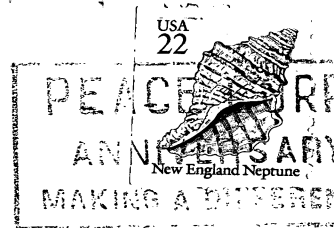
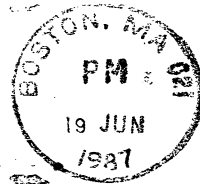


Dineen
47 Inman
02139



Cambridge City Council
Cambridge City Hall
Mass. Ave.
Cambridge, MA. 02139

Jane Dineen
47 Inman St. #42
Cambridge, MA 02139

June 18, 1987

Cambridge City Council
Cambridge City Hall
Mass. Ave.
Cambridge, MA 02139

Dear Councilmen:

I am writing to complain to you about the terrible quality of service (a misnomer, since so far I have no service) that I have been getting from American Cablesystems. I am writing to you because I don't understand why the cable system should be a monopoly, and if it must be a monopoly, why it is granted to this company. If American Cablesystems had competition, I'm sure they would have done and be doing a better job, and I wouldn't have had to deal with them all this time - I could have gone to the other cable company.

An outlet for cable was installed in my apartment in early December. I had been told that service would be available in the "early winter of 1986." In fact it was several weeks into 1987 before the installers arrived. They left a box and took my check for \$25.00, but said that they would have to arrange for a service call because they couldn't get a picture. They didn't arrange a service call, so I did. The service people were no help - they said they'd arrange for someone else to come and fix it. They arranged nothing - but I did. More guys came. They said they'd arrange a service call. I arranged the service call. Service came and did nothing. This kind of back and forth went on for months. Now they tell me that they are going to do a new installation - back to the stage we were at in early December. They are planning to install a new plate in the wall at a new place and to drill another hole in the floor - and to do this again in each of the 5 apartments below mine. This seems unnecessary, since there's nothing wrong with the existing route, only with the line. Peter Healy at American Cablesystems told me that the original route was a meandering one and it would take too long for them to install a new line there, so they preferred to put it in a new place. I do not prefer this, since the installers who came the first time made an inexcusable mess of my apartment, and I don't see why I should have two holes in my floors and two plates on my walls. But mostly, I just want cable service, however it gets there, and am extremely annoyed at the delays that have occurred. The whole thing has been managed in a very ineffective way, despite the fact that I have been in constant contact with a single person at American Cable.

To add insult to injury, American Cable has been sending me bills all this time. Peter Healy keeps telling me that he will take care of it, has taken care of it. Yesterday I received a past due notice threatening to CUT OFF my service, and to impose a RECONNECTION CHARGE after I pay my bill!

Why do I have to put up with this???

Sincerely,



Jane Dineen

Cc.: President, American Cablesystems

8.

S-429

Comm. from Jane Dineen, transmitting a
complaint Re: installation of cable t.v.
by American Cablesystems in her apartment
& subsequent problems with service.

RECEIVED BY
OFFICE OF CITY CLERK
1987 JUN 23 PM 2:17
CAMBRIDGE MA.

In City Council,

June 29, 1987

Referred to the City
Manager

7/1/87
copy sent to the City Manager