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Pat Esser, CEO
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Mr. Esser:

I'm writing about a deceptive business practice. Cox customer-facing representatives deploy a problematic first line of response to complaints about internet speed: "the problem is in your premises, we need to send a technician, and you need to upgrade to a new modem." This has proved to be demonstrably false, creating a significant reputation risk to Cox.

On two occasions this year, my entire neighborhood experienced significant, persistent slowdowns. In repeated contacts with first and second level support, the refrain was consistent: problems on the Cox side were denied, and the issue was argued to lie within customer premises. In the most recent example, a Northeast Executive Resolution rep explicitly said, "You're asking us to fix the problem is like asking a mechanic to fix your car when it's in your garage." Yet in both cases, the issue proved to be on Cox's side.

Attached are screenshots illustrating the "spontaneous" resolution of these issues without any change in my premises. The first, from February (ticket ESR000003489235) was fixed on Cox's end by what your reps described as a "signal leakage issue in the area." The second, from this month (ticket ESR000003531712) was described by Mary from Northeast Executive Resolution as resulting from "ongoing planned maintenance work." When I asked Mary why, since Cox knew the work was planned and ongoing, your reps insisted the problem was within my house, she said, "I can't answer." I find this problematic, and hope you do as well.

What makes this persistent, apparently intentional gaslighting even more infuriating are the spots Cox is currently running on Facebook which blame slow speeds on customer behavior (See Fig. 3). The voiceover begins, "These are the bandwidth bandits, silently slowing internet speeds." In the guise of a PSA, Cox is inoculating its customers with the idea that performance issues are their fault.

This suggests to me that your support function appears to be engaging in a calculated, deceptive business practice aimed at service line and hardware upsells. I would be interested in your response.

Best regards.

John McDaid

cc: Rhode Island Attorney General
Attachments

Fig. 1

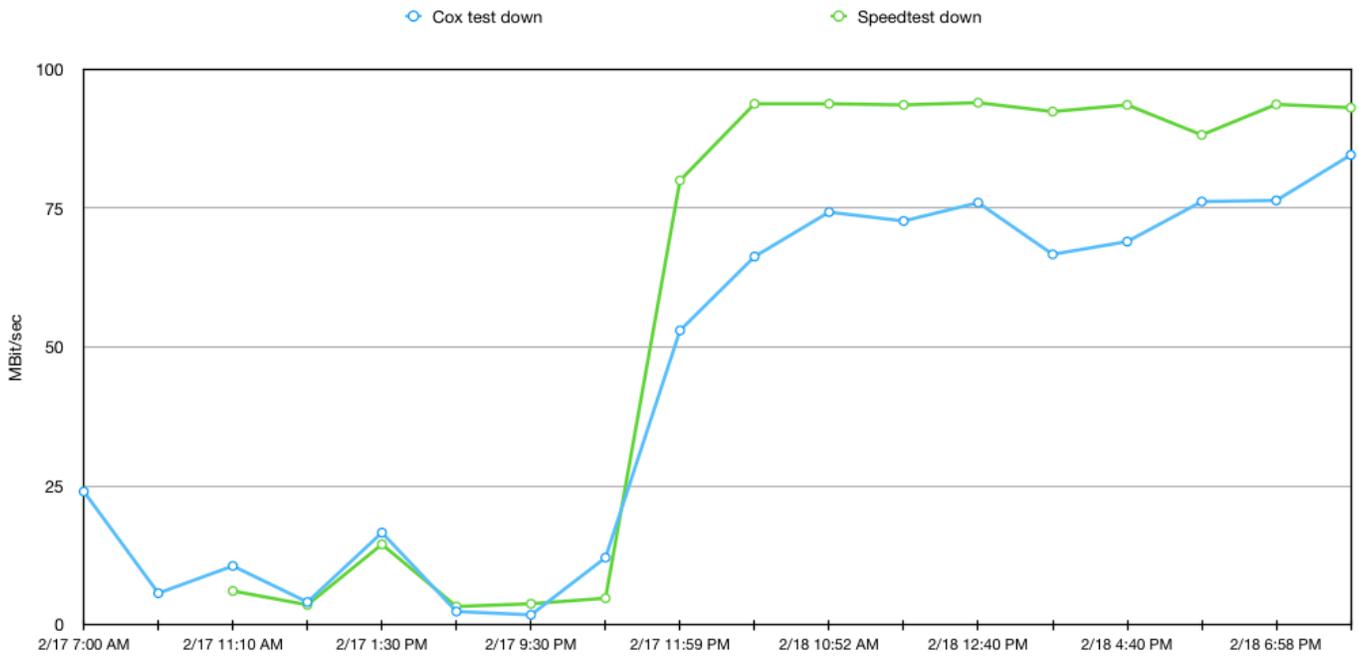


Fig. 2

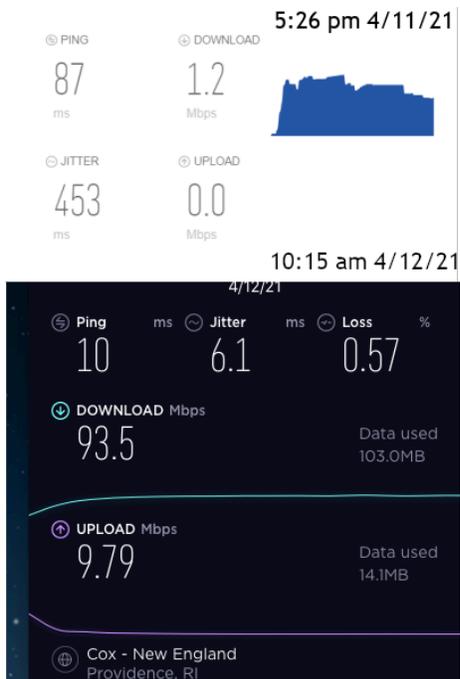


Fig. 3



Full facts and travel available at:
<http://harddeadlines.com/2021/02/16/cox-outage-takes-portsmouth-offline-updates>