

Date: 3/15/2010

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

8 Technical Issues

Technical Issues

3/8/10: Received **8 complaints** related to the loss of Mediacom Internet service on 3/8/2010. Also concurrent complaints about not being able to contact Mediacom during the event. Issue per R. Karnes: "They are having major issues with some equipment in CR and the back-up has failed...they are trying to round up equipment from other locations now." **RESOLVED 3/8/22/10.**