

cable administrator city of iowa city

Date: May 19, 2010

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

2 Technical Issues
1 Service and Billing Issues

Technical Issues

5/7/10: Customer experienced problems with Internet service. Discovered the problem was with her computer. **Resolution: 5/7/10**

5/10/10: Customer experienced problems with Internet service being very slow. Mediacom resolved concern. **Resolution: 5/10/10**

Service and Billing

5/7/10: Customer disagreed with the amount of her Mediacom bill. After further discussion with Mediacom, accepted that the bill was correct. Paid the requested amount. **Resolution 5/7/10**