

MM Docket 92-259

10031 Olive St.,
Miramar, FL 33025-3223

Feb. 10, 1993.

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

The Federal Communications Commission,
1919 M street NW,
Washington, DC 20554.

Re: Cable TV Complaints.

Dear Commissioners,

While browsing through some old newspapers today I found an article in which it was mentioned that the F.C.C. would be willing to receive complaints about the Cable Television Industry

In that article it mentioned that the deadline for such complaints is February 11, 1993. It is my hope that that deadline applies to a postal mark and not the date of reception by the F.C.C.

Let me first declare that Storer Cable Communications of Florida in Northern Dade county and Southern Broward County has been the only Cable Company with which I have had any dealings. Approximately 1981-1990 in Dade County and, subsequently, at the above address.

It has become quite obvious that those who operate Cable Systems (in some cases, for I can only speak about Storer Cable with whom I have dealt) appear to be of a mind-set that is both arbitrary and discriminatory.

When the must-carry rule was operative all the local channels were carried by the said Storer Cable Company. When this rule was lifted Storer Cable Company (here-in-after referred to as **Storer**) decided arbitrarily to delete the **Trinity Broadcasting Company's Ch.45 [WHFT]** and the **Spanish Language Ch.51** from their line-up. I do not remember the figures accurately but they said they had taken a survey and about 78% of those responding said they did not watch those channels. **That is negative information.** 78% negative means that there is **22% positive response.**

Storer has tried, time without end, to cover their arbitrary and discriminatory practice with a very thin veneer by stating that both **CH.45** and **CH.51** can still be received with the installation of an A/B switch. I know how to use an A/B switch, but my wife does not. And whether or not I can use an A/B switch is still discriminatory for I may choose to watch a channel which is only available over the air, but should I fall asleep, or forget to change back before I should go out for any purpose, my wife would be placed at a great dis-advantage.

No Cable Company should be permitted to be arbitrarily discriminatory by being free to delete local Channels (within at least a 50-miles radius) from their line-up.

In addition to the above Storer is also discriminatory with the placement of cable channels on those which are overshadowed and interfered with by over-the-air signals.

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The Storer Cable network head is very close to the over the air channels of WPBT CH.2, WTVJ CH.4, WSVN CH.7, WPLG CH.10. On the cable network Storer has placed (local CH.69) WYHS [Home Shopping Network] on cable.2; Family Channel on cable.4; C-SPAN on cable.7; and CNN Headline News on cable.10.

One cannot readily enjoy cable channels 2, 4, 7 & 10 because the over-the-air signals bleed through and overshadow the cable channels. Those channels are only good for something like a bulletin board and that is all that should be permitted when these conditions exist.

One more comment on the A/B switch. As a subscriber who pays for cable service I should be able to select any local channel on the cable just as much as I can of other channels.

There are a lot more things I could think of were I to have the privilege of time. Unfortunately, because of the late discovery of the invitation to send in **Cable TV Complaints** to the F.C.C. at such a late hour I do not have such a luxury.

To sum up my feelings, however, it is needful that Cable Companies should never be allowed to be arbitrarily discriminate against local channels; and the must-carry rule needs to be re-instituted and **never again lifted**.

Cable Companies should never be allowed to put anything except a bulletin board on cable channels which are overpowered by over-the-air signals.

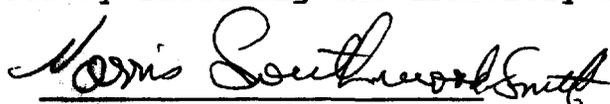
Cable companies should also give **one week's notice** by written communication before they send to the customer to either collect payment or to disconnect a service.

Also, their practice of splitting channels between different services should be frowned upon, and only be allowed if one service operates one set of hours and the other service operates in the opposite set of hours.

Also, a subscriber should have the option to choose between various services-- i.e., MTV and VH1 are anathema to me. It should be of my choosing to have (for example) **EWTN** or **PTL** or **ACTS** or **WGN** [or even a Canadian, British, or Australian channel] instead.

Thank you for giving this letter the attention it will have received.

May you all be given wisdom as you seek to regulate this runaway industry **including the arbitrary raising of rates.**


Norris Southwood-Smith.