

Appendix 4

Respondent Comments

This community would be better served if there was more competition with MediaCom. They offer poor service for a relatively high price. I guess that is what happens when they have an almost total monopoly.

I switched from Mediacom to Century Link. I am much more satisfied with the new service. Mediacom was often offline in the evening with no explanation. I haven't lost service at any time with Century Link.

--We have STOPPED our previous use of 2 services because our local service from Mediacom is too slow and consistently unreliable quality: video streaming (cancelled Netflix) and video conferencing (no longer Skype our children and grandchildren).

--We would have developed use of other services (spec. upload videos; transfer large files; transfer video files) but our experience with the slow and unreliable quality of existing services made it pointless.

--The quality seems to degrade especially when the company is looking for additional price raises.

1. Having only Mediacom and Century Link, our choice of providers is extremely limited. Therefore...

2. Competition is low. Therefore...

3. Prices are higher than in other areas of the country and...

4. Both companies are lackluster in their service (customer service.)

Also, all this "bundling" stuff is crazy. Very few people have landlines anymore, but if you want a better Internet deal, you need to purchase landline service.

One more thing. In Dec. 2012, I switched from Mediacom to Century Link a their "special". I've since learned (via an article in the newspapers that low-income persons (such as myself) can get a reduced rate of service for Internet. However, I was never offered that option, and can only now take advantage of it (through Century Link) after I'm off of their Internet service for 90 days. This is an example of how crazy this is.

Advertised upload and download speeds are never real. The actual speeds are base on the server you are connected to. The fastest download speed I have ever seen on my computer was just over 3MB per second when I was downloading files from Apple. The fastest upload of an e-mail with attachments was 180K. All these are well below what the network can handle.

After relocating here I was surprised by the state of broadband connectivity. Yes, there are options for broadband, but a with a world class University located here it was shocking to find that the City has, well, less than modern infrastructure for digital

communications. I am semi fearing the near future when I will need to monitor the environmental controls at my business remotely. I will need a fast reliable connection with little to no down time or I may risk losing my entire inventory. I am aware there are faster options but how stable are they? In addition, I be at the mercy of the whims of the provider for costs and data transfer.

All we have available at this address (redacted) is DSL over old copper lines. The max available at any price is 5Mbps with ping approaching 100ms. I work from home full time as a network admin and am in remote desktops constantly. These don't use a lot of bandwidth but latency is the problem.

Anxiously awaiting the day when wireless connectivity is available for all for "free" - like radio waves. Hotspot connections and wireless data plans are too expensive to justify the cost. At home, the internet connection is adequate overall, but coupled w/ phone and TV costs outrageously expensive. Currently considering becoming a Zero TV household.

As a longstanding customer with my ISP, I am never eligible for any offers. This is unfair.

As a paying customer, I would like to receive the services which I fund. This is not currently happening at a satisfactory rate. Our internet is very slow and we would like to examine other providers.

As a small business owner of a software company comprised of a handful of employees, the internet in this town is expensive and awful. I often find myself driving in the middle of the night to my office in Oakdale Campus to upload / download datasets and executables to clients. You know Google Fiber in Kansas City looks pretty attractive and I have no reason to live in Iowa City anymore.

As cost goes up, service drops. As with most things in Iowa City, cost goes up, results for users are promised to be better but usually drops for preference of higher income areas or the UNI.

As technology changes I see the internet taking over for some of the US postal services roles. It also replaces home phone service for us. For this reason I wish that there could be some form of Universal/ less expensive internet connection ability.

Background: Work from home federal contractor using the Internet on a daily basis to interact with east and west coast servers.

Though recent downtimes have been fixed by resetting my modem, in the past I have had several interactions with Mediacom's support (phone/twitter/service techs). In one phone support situation, they even asked me to open up the command line and help them trace ping information. Thankfully, I am a knowledgeable customer and didn't have to wait a few days for a service tech to schedule me in between 8-5pm.

Mediacom's Twitter support has been a nice addition to their support system.

I have AutoPay enabled. In May 2012 I payed approx \$40 for Internet. In June, my bill jumped up to \$60 without any additional information besides the statement and continues to be at that rate. I am seriously considering switching to Century Link DSL.

I don't know where they get their pricing, because everyone seems to pay a different amount. I have been told by friends that in order to reduce my bill I have to threaten to drop their service.

Broadband is too expensive in Iowa City.

CenturyLink has been promising its customers upgraded service to 12 Mbs for several years. They installed the fiber optic cable almost two years ago now but have not upgraded their equipment to provide the service. I'm getting to the point that if another provider could give me the reliable service I need to get the quality of video streaming I want, I would move to a new provider.

Centurylink is a monopoly and exploits that advantage without scruples. They are overpriced providers of an inadequate service and get away with it because they are poorly regulated and unaccountable. Plus they have my identifier and will know perfectly well who sent this questionnaire.

Check out Consumer Reports latest survey. Mediacom is dead last. Let's get cable vendor that provides good, reliable services. Thank you.

Choosing between Centurylink and Mediacom is choosing between the lesser of two evils. The actual available bandwidth vs. advertised bandwidth is criminal. It's marginally better in the southwest of town, but I spent years in several apartments downtown as a student, and literally never went a week without a major outage, and traffic slowed to a crawl during peak evening hours.

Current internet service is sporadic and gets "choppy" or slow frequently throughout the day and evening.

Currently am frustrated that Mediacom email is not available because it is not compatible with Windows update. Waiting for Mediacom to resolve issue.

Currently in my neighborhood there is no other choice but Media-Com for high speed internet. the other choice is DSL but at a Max of 1.5 it is not sufficient for my family needs. This city needs options (google, City ISP. Better DSL options\FIOS)

Currently unhappy with Mediacom; poor service, loss of cable or internet regularly. poor service.

Delivery of native IPv6, dual-stack with IPv4 protocols, needs to be a priority.

Cost for service delivered is a key issue. Competition might be able to drive value.

Would like to know about reliability standards especially for life-safety services like voice. Do franchise agreements require vendors to meet any such standards?

DSL is dropped at least three times a week resulting in an interruption of service plus a change in ip address.

Eager to hear about your plans for broadband.

Fiber to the curb should be a priority.

Real competition would be nice.

For the last two weeks I have had many problems with my phone and internet service. My phone has not worked for the last two days and I had a service man out last week to try and fix it. Problem has already returned. I would love to find an option for internet other than Centurylink or Mediacom

free wireless for all is a must for Iowa city's future.

Frustrated with the amount of DNS server issues that Mediacom has. I finally had to change router settings because it was happening so often.

It's pretty evident that the node we are on is pretty heavily loaded as evening and weekend speeds are significantly less than during the day on weekdays.

Generally, we are satisfied with our internet service. However, the speed is slower than advertised, and given this, the cost of the service seems high. Can the City of Iowa City provide high quality residential internet service with a comparable speed and a lower price than current providers?

Get rid of mediacom they are the worst. Their customer service, if that's what you want to call it, is horrible. Plus there is no other choice for tv/internet for people who live in apartments. Consumer reports rated mediacom as one of the top 3 WORST tv/internet companies in the country.

Google Fiber ASAP! Mediacom lies about their guarantee on speeds. When you have so many students packed into big houses and apartments like sardines in a can, then of course network speeds are going to falter. There are just too many people on the broadband.

Google fiber please!

Great that this information is being collected

Having had both CenturyLink / Qwest and Mediacom, I can say that I enjoyed the upload speeds Mediacom gave me, but their service was absolutely awful. I don't like the slow upload speeds that CenturyLink gives me, but I like their top-notch service and reliability. When I had Mediacom, I had to reset my cable modem at least once

per week, as the service would just stop working. I had it replaced numerous times, and had a technician out as well, and they couldn't fix the problem. With CenturyLink, I've had 2 problems in the last 5 years, both of which were fixed within a day.

I do wish there was more competition to help drive up quality and drive down prices, and especially an option for Fiber. But I also understand we're a small market and not likely to get that for a long time.

I am very unhappy with the options that we have for dsl through CenturyLink at this time in my neighborhood. It is just too slow. We recently bought a Smart TV, and have a lot of trouble getting it to work because it requires a speed (2mb/sec) that we aren't always getting in our residence.

I continually find myself frustrated with the amount of times our internet service slows down to a point that we cannot watch Netflix or play the online games without lagging. We pay such a high price for the service, it seems like it would be more reliable. Mediacom has the worst customer service of any company I have worked with. I have gotten to where I just don't call them anymore because I have ended up in tears, and my problem still unsolved most every time I have asked them for assistance.

I definitely do not want to pay any more for internet access than I do now, because when I retire it will be difficult enough to pay the monthly costs I have now.

I do wish we had more choices for internet providers in the area. There are very few, and very few pricing options as well. Most college areas I have been in in the past have had more options, which have allowed more wallet-friendly options for internet. I expect that in a developed country such as ours, for \$60/month I should have fiber to my house. It is very difficult to work from home when speeds are so slow for what I pay.

I find it incredibly interesting that as of tonight, my internet speed was moved up a tier in both upload AND download speed (essentially doubled). Is this in preparation for this survey?

I have moved around the country quite a bit and to be very honest, Iowa City has been the worst for TV quality (low quality HD due to compression, line noise, etc), and 2nd worse for internet speed. For TV I had to resort to OTA (over the air), while neighbors use satellite dish since there is no comparison. We cannot even get a dependable Dolby sound signal over the cable at all times. Mediacom says the signal is 100% which means its not a cable problem. While living in Illinois for example we had extremely fast internet and full quality HD over the cable with Comcast and all for a bit less than what I pay here. That was the biggest downer of moving to Iowa City in 2009.

I get internet through a MediaCom package. I sometimes lose connections and don't find MediaCom all that helpful (though this is far from my biggest complaint with this awful monopoly). My connections to gmail and facebook are iffy. Web browsing and

university email (email.uiowa.edu) are good.

All in all, though, the internet service (if a bit pricy) is not too bad. But (and I know this is not the point of this survey), MediaCom is a terrible company -- while their service when they come is excellent, their online/phone help is not good, their prices are too high, and what they deliver is limited.

I have a package of basic cable, telephone and internet. I had to spend about 6 hours on the phone getting the best package from the different companies offering the services. The price kept coming down the longer I worked between them. Don't take their first offer - bargain.

I have had so much trouble with Mediacom with the cable, phone and internet. When I have called them it is difficult to get a person to talk to about the problems. I know that the cable wires in the air are damaged from weather and animals because a Mediacom tech told me that on one visit. Did they do anything about it....NO. I'd like to see this community have some competition. Their prices are very high and the service is poor.

I have media-com and the service is spotty at best! I am lucky if I have uninterrupted service for more than a day. Customer service is horrible and I will be switching!

I have Mediacom. The service is terrible. That is all.

I have problems streaming public radio using DSL.

I have several problems with my isp (mediacom). First, expensive. I receive some help from work on the bill but still expensive. There is absolutely no reason to have bandwidth caps. All it is for is money grab. N liberty has south slope with about the same speed and no caps. Century link is a joke. It isnt even a competitor to Mediacom and speeds are a joke. There needs to be more choice. Also, when i move, i will get even worse caps. 250G? are you kidding me? I can go through 40 GB a day just for work. i work for a multinational corp here and work from home the majority of the time. Customer service is a joke. There is no redress for finding a different provider. This must change or I will leave Iowa city to somewhere that has a replacement for mediacom.

I have tried both Mediacom and CenturyLink. Media Com was actually worse because the service went down all of the time and they refused to do anything about it. I actually filed a report with you and the FCC after multiple attempts to get better service and multiple home visits from techs. Mediacom denied there was a problem despite speed tests and service tickets to the contrary.

CenturyLink is far too slow to meet my needs, but at least it is consistent.

I got better internet service when I lived in the Westside of Iowa City (from Qwest now CenturyLink).

I have tried many ISPs in the area. None of them are adequate at any price range thus far. There is an incredibly dense population of users in the area, multiple colleges, and hospitals something needs to be done to improve the residential connection speeds. I just feel my internet is too slow and goes off much too often for what I pay. I am continually having to restart to get back on the internet

I just switched to Mediacom on Feb. 22, so far I have only been without service (internet) for about 3 hours (one day last week).

Mediacom is sooooo much faster than CenturyLink. So far I love it.

I just want to say that Mediacom is a horrible company. They have poor customer service, they are not reliable. They are last place in Consumer Reports year after year. I would even pay more for a better company. I suspect though a better run company would save money, and provide a better value.

I learned quite a bit from my last encounter with Mediacom's legendary poor customer service. Considering past experiences, in which techies were apparently trained to tell the customer the problem is on their end, I figured I needed to do my own diagnostics first, and set up a test machine to measure downtime, which ranged between 5% to 50%, depending on time of day and weather conditions. I deduced that the main problem was a corroded connector somewhere between the cable box and the headend; such problems are apparently difficult to pinpoint. Turns out I was correct, but Mediacom of course has their own diagnostic procedure. After past experiences with the techies who answer phone calls, I figured the best approach was to use their online tech support forum, because that is publicly visible, so they make a better effort to resolve the problem. Also the people who field those complaints appeared more competent. The guy who dealt with me said, yes you may be correct that the problem is in the overhead lines, but also your modem is more than three years old; we need to send someone to your house to rule everything else out first. The cable guy who showed up was very competent, to my surprise, after dealing with others who clearly weren't. Every connection was scrupulously redone, and the cable from the box to the modem was replaced. No change. He went out to get another modem. "Sorry, this is all they gave me to work with," he said, coming in with three used modems in plastic bags. He had no idea whether any of them worked, presumably because they were pulled from other customers' houses who were having problems. It was a matter of trying them all to see if there was any improvement. So management decided that it's a better idea to waste his and my time with this ridiculous crap than to spend 40 bucks for a new modem, which I pay 5 bucks a month to rent. Brilliant. Three questionable modems later, still no change. It's time to call in the guys who deal with the overhead lines. While I was assisting the cable guy with re-routing cables and navigating the house, he informed me that cable terminals are

vulnerable to dielectric corrosion, so have to be periodically redone to maintain reliability. Yeah, so I figured. Nearly three weeks later they finally fixed the corroded connector in the overhead line, the internet got barely tolerable again. I got a message saying it should be OK now. Well, I can live with it. The used modem crapped out about 4 months after that (today, in fact), so I bought a new one and installed it. They'll be getting theirs back, and I suppose it'll be put in a plastic bag for another poor cable guy to try in someone else's house, with no testing first. Wow, 37 Mbps, it's never been that fast. Now I finally have some decent speed and a consistent connection. We'll see how long that lasts. Why did Mediacom's franchise get renewed, again? --Whoops, I spoke too soon. No response from the DNS server. Nope, I'm offline yet again. Who did they bribe to get their franchise renewed?waiting....The modem has been resetting for half an hour now.... While I'm waiting for an internet connection, I forgot to mention that their VOIP telephone service is absolutely worthless, we went back to the old fashioned land line. At this point I don't know what the problem is. Other than the obvious, namely that they don't know how to or don't care to maintain their system.

....still WAITING for a connection....waiting....why do people put up with this crap?

...UPDATE: Over an hour now, still no communication with base. Losing...strength...no hope...if...only...could..

UPDATE: two...hours...no... connection...

tried...disconnecting...modem...and...router...now going

downstairs...reconnect...them...reconnect modem...wait...NO!!! NO!!!! NO

connection...NO hope...all is lost...tell the children...I'm sorry...I

missed...their...AAAUUUuuurrrghhhhrgle.

Next morning. Waiting for cable guy to arrive. How did customer service get so prompt all of a sudden. Both times I called, someone actually answered the call right away, and they said they'd send someone over this morning. What an odd coincidence that service in Iowa City would improve so drastically at the exact same time the Telecommunications Commission is on Mediacom's case. And the girl diagnosed the problem right away (weak signal, -11; your modem has reset 13,000 times since yesterday), and they're sending someone right out, rather than telling me to clear the cache, reboot, etc. It seems they know how to fix things properly, all of a sudden. Now if they'd just maintain their system in the first place...

...cable guy just left, internet is back up. It wasn't their fault this time, a squirrel dined on the wire insulation in the alley. He wanted to schedule replacement of the wire running to the house, as preventive maintenance, which is completely unnecessary, and a royal pain, since the current line is buried in the same trench as the electrical service. Too many trees in the way to run it overhead. I declined to go along with that plan. The wire is obviously fine and was buried in 1998. Too much work to clean up after a trencher, too much stuff in the way. I can't complain about the level of service I just received, but I suspect it might have something to do with the Commission's current scrutiny.

I moved here from Appleton, WI and am appalled at the lack of internet service provider options. My download speed was more than 2x what I have available to me currently and it was less expensive (Roadrunner). I have no options for DSL. I've looked

into it. When I upload pictures to Shutterfly, it's so slow that I have STOPPED using it. Really sucks. I can't imagine how much the college kids hate it, but if you google for ISP Iowa City, you can see their negative comments. Mediacom SUCKS. Not eloquent, but so true. And frequent service outages with no explanation, which was not a question on your survey. And, they DO NOT credit your bill if you have an outage, in my experience.

I only use the computer for two minutes each day to see where I work each morning. I use the computer about one hour on the weekend. I think the cost is expensive for how often I look at the computer, email, etc. But, there is no option but to pay for it. CenturyLink

I replaced the cable modem provided and leased from Mediacom with one that I purchased. This significantly improved the stability of my cable service. Prior to replacing my modem (which Mediacom had done a number of times already), Netflix streaming or large downloads would often result in my cable modem resetting itself.

Performance between my home Mediacom network and the University of Iowa network has been poor in the evenings for the last two months. The problem is somewhere between AT&T and Cogent. It has been difficult to get anyone's attention at Mediacom to address this issue.

On a positive note, a friend in Coralville had Mediacom and he was unable to stream Netflix movies, despite paying for Mediacom service that should allow it. When we called Mediacom support during the day, I was pleasantly surprised that we got through to a real person very quickly, didn't have to deal with the automated menu, and the problem was resolved quickly.

I think that broadband is a basic service for the 21st century and more should be done to ensure equal access of high quality, affordable service. The choices available in our community are dismal--I'd characterize the choice as 'between a rock and a hard place.' There are a number of people in Iowa City who work from home--imagine the higher productivity if we had adequate, affordable service.

I think that internet is much too costly in the U.S. for such a poor infrastructure.

I doubt that Iowa City will be able to lead the pack or be at the tip of the spear in improving the country's network connectivity.

I think the government needs to stay out of the internet providing business. There are enough choices in the area that someone needing basic internet is able to find it and tax payer money should not go to fund internet for anyone.

I use dial up and it is fine for most all I need for internet use except for increasing numbers of BLOATED over graphic loaded sites and BLOATED APP loaded sites shoving tons of crap cookies and other unaccepted intrusions of web viewing/use privacy.

DSL and Cable options for connectivity are all outrageously overpriced for what they are and offer. The sometimes connections I help other with make me very dubious about increasing my monthly costs by a factor of 70-100% to get the mostly unneeded increase in speed. Value to Cost ratio is not supportive of current broadband as offered by any vendor I have reviewed in the Iowa City arena. I wish the city of Iowa City would provide broadband .

i work a lot a night and our internet service routinely disappears at night. it seems unfair to pay full price for internet service when this is the case at 2 or 3 a.m. in the morning.

I work from my home via the internet and it's critical that I don't loose my internet connection during conferencing whether it be audio and/or video. My internet connection is not reliable. For example, I continually get disconnected when using Skype. I've upgraded much of my hardware/software side (new router, new computer, etc.) to address any issues that are non-internet service related. I use the internet between 7am and 11pm daily and it's hard to find a pattern as when there is a decrease in speed/connectivity. Sometimes it is between 6-9pm but then other times it is in the morning. I have been seriously considering switching from cable DSL to Phone Line DSL but am still in a contract with Mediacom. I tracked my speed in fall 2012 for about 3 weeks and it never went over 11. My survey result (tested today) is 27 (@ 12:49pm) ! I was shocked to tell you the truth. That is not the norm. I would be more than happy to collect data for you over a period of time. This is a really important issue for my business.

I would like Media com to have cmpetition. I would like phone line to be able to do internet and T V altogether, not Diosh or Direct TV either. I feel there should be senior citizen discounts also, loyalty billing for not switching .

I would like to have internet only service without being forced to participate in a bundle. It is irritating to try to modify my level of service only to have them say that the same service I have now will have a 50% increase just because I do not bundle my services. I would like to shop for the best service at the lowest price. I hate the come-on bait and switch packages.

I would like to say thanks for doing this survey, and I hope my answers will help. Would to see the results when all is analyzed. :)

I would love it if Iowa City created its own internet and/or cable service, like Cedar Falls did. It seems like the prices keep going up up up and there is nothing customers can do about it, because there are limited numbers of providers. Somehow I ended up on Mediacom's mailing list of those that don't have an account, even though I do - so I called to request a promotion for the internet. "That promotion is only for new subscribers. We don't have any promotions for current subscribers." Totally taking advantage of their customers.

I would love to see another broadband option that is as good as cable Internet service. MediaCom needs some competition to control their pricing. Thank you!

I would really like to see more offerings for broadband in Iowa City. Most South Slope customers that I have talked to routinely get more bandwidth for the same price point that I am at. It would be nice to see if a company like SpeedConnect could start offering service in Iowa City to increase the competition and get better options for consumers.

I'm of the viewpoint that Mediacom being the only show in town has a lot more power when it comes to customer service. Having been on a weekly schedule to call and reset my modem because of problems, the issue was only fixed after a lengthy complaint was written. Now only reducing the need for reset to "not very often". I like competition for services and trusting that the competition can help administer some price control and improve service quality.

I've had very few positive interactions with Mediacom. Much of the problem is a combination of very high prices compared with other communities and a reliance on installers/service technicians who work for out-of-town contractors. Their lack of knowledge and community engagement leads to a great deal of frustration, especially to older, less tech-savvy members of our community.

I've received flyers in the mail suggesting I can purchase faster speeds, but when I call to get them, I'm told they're not available in my area. For the price I pay (>\$50/mo),

I'd expect far higher speeds and greater stability.

If mediacom were to provide a service that remote close to reliable and worked more than 14 hours a day I would consider staying with them. I have been at the same location for 2 years now and have had to make over 10 appointments to "fix" my service and it still works 70% of the time all the time. As a student that requires service at all hours of the day and night, a little warning about "maintenance" breaks for 8 hours would be nice and start to resemble something that mediacom doesn't have in their vocabulary, customer service. I am moving in July and will never be a mediacom customer ever again under any circumstances.

If there was any way to encourage more competition to have more than the two providers we currently have in Iowa City, I would be in favor of it. Up to and including the city laying municipal owned fiber that they'd allow private companies to rent capacity on to provide services to Iowa City residents and businesses.

In my download test, it actually had a download speed of 0.36mbps (yes, the decimal is in the correct place)! I've been testing it a lot recently, so I know it isn't just a fluke. The internet speed fluctuates a lot even within the same hour, though a certain times (e.g. when I get up at 6am and go on the internet) it has a better average (closer to 2mbps) than other times (last night after 9pm, a whopping 0.1 mbps average). In the most recent Consumer Reports, Mediacom was rated last (poorest) or next to last in every category.

in the passed two months we have had a lot of signal problems they seem to have been resolved but i will not hod my breath

Internet service I have is not any worse than average, however internet service in the U.S. compared to other first world countries is slow and overpriced. Iowa City Residents need many choices for internet. MediCam, Quest, Cox, Hughes etc.

It is difficult to project savings in services when they are bundled (TV, phone, computer).

It would be nice to have a consistent price and availability of broadband access instead of fighting all the different providers and their 'contracts' and shopping the deals. I could see that if a person is running a business they would pay more but basic use such as internet, gaming seems to be minimal. There could be a meter charge perhaps? Maybe do a flat rate at the beginning and then have the meter chart on the bill for reference and show the customer that this is how much you would pay if on a meter plan or there is another plan option?

It would be nice to have competitio

It would be nice to have more competition in the market.

It's long past time to kick Medicaom out of Iowa City. They have proven incapable of providing 21st century levels of service.

Just don't liaale having a duopoly of internet providers. The "special low-priced deals" they promote often require bundling with more expensive services. I feel Iowa City would be better served in the long run by mvong to provide its own fiber-optic or wireless system.

Let's get some competition for mediaCom they stink!!!!!! Been customers for 15 years and are consistently treated like crap.

longer than I expected, almost quit it.

Lousy internet.

Low upload speed limits are problematic for large scale video transfers and cloud based backups. Would like to have higher upload speed available.

Very happy to not have to worry about bandwidth caps. Unfortunate to see

Mediacom introducing them in the area.

Media-com is awful, they know it and they don't care. I feel cheated. =\

Mediacom Blows and is too expensive and is ridiculous to pay for when the internet and cable is not reliable and goes out at least 3 times a month

Mediacom has consistently dropped the ball. Service has outages every week, calls to mediacom result in nothing being fixed. Overcharged for inadequate services.

mediacom has extremely poor customer service. i have a dvr box that has ongoing issues

Mediacom internet is broken. I have difficulty using VPN to get into work from home every night and often during the morning and daytime as well. Usually, I cannot even load the google search page. If the house wasn't so old with inadequate wiring for DSL, I would already have switched. I am basically stuck with them until I can get someone to rewire the telephone lines.

Mediacom is a horrible company, but the alternatives are no better. They routinely go down for maintenance, but give no prior warning and when you call in the outage, deny any scheduled maintenance. But it seems rather hard to believe it isn't maintenance when it usually happens at precisely 12 am on Mondays, you know? It wouldn't matter if they'd just own up to it, because then I could schedule my own activities accordingly. I game a lot and work from home (taking full advantage of being able to set my own hours). It's incredibly frustrating to have the internet simply dry up. Lately, they've also developed intermittent slowness at all sorts of times, and not just peak hours. I don't know if it's their caps (when you hit cap, they throttle your service, but you have convenient way of tracking your usage), which are too low in the age of 1/4 of US bandwidth being spent on streaming video, or just them sucking as much as possible. Quest doesn't have speeds that are suitable, and fiber isn't an option in my neighborhood. I look forward to when I can be free of Mediacom. I suspect that will require moving out of Iowa (I like Iowa, but I do miss the ocean...).

Mediacom is a joke provider. Poor service, poor speed, overpriced. I have yet to get good customer service and am limited to using it as my internet provider. Iowa City needs more competition for internet services.

Mediacom is an ok company just don't expect them to service things promptly or correctly if your service goes out.

I use vonage for phone and avalon for email and those companies are great. Mediacom is consistently down for internet service. It comes back quickly in most cases, but often we have to reboot the modem. It is very frustrating but they don't seem to care a whole lot, and word of mouth tells me that most of the other options for internet providers are about the same. Way too expensive for what we get.

MediaCom is high in cost and low in quality but they are the only cable game in town. Nice for them that they have a monopoly.

Mediacom is horrible

Mediacom is horrible!!

Mediacom is now more reliable than it has been in the past ... when I often had to reset the modem to get phone/computer working again. Last week I picked up a copy of a Consumers Digest and looked at ratings of similar services.... Mediacom was the worst (at the bottom) in every category. I told my wife that I fully agreed with the ratings. It reflected my feelings as the time.

It is sad that we do not have easy reliable access to many better quality programs ... including U of I athletics.

Mediacom is now more reliable than it has been in the past ... when I often had to reset the modem to get phone/computer working again. Last week I picked up a copy of a Consumers Digest and looked at ratings of similar services.... Mediacom was the worst (at the bottom) in every category. I told my wife that I fully agreed with the ratings. It reflected my feelings as the time.

It is sad that we do not have easy reliable access to many better quality programs ... including U of I athletics.

Mediacom is overpriced and provides poor service. They should lose their Iowa City monopoly immediately.

Mediacom is painfully slow are predictable times (after work, weekends). The connections locks up regularly and even accessing email is impossible. Terrible service!

Mediacom is sooooo much faster than CenturyLink. I just switched to Mediacom on Feb 22, 2013.

I have only been without internet service for 3 hours (one day last week) since switching to Mediacom.

Mediacom is terrible. Absolutely terrible.

Mediacom is the absolute worst Internet service ever

Mediacom is the most unreliable service of any city I have ever lived in. Open up the marketplace to competition and more services.

Mediacom is the POOREST ranked service provider per Consumer Reports, yet Iowa City continues to provide them with a monopoly while surrounding communities have multiple options that encourage competition and results in better service at a lower price. It is time to break the monopoly held by Mediacom and allow the free market to work in Iowa City

MediaCom is the provider. They have poor service, annoying and deceitful advertising. We frequently suffer outages or slowdowns that will affect the entire neighborhood as well as about once a day we need to reset the provided modem. Nationally they have the lowest ratings an yet we are forced to operate through this monopoly system. When high data usage applications such as Skype are running that is the only thing able to use the Internet.

Overall complete dissatisfaction with my provider but I don't have a choice on cable or Internet provider.

Mediacom is the wordt company. Their service stinks

Mediacom is the worst provider ever. I am extremely dissatisfied with their service and lack of.

Mediacom is very overpriced and their service is horrible.

Unfortunately there isn't much competition to make them fix it.

Mediacom needs some competition.

Mediacom needs to go

Mediacom services provided and customer service is terrible. I don't know how they get away with advertising that they are so reliable, fast, and great customer service. I have called them several times (sometimes several times in one day), they have been out to my home three times and still insist that their services are not the problem. My computers work just fine with all application when not online.

Also, after doing some research on other internet providers in this area, I cannot find one that does not require a two year agreement and has truly high speed internet. I have even looked into cell phone providers internet services and they do not suggest using their internet service if it would be used for things such as gaming, Netflix, Hulu Plus, etc.

I don't think that it is too much to ask to get the service you pay for!

Mediacom upload speeds are terrible unless you pay a lot of money. Waiting a week for my laptop to send a backup of my child's videos and photos to my online backup service is a little ridiculous. On top of that there are now transfer caps and backups eat through this quickly for some "power users" like myself. I'm happy to pay in the 30-40 dollar range for fast service, but not 95 a month for just Internet to get 50/5. I moved from Madison, WI where I was getting twice the upspeed cap (2Mbit) and download at 30 vs 12 here for the same price. Also, Mediacom's pricing model is bad "first 6 months 9.99, then 19.99, then 29.99" It makes it confusing and by the end of the contract you're paying more than you should for slow service.

Mediacom's service is terrible. I lose the connection regularly - almost daily. It is frustrating that they have a monopoly on the cable internet service in this area and I

would NOT use them if there was some decent competition. The call center is useless for helping or troubleshooting and is staffed by under-trained or inexperienced people. I have had better luck with talking face-to-face with the reps at the local branch but this is not practical for most issues.

Meidacoms customer service is blame the customer first. I have issues with the TV service that have been persistent since I got an HD box and 3 boxes later the issue is still there. The cost keeps going up and the internet latency it now no better than dial up was 10 years ago. Bandwidth is good but when you do anything very interactive online latency is king. I have had MediaCom since Internet Cable Beta (12 years?) I do technical Customer Support for Pearson.

More competition in this area is good. I detest Mediacom. I'm with Qwest/CenturyLink primarily because 1) with DSL we get dedicated bandwidth to our home, and 2) they're not Mediacom.

Multiple speed tests ranged from 3 MBPS to a high of 28 MBPS for download with the first test only 3 MBPS which is consistent with my poor connection experience in the mornings, evenings are even worse! Uploading is always slow.

My answers for item #22 would have shaded less satisfied if there had been a scale with more gradations

My current service provider is adequate, but very expensive for the quality. I tried Qwest, but their service was so poor I paid to have it disconnected. If there was another good choice, I'd certainly try it.

My internet service is too expensive for the terrible service. It should be faster during peak periods, and cost less than \$40.

My ISP is Mediacom which prior to December worked beautifully. Since mid to late December there has been ever-increasing and lengthening periods of VERY slow access that is worsened during periods of peak use. This problem has progressed to the point where I am unable to download any webpages before midnight, and access then is variable. I receive an error message telling me that the modem can not find the website. The blinking lights on my modem no longer flash quickly but change every 2-3 seconds. I interpret this as slow internet service because of oversold bandwidth by Mediacom.

My main complaints are slow upload speed and apparently service cuts in and out - better since I called CenturyLink. Use iPod touch some plus computer. Have not even looked at NetFlix and Skype as I do not think our connection would support it. Download speed 10.38, upload is .75 and pretty steady with each test.

My service provider is Mediacom. There is no location on my bill which specifies how much we pay specifically for internet -- it's bundled with cable and the bill only lists the price of the entire bundle. I could not readily find the advertised upload/download

speeds which correspond with our service. The survey asked during which hours of the day our service slowed down noticeably, but on any given day it could be any of the given time slots. Mediacom's customer service is atrocious: I have been told my call will be returned, and then never received any kind of follow-up communication; I have had customer service representatives claim to misunderstand what I'm saying even when I just want to change my password; during installation, I was informed that our wireless connection was password-protected, and I only discovered it wasn't when someone downloaded Game of Thrones through our unsecured connection and I was sent a menacing notice in the mail; our building is a duplex, and when Mediacom came to install internet for the other half of the house, they disconnected ours, and when we reported a problem they disconnected the neighbors' to reconnect ours, and could have gone on forever in this fashion had I not been home one day to intercept the service technician before he disconnected our cable again. All attempts I have made to contact the company and complain about the shoddy service have been ignored. I am shocked at how poorly I have been treated by this company and am unsure of any governmental, regulatory procedures in checking this horrible service.

No big problems with mediacom.

No more Mediacom!

None

None.

Our cable-based internet service is generally satisfactory to good, but early and mid evening hours see a substantial drop in download speeds, frequently leading to an inability to stream Netflix and sometimes even to maintain adequate connection to an email server.

Our internet access turns off at least once a day. Because we use our computers constantly, it is an irritation. We switch the on/off switch on the modem, and the system does turn back on. For all we know, it may have done that all by itself eventually.

Our internet is slower at home than at some businesses, but we assume we get what we paid for. We don't relish calling CenturyLink, because they're always trying to talk us into a more expensive "bundle" of services, rather than dealing with our basic questions.

Our internet connection is terrible! We get 1-2 Mbps if we are lucky!

Our internet service is frequently interrupted, meaning that we have to reset the modem and router. This can happen several times a week -- even several times a day.

Our connection is slow and the email frequently has trouble connecting to a server.

Very poor service.

Our internet speed is so slow that we cannot even watch a video online from say you-tube or even do online streaming with netflix. Our signal for internet is lost at least once or twice a day...usually more. We pay for service and we are not even getting the speed we are paying for. We cannot conduct work related business from home because the internet is so slow. We have had Qwest out to look at the problem and they said the box at the corner of Court and Scott Boulevard needs to be fixed. The internet is rotten here on the East side and we have brand new computers and devices...the service is terrible. We are getting ripped off for what we are paying. It cannot even upload certain apps because the speed is so slow. Please do something about this

Our service is barely adequate and there is no higher dsl service available. Cannot abide by mediacom.

Please get another competitor other than the terrible monopoly that Mediacom is forcing on 1) college students 2) young professionals 3) young families. For the amount of money I have paid in all three of those stages is atrocious and Iowa City deserves another, popular, reliable, affordable option that will compete with Mediacom and ultimately force them out of this market. Their advertisement is nearly fraudulent and most anyone you survey will agree.

Pricing for the service is typical of a monopoly: too high in the face of the absence of competition. If we lived in North Liberty we'd get a decent reliable faster service for a lower cost from Southslope. Centurylink and its predecessor Qwest are just commercial bullies, lazy because they do not have to provide good service or lose the business.

Qwest Internet has a game-playing, he-who-complains-the-most pricing strategy and I dislike it intensely. The company gives you an offer of a special deal (they take \$50 per month off your Internet bill) for 12 months....then offer a similar but not quite the same deal when the first deal expires. Then lie and back-pedal about the \$6/mo. rental charge for their equipment; a fee they promised to waive after the first year - but now deny. It's almost enough to make a person sign up with Mediacom. I wish they would just offer decent internet at a fair price. No games. No limited time offers. No limited offer periods of lower pricing. Recognize customers who have been with them for decades, without insisting on Unlimited Nationwide Calling to get a fair Internet price each month!

Right now Mediacom seems to be the fastest and most reliable internet service that I have had anywhere in the world. It does go down but not often enough to get upset about it.

Saw the piece on "Moyers and Company" and we're getting screwed.

DSL speed varies. Sometimes less than 1Mbps other times as high as 5 (rarely). Can't track it to any time of day. Paying for 3.

Service is unreliable. Performance is also variable, especially during the evenings. In my neighborhood, there is no choice of ISP. Compared to other parts of the world, the broadband services available are high priced and of limited capacity. Why can't we do better?

Should ask what company one gets services from. Iowa City is too limited. I use Century Link because I cannot afford Mediacom services of any kind. Would like more options from all providers for different levels of service. Should not have to bundle with a landline to get a good price on cable and internet. Should also ask if own or rent a home or apartment. The type of services one has depends on what the landlord will allow. Can't have personal dish on an apartment etc. I lived in a place that had no cable, no dish and landlord would not allow for installation of equipment on his building or property and phone lines were too old so I could not have DSL from Century link type provider.

Simply, that the cost of bundling is so high, that I'm forced to just choose cable internet only.

Since my ISP is my tv/cable provider, I am more concerned about cost of tv service and the many channels I never watch.

So many people are not satisfied with Mediacom, Please give us more options!

Terrible contract options... Only packages available are two year deals where the second year price is in small print. Awful customer service, any phone call to the company means an hour of navigating phone machines. Service is adequate, but I would love a cheaper more basic option... We weren't given a choice.
thanks

The City of Iowa City should provide fiber-optical internet service as a public utility. Because the service would be non-profit, cost would be lower, and performance higher than currently available private services.

The design of this survey doesn't completely capture how users will get different speeds when using the internet in different applications. The speed tends to score high when using applications like SpeedTest, but in practice it is normally much slower. For example, streaming average quality videos on YouTube requires pausing the video to allow it to buffer at times, and video streaming services such as Netflix are sometimes unusable as the connection is unreliable and drops out. As I write this, I'm transferring files via FTP between my PC and a remote server I pay for, and the maximum download speed I'm able to attain is around 900 kpbs, with the maximum upload speed using FTP never going above 100 kpbs. Furthermore, their monthly bandwidth caps are extremely low and it's very difficult to stay under these caps when streaming HD video over services such as Netflix; given that the internet is becoming more ubiquitous, these caps should be eliminated or at least raised to correspond the rate at which people actually use bandwidth instead of their use as a scheme to extract more fees from customers and slow their speed.

Obviously, I don't expect to attain the maximum speed each time, but speeds that are this slow are ridiculous considering what I'm paying for. I'm reasonably sure that Mediacom throttles speed for certain applications that use a lot of upload bandwidth like FTP (since their network always favors download over upload traffic) without telling its users. Mediacom is also notorious for hijacking DNS error requests to redirect the user, without their permission, to its own ad-filled search engine. (See: <http://mediacomcable.com/CustomerSupport/forum/index.php?topic=1824.0>) In order to do so, Mediacom uses Deep Packet Inspection, which means that customer privacy is compromised, and the opt out mechanism is both hard to find and doesn't always work. I have been unable to opt out, despite following Mediacom's instructions, and the only way I can trust the integrity of my internet connection is to manually block the Mediacom search domain that's hijacking DNS errors as well as to use an anonymizing VPN service so they don't read my traffic and invade my privacy.

Because Mediacom is no longer acting as a neutral network in serving these ads and redirecting traffic without the user's consent, it is questionable that they would fall under DCMA "Safe Harbor" protection. Given that they may not qualify as a neutral carrier, it is infuriating that they choose to institute lifetime bans against customers suspected of engaging in piracy, meaning that they are transferring their legal liabilities onto their customers in a dishonest and contemptuous way.

In sum, Mediacom invades its customers' privacy using DPI and DNS redirection and unethically transfers its legal liabilities onto them, all while actively throttling customers' speeds for certain applications and imposing arbitrarily low bandwidth caps that do not reflect customers' normal usage. Mediacom has long enjoyed a de facto monopoly on broadband internet service in Iowa City, and given the issues I've raised above, it's definitely past time for them to be subject to increased competition and/or regulatory scrutiny to ensure that Mediacom provides its services in a fair, transparent, and non-privacy invasive manner. The fact that they own this monopoly effectively insulates them from any incentive to improve services and offer faster speeds and increased bandwidth. Mediacom can certainly do much better, and if they are allowed to maintain their monopoly which allows them to continue to offer the same terrible service, without at least increased regulatory oversight, Iowans will suffer the economic consequences as other parts of the country and the rest of the world surpass us in quality of internet service.

The level of service from Mediacom in the Iowa City area is atrocious and the city and surrounding areas deserve much better. When working, the service is fine, but their level of service is absolutely below the standards of any city I've ever been in. Mediacom is known for frequent outages, late installers(3 or 4 times), and incorrect billing.

The Mediacom bill is indecipherable and lacks detailed pricing of the services they have bundled for us. Your survey reemphasizes the inability of at least this customer to determine the value of the services provided.

The most frustrating part of our internet experience is that Iowa City has a exclusive cable contract with Mediacom. Cities with multiple cable options have much better pricing and service. As far as I know, the only reason its exclusive is to force them to air city meetings and such on local cable access, but I imagine you could sign a deal with two companies and force them both to air it. Extending a monopoly to one provider is a bad idea.

The package deals could be better if they weren't so high

The problem I see here is that there is a monopoly on my area. I am not allowed to use other services that I need. Being there is no competition the price can be set where the supplier wants to set it. I feel as if I am between a rock and a hard place. This simply is not a fair situation.

Thank you for this survey

The problem is Mediacom abuse of monopoly and devious practice to charge customers as much as possible. If the city was charging the same I would rather pay them because the money would go into our community infrastructure.

The speed of Mediacom service is generally good. My issues are in the pricing and poor competition available. There aren't enough adequate options to allow market conditions to set fair pricing and require reliable customer service. Mediacom customer service is quite bad and there just aren't other viable options.

The speed/price point of service in the area is very poor. I've switched to Century-Link within the last two years because of its increased reliability and customer service over Mediacom.

The truest statement on this survey is: I pay too much now for the service I am currently receiving. It's horrible...slow...up and down a lot!

The upstream speed cap on MCHSI's service is pretty paltry at the tier of service I have. If a service like Google Fiber were to come to this area, I'd drop Mediacom in a heartbeat. Also, I had regular service interruptions with my Mediacom service (specifically the phone and Internet service) for *years* until I took it upon myself to buy my own DOCSIS3 modem and install it. Since that time, I've had not one single service interruption. This tells me that it's less expensive for Mediacom to keep sending techs to my house than it is to simply upgrade my modem.

There are very few options for quality internet service in North IC. CenturyLink is horrible and although I have not tried Mediacom, others have and it too, is not well regarded.

There is a need to greatly improve the wifi access in the IC/JC Senior Center.

My Residential Broadband Service frequently seems slow, has had occasional outages and web browsing is periodically interrupted and reset.

There needs to be alternatives to MediaCom.

There should have been some questions about how frequently and duration the internet service goes down - interruption of service

This is worst internet service I have ever had.

This survey is too long.

This was completed to complain about the abhorrent broadband service/prices in this county. The service and pricing is far inferior to every other part of the industrialized world !!! I am now with CenturyLink (\$30/mo for 6 mo's and way more after that) after spending several days of time and energy last month (that's \$\$ dammit!) trying to get a reasonable deal through my former cable internet provider, Mediocrecom. Their Customer Service is abysmal and unresponsive and just internet service was to be \$50/mo unless I bundled with phone for, now get this..., \$45/mo - pay less if you take phone service, also. WTF!?! My fixed and very limited SS income cannot support outrageous, monopolistic, predatory, screw-the-oblivious-consumer business model perpetrated by this country's telecom fatcats (and a slew of other pampered industries). It's time to reel in these porkbarreled* babies and give us the internet we originally invented at a civilized pricepoint. *the telecoms have virtually made it illegal for municipalities to compete - WTF?!?! Latly - CenturyLink is faster & their staff is customer-centric. Divest this community of the mafiosi Mediacom. too expensive for my family, dc'd mediacom last month.

Try to get Google to use Iowa City as the next test cite for their fiber system.

Until Google Fiber and/or similarly excellent services take over and force other companies to stop ripping people off, Internet service will continue to be a joke...

Upload is very slow for photos, files, etc. I do not want to pay more for faster internet as the cost is high now. The neighborhood usage varies my satisfaction with the services. There needs to be better service for those of us who do not do "gaming" but who want to upload photos and share files, etc. I resent having to pay for better services when college students get "great specials" while we loyal, older customers pay full price and get less all the time for that money.
very best

beautiful service good nightey

want dish or derict tv but to many trees

Want faster access at a cheaper price.

We are more mindful of the cost than the ability to use Netflix, streaming, etc. It does what we need now. As for the future, technology always changes, but not sure if all the changes (and the associated cost) are always worth it. Sometimes these things are people seem to get because someone else has it, but necessarily because they need the upgraded capability.

We are paying more and getting less than other countries. Our upload speeds are embarrassing.

We continue to feel that Mediacom charges way too much and they have not been truthful with us when we have called for assistance. The most recent experience was yesterday when we lost all three services. We were told that it was not a system problem and that a technician would be sent out in two days. Then within several hours all three services came back on and have stayed on so it definitely appears that it was a system problem. It would be wonderful to have a second cable company for competition.

We experience very unreliable service. Mediacom has visited many times with no improvement. Today(Sunday) we lost our Internet connection 4 times

We had really great, reliable, affordable service from South Slope when we lived in North Liberty. Then we moved to Coralville. We had major customer service issues with Mediacom, and Century Link cannot offer us their fastest service. We constantly have issues with our connection and running the download test just now speed was 1.28MB, even though we pay for much higher. We're told it's due to old lines. We just bought a new house and are leaving Coralville area, so happy to be going back to South Slope territory!! All this time it's been frustrating to have their infrastructure is so close, but not be allowed to purchase service from them.

We have lived many places but love Iowa City. the problem I see with their internet offerings is that there is NO real competition!

Just Mediacom and Century Link (Qwest). Most of our friends, family and clients have all gone to cell phones because of the poor choices here.

These same people only have basic cable because of the atrocious pricing of anything beyond that! People like "easy" they like the bundles and these companies know it. The City knows it also, I assume they get something for monitoring these two? We have not "bundled" because that would require changing our email addresses and my husband is a bit of a technophobe who does not like change. I suppose someday we may be forced to become adept at streaming video -- but I do not want to spend more than I already do on cable and internet. My husband may retire soon, who knows, perhaps he will want to learn to do more on-line, and if so, we will need to go beyond our current DSL. But I cannot really predict this.

We need competition in the Iowa City/Coralville area. Mediacom has consistently

overcharged and under-delivered with frequent outages, malfunctioning equipment, poor customer service, and bait-and-switch limited-time offers to hook new customers. If there were another option that offered the same specifications on their service for a similar price I would take it, simply to see if the customer service were better (it couldn't be much worse). Perhaps with some competition the ridiculous prices for high-speed internet and cable service could come down as well.

We need more internet company competition.

We simply can't afford internet at home. If we had internet at home, both of us could be home more often (we are usually at the office 10-14 hours a day depending on how much JSTOR access he needs for his research and how much of my work requires internet use), but our income simply does not permit it. That's infuriating, because we'd like to spend more time at home (who wants to be at the office after 11:30pm?! plus we'd be more productive if we could be someplace with a teakettle and comfortable seating) and because I'm pretty sure that Centurylink and Mediacom have spent at least \$120/year each on sending us advertising flyers every other day, which might explain why their rates are so high. That and the fact that there isn't any competition, so they can rig prices between them. If we're all supposed to buy into doing everything online these days, why does it cost 1/8 as much as my mortgage payment to get internet at home? Why does it cost 1/3 as much as health insurance? We have to cap our cost of living somewhere, and until there is affordable internet access in this city, we'll just have to keep roughing it.

We think that Mediacom is overpriced, especially given the service, which can be terrible, especially on the weekends. We can't use Skype!

We use Mediacom cable services for phone, internet, and cable TV. Their customer service has been great, but the service itself, at least for the internet, is sometimes intermittent. Would like to have more choices for cable services.

We were lured by promises of high speeds, but very disappointed. On the other hand, our slower speed service is more reliable (fewer service interruptions) than the faster speed of Mediacom, which seemed to break frequently.

While Mediacom provides good service, the cost is high and it is wrong that they force me to buy cable service when I don't own a television (or pay a more expensive fee) in order to receive internet service.

While the speed of Mediacom cable modem is better than most anything else available, I think it still lags behind what is globally available.

Why is the City of Iowa City not taking a comprehensive view of ALL of the electronic services in Iowa City? I believe that quality access to internet services is critical to living in a modern Iowa City. For instance, access at the Senior Center is pathetic. Trying to download e-books from the public library is terrible. I find it much easier to just go to Amazon and pay for such things. This should not be happening. Why does the library have multiple copies of books, yet single copies of e-books and audio

books? This is not right. I do not have Media Com or Dish into my home. Why can I not see what is going on in my community of Iowa City via the internet? Iowa City is more progressive than this. Iowa City must get its entire infrastructure up to date. The sooner, the better. And, make it affordable for Iowa City residents!

Worst speed issues are evening from mediacom to UI. Streaming quality is also spotty, but better in the last few months than previous year.

Would be good for Iowa City to re-think the technology in the area. Hopefully something more inline with the service offerings offered through South Slope - that the residents of North Liberty/Solon currently enjoy for so much less money...? *Just a thought*

Would love to see fiberoptic service in Iowa City,.
Would love to see Iowa City get higher speed service and have public utilities like Cedar Falls. CF and CFU are ahead of us:
<http://www.cfu.net/utilities/communications-utility/fiber-to-the-premises.aspx>

you hate your customers...

You will no doubt receive surveys from a disproportionate number of unsatisfied users. Those of us who are very happy with Mediacom are prone not to respond to survey requests. In my opinion, Mediacom had been an outstanding provider of television cable and internet service.

Your survey does not take into account the fact that there are times when Internet service goes out completely. Things can be fine for weeks, but then there will be several times a day for several days that service completely cuts out. This can happen at any time of day or night.