

Andrea C. Doss  
4335 A College  
St. Louis, MO 63107

St. Louis-TCI  
Suby of TCI of Denver, Colorado  
Gregory Schacher, General Manager  
4940 Delmar Blvd.  
St. Louis, Missouri 63108

Dear Mr. Schacher:

For over a month and half, we've called St. Louis-TCI daily because of interference in our television reception. Sometimes the interference has been intermittent but lately it is constant.

When we call, we're told someone must be home as the repairman must enter the home. The problem is and has been in the line outside. I and others have specifically informed the office representative(s) of this fact. Also, I must state that if one has to miss work as many times as we've reported the constant problem, we would not be able to pay for the cable we barely receive. Of course the cable problem also fouls up general network reception.

I spoke with a service representative on Friday, January 6, 1995, and was informed "the problem is not considered a problem unless at least 10 people in the area complain". I am the person paying my cable bill not and I repeat not 9 other customers.

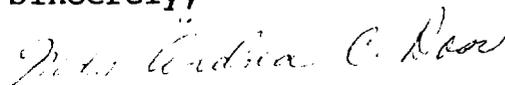
The alleged service as well as the selection leave much to be desired as well as misrepresented. Each time St. Louis-TCI reformats its channels, I lose 2 or more channels that were part of the basic package for which I subscribed to cable originally. The original basic offered Discovery, A&E, Nik, along with the weather channel. I also subscribed for HBO and Showtime. Now, unless I purchase new televisions or rent St. Louis -TCI's cable converter, I pay for channels (which I've been told by St. Louis-TCI service representatives are still considered part of the basic package). I can't receive. Instead, there are several shopping channels, more than one preview channel and many more channels for which I have absolutely no use.

Gregory Schacher, General Manager  
St. Louis-TCI  
January 12, 1995

The latest insult was receiving a flyer announcing more changes on basic that I can't receive, don't want, but if I still subscribe to cable, have to pay for, please see enclosed flyer.

Our area is predominately Black. Wage earners fall in few categories, low to modest incomes. The customers in this area wonder if this problem occurs in other areas that St. Louis-TCI services. We also wonder if a situation such as this occurs in areas where the customers are predominately caucasian and/or wealthier. And if the problem does occur, are those customers subject to the disinterest and casual lack of attention.

Sincerely,



Mrs. Andrea C. Doss

CC: FCC ✓  
Channel 2  
Channel 4  
Channel 5  
Channel 11  
Channel 30

January 12, 1995

Attn: Customer Service  
St. Louis - TCI  
4940 Delmar Boulevard  
St. Louis, MO 63108

Dear Sir/Madame:

This is in regards to the changing of channels and addition of channels that occurred in late December 1994.

I am getting all of the new channels except channel 60, the talk show channel which I am interested in. The "Spice" channel, 62, which I do not want is coming in much clearer than channel 60. The sound is very clear and the picture, though wavy, is clear enough to follow the action. Channel 60 is just white noise and black dots.

I called TCI two times regarding this complaint. I first called on January 3, 1995 and explained my problem. The lady I spoke to was very courteous and helpful. She told me that someone would come out by Thursday, January 5, 1995 to block channel 62 and to fix reception for channel 60.

First, though, she told me I could do this thru my television since it was cable ready. I do not know how to do this. Also, when "Spice" was first introduced I had the same problem in that I was getting the station pretty clearly as were a number of other people who complained. I complained at the time, and it took a while but the channel was blocked to the same level that HBO and Showtime are blocked; to just white noise and black dots. This was done by TCI, not by me programming my television.

Needless to say, by January 6, 1995 I was still getting 62 and not getting 60 which is now supposed to be part of my basic cable package. I thought maybe the company was running behind so I waited until Saturday, January 7, 1995 to call again about getting it fixed. When I called on January 7, 1995 I was again told I could fix it thru my television. I again explained that I did not know how to do this and that TCI had fixed this before for me. I was then told that someone would be out between 2 P.M. - 5 P.M. on Tuesday, January 10, 1995. My husband stayed at home so that if someone needed to get in to fix the cable or check it he would be available. Again, the cable was not fixed and noone came by that he noticed.

After calling two times I figured that perhaps I needed to put my complaint in writing.

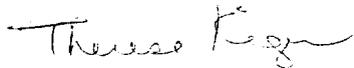
January 12, 1995

Page 2 of 2

Attn: Customer Service  
St. Louis - TCI  
4940 Delmar Boulevard  
St. Louis, MO 63108

I am not happy with the level of service that I am getting. I also do not see why, if you can block the premium channels like HBO and Showtime effectively, why "Spice" cannot be blocked the same way. When channels are added to basic cable, those channels should be coming through clear and any complaints should be taken care of promptly as I was promised my complaints would be. I pay my bills, including my cable bill, on time and I would appreciate it if the service that I require was done promptly also. I do not particularly like writing complaint letters but I do not seem to be making any progress by using the telephone.

Sincerely,



Therese Kiger  
4436 Gannett  
St. Louis, MO 63116-1408  
work: 622-3686  
home: 351-2185

cc: State Manager, TCI Cablevision of Missouri  
Ira J. Fowlkes, Communications Division ✓



## TCI Cablevision of Missouri, Inc.

December 27, 1994

Dear Customer:

Lately you have seen some exciting changes in your expanded basic channel line-up. We made these changes to bring you more variety in your television entertainment.

These additions include:

TV! on Channel 53

A showcase channel featuring samples of currently viewed cable programming and new programming networks.

LEARNING CHANNEL on Channel 54

Formal and informal educational programs, business and career information, hobby, how-to, self improvement, informational.

FOOD CHANNEL on Channel 59

Cooking programming, including recipe how-tos, visits with chefs, eating healthy, restaurant reviews.

AMERICA'S TALKING on Channel 60

Talk shows and informational programming, including current events and news issues.

CABLE HEALTH on Channel 61

Exercise and fitness, health and lifestyles.

To make room for this new programming, we deleted Action Pay-per-view channel 54, Request 2 Pay-per-view channel 59 and we moved Spice Pay-per-view to 62.

A new monthly rate for the expanded basic service will be reflected on your bill next month. We are making this rate adjustment to next month's bill to reflect costs associated with the additional services. The new rate for expanded basic service will increase by \$1.38, resulting in a new monthly price of \$11.50. A portion of this adjustment is due to the higher costs associated with bringing you many of your favorite cable networks.

Cable TV continues to be one of the best entertainment values today. We are committed to looking for ways to improve the value and quality of the programming we offer you. We appreciate your business, and look forward to serving you in 1995.

Sincerely,

TCI Cablevision of St. Louis

**Note:** You have the right to file a complaint with the Federal Communications Commission regarding any rate or service change on the expanded basic tier within 45 days from the time the adjustment appears on your bill. Please see your bill for the address and telephone number of the FCC and your local franchise authority. If you have any questions, please call us at: TCI Cablevision of St. Louis at 361-7300.

TCI of St. Louis  
4940 Delmar Blvd.  
St. Louis, MO 63108

An Equal Opportunity Employer

Mr Reed Hundt  
Chairman F.C.C.  
Washington, D.C.

Sir,

January 3rd/1995

I am very angry with the increase in "Tier Basic Cable" that T.C.I. has again forced on their customers. They justify this \$1.38 per month increase by stating that we are getting 5 more channels. We, the customers, have no choice in the selection of the new channels but must pay for them.

Of course, we could cancel our cable but the reason most elderly people have it is that either their health is poor so that "going out" is limited or their income is "fixed" so that attending expensive entertainment is not possible.

I am sure that T.C.I. could care less about the above facts but I do feel very upset that the F.C.C., the citizens "watch-dog", is allowing this to occur. We citizens cannot afford any lobbyist representation in Washington D.C. as the cable companies can to plead their cause and must depend on you to plead ours.

Please listen to this average, elderly U.S. citizen and restrict the Cable Co. from taking advantage of me and others in the same position.

Sincerely,

Mrs. Edith Clavenno

3839 Tamm St Louis, Mo.  
63109

Jan 3, 1995

Mr Reed Hundt  
Chairman, Federal Communications  
1900 M Street N. W.  
Washington D. C. 20554

Dear Sir

Enclosed is a copy of a letter from  
T.C.I. Cablevision of Missouri Inc dated  
Dec. 27, 1994

I am writing you for advice in this  
situation since I do not want these additional  
channels, nor services and increase in rates.  
Why can't these services be blocked  
out for those that do not want them?

Yours truly  
Joseph E Brennan  
4052 Robert Ave  
St Louis Mo 63116-2755  
314-353-2218

January 3rd, 1995

Mr. Reed Hundt, Chairman  
Federal Communications Commission  
1900 M. Street Northwest  
Washington, D. C. 20554

Dear Mr. Hundt:

We received the attached letter from TCI Cablevision of Missouri adding additional Channels, such as 53-54 59-60 and 61. They are deleting 54, 59 and 62 which we never had.

First of all, we did not request this and we are very unsatisfied and do not want these additional Channels, nor the rate increase of \$1.38 per month.

We subscribed to Cable in September 1986 and our basic rate was \$9.50 totaling \$16.12 monthly bill. Then it went up to \$22.07, then down to \$19.20 and now \$19.84, and then next month \$21.22. These bills are just not consistent, there is something wrong.

My Husband and I are on a fixed income and cannot afford this rate increase, and we thought that the Federal Communications Commission was suppose to protect us from anymore rate increases.

I know this has nothing to do with Cable, but they sure should take off some of these talk shows - they are pure trash and too suggestive.

Sincerely,

(Mrs) Ann O Gorman  
6811 Waldemar Ave  
St. Louis, Mo. 63139  
314-645-3655

CC: Mr. Richard Gebhardt, Congressman  
Washington, D. C. 20515  
CC: Miss Susan Littlefield  
Communications Division  
4971 Oakland  
St. Louis, Mo. 63110

# EXHIBIT 3

Subscriber Verbal Complaints

filed with

Local Franchise Authority

January 1995

Rate Increase Attributable to 1995 New Channel Additions

Under the FCC "Going Forward" Rules

# CABLE TELEVISION COMPLAINT FORM

Name Joseph Brennan # 95-0103-41 Area II  
 Address 4052 Robert St. Louis 63116 First Call SSK  
 Home Phone 313-2210 Work Phone \_\_\_\_\_ Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed  Final Restore

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  RATE INCREASE

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

New monthly rate for Expanded Basic is "outrageous".

I didn't ask for these channels and I don't want them!"

Where can I file a protest?

Also - previously they had sent bills late - due on Nov 20th and didn't even arrive at my home until Dec 8th. Then they tried to put late payment charges on my account. Took them from December until February to get these ridiculous charges removed.

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN SSK explained "Going Forward Rules"

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 1/14/95 TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

Activist

CABLE TELEVISION COMPLAINT FORM

Name Betty Hanna # 95-0103-L2 Area I
Address 5047 Ulend 63116 First Call SSL
Home Phone 357 8492 Work Phone Second Call

TELEPHONES [ ] Can't Reach [ ] No Return Call

A. INSTALLATION PROBLEM

- 1. [ ] Wants to Order Cable
2. [ ] Missed Appointment
3. [ ] Damage/Poor Work
4. [ ] Equipment Malfunction
5. [ ] Bad Picture
6. [ ] Method of Wiring
7. [ ] Installer
8. [ ] Vandalism/Theft
9. [ ]

B. SERVICE PROBLEM

- 1. [ ] Request for Repair
2. [ ] Missed Appointment
3. [ ] Wire down/Move wire
4. [ ] Converter Problem
5. [ ] Bad Picture
6. [ ] Disconnect (ed)
7. [ ] Reconnect (wants)
8. [ ] Vandalism/Theft
9. [ ] Upgrade/Downgrade
10. [ ] Additional outlet
11. [ ]

C. BILLING PROBLEM

- 1. [ ] Error/Overcharge
2. [x] Rate Question
3. [ ] Refund Not Received
4. [ ] Converter Not Picked Up
5. [ ] Converter Not Returned
6. [ ] Disconnected for Non-Pay
7. [ ] Cancelled, Receiving Bills
8. [ ] Payment Not Credited
9. [ ] Upgrade/Downgrade Not Credited
10. [ ]

D. CONSTRUCTION PROBLEM

- 1. [ ] Area Not Wired for Service
2. [ ] Damage/Poor Work
3. [ ] Wire on Non-subscriber Property
4. [ ] Landlord ROE Needed
5. [ ] Cable Down/Cable too Low
6. [ ] Method of Wiring
7. [ ]

E. EMPLOYMENT PROBLEM

- 1. [ ] Employee Fired or Suspended
2. [ ] Employee Rudeness to Customer

F. OUTAGE

- 1. [ ] First Noticed Final Restore

G. MISCELLANEOUS

- 1. [ ] Programming Content/Complaint
2. [ ] Advertising/Marketing
3. [x] RATE INCREASE

Appointment Date(s)

Channels Affected

Previous Repairs

DESCRIPTION OF COMPLAINT [ ] Single Family [ ] MDU

Putting on channels that I don't want and I want to file a protest.

I don't mind paying for what I want to watch but this is ridiculous.

The "TV channel" just shows me whats on other channels - why would I want that?"

TCI said "customers voted for this and it's the federal government's fault that are making the rates go up and down."

TECHNICIAN'S REPORT It's not so much the \$1.38 as it is that the programming is garbage, and I don't want it.

ACTION TAKEN I pay \$23.18 month - and lots of it is garbage - especially those infomercial programs at midnight. I'm paying to watch programs they are getting paid for.

I only have cable because I live in an area where broadcast reception isn't great and even antennas don't work.

CREDIT AMOUNT ISSUED DATE

DATE REFERRED TCI REFERENCE NUMBER

HANDLED BY

DATE COMPLETED

# CABLE TELEVISION COMPLAINT FORM

Name Mrs. Kurtz # 95-0103-23 Area I  
 Address 3327 Ohio First Call \_\_\_\_\_ Taken By SSL  
 Home Phone 777-7180 Work Phone \_\_\_\_\_ Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  RATE CHANGES

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

*I'm not happy with the channel changes - have removed Action Channel PPV and Request PPV - yet Spice is still on - I don't approve because I have grandchildren in the house - and Spice isn't acceptable and sometimes you can hear the soundtrack.*

*Also billed her for channels that hadn't been installed... took some time to correct the bill, after installer messed up, and she had*

TECHNICIAN'S REPORT *to go to TCI to get the right channels authorized - finally they corrected the bill.*

ACTION TAKEN *I may go satellite at this point. Bills and changes all the time are too much.*

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED \_\_\_\_\_ TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

**CABLE TELEVISION COMPLAINT FORM**

Name Sally Clayton # 95-0103-24 Area I  
 Address 1406 Parkway Chouteau Taken By \_\_\_\_\_  
 Home Phone 241-2558 Work Phone \_\_\_\_\_ First Call SSL  
 Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  Rate Increase

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

*Why should I pay more for these stinky new channels that I don't want? They're raising my rates so I have a new channel that shows me what's on other channels. They were running identical programs on 53 and 54. I didn't order this - it's like a negative option. And on top of it, why do I pay another 3¢ a month for rate regulation when my rates are going up anyway? "I am fked off." It was marketed as "oh gee we're making*

*changes to improve your cable," then you're finding out you pay for it. I don't want these channels and I don't want the \$1.38 on my bill!*

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED \_\_\_\_\_ TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

Actualist

### CABLE TELEVISION COMPLAINT FORM

Area I

Name Carl Schumacher

# 95-0103-45

Taken By \_\_\_\_\_

Address 3967 Bowen

First Call \_\_\_\_\_

Home Phone 481 3568 Work Phone 868 5640

Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

#### A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

Very upset over rate increase — was planning to write formal protest to FCC over this matter.

Asked for explanation of how operators could do this.

SSL explained "going forward rates".

#### B. SERVICE PROBLEM

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN \_\_\_\_\_

#### C. BILLING PROBLEM

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
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- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

#### D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

DATE REFERRED \_\_\_\_\_

TCI REFERENCE NUMBER \_\_\_\_\_

#### E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

HANDLED BY \_\_\_\_\_

#### F. OUTAGE

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

#### G. MISCELLANEOUS

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  \_\_\_\_\_

*Act 10051*

### CABLE TELEVISION COMPLAINT FORM

Area I

Name Alice Loethen # 95-0103-L10 Taken By \_\_\_\_\_  
 Address 3707 Keokuk Apt 1E First Call SSC  
 Home Phone 773-3156 Work Phone \_\_\_\_\_ Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
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**C. BILLING PROBLEM**

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**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  RATE INCREASE

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

*Got Dec 27 letter stating that 5 new channels are being added and will cost \$1.38.*

*I'm on social security - this is a trick of TCI to get more money. Government stepped on their toes and this is their way of getting more money.*

TECHNICIAN'S REPORT *Note: Ch 4 and 11 have*

*never been clear - double image and ghosts... previously when she had problems they would climb pole, tell her it was a loose*

*connection and picture would clear up... now - still has same TV set - TCI won't go up on pole - tell her it's "in house" and a TV problem.*

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED \_\_\_\_\_ TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

CABLE TELEVISION COMPLAINT FORM

Area II

Name Mary Shelby

# 95-0103-47

Taken By

Address 1135 Veronica

First Call

SSL

Home Phone 388 0074 Work Phone

Second Call

TELEPHONES  Can't Reach  No Return Call

A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.

B. SERVICE PROBLEM

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.

C. BILLING PROBLEM

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.

D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.

E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

F. OUTAGE

- 1.  First Noticed  Final Restore

G. MISCELLANEOUS

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  Rate Increase

Appointment Date(s)

Channels Affected

Previous Repairs

DESCRIPTION OF COMPLAINT  Single Family  MDU

"Why should I have to pay more for channels that I didn't order?" "I don't want them and I don't want a rate increase." "I want to write a letter - who do I send it to because this is unfair!"

TECHNICIAN'S REPORT

ACTION TAKEN

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED \_\_\_\_\_ TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

CABLE TELEVISION COMPLAINT FORM

Name Mrs. Griggs # 95-0103-28 Area I  
Address 5317 South Compton 1st Fl. Taken By  
Home Phone 383 3847 Work Phone Second Call SSV

TELEPHONES  Can't Reach  No Return Call

A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
2.  Missed Appointment
3.  Damage/Poor Work
4.  Equipment Malfunction
5.  Bad Picture
6.  Method of Wiring
7.  Installer
8.  Vandalism/Theft
9.

B. SERVICE PROBLEM

- 1.  Request for Repair
2.  Missed Appointment
3.  Wire down/Move wire
4.  Converter Problem
5.  Bad Picture
6.  Disconnect (ed)
7.  Reconnect (wants)
8.  Vandalism/Theft
9.  Upgrade/Downgrade
10.  Additional outlet
11.

C. BILLING PROBLEM

- 1.  Error/Overcharge
2.  Rate Question
3.  Refund Not Received
4.  Converter Not Picked Up
5.  Converter Not Returned
6.  Disconnected for Non-Pay
7.  Cancelled, Receiving Bills
8.  Payment Not Credited
9.  Upgrade/Downgrade Not Credited
10.

D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
2.  Damage/Poor Work
3.  Wire on Non-subscriber Property
4.  Landlord ROE Needed
5.  Cable Down/Cable too Low
6.  Method of Wiring
7.

E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
2.  Employee Rudeness to Customer

F. OUTAGE

- 1.  First Noticed Final Restore

G. MISCELLANEOUS

- 1.  Programming Content/Complaint
2.  Advertising/Marketing
3.  RATE INCREASE

Appointment Date(s)

Channels Affected

Previous Repairs

DESCRIPTION OF COMPLAINT Single Family MDU

Added new channels and we don't want them... why should I be paying for something I won't watch? I didn't ask for this. It's ridiculous. Asked us if the City would be protesting to someone on behalf of subscribers.

TECHNICIAN'S REPORT

ACTION TAKEN

CREDIT AMOUNT ISSUED DATE

DATE REFERRED TCI REFERENCE NUMBER

HANDLED BY

DATE COMPLETED

# CABLE TELEVISION COMPLAINT FORM

Name Edith Clavenna  
 Address 3829 Tamm  
 Home Phone 481-2145 Work Phone \_\_\_\_\_

Area 2  
 Taken By \_\_\_\_\_  
 # 95-0103-F-9  
 First Call 1/03 15F  
 Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  RATE INCREASE PROTEST

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

① Upset About rate increase  
 ② Extra channel not worth it  
 ③ Letter being sent  
 ④ "Not giving us a choice" - "I don't want these" - it's like we're in America but we're not."

⑤ "My bill for Expanded Basic was ~~\$9.74~~ \$9.74 in July - now it's over \$11.00 - keeps going up and up"

TECHNICIAN'S REPORT ⑥ I told them to take the \$1.38 off my bill and they tell me they can't do that.

ACTION TAKEN Subscriber requested address of FCC and Gephhardt to write letters of protest.

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 1/03 TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

*Activist*

CABLE TELEVISION COMPLAINT FORM

Name Mr. Austerman  
Address 4316 Steins  
Home Phone 353 8167 Work Phone \_\_\_\_\_

# 95-0105-41 Area I  
First Call \_\_\_\_\_ Taken By SSL  
Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

B. SERVICE PROBLEM

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

C. BILLING PROBLEM

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

F. OUTAGE

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

G. MISCELLANEOUS

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  Rate Increase

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

He called TCI on 1/3 and was told "it's legal, the government said we could do it"

"These are junk channels and I don't want"

Also, he's not getting the channels on the assigned frequencies. TCI told him "well we've got glitches with the boxes"

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 1/1 TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

# CABLE TELEVISION COMPLAINT FORM

*Activist*

Name Nadine de Cloux # 95-0106-12 Area I  
 Address 5501 Sprakman St First Call \_\_\_\_\_ Taken By SSK  
 Home Phone 752 0824 Work Phone 63109 Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  Rate Increase

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

"These channels are garbage"

"The Learning Channel is so full of commercials that it isn't worth watching."

"I don't want these, why should I pay for it."

"What can I do and what yo-yo is letting them get away with this?" I'll write letters or organize petitions because this is just ridiculous."

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED \_\_\_\_\_ TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

# CABLE TELEVISION COMPLAINT FORM

Name Gerald Barthel # 95-0117-L1 Area I  
 Address 6232 Northwood First Call SSL  
 Home Phone 721 7435 Work Phone \_\_\_\_\_ Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  Rate increase

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

*"They sent a letter saying they were raising rates because we're adding channels."  
 "TCI CSR" <sup>said</sup> new channels and new rates have nothing to do with one another". When customer said "oh really?" CSR said "we were going to raise rates anyway!"*

*I'm not going to pay the new fee - they can disconnect me for all I care. I'm sending the old amount!"*

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED \_\_\_\_\_ TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

# CABLE TELEVISION COMPLAINT FORM

Name Sami ~~Ph~~ Phillips  
 Address 3530 Miami 63118  
 Home Phone 664-7121 Work Phone \_\_\_\_\_

# 95-0103-F-1  
~~97-1803-F-1~~  
 First Call 01/03  
 Second Call \_\_\_\_\_

Area 2  
 Taken By \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

**A. INSTALLATION PROBLEM**

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

**B. SERVICE PROBLEM**

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

**C. BILLING PROBLEM**

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

**D. CONSTRUCTION PROBLEM**

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

**E. EMPLOYMENT PROBLEM**

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

**F. OUTAGE**

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

**G. MISCELLANEOUS**

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  \_\_\_\_\_

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

① Upset about cable price increase

② Unhappy about new channel

③ "They didn't ask me if I wanted these new channels - I wouldn't want them or watch them even if they were free!"

④ TCI is just doing what they want to do - I'd like to be able to make up my own mind."

⑤ I am retired and disabled - these

TECHNICIAN'S REPORT increases are ridiculous.

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 01/03 TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

CABLE TELEVISION COMPLAINT FORM

Area 2  
Taken By \_\_\_\_\_

Name Ann O'Gorman  
Address 6811 Waldeman  
Home Phone 645-3655 Work Phone \_\_\_\_\_

# 95-0103-F-7  
First Call 01/03  
Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

B. SERVICE PROBLEM

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

C. BILLING PROBLEM

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

F. OUTAGE

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

G. MISCELLANEOUS

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  RATE INCREASE

Appointment Date(s) \_\_\_\_\_  
Channels Affected \_\_\_\_\_  
Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

① Very upset about price and new channels  
 ② Letter being sent  
 ③ "Don't really need or want these new channels"  
 ④ Plus my bill came on Jan 3 for a due date of January 5 - how can I pay on time when the bill doesn't come?"  
 ⑤ I'm so mad I'm sending a letter.  
 ⑥ TCI's lines have been busy since 8am

TECHNICIAN'S REPORT I know I'm not the only one who is upset.

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 1/03 TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_

CABLE TELEVISION COMPLAINT FORM

Name Bruce Vogel  
Address 4501 Sulphur  
Home Phone 352 2724 Work Phone \_\_\_\_\_

# 95-0105-51  
First Call 9:25 am  
Second Call \_\_\_\_\_

Area I  
Taken By jac

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

B. SERVICE PROBLEM

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

C. BILLING PROBLEM

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  \_\_\_\_\_

D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

F. OUTAGE

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

G. MISCELLANEOUS

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  \_\_\_\_\_

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

Unfair to raise rates again  
why doesn't the customer have  
anything to say about receiving  
channels  
Why does this REGULATED  
company get to  
keep raising rates. They are  
unfair

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 1/5/95

TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY jac

DATE COMPLETED \_\_\_\_\_

CABLE TELEVISION COMPLAINT FORM

Name Seva G. Roberts # 95-0104-J1 Area I  
Address 4515 Hindell First Call 2:45pm Taken By jac  
Home Phone 361-5345 Work Phone \_\_\_\_\_ Second Call \_\_\_\_\_

TELEPHONES  Can't Reach  No Return Call \_\_\_\_\_

A. INSTALLATION PROBLEM

- 1.  Wants to Order Cable
- 2.  Missed Appointment
- 3.  Damage/Poor Work
- 4.  Equipment Malfunction
- 5.  Bad Picture
- 6.  Method of Wiring
- 7.  Installer
- 8.  Vandalism/Theft
- 9.  \_\_\_\_\_

B. SERVICE PROBLEM

- 1.  Request for Repair
- 2.  Missed Appointment
- 3.  Wire down/Move wire
- 4.  Converter Problem
- 5.  Bad Picture
- 6.  Disconnect (ed)
- 7.  Reconnect (wants)
- 8.  Vandalism/Theft
- 9.  Upgrade/Downgrade
- 10.  Additional outlet
- 11.  \_\_\_\_\_

C. BILLING PROBLEM

- 1.  Error/Overcharge
- 2.  Rate Question
- 3.  Refund Not Received
- 4.  Converter Not Picked Up
- 5.  Converter Not Returned
- 6.  Disconnected for Non-Pay
- 7.  Cancelled, Receiving Bills
- 8.  Payment Not Credited
- 9.  Upgrade/Downgrade Not Credited
- 10.  rate increase

D. CONSTRUCTION PROBLEM

- 1.  Area Not Wired for Service
- 2.  Damage/Poor Work
- 3.  Wire on Non-subscriber Property
- 4.  Landlord ROE Needed
- 5.  Cable Down/Cable too Low
- 6.  Method of Wiring
- 7.  \_\_\_\_\_

E. EMPLOYMENT PROBLEM

- 1.  Employee Fired or Suspended
- 2.  Employee Rudeness to Customer

F. OUTAGE

- 1.  First Noticed \_\_\_\_\_ Final Restore \_\_\_\_\_

G. MISCELLANEOUS

- 1.  Programming Content/Complaint
- 2.  Advertising/Marketing
- 3.  line up not readable

Appointment Date(s) \_\_\_\_\_

Channels Affected \_\_\_\_\_

Previous Repairs \_\_\_\_\_

DESCRIPTION OF COMPLAINT \_\_\_\_\_ Single Family \_\_\_\_\_ MDU \_\_\_\_\_

Not happy about TCI raising their rates again.

Customer is 80 yrs. old & doesn't see very well. Channel line up is too small for her to read

TECHNICIAN'S REPORT \_\_\_\_\_

ACTION TAKEN \_\_\_\_\_

CREDIT AMOUNT ISSUED \_\_\_\_\_ DATE \_\_\_\_\_

DATE REFERRED 1/4/95 TCI REFERENCE NUMBER \_\_\_\_\_

HANDLED BY \_\_\_\_\_

DATE COMPLETED \_\_\_\_\_