

January 18, 2018

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

1.)

Date: 12/07/17

Method of contact:

Phone call to MPSC

Complaint/Comment Summary:

The resident reported that in an attempt to get her Internet working better, a Mediacom technician had run a line through one of her electrical outlets, continuing outdoors through a hole in the siding. The line needed to be moved and the electrical outlet was left with one of the receptacles remaining non-functional. The resident wanted to set up an appointment to get the electrical outlet working again.

Resolution Summary:

MPSC contacted Mediacom's Rick Karnes to investigate the issue and to facilitate the arrangement of a service appointment. Karnes later reported that the customer's issue had been resolved, but that the hole in the siding was not the result of any work completed by Mediacom. Karnes said this information was explained to the customer.

Date of Resolution: 12/18/17

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