

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

To:
[REDACTED]

Complaint emailed into City: 7/6/20

CABLE COMPLAINT REPORT

- Spectrum -

Citizen Name:	[REDACTED]		
Service Address:	[REDACTED], Calabasas 91302		
Home Phone Number:	[REDACTED]		
Sent to Spectrum:	7/7/2020	Resolution Expected:	
		Resolution Received:	7/10/2020

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
- X Unable to Fix Problem
- Property Damage by Time Warner
- Trespassing by Time Warner
- Missed Appointment by Time Warner
- 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:

I am writing to lodge a complaint about Spectrum internet service in the Mulwood Heights area. I live on Calipatria Drive. Our internet service frequently is throttled or cuts out, even on a hard-wired device. Typically the signal pauses or cuts out about 7 times per hour. We upgraded to 200 mbps download and 20 mbps upload and it does not help. This is not a wi-fi issue.

We have had three technicians from Spectrum all tell us the same thing – (1) they have too many people in our neighborhood on the service, (2) due to stay-at-home orders more people are using the internet, (3) they have a fiber optic line to our general area, (4) from the terminus of the fiber optic cable they split the service to neighborhoods via standard cable connections, (5) within the last few months they split the cable into two lines to alleviate the problem (which did not improve anything), (6) they know the service is terrible here, and (7) at some unknown time in the future the Spectrum “maintenance” department will split the lines again.

Calling does no good because their protocol is to turn the modem off and on, or send a tech out. Because of the throttling problem it takes about 3+ hours for the modem to reconnect. Their telephone support people only go by their script.

Response from Spectrum:

From: Regulatory.Complaints
Sent: Friday, July 10, 2020 2:31 PM
To: Rachel Biety <rbiety@cityofcalabasas.com>
Cc: Regulatory.Complaints; Sawyer, Stephen D
Subject: RE: Resident Internet Issue

Ms. Biety –

We spoke with the consumer yesterday and informed him that we have scheduled some outside work to be completed on our lines in his area. The consumer does not want a service call until that outside plant issue is resolved. A representative will keep in contact with the consumer each week and let him know of our progress. We will provide a final update in a few weeks once this issue is fully resolved.

Regards,
Bill



William C. Wesselman | Sr. Director, Law - Regulatory

FROM RESIDENT:

From: [REDACTED]
Sent: Wednesday, July 8, 2020 11:56 AM
To: Rachel Biety <rbiety@cityofcalabasas.com>
Subject: Spectrum Cable Complaint

Rachel,

Your email to Spectrum worked. A representative from the construction side of Spectrum called and basically verified what I put in the email. He said they are waiting on a permit approval from SCE to split the signal into our neighborhood. They expect to do the work this month. His name is Andy at [REDACTED]. He promised to let me know when they will start the work. I will follow up with him if need be. Do you want to be kept informed?

Thanks for your help. Nice work!

[REDACTED]