

From:
Rachel Biety, City of Calabasas
(818) 224-1600
(818) 225-7363 - fax
rbiety@cityofcalabasas.com

To:
[REDACTED]

Complaint phoned into City: 6/10/20

CABLE COMPLAINT REPORT

- Spectrum -

Citizen Name:	[REDACTED]		
Service Address:	[REDACTED] Calabasas, CA 91302		
Home Phone Number:	[REDACTED]		
Sent to Spectrum:	6/10/2020	Resolution Expected:	
		Resolution Received:	6/24/2020

Customer Service:

- Phone Busy/Long Hold/Unanswered
- Discourteous Response
- Left Message & Call Not Returned
- Other

Technical Service:

- Poor Reception/Intermittent Outages
- Outage (1 Time)
- X Outages (Repeated)
- Incomplete Repair
- Unable to Fix Problem
- Property Damage by Time Warner
- Trespassing by Time Warner
- Missed Appointment by Time Warner
- X Cannot Get a Timely Appointment
- Technician Arrived Late
- Other

Billing:

- Unclear Bill
- Erroneous Charge/Credit Due
- Paid Bill, Threatened with Disconnect
- Disconnected, But Still Being Billed
- Disconnected, Erroneous Bill
- Other

Rates:

- Basic
- All Other Tiers
- Premium Level
- Rate does not match original price quote
- Other

Additional Information:

Resident called the City to inform us that she has been without internet for the past week. She has made over 10 calls to Spectrum and cannot get anyone to come out and fix the issue. She is working from home and losing money daily not being able to work due to her internet being out. She wants to speak to some ASAP to get this issue fixed.

Response from Spectrum:

From: Regulatory.Complaints

Sent: Wednesday, June 24, 2020 3:22 PM

To: Rachel Biety <rbiety@cityofcalabasas.com>

Cc: Sawyer, Stephen D Michael Russo <mrusso@cityofcalabasas.com>;

Regulatory.Complaints <[REDACTED]>

Subject: RE: Resident Internet Outage - Brake

Importance: High

Good Afternoon Ms. Biety,

We also received a similar complaint from Ms. [REDACTED] regarding this issue from the Federal Communications Commission (FCC). Please note that the attached response was submitted to the FCC, and our records indicate that her service concern was resolved.

Please do not hesitate to contact us if you have any questions.

Regards,

Rainbow



Rainbow Burhenn | Paralegal

June 24, 2020

SUBMITTED VIA FCC WEB PORTAL

Consumer Inquiries and Complaints Division

FCC – Consumer & Governmental Affairs Bureau

445 12th Street SW

Washington, DC 20554

RE: Notice of Informal Complaint

Complainant: Ms. [REDACTED]

FCC Serve Ticket Number: 4019569

Original Ticket Serve Date: June 12, 2020

Dear Sir/Madam:

Charter Communications, Inc. (“Charter”) hereby submits its response in the above-referenced matter.

A representative contacted Ms. [REDACTED] to discuss her service concern. Our records indicate that prior technicians properly addressed her service issue by replacing an interior fitting and Charter’s equipment. Ms. [REDACTED] confirmed that her service was operating at the expected level since the repairs were completed on

June 9, 2020.

The representative apologized to Ms. [REDACTED] for the customer service that she received from prior agents. Feedback was provided to the prior agents for coaching and retraining purposes. The representative also applied a credit to her account for the verified service issue.

We regret any inconvenience Ms. [REDACTED] may have experienced. Please do not hesitate to contact us with any further questions.

Respectfully submitted,

/s/

Rainbow Burhenn

Paralegal, Regulatory Compliance