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Dec. 29, 1992

JAN 11 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Chairman, Federal Communications Comm.
1919 M. Street, N.W.
Washington D.C. 20554

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10 56 37 AM

Dear Sir:

Please review the cable rate increases and the program changes, namely the dropping of the Phila. TV stations, by Marcus Cable in Delaware.

First, we were advised that if the Cable Competition Act were passed, we would face increased costs. Before the ink was dry on the Act, we were notified rates would be increased.

The Company advertises "new" programming but there are still several channels with the same programs. Reception is poor and there is interference.

I feel cable rates have soared

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and that maybe some competition
is needed.

Thank you.

Sincerely
Mrs. George Hansel
RD 2 Box 376 D
Hartly De 19953-9502

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OFFICE OF THE SECRETARY

509 Seventeenth Street
Huntington Beach, California
December 29, 1992

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DOCKET FILE COPY ORIGINAL

Mr. Alfred C. Sikes, Chairman
Federal Communications Commission
1919 M Street
Washington, D. C. 20554

Dear Mr. Sikes:

I heard a radio report stating that the FCC is interested in finding cable companies that are raising their rates before the recently enacted cable law goes into effect. I am enclosing a letter I received from Paragon Cable, whom I believe is doing just that. When we first signed up for cable service in 1983, I believe the basic rate was \$9.95. The company has been sold twice since then and its prices have steadily risen. I do hope something can be done to control these charges as we do not have the choice of going to another cable company.

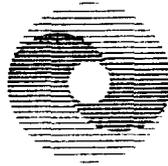
Sincerely,

Kay Seraphine

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY



PARAGON
C A B L E

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Dear Valued Customer:

Beginning January 1, 1993, Paragon's rate structure will change. Basic service will increase by \$1.00 per month, a 4% increase. The Movie Channel will increase by \$1.00; this includes all packages with The Movie Channel.

The new monthly rate for additional television outlets will be \$4.00 for the first additional outlet. For an additional \$2.00 per month, you can receive up to three more additional outlets. If you now have two or more extra outlets, the new cost will be less than you now pay.

The following rate sheet represents our monthly prices and fees.

Monthly Charges		One Time Fees	
Standard Basic Service	\$25.95	Reception Service	
(For Senior Citizens)	\$23.36	Equipment Charge	\$25.00
Reception Service (Broadcast)	\$12.95	Standard Installation	\$49.95
HBO/HBO II*	\$11.95	Additional Outlet Installation	\$25.00
Showtime/Showtime II	\$11.95	DMX Installation **	\$19.95
The Movie Channel	\$ 8.95	Transfer of Service	\$40.00
The Disney Channel	\$ 7.95	Relocation of Outlet	\$25.00
Digital Music Express	\$10.95		
Additional Outlets	\$ 4.00 (\$6.00 for 2/4)		
Converter Charge	\$ 3.95 /Less with premium packages		

In light of the ever-increasing cost of doing business, Paragon will continue to carefully manage its operating costs in order to provide you with the best possible value.

Sincerely,

Mark Mangiola
Executive Vice President
General Manager

MM:deh

* Requires converter box at \$3.95

** Free with Standard Install



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92-266

JAN 11 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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JAN 11 1993

FCC - MAIL ROOM

January 8, 1993

Attention: Donna R. Searcy
Federal Communications Commission
1919 M Street, N.W.
Washington, D.C. 20554

Re: Comments Pertaining to Customer Service Standards

Dear Ms. Searcy:

To date, complaints received by the City of Cleveland Heights regarding Customer Service as it relates to our city's franchise holder, Cablevision, have included complaints of rude or discourteous personnel; a need for more user-friendly hours for bill paying and for receiving or accessing the cable company's repairmen; the need for a credit or rebate for service outages and the ability to talk with a repairman during overnight and weekend hours. Other complaints regarding customer service have involved rude phone manners by cable personnel and the fact that the company's phones are left ringing too long without an answer. Subscribers have also expressed a desire for more communication from the company to customers delineating rate and/or programming changes, and they would like such notices to be given at least a month before the change. In general, our residents seem to express the desire to see that some sort of universal standards be set to ensure basic customer courtesy, convenience and respect.

The City of Cleveland Heights has only recently begun the process of reviewing its current franchise agreement as part of its franchise renewal process. As such, the City's Citizens Task Force on Cable T.V. has formed a subcommittee on Customer Service and Programming which is collecting citizens concerns and sharing them with the city administration and city council regarding these issues. We would

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List ABCDE

like the opportunity to file additional comments regarding customer service standards as we increase our knowledge of the situation and gather more information from our citizens over the next few weeks and months. Again, this is an area of great interest and concern to our community and we will be closely following the FCC activities in this area.

Sincerely,

A handwritten signature in black ink, appearing to read "Kay S. Smith". The signature is written in a cursive style with a long, sweeping tail on the final letter.

Kay S. Smith
Public Relations & Cable Coordinator

cc: Robert C. Downey, City Manager

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Jan 8 1993
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OFFICE OF THE SECRETARY

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JAN 11 1993

Federal Communications Commission
1919 M Street, Northwest
Washington D.C. 20554

FCC MAIL ROOM

Dear FCC:

I am writing you to inquire exactly what, and/or how the new cable bill (docket number 92-266) will change the structure of the existing cable service that is in my area. I wrote a letter recently to my representative in the House (The Honorable L. F. Payne) regarding this matter. He pointed me in your direction for the answers to my questions.

My concern is not so much with the rates of the cable company, but with the cable systems compatibility with todays audio/video components. The system that serves our area uses the dreaded de-scrambler box for almost every station offered. There are six stations out of a possible 28 to 30 that are not scrambled. This means that the tuners on any cable ready TV or VCR are virtually useless.

This prevents me from being able to use many of the nice features that come with my VCR and projection TV. I cannot record one channel and watch another. I cannot program my VCR to record more than one channel while I am away. I cannot use the PIP (picture in picture) function that came with my television (this feature was not an option on this model TV). I cannot use the wireless remotes that came with my TV or VCR to change the channels.

Just a short distance from where I live I would be able to use my complete system to its full potential because none of the other cable companies in the area force their customers to use a de-scrambler.

In addition I am forced to pay rent every month, on a wireless remote control from the Cable Company in order to change the channels. Even though the remote control that came with my TV is programmable, and works fine with the cable box, I must continue to pay the additional monthly charge for the cable company supplied remote, so that they will not turn the sensor on the cable box off that receives the signal from the remote control. Maybe that is the reason that there monthly rate is slightly lower for standard cable then the other cable companies. Add the \$2.00 per month charge for the remote however, and their rate is slightly higher. To me this is nothing short of criminal and should be stopped immediately. I do not think it right that all the surrounding communities provide a service that would be compatible with my equipment, and Campbell/Bedford CATV refuses to do this.

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List ABCDE

I have lived in several different areas over the past fifteen years and have not seen or heard of any other cable company forcing such an unfair system on it's customers. I moved back to this area three years ago from Garland Texas where the cable service was very good and the system used by the cable company was completely compatible with the cable ready tuners on todays VCR's and televisions. Of all the cable companies I have had experience with, this is the only company forcing a de-scrambler box to be used for almost every station. It is even more criminal to know that they can scramble or unscramble any or all of the stations they offer, on their main computer, so that the "black Box" could be bypassed. When confronted with this option by the county supervisors who suggested the rates remain the same and black box be omitted, the cable representative responded by saying that "for financial reasons this is not possible at this time." Now common sense tells me that these boxes cost plenty, and that the up keep and maintenance are also expensive, so if the box could be done without, and the rates remain the same, then the company stands to make even more. The only logical explanation for keeping these despised devices is to police their product at the consumers expense. This organization does not care at all about the concerns or wants of it's customers. Having a monopoly allows them to let customer satisfaction be virtually non existent and net profit be the highest priority.

Bedford County Administration personnel on the cable television committee, tell me that they believe the new law will put an end to this problem. In a phone conversation several months ago, they implied that this new bill should eliminate the cable box from our current system. Mr. Payne stated that "the new law imposes a rate review process and establishes customer service standards cable companies must adhere to." Does this mean that the cable companies will be required to provide a system that is compatible with the audio/video equipment currently being sold in the stores today, and do the problems described above fall under the "customer service standards" category? If not, then is there any way that this monopoly can be forced to provide a service similar to the other cable companies serving the surrounding area?

Is it possible that cable companies could structure their service in a way similar to that of the telephone company? This arrangement would require the cable companies to supply a cable to the house, from that point the cable company has no further responsibility. Then a fixed rate is charged for the signal received through that cable and the consumer does with that service as he or she wishes.

I would also like to know more about the cable service offered from the phone companies. I have heard that there is a pilot program with AT&T presently in Myrtle Beach SC. If this option were made available across the entire US,

then these monopolies currently holding us hostage would no longer have the power to continue the way they are now.

I have invested a great deal of money recently in a very nice home theatre system, and have grown to enjoy this new hobby tremendously. I feel however that this particular cable company not only delivers less than acceptable service, but does it in a way that greatly reduces the capabilities of this very expensive audio/video equipment. I have heard that the AT&T service in Myrtle Beach has digital stereo audio, and a picture that has laser disc quality. This would be more in line with a home theatre system than the cable company currently servicing the area. At present we only get about four stations in stereo out of a total of 28 to 30 stations. I realize that I do have the option of installing a satellite dish but the topography of my lot and location of my of my house all make this option extremely difficult.

I would greatly appreciate your reply regarding this matter as I have been extremely frustrated long enough. I am convinced that Campbell/Bedford CATV Inc. is a profit driven monopoly that has little concern with the needs and wants of the consumer. When I first approached this organization asking them why we had to have this box at each TV set when the televisions are cable ready, there only response was a notification of an increase in monthly rates. And even this was several months after I wrote them. They ignored my initial letter completely and did not even acknowledge the letter, until it was brought out in the open at a public hearing. At that time they chose to offer an apology for not responding to my initial request.

I appreciate your time and efforts regarding this issue and I look forward to hearing from you soon.

Sincerely,



Alan K. Wood
100 Woodville Drive
Forest, VA 24551

Phone 804-847-3557 (work)
804-385-4660 (home)

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P.O. Box 220
Spencerport, NY 14559
November 16, 1992

President George Bush
The White House
1600 Pennsylvania Avenue, N.W.
Washington, D.C. 20500

RE: Bill S-12 - Cable Television Consumer Protection
and Competition Act of 1992

Dear President Bush:

I am a student at SUNY Brockport enrolled in a class entitled, "Law and the Legal Process" and taught by Carmela Pellegrino, Esq.. As part of our class studies I was required to research and write about a pending piece of state or federal legislation. I chose the above bill sponsored by Senator John C. Danforth.

After much work and thought, I support this piece of legislation in the hope that cable regulation will help consumers. In some areas people pay outrageous rates that will now be controlled. Furthermore, if services are not adequate, consumers will be given a choice. Cable companies will be forced to get permission to increase monthly rates.

I am deeply sorry you did not support the above bill, but I'm certain your decision was well supported with the consumer's best interests in mind. I appreciate your continued support.

Very truly yours,



Julie H. Tanner
29th Congressional District

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RF

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12-31-92

JAN

NY

I

Dear Mr. Chairman,

Our Senator Joe Biden is upset because he thinks local cable companies are not playing fair. As a fiscal conservative I am not thrilled whenever I see an increase but if you should decide to sneeze and go about your business go ahead.

My hope is that if a few of these blowhard senators would get their toes stepped on maybe they will be enlightened to not provide a window of opportunity to slam consumers in every bill they pass.

Cable TV is a luxury and therefore not a necessity, if at such time my bill becomes too high, cable will go. If each consumer held this attitude the price would reflect what the market is willing to pay, not bear.

When Senator Joe comes storming in give a good hearty laugh and say "Your constituents said you'd be coming to blow off some steam." Let him stew in the poison he votes for.

Make my day, let him have it. You've got it here in writing.

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Have a nice day

Michael J. Ales

Just the facts:

I may have been getting ripped off before but my bill went up a measly .26 from 20.64 to 20.90 not the 19.50 to 20.90 as Senator Joe is claiming.

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Karen Howard
105 W. Rye St
Newport, De 19804
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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Chairman,
Federal Communications Commission

As an American Citizen I demand
that something be done about our
Cable Rates!

I strongly think it is unconstitutional
that one company is able to monopolize.
Let's Do the Right Thing; Follow the
Golden Rule! This is Country was based
on God himself.

Re-regulate and give us some choices
Competition!!!

cc. J. Biden

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home + rights

~~Ms Karen Howard~~ Ms Karen Howard
Divorced mother of one 4 yr old girl
we are struggling enough.

L. Balbani
8 ROCKROSE DRIVE
MEADWOOD
NEWARK, DE. 19711

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

12/30/92

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Chairman
F.C.C.
Wash, DC 20554

Dear Sir;

I subscribe to TCI Cablevision of New Castle
County in Newark, Del..

Everytime, I turn around it seems they are increasing
our rates explaining expanded coverage with additional
channels. The additional channels are used ^{mostly} to advertise
their premium channels.

It seems like the FCC has given them a license to
steal. These cable companies have tremendous cash flow
& keep crying poor. It is very difficult to keep up with
these increases.

Am enclosing recent new rate information which shows
additional increases since Gov't's Cable Competition act.

Hope you can do something for the poor & retired
Delawarians. Thank You,

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Very truly yours
L. G. Balbani

Federal Communications Commission
1919 M Street N.W.
Washington, D.C. 20554
Mr. Alfred C. Sikes Chairman

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JAN 1 1 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

JAN 1 10 35 AM '93

1/2/93

Service Electric Cable TV Inc.
P.O. Box 25025
Lehigh Valley, Pa. 18002-5025

Gentlemen,

Your 10.7% increase for 1993 cable TV service is ludicrous! These large increases are becoming a regular thing. Each year I wait with great anticipation to see how much of an increase we will be hit with. Your costs are not going up at this ridiculous rate, unless you are counting as, "increased costs", things that you have control of, but choose not to control. Things like salary increases and perks for you and other officers of your company. Lets face it, we in business can make the bottom line come out any way we need to, to justify price increases. Nothing else that I can think of, (except perhaps the price of cobalt) is going up as fast as your service. We're in a recession, remember? Wake up and take a look outside your beautiful brick walls.

Unfortunately for me and others that live in Macungie, Pa. 18062 we have no choice if we want cable service. We must subscribe to Service Electric. Even in the nearby city of Allentown where there is a choice between Service Electric and Twin County, the rates are virtually the same. Your monthly rate being \$21 and Twin County being \$20.50. Amazing how similar you two do your costing, isn't it?

As much as I dislike government intervention, it is high time the F.C.C. steps in to control your greed!

cc Federal Communications Commission

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12-28-92

CHAITMAN
FEDERAL COMMUNICATIONS COMMISSION
1919 M STREET N.W.
WASH DC 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

SUBJECT: CABLE RATES

DEAR SIR OR MADAM

I WANT TO EXPRESS MY CONCERN OVER

THE LARGE INCREASE IN RATES

INITIATED BY TEL IN DELAWARE.

PLEASE USE YOUR OFFICES TO PROTECT

US FROM UNJUSTIFIABLE RATE INCREASES,

SINCERELY



Patrick J. Sheahan
5 Hydrangea Cir.
Wil, DE 19810

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Dear Chairman,

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JAN 11 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

I support Senator Biden, in his request for a review of rate increases by the cable industry in Delaware, we are paying high fees, for poor service and no new increases of cable programming.

Sincerely
Frank Vito
4815 Plum Run Ct.
Wilm. De. 19808

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JAN 6

JAN 11 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

December 28, 1992

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INV

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

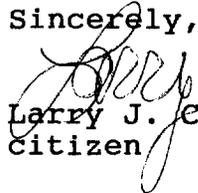
Dear Mr. Chairman,

How can we allow TCI Cablevision of New Castle County, Delaware raise the rates 15.6% since last year. There are no additional channels and the service still stinks.

We need more competition! What do I need to do to start my own cable ~~monopoly~~ company. I will call it CARROLLVISION and sell my service at a fair price - not rape the system.

Thought you may want to know whats happening in Delaware.

Sincerely,


Larry J. Carroll
citizen

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JAN 11 1993

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

John S. Perko
2106 London Way
Newark, DE 19713

MM
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IN

Hon. Joseph R. Biden, Jr.
844 King Street Room 6209
Wilmington, DE 19801

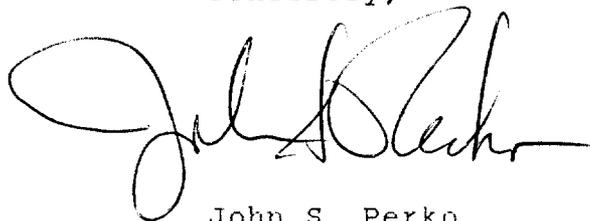
Dear Sen. Biden:

I appreciated the report on cable rates sent out by your office. I would like to refer you to one other small cable outfit that is the only one available to me as resident of the Elms Apartments.

Starview Cablevision of Bear, Delaware, has an exclusive 10-year contract with the management of the Elms. They have only 21 regular channels and 2 pay channels. They have recently raised their rates for the basic service from \$11.95 to \$13.95 per month, a 16% increase. They say their last increase was two years ago. That still represents an average 8% per year average increase. Reception is continuously poor on 2-3 channels, and when reception is bad on others, as it often is, a call to their office after business hours gets an answering service that passes the message along. They are strictly a 9-5 operation. The increase in rates has not brought improved service or more channels.

I bring this to your attention as an egregious example of the non-competitive cable industry. The exclusive 10-year contract that the management signed is particularly onerous, since it does not allow us to switch to Heritage, which at least has the standard selection of channels. Thank you for your close attention to this issue and your support of strong consumer legislation.

Sincerely,



John S. Perko

cc: Chairman, Federal Communications Commission

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

MKD
CO.
INVA

4 Rossiter Circle
Newark, DE 19702

Dec. 29, 1992

Sen. Joseph R. Biden
Room 6209
844 King Street
Wilmington, DE 19801

Dear Senator Biden,

I wholeheartly agree with you regarding your request that the Federal Communications Commission investigate the recent rate increases by TCI Cablevision. What I find completely out of line are their new service and installation charges. I do not see how they can equate the new rates to plumbers and electrician charges. Not only are their charges way above the plumbers and electrician charges but we must consider that once the plumber or electrician finishes his job we do not have to pay a fee for each gallon of water or kilowatt of electricity we use.

Thank you for your interest in this matter and I look forward to hearing the results of you request to the FCC.

Sincerely,



Anthony J. Giordano

cc: Chairman, Federal Communications Commission

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

10 Wrangler Road
Newark, DE 19711

December 30, 1992

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Mr. Joseph R. Biden, Jr.
U. S. Senator
Room 6209
844 King Street
Wilmington, DE 19801

Dear Mr. Biden:

I commend your efforts in studying what has been going on with the cable TV industry, particularly that of TCI Cablevision of New Castle County. I certainly understand and appreciate any business trying to achieve a respectable profit in today's business climate, but I question the significant percentages of rate increases that TCI Cablevision has implemented effective January 1, 1993.

What appalls me the most, however, is the rude, abrupt, and callous way TCI Cablevision responds to their cable customers needs. My requests for assistance when I recently added a third cable line would be an excellent case study in how not to serve your customers. It originally took three phone calls to their office to establish an installation date. The sales person on the phone tried to sell me everything under the sun (yet I already have two other TVs hooked up to cable and was specific in what I wanted with the third).

The installer, although friendly and polite, did not bring the correct converter box for our TV (volume control versus non-volume control). They are different and at a different price per month, but no one informed us about that. When I received my bill I noticed the extra charge and called TCI's customer service number to have it corrected. The receptionist said I had to pay for it anyway since it was installed and I might have been using it all along - I got the feeling and she implied "theft for service." I requested that I did not want or need this volume controller and what do I need to do to have it stopped. She said that I either be available at my home the entire day (three days later) or that I could personally bring the

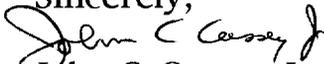
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converter box in to their office and have it exchanged. I chose the latter option and when I arrived there was a very long line of customers waiting to be served and only two TCI employees handling this workload. I finally was able to obtain the correct box.

My point is that the fact that TCI Cablevision has a monopoly on the cable market they are able to get away with this type of poor customer service. A competitive marketplace would clearly enhance customer service because folks like me would have an option to do business with some one else. I would venture to say that if the status quo remains, not only will cable customers in New Castle County significantly pay more in 1993, but that the level of service they receive will not be any better, and perhaps worse.

Thank you for your efforts in studying this issue. It is much appreciated.

Sincerely,


John C. Cassey, Jr.

cc. Chairman, Federal Communications Commission ✓

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2715 Loundsdowne Dr. E.
Wilmington, De. 19810

Federal Communications Comm.
1919 M Street, N.W.
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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Mr. Chairman,

Upon reading a recent letter from Senator
Joe Biden referring to cable vision rates,
I felt compelled to express my feelings.

I have a summer cottage at the beach
and since the inception of cable service
we were able to get hook-up for three or
four months or for whatever period we
desired. But for the last two or three years
we were forced to get service for 6 months
and pay for renewal fees the next year for
re-hooking up the service. This cost as much
as paying for a years service. This forced me
to drop the service of STORER CABLE OF SUSSEX
COUNTY OF DELAWARE

Just thought I would let you know how
I and a good majority of summer residents feel.

Thank You

Sincerely
Edward J. Babington

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JAN 11 1993

November 23, 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Customer:

CableVision is committed to providing our customers with the best of cable television programming with quality customer service to match. Every day CableVision brings you a world of entertainment options. We're pleased to offer television viewing choices including exclusive made-for-cable movies, exciting sports action, the latest news reports, educational programming and fascinating science and technology features.

In early 1993, CableVision will be adding local origination programming to its line up. CableVision is acquiring video recording and playback equipment so local community/school events can be recorded and replayed on our Community Billboard Channel. By doing so, all CableVision customers can watch on their televisions these local events of wide community interest.

In bringing you the best viewing options available on cable television, we are faced with increasing costs for programming, insurance, taxes, electricity, pole attachments and other expenses. Effective January 1, 1993, CableVision will adjust selected service fees. CableVision's Budget Basic Service retail rate will be \$8.50 per month. The CableVision Tier service retail rate will be \$12.60 per month.

As you may have heard, Congress recently passed legislation that will increase governmental regulation of the cable television industry. The Federal Communications Commission (FCC) has been given the mandate to develop uniform regulations for certain cable television service rates and programming. Because these regulations must cover every cable system in the country, it is not possible to predict today what the exact impact will be on your cable bill or the programming services CableVision provides.

The FCC's action on rate regulation is not expected before April 1993. We will, of course, review our rate structure next April to ensure it is consistent with FCC requirements when the nature of these requirements are defined.

The new cable legislation also includes provisions to alter the way cable television systems offer programming services to customers. Up to 30% of CableVision's channels could be used for local broadcast signals, with even more channels reserved for public, education and governmental access. Until the new rules are clarified, CableVision is unable to add new programming services.

Even with the uncertainties created by this new legislation, our goal remains to offer you the highest quality entertainment and information through cable television. We will do everything possible to maintain the level and quality of program choices you've come to expect from us.

Thank you for subscribing to CableVision.

Sincerely,

CABLEVISION

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

LAWRENCE V. DENSMORE

RT 1 BOX 54

HONAKER, VA. 24260

JAN. 2, 1992

TO WHOM IT MAY CONCERN:

Cable T.V. IS MAKING A MOCKERY OUT OF THE F.C.C., CONGRESS AND THE SENATE, AS OUR RATES IN RUSSELL COUNTY WENT UP ^{TO} 19.28 TO ^{TO} 21.10 JUST FOR BASIC CABLEVISION AND AS YOU CAN SEE THE VIRGINIA POWER COMPANY HAS TO PAY ITS CUSTOMERS A REFUND.

I HAVE WORTE TO MY SENATORS AND CONGRESSMAN ABOUT THIS ABOUT THIS RATE INCREASE AND THE MOCKERY THEY ARE MAKING OUT OF ALL OF YOU.

I PAID ^{TO} 39.95 FOR INSTALLATION AND ALL I DID WAS PLUG THE CABLE INTO MY SET WITH NO CABLE COMPANY MAN AROUND.

PLEASE BREAK THIS MONOPLY THAT CABLE T.V. WAS OVER US.

THANK YOU FOR YOUR TIME

No. of Copies rec'd _____
List A B C D E

Sincerely
Lawrence V. Densmore

Virginia Power must pay refund

Associated Press

RICHMOND — The State Corporation Commission on Tuesday told Virginia Power to return to its customers about 75 percent of a \$184 million interim rate increase, the largest refund ever ordered for the utility.

The SCC approved a rate increase of \$45 million, \$139 million less than the utility requested. The interim rate increase was in effect for 14 months, from Sept. 1, 1991, to Oct. 27, 1992.

The amount of the refund to the average residential customer using 1,000 kilowatt hours of electricity a month will be \$81, including interest.

Virginia Power said it was disappointed with the SCC's ruling.

"We believe our request was fully justified," said Charles Taylor, a Virginia Power spokesman. "We will make the refunds to our customers as promptly as possible to comply with the commission's order, which directs that the refunds be made by April 1."

SCC spokeswoman Andrea Leeman said it was the largest refund the SCC has ordered Virginia Power to pay customers.

The major component of the rate case involved the utility's request to recover more than \$85 million in purchases from

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