

cable division city of iowa city

Date: September 18, 2009

To: Iowa City Telecommunication Commission
Fm: Bob Hardy, Acting Cable Administrator.
Re: Cable Complaints, September 2009 ICTC meeting

6 Technical Issues
3 Service/Billing

Technical

7/24/09: The customer had a bit of a problem with the timeline of events so order of events are sketchy. The Customer ordered phone service as part of the cable/phone/internet package. The phone service was to replace one of two Quest lines. Install was scheduled and performed on Wednesday July 15th. During the install, the tech did a great deal of rewiring of phone and cable outlets. It appears service worked at first, but then stopped working or was intermittent. Ultimately customer lost phone service. A second visit July 18. At this time (maybe) customer also lost Quest line. "Other services are spotty." A neighbor came by to help and moved some lines and maybe the modem and got the service to work again. Customer called Mediacom again about the Quest line and continued intermittent service and they scheduled her for Monday. Very upset about this. She has also called Quest to fix that line but thinks she should not have had to do that. It should be noted that customer has 12 phones hooked up to various outlets in the house. Was told that 6 phones were the maximum that the Mediacom system could handle. Issue sent to Rick Karnes. After a number of recalls about this issue Rick Karnes reports, ... the Stutsman issue has been resolved and she has Adam's direct number is she has any further issues." **Resolution: 8/17/0**

8/11/09: EMAIL Customer experiencing long-term problem with email... " It likes to log me off for no reason giving me an error message -1002 some of the time or it will say login failed. I first contacted [Mediacom] in Feb 2009. Feb 4 2009 Curtis S responded back to me with an email. We corresponded and then a Dena also commented on the issue. The best they could tell me was that it was a Safari issue they thought, but I told them it happened on Modzilla and the PC too. Then I heard nothing for quite some time. Finally I called the tech support number and was informed the ticket had been closed.... I asked why and they couldn't answer. He said he would reopen [service ticket]... hearing nothing from Mediacom.... I call AGAIN, only to find out the ticket has been closed AGAIN without any explanation... still having the problem. I have another ticket open, but I'm sure by now has been closed since it has been a couple of months and I heard NOTHING from Mediacom. To Rick Karnes. Local Mediacom attempted to fix problem and failing sent to "Tier" support. In a recent follow-up, customer reported the issue is mostly fixed. **Resolution: 8/26/09**

8/26/09: Customer has basic cable and primary concern is watching PBS. The PBS signal is very bad. Had visit from service tech who replaced cable. Signal was still bad or perhaps worse. Tech said that was the best he could do. Neighbors across street get PBS perfectly. Service visit already scheduled. Customer had service visit and tech discovered a filter in his system that was causing the problem. Signal much improved. **Resolution: 8/31/09**

9/10/09 [part B]: Customer contacted Mediacom because the video on the TV screen would be in color for 10-15 minutes, then go to black and white for 5-10 minutes, then back to color for 10-

15 minutes, etc. Called 800# and talked to someone about the problem and they told him to unplug the cable box. The problem continued with each time being told to unplug the box. Talked to Mediacom several times and ultimately scheduled a service call. Customer reported that during this process his interaction with the service rep "we were both getting more abrasive." Issue sent to Rick Karnes: "Sent a service tech to deal with technical issues. Customer emailed on 9/17/09 for follow up but no response. **Resolution: 9/11/09**

9/11/09: Customer has been having long-term problems with weak signal and tiling of signal. Experienced long waits on calls to Mediacom's 800 number. Scheduled service call... and had to take vacation to be home for 4 hour window... and service rep did not show. Was told Mediacom cancelled call when after calling wrong telephone number no one answered. "Effectively" told customer they were not telling the truth about the number they had been given. Customer cancelled account. When canceling, had a hard time getting information especially on the forwarding of mail from the Mediacom accounts. Purpose of call was to inform the City of these issues. **Resolution: 9/11/09**

9/14/09: Wants to know why the sound on all of the channels is so uneven requiring frequent changes in volume level for hearing comfort. This is especially true of the sound from commercials. Questions why Mediacom does not have a person on staff to monitor these levels on each channel. Sent to Rick Karnes FYI. Also told customer that this is a more universal than just a local problem... about the path of signals from Des Moines to Iowa City, etc. Response from Karnes: "I will get this to the Cedar Rapids headend." **Resolution: 9/14/09**

Service/Billing

8/14/09: Customer was concerned about the negative effects of deregulation and the increasing cost of cable (especially from the perspective of someone who is retired and on a fixed income). He was very unhappy with Mediacom's recent rate increase and the inability to control such cost. Customer would like ala carte service. A second issue: customer had Mediacom service techs at his location on the 17th. He was very pleased with their work and very happy with the results. Explained limitation of the City in control of rates, influence of program providers on cost and potential for ala carte service. Was told his thoughts on rates would be shared with the ICTC. **Resolution: 8/18/09**

8/17/09: Coralville customer who has had a problem reaching "billing" due to a service outage. He is concerned due to the fact that he just discovered his bill is late and is worried his service will be disconnected. He wants to talk to a service rep about his bill. Issue sent to Rick Tyler. Told customer that he should call Coralville in the future. **Resolution: 8/17/09**

9/10/09 [part A]: Customer requested information about refund check for hi previous account... balance of \$3.30 (he thought). He was told a refund check was never sent because the remaining balance was less than \$5. Was told a manual check would be created. Wants to be sure this was done. Issue sent to Rick Tyler. Rick Tyler: "Customer contacted and assured that the refund was being processed; was given a date to expect the refund to arrive and a contact if it does not arrive." **Resolution: 9/11/09**

PENDING: One billing issue.