

I am attaching copies of communications with Cablevision for their unfair billing process and inadequate resolution of an ongoing issue with my account.

State of NY  
Dept of Public Service  
Three Empire State Plaza  
Albany, NY 12223-1350

Attention Customer Service Manager:

This is the second letter that I am writing in response to a billing issues that after several phone calls has yet to reach resolution. I have attached the previous letter sent in January in which I have yet to receive a response.

When I placed our move order in DEC, I was told to pack up the old cable boxes. We packed up 4 boxes and remotes and gave them to the cable techs. We then received 3 Digital I/O boxes in return for the 4 regular boxes and installed Optimum Online. Your records have consistently shown that only 3 boxes were returned. I assure you, with witnesses, that all 4 boxes & remotes were returned. Why would I keep an old box when we were switching to digital? This is clearly an internal problem on what happened to the 4th box however we indeed returned it.

Below is a telephone log of calls in that my husband and I have been making. After our last call on Friday 2/7, we were assured that the charge would be removed in 2 billing cycles. Then, less than 2 days later, I received a call from your credit and collections dept asking for the balance of over \$1000 for these boxes. I explained the situation and asked that my record be tagged.

12/5 Laura Vallone, my sister placed the initial call regarding the charge and the rep said that the charge would be researched

1/15 John, my husband called and was assured that the situation was being researched

2/7 John spoke with Ms. Battle who assured us that the charge would be removed in 2 billing cycles

2/7 Received a SHUT OFF NOTICE in the Mail and called—see above.

2/10 I received a call from the Collections Dept who also assured me that our account would be tagged as ok

2/20 Cable turned off. John spoke with Ms. Maldonado who advised that we send another letter and we did.

2/21 My Husband John Raffaele spoke with Tanisa and her supervisor Renee in the Stamford office who advised that indeed they found the error in the system and that our account would be restored the next day

2/21 Received a call from Angela on Sat morning, the day after my husband spoke to Tanise, in Stamford, CT who stated that the account balance would be corrected in 24 hrs. Angela was looking for payment. She told me that she would make a note in her system

2/22 I called and spoke to Lee, after receiving a message from Pat Shufield, that said to call in. Lee said that our cable was to be disconnected on 2/23. Lee was very unhelpful and told me that there is nothing he can do

2/22 I called back to ask for Tanise, whom my husband spoke to and

spoke with Barry. Barry, in your Stamford, CT office was so helpful and was working on the account. He put a trace on the box and said that he would handle this and that the situation would be resolved. Barry was so professional and nice. He made what has been a horrific experience with cable much better

2/23 The next day, Barry called back and spoke to my husband. He advised that he cannot find the box and that he needed to contact the technicians and he would call us back.

2/25 We have not heard back from Barry so I called and left a message to get to him.

You obviously have an internal issue here with the box. If you look at our record, we have been outstanding Cablevision customers who have never missed a payment. In addition, we pay a high fee for cable every month. As you can see from the above log, we have been mistreated and this situation is yet to be resolved. Today I called and the balance was still \$385, which includes one box. We returned this box. We don't have the box.

At this point, this is harassment. I demand that Cablevision cease and desist from this harassing behavior. I am attaching copies of all documentation that has been submitted. If I do not receive a response within 5 days, I am contacting the district attorney's office for this fraud and unfair business practices. In addition, my intention is to file a lawsuit against Cablevision for this incessant harassment and lack of resolution and expose Cablevision to the local TV stations. I am disappointed and angered by the manner in which this account has been handled. As you can see, we have been long standing cable customers who have never missed a payment. At last conversation on 2/20 with Ms. Maldonado, my husband received attitude.

I have made payment every month less the fee for the boxes. Please contact myself via phone call and letter or my husband-John Raffaele to confirm that our account is restored to good standing as I have returned the old cable boxes, with remotes. In addition, I want credit for the \$5 late charge that we have been charged every month.

Thank you for your attention to this matter.

Helene Vallone-Raffaele &  
John Raffaele

CC: Federal Communication Commission, ID #NY0638  
Cablevision Customer Service, Yonkers