

September 8, 1987

Clerk of the City Council
Cambridge, Massachusetts

RECEIVED BY
OFFICE OF CITY CLERK

Dear Sir:

1987 SEP 14 AM 10:55

CAMBRIDGE MA.

I am directing this letter to you, because I understand that the City of Cambridge has granted a franchise to American Cable Systems of Cambridge. American Cable Systems of Cambridge has managed to remove me from my money without providing me the service it promised. I believe that this is a deceptive and fraudulent consumer practice.

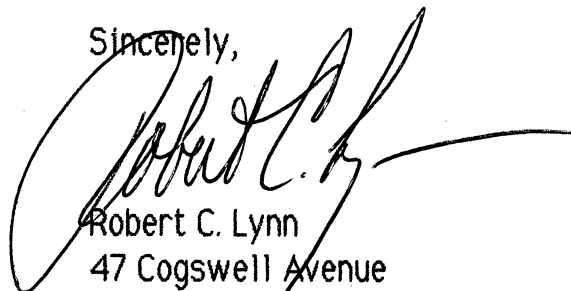
On 8/22/87, I signed up for cable service (enclosure #1). At that time, I was informed that I would have cable service the following Saturday, the 29th. I was informed at that time that I just needed the internal installation.

The service man from American Cable Systems of Cambridge showed up on the 29th, the scheduled installation date, and made the connections internal to my residence. He (and I) then found out that the cable was not connected outside (external to my residence). After a telephone call, the installer informed me that this connection was scheduled for next Monday. Upon this promise, I paid my deposit fee. Shortly thereafter, I then received enclosure #2 announcing the installation would be completed on this next Monday, the 31st of August.

Just to be sure, I called Troy (never learned his last name) at American Cable Systems of Cambridge on this same Monday. Troy's name was given to me by the installer with the suggestion I call. Since Troy was unavailable when I called, I requested a call back leaving my name and telephone number. Since Troy had not called back by the following Friday, I called again. This time Troy assured me that installation would take place that same day (the 4th of September). The installation did not take place on the 4th. I called again on the 8th of September. Again Troy promised me that the installation would occur that same day. I then informed him of the history of the "non-installations". When I got home this evening, the installation still has not been made.

I am providing this information to you to act on as appropriate.

Sincerely,



Robert C. Lynn
47 Cogswell Avenue
Unit #26
Cambridge, Massachusetts
02140-2045

cc: President, American Cable Systems of Cambridge

AMERICAN CABLESYSTEMS OF CAMBRIDGE

88 SHERMAN STREET, CAMBRIDGE, MA 02140

Social Security Number

First Name M.I. Last Name

Customer's Name

Service Address

Billing Address

Zip Home Phone Business Phone

☐ Phase ☐ Campaign ☐ Owner ☒ Renter ☐ Y/N ☐ Owner Notified ☐ Y/N ☐ Owner Approval

CONSUMER'S CHOICE PACKAGES

Package Price

☒ Consumer's Choice	☐ HBO	☐ SHOW	☐ Disney	☐ NESN	\$ 29.95
					\$ 32.95
☒ Remote/Guide	☐ MAX	☐ TMC	☐ HTN	☐ Sports Channel	\$ 36.95
					\$ 39.95
					\$ 43.95
☐ Galavision	☐ BRAVO/AMC				\$

OFFICE USE ONLY

SERVICE CHARGES

Installation Request	Number of Units	Pro-Rate
Day: <u>Sat</u>	☐ Single Family	Monthly Charge <u>13.90</u>
Date: <u>8/29</u>	☐ Two Family	First Bill <u>Sept</u>
Time: ☐ 9am-5pm	☐ 3-5 units	Pro-Rate (Approx) <u>13.90</u>
☒ 9am-1pm	☐ 6-9 units	
☐ 12pm-5pm	☒ 10+ units	
(MDU) ☐ 4pm - 8pm		
Installation Type	VCR Hook-Up	Important
☐ Stan. ☐ Wood	☒ Option #1	All subscribers who purchase A La Carte services will be installed with a remote control converter. The remote control converter will be free of charge for 30 days (from installation date). Those who do not wish to keep the remote control unit should call: 876-3939 prior to:
☐ Non-Stan. ☐ Brick	☐ Option #2	
☐ Aerial ☐ Vinyl	☐ A/B Switch (\$10.00)	
☐ Under ☐ Alum.		
Class <u> </u>		
Points <u> </u>		
SURVEY	Special Instructions:	
Married - Single		
Male - Female		
# in HH <u> </u>		
# children <u> </u>		
Age 25 35 45 55 65		
Profession <u> </u>		

☐ Package Price	\$
☐ Neighborhood Net	\$ 3.95
☐ New England Focus	\$ 6.95
☒ Consumer's Choice	\$ 10.95
☒ Remote Control	\$ 2.95
☐ Program Guide	\$ 1.00
☐ Additional Outlet	\$ 4.95
☐ Additional Remote	\$ 2.95
☐ Additional Outlet	\$ 4.95
☐ Additional Remote	\$ 2.95
☐ Additional Guide	\$ 1.00
☐ Basic Audio	\$ 1.95
☐ Premium Audio	\$ 4.95
☐ X-Press	\$ 19.95
Total Monthly Service Charge <u>13.90</u>	
☐ Installation Charge	<u>NC</u>
☐ VCR-Hook-UP	<u>NC</u>
☐ A/B Switch	
☐ Converter Deposit	\$ 25.00
Sub Total	<u>39.90</u>
(Credit)	<u>13.90</u>
Total	<u>26.00</u>
Paid (check or money order)	
C.O.D. (check or money order only)	<u>26.00</u>

THIS FORM IS NOT A CONTRACT

Customer Signature

Salesperson # 114

Date 8/22/87 Lot

White - Office Canary - Sales Pink - Customer

August 28, 1987

Dear Residents/Owners:

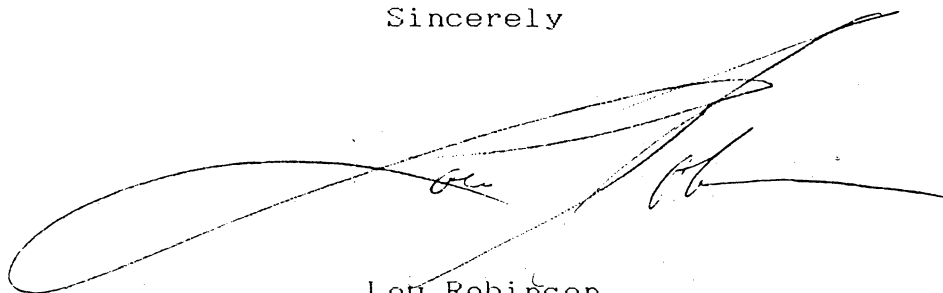
We at American Cablesystems, would like to apologize for any inconvenience you may have experienced at 47 Cogswell Ave. In order to complete the remainder of the work. We will need your complete cooperation, the construction crew will need to have access to all of the back yards, in order to run a line of cable the length of the Complex.

The work is scheduled for Monday AUGUST 31st, between 9:00 and 5:00. It will not be necessary for you to be home.

Please leave the fence door to your yards unlocked.

If you have any further questions please contact me Lou Robinson at 876-5005.

Sincerely

A large, stylized handwritten signature in black ink, likely belonging to Lou Robinson, is written over the word 'Sincerely' and extends across the middle of the page.

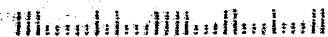
Lou Robinson



CLERK OF THE CITY COUNCIL
CAMBRIDGE

Massachusetts

39



8.

S-546

Comm. from Robert C. Lynn Re: his series
of efforts to have cable service installed
in his home by American Cablesystems.

In City Council,

September 21, 1987

9/21/87 Referred to the City Manager
+ Cable T.V. Commission