

cable division city of iowa city

Date: August 17, 2009

To: Iowa City Telecommunication Commission
Fm: Bob Hardy, Acting Cable Administrator.
Re: Cable Complaints, August 2009 ICTC meeting

2 Technical Issues
3 Programming
2 Service/Billing
2 pending resolution

Technical

7/24/09: The customer has been having problems with phone and Internet service for over a month. There has been service calls but these repairs do not seem to correct the problem for more than a few hours. Loss of service remains intermittent. Issue could not be fully processed due to incorrect return phone number. **Resolved 7/24/09**

8/7/09: Customer reported: "last two weeks digital service (Internet) frequently going out at least ½ time customer has tried to use it. Cable service is more stable. Was given credit by Mediacom for loss of service. "Automated service" states there is a problem. Believes "national" center not very aware of local issues or problems. Customer took his modem to Mediacom Office in Iowa City and traded it for a new modem. Problem persists. To Rick Karnes. From Karnes: "This customer cancelled his appointment on Saturday. If he has any other issues please let us know."
Resolution: 8/27/09

Programming

7/22/09: Customer called to complain about the loss of CSPAN 2 in the line-up changes. She thought that CSPAN was an access channel and required by franchise. I explained it was not. Not knowing if customer, as an Oaknoll resident, had collective service or individual service I requested Mediacom contact her. Customer was informed by Mediacom that the channel was moved to channel 87 and she would need a QAM tuner converter or to subscribe to a Digital Cable package. Mediacom arranged for the new tuner to be sent. **Resolution: 7/22/09**

7/27/09: Email complaint: Customer thought that EWTN was dropped from lineup. Customer was emailed and informed EWTN was moved and the new location of channel. Also told about new converter box. Issue sent to Mediacom for follow-up. Customer emailed again and was satisfied with information. **Resolved 7/27/09**

7/27/09: Customer unhappy about the channel change. A channel she has watched has been moved to an area that requires her to use the small converter box. Although it is free for a year, it will later add to her cost for service... in addition to the recent \$4 increase in service cost. She would prefer not to have to use the box or that the channel she wishes to watch return to an area in the line up that does not require the digital box. Is disturbed by the increasingly high cost of cable service. I attempted to explain what was going on re: conversion to digital including broadcast channels, projected conversion of cable service to all digital, televisions, etc. Explained limitation of City to regulate this issue. Issue sent as FYI to Lee Grassley. **Resolved 7/27/09**

Service/Billing

7/28/09: Email complaint. Request for contact information for ICTC to petition for the replacement of Mediacom with a different provider. Customer was emailed contact information for the City, the Cable office and the ICTC and informed of Mediacom's status as the franchisee and opportunities for competition. **Resolution: 7/28/09**

8/3/09: Around July 21, customer learned he was to be disconnected due to an overdue billing. To avoid disconnection customer called Mediacom on a phone number listed in the disconnect notice, connected to the automated system and made a payment by direct bank transfer. The next day customer was disconnected. Called Mediacom. Told by service rep that no payment had been received and made payment again. Both payments went through the system, twice, overdrew his account and created numerous bank charges. Customer talked with Mediacom which has offered several compensations for the error but told customer they could not return the overcharged money for 6 weeks. Customer is on a tight budget and needs the money right away. Contacted Rick Tyler. Local Mediacom office contacted customer and worked directly with him to arrange the refund. **Resolution: 8/3/09**