

SPECTRUM UPDATE

Council Work Session

7/11/17

Office of the CAO



LEXINGTON



Spectrum Complaints

- Spectrum complaints started increasing dramatically in the first several months of this year.
- Several common complaints:
 - Sweep (audit) of basic cable subscribers drastically reduced number of channels they received.
 - Rate hikes with no ability to reduce rates (unlike Time Warner).
 - Long lines at the Palumbo customer service center.
 - Poor customer service over the phone.
 - Issues with equipment - functionality and returns.
 - Internet speeds lower than what customers are paying for.



First Letter Sent to Charter

- Administration sent a letter to Charter Communications on May 24th. Charter was asked to:
 - Address the concerns raised by the public.
 - Answer the concern of the government regarding lost jobs due to the closure of the call center.
- Charter sent a response on June 5th.
 - Response primarily outlined investments Charter has made in Lexington since the acquisition of Time Warner Cable.



Second Letter Sent to Charter

- Administration sent a second letter to Charter Communications on June 14th. Charter was asked to:
 - Meet with the Administration to discuss topics that include:
 - Sweep of basic cable subscribers.
 - Rate hikes – particularly high increases for constituents on fixed incomes.
 - Release of Lexington call center employees.
 - Door-to-door sales techniques that take advantage of individuals with disabilities.
 - Schedule a date for the government to inspect Charter's complaint records.
 - Provide reports and filings to LFUCG.



Meeting with Charter

- Met with Charter representatives on June 27th
 - Discussed increase in complaints and level of anger among constituents.
 - Decided that Roger Daman will inspect Spectrum's complaint logs.
 - Requested that GTV3 be broadcast in HD after notice received that it will be moved to Ch. 185.
 - Charter was given until July 14th to respond to requests from the second letter.
 - The franchise allows a 30-day response period.
 - Discussed possibility of a performance evaluation session.



Next Steps

- Recommendation:
 - Administration recommends holding a performance evaluation session at the Senior Center on August 24th at 6 p.m.



Performance Evaluation Session

- Allows the public to air grievances.
- Charter representatives would be in attendance.
- Information would be available at the session and online regarding consumer rights granted by the cable franchise.
- Topics to include but not be limited to:
 - Customer Complaints
 - System Performance
 - Customer Service

Questions?



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