

cable division city of iowa city

Date: November 13, 2009

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

2 Technical Issues
2 Service/Billing

Technical

11/2/09: Customer called to report that Channel 48 had a frozen image of a HyVee chicken ad stuck on the channel with the current programming audio underneath. Customer reported this channel had been this way since the afternoon of 11/1/09. Problem was in Cedar Rapids hub. Repaired same day. **Resolution: 11/2/09**

6/25/09: For at least a year this customer has experienced low audio on the "local" channels between 4 -6 and 10 through 19. For the last month the audio problem has been joined with a video problem... the video breaks up and/or goes black. His service call required a wait of 36 minutes. A service call was scheduled for Saturday. Customer does not think it is his individual problem having talked with others in his area that experience the same problem. Wanted the City to know of this technical issue. Customer was scheduled with a tech visit which found, "this is an inside wiring issue. Customer is aware of what needs done." **Resolution: 6/25/09**

Service/Billing

10/27/09 Customer received a bill for services of \$209.99. Customer stated he paid a late billing of \$138.24 and cancelled his service "about two weeks ago" at the Mediacom office due to his move to a long term care facility. Customer paid in cash and cannot find his receipt. Would like this billing corrected and to be sure that the service was cancelled. Mediacom found customer's account to be in order and the billing in error. Efforts to contact the customer failed. **Resolution: 10/27/09**

10/29/09: Customer is very disturbed with the increase in his Mediacom bill. Of special concern is the price he pays for Internet service. He is disturbed that he pays for 12 Mbs service but when he asked Mediacom technical staff, they could not guarantee that he was getting 12 Mbs. He also asked them if he subscribed to 3 Mbs service would he get 3 Mbs and was told he would not. He believes that Mediacom's claims in advertisements are borderline fraudulent. Customer wants the City to do something about this. It was explained that the City as the Franchising Authority has no jurisdiction over Internet service rates. I requested he file this complaint so that we might add it to other similar complaints for future reference and it would be reported to the ICTC. I also suggested he could and should file a complaint with the FCC. **Resolution: 10/29/09**