

## cable division city of iowa city

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Date: October 16, 2009

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

3 Technical Issues  
2 Service/Billing

### Technical

**9/21/09:** . Customer claims to have been having problems with her cable, Internet and phone service since August 1, 2007. She stated that these services intermittently go off, that the Internet is frequently slow and that the cable image experiences the tiling effect and will frequently got to black. She has had many service visits none of which, she reports, have fixed the problem. She stated that she has another service appointment scheduled for this Wednesday. She also stated that during one service visit, the service tech broke her DVD player for which she has filed a claim but for which she has not been paid. The issue was sent to Mediacom but I asked the customer that since she already had a service visit scheduled, to contact me again if the issue was not resolved at that time. She did not contact me again on this issue and a follow up email exchange with Rick Karnes confirmed that Mediacom believes the issue is resolved.

**Resolution: 10/16/09**

**9/22/09:** The utility poles on Linder Road have been moved. Mediacom has not moved their lines on the poles causing the project to remain unfinished. This is causing a problem with traffic. I explained to the customer that Linder Road is not in Iowa City's jurisdiction but would relay this issue to Mediacom. **Sent to Rick Karnes 9/22/09.**

**9/25/09:** Customer has a digital box but can not receive channel 22 on his service. He only gets a message that the channel will be available shortly. The discussion with the customer indicated to me it might be operator error. Mediacom helped the customer resolve the problem.

**Resolution 9/25/09**

### **Service/Billing**

**9/14/09:** Customer received a bill from Mediacom for \$186.00 and the bill was marked past due. Customer says she renegotiated her contract with Mediacom's retention office to be \$95.00 per month. She claims she paid the past due amount of \$184 and believes this bill should be \$95 and not be considered past due. Mediacom contacted the customer and demonstrated to her that the bill was correct. **Resolution: 9/15/09:**

**10/2/09:** Mediacom made a \$186.87 unauthorized withdrawal from a former customer's account. When the customer contacted Mediacom, they admitted the error but told the customer it would take two weeks to return the money. Customer believed her financial situation very compromised by this withdrawal and wanted the return of the money as soon as possible. I contacted the local Mediacom office and requested an expedited refund for the customer. They contacted the main offices and requested this be done. A follow-up email exchange with the customer confirmed the correct amount was refund to her account in a more acceptable period. **Resolution: 10/15/09**

