

add to com list

96 Otis Street
Cambridge, MA 02141
September 22, 1998

Dear Tim:

Re: Media One

During the last week of July, I received notification from Media One that one of their men would be at my house on August 6th between 4:00 and 6:00 p.m. to upgrade my cable system. When the repairman came, he disconnected my old cable box and installed another one. He told me that the new cable box would give my television picture better clarity and eliminate the need for TV Guide because the menu button on the remote would display a brief summary of what was playing on the screen for each channel.

After the installation, the repairman gave me a contract stipulating that the new system would cost me an additional charge of \$5.90, but by eliminating the \$3.40 cost of the TV Guide each month, which I agreed to, the additional cost would only be \$2.50 over the old system's price. This was spelled out on the contract which we both signed, and he gave me a copy for my files.

My highest cable bill for the previous year was \$38.69, so I assumed that my new bill should have been \$41.19 with the increase in price. However, on Friday, September 11th, I received a bill for \$52.43, \$13.74 above my highest bill for the previous year. On Monday, September 14th, I took my bill and the contract to Media One at 88 Sherman Street and told the cashier that I thought my bill was incorrect. She told me that although I had agreed to cancel my TV Guide, as spelled out in the contract, they had kept sending it to me. The bill I received covered the month of the installation and the following month in advance, but that the cost of the TV Guide would be rebated to me on my next bill. I tried to explain to the cashier that even though I had been sent the TV Guide, the bill according to my last statement should have been for \$5.90 more for the month of August to cover the price increase and \$5.90 more for the bill covering Sept. 15 - Oct. 14, and should not have been more than \$50.49.

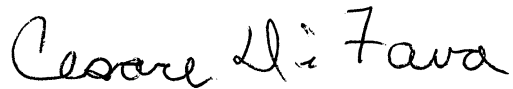
Unable to resolve the matter there, I asked to speak to a billing clerk. The cashier told me that no billing clerks worked in that office and I should call the toll free number. So I paid the entire bill and went home.

When I got home I called 1-888-633-4266 and was put in touch with a woman named Cassandra. After going back and forth with her for half an hour and getting nowhere, I told her to send someone to my house to take the new system out and replace my old box. Cassandra told me that this could not be done because the old system would not work in my neighborhood anymore. I told her that I had two sisters

living in the same area and that the old system worked just fine for them. I then asked her where the billing office was located so that I could meet face to face with a representative and show that person the contract I had signed. She said that she could not tell me where the billing office is located. After putting me on hold for about five minutes, she told me that my new bill would be \$39.49 or \$41.50 with fees and taxes and \$44.90 with the TV Guide, which I do feel is more reasonable.

My question to you, Tim, however, is why do we have to go through hassles like this? I think the solution is that we need another cable company in Cambridge.

Sincerely yours,

A handwritten signature in cursive script that reads "Cesare DiFava". The signature is written in dark ink and is positioned above the printed name and phone number.

Cesare DiFava
354-5942

Consent Communication #85 6225

A communication was received from
Cesare DiFava, transmitting
complaints regarding Media One.

In City Council September 28, 1998

Referred to the City Manager

for Report from
Consumer Council