

Fun with Spectrum Cable

I have had **Time Warner** internet and phone service for a number of years and been quite happy with the speed and service. Cable outages in my area (Fairview, Pa) have been minor. For a variety of reasons I chose to stay with Dish for television. But I must admit the barrage of advertisements by **Spectrum** when they took over Time Warner (of TV, phone and 60 Mbps internet for \$29.99 x 3 per month) finally piqued my interest. I wondered if they had a deal for phone and internet only. So I went to the **Spectrum** website and found what I wanted but wondered if the deal was for new customers only, so I called **Spectrum**. Thus began my odyssey.

I explained to the robot that answered that I was calling about the account at my phone number and wanted to change my service. The nice lady who took over for the robot said **Spectrum** would indeed provide faster service and a free modem for less than I was now paying. For \$18 a month less than I was currently paying, I could have 60 Mbps download speed internet service. I eagerly agreed to the deal and she told me the change would take a day to work its way through the system. The next day I checked my internet speed on the **Speedtest** app on my iPhone. By the way, everyone should have this marvelous tool, or something functionally equivalent, available for both Android and Apple smartphones and tablets. The internet download speed was still the 17.6 Mbps speed it had been for years and upload speed was still about 2 Mbps. So I called again.

I was referred to a technician who checked my line and said it was still set as a **Time Warner** account, not the new **Spectrum** service, hence the speed I had measured. I understood at the time that he made the necessary account adjustments. He gave me a variety of tasks to perform and finally gave his judgement that "some packets were dropped" on my line so I needed to have an on-site technician visit. Not understanding what that meant, I agreed and a visit was scheduled.

The next day I was curious and ran **Speedtest** once again. Imagine my surprise when I saw download speed of 23 Mbps and upload speed of 2.5 Mbps. Progress! An hour later I checked again and was blown away by 70 Mbps download speed and 6 Mbps upload speed. They must have fixed something on their end and apparently there was no need for the on-site technician visit. I put off calling to cancel the visit just to make sure the speed I saw wasn't a fluke. It held for 4 days and then bounced back to 23 Mbps and 2.5 Mbps again. So I kept the scheduled technician visit despite the many robocalls by **Spectrum** offering me the chance to press a number and cancel or change the scheduled visit.

The tech took a look at my modem and router and looked up my account on his tablet. He told me the order to change from **Time Warner to Spectrum** had been cancelled. He couldn't tell me why and suggested I call the **Spectrum** number again. Back to the robot. Then to another nice lady. I explained my story and she verified my account was still **Time Warner** and forwarded my call to sales. After rebuffing a sales pitch that went on far too long, I got a chance to explain my situation to the pushy salesman. He finally quoted me a price \$10 a month higher than their original quote saying I had must have been given the price for 100 Mbps internet and no phone by mistake. Not being in a position to argue, I carefully described what I wanted was 60 Mbps internet and phone and I had my own modem and router that had been checked and verified by their own technician as good for their service. He said he'd be right back and I listened to dead air for 15 minutes and then hung up. About 10 minutes later he called back and said the original price I had been quoted was correct and that I would see the internet speed I had wanted in about a day.

What he also said was that this improved service for a lower price was only available to those previous **Time Warner** customers who called **Spectrum** and requested it. I rather thought that all **ex-Time Warner** customers would be automatically given the new service, but he said that wasn't the case. So if you want better service with lower cost you have to let **Spectrum** know. Apparently it isn't obvious to them that everyone would want more for less. So have fun with **Spectrum Cable**, but remember to use **Speedtest** and take notes of your calls so you can describe your odyssey to each successive robot, nice lady and pushy salesman you encounter. By the way my on-site technician was a nice guy.

My post script to this experience is being written on April 1, 2017. **Speedtest** now shows 70 Mbps download speed and 6 Mbps upload speed and 35 ms ping or latency. You better not be playing an April Fool joke on me, **Spectrum!**

John Fair