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1987 SEP 22 PM 4:04

CAMBRIDGE MA.

September 15, 1987

Mr. Robert C. Lynn
47 Cogswell Ave, #26
Cambridge, MA 02140-2045

Dear Mr. Lynn:

I understand from Troy Jenkins, our Installation Coordinator, that you were finally and successfully hooked-up with cable service last week.

I thank you for bringing the problem to my attention and giving us the opportunity to serve you.

I apologize for any inconvenience you experienced and hope that we win your confidence as we go forward.

Sincerely,

A handwritten signature in cursive script, appearing to read "Edward T. Holleran, Jr.".

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

cc: City Clerk ✓

September 8, 1987

Clerk of the City Council
Cambridge, Massachusetts

Dear Sir:

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.

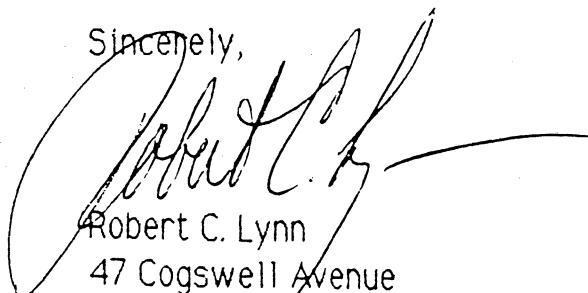
On 8/22/87, I signed up for cable service (enclosure #1). At that time, I was informed that I would have cable service the following Saturday, the 29th. I was informed at that time that I just needed the internal installation.

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

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11S-563c

Comm. from Edward T. Holleran, Jr., Vice-Pres. & Gen. Mgr., American Cablesystems, transmitting for informational purposes a copy of his letter to Robert C. Lynn, apologizing for any inconvenience he experienced in the installation of cable service in his home.

In City Council,

October 5, 1987

Placed on file