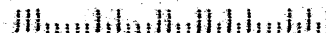
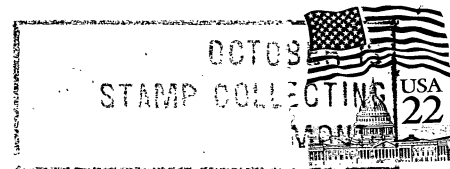


The Writing Center  
Harvard University  
Third Floor Freshman Union  
12 Quincy St.  
Cambridge, MA 02138

Cambridge City Council  
795 Mass. Avenue  
Cambridge, Mass. 02139



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1987 NOV - 2 PM 3:36  
CAMBRIDGE MA.

249 Huron Avenue  
Cambridge, Mass. 02138  
30 October 1987

Cambridge City Council  
795 Mass. Avenue  
Cambridge, Mass.

To Whom It May Concern:

Because you have jurisdiction over cable television companies in Cambridge, I am writing to inform you of a problem I am having with American Cablesystems of Cambridge.

On August 31, I returned my cable converter because I was moving from one section of Cambridge to another and did not want cable service in my new residence. I was told that my refund of \$25 deposit would be mailed within two weeks. At the end of September, when I did not yet receive my deposit, I phoned the company and was told that I just missed the cut-off date for payment in September, but that I would receive a check by mid-October. On October 19, when I did not yet receive my deposit, I phoned and was told that it would be mailed on October 20. On October 23, when I did not yet receive my deposit, I phoned and spoke to an employee, Cathy, who told me that she was in charge of refunds. She said that Check #1604 had been mailed on the 21. On October 26, when I did not yet receive my deposit, I phoned and spoke to Cathy again. She said that my check had been sent to my previous address (although on the receipt for the converter, the ONLY address was my new one, the one above). Now it is October 30, and although all my mail has been forwarded promptly since I moved, I have still not yet received my refund.

I think that AmericanCablesystems has no intention of returning my deposit, and I am writing to you hoping that you can respond to this issue.

Thank you very much for any help you can give to me.

Sincerely,

*Linda Simon*

Linda Simon

cc: American Cablesystems of Cambridge  
Better Business Bureau

4.

JS-647

Comm. from Linda Simon Re: outlining a problem she is having with American Cablesystems in receiving a refund of a deposit.

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CAMBRIDGE MA.

In City Council,

November 9, 1987

Referred to the  
City Manager and  
Cable TV Commissioner  
11-9-87

Copy sent to the City Manager &  
Joseph Saker, Cable TV Commissioner  
11/11/87 wh