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1987 AUG 27 PM 2:37

CAMBRIDGE MA.

P.O. Box 82
Cambridge, Mass. 02139

July 13, 1987

American Cablesystems of Cambridge
88 Sherman Street
Cambridge, Mass. 02140

Attention Mr. Joe Haynes
Attention Customer Service Department

Dear Mr. Haynes:

This letter is to confirm requests I made to you in our telephone conversation of last May 15 arising out of my objection that my name and address as a cable subscriber had been given out to companies wishing to mail me bulk mail solicitations I did not expect or wish to receive as a result of giving your company my business as a subscriber.

To this date I have received at least two solicitations, one return-addressed "Americal Cablesystems/QVC Network/Channel 53", postmarked Farmingdale, N.Y. (permit 314); the other, "Home Box Office, Inc./1100 Avenue of the Americas/New York, NY 10036".

While I recognize that your company had reserved the right for itself to distribute my name and address in this fashion (as in your Subscriber Privacy Notice condition 2b), I, for one, find it objectionable to have my address treated in this way -- especially as my intention in providing that address was that it would be used only for your own company's internal needs in providing me reliable television reception of agreed-upon programs.

The following are the requests I made to you to correct this matter:

(1) My mailing address throughout your company's records shall change from the service address you now use to the following:

G. Zaritzky
P.O. Box 82
Cambridge, Mass. 02139

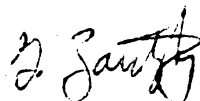
This address shall be used for all future correspondence concerning my account, including for billing purposes.

(2) My name and address shall be retrieved from all companies to which you have given it, so that there will be no further mailing to my address from any such company.

(3) My name and address shall not be given out to anyone except as provided in your Subscriber Privacy Notice conditions 2a, 2c, and 2d. In any case it shall not be given out anymore to anyone under condition 2b. (Thus, this request constitutes an exception to your policy.)

Please confirm your action on these requests, and feel free to contact me about any questions you may have.

Sincerely,



G. Zaritzky

service address:
Suite 310
872 Massachusetts Ave.
Cambridge, Mass.

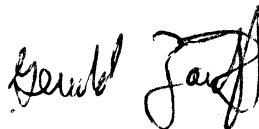
mailing address:
P.O. Box 82
Cambridge, Mass. 02139

cc: Cambridge City Council

8/22/87

Dear Sirs:

As of this date I have had no reply from you in the above matter. Because you are treating my complaint in such an irresponsible manner I am forwarding this matter to the Mass. Attorney General's Office, Consumer Complaint Div.



~~cc Cambridge City Council~~
~~Mass Attorney General's Office~~

Cambridge City Council

CAMBRIDGE, MASS. 02139

ATTN: OVERSIGHT,
CABLE TELEVISION FRANCHISE

Comm. from G. Zaritzky, transmitting a copy of his letter to American Cablesystems regarding his objection that his name & address as a cable subscriber being given out to companies wishing to mail him bulk mail solicitations.

In City Council,

September 14, 1987

*Referred to the Cable
Commissioner and City
Manager*

*Copy sent to the City Mgr.
+ Cable TV Commissioner Joseph Sakey
9/16/87 mh*