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CAMBRIDGE MA.



July 6, 1987

Ms. Jane Dineen
47 Inman Street #42
Cambridge, MA 02139

Dear Ms. Dineen:

I am writing in response to your letter of June 18 to the Cambridge City Council which you also sent to me.

I understand that cable service was successfully installed in your apartment last Wednesday, July 1, but wanted to express my apology for the problems that delayed your installation until then.

Without belaboring the issue, it is my understanding that the reason for failing to provide cable service to you as initially scheduled was due to a line problem with the cable feeding several apartments in your building including your apartment. Unfortunately, it took two service calls to diagnose the problem correctly. The solution, then, required access to all units served by this cable which took a good deal of time to arrange through DiNunzio Realty. The failure to prevent a bill from being sent to you was entirely our fault.

Please accept my apology for these problems. In addition, you will be receiving one month of free cable service for our not having installed you as scheduled.

Very truly yours,

Edward T. Holleran, Jr.
Vice President & General Manager
American Cablesystems of Cambridge

ETH/gma

cc: City Council
Ned Casey

Comm. from Edward T. Holleran, Jr., Vice-Pres. & General Mgr., American Cablesystems of Cambridge, transmitting a copy of his response to the letter of Jane Dineen Re: problems she had with installation of cable t.v. in her apartment.

In City Council,

August 3, 1987

Placed on File