

January 18, 2018

To: Iowa City Telecommunications Commission
From: Ty Coleman, Media Production Services Coordinator (MPSC)
Re: Cable Complaints November 2017

1.)

Date: 11/01/17

Method of contact:

Email to City Cable TV Office

Complaint/Comment Summary:

The resident complained of difficulties with her Dish Network service and wondered if the City had a franchise agreement with satellite TV providers.

Resolution Summary:

MPSC explained that the City only has a franchise with the cable TV provider. MPSC provided the resident with a link to where she may be able to find a suitable method for filing a complaint to the Federal Communications Commission.

Date of Resolution: 11/01/17

No other complaints were received by the Cable TV Office during the month of November 2017.