



AMERICAN CABLE SYSTEMS OF CAMBRIDGE
88 SHERMAN STREET, CAMBRIDGE, MA 02140



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



February 5, 1988

Mr. Robert W. Healy
City Manager
City of Cambridge
795 Massachusetts Ave.
Cambridge, MA 02139

Re: Attached Letter

Dear Mr. Healy:

Please be advised that a service call was made to Mr. Shioji on February 3, 1988 and the problem was found to be a defective matching transformer that connects our cable to a customer's television set. This was replaced and the customer is satisfied.

From this solution it appears that the problem was specific to Mr. Shioji's connection.

Very truly yours,

A handwritten signature in cursive script that reads "Edward T. Holleran, Jr.".

Edward T. Holleran, Jr.
Vice President and General Manager

ETH/mc

cc: Cambridge City Council ✓

original copy in his file

BJM 2/1/83

January 28, 1988

393 Broadway #2
Cambridge, MA 02139

American CableSystems
of, Cambridge
88 Sherman Street
Cambridge, MA 02140-3233

Dear Sir:

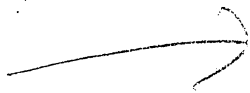
Lately the reception of your cable TV for lower-numbered channels (such as Channels 2 and 4) has become rather poor. In particular, the quality of the Channel 2 reception via your cable system has become intolerably poor; it looks as though we're watching Channel 2 without hooking up an aerial. It has ghost lines, rough horizontal lines, unclear configuration, etc.

Those cable TV subscribers in the same building whom I have talked to agree with me regarding the poor reception of the lower-numbered channels. It is, therefore, our hope that you will make every effort to improve the quality of your transmission of those channels.

Sincerely yours,

Hiroki Shioji
Hiroki Shioji

cc: WGBH TV, Channel 2
WBZ TV, Channel 4
Cambridge City Council



Replaced matching Transformer
2/3/88

T/c Wed 2/3 to 2/9 per 2/2

9.

S-111

Comm. from Edward T. Holleran, Jr., Vice-Pres. & General Mgr., American Cablesystems in response to a letter from Hiroki Shioji on poor cable reception of Channels 2 & 4; said comm. stating a service call was made & the problem rectified.

In City Council,

February 22, 1988

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OFFICE OF CITY CLERK
1988 FEB 10 PM 3:12
CAMBRIDGE MA.

2-22-88

Placed on File