

Confidential Release

Case Number: 94-1695-TP-ACE

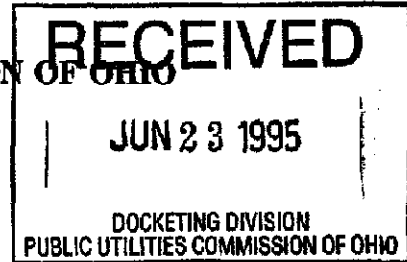
**Date of Confidential Document:
June 23, 1995**

**Today's Date:
August 20, 2009**

**Cincinnati Bell Telephone Co.'s Exhibit 'N' filed
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Technician Sm Date Processed AUG 20 2009

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO



In the Matter of the Application of)
Time Warner Communications of Ohio, L.P.)
and Time Warner AxS for a Certificate)
of Public Convenience and Necessity)
to Provide Direct and Resold Exchange)
Services, Including Local Exchange and)
Dialtone Services)

Case No. 94-1695-TP-ACE

CINCINNATI BELL TELEPHONE COMPANY'S EXHIBIT N
FILED UNDER SEAL PURSUANT TO PROTECTIVE ORDER
DO NOT OPEN OR READ WITHOUT AUTHORIZATION

RECEIVED JAN 25 1995

[REDACTED]
January 19, 1995

Mr. Stephen R Fry
General Manager
Warner Cable
1655 Brittain Road
Akron, OH 44310



Dear Mr. Fry:

I am writing this complaint about the technical quality of the cable television signals I have been receiving on your new fibre optic system. I believe your company must comply with the requirements of section 76.607 of the Federal Communication Commission rules.

Your new system, with two converter boxes, was installed in our home on October 20, 1994. We did not especially want the new system, but decided to give it a try for ninety days.

Since the installation of your new system, we have nothing but poor quality pictures on both of our TV sets. I have called and complained to your customer service representatives many times. I have always been told there were no problems in our area. Five of your technicians or line men, have been out to my home. They all said the problem was in the lines and not in our home.

One of your technical men was here on Saturday Jan 7, 1995. When he walked in, he said that we had a horrible picture, horizon interference lines on picture from top to bottom on all channels. He checked all connections and said the problem was in your lines or at the distribution center. He informed me the problem could be repaired without anyone re-entering our home. Later that day another technical man arrived at our home and said he could find no problem and asked to see the TV. He also said we had a horrible picture and he would check some more.

I called your company again on January 9, 1995 and complained about picture quality. They said a man would have to come out and see what the problem was. The technical man arrived

Wednesday at noon on January 11, 1995. The picture was perfectly clear. He said he had found the problem. Some loose connections on the fibre optic lines.

Picture quality was beautiful from Wednesday noon, January 11 until Sunday January 15. The same problem has occurred again and I called your customer service representative and was told there were no problems in our area but they would send out a technical man on Monday January 16.

I have had your new service for approximately 2 1/2 months and have had a good picture for only about two weeks out of that time.

While I am writing I would like to also state that I was billed for a Pay For View show which was not ordered by my wife or me. When I called and complained, it was removed from my bill. Since this incident, I have locked out all of the Pay For View channels and I no longer use your remote control.

In closing, I would like to say modern technology is wonderful, but not in the hands of Warner Cable.

Most sincerely,

[REDACTED]

[REDACTED]

cc: Federal Communication Commission
City of Munroe Falls
Akron Beacon Journal

February 25, 1995

Mr. Farmer:

I am writing to voice my complete dissatisfaction with Warner Cable and the new "box". I honestly can find nothing positive about this supposed advancement. I am positive that my complaints have been voiced by many others.

Before the "box" was installed I was paying \$23.63 per month for my cable. I am now paying \$29.33. I do not mind paying more for something that is of superior quality, however I find this new system to be worse.

Since my "box" has been installed I have not been able to fully use my VCR. At first I could not tape at all. I called and a repair person came out to fix the problem. I can now tape on my VCR, but I can not watch another program at the same time. Also, if I program my VCR to record something while I am not home, my television comes on. I did not have these problems with the old system.

As far as Warner's claim that the new system provides better reception and more channels, I am not finding this to always be true. My reception with the old system was fine. Now when I watch certain channels the picture blacks out in short flashes. I have been told that it's "being worked on". I, personally, have no interest in the majority of the new channels offered. Unfortunately, the channels I do watch are offered as a package with channels that I have no interest in. It was very annoying to find that my satellite tier charge was increased for the three channels recently added. I have no interest in watching these three channels.

As soon as another option to Warner Cable is available to me, I will take it. I feel that Warner Cable is taking advantage of their customers, and not providing the services the customers want at a reasonable fee.

Sincerely,

[Redacted signature]

Ch. 19

599132

upgrade letter
WARNER CABLE
NEO DIVISION
MAY 5 1994

DATE: 3 MAY 1994

I read your article in the May 2nd Akron Beacon Journal and I have the following questions and comments.

First, I have been a happy customer from the day you first wired our neighborhood. This new set-up has really angered me and I am considering opting for something else. I have included a wiring diagram of my present hook-up. It is the essence of simplicity compared with your new system requirements.

You state in your article that Warner Cable invested over 60 million in the new equipment. Why did you buy equipment that is incompatible with the cable-ready TV's and VCR's that most people have purchased? You say that the fiber-trunk (now down graded from the original fiber optic) system is more reliable and gives improved quality. In all the years that I have been a customer, your picture quality and reliability has been excellent. Can the added expense and complexity of the new system warrant the increase in cost and aggravation of the new system? Will it improve the reliability and picture quality enough to warrant the cost?

You say that over 95 percent of the households are choosing the new system. Do I have a choice if I stay with Warner Cable? If I do, then let me choose to keep the system I now have. You more or less admit that people would prefer the old system if given a choice. The next question is why does each channel have to be scrambled before it gets to my house with the new system? On the old system I get every channel that I pay for and it is not scrambled. Why does this new (advanced state of the art system) require a descrambler for each channel? This brings up a legal question that I am complaining to the FCC about. On the old system, I pay for basic tier, satellite tier, and the a la carte option. With this system, I am paying for all these channels for 24 hours each day. If I want to, I can hook up a TV or VCR for each channel and watch or tape one or all at the same time. This is as it should be, since I am paying you to receive all these channels. To duplicate this on your new system, I still can do this with the lower 14 channels, and this is as it should be. But, on your satellite tier, and the a la carte options, I will have to pay \$3.60 per channel in addition for every channel I want to watch or tape at the same time. This is an increase in your charges of \$72.00 a month (3.60 per descrambler times 20 channels) for the same service that I paid for the old system!!!!!! This is an exorbitant increase in service charge and I think it is or should be illegal. I will send you a copy of my complaint when I file it.

You say that Warner Cable is a pioneer of the "interdiction"

technology but it won't work with more than 61 channels. Fine, my system is for 34 channels, well under the 61, why can't I have this option? I don't watch HBO, CINEMAX, DISNEY, etc., why should I pay for the full system. If the new Warner Cable stem incorporates the latest cable technology, why is it incompatible with all the cable ready VCR's and TV's. In your promotions of this new sytem, you say that it will be my entrance to the new information superhighway. This does not make sense. I will use my computer to get on this highway not my television. How would your family react if they were watching a good program and you interrupted their viewing so that you could get on the information superhighway? I don't think that you would be very popular. It does not make any sense for somebody to use the TV as a terminal. What would I use as a keyboard, my remote control? Or will Warner Cable rent me a keyboard (for a fee of course)?

A few months ago, I noticed a charge of 12 cents a month on my bill for a converter that I never used. I dug it out and took it over to your store and turned it in. While I was there, the man in front of me asked one of your technicians that was working on the wall of TV's if it was true that we needed a decoder for each upper channel. When told that yes that was true, the man said he would go back to and antenna at which time your technician replied " We hear that all the time, but we've got you and there's nothing you can do about it but pay" I think that the reason you are requiring a decoder is to get more money for your system. I have been a happy Warner Cable customer for many years until you came up with this new system. I now feel betrayed by Warner Cable and even though I will probably be one of the 95% that signs up for the new system, I will be looking closely at all new systems. I wouldn't have done this if you had treated me better.

YOURS TRULY



May 2, 1994

Upgrade Letter

Warner Cable
Northeast Ohio Division
1655 Brittain Road
Akron, Ohio 44310

Dear Mr. Farmer:

We don't know how many letters like this you have received, but hope there are many. We would like to add our names to the many people who are upset and wish to protest the "new" technology you are forcing down our throats and into our homes.

Although the benefits of fiber optics, many more channel choices (at a price) and better picture quality are attractive, negating the large investment some of us have in cable ready televisions, picture within picture and the ability to watch a program while taping another are unconscionable. This appears more a scheme to gouge more money from subscribers than a true advancement of technology.

We know that there are other alternatives available to the Warner Cable Company, and we urge you and your company to explore them. Be assured that the Wadsworth City Council has become involved with this controversy and we, as members of that community, will insure they remain involved. We, too, should have alternatives, and if the Warner Cable Company can't offer an acceptable solution to this controversy, then we will petition the City of Wadsworth to look for those alternatives.

Sincerely,

cc: Wadsworth City Council, Ward 4 Councilperson

K. Mutnis
CC: M. Shoemaker
A. Moss.

October 19, 1994

[REDACTED]

Pam McDonald
Warner Cable
Customer Relations Department
11252 Cornell Park Drive
Cincinnati, OH 45242

Ms. McDonald:

I am writing to inform you of the unsatisfactory situation I have encountered in attempting to establish new cable service. I am voicing my anger and frustration in the hope that it will not be ignored.

Over the past two and a half weeks I have been trying to establish new cable service at my residence. I called and scheduled the initial installation. The installer arrived and was unable to perform a routine installation due to the requested location for the cable outlet. I then scheduled a technical person, Tom Owens #230, to come and survey the installation. After his survey I spoke with Mr. Owens who told me that the next time an installer came out the cable would be installed. He assured me that there were notes on the work order to explain the situation. I scheduled my second installation. The installer came, took a look at the installation and told me he would have to send out a surveyor. I told him this had been done. He then called in a supervisor and another gentleman from your company. After about two hours of waiting and surveying they decided that the installation could be completed. But, they would have to come back another time. Finally, on the third try my cable install is to be finished Thursday, October 20.

I realize that I am requesting an out of the ordinary cable installation, but that does not warrant the difficulties that I have gone through. I have called both the Customer Service and Repair Departments on several occasions through this process. During those phone calls I have met with little more than excuses and quite a bit of attitude. As a customer of your company it is not my fault that messages are not relayed effectively within your company between Customer Service and Repairs. When I am assured that someone will call by a certain date I expect to get a call. Instead all I hear is that there is no direct link for these messages and that yes there is an internal problem transferring these messages. It is also not my fault that information is not transferred between the surveyors and the installers. And finally, when an installation is not going as planned I do not understand why the rescheduling is my responsibility. Shouldn't the party who is mistaken be the one who makes the effort to rectify a bad situation?

As an example of my interaction with Warner Cable I would like to describe a phone conversation I had with Tom Owens today. I called him to let him know that I was angry because he had assured me that cable would be installed this past weekend and that did not take place. I had been told by your Customer Service Department that Mr. Owens would call me on Monday. I ended up calling him on Wednesday because I had not heard from him. Instead of apologizing and attempting to rectify the situation Mr. Owens explained the breakdown of communication between departments at Warner Cable. When I told him that it did not seem like my call mattered to him he told me that it did not. He said he runs into this frequently and he has done all that he can.

7 < 00

- someone
call

- done
- on disc # 1
yellow

- received 1-30-95
- per call by
1/31/95

January 26, 1995

Mr. Stephen R. Fry, General Manager
Warner Cable
1655 Brittain Rd.
Akron, OH 44310

Done 2-1-95
for holding
DSC signature

Dear Mr. Fry:

In today's service oriented economy Warner Cable appears to have ignored this important aspect of their business.

Service is what I expect to receive from Warner Cable; from the signal I receive to the customer service people working in your offices. With the compelling introduction of your "new" home terminal you have left your customers with a total dependence on your service.

I object very strongly to this forced usage of the terminal box. Having worked in several capacities for a well known cable company in the Detroit area for eight years, I find this forced usage of the box to be nothing more than a marketing ploy. The technology for this box is not state of the art. And the installation procedures are lacking in every capacity.

My specific complaints deal with the lack of reliable service I have received. The initial installer did not adequately detail taping procedures using the terminal. The booklet provided outlines how to order pay per view in every detail, but does not sufficiently describe taping procedures. A call to your customer service department left me more confused and frustrated than when I began. A second visit from an installer did not alleviate the problem. I responded to a mailing from Warner Cable and subsequently received a phone call setting up an appointment for a "qualified" person to come to my home and explain taping procedures. This appointment was set for Saturday, January 21 between 2:30-4:30PM. You can imagine my frustration when no one showed or had the courtesy to phone! Can I assume from this missed appointment that you do not have a qualified person on your staff?

I have been told that I need an additional terminal, that I do not need an additional terminal, that I need an A/B switch, that I do not need an A/B switch, that my VCR is not properly set up, but have yet been able to resolve the taping dilemma.

is my hope that this letter will prompt some immediate attention to this problem. If I do not receive a response within the next week, I will continue with my assumption that Warner Cable does not have the dedication to service that is required to sustain viewership and I will discontinue my service.

I can be reached at [REDACTED]

Sincerely,

[REDACTED]

[REDACTED]

cc: City of Stow, Cable Coordinator

I have to say that this whole experience has really changed my ideas about Warner Cable. I wish that there were another cable company servicing my area because I would have already called them. I don't expect miracles but I do expect to be treated as though my business matters to the companies I patronize. I hope you take this letter to heart and work on making some changes to insure that other customers do not have this much trouble establishing new cable service.

Sincerely,

[REDACTED]

[REDACTED]

DEC 21 1993

December 5, 1993

WARNER CABLE
11252 Cornell Park Dr.
Cincinnati, OH 45242-1812

file
cancelled
12/27/93

To Whom It May Concern:

This is to inform you why I disconnected Warner Cable from my house after using your service since moving to this address. My main reason was the quality of your equipment. I understand that any electrical device is subject to failure, but recently your Qube box failure rate has gotten to the point that I feel you are trying to force me into the higher price remote system.

This year I needed to replace my Qube box four times. This would seem (to me) to be excessive. The last box was picked up by myself from your [redacted] on November 30, 1993. On December 5, 1993 I found this box to be defective. A call to your service line (my wife spoke to Pat Gray) was of no help since you choose to let your customers remain out of service on Sundays. This I can understand, and would not be upset, if your equipment were worth the wait.

As for my other complaint, forcing me into a higher priced product, I feel as if I am on a carnival midway. Every time I am forced to call your company for replacement of the Qube box I am told that this problem could be corrected by going with the wireless remote. I must assume this is being done to make your customers aware of this feature that you offer. But when this is in conjunction with the failure rate that I have had with your Qube box, I as a customer am left with the feeling that I am in a bait and switch operation.

In the future, if you can correct your equipment problem, I will consider reinstalling your service in my home. I have been very happy with the programming that you have offered, but cannot justify the monthly cost with your inability to supply quality equipment.

Thank you for your time.

[redacted]
[redacted]
[redacted]
cc: Virgil Reed, WARNER CABLE
TIME WARNER INC.
F.C.C.
CINCINNATI CABLE COMMISSION

SEP 29 1993

Pam

[REDACTED]

cc: [unclear]
10/7/93.

September 27, 1993

Mr. Virgil Reed
General Manager
Warner Cable Communications
11252 Cornell Park Drive
Cincinnati, Ohio 45242

Dear Mr. Reed:

I am writing you because I am frustrated by several aspects of the recent changes your company has put in place. Before I relay my complaints, I want you to know that I understand the recent changes the FCC has promulgated and I am not unsympathetic to how difficult it is to make a profit in your industry. A close friend of mine is the general manager of a major system in Florida, and we have spent hours discussing the high capital cost, government intrusion and unrealistic customer expectations you deal with on a regular basis.

My problem concerns the current alignment of channels. Before the recent changes, all of our viewing needs were met by the channels on the "A" cable. This worked well and allowed us to use the remote control for our TV, including HBO, which we kept on the "aux" side of our television. When the alignment was changed, we found we needed to use both sides of the cable to see all the channels we were accustomed to. Therefore, I called to arrange to have a remote converter box installed; but was told I could not because your company had to maintain government mandated inventories for basic package customers who wanted premium services and you did not have the requisite number. I was also told that there would not be any more units available in the future because your supplier no longer manufactured the product. My solution was to purchase a cable switch box from Radio Shack for \$89.00. This pretty much solved the problem, until this past weekend, when you began scrambling CNN, CNN Headline News and USA—the cable stations we watch the most often! After spending over \$10,000 on a home theater set-up, I am relegated to having to leave my seat simply to change a station.


In the most recent Cable Guide, there is a piece on your Total Commitment to Quality program. I own a business and we have been intensely involved in a TQM program for the past year. We learned that quality is defined by the customer's needs--not by management's. I understand all the problems you have with a dual cable system and the requirement to offer several tiers of service along with premium channels, but since you are technologically unable to satisfy the need to provide remote cable boxes, is it fair to punish customers such as myself (who purchase the most expensive level of service), by scrambling non-premium channels? The scrambling of these signals significantly reduces the utility of cable to me and causes needless inconvenience to my household. If you were in a position to rectify this problem by providing remote boxes, I would not complain--but it seems that there is a total insensitivity to what is best for your customers and a focus only on what is best for Warner Cable.

I hope you will take the time to view this problem from the standpoint of a loyal customer who only wants to be able to watch the channels he is paying for in a convenient manner. I suggest you either make the remote boxes available, or descramble the non-premium channels.

Very truly yours,

[REDACTED]
[REDACTED]

SEP 16 1993



September 15, 1993

The Honorable John Boehner
Representative
5627 Liberty Fairfield Road
Hamilton, OH 45011

Dear Representative Boehner:

I am writing to express my outrage at the recent actions that Warner Cable in Cincinnati has recently taken. I can find no excuse for their price increases, especially with the low quality of service they provide.

Some of the basic reasons cable has evolved seem to have been forgotten by Warner Cable. We as consumers chose cable in many cases because we want to view local channels with clarity and no home antenna's, plus we like to view channels such as CNN, A&E, Discovery, etc. When we want premium services we chose to pay extra for those services, but do not expect the basic cable channels to be loaded on the premium tier of a cable system.

What is even more frustrating is to have a cable provider provide antiquated technology and not allow the consumer use industry standard TV sets when viewing TV. Why should I as a consumer not be able to use an industry standard "cable ready" TV. Warner insist that they must use Twinax cable rather than a single coax cable as other cable systems across the country do. As a result of this, we as consumers must use their A/B boxes to watch various channels (they can't seem to line them up to use without this device). When we get something such as the expanded tier or premium tier, we must rent a converter box. Why should I have to rent a converter box? Why can't a use a TV that was designed to work with all other cable systems? If this is an inadequacy of the Warner system, then they should provide all the accessories free of charge.

I've taken the liberty of enclosing my recent copies of correspondence to Mr. Reed to further clarify my concerns of the recent Warner actions. In reviewing these letters, I ask that you take action to prevent this abuse by the cable companies upon on the public.

Thank you for you help.

Sincerely,



encl.

JUL 14 1993

[REDACTED]

Virgil Reed
c/o Warner cable
11252 Cornell Pk.Dr.
Cincinnati, Oh. 45242

Letter
sent 7/27/93.

7-12-93

Dear Mr. Reed, Im writing because of my dissatisfaction with warner cable. The latest being friday night 7-9-93. I had several guests over to watch the Robbie Knievel, Eddie Kidd motorcycle jump show. At nine oclock I went to authorize the show and the tv went blank, after trying to authorize this several times, I called warner cable to find out what the problem was. The lady I spoke to was very polite, she checked to find the problem and told me there was a poor signal in my equipment. She said she could do nothing, but would schedule me an appointment for monday morning.

I kept trying to authorize the program, finally at 9:40 it did authorize, until 9:54, then went blank again. Because of the embarrassment to me and the inconvenience to my guests, and because of the negligence of warner cable equipment, I will not pay for the fourteen minutes of viewing. On Sunday 7-11-93 you replayed the event, at 6:30 I tried to authorize again, this time it went through and I watched until 7:24 when the program ended. This I will pay for.

Since I moved to Lebanon, Oh. about three years ago, I subscribed to warner cable, and its been six or seven times now that my equipment has been faulty, and has had to be replaced. This leads me to believe that warner cable equipment is junk. This is starting to get very old. Every time I have a problem, it takes two to three days to get someone out here to replace my equipment. While my cable is out, and I dont have the service, for some reason warner cable forgets to adjust the billing on the service I dont have. Why is this?

I have had service from several other cable companies in other areas where I have lived, and Ive never had this much trouble with any of them, and they adjust their billing. Your response to my letter is expected.

Sincerely,

[REDACTED]

82.74

AUG - 5 1993

[REDACTED]
August 4, 1993

Mr. Virgil M. Reed, President
Warner Cable Communications
11252 Cornell Park Drive
Cincinnati, Ohio 45242

Dear Mr. Reed:

I am writing to call your attention to the failure of Warner Cable Communications to satisfactorily serve its public.

We were customers of Warner Cable for several years while living in Milford and I would add, in fairness, that our service there was acceptable. The problem began when we moved to [REDACTED] in February.

We purchased a new house in the [REDACTED] As our house is one of the last houses to be built, and we knew that Warner Cable was well established in the neighborhood, we looked forward to continuing to receive cable tv in our new home.

When we called to inquire about hook-up at the new address, we were told that an "investigation" would have to be made into the feasibility of our receiving cable. This surprised us, as there is evidence of cable service throughout the neighborhood, and there was no such delay at our Milford address. Nevertheless, an investigation was made and about two months after our initial phone call we finally got the results.

The investigation discovered that we were so far away from "the box," which is two houses up the street, that it would cost \$1,500 to run the cable to our house. Of that \$1,500, we would be expected to pay nearly \$500.

If we had chosen to live in a remote area where cable service was being brought in for the first time, we might expect such an expense to occur. However, given the established nature of the neighborhood, we are baffled. Surely, when the lines were originally laid, the company must have known that a house would be built on this lot and that in all likelihood the purchaser of this house might want cable tv.

The [REDACTED] consists of some two hundred houses, probably most of which receive cable, as there are very few tv antennas in evidence. If all the residents of those two hundred houses paid \$500 for installation, then Warner Cable is certainly overcharging its customers. But if those two hundred families paid the standard installation fee, then why is this family being asked to pay such an unconscionably inflated charge?

The answer is obvious: Warner Cable simply did not plan ahead to service this house. In our front yard, there are boxes that were installed by both Cincinnati Bell and Cincinnati Gas & Electric. Apparently, they anticipated servicing this house. Why didn't Warner Cable install a box in our front yard when the other utilities were laid?

A serviceman from Cincinnati Bell informed us that, in fact, the original plan called for Warner Cable to install such a box. His opinion was that Warner decided not to incur the expense of installing another box because of unexpected costs in the neighborhood, costs that resulted when Warner Cable accidentally severed telephone and electric lines in the process of installing tv cable.

In any case, we are extremely dissatisfied with the way our problem has been handled and wanted to go on record as such. We feel that we are being asked to pay exorbitant fees in order to receive basic service, to say nothing of the laggard and discourteous fashion in which we have been treated.

I would still like to believe that this matter could be resolved to the satisfaction of all. We would gladly be loyal customers in the years ahead. But such an outcome would require greater responsiveness to the customer on the part of Warner Cable. Sadly, were it in my power to decide the fate of Warner's future franchises in Cincinnati, my recommendation at this time would most emphatically be nonrenewal.

Sincerely Yours,



SEP 13 1993

Pam

Completed
9/15/93

Mr. Virgil Reed
Warner Cable
11252 Cornell Park Drive
Cincinnati, Ohio 45242

Dear Mr. Reed:

I recently had dealings with your repair department in attempting to fully restore my cable service after a recent thunderstorm. The incompetence that was demonstrated during these repairs does not reflect well on your organization and does little to help your public image.

Our cable service went out on the morning of August 16, 1993 during the course of a thunderstorm. When I called to report the problem, I heard a recorded message stating that Warner was aware of cable problems in our area of town. When our cable was still out the following morning, I called the repair department and a service call was scheduled for August 18, 1993. The repair person who came out on August 18 was able to restore our 'B' cable service, but not our 'A' cable. He indicated that there was a problem with the underground cable between the junction box and our home. He indicated that he had made arrangements for a new cable to be installed and this should be accomplished in about a week. On August 27, 1993 I called the repair department since the cable had not yet been replaced. They informed me that their records showed that the problem had been taken care of. I informed them that it had not and they scheduled a service person to come to our house. This person also indicated that the problem was with the underground cable between the junction box and our house. For some reason, a third service person was scheduled to come to our house who also concluded that the underground cable was damaged.

On September 7, 1993 a trenching crew arrived to install the new underground cable. Unfortunately, the underground utilities had not yet been marked, so the crew left. Shortly thereafter, a representative of Warner Cable arrived and marked the location of the underground CATV cable. The trenching crew came back on September 8, 1993, but the telephone and electric had not yet been marked. Finally on September 9, 1993 all the utilities were marked and the new cable was installed. Upon connecting the new cable to our house and the junction box, lo and behold it did not work! The contractor did some checking on his own and discovered that there was a bad connector in the junction box.

reconnected the old cable to a new connector in the junction box, full service was restored to our home.

This episode has been very frustrating and inconvenient to us as the homeowner since we had to be home for three (3) separate service calls. In addition, we were without full cable service for almost four (4) weeks. More importantly to you, this incident demonstrates a lack of proper training and supervision on the part of your service department and possibly a general attitude of indifference. This entire incident should have been resolved by the first repair person who came to our house. In addition, this had to have been a rather costly incident. There were three (3) separate service calls to our house, the cost of the contractor to install the new underground cable and the lost revenues from the credit to our account for not having full service during this time period.

If I had a choice of receiving cable service from another supplier, I would welcome the opportunity to take my business elsewhere. Unfortunately, my only choices are to forgo cable entirely, install a satellite system or accept the service you provide. I have chosen this last option only because I do not wish to accept the other two.

Sincerely,

A large, solid black rectangular redaction box covers the signature area. A small, faint circular mark is visible just below the redaction.

cc: Springfield Township Board of Trustees
Attn: Mrs. Moore

JoAnn.

file completed
3/29/94

[REDACTED]
[REDACTED]

March 21, 1994

MAR 23 1994

General Manager
Warner Cable Communications
11252 Cornell Park Drive
Cincinnati, Ohio 45242

Dear Sir:

This is a letter of discontent. Your organization has been very lax, incorrect, and downright unprofessional in handling our request to obtain cable service for our house.

Our initial request for a rate sheet and services available required four separate telephone calls and took 3 1/2 weeks to receive. A Mr. Morris of Warner finally concluded this adventure and we proceeded to order the cable service.

In late January, an installation crew marked up our front yard for cable. However, **THIS ENTIRE NEIGHBORHOOD IS SERVICED FROM UTILITY AND CABLE LINES ALREADY IN PLACE BEHIND THE HOUSES.** By chance, I was home one morning when a trenching crew showed up to dig for cable in the front yard. They were summarily stopped, shown the location of existing above ground service, and directed to contact Warner for better instructions for hooking up the service.

In February, we again contacted Warner Cable, feeling very apprehensive regarding any professional handling of our hook-up. We asked for someone to pay us a personal call on a Saturday to go over precisely how the hook-up was to be done, including where we wanted the cable run inside the house. This seemingly simple task required several follow-up phone calls and over one month for your company to respond.

On March 12, two persons from your installation group did show up, and we proceeded to walk the property with them, identifying the above ground cable run in the rear, desired point of entry to the house, and the desired location of the service inside. I was informed by Rex, the supervisor, that it would be noted on the work order exactly where the service is located and where to connect to the house.

As of Friday, March 25, the front yard is again painted up in carnival colors, indicative of your organization's plan to STILL carve up the front yard in search of the cable. For the last time, Warner Cable, **THE CABLE IS ABOVE GROUND AND BEHIND THE HOUSE!!!**

[REDACTED]

Warner Cable
March 21, 1994
Page 2

I seriously doubt whether I will ever be a cable customer of your organization, based completely on the complete indifference or incompetence I have witnessed over the last four months. This is hardly rocket science, and if your company cannot get the outside work done right, what am I to expect of any further endeavors?

Either my wife or I will once again...and for the final time...contact Warner Cable about the cable not being underground in this area. (Why don't you know this already?) With this letter, I am serving notice that if Warner Cable and its subcontractor proceeds with trenching up the front yard in search of an underground cable that does not exist, I will immediately file suit for damages.

Our telephone numbers are listed, in the event that there is anyone in this organization with initiative, desire, and competence to resolve this situation.

Cordially,
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

MAR 10 1994

March 1, 1994

file completed
3/23/94
pm

Virgil Reed
President
Warner Cable Communications, Inc.
11252 Cornell Park Drive
Cincinnati, OH 45242

Dear Mr. Reed:

I am currently a very unsatisfied and extremely agitated customer of Warner Cable, although obviously not the only one according to recent articles in the *Enquirer* over the past several months. This all started in October when I called the Warner Cable office to inquire about cable service in the Eastgate area. At that time, I was told by the customer service employee that Warner did not service Clermont County. I informed her that we were currently living in Clermont and did in fact have cable at which time she did place me on hold to verify this. This did not leave me with much of an impression of the services offered if they were not aware of where cable was accessible. I was then informed that we would have to come to the office and pay in advance for pre-wiring in the home which we were building in

During the spring
that we did use

My husband did stop by Cornell office of Warner to pay for two (2) outlets, one in the family room and one in the master bedroom on in October. We were assured at that time that the wiring would be done before drywall. Well, it was not done before drywall. My husband then contacted Warner and was asked to install outlet covers where we wanted the cable and they would wire it which he did by placing one on the wall against the outside of the family room and one in the master bedroom upstairs as noted on the pre-wire request (a stereo wire outlet was placed next to the fireplace). When Warner Cable did the pre-wire, they placed two (2) in the family room and none in the master bedroom. I called again to inform them that we had never requested two in the family room and that one was to go in the MBDR. I was once again assured that after the outside gutters were installed, they would run the wire along the gutters and into the MBDR. I inquired about how they would know when the gutters were up and was told that they would check periodically.

and the pre-wire work

Needless to say, they never did run the wire or pre-wire our MBDR. On December 12, I called and spoke with a Miss Roberts regarding the ongoing state of our cable wiring and asked when the MBDR would be wired and when we could start having cable at our new

and that the

Virgil Reed
Warner Cable
March 1, 1994
Page 2

location. Miss Roberts was very congenial and informed me that we should expect it in early January and that they would then wire the MBDR at the time of install at no charge since we had paid for a pre-wire.

During the first of January, a gentleman representing Warner Cable came to our home at 6:30 p.m. to solicit us for cable. We informed him that we were interested in cable (trusting that the wiring would be completed on install as instructed). This gentleman then signed us up and requested a deposit. I informed him at that time that I was not paying a deposit since Warner was currently holding a \$20 deposit of mine for the MBDR wiring which had not as yet been done (\$40 total for two outlets). This same person stopped by two more times during that week all at approximately 6:30 in the evening which is dinner time requesting that we pay the deposit and to ask questions regarding our requested service. He did inform me that there would be a \$27.50 charge for each outlet activated which I feel is totally inappropriate. Before the time that I can even watch cable, I will have paid \$40 for pre-wire for one outlet and \$55 for activating the outlets, and which wasn't even wired yet! I did inform him that I only wanted one outlet activated at this time. Then the following week, another salesperson from Warner came in the evening again asking if we were interested. Personally, I do not appreciate having my dinner time interrupted by salespeople for any service.

In a time where Commun.

business, Warner Cable has

On January 29, 1994, the contractors came to install and activate the cable in the family room utilizing the equipment we had brought from our past residence and he stated that he would use the old equipment. One of the contractors stated that he was not able to wire the MBDR due to time restraints, but assured us that he would return on the following day and asked that one of us be home. My husband and I did stay around the house the following day yet no one showed up to wire the MBDR (which did not surprise me by this time).

Recently, I received a notice (enclosed) from Warner stating that we need to return our equipment which is valued at \$325.00. The letter is not dated although it does state that we need to return the equipment within (5) days. If the equipment is not returned within ten (10) days, it states that we agree with your records (which means what - that I owe you \$325?!). I have also enclosed a copy of the paper left by the contractors who installed the service. I called your service department on Monday, 2/28, and spoke with Miss Roberts again. She stated that she would put a tracer on the equipment and we would be credited for this amount. I then asked her about the bedroom and the pre-wire which we paid for and was never done. She informed me that they could not pre-wire until we wanted the room activated even though we had paid for the pre-wire and if it had been done correctly to begin with it would have been installed at this time whether it was activated or not. She apologized and stated that she would note on our account that the install in the MBDR would

Virgil Reed
Warner Cable
March 1, 1994
Page 3

be free at the time we activated the room. At this point in the conversation and after almost five months of expecting a cable outlet in my MBDR, I requested a refund for the pre-wire in the bedroom. Miss Roberts stated that refunds are not given for services not performed. I then asked at the very least to have it in writing that Warner Cable was holding \$20 for a pre-wire that was to be done at that cost at the time of activation. She stated that she could not give it to me in writing (which makes it my word against yours and at this point I have no faith in Warner Cables' word) and put me on hold to consult with her supervisor. She did speak with her supervisor, Rene Whiteside, who would not give me a refund, but said that she would send me a "note" stating that the install would be free at the time of activation.

I have never in my life had to deal with so much incompetency, from the lack of knowledge on the part of the person answering the phone the first day I called, to wiring two outlets in the same room, to the contractor not returning the following day, and especially to Warner Cable for not refunding me the money which was paid in good faith by me for services which obviously Warner is not willing to perform. I have worked in the Administrative offices of a local hospital for many years and would never dream of treating patients and/or clients in this manner. If they had prepaid for services which we did not deliver, they most certainly would be refunded the money. In a time when Continuous Quality Improvement has been brought to the foreground of business, Warner Cable has managed to disregard customer satisfaction on all accounts. It is also quite evident that they do not subscribe to the belief that the "customer is always right." This lack of experience has not endeared me to Warner in the least and if another service is ever available, I will most certainly switch carriers. I am still contemplating cancelling services and cutting my losses now as opposed to any future dealings with your company.

Sincerely,

[REDACTED]

[REDACTED]

pc: Cable Commission

Blue ink
1:00 PM

within 30
on that you

Inc.

Date: 3-19-94

To: Mr. Virgil Reed

From: [REDACTED]

Re: Service interruptions

Dear Mr. Reed:

I have lived at this address for almost eight years now during which time I have been a continual customer of Warner Cable. I pay your invoice promptly each month and probably subscribe to more services than your average client. In return, you provide to me an inferior product. The signal to my home gets interrupted on a continual and ongoing basis. I don't count the occurrences, but I would guess it happens upward of 100 times per year.

I am a tennis fan. On both 3/18/94 & 3/19/94 your system stopped working in my area for extended periods of time during the tennis. It always seems to happen during some program that will never again be repeated.

Why is your system failing so often in my area ? Can you tell me exactly how many times we have been " down" in my location in the past 12 months ? I believe you keep these statistics. Your people talk about a new fibre optic cable coming. When will this be installed in my area and what kind of improvement can I expect ? What else can be done to improve this situation ?

Sincerely,

[REDACTED]

8 pages
March 93 - Feb 94.

Apolserv-fus

file
Campbell
3/29/94
pm

MAR 25 1994

1694 Collinspark Court
Cincinnati OH 45230

April 22, 1994

APR 25 1994

Mr. Virgil Reed
Warner Cable Communications, Inc.
11252 Cornell Park Drive
Cincinnati OH 45242-1812

*File
Completed
4/29/94*

Dear Mr. Reed:

My family and I had the distinct pleasure of moving into the Cincinnati area during the winter. We find the city and the surrounding communities a pleasant place to live, with the exception of the condition of the cable television services.

In years gone by, we have had services from Continental Cablevision (Ohio), Public Cable (Maine), and others. Every one has had its plusses and minuses, but we were not prepared for cable in a major area like Cincinnati to be so antiquated and costly. The days of converter boxes, wired remotes, and overpriced premiums are supposed to be past us.

Among our concerns are: 1) incredibly high installation costs (even when the home is already wired), 2) lack of support for cable-ready televisions and VCR's, 3) monthly charges for the required converter boxes, 4) limited availability of wireless remotes, 5) when wireless remotes are available, they are not full-featured (no volume, etc.), and 6) inconvenient access to some premium channels (Movie Channel and Cinemax). In addition, service interruptions are only fixed on a M-F, 8-5 schedule unless a whole area is down. All of these concerns have been met by other cable systems at about half of what Warner is costing us.

We have been told by service representatives of Warner that the system was being upgraded "soon". In conversations with other Cincinnati residents, apparently Warner has been saying this for years and no apparent progress is being made. Why not? Although new technology requires a material up-front investment, the operating costs would be a fraction of current levels. The return on your investment should be significant.

Mr. Virgil Reed, Warner Cable, page 2.

We would be interested in hearing what, if anything, Warner is doing to improve the dismal cable situation in Cincinnati. In the meantime, we will also be watching for developments in other delivery systems. Currently, the cost for three satellite systems to feed our television sets is only marginally more expensive per year than staying on Warner Cable (including purchase and maintenance costs). What incentive will there be to continue as a Warner Cable customer?

Thank you for your attention.

A large, irregular black redaction mark covering the signature area of the letter.A black redaction mark covering the name of the sender.

PSR/s

pm

MAR 30 1994

March 25, 1994

Mr. Virgil Reed
President
Warner Cable Communication, Inc.
11252 Cornell Park Drive
Cincinnati, OH 45242

h4
Unpled.
4/5/94
pm

Dear Mr. Reed:

RE: Acct. [REDACTED]

28.65
.71

Please find enclosed the following items:

- 1) Past due notice received 3/25/94.
- 2) Invoice (3/16/94) showing monthly chg. + an erroneous overdue payment of \$14.23.
- 3) A copy of the previous bill with several handwritten notes on it showing where I deducted the \$14.23 due to no cable service. I also included with this payment of 3/6/94, a note explaining why I made the deduction. Unfortunately, I did not keep a copy of that letter.

have been without any cable service since FEBRUARY 26, 1994. I called your service department on that day and the earliest I could get a service man to my house was Tuesday, March 1. He said that the problem was being caused by the outside wires and that he would take care of it on Wednesday, March 2. Well, that was not done and I was notified as to why it wasn't done. I called again on March 3, and was told by a McNulty that the area had to have all the outside lines repaired and it would take weeks. With this information, I deducted a daily rate from 2/26 through 3/12, which is the billing period portion of NO SERVICE. Since we are half way through the billing period covered by the 3/16 invoice, and I still DO NOT HAVE ANY SERVICE, I have no intention of paying any portion of the invoice until the cable service is restored. I have not even been able to watch the three network stations, even though I moved sets, etc. around per the instruction given to me by Mr. McNulty on my first phone call. We have since switched them again and added a "rabbit ear" antenna, but still can't get a decent picture.

I called again Saturday, 3/19, and was told I would hear from someone on Monday, 3/21. As far as I know, I did not hear from anyone. When I received this "PAST DUE NOTICE" on March 25, 3/25, I made another call on Saturday, 3/26. At that time, I spoke with a Ms. [REDACTED] who, after hearing my story in very disgusted and upset "tone of voice", stated that she was turning this over to her supervisor and I would hear from someone this week. From what I understood from our conversation, your records show that a service man fixed the problem on March 1. Obviously, there is a lack of communication at Warner Cable and something needs to be done about that.

I would appreciate hearing from you at your earliest convenience. If you can't get the cable restored, I would at least like to have someone do something about helping me to get the three network channels. As I stated previously, I have no intention of paying any more on this service until I receive some satisfaction.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Enclosures

cc: [REDACTED]

From

June 21, 1994

TO: Virgil Reed
President
Warner Cable - Cincinnati

RE: CCG Installations

*114
Cancelled
6/30/94
pr*

I recently contracted with your company to provide cable service to my current residence at [REDACTED]. To date, this has been an unsatisfactory arrangement. The cause of this dissatisfaction is your independent installation company, CCG, and your poor scheduling software.

My original installation was scheduled for 1:00-3:00 on 6/14/94. When the installer arrived at 5:00, he was scheduled to install three outlets with standard service plus a premium channel. After connecting the converter box to the existing wall outlet, the installer, citing hot weather and several additional jobs left on that day's schedule, said he could not complete the job and would have to re-schedule for Saturday morning, 6/18/94.

While acknowledging that the recent warm weather can make attic work for additional outlets uncomfortable, I find it difficult to believe that your installers can't work during normal seasonal weather variations for the Cincinnati area. My disbelief is compounded by the fact that all the usual building trades continue to work throughout the hottest of the summer months.

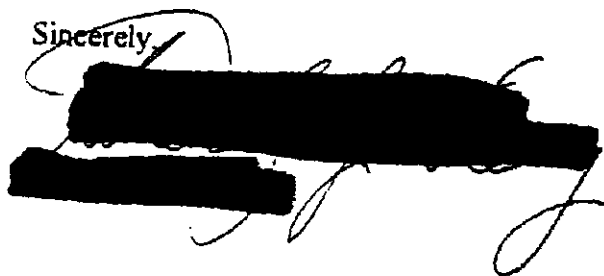
Had this been the extent of the poor service I received from you, I would not have brought this to your attention. However, the re-scheduled appointment was never kept. Chris, the CCG dispatcher, took it upon himself to re-schedule without closing the first job on your software. A subsequent conversation developed that your scheduling software does not allow double visits to be scheduled for one job. Instead of closing the first job with an incomplete status and no connection fee collected Chris evidently was just going to "remember" to send an installer out Saturday. Obviously, this did not happen. When I spoke with Chris and subsequently his supervisor, Dennis Russell, at 11:00 Saturday morning, both offered to remediate the problem. However, they refused my request to send an installer immediately countering that they could send someone first thing the following Saturday (I was not able to make any further weekday time available to wait on an installer).

I realize that you and your associates at Warner Cable strive to produce a quality product. I also realize that you do not exercise direct control over the installers to whom you subcontract work. In the minds of your customers though, the installer is Warner Cable. The first and probably only person the customer ever sees when they purchase your product is the installer. To leave the first impression Warner Cable gives its customers in the hands

cc: A. MOSS

of a firm that operates as disorganized as CCG appears to be is a tremendous disservice to all the employees at Warner who are striving to deliver quality in all your products and services. As the FCC moves to allow the local phone companies to compete with cable franchises, companies such as Warner will only be able to survive by providing service that adds value for the customer. I hope my experience will spur you to review the quality of service your installation sub-contractors, and by extension Warner Cable, provide so that you ensure it is a value adding process instead of the frustrating, value detracting process I have encountered.

Sincerely,

A large, solid black rectangular redaction box covers the signature and the name of the sender. The redaction is complete, obscuring all text in this area.

Per

file completed

Mr. Virgil Reed
Warner Cable
11252 Cornell Park Drive
Cincinnati, Ohio 45242

Enclosed please find a copy of a letter from an Amberley Village resident to the Mayor regarding their cable television service, which was received by our office recently. Bernie Boraten asked me to forward a copy of it to you for your information. Please feel free to call us with any questions you may have.

[REDACTED]

[REDACTED]

BEB
COPY

May 13, 1994

[REDACTED]

Dear Dick:

Recognizing there are more pressing issues facing the village, we hesitate bothering you with our cable TV problems. Unfortunately, however, as residents of Amberley, we are "locked" into Warner Cable and can't solve our own problems by changing to Warner's competition.

The other day our lawn service accidentally cut the cable leading to our house. They advised us they immediately reported the incident to Warner Cable and were advised it would be promptly repaired. After 24 hours had passed we called Warner and were advised by an operator, in a somewhat rude and abrasive manner, that if it hadn't been fixed it would be fixed in seven days. Moreover, she advised us that her records indicated that everything was working. At this time we do not know if or when, it will be fixed since their records indicate that the system is working.

In addition to this incident, several months ago we tried to arrange for the hook-up of a 3rd TV set. We encountered unbelievable difficulty in trying to establish a time for the installation. We finally agreed to the 1st thing on a Sunday morning which was to be sometime between 8-9:00 a.m. At approx. 8:45 a.m. on that Sunday their service person called to advise they wouldn't be able to make it. (We later learned that they schedule two first appointments and that we were not the first service call as we had anticipated.) When we finally were able to arrange for a service call (scheduled for an "afternoon" call) the service man arrived after 5:00 p.m. and advised it would be a difficult installation and suggested it was too late in the day to start. We have not rescheduled this particular installation at this time.

Again, I hate to bother you or the administration of the village, but we respectfully request the village seriously study other cable options for its residents.

Sincerely,

[REDACTED]

DEAR MR. REED,

ON THE REVERSE SIDE OF THIS LETTER IS A COPY OF THE INSTALLATION INVOICE I RECEIVED YESTERDAY, TUESDAY, JULY 26, 1994. AGAINST MY MOTHER'S WISHES, MY SISTER AND I DECIDED TO GET CABLE IN MY FATHER'S FAMILY ROOM. AFTER PERSUADING MY FATHER WITH ALL THE BENEFITS OF CABLE, HE AGREED TO HAVE IT INSTALLED. MY SISTER, WHO HAD SLOPPY AND POOR INSTALLATION DONE ON HER HOUSE WAS SUPPOSED TO WATCH YOUR EMPLOYEE. YOUR COMPANY INSTALLED A BULKY CONTROL BOX WITH A THICK (APPROXIMATELY) FIFTEEN FOOT CABLE CONNECTED TO A BOX THE SIZE OF A VCR. WE INFORMED THE INSTALLATION MAN THAT WE WANTED THE WIRELESS REMOTE WITH THE SMALL BOX LIKE MY SISTER HAD AT HER HOUSE. WE WERE INFORMED SINCE WE DID NOT ORDER A PREMIUM CHANNEL, THIS WAS WHAT WE HAD TO RECEIVE. I HAD MY SISTER CALL THE COMPANY AND SHE WAS TOLD THIS AGAIN. PLUS BECAUSE YOUR COMPANY HAD A EQUIPMENT SHORTAGE THIS IS WHAT YOU WERE ISSUING IF A PREMIUM CHANNEL WAS NOT ORDERED. MY FATHER DOESN'T KNOW THE BENEFITS OF THE PREMIUM CHANNELS BECAUSE THEY WERE SO AGAINST CABLE. MY QUESTION IS, IF YOU SPEND MORE MONEY YOU GET BETTER OR UP TO DATE EQUIPMENT??? THIS SEEMS LIKE VERY DISCRIMINATORY BEHAVIOR. MY FATHER INFORMED ME THAT BECAUSE HE WAS A SENIOR CITIZEN THAT YOUR COMPANY ADVERTISED FREE INSTALLATION, BUT BECAUSE THIS WAS A BELATED BIRTHDAY AND FATHER'S DAY GIFT, WE IGNORED THIS FACT. MY FATHER IS SIXTY-EIGHT YEARS OLD AND MY MOTHER IS SIXTY-SEVEN. WHO IS LIABLE WHEN ONE OF THEM TRIPS OVER YOUR BULKY CORD? WHEN I INFORMED MY FATHER OF THE SITUATION, HE STATED THAT HE HAD REMOTES FOR EVERYTHING WHY WOULD HE WANT SOMETHING THAT HE COULD TRIP OVER. HE SAID THAT HE WOULD TELL THEM TO TAKE THE CABLE OUT. I ASKED HIM TO WAIT UNTIL I WROTE THIS LETTER. THE LAST COMPLAINT IS YOUR INSTALLATION MAN CHIP THE BRICK ON THE HOUSE. I SPOKE WITH MY SISTER THIS MORNING ASKING HAD WE HAD ANY FEEDBACK FROM MY MOTHER. SHE DIDN'T WANT CABLE BECAUSE SHE DIDN'T WANT THEM DAMAGING HER HOUSE. MY SISTER INFORMED ME THERE IS A CHIP IN THE HOUSE AS BIG AS A FIST, ABOUT AN INCH DEEP. I AM PAYING FOR THIS AND FLEW BACK TO CALIFORNIA BEFORE I WAS ABLE TO INSPECT THE JOB. MY SISTER SAW THE CHIP AFTER I HAD LEFT. INSTEAD OF TELLING US HE CHIPPED THE BRICK YOUR MAN SAID NOTHING. I COULD HAVE CEMENTED OR GLUED IT BACK IF IT WAS A SOLID PIECE AS MY SISTER THINKS. AT THIS TIME MY MOTHER DOES NOT KNOW ABOUT THE DAMAGE TO THE HOUSE. I WANT AND WISH FOR THE PROPER REMOTE AND BOX TO BE INSTALLED FOR MY FATHER, AND I WANT THE DAMAGE TO THE HOUSE FIXED. YOUR CONTACT PERSON IS,

[REDACTED]

PLEASE GET BACK TO ME ON YOUR DECISION, MY NAME IS

[REDACTED]

OUR COOPERATION WOULD BE GREATLY APPRECIATED.

THANK YOU

[REDACTED]

August 29, 1994

*RWM/P
What was the problem?
Why wasn't Dick Wign or this?*

AUG 31 1994

Mr. Virgil Reed, President
Warner Cable
11252 Cornell Park Dr.
Cincinnati, OH 45242

Dear Mr. Reed:

I wish to inform you why we decided to cease being a customer of Warner Cable and why we closed our account with you. (Account number [REDACTED])

Last May 30th, the cable buried under our lawn was cut by accident. We reported the problem to your service department who subsequently sent out a repairman. The repairman said the cable had to be replaced from the box out front. This would require a work order to install the cable and bury it. After making an appointment for a specific day and time, the cable crew never showed up. I called your customer service and another appointment was made. Once again, the cable crew never showed. This went on for another four appointments. The cable crew did not have the courtesy to even call and say they could not make the appointment. It took until August 10th before the cable crew finally showed and replaced the cable- over 10 weeks!

My wife and I were so fed-up with the service we received that we decided to cancel Warner Cable completely. We have since done so and have returned your equipment. Your service department was very sympathetic but it appeared that their hands were tied in trying to get the cable crew out on the repair.

As a sales executive for my company, I know how damaging it is for business when a good customer ceases to be a good customer. In the case of Warner Cable, you lost a good customer that paid their bill each month on time. Does that make good business sense for Warner Cable? Your comments would be appreciated.

Sincerely,

[REDACTED]

December 5, 1994

DEC 9 1994

Mr. Virgil Reed
General Manager
Warner Cable Co.
11252 Cornell Park Dr.
Cincinnati OH 45242

DEC 16 1994
DATE RECEIVED

Dear Mr. Reed:

The purpose of my letter is express displeasure concerning my experience with your Company.

We recently moved into the new [redacted] complex located in [redacted]. Our previous cable provider was Green Township Metrovision and our services were excellent. Friends and associates warned me that I now would have to deal with Warner Cable and to be prepared for problems. They characterized your Company as one of the worst in the business. I've learned how accurate their assessment was!

The general contractor has advised me that all of the buildings are completely wired and prepared for cable installation. All that remains is the final connection to the main line at the street. This last step needs to be done by your employees and I've been told it isn't much of a job. I also learned that the interior wiring within the complex was handled by installers other than Warner employees because of previous poor experience with your workers. It seems apparent your Company has quite a reputation.

Since moving into our unit the week of October 25 1994 my wife and I have had a number of conversations with your office in an attempt to pinpoint when someone will make the final connection so that cable service will be available. The most recent conversation was with Ms. Lisa Green on 12/2/94 who seems to think it will be sometime around the first of the year. In this day and age I'd like to think a Company with some elementary form of organization could do better! Is it really that difficult for you to identify a job that needs to be completed and to arrange for a date for it to be finished?

Hasn't anyone in your Company been exposed to performance deadlines?

I have another concern over my experience with your Company. During one of my preliminary conversations with a salesperson I was told that I could not have a desirable remote control device unless I was willing to contract for "premium channel" service. The salesperson said the devices were in short supply and that they were being reserved for customers who opted for the most expensive services only. I don't care for that sort of intimidation and I suspect your position is in violation of fair business practices.

I wish there was a way for Colerain Township residents to receive fair treatment and respect. Your Company enjoys a monopoly and the general public is paying the price for it. Apparently the Colerain Township Trustees felt that granting an exclusive license to Warner was the best choice. It's obvious in my estimation that they made a bad decision.

My experience so far with Warner Cable has been terrible! I view myself as a customer waiting at the door to do business and prepared to pay for it. In response I'm greeted with uninformed, dis-interested Company representatives who do not seem to care. If this attitude persists I'll do whatever I can to change things including voting for Trustees who may want to exercise more responsible control over someone they hired.

Your Company is doing a poor job and I would be interested in knowing if you care to do something about it?

Sincerely,

A large, solid black rectangular redaction mark covers the signature area.

CC: Colerain Township Trustees; Patricia Clancy President, Keith Miller Vice President, & Joseph Wolterman

CC: Cincinnati Enquirer

December 28, 1993

JAN - 3 1994

Mr. Virgil Reed
Warner Cable Company
11252 Cornell Park Dr.
Cincinnati, Oh. 45242

*File
Completed
1/4/94*

DATE RECEIVED

JAN 03 1994

Dear Mr. Reed,

I have just had my third service call in as many weeks to replace defective equipment for my cable service. I requested that the charges for everything except basic service be removed from my bill for the entire month, not just for the days the remote control and pay stations were out of service. I think this request is quite reasonable in light of the inconvenience your service has caused me. I was told by the supervisor that he was not authorized to do that. I am writing to you to express my dissatisfaction with this answer and with your company's service in general.

I have had to put up with the inconvenience of five service calls since your equipment was installed last January; three of those calls have been since December 12. All of them were because your archaic equipment failed. Each of those times I have either had to take time off work or find someone else to handle my responsibilities so that I can be at home for the service calls. I think having to make these arrangements five times in less than one year is excessive and unreasonable, especially considering the prices you charge for your below-standard cable service. I have lived in other parts of the country, and your rates are higher and services lower than anywhere else I have lived.

Having all of the premium services handled through your ancient cable box and needing two input cable lines even for basic service is both well below state of the art of cable service and very inconvenient for your customers: I am unable to program my VCR to record a sequence of programs on more than one station because the signal must pass through either of two cable wires and an A/B switch if there is no box, and if I use the box to receive the signal, I can only record one station at a time because the box is not programmable to change stations at specified times. Nor can I use my VCR to record one station while I watch another. Many Americans, including myself, have spent a lot of money on VCRs in order to have these capabilities (which we can have with modern, up-to-date cable service) but for the customers of Warner Cable, this technology is wasted. On top of that, your equipment breaks down regularly, and we have to make arrangements to be home for service calls when we would otherwise be elsewhere.

I am very dissatisfied with Warner Cable and if it were not for my great liking for cable stations like A&E, Discovery, and The Learning Channel (which, incidentally, has been available in other areas of the country for years), I would not subscribe to your service at all. Since I have no choice in cable service, I want the charges for everything other than basic cable service removed from my bill for the next service period.

cc: FCC - Ohio, Farmington Hills, Mich.

12/83

MAR 14 1994

3/9/94

VIRGIL M. REED, PRESIDENT
WARNER CABLE OF GREATER CINCINNATI.
11252 CORNWELL PARK DR
CINCINNATI, OHIO 45242.

file completed 3/16/94
jmc

Ad issued 14.95 install
23.70 1 month free.

RE: SUBSCRIBER NUMBER [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

DEAR MR REED,

I'M SORRY I HAD TO WRITE TO YOU, BUT I
TRIED TO GIVE YOUR SUBORDINATES THE OPPORTUNITY
TO CORRECT MY PROBLEM. NEEDLESS TO SAY, THEY
HAVE NOT. IN FACT, I BELIEVE YOUR STAFF
HAD HOPED I WOULD SIMPLY FORGET ABOUT IT.

AS AN UPPER LEVEL MANAGER OF A LARGE
CINCINNATI BASED COMPANY, I RECEIVE AN
OCCASIONAL COMPLAINT. WHEN I GET A LETTER
OR A CALL FROM A DISSATISFIED CUSTOMER, HOWEVER
I KNOW MY PEOPLE HAVE ALREADY DONE ALL
THEY COULD TO SATISFY THE CUSTOMER - WITHIN
REASON. YOUR PEOPLE HAVE NOT SO MUCH AS
TRIED, AND I DON'T THINK I AM BEING
UNREASONABLE. YOU TELL ME.

MY WIFE AND I PURCHASED A NEW HOME IN
LOVELAND. WE CLOSED ON MARCH 1, BUT WERE
ALLOWED TO GET INTO THE HOME TO ARRANGE
FOR CABLE INSTALLATION PRIOR TO THAT. THEREFORE,
I CALLED WARNER CABLE AND MADE AN
APPOINTMENT FOR FEBRUARY 21, FROM 8-11 AM.
SINCE THIS WAS A NEWLY CONSTRUCTED HOME
AND WE HAD NO PHONE, I EXPLAINED TO THE
GIRL THAT I WOULD BE THERE, SO NOT CALL,
JUST COME OUT. I WAITED FOR 3 HOURS AND
NOBODY SHOWED UP. ALSO, WE HAD NO FURNITURE
IN THE HOUSE, SO AFTER DRIVING 24 MILES
FROM NORTHBATE, I STOOD LOOKING OUT THE
WINDOW. BACK AT MY OFFICE, I CALLED THE
CUSTOMER SERVICE DEPARTMENT AND WAS TOLD
THAT THE INSTALLER DID NOT COME OUT
BECAUSE HE DID NOT GET AN ANSWER WHEN
HE CALLED. SO MUCH FOR COMMUNICATION.

I RESCHEDULED FOR MARCH 3RD, FROM 3:30-6 PM
WHEN BY 6 PM NOBODY HAD SHOWN, OR
CALLED SINCE WE HAD NOW MOVED, I CALLED
THE 247-3010 NUMBER AND SPOKE TO A
VERY APOLOGETIC MR HENSLEY, WHO TOLD ME
HE WOULD GET SOMEONE OUT RIGHT AWAY.
I HAD TO PICK UP MY SON AT BASKETBALL
PRACTICE IN GROESBECK AT 7 PM, SO I
OBTAINED A PHONE CALL FROM A SUPERVISOR 2

THE NEXT DAY, MR. HENSLEY ASSURED ME
DON CRAWFORD WOULD CALL ON FRIDAY MARCH
4TH AFTER 1 PM. NO CALL.

LATER THAT AFTERNOON I CALLED THE CUSTOMER
SERVICE DEPARTMENT. MR. CRAWFORD WAS NOT
AVAILABLE BUT A VERY HELPFUL AND CONCERNED
LADY BY NAME OF MS. HOCKETT CHECKED
MY RECORD AND MENTIONED SOMEONE DROVE
BY AT 4:55 PM ON THURSDAY BUT FOUND
NOBODY HOME. MY CAR WAS IN THE
DRIVEWAY AND I WAS IN MY OFFICE
AT THE FRONT OF THE HOUSE LOOKING OUT
THE WINDOW FROM 3:30 - 6 PM. NO ONE
DROVE BY. MS. HOCKETT SCHEDULED ANOTHER
APPOINTMENT FOR SATURDAY MARCH 5 BETWEEN
11:30 AM - 1:30 PM.

THE INSTALLER ARRIVED AT 9:25 AND DID
A FINE JOB. HE LEFT AN INVOICE IN
THE AMOUNT OF \$62.48 WHICH I ASSUME
WILL BE ADDED TO MY BILL.

I HAVE BEEN A LOYAL CUSTOMER AND I PAY
MY BILLS ON TIME. I WASTED 5 1/2 HOURS
OF MY TIME HOLDING UP MY END OF
THE DEAL FOR TWO APPOINTMENTS IN WHICH
WARNER CABLE DID NOT SHOW UP. THEREFORE 3

I ASK THAT YOU WAIVE THIS INSTALLATION
CHARGE AND I WILL BE AGREEABLE TO
CALL IT EVEN. I AWAIT YOUR RESPONSE

VERY TRULY YOURS

[REDACTED]
[REDACTED]
[REDACTED]

cc SITT: Pan
The bar has been
raised.

FEB 15 1995

February 12, 1995

Virgil Reed
President
Warner Cable
11252 Cornell Park Drive
Cincinnati, Ohio 45242

file
complete
2/27/95

Dear Mr. Reed:

I am writing to respond to the advertisement you placed in Sunday's newspaper regarding a service guarantee. Unfortunately, I do not think that your guarantee shows a strong emphasis on customer service. Let me explain my position.

Item # 3 says you will begin working on my problem by the end of the next day. Why don't you start working on it immediately? Or within one hour? Why do I have to wait up to 24 hours to have you start working on my problem? This is customer service? How would you like it if your furnace repair company said, when you called about a problem in January, "we'll think about coming over tomorrow night?"

Item # 6 says that I get a credit for any outage over 24 hours. Why not a credit for any outage over 1 hour? Or over 4 hours? Why do I need to be inconvenienced for 24 hours before I get a credit?

I do not think your customer service is anything to brag about. When customers buy from a service company, they expect service, not guarantees that you'll start working on a problem by the end of day tomorrow.

I think this is the reason that things like digital satellite is becoming so popular.

Please pay attention to your customers, and provide real customer service.

Sincerely,

[Redacted signature]

1-9-86

Mr. V. Reid,
President,
Warner Cable Communications Inc,
11252 Cornell Park,
Cincinnati, Ohio 45242

Dear Mr. Reid,

I wish to lodge a complaint.

In October of last year, I decided to cancel my Warner Cable service. Accordingly, I notified Warner, and was told to return the hardware (controls / converters) to my local SuperAmerica store. This I did, on October 27th 1984.

This morning my wife called Warner with respect to reconnecting the service. The response she received was (to paraphrase) that there was no possibility of reconnecting us, since Warner's records show that we have not returned the hardware. Further, she was told that Warner has turned the matter over to a debt collection agency! Of course, this was a complete surprise to us, since we certainly had returned the hardware, and since we had not received any correspondence from Warner for several months to alert us to what they perceived to be a problem. She was told that, in order to clear the matter up, she would need to send a copy of the SuperAmerica receipt to Warner. When she asked "What if we can't find the receipt?", she was told that "Well, you have to prove that you returned the hardware".

I was so affronted by what I consider to be an affront to my personal integrity, that I this morning reorganized my business commitments and returned home, in order to find the SuperAmerica receipt. I did find it, and attach a copy for your information. I then called Warner Cable again, at 0915, to inform them as to this. At this time, I was told that Warner's records do not show us to be delinquent in returning the hardware! The only open issue appeared to be that we owe you 55 cents. (Again, a surprise to me, since Warner has not contacted us requesting payment of this pittance.) I immediately wrote a check for this amount; it is in the mail to you now.

I am dismayed at the shoddy way in which Warner has behaved. This whole scenario is indicative of an incompetent workforce.

I simply do not understand how, within the space of one hour, I can be told first that I have a debt collection agency on my tail, and later be told that apparently everything is OK.

I do not appreciate being threatened that my name will be given to a debt collection agency, without at least being given a chance to prove my innocence.

I do not appreciate being threatened with a debt collection agency, when there are no grounds for such action.

I find the approach "Well, you have to prove that you returned the hardware" totally unacceptable. An acceptable response from Warner would have been "Tell us where and when you returned the hardware; we (Warner) will go back to SuperAmerica, who act as our (Warner's) agents and find out where we (Warner) or they (SuperAmerica) have erred."

I seek the following resolution:

1. I would appreciate a call from you to let me know that you understand the nature of my complaint, and that it will be dealt with expeditiously.
2. I would like a written acknowledgement from Warner that I owe you nothing, and that the debt collection agency has notified accordingly.
3. I would like you to inform me as to the name, address, and phone number of the debt collection agency that you use, so I can call them and be sure that my name or credit-worthiness are not undeservedly slurred.

From an internal Warner viewpoint, I recommend that you investigate how this situation arose, and prevent reoccurrence. I would not like for this same fiasco to be inflicted on a less able, or more litigious member of your clientele

I would appreciate your contacting me via my business phone or fax numbers:

[REDACTED]

Yours faithfully,

[REDACTED]

[REDACTED]

1/3



CONTACT MEMO

Name [REDACTED] Ext.

Route To Virgil Reed

Date 1/8/95

Ref:

Serviceability Data ☐

Data Base Information ☐

Installation Complaint ☐

Other ☐

*File cancelled
1/24/95*

Acct. No. [REDACTED]

Home Phone [REDACTED]

Name [REDACTED]

Business Phone [REDACTED]

Address [REDACTED]

Franchise Name

Date of Install

Dwelling Type

Contractor

(Please note if not in data base)

Do neighbors have service? ☐ Yes

☐ No

Nature: Sub Sts is a member of Henderson City Council. Sts "Voted"
for renewal of Cable in his area." Sts worst mistake he ever
made. Cld today cannot get PPV (We are having reversal
problem in his area) Sts "Never" has been able to get PPV
Everytime he tries, it is not there. Then calls us, we tell him
an area problem. (Wanted me to see Virgil Reed's this memo)

Research: every, very irate (A side total fail)

apologized for all this but said he didn't
want to hear it! Would not schedule...

Results: [REDACTED]

25.59 Adj

155 uel

Signature of Resolver Date

Map No.

Logged at Technical Operations

Date

Pole No.

To Contractor Coordinator

Date

Returned Contractor Coordinator

Date

Technical Operator Cleared

Date

(DO NOT FORGET TO LOG COMMENT ON SCREEN)

[REDACTED]

John Porter
President of Warner Cable
1266 Dublin Rd.
Columbus, Ohio 43215

1-19
Original to Mark
Will follow up & response
Please copy 7 Portu on
response Thanks,
Carolyn

Mr. Porter:

I am a former [REDACTED] I moved to my present address in December 1994. Before moving, I talked to one of your sales representatives and was told that I would not have cable lines in my area until mid January. During the first week of January, a different sales representative came to my house to inform me that cable lines had been installed and that I could schedule hook up. I was informed later that no lines had been installed in my area and that it was a ploy between representatives for commission. I was upset and cancelled my hook up.

I spoke with Jim, who is in charge of cable lines and hook up for new home buyers and had no success. I then tried to contact you by phone. I do not wish to use your service until my concerns are addressed. I am asking for the \$.99 cents special as I was informed and I would like to discuss your cost in relation to my cable needs.

Thank You
[REDACTED]

P.S.
[REDACTED]

1/15

Carolyn

I spoke with customer and asked problem. It will be installed on 1/26. Mark



City of Columbus
Mayor Gregory S. Bashuk

Department of Administrative Services

Maureen A. Conley, Director

CABLE FRANCHISE AUTHORITY/TELECOMMUNICATIONS DIVISION

90 WEST BROAD STREET, ROOM 315
COLUMBUS, OHIO 43215-9006
(614) 645-5928

Thank you for contacting the City of Columbus with your cable concerns. It is very important that we understand your cable service in order to expedite and resolve your cable problem(s). Please complete the following information as thoroughly as possible. Please include copies of billing, if needed.

NAME: [REDACTED]	
ADDRESS: [REDACTED]	
CITY, STATE, ZIP [REDACTED]	
PHONE NUMBERS:	(H) [REDACTED] (W) CAN'T BE REACHED

CABLE STATION, PROGRAM OR COMPANY

ACTV-21	COAXIAL	EDUCABLE	GTC-5	<u>WARNER</u>	OTHER
---------	---------	----------	-------	---------------	-------

Have you contacted your cable company regarding your concerns? yes X no

Do you, the subscriber, authorize your cable company to release information regarding your account to the City of Columbus?

[REDACTED]

2/27/95
Date

Please describe your concerns below.

I AM GETTING C.B. INTERFERENCE IN MY CABLE. I'M ALSO GETTING IT THROUGH MY VCR, PHONE, & STEREO. I'M NOT THE ONLY ONE ON OUR BLOCK. I'VE SENT A PETITION TO THE F.C.C. IN FARMINGTON HILLS, MI. THAT 6 NEIGHBORS HAVE SIGNED. WARNER CABLE CAME OUT TO CHECK MY CONNECTION ON 2/25/95. TECH #316. FILED PAPERS STATING ALL CONNECTIONS WERE FINE. THERE WAS NO INTERFERENCE AT THE TIME HE WAS HERE, THE PEOPLE WERE NOT HOME WHO HAS THE C.B. THEY CAME HOME LATER I WAS TRYING TO WATCH A MOVIE IN MY VCR I WAS GETTING IT THROUGH THE MOV

BELEIVE THIS IS A BIG CITY & I DON'T
STAND & WHY WE CAN'T GET ANYTHING
ABOUT THIS.

44-28-205

April 24, 1995

4-26 Original to M. Psigoda for
follow up and response. Please
copy T. O'Connell on response.

Terry O'Connell
Warner Cable Communications
1266 Dublin Rd.
Columbus, OH 43212

Thank you,
Carolyn

Dear Mr. O'Connell:

I am writing to express my dismay at an *additional* increase in rates. My total bill from Warner Cable has now gone from 23.97 (billed in December) to 24.27 (billed January through March) to 25.08 (current billing), nearly a 5% increase, with no change in service requested by me. I know inflation isn't running that high! This represents an annual increase of nearly 14%. I can only assume I am subsidizing Time-Warner's debt payments and ventures into telephone.

Yes, you did add new channels. But this is a false argument that your organization would do well to stop putting forth. If you have the technological ability to allow me to selectively choose an individual channel - the Discovery channel, which has gone up over 22% - you certainly have the technological ability to allow me to choose CNN from standard service. Thereby, allowing me to pay for what I want and not these "additional" channels.

This would have the added benefit of not subsidizing Pat Robertson's empire. This possibly incenses me more than the increase. Mr. Robertson's "news" puts forth a divisiveness that does the nation a tremendous disservice. Further, his anti-Semitic beliefs expressed in his latest collection of writings means every standard service payment I send to Warner furthers views that I could not more strongly oppose.

Of course, I could drop standard service and lose CNN. Better yet, if your organization fears the lost revenue from moving CNN to a selective status, move Pat Robertson's channel to a designation similar to Discovery. Therefore, those who are interested in supporting his views can do so explicitly and not implicitly. This is certainly within Warner's current capability, and in my view, you'll win a customer for life when the competition arrives.

Sincerely,

[Redacted signature]

[Redacted footer]

January 28, 1995

WARNER CABLE

1266 Dublin Road

Columbus, Ohio 43215

Attn: General Manager

I live one (1) electric pole span from your service line and for at least five years I have asked you to run service to me. Warner Cable constantly refused unless I paid you \$500.00 dollars for the hook-up.

Needless to say I wasn't very happy with the situation or with Warner Cable. However, a month ago I purchased an 18 inch RCA Direct Satellite Dish and would like to take this opportunity to thank you profusely.

Had you given me Warner service, in all probability I too would have been saddled with your inferior picture and rising costs that my friends have.

Again, many thanks.

Sincerely,

A large, solid black rectangular redaction box covering the signature and name of the sender.

cc: The Northwest News
The Columbus Dispatch

cc's 1-31-95: C. Attiken
S. Bertsch
M. J. Green
R. Hall
R. Milby
M. Psigoda
J. Walser

Joe All yours -
Rich

Colin

7-19-94

Dear Mr. Munro:

It seems to me that if we intend, as a society, to be globally competitive in almost anything, we have no other choice but to embrace technology. It follows, to me at least, that industries such as yours which have access to our homes through fiber optics and coaxial cable have a societal responsibility to make your services as attractive and easy to use as possible, so as to intimidate or alienate no one.

Yet, in my community, your Warner subsidiary arbitrarily intends to impose its technology on us and render our own useless, stranding tens of thousands of dollars of personal investment. I have attempted to reason with your officers and representatives to no avail. They have already convinced their customers in [redacted] that they are corporate bullies with no regard for customer needs or preferences. Regarding the fact that Bellco residents are affluent, extremely well-

page 2

educated, and extraordinarily well-informed, Warner representatives greeted them with arrogance, condescension, and blatant misrepresentation of the law and facts.

As an attorney with numerous years experience with regulated industries and technologies (such as telecommunications technologies), I am both frustrated by and disappointed in what Warner Cable is doing in my community and my neighborhood in the name of short-term earnings and competition. It occurs to me that, if and when we have true competition in video, information, and dial tone services, customers will choose, not only lowest price, but those who have treated them the best.

Warner Cable's planned technological intrusion deserves immediate rejection. A review of cable saturation statistics in our area (lower than average for metropolitan areas) indicates the need for review of service offerings. Even advocates of the industry, attorneys

June 24, 1994

Mr. John Porter:

*Handy
for follow up & response.
Please copy J. Porter
Thanks - Carolyn*

It has been a full year since I first started having trouble with my cable, and I thought you deserved an update before I proceeded to take another avenue. By now, you have probably forgotten about the incident, so I will refresh your memory.

I first noticed interference on my television approximately 13 months ago, as I stated above. I decided to pass it off as water in a connection, due to a storm. However, the picture continued to deteriorate with time. Soon, not only did I have multiple lines, but the whole picture would jump and roll too. I bypassed the converter, but still had interference.

Convinced there was a bad connection (since the problem was intermittent), I called for a technician. When he arrived two working days later, he did not even look at the problem. In fact, he never set foot inside my home. I was told the interference was related to grounding. I found his diagnosis rather strange, since my cable had been working well for years. My house wiring was the same as it was before, and none of the homes in my area had recently been modified. I asked for permission to monitor the cable ground with an oscilloscope and a meter. The cable service technician thought this would be a good idea, and asked me to call in the results.

After checking my home, I discovered that my wiring only had a hot and neutral, but then again, the converter plug was only a two-prong type. Since I found a rather high ac component on the neutral, I decided to route a new ground from the wall plug, back to the circuit breaker box. This action eliminated the undesired ac signal but did not change the problem with the cable. Once again, I called for a technician.

To Warner Cable's credit, a technician was on site within 15 minutes. He saw the interference, and said it was grounding. He changed a connection in my basement, and declared the problem solved. Right before he left, the interference came back! The technician went up the pole, and looked at the connections. He tightened some outside connectors, and declared the problem solved (again). Sure enough, by noon the next day, the problem started back up. I talked to the service supervisor, and he said that my house needed a grounding rod. He tried to blame the problem on my neighbors, saying that maybe they had purchased something that caused interference.

Following Article 250 of the National Electrical Code, I purchased and installed an 8 foot, solid copper grounding rod. Once again, this was a waste of money! Warner Cable even installed a system ground, and it made no difference.

I dropped all of the premium channels, since it was unlikely I would ever get to see them anyway. Rhonda Milby told me that as far as she was concerned, the problem was my house, not Warner Cable. I could either live with it, or turn it off. Yes, she put it that bluntly.

As I said before, I have tolerated the problem for over a year. It is so bad now that there has not been a single day of clear reception for a very long time. I decided it was time to prove beyond a doubt just where the problem is, so here is what I did.

Since I was told the problem was my house, I bought a battery operated television and waited for the cable to act up again (I did not have to wait long). Then I went outside, disconnected the cable where it enters the house, and reconnected it to the portable television. As expected, the problem was still there. Then I took a scanner and monitored the CB frequencies for strong signals. None were detected. I even took a shortwave radio and scanned for unusual transmissions. None were found. As a final test, I took an AM radio and set it to the lowest frequency (sometimes, high potential ac can cause an AM radio to detect interference). Nothing out of the ordinary was found.

I have eliminated the house wiring, and bypassed the potential for ground feedback. The house is no longer in the loop at all, but the signal is just as bad as ever. I have spent considerable time and money on the problem, all because Warner Cable will not accept the fact that the signal itself is bad. I don't watch much television, but I would like to be able to see a show when I have time. After all, your company is charging me for a service. I have been paying for over a year for junk, but now I am taking steps to settle the problem.

Mr. Porter, as I told you before, am the owner of a multi-million dollar international engineering company. If you doubt me, check with [REDACTED]. Many major corporations consider me to be a leading expert with fiber optics, microprocessors, and data communications. Because of my training and experience, I understand just how complex fixing a problem such as this can be. But it has been my time and equipment, for the most part. I am tired of spending money for remedies that do not work, simply to satisfy your technicians. My time is valuable, and companies pay rather obscene amounts just to get my input. I am losing money because of the time I spend waiting for the technician, or working on the cable. How can Warner Cable justify a claim that the problem is my house, especially when the house has been completely isolated from the loop, and the cable had worked well for years prior to the problem?

I am starting with you, because you need to know what is going on. It would not be proper for me to file complaints or charges with other authorities unless you have been given notice and a chance to resolve the problem first. Please follow up on this matter. My daytime telephone number is: [REDACTED]

Sincerely:

[REDACTED]

November 21, 1994

Warner Cable
1266 Dublin Road
Columbus, OH 43216-2553

Attention: Customer Service Manager

Re: Account Number [REDACTED]

Gentlemen:

When I recently returned from a business trip, one of my converter boxes displayed E2. When I tried to change the channels, etc., nothing would work. The following day I called the customer service number and they attempted to somehow solve the problem from your office, however, it did not help and because I wasn't there, I did not know this until I returned home that evening. Once I returned home at approximately 9:30 p.m. I called the customer service number, and they advised me because they were unable to solve the problem from your office that I had the choice of either scheduling a service call or bringing the converter in for an exchange.

In both of these situations your customer service operator was extremely helpful and very pleasant and made me feel that they really cared about solving my problem.

Because I did not feel it was necessary to schedule a service call, and as I did not want to wait that long, I asked a friend to please stop by your offices and exchange the converter box on my behalf.

On Saturday, November 12 at approximately 2:00 p.m. my friend stopped by your offices simply to exchange the malfunctioning converter box. What occurred at that time is the purpose of this letter:

- My friend had to wait several minutes while the service agent was obviously on a telephone call of a personal nature. Once the call was completed and my friend explained the purpose of the visit, Angie, your customer service agent at the front desk, curtly replied that someone had damaged the box and questioned my friend as to whether the box had been tampered with or in any way dropped or disturbed.
- During the entire conversation your customer service agent, Angie, had both candy and cookies and was eating during the conversation.
- My friend explained that she was only exchanging the box on my behalf, and if there were any questions, someone from Warner Cable should simply contact me. After several more minutes of waiting, Angie, your customer service agent, brought out a replacement box, and as my friend was leaving Angie replied "if the box brought in showed it had been damaged because of something someone had done, they would be in touch." I am assuming "they" means Warner Cable.

It is difficult for me to understand why a public service company such as yours would have someone of this caliber working face to face with the general public. Secondly, I can assure you that there was no damage to your converter box and would like for someone in your organization to advise me that they found no damage due to customer misuse as alleged by your customer service agent Angie.

It was several days before I was able to reconnect the converter box at which time I found that I did not receive the channels for which I subscribe. I again called your customer department, and after several tries, your representative was unable to connect the proper channels from your offices. She did, however, asked if I would please verify the serial number on the newly installed converter box. Once I gave her the numbers at the bottom of the converter, she stated that someone had listed the serial number on your Return Equipment Receipt form incorrectly, and that was the reason she was unable to make a proper connection. Once she had the correct serial number, she was able to activate the channels I subscribe to. Once again, your agent Angie had not performed at adequate levels.

Warner Cable
November 21, 1994
Page 3

I sincerely hope that this letter is taken in the proper light, and that you understand that overall I have been extremely pleased with the service I have received from your telephone operators in customer service, and extremely disappointed in Angie's performance and therefore must hold Warner Cable responsible for the poor level of face to face customer service received.

Sincerely,

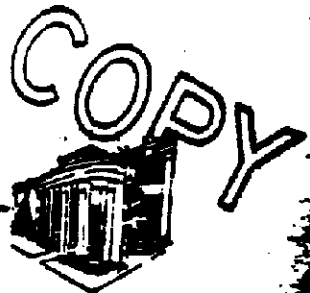
[REDACTED]

[REDACTED]
[REDACTED]

Customer Saved

going out on

Friday 9/15
6:00 - 7:00 PM



September 9, 1994

Warner Cable
1266 Dublin Road
Columbus, Ohio 43215
Attn: Customer Service

*Original to Rhonda M.
for followup + response
9-12 Please copy J. Forti
response. Thanks
Carolyn*

Dear Sir or Madam:

On September 8, 1994, my wife and I requested that our Warner Cable subscription be canceled. I am writing to express my disappointment with Warner Cable which led to this cancellation.

We have been subscribers of Warner Cable for two years, and we have timely paid our account during that time.

We recently made a change in our home and it was necessary for us to change the cable outlet locations. However, we have been unsuccessful in our attempts to arrange a time for Warner Cable to perform this service.

We first tried to arrange a service visit on a weekday evening. Your representative told us that a service visit could occur between the hours of 5:00 p.m. and 7:00 p.m. We requested that the service visit occur sometime between 6:00 p.m. and 7:00 p.m. (My wife and I are both attorneys and it is virtually impossible for either of us to leave work at 4:30 p.m. to be at home by 5:00 p.m.) Warner Cable refused our request.

We also tried to arrange a service visit on Saturday, September 10, 1994. However, because of prior obligations we could only be available from 8:00 a.m. to 10:00 a.m. Your representative refused to accommodate this request and told us that a service visit could occur between 8:00 a.m. and 11:00 a.m. Your representative could be no more specific about the time frame.

We understand that your service department may be busy, but we were willing to be available for reasonable time frames. On the other hand, Warner Cable has been totally inflexible. We have been without cable for ten days, and given this continuing difficulty in arranging a service visit, we have simply decided to cancel our service.

OK UP

Warner Cable
September 9, 1994
Page 2

Frankly, I am surprised that Warner Cable treats its customers with such a callous and inflexible attitude. We have not encountered this attitude with other utility companies, and I would certainly not treat my clients in such a fashion.

Please send us a final bill through September 8, 1994. You may call me at the above number to arrange a time which fits in my schedule to pick up the remote control and cable box.

Very truly yours,

[REDACTED]

JWS/MBH/118616
ADMIN.4
cc: Mr. John Porter

Donna Milby
Customer Service
Warner Cable Communications
1266 Dublin Road
Columbus, OH 43215

Dear Ms. Milby,

I'm writing this to you in protest to your pay-per-view charges as attached. Your staff Christie explained that once the 'auth' button is pressed, such charge will incur automatically. Then, Cathy Chamberlain further explained such charge should be an accumulation of 5 minutes or more of viewing.

The problem is somebody may have viewed that channel for a few seconds and switched to another. The experience is that pay-per-view channel does not go away after you saw the 'preview' of it as you keep changing channels, pay or not, trying to find the one you like as almost everyone does.

Your billing can be inaccurate like any other company, but Cathy confirmed to me your computer is never wrong. Since she brought up the analogy of telephone long distance call, give me a substantiated record of my usage on those times, when viewing was on and off and/or anything happened in between.

I've called in to cancel all pay-per-view channels in the past just for this reason and I've paid all those charges including this one.

Nobody in our household has ever made any request in any way to reinstate those channels be available for our viewing and Cathy could not tell me who asked for it either. It seems it would have to be your company's doing to lure customers to view those channels regardless.

To ensure no pay-per-view charges will incur and be accepted anymore, I hereby inform you that your pay-per-view service be deleted from my account until further notice by me in writing.

If you have any questions, or you feel an explanation to your customer is necessary, an acknowledgement of this letter, write me.



November 22, 1993

John Porter
President
Warner Cable
1266 Dublin Road
Columbus, Ohio 43215

Dear Mr. Porter:

I am writing you to register a complaint with regard to the service of Warner Cable.

Several years ago at the request of my neighbor, I agreed to permit Warner Cable access across the back of my property to provide cable service. I was informed, at that time, that this was the only way my neighbor to the south could obtain service.

Several times over the years I have had to deal with cable wires strung across my property and damage to my lawn as a result of the digging to bury the cable. There are at least two other property owners receiving cable access through my property. I never received advance notice of these diggings or even a courteous note that you were sorry to tear up my lawn.

On October 13, 1993 I had Warner Cable installed in my home. Since October 13th. there have been no less than six separate cable wires strung across my property and buried with extensive damage to my lawn and English Ivy. It appears that through the negligence of Warner Cable and incompetence, in general, no one is able to figure out that when you bury one cable it cuts the cable of a neighbor and thus a cycle is started.

During the week of November 8th. I called your Customer Service department and complained about what I considered excessive digging and lawn damage. [REDACTED] would leave a message, with no follow up telephone number, stating that he would call me Monday November 15th. To date I have not received contact from him.

All last week an exposed cable wire remained on my property. This cable was buried on last Friday and early Saturday morning another cable wire was laid. I called your Customer Service Department to register a complaint. Several moments after this call I turned my TV on to catch the Ohio State- Michigan Game and discovered that I had no cable service.

Now I have two cable wires strung across my lawn one to me and another to one of my neighbors and guess what? When you folks bury these two cables you will cut a cable to another and here we go again.

I am requesting the following relief and am prepared to act upon my wishes through litigation if necessary:

*7 days met with Mr. and 12-21
12-22 definite problems which are
ours you Ray.
Will work with Mr. to get
them resolved*

436-2549

1-21 everything taken care of you Ray

1-24 HC Mrs. all OK - Appreciated my follow up

1- I want and demand that my property cease to be the only access for my neighbors cable service. Both of the neighbors have better natural access to cable lines than I as they are corner properties. I should and will not be held hostage to the fact that they can only obtain service if it only goes through my property.

2- I want all cables that are presently underground to be removed, some are exposed now. The only cable I want on my property is the one to my home.

3- I want my lawn to be repaired and English Ivy to be replanted along the fence line. I have pictures of this damage should you need them.

Mr. Porter, I believe the above requests are reasonable and I would hope that these concerns will be addressed as soon as possible without my having to seek relief through other means.

Sincerely,



[REDACTED]
[REDACTED]
September 26, 1994

Warner Cable
1266 Dublin Road
Columbus OH 43215

To whom it may concern:

We are completely dissatisfied with our cable service for a number of reasons:

1) If you check your computers, you will see that our cable service is out on a very regular basis. Every time we call, we are told that the reason it is out is because they are working on our area. It is totally unreasonable that you make us pay in advance for our service when you must know that you are going to be working on our lines. It is your burden to inform us in advance as to when you will be working in our area and bill us accordingly. ([REDACTED])

[REDACTED] Your October bill is \$13.00⁰⁰). WE PAY TO HAVE CABLE WHEN WE WANT IT, NOT TO BE REIMBURSED WHEN IT IS OUT.

2) A couple weeks ago, a Warner Cable guy came to our door to tell us about the new system. When I asked whether we would now receive Court TV, he told us we would as soon as we had a service call to switch us to the new system. We set up a call for Friday, September 16 (see #3). After switching over, we do not receive Court TV. This is the only reason we have kept our cable service, and we feel cheated.

3) On September 16, we were scheduled for a service call between 2 and 5 p.m. I waited at home for the entire three hours, and called customer service a couple minutes after 5 to ask how much more of my day I would have to waste waiting for someone to show up, or if I should just give it up entirely. I was told that the workers were running late, and should be here soon. A couple minutes after I hung up, one of the workers called and said they were running late, and would be here within 30 to 45 minutes (I am sure that someone told them to call because I was getting mad). When they finally arrived, they spent about an hour at my house, most of which was waiting for a phone call to be returned and acting like they had no idea of what they were doing. I guess I should expect that anyone who doesn't call until after the expected time to say they will be late isn't bright enough to hook up a simple cable box in under an hour.

4) While they were here, they asked me how I wanted them to hook up the VCR. They showed me some pictures in a blue booklet, but couldn't explain the various options in any sensible manner. I have since called and inquired further about these options, and now that I understand, I have another complaint: how (and why) can you invent a system that makes it cost extra for me to tape a channel that I am not watching?!?! Why would I want to only tape what I watch? This new system, while advertised to us as saving us \$.33 per month actually costs more than it use to if we want to use our VCR. How many people don't own VCRs? We once again feel cheated by how cable service has been (mis)represented to us.

We hope you take our complaints seriously because I know many people who feel the same way, and pretty soon, you will lose many customers. We pay your salary, and you should make an effort at providing your services in a more professional and dignified manner.

Sincerely,

A large, solid black rectangular redaction mark covering the signature area on the left side of the letter.A large, solid black rectangular redaction mark covering the signature area on the right side of the letter.

[REDACTED]

MAY 23, 1994

JOHN PORTER PRESIDENT
TIME WARNER CABLE
1266 DUBLIN ROAD
COLUMBUS, OHIO 43215

*Original to M. Pysoda
for follow up
Response 5-25. Please
copy J. Porter. Thanks,
CAG*

DEAR MR. PORTER,

I HAVE BEEN A CUSTOMER SINCE THE DAYS OF QUBE. FOR THE LAST 15 YEARS MY ACCOUNT NUMBER HAS BEEN [REDACTED] I AM A WHEELCHAIR BOUND PERSON, ENJOY YOUR CABLE SERVICE (C-SPAN, ESPN, CNN ETC.) VERY MUCH. ABOUT A MONTH AGO I MOVED ONE AND A HALF BLOCKS ON THE SAME [REDACTED]

I CALLED WARNER TO HAVE MY SERVICE MOVED AND WAS TOLD I WOULD NEED MY LANDLORDS PERMISSION. I SENT A LETTER OF PERMISSION TO MR. GEORGE BOHICIK AT YOUR LOCATION. HE KEEPS TELLING ME "I'LL HAVE TO HAVE THE ENGINEERS GO OUT AND DO A SURVEY ON YOUR LOCATION AND THEY ARE VERY SLOW". EVERY ONE AROUND ME HAS WARNER AND THERE IS A UTILITY POLE TWENTY FEET FROM MY BACK DOOR.

I HAVE CALLED MR. BOHICIK ONCE A WEEK FOR FOUR WEEKS NOW AND GET THE FEELING HE THINKS I AM A PEST....IF YOU CAN HELP ME WITH THIS PROBLEM I WOULD BE FOREVER GRATEFULL.

SINCERELY,
[REDACTED]

*Account installed 5/27
Everything fine*
[REDACTED]

December 2, 1994

Mr. John Porter, President
Warner Cable Communications
1266 Dublin Road
Columbus, OH 43215

Dear Mr. Porter:

I would like to bring to your attention a situation regarding cable service that I find extraordinarily frustrating. I am moving into a new condominium complex on December 16 [REDACTED]

[REDACTED] other owners are closing around this time as well. This is an area that has been part of Dublin for years but, apparently, does not have cable service. [REDACTED] has been under

construction since last spring. I will move in on December 16 with my electricity on, my gas on, my water on, and my telephone on, but no cable. All other utility-type services were able to make their connections before I moved in. Why can't Warner? Why does your company expect to be held to a lesser standard than any other regulated monopoly? I was told the earliest I can expect service is the first part January, after my guests and my children have departed from their holiday visits.

While I certainly do not know your business, or the challenges you face, I am frustrated by what I feel to me a lack of customer sensitivity from Warner. Unfortunately, I've often had that perception during the ten or so years I've been a customer and it doesn't seem to get better. I would appreciate it if you would do all you can to see if cable service to my unit and those of my neighbors could be expedited so that we and our guests may enjoy this service over the holidays, and before we seek alternatives to your service.

Thank you.

Sincerely,

Carolyn, 12-3-94

I have talked to

Mr. Deasey several times.
He will be installed before
Xmas and he is a
satisfied customer. Plus

CONSUMER PROTECTION

C 58977
S 11777
C 62299

1301 UD 021
118.

RECEIVED

AUG 3 12 55 PM '94

ATTY. GEN.
CONSUMER PROTECTION
DIV.

Attorney General's Office
Consumer Protection Division
3 East Broad Street
Columbus, Ohio 43215

Dear Mr. Fisher:

I am writing to register a complaint against the Warner Cable Co.
I've been five days trying to get my cable service restored.

Mon. 7/25/94 - cable was out when I returned home from work I didn't
call because we had a storm that day; and I figured they were aware
of problem.

Tues. 7/26/94 - still no service when I returned from work - I called
Warner. I was told by the Customer Service Representative - Tim-
they could be out Wednesday between 5:00 p.m. and 7:00 p.m. I told
him [redacted] and don't get home until 6:00 p.m. He said
it was "impossible" to limit the time to after 6:00 p.m. I asked to
speak to a Supervisor and she (Peggy) assured me they would be there
Wednesday after 6:00 p.m.

Weds. 7/27/94 - arrived home at 5:50 p.m. waited until 7:00 p.m. for
serviceman. I called the office I was told they called at 5:30 p.m.
and then cancelled the call. No one could explain why they called
at 5:30 p.m. when it was supposedly arranged the day before for after
6:00 p.m. They also could not answer me when I asked why the serviceman
wouldn't just stop by and check the lines, since service went out after
a storm. I then spoke to a Supervisor, Joseph Ortiz; he apologized
for the mix-up and could they come out between 8:00 a.m. and 11:00 a.m.
on Saturday. He also said he would take 2 weeks off my bill. At
this point, however, it was more important for me to have my service
restored.

Thurs. 7/28/94 - 10:10 a.m. phone rang - I was down in my basement -
I called Warner right back - they

The serviceman did show up at 1:00 p.m., Saturday. He determined that the pole had been struck by lightning. He fixed the problem.

I would like to have the following points explained to me:

1. Why does it take five days to get service restored - however, when I signed up for installation, the serviceman showed up at 7:15 p.m. on a Saturday night? It was this past winter - the temperature was 17 degrees below 0 - and snowing when he arrived. I wouldn't let him install at that time for his own safety. It was dark and freezing. I re-scheduled for the next Saturday. This caused no problem at all.

2. Why did I have to be home for them to repair a pole? I do not understand why they would send an installer out in a snowstorm, but someone can't stop by to check outside lines for interrupted service.

It seems to me that Warner Cable is obviously more interested in getting a Customer - than giving service to a paying Customer. I feel certain that if I had a choice in my cable company instead of being forced to use Warner Cable, I, as a paying customer would not have waited five days for restored service.

Thank you in advance for your attention to this matter.

Sincerely,



August 16, 1994

*Original to Rhonda for
follow up & response
Please copy J. Porterson
response. Thanks,*

Mr John Porter, President
Warner Cable
1266 Dublin Rd
Columbus, Ohio 43215

*Carolyn
8-17*

Dear Mr. Porter;

Please allow me as a customer of Warner Cable to let off a bit of steam. I have allowed myself a few days to calm down so this would not be a hostile letter.

As a former customer service rep for Warner I feel it is necessary to bring to your attention a couple of incidents I have experienced of late with a couple of your customer service rep's. Warner has certainly come along way from the corner of Cooke Rd and High St and I would like to think it was not by the rude cocky tones of the customer service rep's representing the company.

In early or the middle of June I called and spoke with "John" about disconnecting my service at [REDACTED] June 25th and reconnecting it on June 27th at [REDACTED] seemed pleasant enough and offered me the usual premium offers etc etc. Then I went about my business calling all the other utility companies to make the same arrangements. Two nights later we come home to find out the cable has been disconnected, I called your office and again spoke to a "John" who claims not to be the same fellow, although they did sound alike, however, he explained I instructed service to be disconnected the day I called. NO NO NO, none of the other utilities were shut off early. This fellow was quite rude, disinterested and said it would be another couple of days before they could reconnect. I was not satisfied with that or John, at this point I asked for a supervisor but was told none was available and one would have to call me back. Awhile later they did, however, we still had to wait until Monday to be reconnected. I believe the supervisor was Teresa and she was pleasant even though we were not happy with the results.

We finally moved on 6-25-94 and service was installed at the new address at [REDACTED] on 6-27 although it was 3 hours later than the prearranged time. I thought we were at last over the Warner fiasco's. WRONG!!!!

Our latest billing showed 4 Pay Per View movies so I called the office to explain these were not watched by us. The date of the movies was 6-29-94. This time I spoke to Julie at your office, she was the topping on the cake with her shortness, rude answers and tone of voice. I explained all of the above to her, was put on hold forever, she returned to very snippy tell me to deduct the \$18.00 and we would ^{DEAR} have a form from Warners office. Well, we did, a form letter instructing us how to control our children's viewing and prevent them from watching movies. We are three grown adults 50, 51 and 80 years old and Christians not ready to lie to avoid \$18. Besides

that ^{our} ~~are~~ children are all grown, married and Warner customers as well at their own homes.

Julie informed me these movies were watched at the [REDACTED] address. How could we watch four movies at an address we moved out of on 6-25-94? And after requesting service to be disconnected on 6-25-95? Don't you feel this is an error on the part of Warner? It is not our fault they did not disconnect the service as requested.

We have been a good customer of Warner and have never had to complain but this time not one, two but three of your employees have acted like we were some low life criminals. I feel your managers need to do some serious training sessions with their CSR's to avoid other confrontations such as this in the future. Perhaps they have never heard the customer is usually right. (Not always but a little finesse goes along way in dealing with them).

By the way we have paid the bill and did deduct the \$18.00. I hope you can understand why I have sent this to you. I normally don't make such a fuss but I was absolutely appalled by their attitudes.

Sincerely,

[REDACTED]

Service is in [REDACTED]
Have a good day!

November 1, 1994

Mr. John Porter
President
Warner Cable
1266 Dublin Road
Columbus, Ohio 43216-2553

Dear Mr. Porter:

I have just moved to my new home in [REDACTED] and Warner is the cable provider. I have been a Warner customer since moving to Columbus in 1987. I was hoping that after moving to a new home, that I would rid myself of the converter box. It was sad to find this not to be the case.

[REDACTED] subdivision has been a great experience. Every utility was very cooperative in putting the service cables in before the sod was put down. Well most services, and the one that did not was Warner. I was told that they do not put in underground cable until after the service is turned on. It was around 18 days after the service was turned on.

The issue of the converter box is one that bothers me. With all the capabilities of televisions and VCR'S, I can only begin to question why your company still uses what I understand to be dated technology. I will be interested to hear your reason why this system is needed. [REDACTED] offers many retail outlets including the Incredible Universe. They sell programmable vcr's and televisions with picture in picture, and Warner offers a cable system with a converter box that renders all these functions useless. I hope that you can offer a solution to my problem, and I will be waiting your response.

When I read articles in the paper like the October 22, 1994 one which indicates your intention to enter the local phone market because you have all this new technology, I can only shake my head. All the bells and whistles for a phone service, but I still have a converter box.

Sincerely,

[REDACTED]

from JLB

7/2/94

[REDACTED]

Warner Cable

Rhonda Milby

1266 Dublin Rd.

Columbus, Oh. 43215

Ms. Milby,

It is unfortunate your salespeople must work very hard to make a sale only to have your customer service people throw all those efforts out the window.

In the beginning of June, a salesman came to our door and was very effective in making a sale to a family who has refused to get cable over the last 6 years. We have simply not found a good reason to have it. On this particular day however, the salesman was very good and convinced us to at least try it. If we found we didn't like it we could have it taken out.

On Saturday June 11th, the installer came. He was very nice and very informative, with the exception that he failed to mention the cable laying in our backyard. I called your 24 hour customer service line and was helped by a very pleasant

no later than the 24th of June. I made sure to tell him we have small children and I was concerned about their safety. He said he would note that and put a rush on the order.

On June 25th we noticed the cable had not yet been buried. I called again to your customer service line. Considering the weather I was expecting to hear that your subcontractor was behind schedule. Instead the woman who answered acted as if I had no brain. Her response was word for word "Ma'am, it does take ten to thirteen business days to bury the cable." Our installation date was the 11th and 13 days was the 24th. She then proceeded to tell me it was scheduled for this week and would be done by the 15th. She had just told me 13 days and yet was giving me a completion date of 15. Not a good answer considering her attitude.

On the 29th we could put off no longer cutting our grass; it had been nearly 2 weeks. My husband tried unsuccessfully to do this without cutting the cable. I called to have this repaired and ask if they had a better idea of when it would be buried. The woman told me someone would be out to replace the cable and that it was scheduled for burial by the 3rd. At this point I was near

from DUB

company and unfortunately she took the
blame.

On July 1st I came home to find the
cable not still not even arrived. I called
again, reached Mark, who I must say
had a much better attitude than the two
women I spoke with earlier. He said it
should have been completed, he would put
a hook on it and, when I asked, gave
me your name and address.

I understand that Warner Cable has no
control over the weather or your subcontractors,
but to be treated like an idiot when I called
your customer service line was unacceptable.
It's unfortunate that a few of Warner Cable's
employees think since I don't have a choice in
cable companies, they see fit to treat me this way.

I would appreciate a quick response to
a problem of the cable in my backyard.
Should you need to contact me I can
be reached at [REDACTED] during business hours.

I
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ible
lays
nate
good
nen's

iers. I
ill only
y be of

Date: 3/25/94 Time: 00:26:48

Page 2 of 3

JOHN PORTER
WARNER CABLE COLUMBUS
1266 DUBLIN RD.
COLUMBUS, OH 43215

CC - MJ
Pyonda
2 25

Dear John,

Tonight I had the opportunity to watch a VERY INTERESTING show on your cable system while visiting my mother [REDACTED] was t [REDACTED] ble commission meeting. The show was filled with dissatisfied [REDACTED] who have recently been forced to take from Warner something that was forced on me last year - the "rebuild" system. You should review this shows tape if you haven't already. The people speak LOUD AND CLEAR John - we don't like your new system! WE DON'T WANT THE CONVERTER BOXES RUINING OUR TV/VCR VIEWING.

There is NO doubt in my mind that Warner is clearly bent on squeezing as many dollars out of the consumers as possible with total disregard to the needs of their customers. This was first evident to me when you dropped the "Economy Tier" that I always subscribed to - forcing me to either take CRAP for "basic" service or succumb to your converter box for what you call "standard" service. Then you took away WUAB-43 - the ONLY source of decent coverage for Clevelanders and Indians Fans - (Trying to FORCE us to pay extra for Sportschannel) - Now you have the nerve to charge "sales tax" on a remote that you FORCE me to have for a box that you FORCE me to have that supposedly doesn't "cost" extra. (My bill says I pay 33 cents per remote plus 2 cents tax. I keep the damn thing in a drawer - don't even use it! You won't let me return it and remove the charge from my bill. I call this "not optional". Yet, FCC supposedly says that you can NOT charge extra for REQUIRED equipment (YOU REQUIRE ME TO TAKE THE REMOTE) and you CLAIM not to charge me for the remote - why do I pay the tax and/or the 33 cents?

John, Warner continues to be TOTALLY UNINTERESTED in the needs and desires of it's customers. I can't for the life of me understand your ARROGANCE in this area.

The suggestion made tonight in [REDACTED] meeting applies to [REDACTED] as well. BRING BACK ANOTHER TIER OF "STANDARD" SERVICE TO INCLUDE ALL BUT THE "PREMIUM AND PAY PER VIEW" CHANNELS THAT WILL WORK WITHOUT THE DAMN CONVERTER BOX. QUIT RUINING MY QUALITY OF LIFE. QUIT PREVENTING ME FROM USING MY NEW AND CURRENT TV/VCR EQUIPMENT BECAUSE OF YOUR OUTDATED AND INCOMPATIBLE CONVERTER/SCRAMBLER SYSTEM.

As much as I resent the way your company continues to hold the residents of Central Ohio HOSTAGE - I would much more willingly pay the SAME money I do now - SKIP the PAY PER VIEW and PREMIUM channels that I don't want anyhow - and be able to use my equipment the way I bought it to work. TRASH THE CONVERTER BOXES.

RETURN A STANDARD TIER THAT INCLUDES THINGS LIKE USA, E!, TBS, ESPN, MTV, VH1, COMEDY CENTRAL, ETC.... (AND OF COURSE WUAB-43).

John, you should visit Coaxial and learn about responding to customer needs! Those of us STUCK with Warner would really appreciate it, and may even someday be able to TOLERATE what were stuck with!



Mr. John Porter, President
Warner Cable Television
1266 Dublin Road
Columbus, Ohio 43215

April 7, 1994

4-11 Arriving
to 1/8 for
follow up +
response

Dear Mr. Porter,

I was unable to attend the meeting at [REDACTED] for the question and answer session with you, and from several of the articles in the [REDACTED] appears that you were "surprised" that the [REDACTED] residents were upset and angry. Permit me to share with you our experiences with the conversion to this new system.

We have one television--a 23 inch portable set, hooked to the cable, with a VCR. We were very happy with the channels we received and the ability to watch any station we chose while taping any other channel. We could also enter up to 8 programs in our VCR. But what has happened now?

We were charged an \$8.00 installation fee for 30 additional channels, that we did not order, did not wish to receive, and do not watch, plus \$4.00 for the A/B switch. Next, came the two converter boxes, for which we are charged \$3.07 per month, for more than a \$72.00 increase per year in our cable fees. For this increase, we have lost the capability of programming in more than 4 programs. Further, the installer added a glob of black electrical tape to deactivate the remote capability of the VCR. When I questioned him about this "eyesore" and the loss of our remote feature, I was told I would just have to get up. Yes, I can get up and walk over to the TV--but what about the elderly or those convalescing, for whom getting up is a hardship?

We were also obligated to take time off work for this installation, since they could not arrange installations after 4 p.m. The service man arrived at 1:45 p.m. and began the work, only to inform us that he was out of A/B switches, and could not complete the installation. In addition, he said he could not get any that afternoon, but rather I had to call the office and reschedule another afternoon off work for the installation the following week!

And to program anything into the VCR now requires double effort--once to program the VCR and then to repeat the procedure to program the box. This is advanced technology??

This whole experience was been horrendous

- for the inconvenience,
- for the cumbersome nature of two converter boxes,
- for the black glob of tape to deactivate the remote on our VCR,
- for the loss of programming capability of our VCR,
- and especially for the additional \$72.00 per year !!

An explanation as to what benefits we have gained would be greatly appreciated! Thank you.

[REDACTED]

49 24 1995

April 19, 1995

President of Warner Cable
1266 Dublin Road
Columbus, OH 43215

Dear Sir:

I am writing to complain about Warner Cable's service when the cable goes off the air.

On April 18, 1995, your cable was off the air in [redacted] at my residence, [redacted] from approximately 4:30 p.m. to 5:00 p.m. When I called to report it, as I have in the past, I was informed by a woman named Jeri of customer service, that they will do nothing until they receive three reports of an outage. This was confirmed by Peggy Wilson, her supervisor. This is not the first time that this has occurred. They want to schedule a service visit implying that there is a problem at my residence.

My complaint is on two levels: Substance and procedural.

SUBSTANCE - Warner Cable should be pro-active and not re-active in terms of following up on a service outage when it happens and not after the outage occurs. I was the first one to complain and based upon the telephone message I then was forced to call two people in the area in order to have them call to substantiate my complaint. Your company should react to the first call and not leave it to me to get two others to call.

PROCEDURAL - Peggy Wilson was very nice in explaining the ridiculous position of your service company. On the other hand, Jeri was rude and when my mother and I were both on the telephone, she rudely replied that she was talking to my mother and not to me - even though the bill is in my name. You are in a service industry that has a monopoly and unless I receive a satisfactory response I intend to go further with this.

May I hear from you soon.

Very truly yours,

[redacted signature block]

bks

4-24 Original to Rhonda for follow up response. Please copy J. O'Connell on response. Thanks - Carolyn



City of Columbus
Mayor Gregory S. Lashutka

Department of Administrative Services

Maureen A. Conley, Director

CABLE FRANCHISE AUTHORITY/TELECOMMUNICATIONS DIVISION

90 WEST BROAD STREET, ROOM 315
COLUMBUS, OHIO 43215-9006
(614) 645-5928

Thank you for contacting the City of Columbus with your cable concerns. It is very important that we understand your cable service in order to expedite and resolve your cable problem(s). Please complete the following information as thoroughly as possible. Please include copies of billing, if needed.

NAME: [REDACTED]		
ADDRESS: [REDACTED]		
CITY, STATE, ZIP		
PHONE NUMBERS:	(H) [REDACTED]	(W) [REDACTED]

CABLE STATION, PROGRAM OR COMPANY

XXXXXX

ACTV-21	COAXIAL	EDUCABLE	GTC-3	WARNER	OTHER
---------	---------	----------	-------	--------	-------

Have you contacted your cable company regarding your concerns? yes xx no

Do you, the subscriber, authorize your cable company to release information regarding your account to the City of Columbus?

Signature

Date

Please describe your concerns below.


~~This matter from the beginning was not handled in a professional manner by Warner. Upon our initial contact with them, they told us that we needed a landlord letter as we did not want the TV near the cable outlet in the living room that was placed there when they (American) had wired the building some years before. That day, 12/11/95 we faxed to them the letter from our landlord giving us permission to have the outlet installed in our BR. We waiting a number of weeks for them to get back to us and answer our questions and when we did not hear, we wrote again and received response from Mr. Psigoda a VP. It seemed as though we had fallen between the cracks and now we were back on track and numerous conversations were held between Andy Lucas at Warners and us and an appointment was made to install on 1/16/95. I arrived home to meet the installer and he kind of looked at me, like what am I doing here, I don't do custom work...He called Warners and their computer did not have an indication of our landlord letter despite all of the communication with these executive types about this situation. Another appointment was scheduled, I showed up and the subcontractor, very professional and nice did the job and I signed a chit for \$47 + and that was that...except he mentions he should not have had to supply the converter and it should have been left by the Warner guy. The bill arrives for 1 installations.... we pay the bill, inquire about them setting out the taxes for us, they have not responded to any of our certified mail or calls...they have blamed for all mishaps data entry people//which is wrong as we were~~

dealing with signatory types...They blamed the computer data entry people for our landlord's letter not being on file, they b the computer people for the billing problems...and then we paid fc and did not receive our guide...

I feel that countless hours of my very busy schedule has been wasted by Warners due to their internal problems and I feel that they are obligated to make me whole to that extent.

That's about it...I do have a file folder of each and every letter, fax, certified mail, etc that I have received since Dec 11 if you are ever interested.

Thank you, Beck, for your personal interest./


Jannette
Sam L. Lipp

[REDACTED]

CORRESPONDENCE TO:

[REDACTED]

[REDACTED]

January 30th, 1995

TO ANDY LUCAS

RE: Warner Cable:

RE: [REDACTED]

VIA FAX

To now be told by a Warner Cable Supervisor, Ms Chamberlain, that this billing error being for one installation and one custom installation is due to some data entry persons is inexcusable. That is where WARNER CABLE wants to lay the blame? on some young person attempting to make a living! Don't compound your errors...especially when we have endeavored to communicate our needs and problems with the executives at WARNER CABLE. Not only did she call to lay blame on a data entry person, your customer service supervisor did not even attempt to research the fact that this account has been beleaguered with Warner Cable errors since the beginning of our entrée to you with a view of attempting to do business with you. The errors that Warner Cable has made have cost me countless dollars in my professional time. I am certain that you will say that it was owing to another data entry error the first installer that I met at my home, having left my Office to accommodate his schedule, could not do the job as your computer did not register the fact that our landlord had given us permission for a custom installation. I tried to be very gracious about this in the past, but after her call, I am now so incensed. I will bring this snafu to everybody and any body's attention who is watch dogging your company. I expect a written reply to these inquiries by the close of business Friday, February 3rd, 1995.

[REDACTED]

107
Phoda
FIL

I trust that you have a schematic to the cable wiring of A building of the [REDACTED] as I will not pay for your exploration as to how to wire my apartment. Obviously, yesterday wasted my time, pulled me out of work and I am still not certain why your regular installer showed up especially when we have all known that this wiring job is "custom"..or why else the landlord's letter. I am still not certain why the landlord's letter was not in the computer for that letter at the very least would have been a red flag as to the fact that this was not a simple connect. My intention has been clearly stated from the beginning.

I only suggested that the cable can be gotten in the vault between my floor and the penthouse, I do not know this as this is something that Warner's should know. Please advise prior to the close of business today a I will not pay for a fishing expedition. Thank you.

December 9th, 1994

TO WARNER CABLE SALES

PLEASE FIND, PURSUANT TO YOUR REQUEST TO BE KEPT ON FILE OUR LANDLORD'S APPROVAL FOR YOU TO VERY NICELY AND WITHOUT DAMAGE TO INSTALL CABLE INTO OUR BEDROOM.

A.L.

WE WOULD LIKE A COMPLETE BROCHURE SENT TO US ON ALL SERVICES YOU SUPPLY AND ASSOCIATED COSTS FOR EACH RESPECTIVE SERVICE.

A.L.

WHAT PROMOTIONS DO YOU CURRENTLY HAVE WITH RESPECT TO INSTALLATION COSTS AND IF NONE ARE PRESENTLY ON LINE WHEN WILL YOU BE PROMOTING AGAIN.

R.M.

WHAT DO YOU CHARACTERIZE AS CUSTOM INSTALLATION. ^{AL} HOW IS THIS EFFECTED BY PROMOTIONS.

Custom work is never discounted

AL

WHEN DOES YOUR COMPUTER SAY WE HAD CABLE

R.M.

WHAT IS YOUR TURN AROUND TIME FOR REPAIR SERVICE SHOULD WE INSTALL. DO YOU DO REPAIRS AFTER 6:00 PM AND WHAT IS THE COST OF REPAIRS.

R.M.

WHAT TIME FRAME TO YOU GUARANTEE THAT A REPAIR MAN WILL BE AT OUR HOME.

? R.M.

SHOULD A DEFUNCT MINORITY OWNED CABLE COMPANY HAVE PREVIOUSLY WIRED THE BUILDING. HOW DO WE KNOW THAT THIS WIRING JOB IS UP TO THE STANDARD OF WARNERS

R.M.

IS MY CABLE ACCESS CO-DEPENDENT ON ANY ONE ELSE'S SERVICE IN THE BUILDING AND CAN ANYONE ELSE'S PROBLEMS IN THE BUILDING INTERFERE WITH MY CABLE.

R.M.

ARE YOUR SERVICE MEN BONDED. WILL THEY REMOVE THEIR SHOES BEFORE COMING INTO MY HOME.

R.M.

PLEASE SEND A COMPLETE CHARACTERIZATION OF WHAT IS CUSTOMIZED INSTALLATION ESPECIALLY IN VIEW OF THE FACT THAT YOU DID NOT EVER INSTALL CABLE IN OUR APARTMENT NOR INSTALL THE CABLE IN THE BUILDING. THIS VERY DARK GRAY AREA BOTHERS ME.

[REDACTED]

January 2, 1995

WARNER CABLE COMMUNICATIONS

President

1266 Dublin Road
Columbus, OH 43216

Attn: Mr. Jon Porter

RE: Names:
Address:

Account:

Dear Mr. Porter:

We are writing this letter in the hopes that you might be able to help us get this New Year off to a better start! First, we asked for the name of the President of Warner Cable a number of times while trying to deal with the problem we were having, and were given several different names. So, in hopes that we might have the correct name this time, we thought we would try a letter, since telephone communications did not help.

We had our cable disconnected over the holiday season while we were trying to work out a problem with our bill. This happened between Christmas and New Year's Day. We called Warner Cable and were immediately connected to the credit department where my husband spoke to a person named Terence who would not give his full name. We were trying to explain that we were disconnected in the midst of trying to work with Warner Cable in regard to the billing problem we were having, as we checked our records showing we had paid.

We called again the following evening, as my husband and I both work and travel out of town a lot. We were told to take care of this problem during the day, which according to our schedules is not possible. We spoke to Terence again, and told him we would pay again so as to get reconnected, but we did not feel we should have to pay the \$20.00 reconnection fee. During this conversation my husband was baited with "Oh, what's the matter. Still don't have Cable? Gee, that's too bad." Asking for his supervisor, we were told there were no supervisors working in the whole company that evening. We are not stupid people, and we know when we're being lied to. And, it's shocking to say the least that games would be played with us from what we felt in our four years of good service, would not come from Warner Cable Communications! We were hung up on, and upon calling back were told that it was not possible to be placed on hold.

The next morning someone called claiming to be the Vice President

of Warner Cable. That person was also antagonizing, to say the least. As we know since my husband's father is CEO and President of a major international company, we immediately knew this was another game, since people in charge do not behave in this manner.

We called again on the following evening, Friday, December 30th. We knew by this time that Terence was the person in charge of our account, and as we knew would probably happen, we were connected with him. My husband asked if it was Terence. Terence said it was. My husband asked that we speak to anyone but him, as we wished Terence not to handle our account. Terence hung up on us. My husband phoned back, infuriated, and told Terence we were holding our Visa and wanted to pay, but did not wish to speak to him. Again, incredulously, Terence hung up.

This time I took the phone, as my husband needed to calm down. Even I was upset, and if you knew my nature you wouldn't believe it. I spoke with the operator who was kind when I told her the situation, that we were trying to pay, and immediately was connected to Joe Ortiz?, who supposedly works in customer service. He was very professional, apologized for anything that might have been said or done to us by the credit department, and offered his name if we should ever need help again. He took our payment over the phone, and even squeezed our reconnection in on New Year's Eve between 12:00 and 5:00 P.M. I was very thankful, and ended the call relieved that this whole ordeal would be over and we would be reconnected before 20 of our friends got here New Years Eve. We own a 54" Television.

On New Year's Eve we got ready for our party, and no Warner Cable Service Man came. It was 4:30 and we were getting nervous, so we thought we would call. We did, and we were told that our Visa declined the day before. Embarrassed, my husband asked that someone come by, since noone even tried to call us, and we said we would pay the service man when he got here by check. We were told "Noone will be coming out to your house today." My husband, thinking panic, we have 20 people on their way, blew up like I have never seen before, and yelled into the phone very loud, that he wanted service now!! We have been married 4 years, and I have never seen him raise his voice to any level before. He's stern, yes, but I had never seen him so angry. He hung up the phone and drove to Warner Cable and paid \$200.00 for the reconnection, the month of December and the month of January. He came back, called Warner again to tell them he drove to their office and paid them, and was told we would not be serviced again until Tuesday, January 2.

So, of course our evening and party were ruined, and we were waiting to be serviced today, when this time we got a call from Robin at Warner Cable stating Warner Cable does not want us as customers, and she didn't care where we went, to go to some place

[REDACTED], which does not exist.

Needless to say, we're certainly not happy with this end result, as we enjoy HBO 1,2,3, and The Disney Channel. We especially enjoy all this on our 54" T.V., and do not wish to place an antenna on this, ever. Both my husband and I know he should never have stooped to the level of pure yelling on New Year's Eve and is very sorry it came to that. At this time we wish to apologize for blowing up, but in turn, it was extremely aggravating working with some of your employees, since they seemed to take pleasure in how miserable they could make us.

We have been very good customers of Warner Cable, and wish to remain so in the future. Warner Cable still has our check in the amount of \$200.00. We hope to get some back in the event that Warner Cable does not indeed wish to have our service. We have acquaintances who do not wish to have the service of Warner Cable, and we have always maintained to them that we enjoy it very much. In hopes that this problem has not ceased our relationship with your company, we remain

Very Truly Yours,
[REDACTED]

P.S. We can be reached at [REDACTED] If we are not home, please leave a message on our answering machine, and we will be happy to return your call.

[REDACTED]

February 2, 1995

Ms. Rhonda Milbay
Vice President-Customer Service
Warner Cable
1266 Dublin Road
Columbus, Ohio 43215

Dear Ms. Milbay:

Last Saturday one of your technicians changed my cable to the new fiber optic system. From all the publicity, I was expecting improved service. Instead, you're providing an inferior product at an increased price. Hardly an improvement.

After hooking up the new cable, the technician told me that I would no longer be able to videotape one program while watching another. Unless, of course, I was willing to pay \$16 for installation of a special switch that costs \$8. When I called your office on Monday, I learned that even this installation would still not allow me to tape and watch two different standard channels. Nor can I tape anything above Channel 45.

I paid to have Warner hook-up my VCR to the cable once. When this was finished, I could both tape and watch a standard channel. Now your "improvements" have made the work you did obsolete, and you expect me to pay for another hook-up. Even then, the end result will be inferior to what I started with.

After talking with a number of friends who also have Warner, I find that we all share the same complaint about the VCR hook-up. Can you not do something to rectify this situation? Or does anyone really care? It's time that cable was deregulated. If subscribers could choose their own carrier, Warner might find itself with fewer subscribers.

Coaxial Communication allows you to tape and watch two different standard channels at the same time. Coaxial also offers its subscribers the History Channel. Which cable company would you choose to deal with if you had that option?

Sincerely,

[REDACTED]

cc: City of Columbus
Cable TV Comments

3-2

Feb. 12 1995

*Original to Rhonda for
follow up & response. Please
copy J. Fortin on response.
Thanks, Carolyn*

[REDACTED]
[REDACTED]
[REDACTED]
To whom it may concern;

Re; TV converter box installed by Warner cable Inc.
My complaint is about Warner cable, And the box they installed
in my home.

I would like to take this opportunity to state my
bitter dissatisfaction with this box that has been forced upon
me by Warner cable, (if I want to have cable TV)
Enclosed, you will find a list of some of the things that are
terribly wrong with this new system, I would appreciate it
if someone would take the time to go over these items carefully
to see if I am not correct in my assessments of these unfortunate
mistakes of Warner cable to allow this Box into our homes.

First of all, I would like you to know that I am
not one who complains about every little thing that comes
along, In fact, Just the opposite, I have never written a letter
of this type to anyone, I just go along with the "program" A
long time home owner, Work every day, pay my taxes, my bills,
And yes MY Warner cable bill , On time, Every time, for years,
Air force came along, I went, "NAM" came along, I went.
Never in trouble with the law, If you will, I'am the "SILENT
MAJORITY", That you hear about. Well, When enough, is enough,
I think you will here from us, Loud and clear., And to a
conclusion,

The above, To let you know that I don't take this
to be of a trivial nature, I intend to fight back at this "BIG
Guy" No matter where it leads me, nor how long it takes. I believe
Warner cable has a MONOPOLY on this TV BUSINESS, I only see one
wire out on my pole, and this is Warner's cable. Warner seems
to do what it wants to do, no talking to them, and they charge
what they want to, Never mind that, WE are the customers.

Well, As I see it, We the customers allow Warner to operate within our homes, We just might take the stand, that we don;t need this sort of business practice in our community, I very much understand profits, and would want Warner to prosper, What I don't understand is "STUPIDITY", I started at the bottom with Warner, talking with an operator, She stated that Yes they have had "TONS" of calls about the box, but they had their hands "TIED" on this, So I called, What was told to me was the VP. of Warner cable, a Ms. Rhonda Melby, If I have the name correct, And She related to me that they know that they have some "SOME SHORT COMINGS WITH THIS BOX" BUT, NO THEY CANNOT HELP ME WITH THIS, (They are "GOD" AND THE BOX STAYS") I guess this is what happens when we allow a monopoly to exist in an open market, No where else would ^{we} get treated like this when you are the customer, Of course I was only one person at that time, They tend to knock you down ONE AT A TIME, But I;ve talked to a lot of people on this, And I mean a lot, they hate it, but as yet don;t know what to do about it, Don;t worry, They will....

It is inconceivable to me that a large cable Co, such as Warner, with all of it;s resources, monies, talent, and engineering folks, plus pioneer backing this up, would concieve of such an irresponsible product like this box, Not well thought out, or was it, could it be that without this box, We would not have to rent one for each TV in the house, And is it helping Pioneer out in any way to do this? (THEY MADE THEM)????

This box has taken ALL of the technologic that was built into my TV's, and remotes, Which I so carefully chose in making my purchases of these TV'S, And with one stroke of Warner cable, Turned them into "MUSH"...

I used to have the finest of on screen displays, ease of use, time of day was there, channel displays, sleep timer, etc, Warner has negated all of this, and put us back in the dark ages, Instead of taking us into the future, as a good company would.

This box is not compatible with any TV in my home, nor to the decor of my home.

Warner had a fine system in place prior to this box IT ALLOWED ME TO HAVE OUR OWN REMOTES TO OUR OWN TV'S, What could be more simpler than that? We bought what we wanted when we got our TV'S. It also allowed us to have cable extend to our other tv's in other rooms, not too much to ask for, I paid for the cable to come to our home, not to just to stop at the first tv it came to... It was a fine picture, all worked well, Lets don;t fix something that isn't broke.

Watching tv in our home used to be an uncomplicated, pleasurable, simple way of getting away from it all for a while.

It has gone from that, to a most unplesant experience, We like tv, and want the options of more than a 4,5,or 10 type of tv, So we connot just drop Warner, (AND THEY KNOW IT) We are forced to live with any thing they decide to do, (REMEMBER) It's the only game in town,Bad as it may be, they have us over a barrel, I don't like to be put over a barrel....

In a nut shell, I would like someone to step in, and knock off this box thing, Somebody should have some common sense in this matter, Or please pack your bag's , And let someone in to do the job right, That very simple thing, that a lot of companies that are now out of business Forgot, (TAKE CARE OF THE CUSTOMER FIRST, PROFITS WILL COME A SHORT TIME LATER, BUT WILL COME)

IN closing I would like to thank you for hearing me out, and am hopefully I will hear from Warner cable, and or any other insitiution or agency on this matter.

Sincerely: 

(1) (CHANNELS THAT CANNOT BE ERASED FROM OUR TV.)

When I bought my tv's, I made sure to purchase, among other features, the right equipment that would allow me to totally erase any channels that I do not want to view. It would simply "SKIP OVER" these channels, and go on to the next channel that I, had determined, would be suitable for viewing, (MY PERSONAL PREFERENCE, TO KEEP A CHANNEL, OR DELETE IT)

With this box now installed in my home, any channel that I did not pay extra for, (I PAY FOR STANDARD CABLE, PLUS TWO CENA MAX) will have on it a PAY PER VIEW, PREVIEW CHANNEL. In my case there are THIRTY channels with this on them.

If I try to "ERASE" these channels, the only thing that the box will allow me to do, is to get a C_SPAN channel in it's place, (THIRTY OF THEM), I can not delete these from my set. You must watch one or the other...

Try going through a complete cycle, from 1 to 67, channels, using the scale up or down button, and having to hit the button half as much as I should because of these thirty C_SPAN channels that I can not erase from my tv.

Why I ask myself, would Warner cable want us to view all of these PAY PER VIEW CHANNELS, INSTEAD OF LETTING US ERASE THEM? Not too hard for this simple cowboy to come up with an intelligent answer, the movies go for about four dollars per pop, and up. Don't let us erase anything like that, good going Warner, And then if we try to delete them, put something in it's place that will drive you mad, Hence, put on that C_SPAN thing, they will be glad to go back to the preview channels.

Could all of this be in their mind?., I know they could have them deleted if they wanted to.

(2) PLACEMENT OF THE AUTHORIZATION BUTTON.

This button is to be used only when a person wants to PAY FOR A PROGRAM, MOVIE, ETC., So far from Warner, nothing has been convenient for US, only them and pioneer, but they did ALLOW us to have a button on the remote, so handy as maybe even a pet could turn it on, a missed hit key, will turn it on, a drop on the floor can turn it on, a kid playing with the remote, will turn it on.

Never the less, When this AUTH. button is hit, Accidentally or not, We get charged with the movie. We can be watching another channel, un-aware of this movie going on, And we will pay for this. There used to be a key or something, on the box it self to Auth. a movie, never just a button on the remote, this key made sure that the Auth. button was a very deliberate way that we knew that we were turning on a movie, and had to pay for it. Is this a self serving convenience for Warner cable???. I think so.

(3) ON SCREEN PROGRAMMING, CHANNEL TIME AND DATE:

Once again, I had purchased all of my tv;s that had the advanced technologic of on screen displays of the time, sound, channel being watched, date, Etc., It was very user friendly, I think it;s called ergonomics, Something that Warner wouldn't understand, Since Warner saw fit to bring this box into my home(UN-TESTED IT SEAMS), Which realy I have no choice in the matter, If I want to have any more then a 4,6,or 10 type of tv you have to have this box,Any how, in one stroke, Warner has negated my whole tv systems, remotes, etc.

No more heads up displays of time, channel etc. Since you must look at the box, wherever it is, to see the channels, and then back to the tv, Try this out all night and see if you think that this is a well thought out system?.

(4) TWO REMOTES FOR ONE TV:

This is one of the most inconceivable things about this whole thing, I now have to have two remotes to operate one tv. Not only that, But I have to ^{HAVE} TWO remotes for every tv in my home (IF I WANT CABLE) to watch any tv. Take note of this, (I CANNOT TURN ON ONE TV IN MY HOME,EQUIPPED WITH THIS WARNER "BEAUTY", WITHOUT USING TWO REMOTES) Is this the advanced state of the art, that the rest of the world is talking about(EXCLUDING WARNER) of course.

Not only does one have to have two remotes, but you have to use them in the right order. Warners first, and then ours, (WON'T WORK ANY OTHER WAY).

And did I forget to mention that I will need twice the batteries as I did before,? (TWO REMOTES) And I must also pay for one more box for each tv, And let;s not forget that these new boxes are plugged in to the electric outlets, A little more elect. to pay for? Please add this up and see if Warner is really trying to help it;s customers , or maby they just don;t care, as I think that that is the case.

(5) PAYING FOR CABLE TO COME TO MY HOME,(BUT FOR ONLY ONE TV):

This is one of the more thought out things that Warner did (FOR THEMSELVES), Make sure that we pay full price for the cable to come to our homes, but,(AND HERES THE NEAT PART) make sure it stops at the first tv it comes to, and don;t let it go to any other tv, Then Warner can charge us another three bucks per Mo. for other tv's we may want to watch cable on, Did Warner come up with this on their own,? Or did they need the help of Pioneer? Pioneer made these boxes for Warner, Let;s see, about three boxes per house, three bucks a pop per Mo.. I think I;am starting to get the idea.....

(6) SCRAMBLED STATIONS WHEN CHANGING CHANNELS:

As I used to go through my channel selection on my own remote, (PRIOR TO THE BOX), I had a very sharp and clear transition from one channel to the other, nothing in between pictures, Now with the box, As you go through the channels, there is a moment of a scrambled station, this go;s on through every channel that is on my tv. This is not only a nuisance for me, but it is really starting to hurt my eyes, If, as I do^I go for an entire evening watching tv, changing channels every so often,

"surfing if you will; these scrambled stations will get to you, and take it's toll on your eyes, I wonder if this has been tested by anyone to see if it could in any way hurt ones health? Did any one on Warners staff check this out prior to allowing this box in our homes?

(7) Residual sound from my speakers:

I thought as long as I had to have this in my home for now, That I would try to get along with this as best as I could, So to make things a little easier for me, as to the two remotes, I would leave Warners remote on, and then when I turned on my tv again, I would only have to deal with one remote, What folly on my part, I should have known that there would more "GREMLINS" connected to this madness, When I turned off my remote, ergo, my tv, there was still sound coming from the speakers (low) but there, So now I am back with turning off Warners remote, my remote, and basically waiting to see what will crop up next, As I have not gotten into what it will do to my CD. player, or VCR machine.

(8) AESTHETICS AND ERGONOMICS:

As this box has the channels displayed on it, and not ^{on} my tv (as it had), in the past, I must have it close to the tv as possible, to be able to see tv, and to know what channel it is on, As my tv in the living room in an entertainment center, there is ^{no} ~~on~~ room to set this box close to it, or even on top of it, so that leaves me with having it about two feet to the left of my tv, and a little lower, (ONLY PLACE IT CAN BE) this makes it very difficult to watch tv, change channels, and have to look over to see what channel it is on, and then look back to watch tv, This is no fun anymore, that is what tv was supposed to be all about, If you try to do this all night, You will soon learn that this going back and forth, is very annoying at the least,

My tv in the kitchen has a whole new set of problems with this box, It, WILL set on top of my tv, which is the best place for this box, CLOSER TO THE SCREEN, TO SEE THE CHANNELS) but this box has four big wires coming down from it, and they are out in the open for all to see, this is an unsightly mess, It looks like some mad scientist hooked up my kitchen tv to be able to accept some kind of global commutations network.

This box will normally have the time of day displayed on it, when you change the channel, it will display the channel that you turned to, not too bad, but they didn't test this thing out in real homes first, I guess, this box is not close to my tv, so when I change channels, by the time I look at what is on, and then look over two feet to the left, to determine what channel it is, The darn thing has already changed back to the time of day....

I spoke to Ms. Melba about this, She told me that, yes, It will do that, Her suggestion, was to just turn the box to where it will show the channel ONLY display, Of course I will never have the time of day again, but that doesn't matter to them.. This seems to be the way warner cable does business, but a bandaid on, where surgery is called for,,

Maybe, to follow this logic, I should put a paper bag over the wires coming down from the box, to hide them, And maybe, close my eyes every time I change channels, so that I can't see the scrambled stations, And set up a series of mirrors, starting from the box, that is two feet away, and lead them up closer to the tv screen, So that I could see the screen, and the channel I am on at the same time.

But you know what? I had all of those convinces before, Prior to Warner cable wanting to make MY life a little better.....Or was it, to make Warners life a little better???



Established
1921

BETTER BUSINESS BUREAU OF CENTRAL OHIO, INC.

*Responsible Business
in the
Public Interest*

March 06, 1995

Ms. Rhonda Milby, VP Customer Service
Warner Cable
P.O. Box 2553
Columbus, Ohio 43216

RE: [REDACTED]

Dear Ms. Milby:

Recently we received a complaint letter from one of your customers. Enclosed is a copy.

We wanted to bring this letter to your attention so that you are aware of the consumer's concerns and for any action you may deem necessary.

As this correspondence will become a part of our file on your firm, we would appreciate receiving a copy of your reply to the consumer for our records.

Thank you.

Sincerely,

Mary Lou Seymour

Mary Lou Seymour
Trade Practice Consultant

cc: [REDACTED]

14 April 94

To: Warner Cable Customer Relations

From: [REDACTED]

WE RESENT HAVING A BUNCH OF ELECTRONIC GARBAGE FORCED ON US!

WE RESENT HAVING TO LOOK AT IT PERCHED ON TOP OF THINGS IN OUR LIVING ROOM!

WE RESENT NO LONGER BEING ABLE TO WATCH AND RECORD AT THE SAME TIME WITHOUT THE EXTRA BOX AND A JUNGLE OF EXTRA CABLE AND, OF COURSE, THE IDIOTIC A-B SWITCH.

WE RESENT HAVING TO JUMP UP AND DOWN TO CHANGE BOXES BECAUSE THE CONTROL UNIT TRIGGERS BOTH THOSE WONDERFUL BOXES AT THE SAME TIME UNLESS WE HAVE ONE OR THE OTHER INFRA RED WINDOWS BLOCKED OUT.

THIS HAS NOTHING TO DO WITH BEING TOO LAZY TO RUN TO THE TV TO MAKE ALL THE CHANGES REQUIRED BY YOUR NEW "IMPROVED" SYSTEM . . .

IT HAS EVERYTHING TO DO WITH NEW INCONVENIENCES WE MUST ENDURE TO ACCOMMODATE THE NEW SYSTEM WHICH:

- A) . . . IS MORE DIFFICULT TO OPERATE**
- B) . . . HAS LESS FLEXIBILITY THAN THE "OUT-DATED TECHNOLOGY" IT REPLACES**
- C) . . . GIVES US NO DISCERNIBLE IMPROVEMENT IN RECEPTION**
- D) . . . COSTS MORE EACH MONTH FOR THE ADDED BOX**
- E) . . . REQUIRES THAT WE INPUT DATA TO THE CONTROL BOX, THEN DO THE SAME THING AGAIN TO THE VCR**

It appears that Warner Cable has bought-in on US Government chasing principles . . . i.e., buy a package of junk someone else will do the job, then, after it's in, figure out what else will have to be bought (from the same supplier, of course) make it work - - in most places.

I am certain that we are not the only people angry with our "System Upgrade" and the extra money we have to pay for the constant inconvenience to use it.

In the unlikely event that you have not already figured out that you have a problem, or rather that we have a problem because of what Warner has done in the name of progress, permit me to suggest what must be done to correct the gross injustice you have imposed on former All American system customers.

Change your unit discriminators to eliminate the basic/standard/etc and trash the A-B Switch, the extra box and the cable mess . . .

or

Tell Pioneer to reconfigure the control box to include:

- * An A-B selection (if it would still be needed).
- * A simplified VCR control circuit which would allow using the TIMER mode to stroke one set of data into the box and VCR simultaneously, then operate them both for the programmed event.
- * A system that would kill the need for different "remotes" to turn on the TV and VCR. I have to use 3 control units when preparing to input data for a "timer" taping and 2 control units to turn TV on.

THEN . . . notify us that a Warner rep will come to our homes to replace stuff we have with equipment that will function properly.

AND AT A CONVENIENT TIME . . . so we don't have to take entire halves of days off of work to wait for people who may not arrive until the very end of their promised time and end up requiring us to waste the rest of the day while they complete the installation . . . or need to come back another time with additional material.

We sincerely hope to hear that you are already in process of solving these vexing problems.

Remember the old saying . . . "if it ain't broke, don't fix it"? Guess what, guys . . . 'twernt broke!

