

FCC Cable Complaint Log -2015

Complaint Receipt Date	RCN Closed Date	State/ Agency	Claim#	Complaint Type	Customer Complaint Description	Status
12/30/2015	1/7/2016	PA FCC	728964	service	Disputing the networks not transmitting the full 16:9 image to cable companies for re-transmission. Was able to see the edges of the image before, now it's cropped.	Customer's dispute is not with RCN. Customer dissatisfied with networks, used to be able to see the full image, but now it is cropped. Customer can upgrade to HD box to alleviate problem, but customer did not want to upgrade.
1/6/2015	1/15/2015	PA FCC	36621	service	RCN cancelled cable install stating Mr. Downing had an old bill and could not establish service until his bill was paid. She is not responsible for someone else's bill.	Anthony Downing had a past account with outstanding balance of \$406.09. Ms. Hughes and Mr. Downing both called to same day to establish service. Ms. Hughes relayed to RCN that Mr. Downing was her fiancée. Mr. Downing must pay the balance or provide proof that he doesn't live there in order for RCN to provide service to this address.
1/13/2015	1/22/2015	DC FCC	7528	service	Service reps arrive without proper identification. Reps leave before service issue had been resolved. Customer service reps entering untruthful data and statements about what the customer is stating.	The remote was reprogrammed to resolve the function problems. Was advised that the technicians were from subcontractors and would address the matter of not having their identifications visible at the time of visit to customers' premises. A credit of \$62.40 was applied for service issues from 10/27/14 to 11/12/14 to settle the dispute.
3/26/2015	4/7/2015	NY FCC	197496	service	Has all three services with RCN, had ongoing problems with internet and cable for approximately 18 months. Changed boxes and modem, rebooting system repeatedly, techs came but could not find the problem. \$6.85 one time charge that was unexplained in statement. Switched to Time Warner, but wants money back for time he wasted with RCN and having to use cell phone service for internet.	Last service call was on 7/24/14, no calls from customer after that date. \$6.85 was for late fees on past due amount on account. Customer disconnected on 3/24/15, billing stopped on 3/24/15 leaving a balance of \$46.42. To settle the dispute, a credit of \$198.11 was applied to remove charges for the March 2015 bill leaving a new balance of \$151.69 credit. A refund check will be sent when it becomes available.
6/26/2015	7/16/2015	PA FCC	360465	service	Netflix streaming starts out fine, but by second hour of playback, audio and video becomes too choppy to watch.	Sent email to customer to determine problem, no response. Left messages on 6/26, 7/1 and 7/6, no responses again. Closed as no contact.
7/2/2015	7/15/2015	NY FCC	363984	service	Some channels being blacked out on RCN TV service. RCN refuses to resolve problem or issue credits.	Blacked out programs are a network issue. RCN passes through all signals. Black out is beyond RCN's control.
9/8/2015	9/14/2015	NY FCC	512716	service	At various times, doesn't get channels he's paying for, or these channels are scrambles.	Customer said channel problems are only with the converter in the bedroom. Alyce sent signal to the box to resolve the problem. Credited \$25 for the missing channel problem.
9/9/2015	9/14/2015	NY FCC	512703	service	Constant problems with many channels being scrambled and unable to view.	Customer said channel problems are only with the converter in the bedroom. Alyce sent signal to the box to resolve the problem. Credited \$25 for the missing channel problem.

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10/6/2015	10/22/2015	DC FCC	546662	service	RCN seems unwilling to replace a cable line. Someone comes out and says signal is weak, line needs to be replaced, but they're not the ones to do it. Internet also affected, problems with connectivity.	New post wires installed to alleviate problem. Truck roll fee waived, and an additional credit of \$60.80 was applied to the account.
11/9/2015	11/23/2015	NY FCC	627044	service	On 11/1/15, a number of channels were inaccessible and wanted credit.	Tech was out to change the converter to resolve the problem. A credit of \$3.39 was applied for service issues from 11/1 to 11/3/15.
11/19/2015	11/20/2015	IL FCC	586209	service	Disputed the lack of captioning on the program "Fargo" on the FX Channel carried by RCN.	Advised customer that RCN only transmits the signal provided through the cable service. If signal is not broadcasted with closed captioning, RCN cannot provide it.
12/15/2015	1/14/2016	IL FCC	708279	service	Disputes lack of closed captioning on FX "Fargo" on 10/12, 11/9, 11/23. Captions provided on 11/30 and 12/7.	RCN was unaware of a bug with the transcoding solution that was preventing the proper closed captioning feed from being passed down to the set-tops on first run episodes. Working with the hardware vendor to address the issue and install a patch that should correct the issue.
12/29/2015	1/5/2016	NY FCC	726732	service	Channel 94 does not have TV guide information. Called RCN several times who say the issue will be fixed, but it has not.	Channel 94 is an inserted channel just for that building. RCN does not supply the feed, so we can't supply the Guide. Channel was offered as part of the bulk agreement at a discounted rate of \$5.20 due to a large majority of the tenants were Russian. \$5.20 was credited to the account as a courtesy.