

Marin Telecommunications Agency, San Rafael, CA
Summary Complaints related to Video Services: AT&T

Company Name (Franchise Holder)	Local City Name where complaint was issued	Local Entity Contact Information	Complaint Type (i.e. billing, installation issues, no service, poor service, etc.)	Total # of Complaints 2016	Total # of Complaints 2015	Total # of Complaints 2014	Total # of Complaints 2013	Total # of Complaints 2012	Total # of Complaints 2011	Total # of Complaints 2011-2016
ATT Uverse	Marin County	Marin Telecommunications Agency	Billing Issues	7	0	5	3	11	6	32
ATT Uverse	Marin County	Marin Telecommunications Agency	Poor Customer Service	3	13	7	3	10	11	47
ATT Uverse	Marin County	Marin Telecommunications Agency	Outages	3	6	3	2	1	5	20
ATT Uverse	Marin County	Marin Telecommunications Agency	Programming	0	0	1	2	1	2	6
ATT Uverse	Marin County	Marin Telecommunications Agency	Pole, Drops	3	2	2	1	1	4	13
ATT Uverse	Marin County	Marin Telecommunications Agency	Repairs, Installations	4	5	10	8	6	3	36
ATT Uverse	Marin County	Marin Telecommunications Agency	Rates	2	1	0	0	1	0	4
ATT Uverse	Marin County	Marin Telecommunications Agency	Line Extensions (No Service)	1	3	4	4	2	2	16
ATT Uverse	Marin County	Marin Telecommunications Agency	Picture Quality	0	2	0	0	0	0	2
ATT Uverse	Marin County	Marin Telecommunications Agency	Total	23	32	32	23	33	33	176

Report for Marin Telecommunications Agency (MTA). A government Joint Powers Agency consisting of ten cities (Belvedere, Tiburon, Sausalito, Mill Valley, Corte Madera, Larkspur, Ross, San Anselmo, Fairfax, San Rafael) and the County of Marin. The Agency administers the State Video franchises for Comcast and AT&T including handling customer complaints for video, broadband and telephone on behalf of its members and their constituents.

Summary Complaints related to Broadband Services: AT&T

Company Name	Local City Name	Local Entity Contact Information	Complaint Type (i.e. billing,	Total # of	Total # of	Total # of	Total # of	Total # of	Total # of	Total # of
ATT Internet	Marin County	Marin Telecommunications Agency	Billing Issues	5	1	2	3	11	6	28
ATT Internet	Marin County	Marin Telecommunications Agency	Poor Customer Service	3	1	2	3	10	11	30
ATT Internet	Marin County	Marin Telecommunications Agency	Outages	3	2	4	2	1	5	17
ATT Internet	Marin County	Marin Telecommunications Agency	Programming	0	0	0	0	0	0	
ATT Internet	Marin County	Marin Telecommunications Agency	Pole, Drops	2	2	2	1	1	2	10
ATT Internet	Marin County	Marin Telecommunications Agency	Repairs, Installations	4	5	10	5	5	3	32
ATT Internet	Marin County	Marin Telecommunications Agency	Rates	2	1	0	0	0	0	3
ATT Internet	Marin County	Marin Telecommunications Agency	Line Extensions (No Service)	1	3	4	2	2	2	14
ATT Internet	Marin County	Marin Telecommunications Agency	Bandwidth/Speed	0	0	0	3	3		
ATT Internet	Marin County	Marin Telecommunications Agency	Total	20	15	24	19	33	29	140