

## cable administrator city of iowa city

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Date: April 19, 2010

To: Iowa City Telecommunication Commission  
Fm: Bob Hardy, Acting Cable Administrator.  
Re: Cable Complaints, April 2010

4 Service and Billing Issues

### **Service and Billing**

**3/25/10:** Customer experienced intermittent but frequent loss of service for telephone, Internet, and cable. Mediacom scheduled several service visits with no correction of problem and was told it was his wiring that was the problem. Shortly after, Mediacom "dug up" lines "outside." After they finished a Mediacom person came to his door and told him the problem had been fixed and he would have no more issues, which has been the case. Customer felt he had received the "runaround" from Mediacom representatives, especially those reached by the "800" number. Mainly wanted to report the poor and perhaps deceptive customer service he had received.

**Resolution: 3/25/10**

**4/5/2010:** This customer discovered she could not receive EWTN. She called this office and I gave her the "800" number. They told her she needed a digital box and there would be an installation fee and an almost \$7 a month fee for the box. To Rick Tyler. Local office contacted person, told her she was given incorrect...she will need the box, but it will only cost an additional \$1.99. **Resolution 4/5/2010**

**4/6/2010:** Customer was having problems with his modem. Had been told he must wait for 4 hours to have someone change it out. Called the Des Moines office and told he could get a new modem himself. When he tried, he could not get a modem from the office (did not have his old modem to exchange). Customer called because he would like to get the modem issue resolved without having to be available for 4 hours. Mediacom scheduled visit to repair. On 4/7 customer cancelled repair appointment and has not rescheduled. **Resolution 4/7/2010**

**4/6/2010:** Customer discovered that she has been double billed for Internet service while she was canceling her service... being charged for two different levels of service at the same time. Issue with the service reps at "800" number. She was first told it had gone on for six months then on call backs different numbers of months and inconsistent other related facts including different amounts for her refund. She can not get a consistent answer. She is also concerned that she will be charged for phone service due to the service persons failure to cancel it on the initial call. Customer desired that this issue resolved with someone who can demonstrate correct amounts and information. To Rick Tyler. Issue resolved by local service representative. **Resolution 4/7/2010.**