

2011 Fiscal Year End Complaints and NYCSubscribers in NYC Percentage

<u>Cable Provider</u>	<u>Total complaints FY 2011</u>	<u>NYC Sub count june 30, 2011</u>	<u>Percentage Complaints to Subs</u>
Cablevision	416	701,477	0.0593%
RCN	96	67,891	0.1414%
Time Warner Cable	1237	1,096,553	0.1128%
Verizon FiOS	58	263,327	0.0220%
Totals / Avg.	1807	2,129,248	0.0849%

FiOS has the best percentage, Cablevision is next, then TWC and RCN last

2012 Fiscal Year End Complaints and NYCSubscribers in NYC Percentage

<u>Cable Provider</u>	<u>Total complaints FY 2012</u>	<u>NYC Sub count june 30, 2012</u>	<u>Percentage Complaints to Subs</u>
Cablevision	218	693,390	0.0314%
RCN	60	66,360	0.0904%
Time Warner Cable	784	1,021,055	0.0768%
Verizon FiOS	86	368,386	0.0233%
Totals / Avg.	1148	2,149,191	0.0534%

FiOS has the best percentage, Cablevision is next, then TWC and RCN last

2013 Fiscal Year End Complaints and NYCSubscribers in NYC Percentage

<u>Cable Provider</u>	<u>Total complaints FY 2013</u>	<u>NYC Sub count june 30, 2013</u>	<u>Percentage Complaints to Subs</u>
Cablevision	242	677,147	0.0357%
RCN	40	64,293	0.0622%
Time Warner Cable	1044	945,948	0.1104%
Verizon FiOS	70	475,219	0.0147%
Totals / Avg.	1396	2,162,607	0.0646%

FiOS has the best percentage, Cablevision is next, then RCN and TWC last

2014 Fiscal Year End Complaints and NYCSubscribers in NYC Percentage

<u>Cable Provider</u>	<u>Total complaints FY 2014</u>	<u>NYC Sub count june 30, 2014</u>	<u>Percentage Complaints to Subs</u>
Cablevision	175	648,463	0.0270%
RCN	38	63,253	0.0601%
Time Warner Cable	872	903,920	0.0965%
Verizon FiOS	107	558,765	0.0191%
Totals / Avg.	1192	2,174,401	0.0548%

FiOS has the best percentage, Cablevision is next, then RCN and TWC last

2015 Fiscal Year End Complaints and NYCSubscribers in NYC Percentage

<u>Cable Provider</u>	<u>Total complaints FY 2015</u>	<u>NYC Sub count june 30, 2015</u>	<u>Percentage Complaints to Subs</u>
Cablevision	130	604,975	0.0215%
RCN	40	57,546	0.0695%
Time Warner Cable	627	867,696	0.0723%
Verizon FiOS	174	616,311	0.0282%
Totals / Avg.	971	2,146,528	0.0452%

Because of the recent requests for FiOS complaints, Cablevision has now the best percentage

of complaints to Subscribers, FiOS is next, then RCN and TWC last.