

## **FOCUS GROUP QUESTIONS MEDIACOM DISCUSSION**

### **Focus Group Member 1**

1. Can/will you offer a Locals only stations package for South Bethany? Typically, Cable companies offer this for somewhere around \$10-15/mo. and will prevent a proliferation of TV antennas from occurring as more people become cord cutters.
2. Can you provide a guide channel for your lower tier(s)? Many people do not need the cable box if they do not have premium channels. Those boxes typically run \$10-15/mo per box. Most flat screen TV's can decode the channels, (obviating the need for a box) but people do not want to channel surf each network to see what is available. A channel guide solves that issue.

### **Focus Group Member 2**

We experience regular TV outages at 307 W. 1st. Starting with tiling and progressing to complete outage. Interaction with Mediacom goes as follows: Tech support reboots the box, which has never worked. Asking them to look at their records to see how many times we have reported this problem get you nowhere. They then say they will schedule an appointment to determine if the problem is theirs or yours (it has never been "our" problem). The appointment is scheduled for a week to 10 days in the future and when you protest that that long is ridiculous to repair an outage, you are told that you will be put on a list if they have cancellations. Often the problem mysteriously clears before the appointment date, but if the tech does come, they say the problem is a weak signal because we are at the end of the line and they replace an amp, but acknowledge that this isn't a permanent fix. They imply that the problem is really with a box on Canal that could be fixed. My questions are:

1. Why does it take a week to 10 days to send a tech to repair an outage? Are there that many outages in our area? If so, why not more techs? Or does Mediacom just not care about outages because they have a monopoly in SB?
2. Why can't a repetitive problem be fixed? This is not rocket science.

### **Focus Group Member 3**

1. Out of 115 channels, I only watch 35, or 30% of them, yet I'm paying for all 115. I know there are benefits of bundling that accrue to the cable providers, but is there any way to set up a base cable plan of most popular or often watched channels, say 50 to 60, and then allow the subscriber to add-on their favorite channels from an à la carte list of channels? That way the subscriber would get what they want, and pay for what they get; Moreover, by way of cost savings to the subscriber, could the 15 all-sports-all-the-time channels(\*) on the Family TV line-up be moved out and made available as an "extras package", thereby at least saving the subscriber the Regional Sports Network fee and allowing those who are interested in sports to opt for those channels and pay the fee on their bill?
2. Is there any practical way to decentralize Call Center operations so that one could talk to an agent locally based? Call Center agents are grossly uninformed about what is going on locally, save for being able to tell you if an outage exists or has been reported in your area or to set up a service appointment. There is no cross communication between local offices and the Call Center. I had an ongoing problem for four years running, and every time I called to report it, I had to "reinvent the wheel" and start from ground zero with the Call Center. My local techs. were aware of the problem, but there was no way for me to communicate with the local office directly to let them know the problem still existed or was corrected or to get a status report. The only solution the Call center had was, yet again, to dispatch a service technician. . . wasting my time and Mediacom's time.

(\*) ESPN, ESPN2, MASN, MASN2, NBC Sports Washington, Golf Channel, Big Ten Network Delaware, BTN Overflow 1, BTN Overflow 2, Big Ten Network Iowa, CBS Sports Network, Tennis Channel, FS2, NBC Sports Network, SEC Network.

#### **Focus Group Member 4**

1. What is Mediacom doing to invest in providing ample infrastructure to guarantee existing service commitments, building a redundant architecture to minimize outages, and provide a sound foundation to ensure bandwidth that will scale to meet future growth. The existing infrastructure is currently delivering (when available) inconsistent service. Example: the Internet 100 service advertises 100 MBPS download speed, 10 MBPS upload speed, 6 simultaneous devices and 1000 GB usage. Random samplings over random days produced the following results using [speedtest.mediacomtoday.com](http://speedtest.mediacomtoday.com).

On a non-5GB network:

- 34 MBPS Download / 9.1 MBPS Upload / 17 MS Jitter
- 20.3 MBPS Download / .3 MBPS Upload / 37 MS Jitter
- 31.5 MBPS Download / 13.5 MBPS Upload / 35 MS Jitter
- 28.3 MBPS Download / 18.3 MBPS Upload / 37 MS Jitter
- 34.2 MBPS Download / 6.1 MBPS Upload / 31 MS Jitter

On a 5GB network:

- 81.1 MBPS Download / 17.8 MBPS Upload / 11 MS Jitter
- 83.8 MBPS Download / 7.5 MBPS Upload / 36 MS Jitter
- 96.5 MBPS Download / 8.2 MBPS Upload / 2 MS Jitter
- 33.7 MBPS Download / 6.8 MBPS Upload / 5 MS Jitter
- 134.2 MBPS Download / 4.9 MBPS Upload / 77 MS Jitter

2. Mediacom offers "perk" packages to new customers. However, existing customers continually see increases for their services in their bill. What would it take for Mediacom to offer "perk" packages to their existing loyal customers?

#### **Focus Group Member 5**

1. Do you have/use software to perform automated periodic service and signal checks to identify potential problems? If so, how often is an analysis performed (quarterly, annually, etc...)?
2. Assuming there is an infrastructure limitation or problem, and the limitation is at South Bethany and not further upstream, could you speculate as to how long it will take to fix/build out infrastructure?

#### **Focus Group Member 6**

1. Why is it so difficult for a current customer to customize a plan. If a current customer tries to do so online you get very limited options.
2. Why does it seem to cost so much in South Bethany for services through Mediacom compared to other communities in the area?

#### **Focus Group Member 7**

1. There are always promotions going on to entice new members to come to Mediacom. We have been Mediacom customers for 26 years and all we get are rates that constantly increase. Why doesn't Mediacom offer "loyalty promotions" that discount rates, even for a set period of time, for long standing customers? I shouldn't have to cancel my Mediacom subscription and then return as a new customer to get a good deal on cable.
2. For what we pay for cable, why aren't there more "recent release" movies available On Demand?

**Focus Group Member 8**

1. It appears that Mediacom hardware is outdated, both at the consumer level (STB's, etc.) and at the infrastructure level. What is Mediacom doing to update this hardware, and how can South Bethany residents get access to the newer consumer-level hardware without jumping through hoops? [Note - I ask this question with direct experience that the more recent STB's produce stronger end signals and thus result in better resolution and channel lineup.] What hurdles if any does Mediacom encounter to achieving these hardware updates?
2. I personally appreciate Mediacom's commitment to the smaller communities in Delaware and beyond. That said, there is a real need for increased reliability and bandwidth in both television and internet from you, especially given the recent (and likely continuing) reliance on home networks and entertainment. What can Mediacom offer South Bethany in the way of commitment to reliability and bandwidth to build a successful relationship into the future?

**Focus Group Member 9**

1. How does Mediacom plan to improve the infrastructure currently in place so that during the summer months there is enough bandwidth and connection for everyone in town to be able to access it with ease?
2. Getting appointments with Mediacom's technicians appear to take unnecessarily long, how do you plan on providing more efficient customer service?