

Date: July 19, 2010

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

2 Technical Issues

6/24/10: Customer experiencing problems with one of his converters. This is the 4th consecutive weekend this service is not working. Spoke with a service rep named "Ashley" who was rude. Requested the technician who had worked on issue before to be sent out because he is familiar with the problem and was told by Ashley this could not be done. Problem to Rick Karnes. Technical problem fixed. **Resolved 6/24/10.**

7/13/10: The City Manager's office received a complaint from a resident that there was a box, located on a utility pole in the alley, making a loud and obnoxious noise. The resident had tired to locate which utility owned the pole or the box making the noise and had not been able to find any utility company to claim either. On the City Manager's request, the Cable Administrator went out and looked at the pole/box and found the noise coming from what appeared to be a cable related device. Mediacom was contacted, visited the site and found the box to be theirs and replaced the defective piece of equipment. **Resolved 7/15/10.**