

**cable division  
city of iowa city**

---

Date: June 21, 2010

To: Iowa City Telecommunication Commission  
Fm: Bob Hardy, Cable Administrator  
Re: Cable Complaints, June 2010 ICTC meeting

3 Technical Issues  
2 Service/Billing

**Technical**

**5/24/10:** Customer recently subscribed to Internet service. Picked up equipment to install. Customer had significant trouble getting equipment to work including 5 trips to the office and 3 phone calls. Service call discovered problem at the pole. Technical issue resolved but customer wanted to inform ICTC of the problem. **Resolved 5/24/10.**

**5/24/10:** Customer has been having problems with channels 430 and 838. Cannot get a stable signal. Had a service call a couple of days ago but problem has returned. Mediacom contacted, responded with a new service call. MCC: "This was resolved last night. He needed a new digital box." **Resolved 5/25/10.**

**6/16/10:** Cable box has started acting strangely.... each time the channel is changed it goes to black and then breaks up/flashs until it finally allows the selected channel to appear. Has made several attempts to contact Mediacom by the 800 number without success. Local MCC contacted. Cable box problem. **Resolved 6/17/10:**

**Service/Billing**

**6/10/10:** Problem with the "box" in his bedroom. Has not worked for 6 days. Called (800) and a service call for today was set up. But no time given. Mediacom contacted. Customer given a more specific time. **Resolved 6/10/10.**