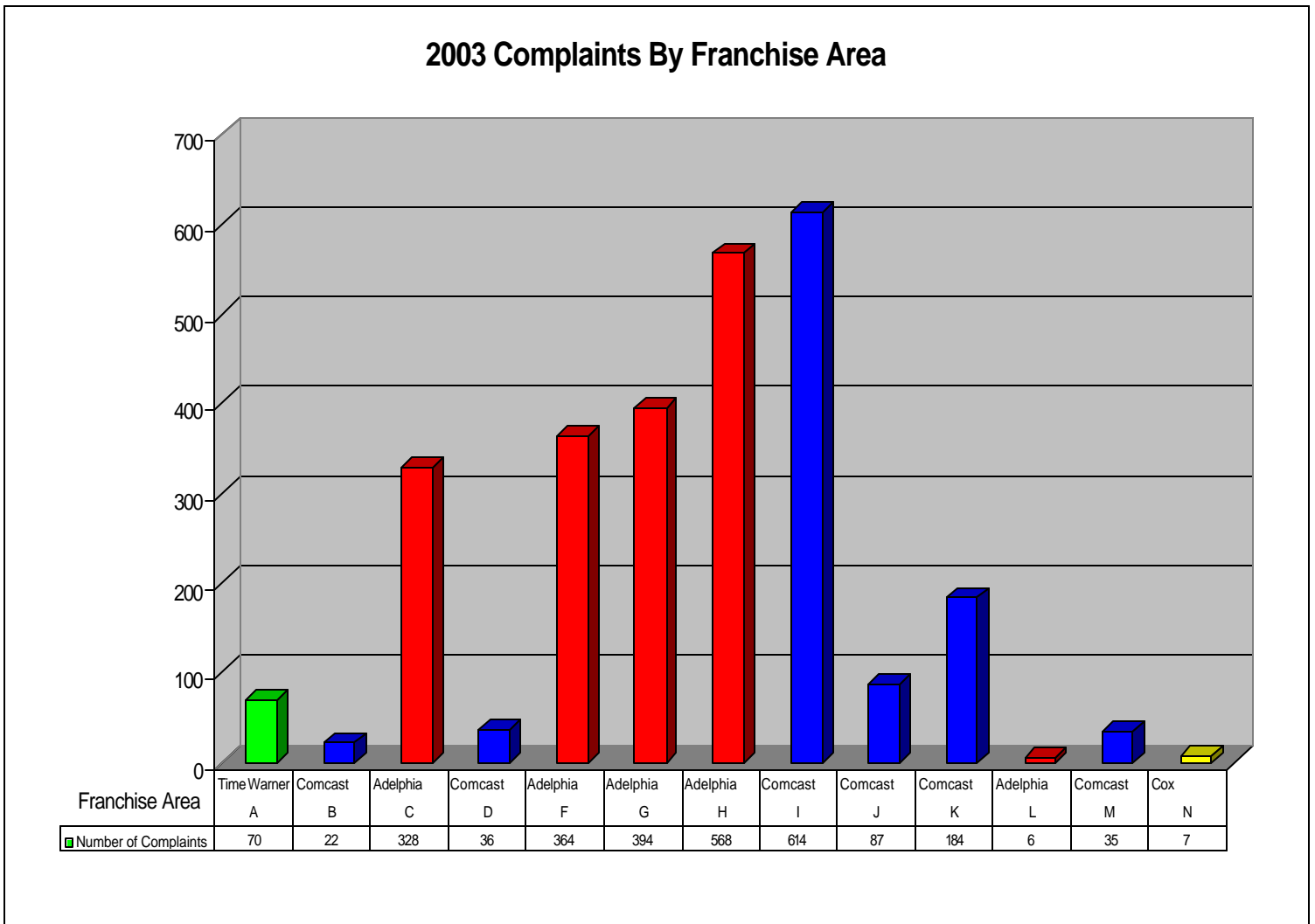


Figure 7

- In terms of Complaints Per-Thousand By Franchise Area, the factors mentioned above that impacted the total complaints for both Comcast and Adelphia, are reflected in the complaints per thousand subscriber ratio listed below. Time Warner Cable in Franchise Area A (West San Fernando Valley) had the lowest per thousand subscriber-to-complaint figures with .59%. Adelphia had the highest per thousand subscriber-to-complaint findings in Franchise Areas G (Sherman Oaks) with 13.57%, and H (Eagle Rock), with 11.10 %. (see Figure 8)

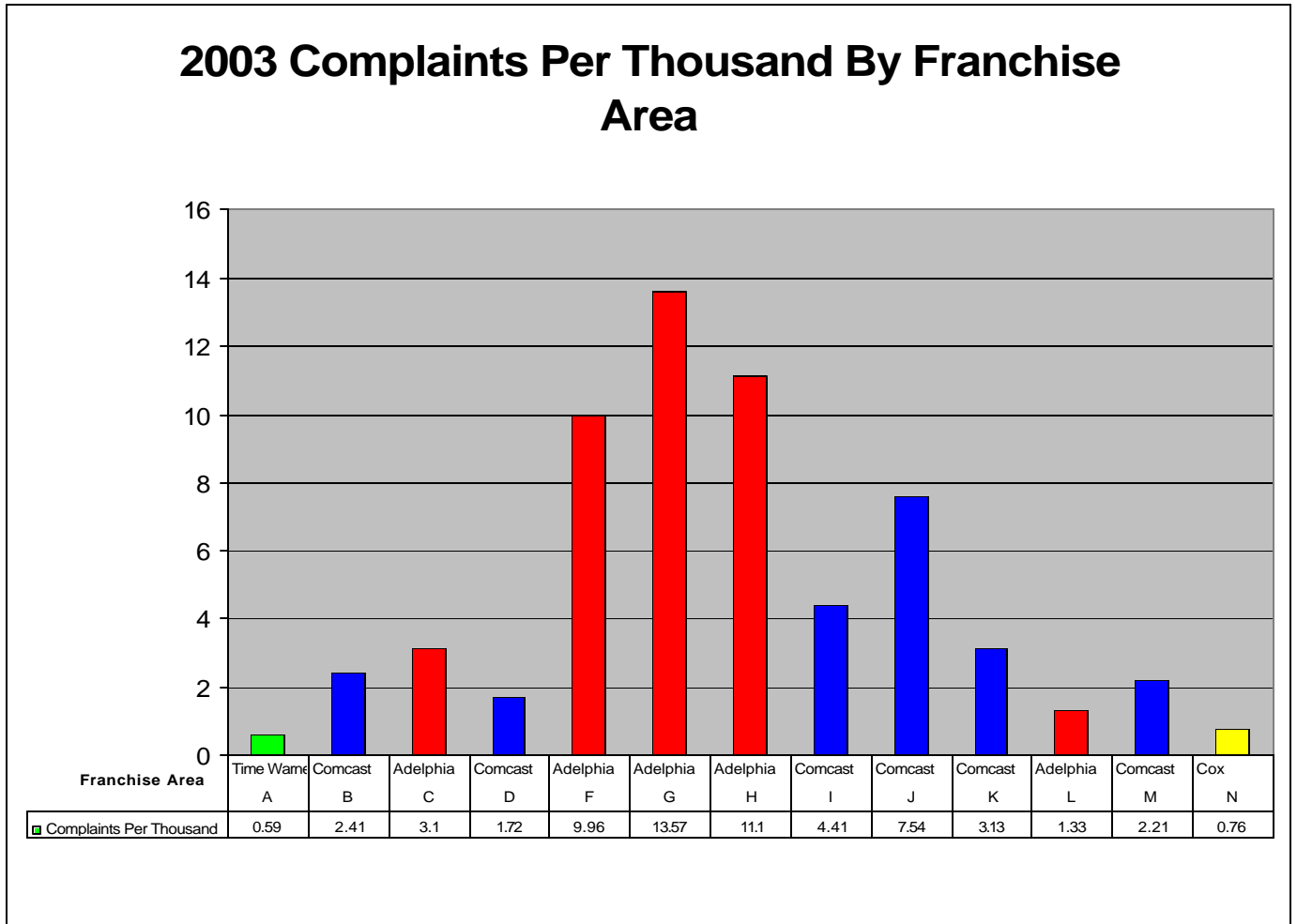
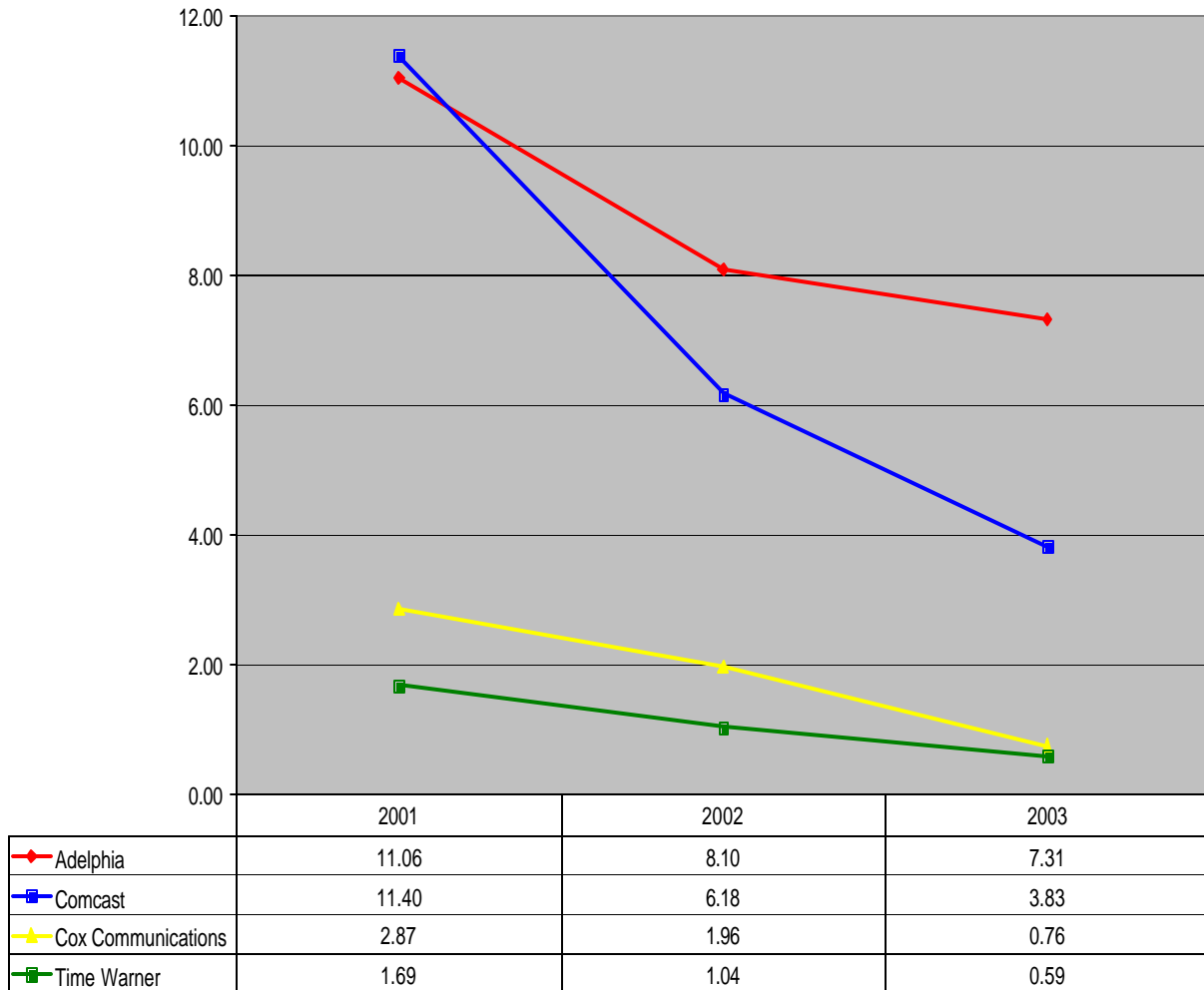


Figure 8

- When analyzing calendar year 2003, per-thousand subscriber complaint rates, Adelphia - Areas G (Sherman Oaks) and H (Eagle Rock) had the highest complaint rate, while Time Warner – Area A (West San Fernando Valley), and Cox Communications – Area N (San Pedro), had the lowest per-thousand subscriber complaint rates. Over the three year period, 2001 – 2003, all providers trended down in per-thousand subscriber complaint rates. (see Figure 9)

**COMPLAINTS / 1000 SUBSCRIBERS 2001 - 2003**



**Figure 9**

- The Multichannel Video Provider Consolidated Consumer Service Standards of the City establishes standards for complaint resolution and/or response. Cox Communications, at 86%, was the highest in compliance with these standards, followed next by Time Warner with 82%. (see Figure 10)

- Cox Communications 86%
- Time Warner 82%
- Comcast 70%
- Adelphia 68%

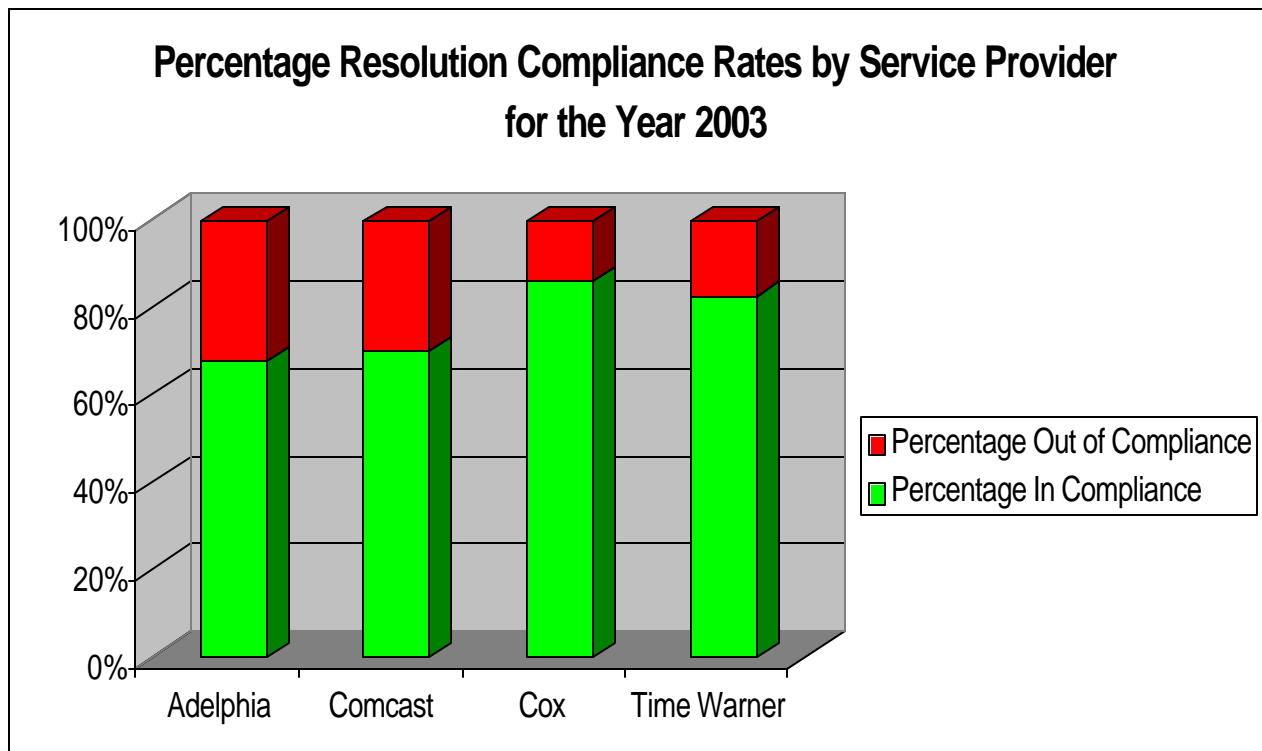


Figure 10

Percentage resolution compliance rates by Franchise Area for calendar year 2003 were as follows: ( see Figure 11)

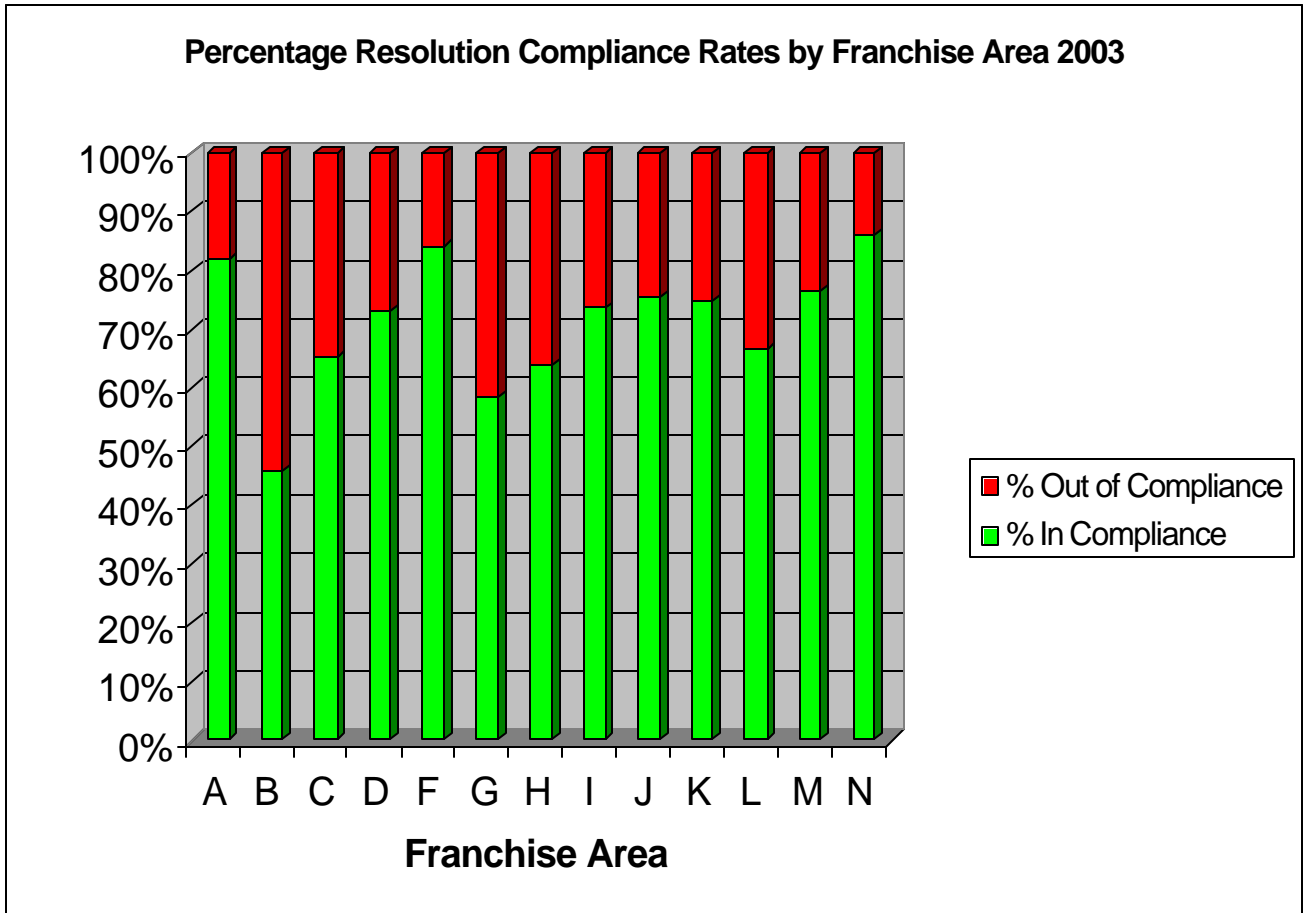


Figure 11

A – Time Warner  
 B – Comcast  
 C – Adelphia  
 D – Comcast

F – Adelphia  
 G – Adelphia  
 H – Adelphia  
 I – Comcast

J – Comcast  
 K – Comcast  
 L – Adelphia  
 M – Comcast

N - Cox

- Analysis of Cable and Satellite Provider Resolution Compliance Rates for calendar years 2001 – 2003 shows an upward trend for all major providers except Adelphia. Adelphia experienced a 2% decrease in their resolution compliance rate from year 2002 to 2003. (see Figure 11)

**CABLE AND SATELLITE PROVIDER RESOLUTION COMPLIANCE RATES  
2001 - 2003**

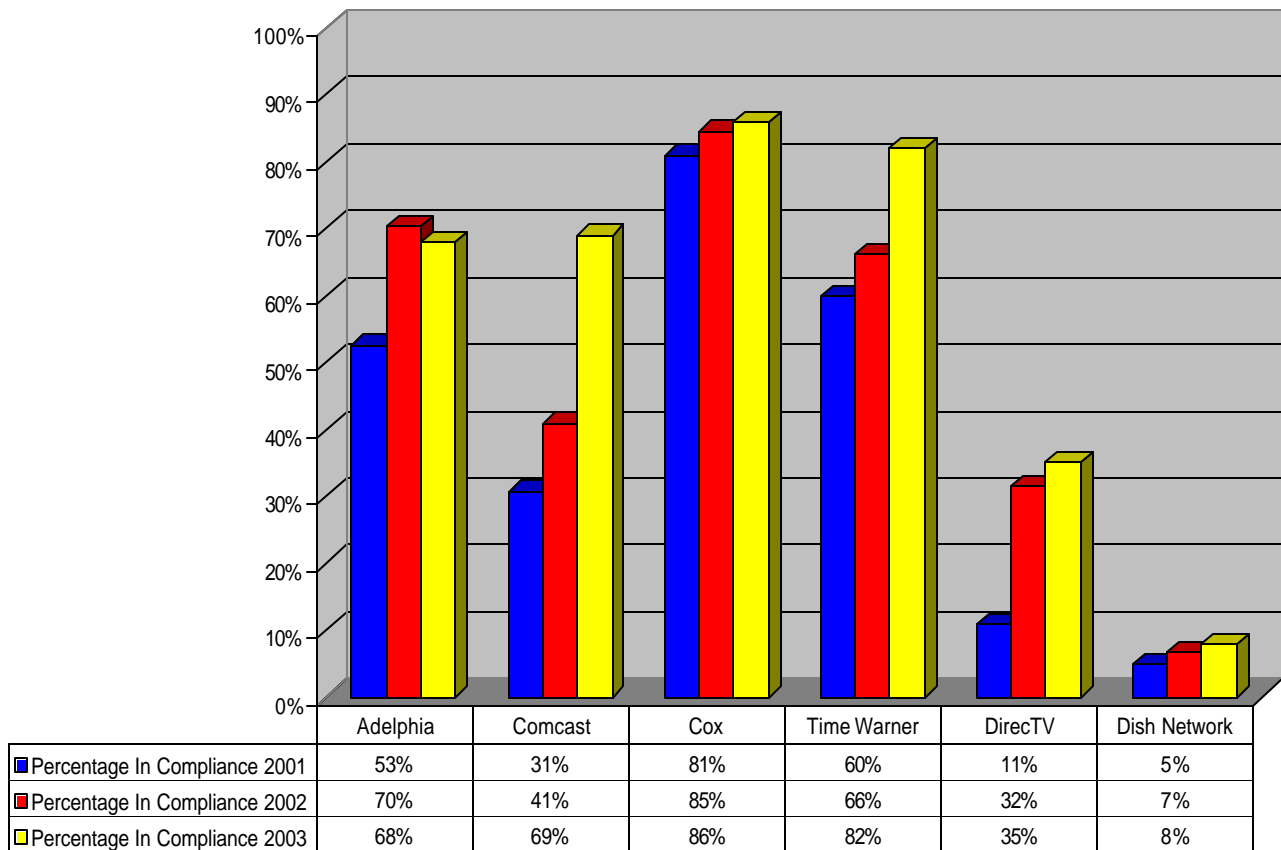


Figure 12

- The number of total cable complaints processed by the Consumer Services Section, per category are as follows:

Category	Number of Complaints
Technical	838
Consumer Service	554
Miscellaneous Service	394
Billing	929
<b>Total</b>	<b>2715</b>

- Complaints by categories per operator are shown in Figure 12.

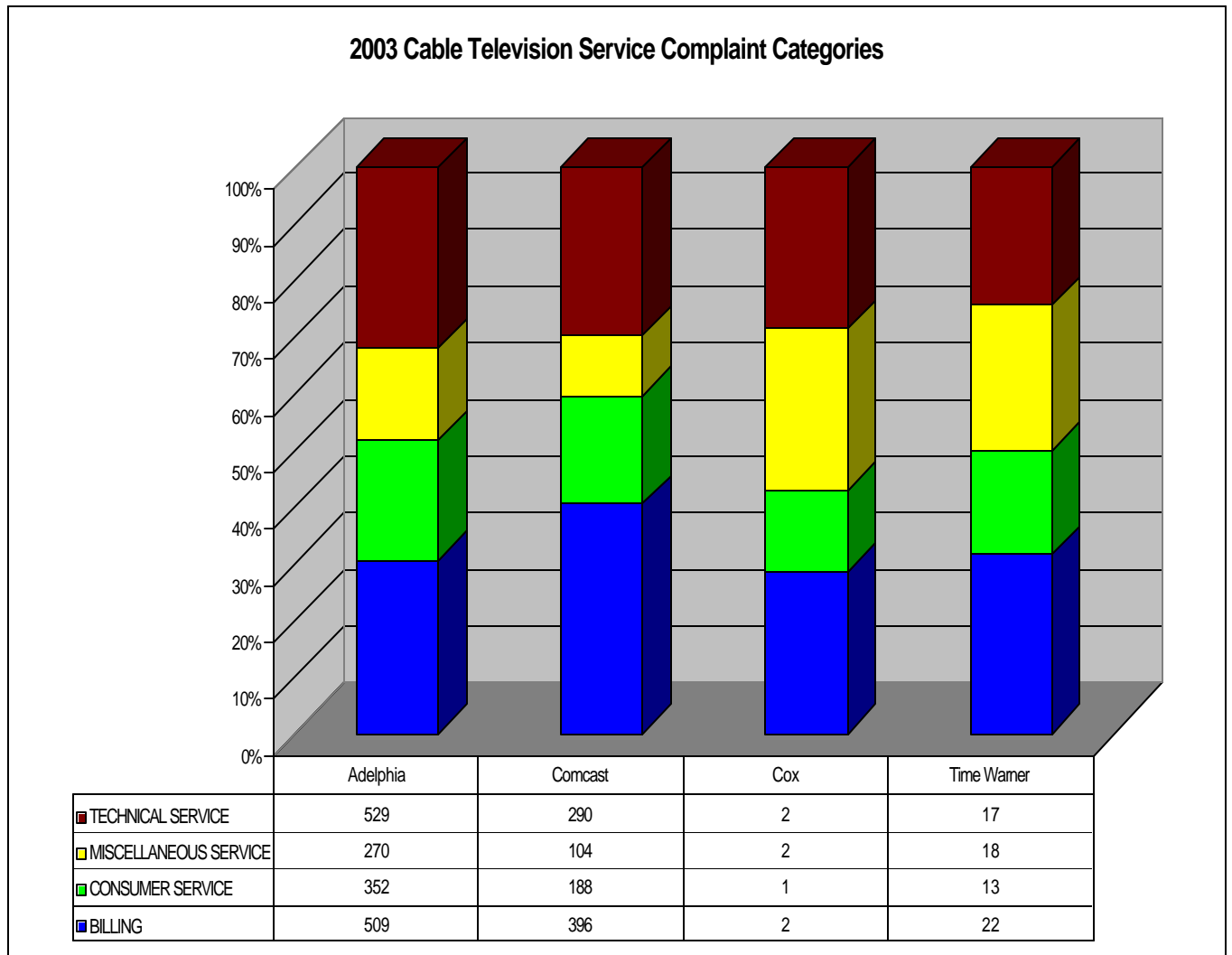


Figure 13

- Number of complaints by category and Franchise Area 2003

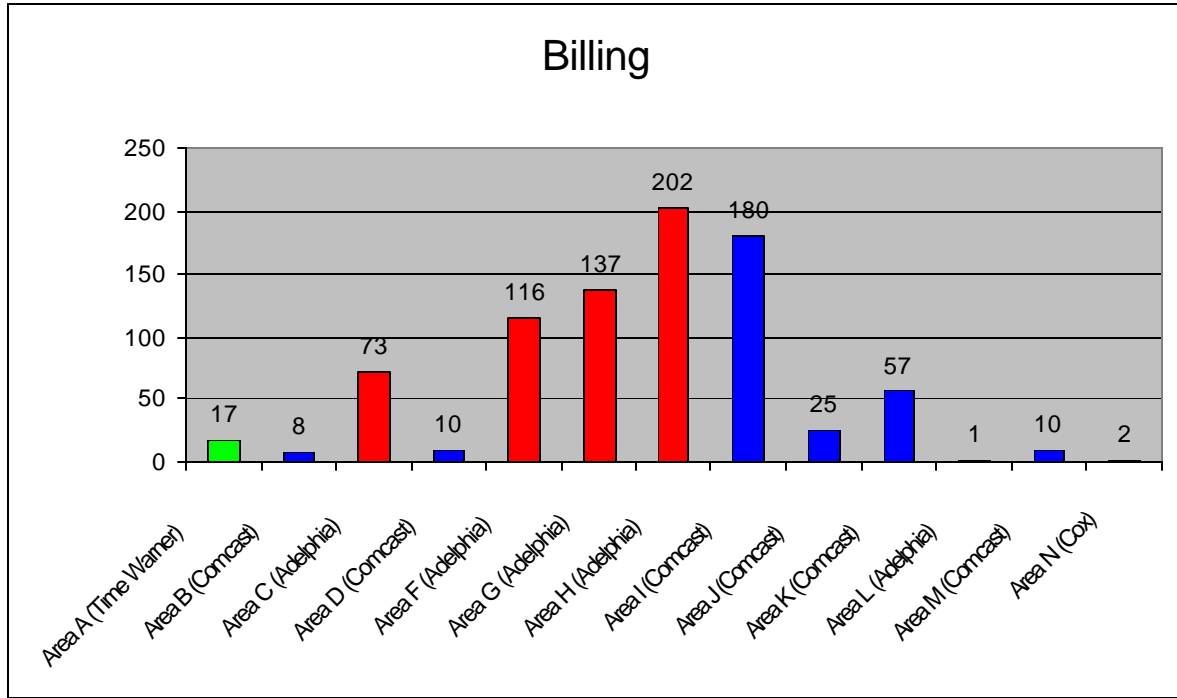


Figure 14

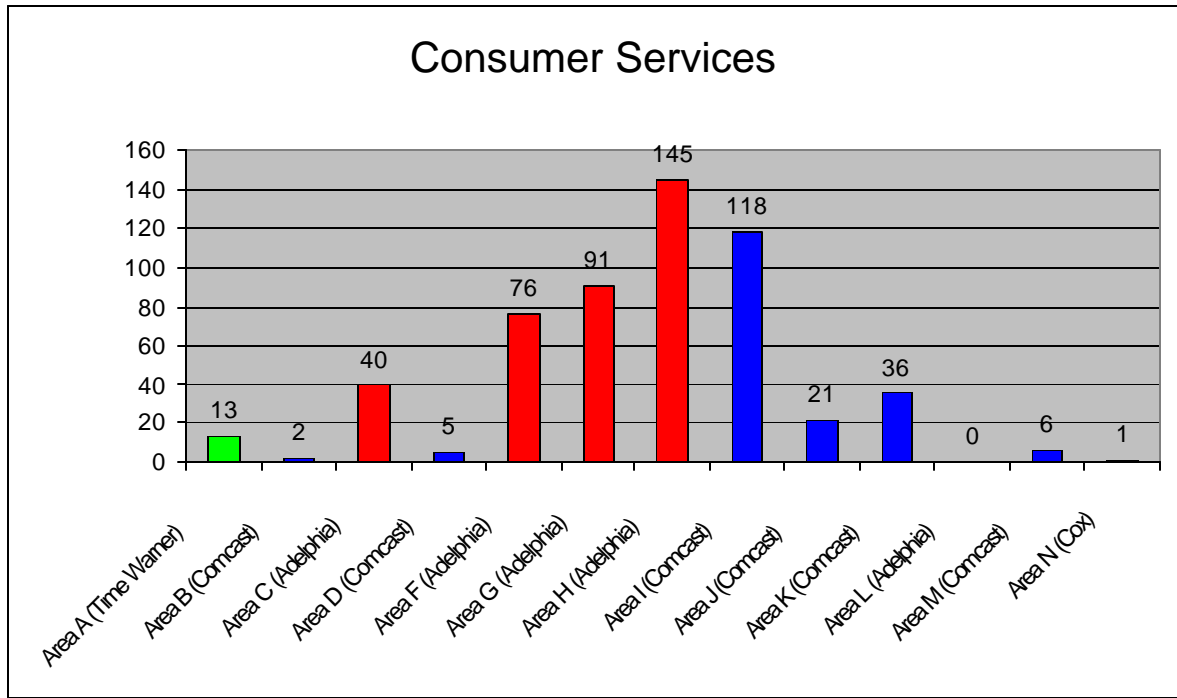


Figure 15

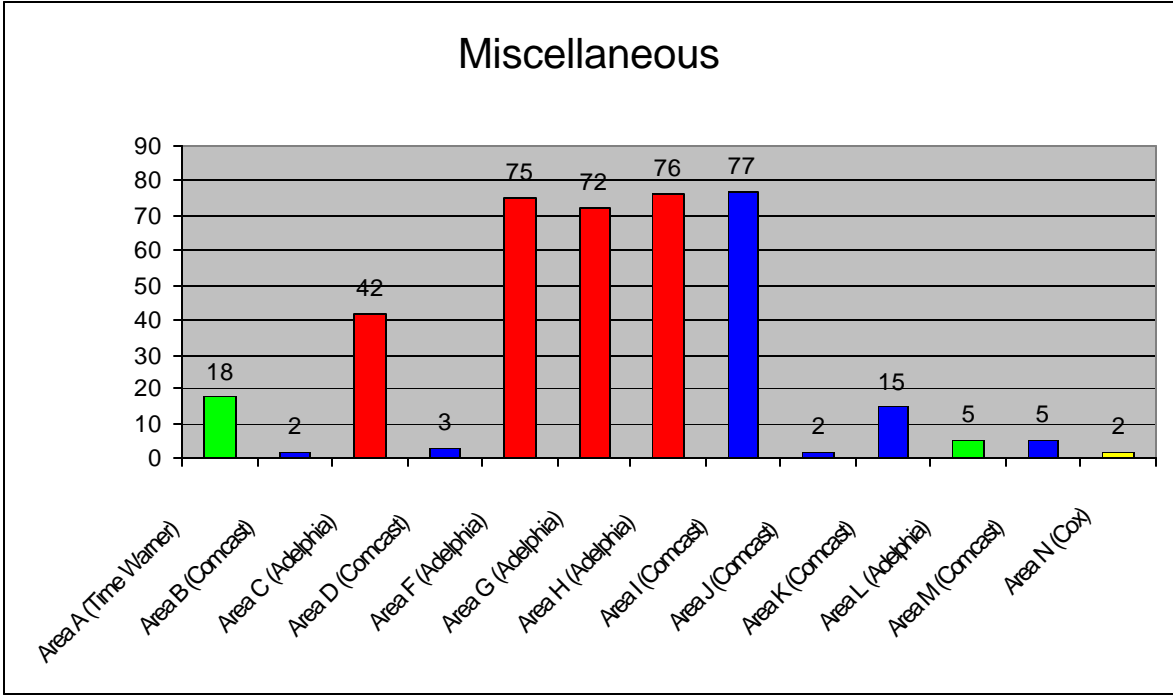


Figure 16

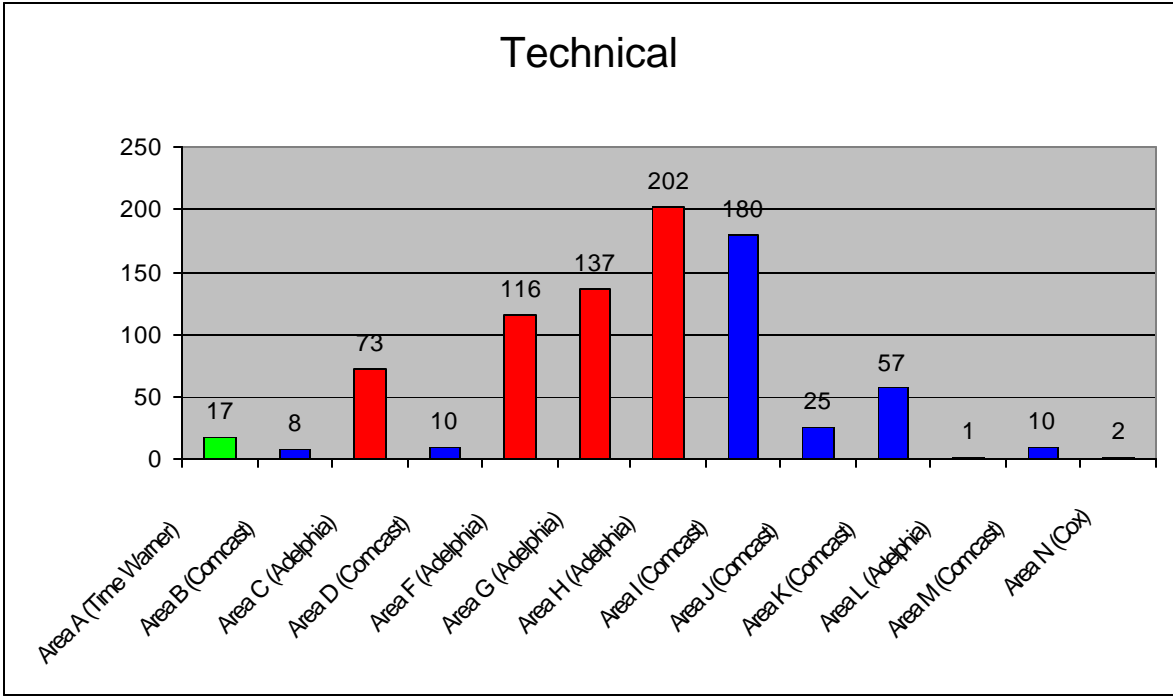


Figure 17

- Cable and Satellite complaints by categories per operator are shown in Figure 13.

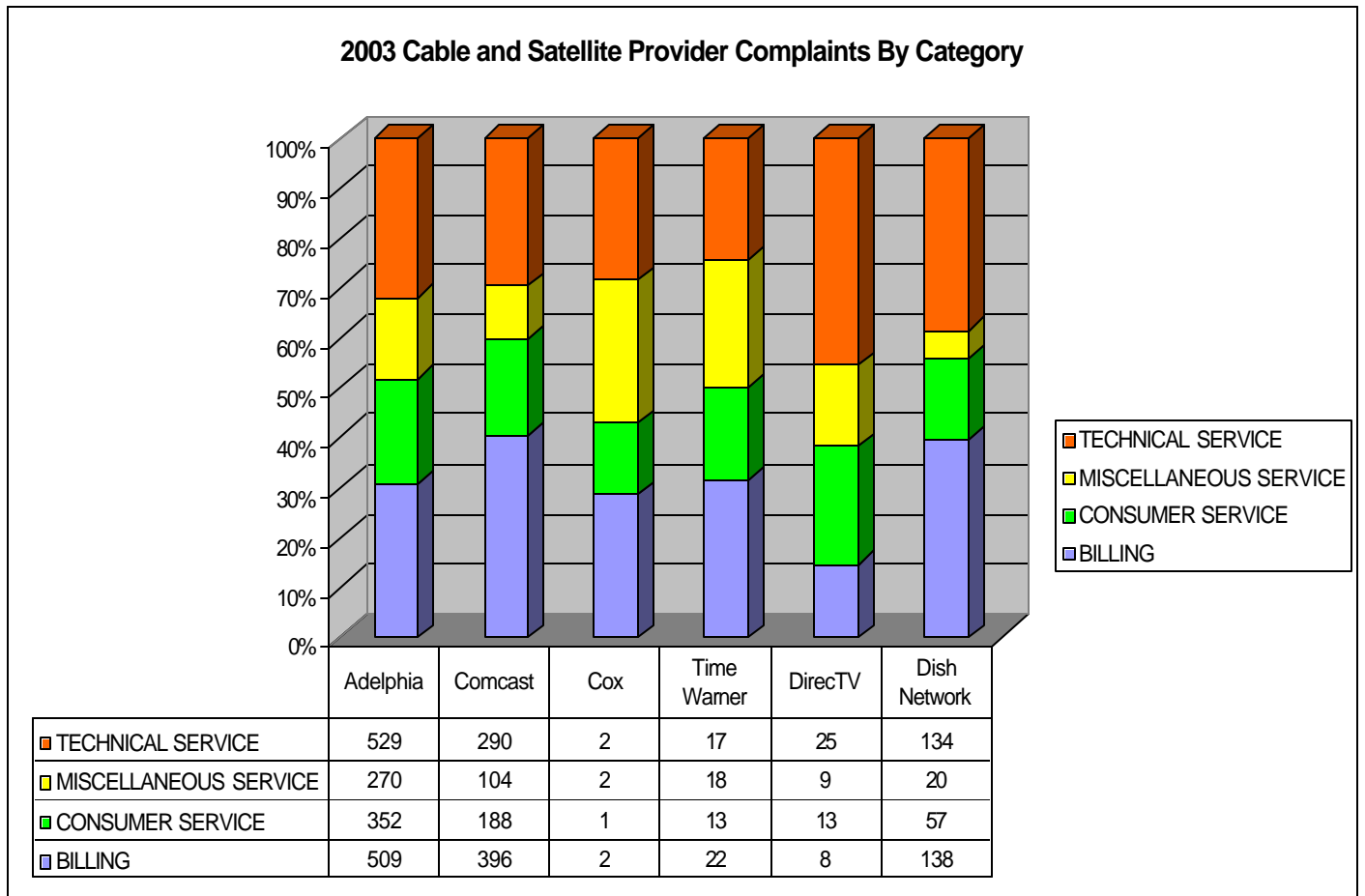
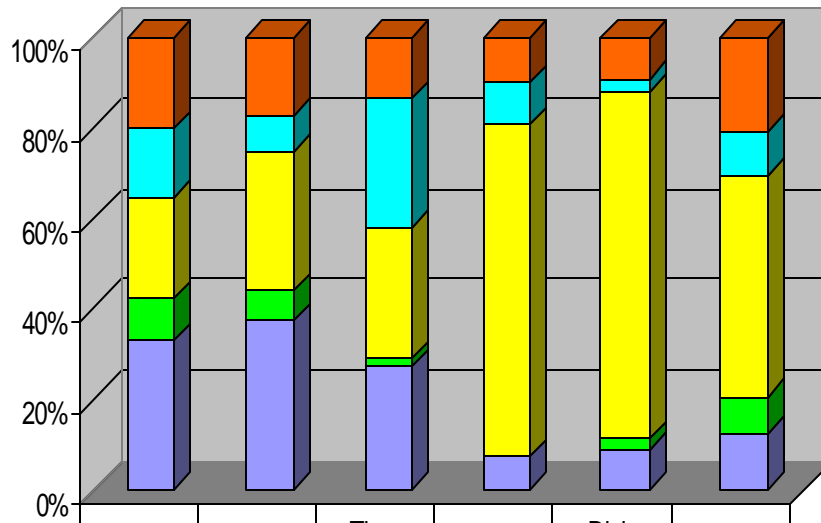


Figure 18

- Cable and Satellite inquiries by category per operator are depicted in Figure 14.

**2003 Cable and Satellite Provider Inquiries By Categories**

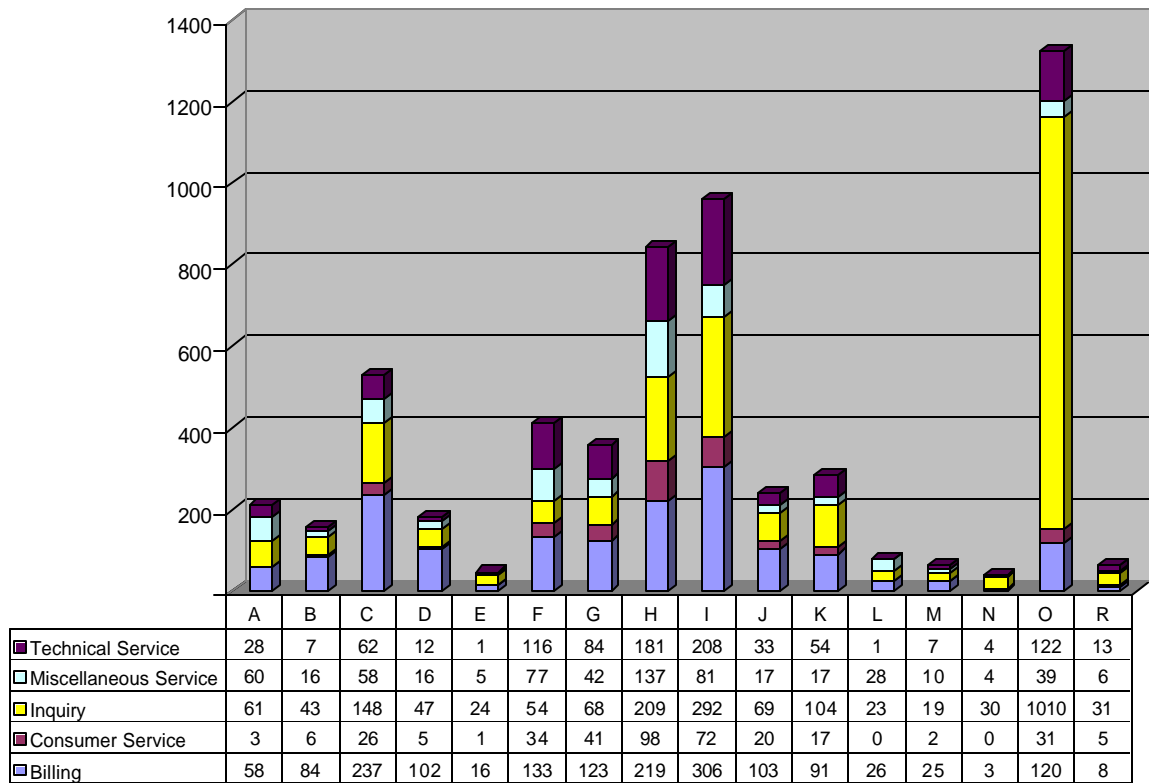


	Adelphia	Comcast	Time Warner	Cox	Dish Network	DirecTV
Technical	444	321	28	4	122	13
Misc.	342	157	60	4	39	6
Inquiry	502	574	61	30	1010	31
Consumer Service	199	122	3	0	31	5
Billing	738	711	58	3	120	8

Figure 19

- Cable and satellite inquiries by category and franchise area.(See Figure 20)  
In the year 2003, the Consumer Services Section processed 7,701 cable and satellite provider inquiries.

**Cable and Satellite informational calls by Franchise Area 2003**



**NOTE: Voice Mail calls, although counted as informational calls, are not logged by Category or Franchise Area and are not included in this Chart**

**Figure 20**

A – Time Warner  
B – Comcast  
C – Adelphia  
D – Comcast

E - Charter  
F – Adelphia  
G – Adelphia  
H – Adelphia

I – Comcast  
J – Comcast  
K – Comcast  
L – Adelphia

M - Comcast  
N - Cox  
O - DishNetwork  
R - DIRECTV

- Complaints processed by Council District for year 2003 are set out below in Figure 21.

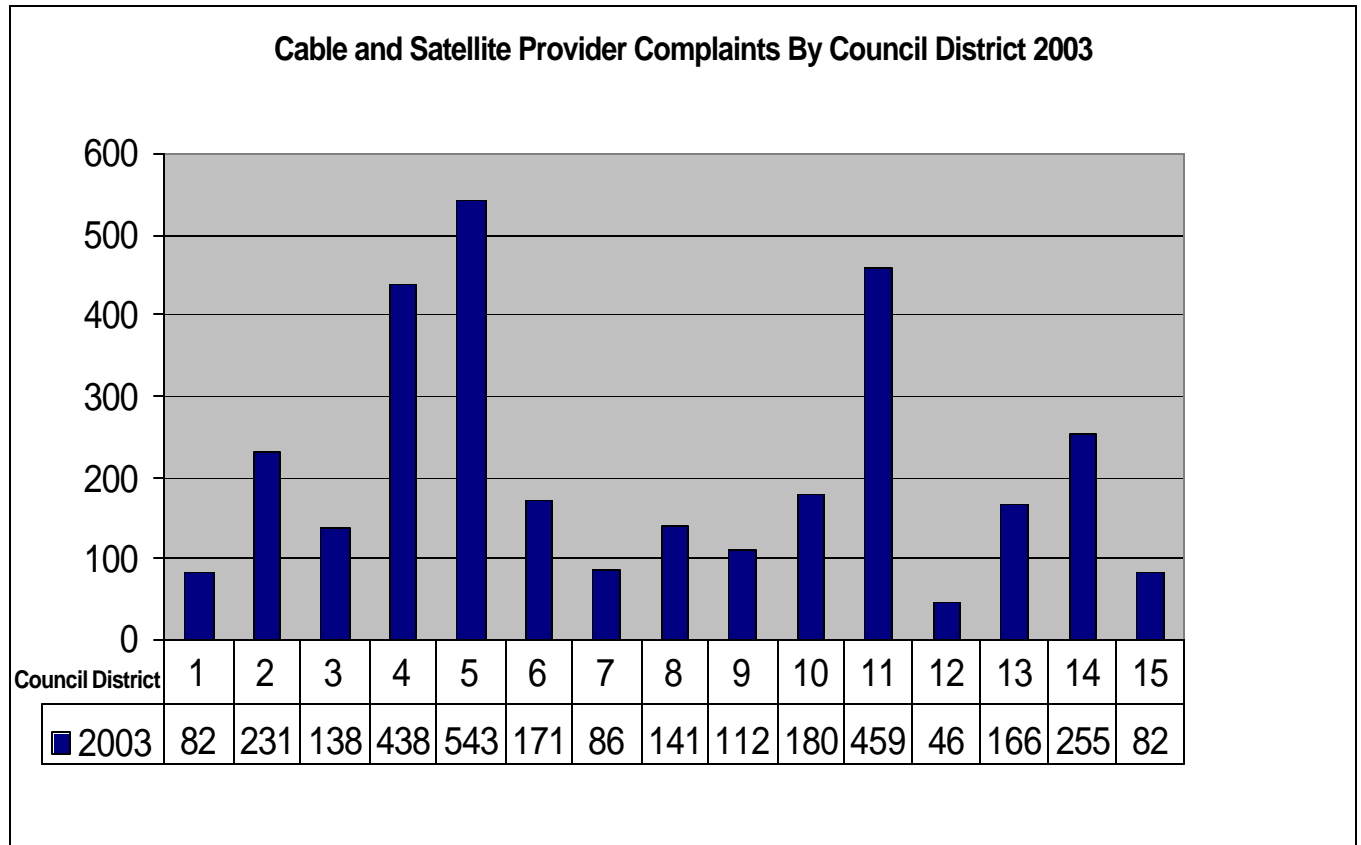


Figure 21

Council Districts

- |                   |                     |                          |
|-------------------|---------------------|--------------------------|
| 1. Ed P. Reyes    | 6. Tony Cardenas    | 11. Cindy Miscikowski    |
| 2. Wendy Greuel   | 7. Alex Padilla     | 12. Greig Smith          |
| 3. Dennis P. Zine | 8. Bernard C. Parks | 13. Eric Garcetti        |
| 4. Tom LaBonge    | 9. Jan Perry        | 14. Antonio Villaraigosa |
| 5. Jack Weiss     | 10. Martin Ludlow   | 15. Janice Hahn          |

- Cable television and satellite service category complaints by Council District for calendar year 2003

**CABLE TELEVISION & SATELLITE SERVICE COMPLAINTS BY COUNCIL DISTRICT & TYPE  
2003**

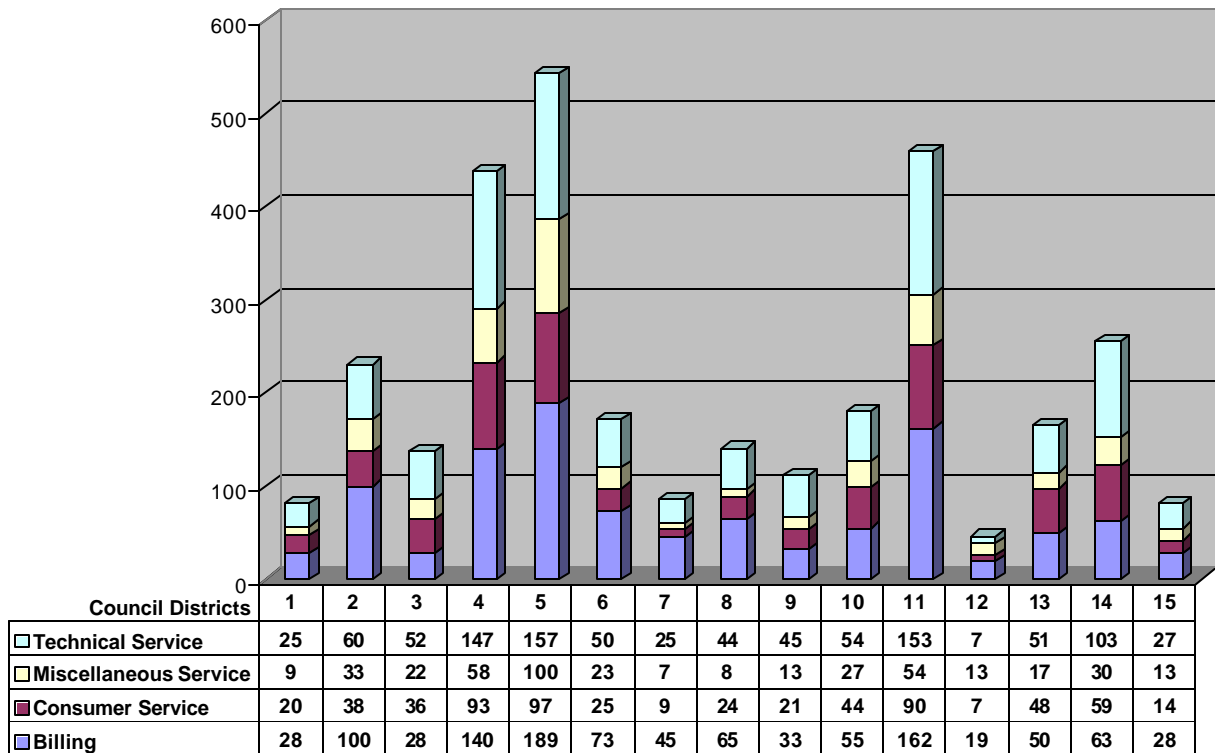


Figure 22

Council Districts

- |                   |                     |                          |
|-------------------|---------------------|--------------------------|
| 1. Ed P. Reyes    | 6. Tony Cardenas    | 11. Cindy Miscikowski    |
| 2. Wendy Greuel   | 7. Alex Padilla     | 12. Greig Smith          |
| 3. Dennis P. Zine | 8. Bernard C. Parks | 13. Eric Garcetti        |
| 4. Tom LaBonge    | 9. Jan Perry        | 14. Antonio Villaraigosa |
| 5. Jack Weiss     | 10. Martin Ludlow   | 15. Janice Hahn          |

## **CONCLUSION**

In 2003, the City witnessed the launch of the first generation of digital cable television services. While the first generation of digital services produced enhanced picture quality and expanded channel variety, it also created new issues and concerns amongst consumers.

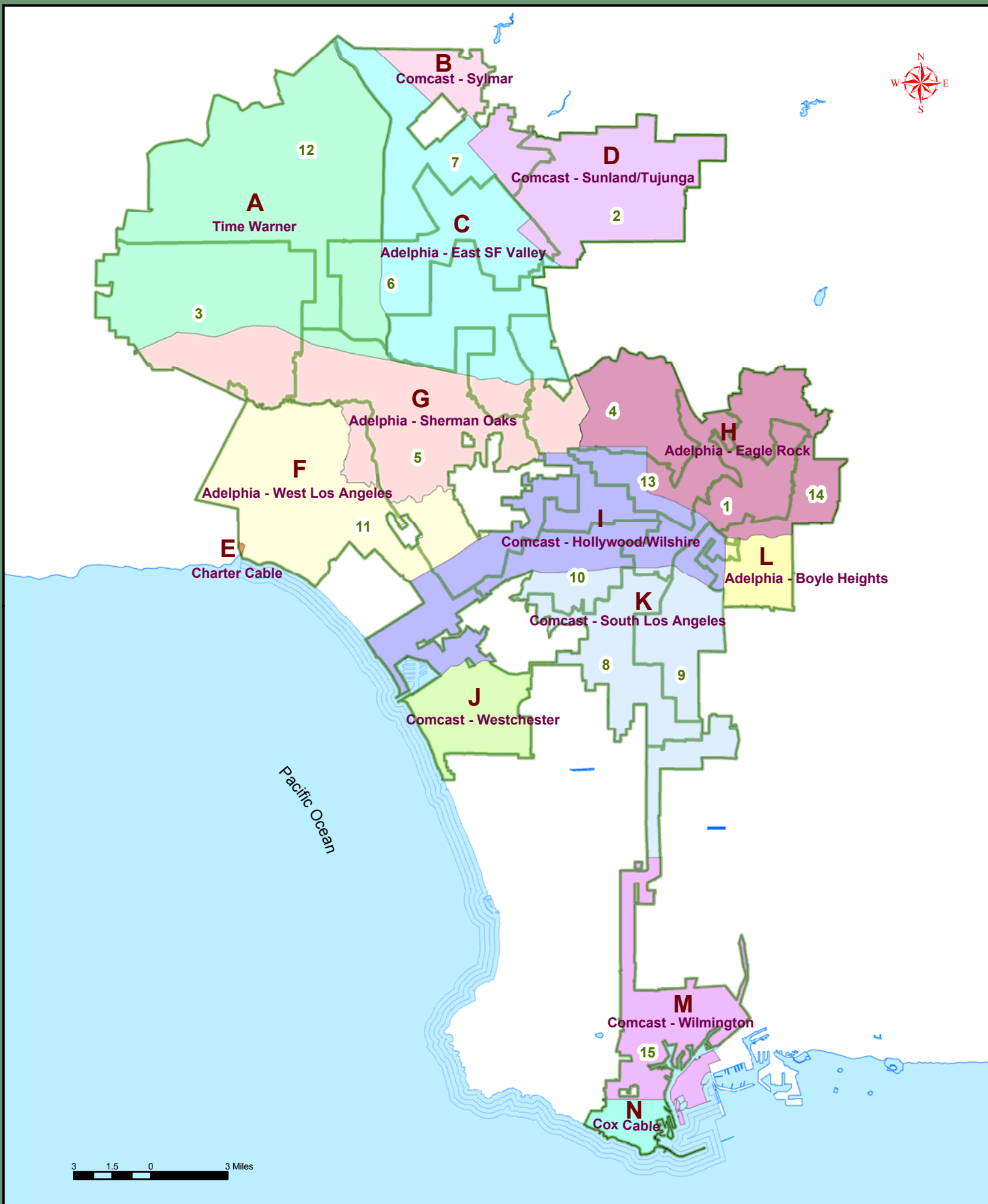
In response to these new issues, the Consumer Services Section participated in a digital cable training session conducted by one of the incumbent cable operators. The training session proved to be of great value, as staff gained a better understanding of the digital product offering of the cable operator.

New cable television technology on the horizon is expected to deliver a plethora of advanced services including Video-on-demand, interactive television, internet television, video conferencing, Voice over IP, digital video recording, and home networking. Accordingly, the Consumer Service staff should continue to participate in product and/or promotion training sessions offered by the incumbent cable operators and as the cable industry and technology they provide evolves. In fact, ITA should expand the scope of this interaction to ensure that the Consumer Services Section remains abreast of events and circumstances which may impact Los Angeles cable subscribers. The statistics compiled for the years 2002 and 2003 indicate that this type of interaction and collaboration have positively impacted the number of complaints received and processed by the Consumer Services Section.

Pursuant to its mandate, ITA will continue to work closely with the cable television service providers and monitor their customer service performance. ITA will continue to conduct appropriate audits of customer service locations and compile various statistics to ensure that the City's consumer service standards are consistently followed.

# ***EXHIBIT 1***

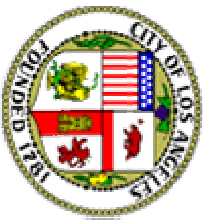
# City of L.A. Cable Franchise Areas



L.A. Council Districts		
1 - Ed P. Reyes	4 - Tom LaBonge	8 - Bernard C. Parks
2 - Wendy Greuel	5 - Jack Weiss	9 - Jan Perry
3 - Dennis P. Zine	6 - Tony Cardenas	10 - Martin Ludlow
	7 - Alex Padilla	11 - Cindy Miscikowski
		12 - Greig Smith
		13 - Eric Garcetti
		14 - Antonio Villaraigosa
		15 - Janice Hahn



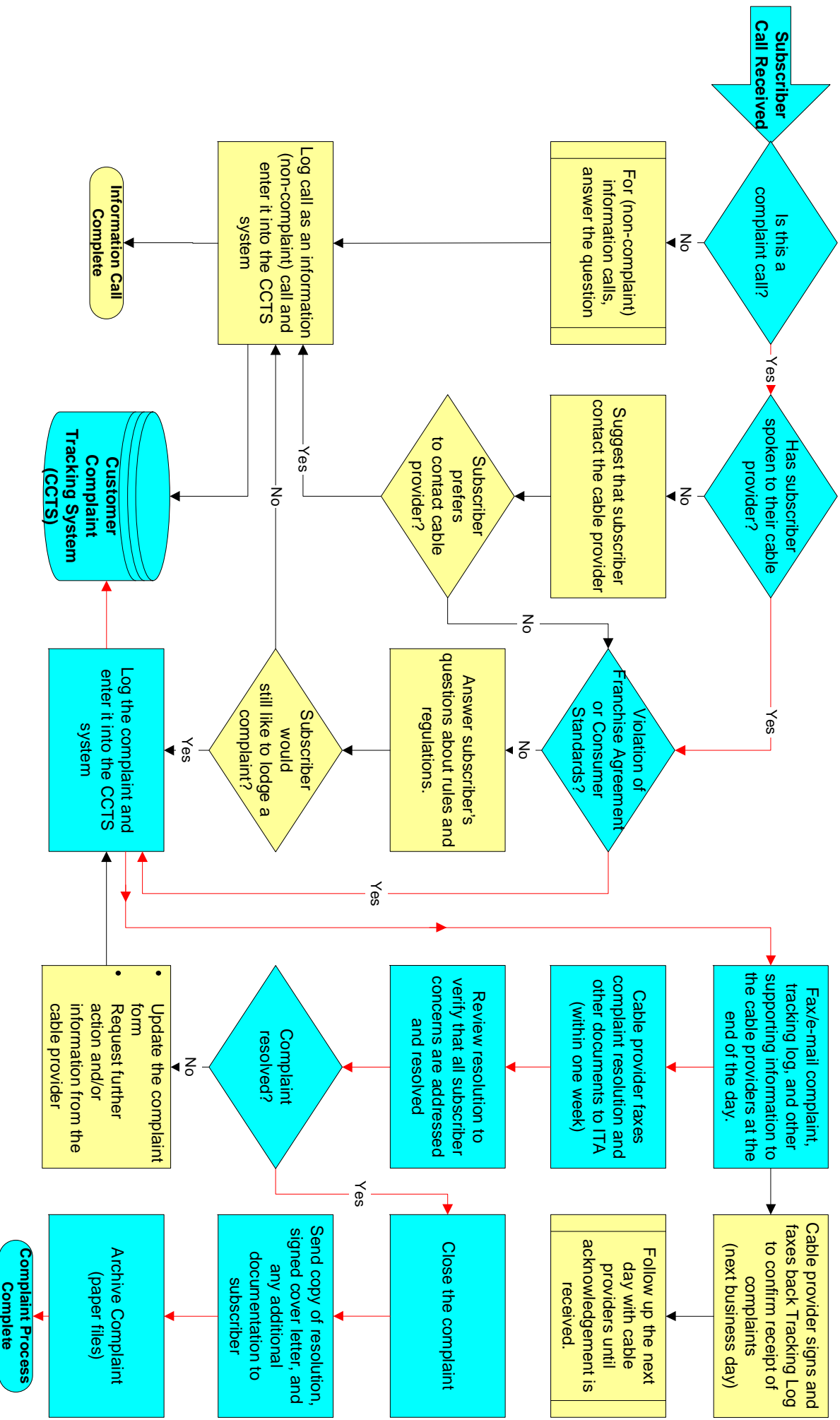
## ***EXHIBIT 2***



# Information Technology Agency

## Cable Franchise Division, Customer Services Section

### Consumer Process



## ***EXHIBIT 3***

**Cable Television Complaint Statistics  
By Franchise Area 2001 to 2003**

Area	Company	Subscribers					Complaints					Complaints / 1000 subs				
		2001	2002	2003	% change 2001-2002	% change 2002-2003	2001	2002	2003	% change 2001-2002	% change 2002-2003	2001	2002	2003	% change 2001-2002	% change 2002-2003
A	Time Warner	118,069	117,725	119,420.00	-0.29%	1.44%	199	122	70	-38.69%	-42.62%	1.69	1.04	0.59	-38.51%	-43.44%
B	Comcast	9,062	9,339	9,143.00	3.06%	-2.10%	69	54	22	-21.74%	-59.26%	7.61	5.78	2.41	-24.06%	-58.39%
C	Adelphia	111,443	109,617	105,659.00	-1.64%	-3.61%	188	373	328	98.40%	-12.06%	1.69	3.40	3.10	101.71%	-8.77%
D	Comcast	22,797	22,194	20,991.00	-2.65%	-5.42%	146	123	36	-15.75%	-70.73%	6.40	5.54	1.72	-13.46%	-69.05%
E	Charter	78	78	66.00	0.00%	-15.38%	6	1	0	-83.33%	-100.00%	76.92	12.82	0.00	-83.33%	-100.00%
F	Adelphia	43,452	41,266	36,557.00	-5.03%	-11.41%	645	420	364	-34.88%	-13.33%	14.84	10.18	9.96	-31.43%	-2.17%
G	Adelphia	38,251	34,374	29,031.00	-10.14%	-15.54%	715	509	394	-28.81%	-22.59%	18.69	14.81	13.57	-20.78%	-8.35%
H	Adelphia	56,181	49,674	51,185.00	-11.58%	3.04%	1252	619	568	-50.56%	-8.24%	22.29	12.46	11.10	-44.08%	-10.95%
I	Comcast	142,340	144,673	139,222.00	1.64%	-3.77%	2023	1004	614	-50.37%	-38.84%	14.21	6.94	4.41	-51.17%	-36.45%
J	Comcast	12,843	12,430	11,533.00	-3.22%	-7.22%	172	89	87	-48.26%	-2.25%	13.39	7.16	7.54	-46.54%	5.36%
K	Comcast	55,311	59,553	58,804.00	7.67%	-1.26%	484	307	184	-36.57%	-40.07%	8.75	5.16	3.13	-41.09%	-39.30%
L	Adelphia	5,108	4,702	4,524.00	-7.95%	-3.79%	13	20	6	53.85%	-70.00%	2.55	4.25	1.33	67.13%	-68.82%
M	Comcast	16,154	16,541	15,816.00	2.40%	-4.38%	52	59	35	13.46%	-40.68%	3.22	3.57	2.21	10.81%	-37.96%
N	Cox Communications	10,112	9,695	9,267.00	-4.12%	-4.41%	29	19	7	-34.48%	-63.16%	2.87	1.96	0.76	-31.66%	-61.46%
<b>TOTAL</b>		<b>641,201</b>	<b>631,861</b>	<b>611,218</b>	<b>-1.46%</b>	<b>-3.27%</b>	<b>5993</b>	<b>3719</b>	<b>2715</b>	<b>-37.94%</b>	<b>-27.00%</b>	<b>9.49</b>	<b>5.89</b>	<b>4.44</b>	<b>-37.95%</b>	<b>-24.53%</b>

\* Not statistically significant

**Multichannel Video Provider Complaint Statistics  
By Company 2001 - 2003**

Area	Company	Subscribers					Complaints					Complaints / 1000 Subs				
		2001	2002	2003	% change 2001-2002	% change 2002-2003	2001	2002	2003	% change 2001-2002	% change 2002-2003	2001	2002	2003	% change 2001-2002	% change 2002-2003
C,F,G,H & L	Adelphia	254,435	239,633	226,956	-5.82%	-5.29%	2813	1941	1660	-31.00%	-14.48%	11.06	8.10	7.31	-26.74%	-9.70%
B,D,I,J,K,&M	Comcast	258,507	264,730	255,509	2.41%	-3.48%	2946	1636	978	-44.47%	-40.22%	11.40	6.18	3.83	-45.77%	-38.06%
E	Charter	78	78	66	0.00%	-15.38%	6	1	0	-83.33%	-100.00%	76.92	12.82	0.00	-83.33%	-100.00%
N	Cox Communications	10,112	9,695	9,267	-4.12%	-4.41%	29	19	7	-34.48%	-63.16%	2.87	1.96	0.76	-31.66%	-61.46%
A	Time Warner	118,069	117,725	119,420	-0.29%	1.44%	199	122	70	-38.69%	-42.62%	1.69	1.04	0.59	-38.51%	-43.44%
Q	British America						0	2	2							
R	DirecTV						94	86	55	-8.51%	-36.05%					
O	Dish Network						314	318	349	1.27%	9.75%					
P	TeleTV						9	26	0	188.89%	-100.00%					
S	Optel						0	0	7							
T	Cable Plus						0	0	0							
<b>TOTAL</b>		<b>641,201</b>	<b>631,861</b>	<b>611,218</b>	<b>-1.46%</b>	<b>-3.27%</b>	<b>6,410</b>	<b>4,151</b>	<b>3,128</b>	<b>-35.24%</b>	<b>-24.64%</b>	<b>10.00</b>	<b>6.57</b>	<b>5.12</b>	<b>-34.28%</b>	<b>-22.10%</b>