

Date: 2/17/2010

To: Iowa City Telecommunications Commission
FM: Bob Hardy, Cable Administrator
RE: Cable Complaints, February 2010 ICTC Meeting

4 Technical Issues
1 Customer Service Issue
1 Billing Issue

Technical Issues

1/20/10: Received **4 complaints** related to the loss of Mediacom Internet service on 1/20/2010. Also concurrent complaints about not being able to contact Mediacom during the event. Issue: "Phyllis Peters, Mediacom spokeswoman in Des Moines, said a processing issue improperly routed network traffic, causing problems with company wide system response. 'This caused customers to lose Internet connections from approximately 5 p.m. until 11:30 p.m. last night,' Peters said. 'It was an intermittent type of issue that subsided at times. However, most customers experienced the loss of Internet connectivity during much of that time period.'" All complaints resolved with return of service. **RESOLVED 1/22/10.**

Customer Service Issues

1/21/2010: Customer attempted to contact Mediacom (800 number) but the automated system would not recognize her telephone number or the account number on her invoice. Sent to local service. They could not duplicate the problem. Contacted customer and gave her an alternate number to call and a local contact if this did not work. **RESOLVED: 1/21/10**

Billing Issue

2/10/2010: Customer re-contracted with Mediacom in a package deal, which specifically included voice mail. Mediacom required a contract for 12 months which she agreed to and which was recorded verbally by MCC. She was very explicit about the cost and that ALL services including voice mail remain the same. She then received a letter telling her she would lose voicemail in Feb. Sent to Rick Tyler. Account reviewed. Customer contacted and told she had received a "general" letter not relevant to her account...her service would not be lost.
RESOLVED 2/11/10