

RECEIVED

92-266

12/31/92

Dear Sir:

RECEIVED JAN 12 1993

I have a ^{FEDERAL COMMUNICATIONS COMMISSION} ^{OFFICE OF THE SECRETARY} complaint against Falcon Cable Tv. being so high in price '93 in sending you a copy of our bill for this month. We were paying enough as it was. It just keeps on jumping. We don't get any better T.V. or more channels.

We have basic plus one more outlet just to have T.V. in another room.

There is another company just a few miles south of us, that only charge for service \$18.50 for basic and \$2.50 for ~~another~~ another outlet. \$21.00 a month is a lot less than we pay of \$32.26. The company is Jones Cable TV. It get 30 channels we get 22. Falcon's basic is \$29.68 and \$4.05 for another outlet to have in another room. Jones only discounts service a \$1.00 a month. Falcon does if you're on L.S.D.

My husband lost his job when the plywood mill (Champion) was sold and closed down as lots of others lost their jobs.

Douglas County has high unemployment. We could have it taken out but this is about our only entertainment.

I'm hoping to hear from you by return

mail or a phone call. My phone number
is (503) 672-8454.

Thank you for your time.

My address is
Mary C. Vogelstadt
1600 N. W. Mulholland Dr.
Roseburg, Ore 97470

Sincerely
Mary C. Vogelstadt

92-266

RECEIVED

JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RECEIVED

JAN 5 10 08 AM '93

MMB
COMM
INVE

115 Locust Street
Newark, DE 19711
December 28, 1992

Chairman
Federal Communications Commission
1919 M Street, N.W.
Washington, DC 20554

Dear Sir:

Senator Joseph Biden recently wrote to you requesting that you determine whether recent rate increases by Delaware cable companies comply with the regulations required by the new law.

I concur with Senator Biden that the announcement of increases in the interim should not shield the cable company rates from being rolled back.

I urge you to respond affirmatively to this belief.

Very truly yours,



H. Y. Simerson

RECEIVED

28 DEC 92

CHAIRMAN

92-266

FEDERAL COMMUNICATIONS COMMISSION

WASH., D.C. FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

SUBJECT: INQUIRY INTO CABL RATE HIKES

1. IN RESPONSE TO SPECIAL REPORT FROM SENATOR JOE BIDEN (DE) I HAVE INCLUDED COPY OF MY LETTER (JAN '92) TO THE (THEN) HERITAGE CABLEVISION CO OF NEW CASTLE CO, DE — AT THAT TIME, I WAS SO UPSET AT UNWARRANTED RATE INCREASES, I FORWARDED A COPY TO DELAWARE BETTER BUSINESS BUREAU.

2. IN ADDITION TO COPY OF THAT LETTER I HAVE ENCLOSED PERTINENT COPIES OF: SENATOR BIDEN'S SPECIAL REPORT; RATE SCHED, FORMER/NEW; COPY OF RECENT PAID BILL, ETC

3. SENATOR BIDEN IS CORRECT IN DIAGNOSING THIS DELIBERATE "GOUGE" AND EVERY EFFORT MUST BE MADE TO ROLL BACK RATES.

4. STATISTICS PROVE THAT COMPETITION IN THE CABLE FIELD HAS HELD CONSUMER COSTS MORE REASONABLE. IN NORTHERN DELAWARE — THERE IS NO COMPETITIVE CABLE COMPANY!



MAJ. WALTER A. HANNUM
814 KENYON LN.
NEWARK, DE. 19711

CORRECTIVELY,

W. Hannum

92-266

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JAN 1 1993
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

SPECIAL
REPORT
ON

CABLE RATES



December 1992

FROM SENATOR JOSEPH R. BIDEN, JR.

In this issue:

- **Cable Companies Rush To Raise Rates.** (pg. 2)
- **Cable Rates Soar.** (pg. 2)
- **The Cable Competition Act: Breaking Monopolies That Keep Rates Rising.** (pg. 3)
- **A Decade of Rising Cable Rates.** (pg. 3)
- **Biden Seeks Inquiry Into Cable Rate Hikes.** (pg. 4)

Dear Delawarean,

Late this summer, cable television subscribers were bombarded with ominous commercials and bright red warnings on the backs of their bills alerting them to legislation moving through Congress that would re-regulate the cable industry. Misleading scenarios about rate increases and service cutbacks were used to scare consumers into thinking that re-regulation would drive up costs and limit channel selection when in fact the legislation was designed to control cable rates and improve service through competition.

Despite all of the misinformation, the Cable Television Consumer Protection and Competition Act was enacted over the President's veto. I supported the measure because I believed it was time to put the brakes on cable rate increases averaging two times the rate of inflation and overcharges estimated by the Consumer Federation of America to be \$6 billion per year.

Since deregulation six years ago, the cable industry largely has become an uncontrolled monopoly with little competition to keep rates from rising. Where competition does exist, cable rates are 30 percent lower than where it doesn't. In Delaware, there is no competition among cable companies for customers.

The Cable Competition Act is designed precisely to restore competition in the industry; once competition is achieved in an area, the regulatory restrictions will automatically expire.

What a difference a couple of months make. The new law hasn't even gone into

effect yet, and the cable companies are raising rates again. December's cable bills no longer warn consumers about the re-regulation legislation, but instead include notices that rates are being raised and equipment fees and service charges increased. For most Delaware cable customers these charges will simply draw more money from the family budget without adding new services or channels to the system. And the attitude of the cable companies seems to be "take it or leave it."

Well, under the Cable Competition Act the rate increases can be reviewed, and if they are found to be unreasonable, they can be rolled back. Accordingly, I have written the Federal Communications Commission and have asked them to determine whether the cable rate increases in Delaware, particularly those of TCI Cablevision of New Castle County, are judged "reasonable" under the new regulations to be issued next year.

Cable customers in Delaware are tired of seeing their rates go up with little explanation and no discernable improvement in service or selection. The Cable Competition Act ensures that these increases will have to be either justified or withdrawn.

I value your views and ideas on this and the many other issues facing our state and nation. Please feel free to write or call me at one of my offices listed below.

Sincerely,

Joseph R. Biden, Jr.
United States Senator

Offices of Senator Joseph R. Biden, Jr.

<p>Wilmington Room 6209 844 King Street Wilmington, DE 19801</p> <p>573-6345</p>	<ul style="list-style-type: none"> • Dover • 300 S. New Street • Dover, DE 19901 • 678-9483 	<ul style="list-style-type: none"> • Georgetown • Suite 108 • Georgetown Professional Park • 600 N. DuPont Highway • Georgetown, DE 19947 <p>856-9275</p>
-----------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Cable Companies Rush To Raise Rates All Delaware Counties Affected, But New Castle County Hit Hardest

The ink on the new cable re-regulation law was hardly dry when many Delaware cable subscribers were sent notices that their rates would be raised on January 1, 1993.

Price hikes on rates, equipment and services are precisely why the Cable Competition Act was enacted in October over a Presidential veto. Even though the new regulations to increase competition in the cable industry have not yet been issued, Senator Joseph R. Biden, Jr., has written to the Federal Communications Commission asking for a review of cable rate increases in Delaware. If the FCC determines that the rates are unjustified, they can be rolled back.

In December, TCI Cablevision of New Castle County (formerly Heritage Cablevision) notified customers that the basic-plus-expanded service subscription, the one purchased by 98 percent of their customers, would increase 5.6 percent from \$19.80 to \$20.90 per month. No new channel selections or other improvements were offered, and this latest increase follows a 10 percent rate hike just a year ago.

TCI Cablevision also plans to increase the charges for cable equipment and service. The charge for additional outlets will rise from \$2.50 to \$3.50 per month - an increase of 40 percent. Converter rentals, necessary for expanded service and pay-per-view, will increase from \$3.00 to \$4.00 per month - a 33 percent hike.

Installation and service charges, which are now flat fees for the service provided, in the future will be based on an hourly rate: \$50 for the first half hour and \$12 for every

quarter hour until the job is complete. Percentage increases from the flat fee will vary based on the time required for completion of a job, but for common requests such as installation of additional outlets, relocation of outlets, basic cable, and converters, the new charges will represent an increase of a whopping 60 percent!

The cable system operators say the new prices put their service charges more in line with services provided by electricians and plumbers. But electricians and plumbers, who (unlike their cable counterparts) have to be licensed, charge between \$30 and \$50 per hour versus the \$74 hourly rate planned by TCI Cablevision.

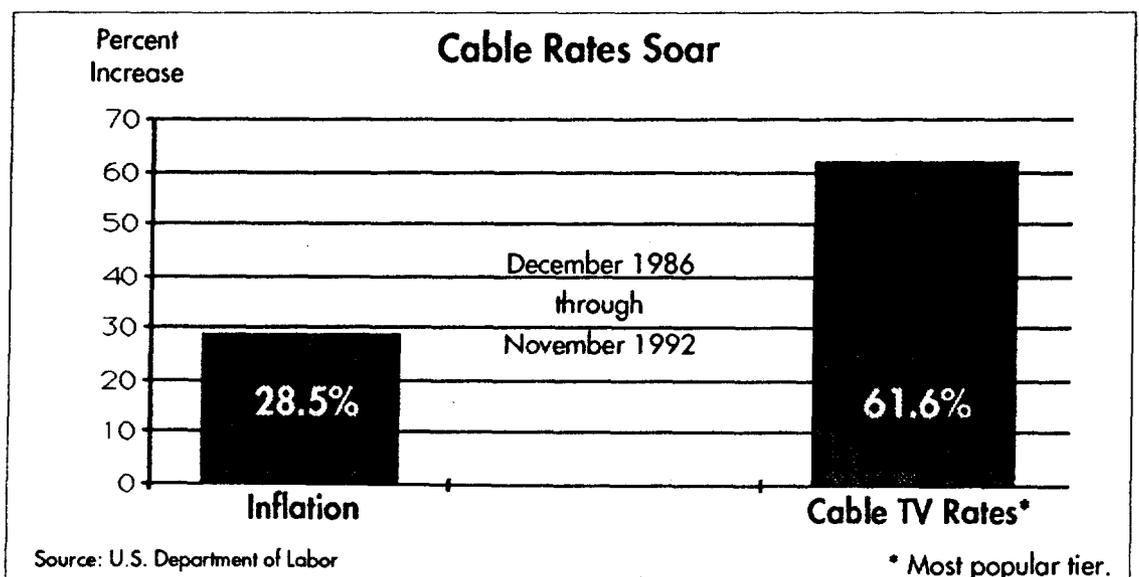
Kent and Sussex County cable subscribers also were notified that their rates would rise, although by not as much as under the TCI rate and service charge plan. Storer Cable of Sussex County notified cable customers that Limited Basic Service would increase by 5 percent and the charge for Standard Service would rise by approximately 7 percent. And Marcus Cable serving parts of Kent and Sussex Counties announced it would raise its Standard Basic Service by 10 percent. But both companies plan to add new programming and service improvements.

Tele-media serving Middletown, Delaware, announced a 4.9 percent increase with no new programming. ■

■ **TCI Cablevision**
(formerly Heritage Cablevision) of New Castle County, will raise rates on January 1 for its expanded-plus-basic service by 5.6 percent.

■ **Storer Cable of Sussex County** will raise rates January 1 on its expanded standard service by 8 percent.

■ **Marcus Cable,** serving parts of Kent and Sussex Counties, will raise rates on April 1 for its expanded standard service by 10 percent.



■ **Marcus Cable, serving Kent and Sussex Counties, recently announced it would drop popular Philadelphia TV stations from its channel line-up. The Cable Competition Act specifically encourages cable companies to continue local channel programming that has been provided in the past. Senator Biden is working with Marcus Cable to ensure that the Philadelphia stations will be carried.**

THE CABLE COMPETITION ACT

Breaking Monopolies that Keep Rates Rising

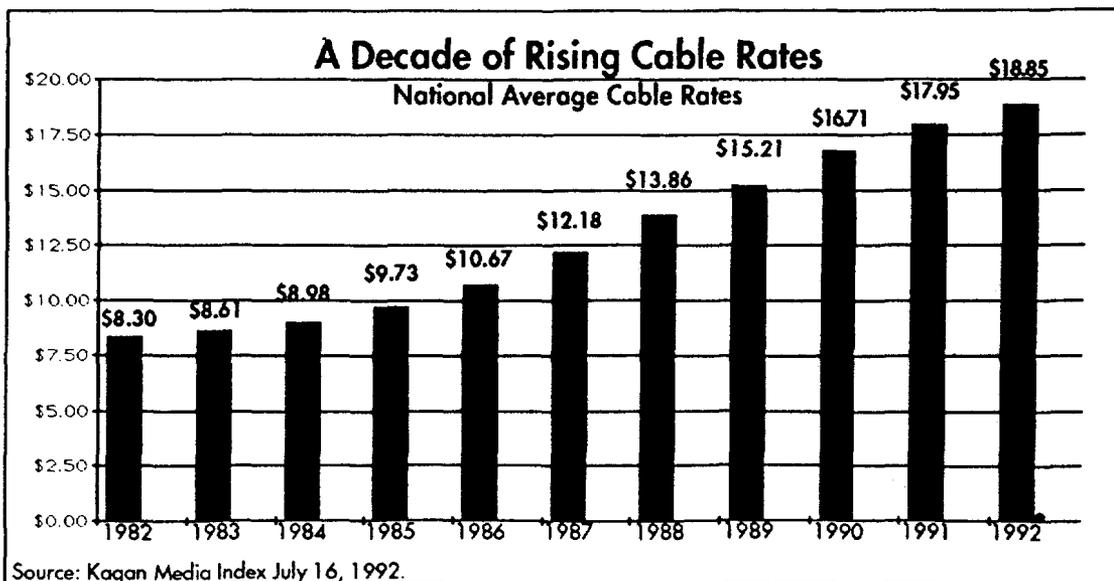
The Cable Competition Act would help restore competition to the cable industry in the following ways:

- It would require that local cable markets be opened to competition from other cable operators. Local authorities would not be allowed to bar competition, as many do now.
- It ensures that competitors have access to popular programming, such as ESPN, TNT and the USA Network. Cable companies that own both cable systems and production companies can no longer refuse to sell programming or charge outrageous prices to competing systems.
- Perhaps one of the most pro-consumer features of the new law will require cable operators, after they have had a chance to upgrade their systems, to offer popular channels such as HBO and Showtime separately without forcing customers to buy the entire expanded service tier. These programs could be purchased on a per-channel basis or in some instances on a per-program basis.
- Since changes in competition won't come about right away, it authorizes the Federal Communications Commission to protect consumers from unreasonable rate increases until competition occurs. Also

covered under this protection are charges for equipment, programming and other services that potentially could be loaded up by companies to make up for the reduced rates. The recently announced increases in rates and equipment charges by Delaware cable operators could be rolled back under this new law if the increases are found to be unreasonable.

- In response to consumer complaints about unresponsive and limited customer service, the new law requires the FCC to set minimum service and technical standards including standards for cable installation, handling outages and communications with customers.

- Cable operators would be prohibited from charging subscribers for services or equipment that they have not requested. New Castle County cable customers may remember the debacle last year when they were told they would be billed for a new service – the ENCORE movie channel – unless they explicitly notified the cable system that they did not want it. Consumer protests finally forced the cable company to remove the option from consumer bills unless it was requested. ■



92-266

BIDEN SEEKS INQUIRY INTO CABLE RATE HIKES

Senator Biden recently wrote to the Chairman of the Federal Communications Commission, the agency charged with implementing and enforcing the Cable Competition Act, asking him to determine whether recent rate increases by Delaware cable companies comply with the regulations required by the new law. In his letter Biden said:

TO BBUREAU & (THE) HERITAGE, NEW TEL

" I want to make certain these rate hikes receive the full scrutiny of the Federal Communications Commission. The questionable timing of the increases - announced in the interim between the enactment of the cable law and the Commission's promulgation of new rate regulations - should not, in my opinion, shield them from being rolled back if such action is dictated by the new law."

Biden asked for a full accounting of the Commission's proposals to review rate increases announced before the regulations are drawn up and requested a timetable for when the new rules will be issued. ■

YES!
MAKE CY.
OF MY
LTR

■
If you would like to send your comments to the Federal Communications Commission, you can write to:

Chairman,
Federal
Communications
Commission,
1919 M Street, N.W.,
Washington, DC
20554

JAN 5 10 08 AM '93

RECEIVED

United States Senate
Washington, DC 20510-0802

Public Document
OFFICIAL BUSINESS

Joseph R. Biden, Jr.

U.S.S
Bik. Rt.
CAR-RT SORT

Postal Customer
DELAWARE

SPECIAL REPORT
ON CABLE RATES

352059

FIND CY.
OF MY
RATE LTR
(CY TO BOB)

92-266

RECEIVED

JAN 12 1993

10 January, 1992

HERITAGE CABLEVISION
4008 N. DuPont Hwy. FEDERAL COMMUNICATIONS COMMISSION
New Castle, DE 19720 OFFICE OF THE SECRETARY

*cy of orig. ltr
also sent cy to BB Bureau (DEL)*

SUBJECT: Rate Increases

Over ten years ago, when we first subscribed to cable television, one of our prime objectives was to have access to a Sports channel and we had it...I think it was channel 13? and our monthly bill was \$8.34 Then one night I got home from work and Chan.13 was MTV or something with no advance warning and the monthly bill commenced an annual upward spiral. We also had an A/B switch and it worked fine until one of your servicemen removed it while trouble-shooting a faulty cable connection that had negated picture.

Now the latest indignity is your blatant "carrot-on-a-stick" method of holding ESPN for "ransom"!! You want to charge us \$2.00 ADDITIONAL dollars for all of that other "junk" in order to get the ONE channel we really want!!!

This is nothing more than "gun-in-ribs" hostage taking! I'll venture to guess that the late John Calvetti would not have condoned such un-ethical marketing practices!

Our monthly bill now averages nearly \$22.00 almost a 300% increase since we first enrolled!!!! The real downer in the deck is that yours is the "only game in town"! The FCC apparently doesn't deem it necessary to regulate rates and the lack of competition allows you to get "trigger-happy" and try to recover equipment investment all at once instead of amortizing over a ten year period.

Believe me, I'm getting estimates on a new antenna installation and then maybe I can tell you where to cram your cable!



W.A. Hannum

cy: BBB

92-266

RECEIVED



JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

COPY OF LTR.



November 22, 1991

Dear Heritage Subscriber,

Cable Television is one of the best entertainment values your money can buy. Dollar for dollar, penny for penny, nothing else quite stacks up. That's one of the many reasons you choose to subscribe. Cable TV is important to you, your family and your community. Cable provides an incredible wealth of entertainment. It's a classroom for children and adults alike. It keeps us in touch right up to the minute with activities and events around the country and around the world. All of this is conveniently available right in your living room. When you think about all Cable Television offers, nothing gives you so much entertainment for such a small investment.

1992 MONTHLY CABLE TV RATE HIGHLIGHTS
(effective with your January '92 bill)

- * RECEPT-13: includes all broadcast stations available in the Philadelphia market, plus WTBS (Atlanta), WWOR (New York), CNN Headline News and Heritage's own local news, First State News ...\$9.95
- ** BASIC SERVICE: includes all satellite delivered cable services, with the exception of Premium Channels and Expanded Basic Channels, which are optional and may be purchased separately\$7.85
- *** EXPANDED BASIC SERVICE: includes AMC, ESPN, COURT TV, USA and TNT\$2.00

- (* Special installation charges apply)
- (** To purchase BASIC SERVICE customers must first buy RECEPT-13)
- (*** To purchase EXPANDED BASIC SERVICE customers must first buy RECEPT-13 and BASIC SERVICE)

Programming costs that increase faster than the rate of inflation are one of the reasons we have established three levels of cable television service. This will give you greater control of your monthly cable bill.

At your present level of cable television service, the adjustment to the monthly rate for the Basic and Expanded Basic levels of service will increase your cable bill by \$1.85 per month, plus applicable fees and taxes. If you have additional cable outlets, the monthly rate will increase by \$.55 from \$1.95 to \$2.50 for each outlet.

	<u>1991</u>	<u>1992</u>
Basic Cable Service (includes Recept-13)	\$16.95	\$17.80
Expanded Basic Service	\$ 1.00	\$ 2.00
Additional Sets (each)	\$ 1.95	\$ 2.50

GREAT PROGRAMMING COSTS A PRETTY PENNY

Research has shown that 90% of cable customers are not aware that cable system operators, such as Heritage, have to pay for programming. As a matter of fact, we pay a significant amount for the programming we provide to you. Cable Networks such as AMC, ESPN, USA, and TNT and your other favorites charge us monthly for each customer in our system. Because these program "providers" are constantly striving to bring you more of the shows and original programming you want, their charges to us rise to cover their production and purchase expenses. In 1992 we will invest over \$750,000 in community based LOCAL PROGRAMMING, including FIRST STATE NEWS. Consequently, programming is one of the reasons we must increase our rates. But, on the positive side, it all adds up to even better quality cable television and more choice for you. Today's cable costs only pennies more per channel than it did three years ago.

MAINTENANCE ISN'T CHEAP EITHER

Cable television is a high-tech operation involving satellites, dishes, amplifiers, modulators, receivers, and mile after mile of cable lines. It's our responsibility to make sure that you get quality reception, the most reliable operation, the latest technologies, and the best customer service. All this requires a substantial investment. But, by far our most important investment is in people, people right here in your area who make our organization work. We continually invest in salaries, benefits and training for our staff, your neighbors, providing you the best possible cable TV service.

YOUR MONEY AT WORK IN THE COMMUNITY

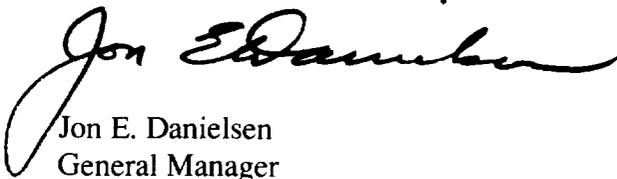
Much of the money you pay for cable TV stays right here in our community; purchases of local goods and services, rents and leases on local property, and county, and city taxes. We keep no portion of these taxes collected - 100% of the taxes itemized on your bill go to county and city government. Heritage also pays additional business taxes not listed on your statement. Meanwhile, we're doing all we can to make cable television programming even better.

WE CONTINUE TO INVEST

In the past few years Heritage has invested over 36 million dollars to upgrade our system. We continue to invest to ensure that your cable system will be ready to meet your television needs into the next century.

Thank you for your business.

Sincerely,



Jon E. Danielsen
General Manager

We reserve the right to alter, modify, delete or otherwise offer or market our services, including any optional levels of service, and related costs to our customers. Your subscribing to such optional services may be subject to connect and reconnect charges as may be established by us time to time. Your payment of the separate charges listed on your monthly cable bill will be considered as your continued election to receive them.

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JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

increase our rates. But, on the positive side, it all adds up to even better quality cable television and more choice for you. Today's cable costs only pennies more per channel than it did three years ago.

MAINTENANCE ISN'T CHEAP EITHER

Cable television is a high-tech operation involving satellites, dishes, amplifiers, modulators, receivers, and mile after mile of cable lines. It's our responsibility to make sure that you get quality reception, the most reliable operation, the latest technologies, and the best customer service. All this requires a substantial investment. But, by far our most important investment is in people, people right here in your area who make our organization work. We continually invest in salaries, benefits, and training for our staff, your neighbors, providing you the best possible cable TV service.

**YOUR MONEY AT WORK
IN THE COMMUNITY**

Much of the money you pay for cable TV stays right here in our community; purchases of local goods and services, rents and leases on local property, and county,

and city taxes. We keep no portion of these taxes collected - 100% of the taxes itemized on your bill go to county and city government. TCI Cablevision also pays additional business taxes not listed on your statement. Meanwhile, we're doing all we can to make cable television even better.

Thank you for your business.

Sincerely,

Jon E. Danielsen
General Manager

We reserve the right to alter, modify, delete or otherwise offer or market our services, including any optional levels of service, and related costs to our customers. Your subscribing to such optional services may be subject to connect and reconnect charges as may be established by us from time to time. Your payment of the separate charges listed on your monthly cable bill will be considered as your continued election to receive them.



TCI Cablevision of
New Castle County

Formerly "HERITAGE"
— (and before that, ROLLINS CANY)

**IMPORTANT RATE
INFORMATION**

December 1, 1992

Dear TCI Cablevision Customer:

Cable Television is one of the best entertainment values your money can buy. Dollar for dollar, penny for penny, nothing else quite stacks up. That's one of the many reasons you choose to subscribe. Cable TV is important to you, your family, and your community. Cable provides an ever increasing wealth of entertainment. It keeps us in touch right up to the minute with activities and events around the country and around the world. All of this is conveniently available right in your living room. When you think about all Cable Television offers, nothing gives you so much entertainment for such a small investment.

92-266

1993 MONTHLY CABLE TV HIGHLIGHTS

(Effective with your January '93 bill)

RECEPT-13: Includes most Philadelphia broadcast stations, plus TBS (Atlanta), WOR (New York), CNN Headline News, and TCI Cablevision's own local news, First State News\$9.95

Basic Service: Includes all satellite delivered cable services, with the exception of premium channels and Expanded Basic channels, which are optional and may be purchased separately.....\$8.45

Expanded Basic Service: Includes AMC, ESPN, Court TV, USA, and TNT\$2.50

The combined monthly cost of RECEPT-13, Basic, and Expanded Basic\$20.90

Programming costs that increase faster than the rate of inflation are one of the reasons we have established three levels of cable television service. This offers customers greater control of their monthly cable bill.

ADDITIONAL ADJUSTMENTS INCLUDE

- Additional outlets (not including the rental fee for a converter if needed) will increase from \$2.50 to \$3.50 per month.
- Converter rentals will increase from \$3.00 to \$4.00 per month.
- Digital Music Express Service and equipment rental will increase from \$9.95 to \$10.95 per month, and will now include a DJ Remote Control as part of the standard service offering. This reflects a \$2.00 decrease (previously the cost for the tuner service and standard remote was \$9.95 per month and the DJ remote was an additional \$3.00 per month.)
- We will also re-structure our installation charges where fees will be based on the time that is required to complete the job. This is an adjustment from our current "flat fee" rate structure which is comparable to that of other local service companies such

as the phone company (see attached rate structure comparison.)

1993 installation, transfer, and other charges will be calculated on this formula: \$50.00 for the first half-hour and \$12.00 for every quarter-hour the technician is working at the home thereafter until the job is complete.

**GREAT PROGRAMMING COSTS
A PRETTY PENNY**

Research has shown that 90% of cable customers are not aware that cable system operators, such as TCI Cablevision, have to pay for programming. As a matter of fact, we pay a significant amount for the programming we provide to you. Cable Networks such as AMC, ESPN, USA, TNT and your other favorites charge us monthly for each customer in our system. Because these program "providers" are constantly striving to bring you more of the shows and original programming you want, their charges to us rise to cover their production and purchase expenses. In 1993 we will invest over \$750,000.00 in community based LOCAL PROGRAMMING, including FIRST STATE NEWS. Consequently, programming is one of the reasons we must

**COPY OF RATE CHANGES
FOR 1993
TCI CABLEVISION OF
NEW CASTLE COUNTY
DELAWARE**

92-266

HANNUM - 814 KENYON LN.
NEWARK, DE 19711

COPY OF PAID BILL (ITEMIZED FOR 137 TIME)
FOR JAN '93 RECEIVED

JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

TCI CABLEVISION OF NEW CASTLE COUNTY	ACCOUNT NUMBER	BILLED FROM	BILLED TO	DATE DUE	INCLUDES PAYMENTS RECEIVED BY
	10228-092689-01-6	1/01/93	1/31/93	01/10/93	12/18/92

FOR- 814 KENYON LN

FOR CUSTOMER SERVICE OR BILLING
CALL 656-3370.
FOR REPAIR ONLY
CALL 658-7138.

11/30	BEGINNING BALANCE	21.63
12/09	PAYMENT-THANK YOU	21.63-
1/01- 1/31	RECEIPT 13 (CHANNELS 2-13)	9.95
1/01- 1/31	BASIC SERVICE (CH 21-42 AND CH 50-52)	8.45
1/01- 1/31	EXPANDED BASIC (CHANNELS 16-20)	2.50
1/01- 1/31	UTILITY TAX	.89
1/01- 1/31	FRANCHISE FEE ?	1.05
12/31	BALANCE DUE	< 22.84

TCI CABLEVISION WILL BE AIRING (4)
PREVIEWS IN JANUARY OF 1993.

SERVICE	DATES	CH
THE MOVIE CHANNEL	1/18-1/21/93	47
SHOWTIME	1/22-1/23/93	46
HBO	1/24-1/25/93	53
CINEMAX	1/26-1/29/93	44

THERE IS NO CHARGE FOR THESE PREVIEWS!
TO USE PARENTAL CONTROL FEATURE CALL
658-7138.

JAN 01 THRU JAN 31, 1993

paid 12/10/92 - enc
17-4

97-266

COPIES OF 1992 & Prior
INFO & RATES

RECEIVED

JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

SEARCHED
SERIALIZED
INDEXED
FILED

***	RECEIPT-13: Channels 2-13 only	\$ 9.95
**	RECEIPT-13 AND BASIC SERVICE: Channels 2-13 plus channels 21-42	\$ 17.80
***	RECEIPT-13, BASIC SERVICE AND EXPANDED BASIC SERVICE: All basic and channels 50-52	\$ 19.80
*	Special installation charges apply To purchase BASIC SERVICE customers	
**	To purchase BASIC SERVICE customer must first buy RECEIPT-13	
***	To purchase EXPANDED BASIC SERVICE customer must first buy RECEIPT-13 and BASIC SERVICE	
ADDITIONAL OUTLETS		
	(without converter)	\$ 2.50
CONVERTERS:		
	With ONE or more premium services on first outlet only, except ENCORE	FREE
GUIDES:		
	The Cable Guide (per month, per guide):	\$ 1.00
	TV Guide (per month):	\$ 2.95
*** PREMIUM SERVICE RATES AND PACKAGE DISCOUNTS HAVE NOT CHANGED ***		

MONTHLY RATES
EFFECTIVE JANUARY 1, 1992

Heritage Cablevision
A TCI COMPANY



We're taking television into tomorrow.

EDUCATION NOTICE AND INPUT-SELECTOR-SWITCH OFFER

102-28/9717
1291

Heritage Cablevision has selected a variety of broadcast TV stations as part of its channel line-up. Nevertheless, the Federal Communications Commission ("FCC") does not require us to carry all the local stations generally available over the air in this area. At the present time, we carry all local broadcast-TV channels in this area.

WE HAD ONE FROM ORIG. INSTAL.
The A/B Switch is a device that connects both cable service and an antenna to a television receiver — which aids you, the viewer, in preserving independent access to off-air television service. **Adding an A/B Switch does not guarantee that you will be able to receive all off-air channels or quality reception of these channels.** **HERITAGE TECHNICIAN REMOVED IT DURING SERV. CALL**

If you want this capability, A/B Switches are available from a variety of suppliers or may be purchased from us. A variety of switch options may be available, including simple manual cable/broadcast switches, multiple-input-source switches, electronic switches, and remote-control switches and televisions with built-in switches. The FCC has adopted the following technical standards for A/B Switches: 90db isolation for frequency ranges of 54-216 MHz and 60db isolation for frequency ranges of 216-550 MHz. A/B Switches utilizing external power must be capable of maintaining isolation in the event the device is not connected to a power source or power is interrupted. If your television has a built-in switch, or if you already have an A/B Switch, you may not need or want another A/B Switch.

A/B Switches have the potential for causing interference. To eliminate possible interference caused by leakage of cable signals — when installing an A/B Switch — use shielded coaxial cable between the television receiver and the A/B Switch. At least four feet of shielded coaxial cable should be used for connecting switch terminals to any unshielded antenna leads.

(continued on reverse side)

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JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Vincent J. Marra
4284 Newport Gap Pike
Hockessin, DE 19707

92-266

Dear Chairman:

RECEIVED
JAN 7 3 13 PM '93

JAN 5, 1993

RECEIVED

Please do something
about the rising cost of
having cable.

My wife & I are well
up in age (70's). Our main
pleasure is T.V. Life would
be boring without it. But,
the cost is going up rapidly.

I'm really not one to
complain, but living on a fixed
income makes it difficult to
to enjoy life when products &
services increase faster than
cost of living.

Thank you for listening
V.J. Marra

92-266

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JAN 12 1993

FEDERAL COMMUNICATIONS
OFFICE OF THE SECRETARY

Debra A. Nesbitt
209 North Galveston Street
Arlington, Virginia 22203

December 28, 1992

Ms. Denise Harris
Director, Customer Service
Cable TV Arlington
2707 Wilson Boulevard
Arlington, VA 22201

Dear Ms. Harris:

I am writing to express my extreme dissatisfaction with the increase in cable rates that were recently enacted. Cable TV Arlington has taken advantage of its monopoly and is really sticking it to customers. I have never been this angry about any service I have ever received.

It is outrageous that the two tiers of service are all or nothing. I have no use for the majority of stations that are included in the second tier. However, because I am a regular viewer of CNN, ESPN and C-SPAN, I must pay nearly \$30 a month to receive these broadcasts. There should be a tier of broadcasts in between the current arrangement that includes news and weather channels. For those who only want the first tier of service, they are penalized by having to pay the \$49.99 installation charge. Thus they will not see a savings in their cable bill for five months.

I understand that you have a monopoly on cable service in Arlington County, but there is no reason to be so greedy. Cable rates have slowly inched up, with decreases in customer service. If you are going to raise rates again, why not provide customers with a cable viewing guide. It is ridiculous that customers must pay an additional fee to find out what is on the stations. Also, why don't you let customers know when you are offering special Showtime and HBO weekends?

I am very frustrated that I am forced to pay such high rates when I only watch a minimum number of stations. I think your raising of rates before the new cable law takes effect is wrong.

Sincerely,

Debra A. Nesbitt

cc: Arlington County Consumer Affairs
✓ Federal Communications Commission

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OFFICE OF THE SECRETARY

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MMB
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INVEST

1035 E. Appalachian
Flagstaff, AZ 86004

Dec. 23, 1992

Chairman, Federal Communications Commission
1919 M. St. N.W.
Washington, D.C. 20554

Dear Sirs:

Before you consider the re-regulation of the TV cable industry, let me give you an idea of what we're contending with in Flagstaff, Arizona, a city of 45,000 with one cable company, Warner Cable. Several months ago, I asked the price of basic cable service and my three premium channels, as the bills they send do not break this down. It was \$27.61 for what they call basic service. This is three times as much as the same service in the nearest large city, Phoenix, Arizona. I decided to drop one premium channel, and was offered a 1/2 price special if I would keep it. Three months later I got a bill in which they had changed their minds and charged me full price for the previous month whose bill had already been paid. Tonight, the cable has disappeared. When I called the "emergency" service, I got an answering service which told me they would get the message in the morning. These are just examples of how the customer is treated in a city with no cable competition. Meanwhile, I've gotten a gibberish statement in my latest bill, in which they seem to be saying that they will graciously reduce a "basic" rate for channels 2-13, (primarily the network channels) a service which absolutely noone I know has ever even heard of, much less ordered, to \$9.95 a month, and raise every other service they offer by at least 5%. They are doing this "to do what we think Congress intended". I certainly hope that raising my rates while lowering my service is not what Congress truly intended. We truly need some defense against this shoddy, greedy, and ever-more-costly "service", in a city with only one one broadcast station and no competing cable service.

Sincerely,

Adrienne Wasserman
Adrienne Wasserman

92-260

26 December 1992

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JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Federal Communications Commission
Washington DC

Dear Sir / Ma'am,

I wish to point out that Grassroots Cable of Industrial Drive, P.O. Box 280, Exeter, New Hampshire 03833, has raised its rates over 10% on December 1 of this year. This is coupled with another raise in rates about 1 1/2 years ago. We now pay \$27.25 for basic cable. The original "deal" proposed to the selectmen of our town was \$15.00 per month for basic cable in 1989. This is WAY ahead of the cost of living index.

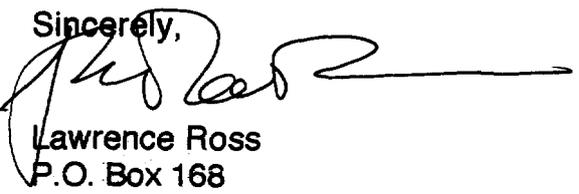
GRASSROOTS does NOT have, in its selection of cable, ONE LOCAL OR NEW HAMPSHIRE CHANNEL. We get our Public Television from Denver Colorado and our other network stations from Maine. We cannot choose another cable company. (Other cable companies in the area offer local channels.)

Over 120 individuals (out of a total population of about 1100 people who live in the two towns that Grassroots covers) who subscribe to Grassroots Cable have signed petitions asking for a local channel. The Company did not even respond to the petition.

We feel that we have no say as to what company we can have or the kinds of channels that are available. The Grassroots Cable owns about 40 other cable networks in New England. They refuse to answer letters. They refuse to cooperate with the users of the Cable system.

They just keep raising the rates. I will be glad to furnish a copy of the petition.

Sincerely,



Lawrence Ross
P.O. Box 168
Eaton Center, NH 03832
603 447 3098

c.c. Grassroots Cable

92-266

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December 28, 1992
Federal Communications Commission

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

1919 M Street, NW
Washington, DC 20554

ATTN: Cable Rate Regulation-MM Docket 92-266
Cable Customer Service-MM Docket 92-263

It is my understanding that the Federal Communications Commission is now accepting comments on the Cable Television regulatory bill recently passed by Congress. I respectfully submit these comments relative to the impact Cable Television has had on the broadcasting industry in Key West, Florida and surrounding area, a population in excess of 40,000, that is isolated from originating television stations by some 150 miles. As a result the area is dependent on Cable Television so practically every home is wired by a lone cable company. The usual problems associated with a monopoly exist here in Key West. Consumers have just been notified of an increase of basic and extended basic rates effective January 1, 1993.

The real subject of my comments, however, is the effect that Cable, in its present un-regulated form, is having on the local broadcast industry - specifically on Radio.

1. LOCAL ADVERTISING...the cable company sells clusters of announcements to local businesses at extremely low prices and floods the system with commercials on every available break on numerous channels 24 hours a day.
2. LABOR...one cable channel has been set aside for local access. Local shows are produced using local talent as hosts. The hosts get paid nothing. They flood the programs with local commercials and do not pay the participants who do the work simply to be seen on TV or to enhance their political image.
3. POLITICAL...since there are no regulations just about anything goes during the presentation of political issues. Political program hosts are not paid but the Cable company accepts paid political advertising to run during the show. The cable company does not provide any "local news" utilizing

experienced broadcast news persons, probably because the production of local news is costly. 4. FREE TELEVISION...a local television station cannot be established to provide free television in the Key West area because it cannot compete.

As a result of these reasons the lone Cable company has impacted local Radios ability to provide community services such as local news programs, programs that are costly to produce. As a result it has degraded the quality of news information that is provided to the public. Two local radio stations licensed to Key West are currently in bankrupt proceedings. Although I cannot say this is directly related, I think it is reasonable to assume that there are only so many local advertising dollars available in a given community, and those dollars must support all broadcast facilities. It would seem to me that local Cable should be regulated in a manner consistent with translators since the re-broadcast of signals are involved. Translators along with public radio and television are prohibited from running commercials. Cable systems, in isolated areas especially, should be placed in this category. The Cable system has an unfair advantage in the local advertising field and it is specifically impacting local Radio.

I submit these comments as an experienced broadcaster, 35 years in the business and a past President of the Florida Association of Broadcasters. I have also served on the small market Radio committee of the National Association of Broadcasters. These comments are independent of these organizations and are strictly my own opinions, nothing else.

Respectfully submitted,


Gayle Donald Swefford

1519 Johnson Street

Key West, Fl 33040

305-296-6844

92-266

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

323 Regent Place
Newark, DE 19702
December 31, 1992

Chairman
Federal Communications Commission
1919 M Street, N.W.,
Washington, DC 20554

Dear Chairman,

I am writing you to ask you to seriously review the recent splurge of increases by cable television companies and the questionable timing of the increases that have been announced in the interim between the enactment of the new cable law.

Cable rates in the state of Delaware where there is little or no competition have soared since the announcement that the new law passed through Congress. I have only recently moved to Delaware and we are again being informed by our cable company TCI Cablevision that are rates are being increased for the second time this year. These increases are ludicrous, as a customer we are charged for everything imaginable, a box fee which they tell you must have to receive a pay channel even if you have a cable ready television, a fee for your VCR so that you can tape a program if you're out, and a \$38 installation fee to have a switch flipped so that the jack you have in your bedroom will work and then an additional fee each month for the second jack, just to name a few.

Please review these recent increases and consider removing the apparent shield which cable companies have from the new law.

Sincerely,

Mary Beth Brillman
Mary Beth Brillman

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JAN 12 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

92-266

30 Saddle Dr.
Furlong Pa. 18925
December 28, 1992

Director
Federal Communications Commission
1919 M Street N.W.
Washington D.C. 20554

Dear Sir:

Enclosed is a letter to Suburban Cable T.V. of Jamison Pa. canceling my cable service.

It is my opinion that legislation should be enacted to monitor and limit cable companies indiscriminate raising of rates. Cable T V companies must be regulated as are other utilities.

Suburban Cable has raised their rates, for basic service, over 37% since January 1991. These increases are unwarranted and excessive.

Very truly yours

Edward W. Gagnas
Edward W. Gagnas

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DIVISION

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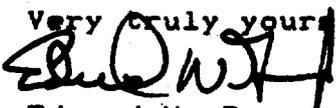
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30 Saddle Dr.
Furlong, Pa. 18925
December 21, 1992

Dear Mr. Keller:

I am writing in response to your letter of November, 1992 notifying me that my basic cable rate will be "adjusted" to \$21.95 per month. This additional \$2.00 per month represents an increase of over 10 %. It is my opinion that this increase in the basic rate is unwarranted, since there were identical \$2.00 per month increases in 1991 & 1992. Your basic rate has increased by over 37 % since January 1990.

It is this type of action on the part of Suburban Cable that violates the public trust and I hope encourages further governmental regulation. So, enough is enough, cancel my cable service as of 1/1/93.

Very truly yours

Edward W. Gegnas

cc:Federal Communications Commission
cc:Doylestown Township Bd. Supervisors

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December 21, 1992

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Federal Communications Commission
1009 F. Edward Hebert Federal Building
600 South Street
New Orleans, LA 70130

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

FCC
NEW ORLEANS, LA.

RE: Cable Rates

Dear Sirs,

I have just received notification from Video Design (our local cable company) that their monthly rates will increase from \$23.95 to \$25.50, effective January 1. Since they had campaigned vigorously against the recent cable legislation and warned the legislation would cause rates to increase, I was not terribly surprised about their move. But I sincerely hope that something can be done soon to force this company, and others who are milking their customers' pocketbooks, to provide services at reasonable rates.

When I first subscribed to basic cable in 1980, the monthly rate was \$8.25. That rate included CNN, CNN Headline News, TBS, HSE, ESPN, USA and others. After the deregulation of cable, the cable company pulled a fast one--they split off ESPN, HSE, CNN, CNN Headline News, USA and a number of other channels that had been previously included in the basic rate, put them into a "Basic Plus" package, for about \$5.00 additional charge per month, and lowered the rate of the plain vanilla "Basic" (local area channels plus TBS and C-Span). Of course, in order to get the "Basic Plus" package, one must first subscribe to the "Basic" package. I have subscribed to the Basic Plus package since it was initiated, but because the content of the Basic and Basic Plus is essentially the same as the original Basic package, the combined rates for both must be used to demonstrate the rate increases over the last 12 years.

Following is a list of the rate increases from 1980 to date:

10/80 -	\$ 8.25	03/88 -	\$13.95
10/81 -	\$10.25	02/89 -	\$16.95
07/84 -	\$10.95	10/89 -	\$19.95
07/85 -	\$11.45	01/91 -	\$21.95
01/86 -	\$11.95	01/92 -	\$23.75
		01/93 -	\$25.50

This represents over a 300% increase in cable rates since 1980. During the first seven years represented above, cable rates increased by 45%; during the last 5 years, they have increased by 113%. I can think of no other service or product that has increased at this rate in the same time period. The service is no better than it ever was--there are frequent outages that last several hours at a time, the reception is seldom as good as we can receive local channels with an antenna, some channels are consistently poor, you can hardly call the cable office without getting a busy signal, and when you complain to them about their service, they are rude.

Please do anything you can to help cable consumers like me from continuing to be ripped off.

Sincerely,

Linda Wheeler
Rt. 7, Box 928
Lake Charles, LA 70611