

07-51

July , 2008

FCC Consumer Center  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Received & Inspected

AUG 07 2008

FCC Mail Room

Re: Complaint against Cablevision of Marion County  
8296 SW 103<sup>rd</sup> St Rd, Suite 3  
Ocala, FL 34481-1701

My Account # 001-00000 523 Name Myrtle S. Cooper

Address 11284 SW 79<sup>th</sup> Ave - Ocala FL Phone # 352-854-0408

To Whom It May Concern:

34476

I live in the gated community of Palm Cay in Ocala, FL and I wish to file a complaint against the above cable company (Cablevision). In view of the recent Report and Order (FCC 07-189), I attempted to cancel my cable service with Cablevision and was told that the order did not apply to them. They claim they are exempt under "bulk billing" and "discount services".

We pay our monthly cable bill directly to Cablevision. It is not part of our amenity fee. We receive a monthly bill just as others who do not live in a gated community do. We also do not receive a "discount price" and as a matter of fact we must be paying a premium price as recently Cablevision has been offering to match competitors pricing in order to keep our business.

We are an over 55 community of low to moderate income seniors. We have been told by Cablevision that if we want to switch to another provider, we may, however we must continue to pay them over \$150 a year for basic service even though we do not want it or use it. This seems to be an unfair business practice.

Cablevision has further stated that if we do not pay their monthly fee that they will charge us a late fee of \$5.00 each month and if we still do not pay that they will place a lien on our home.

We cannot afford to hire an attorney to fight them in court (one resident was told that this was the only way they'd be able to stop paying) and we appeal to you for help in this matter.

Sincerely,

*Myrtle S. Cooper*

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List ABCDE

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Re: Complaint against Cablevision of Marion County  
8296 SW 103<sup>rd</sup> St Rd, Suite 3  
Ocala, FL 34481-1701

My Account # 001-00000591 Name James Noble

Address 11253 S.W 77<sup>th</sup> CT Ocala, FL 34476 Phone # 352-861-0266

To Whom It May Concern:

I live in the gated community of Palm Cay in Ocala, FL and I wish to file a complaint against the above cable company (Cablevision). In view of the recent Report and Order (FCC 07-189), I attempted to cancel my cable service with Cablevision and was told that the order did not apply to them. They claim they are exempt under "bulk billing" and "discount services".

We pay our monthly cable bill directly to Cablevision. It is not part of our amenity fee. We receive a monthly bill just as others who do not live in a gated community do. We also do not receive a "discount price" and as a matter of fact we must be paying a premium price as recently Cablevision has been offering to match competitors pricing in order to keep our business.

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Cablevision has further stated that if we do not pay their monthly fee that they will charge us a late fee of \$5.00 each month and if we still do not pay that they will place a lien on our home.

We cannot afford to hire an attorney to fight them in court (one resident was told that this was the only way they'd be able to stop paying) and we appeal to you for help in this matter.

Sincerely,

James A. Noble  
Sylvia D. Noble

No. of Copies rec'd 0  
List ABCDE