

cable division city of iowa city

Date: January 20, 2010

To: Iowa City Telecommunication Commission
Fm: Bob Hardy, Acting Cable Administrator.
Re: Cable Complaints, (December) January 2010 ICTC meeting

8 Mediacom/Sinclair Issue calls
4 Service and Billing issues
8 Technical Issues
3 Programming Issue

Mediacom/Sinclair Issue

During the term of the issue, I receive 5 formal calls on this issue, two of which were sent to City Council and another 3 calls that did not wish to file a formal complaint. Most wish to blame Mediacom for the issue. All were informed of the general requirements of the retransmission negotiation process and the most current status of the negotiation as they occurred.

Service and Billing

11/16/09: Customer received a bill with increase rates. Was told that the increase was due to the loss of a promotional discount. Believes is an arbitrary increase. Mediacom contacted and sent customer copies of her billings for her to review. I sent customer contact information for the FCC Consumer complaint process. **Resolved: 11/16/09**

1/11/10: Customer recently moved. He terminated service...started service at his new residence. Was told that he did not terminate service at the first address and owes \$150. Later told error by a CSR, but keeps getting different reps. Feared being reported to collections so he paid. Later told he would be refunded the money but it was phrased in a very unclear way. He is concerned he will not get his refund. Issue sent to Rick Tyler. Customer reassured. **Resolved: 1/11/10**

12/14/09: Customer believed refunds should be offered by Mediacom for the loss of Internet service during service transition. Informed customer that we could not require Mediacom to offer refunds and that he should pursue this issue directly with the company. **Resolved: 12/14/09**

12/14/09: Customer has received billing statements for the last two months that she thinks are significantly higher than the cost of the services she receives. She had been on a special deal but believes the cost exceeds the no-deal price. When she talked with the customer rep at the 800 number, the person was unwilling to explain the increase and only stated the bills were correct. Her request to talk with a supervisor was refused. She has found Mediacom service excellent until now. Mediacom rep explained service cost. **Resolved: 12/16/09**

Technical

12/11/09: General loss of email service. Rick Karnes: "Mediacom is doing an email conversion to a new email server and there are some unforeseen issues they are trying to work out." Issue continued for around two weeks and for some customers longer."

12/13/09: (three complaints received on this issue) Customer reported a number of blank channels on the analogue service including 28, 30,37,47,60,64. Rick K: "...there was an issue with the ad insertion equipment for these channels. It affected the analog version only...the digital line-up was not affected." Customer informed. **Resolved: 12/13/09**

11/21/09 [email complaint] "for the past several weeks our Mediacom Internet service has been nonexistent or at best intermittently" On contact with customer was told he saw a Mediacom truck and talked with the service tech. Was given a different number to call. Defective modem replaced. **Resolved: 11/30/09**

12/8/09: NOTE: (Two complaints received on this issue) At 12 AM, 12/8 service for all channels except local access channels was lost for 4 hours. No explanation was given by the Mediacom service representative contacted. Per Rick Karnes: "It was a fiber being spliced by Paetec (formally McLeod). We lease fiber from them. Due to the nature of the damage it had to be spliced during our maintenance window." **Resolved 12/8/09**

12/16/09: Customer experienced a periodic lost of signal where signal went black for a few moments to up to 45 minutes. There is no obvious reason. Was called once by Mediacom and asked if this was happening. Problem comes and goes. Rick K. reported, "This issue was fixed on Friday (12/18) with a service call," Resolved **12/18/09**

12/29/09: Talk with Mediacom about poor signal quality in the following areas, pixel bricks, voices out of synch with mouth movement, black screen... occur on all my channels at various time and dates over a several month period. Sent to Rick Karnes. Service call. Issues resolved. **Resolved: 1/6/10**

Programming

11/22/09 [complaint fwd from Mayor] Customer could not find C-Span I and II after line-up change and their move to the "digital broadcast basic" tier. Customer contacted by email and informed of the move and how to obtain a QAM box to receive them. Customer reported he had decided to subscribe to Direct TV. **Resolved: 11/23/09**

12/2/09: Customer desired listing of where the channels could not find CSPAN 2. Also image resolution of channel 76. The poor resolution on channel 76 was due to the customer not being subscribed to that channel. A current channel line-up list was also sent to the customer. **Resolved 12/9/09**

12/20/09: Customer could not locate HSN channel. Customer contacted and told of digital basic tier and need for box and how to obtain this equipment. **Resolved 12/22/09**