

## cable division city of iowa city

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Date: July 17, 2009

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

5 Technical Issues  
1 Programming  
2 Service/Billing

### Technical

**5/13/09: Customer** had been having problems with both cable service and Internet service since January. Was told these problems were company based. The Internet service is fixed, the cable problem is not fixed. Was told she would receive an adjustment to her bill but found out it would only be for the last two weeks which is when, she was told, she first complained. There seems to be no record of her complaints before then, although the service personnel had a history of her complaints and the service problems. No adjustment was offered for Internet problems. Customer sought adjustments back to January bill for cable AND Internet. Mediacom did not receive this complaint due to a message error by Administrator's office. Administrator called customer and was told the problem had already been taken care of by a third party. **Resolution: 6/26/09**

**6/19/09: Chronic** and long-term problem of weak signal strength and frequent loss of Internet and cable signal. Less of a problem in winter. Seem related to "rain" or wet times. Despite several efforts to service the problem in the past, the problem has not been fixed. Frequently told that the problem is related to "low" strength of signal. Would like the problem to be resolved and service consistent as should be expected for the services being paid for. Both Mediacom's and this office's effort to contact the customer received no response. **Resolution: 6/26/09.**

**6/24/09:** Received on City Complaint site. "Since January 2009, Mediacom cable company is running a cable from my front yard to my backyard to supply signal to a neighbor. Despite my three calls, Mediacom has not buried the cable yet. The company, who services my lawn, is also concerned that they may cut the cable unintentionally when mowing the lawn. The cable also affects the aesthetic value of my backyard, not to mention potential injury to children, who play there. Would you please take appropriate action to resolve this problem?" Issue sent to Rick Karnes. Mediacom contacted individual and arranged a date to bury Cable. Cable Buried on 7/24/09. **Resolution: 7/9/09**

**7/14/09:** Customer tried to report a down cable line on Morningside Drive. Was told by service rep that they had received "too many call on this." To Rick Karnes. Local Mediacom not aware of the problem. Problem repaired 7/14. **Resolution: 7/14/09**

**7/14/09:** Two problems were reported. 1) Phone/Internet service has been going out intermittently for a couple of weeks and completely off the last 2 days. Had a tech visit yesterday morning (around 10:20) and was told the problem was on Mediacom's end, replaced modem, and was told the service would be back within 24 hours. It did not restore and customer called Mediacom and was then told 24 to 48 hours. Customer's husband works from home and needs the service to do his job. To Rick Karnes. Problem repaired **Resolution: 7/17/09**

### **Programming**

**6/25/09: Email complaint** --"Mediacom provided notice through the newspaper and in billing that the channel lineup would change on 6/23. Apparently the change was delayed until 7/6 but Mediacom did not bother to notify customers. The online TV guide on Mediacom's Iowa City website shows the new lineup. Mediacom also gave the lineup change to Tivo with an effective date of 6/23. My Tivo is now useless for 2 weeks due to the unannounced timeline change." Customer sought: "Better communication from Mediacom, better training for their CSRs and a refund for 2 weeks of service." **Date of Resolution: 6/25/09**

### **Service/Billing**

**7/4/09:** "I am lowering my service with mediacom to basic cable and lower mb internet tier. They are charging me to have a truck come here and put a trap on the line... "They should not charge me for this. This is there equipment and I should not be penalized for not being able to afford their high priced premium services. I am distraught with media com and there mob like tactics." In a follow-up call, customer reported he had cancelled service. **Resolution: 7/4/09**

**7/14/09:** Two problems were reported. 2) Billing problem. The customer is being billed for voice mail, which she cancelled about 6 months ago. To Rick Tyler. Issued resolved. **Resolution: 7/15/09**