

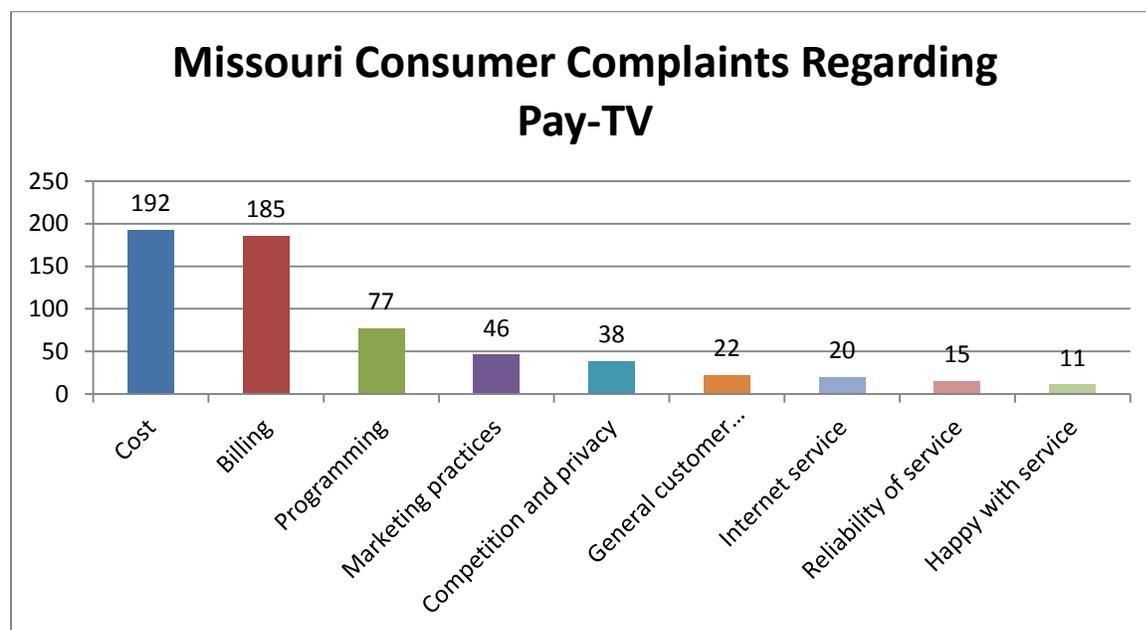
To: PRESS

Date: September 15, 2014

Re: Summary of responses to call for consumer pay-TV complaints

On June 24, 2014, Senator McCaskill announced the solicitation of constituent stories about their experiences with pay-TV providers. The solicitation, as with similar past calls for constituent stories, was distributed via press release, the office website, e-mail newsletter and social media platforms.

Over an approximately 10-day period following the call for pay-TV stories, Senator McCaskill's office received 428 responses—a far greater number than previous solicitations on other consumer protection issues. It is clear from both the volume of responses as well as their content that issues related to pay-TV billing and customer service practices struck a nerve with Missouri consumers on a level not previously seen with other consumer protection issues.



The chart above illustrates the types of issues Missouri consumers reported experiencing with their pay-TV providers. The following were common themes:

- The largest number of complaints was about the **rising cost of television and broadband services**. Many consumers in this group noted that they felt forced into packages of bundled services that they did not want.
- Many consumers – the largest number of those in the “billing discrepancy” category – complained that their pay-TV **bill was not consistent from month to month**. Many said they were able to renegotiate by calling their provider but did not believe they should have to do so.
- Many consumers complained that their **bills increase without notice** and far above the rates they were told they would have to pay for service.
- Many consumers complained that **new fees or fees for services they did not order** would be added onto their bills on a regular basis.
- Many consumers complained of a **lack of competition and choice** among providers.