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July 9, 2014

Customer Support  
Time Warner Cable  
100 N. LaCienega Blvd., Suite B-231  
Los Angeles, CA 90048

Received & Inspected

JUL 14 2014

FCC Mail Room

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Dear Time Warner:

I am a long-time subscriber to Time Warner Cable and, like all of your customers, I have been upset by your spotty service over the years.

My most recent attempt to access your tech support took place on Monday, July 7. Your PBS station Channel 16, kept going out repeatedly in the Hollywood area – first pixel interruptions in the broadcast followed by your trouble screen, then back to video for a few minutes until the broadcast broke up again. I suffered through trying to watch Antiques Roadshow this was from 8:00 to 9:00 p.m., then finally gave up four minutes into the episode that started at 9:00 p.m. There was no interruption on any other station, only on the one I was trying to watch.

I understand there will always be temporary technical difficulties. This letter concerns your response – or lack of it – not the interruption in the telecast itself.

I first checked your site online and saw that there was no interruption in service reported in the Hollywood area. I called your telephone number to report the problem, but there was no one to answer my call. First, your voice menu told me that you were uncommonly busy (!) but then came back with another recorded message giving me the option of leaving a callback number (press one) or hang up (press two). I opted for the callback but the recorded message said that the earliest callback would be 11 a.m. THE NEXT DAY!

I went back to your website and tried to access your Chat Online. At this point, I didn't want to report the broadcast interruption. I just wanted to find out whether it would be fixed promptly or whether I should give up on the station for the rest of the night. I signed onto the 24/7 Online Chat, entered my inquiry, but no one ever came online. (I shouldn't say "ever:" I gave up and closed the site after twenty minutes with no representative coming online. I called your telephone line during normal operating hours on Tuesday, July 8. After fifteen minutes on hold I gave up, and I hung up.

Unfortunately, inability to access a live person at Time Warner is a constant problem for your clients. Our rates have recently gone up again—and the sky may be the limit if the deal goes through with Comcast. Please use some of the money from our rate increases to hire a few more people to answer your phones.

Sincerely,  
Yet another dissatisfied customer