

cc: marketing Nov 15, 1990

Dear Ms. Hunter —

Received your 10/24/90 reply to my letter re Warner Cable yesterday, 11/14, and thank you for your courtesy & a reply.

On Oct 12 I received a reply from Warner Cable, a copy of which I am enclosing.

I got the impression from your reply that we did not get C-SPAN which is not the case. My complaint was their callous and arbitrary cutting off the hearings in the middle for a football game, and if their explanation of the occurrence is really a true one they had better put someone in charge who knows what's going on. C-SPAN and CNN were the two best channels on TV (are) and, even tho CNN is becoming loaded with crummy ads, I sincerely hope they keep their standards high.

Cable companies are too big of a monopoly in a great many cities (yours is one) and I sincerely hope Congress will seriously consider some of these conditions.

Anyhow — I do thank you again, and keep up the good work.

Sincerely,

003942 NOV 20 90



Warner
Cable Communications Inc.

5520 Whipple Ave. N.W. North Canton, Ohio 44720
P.O. Box 8559 Canton, Ohio 44711 216/494-0095

October 12, 1990

[REDACTED]
Canton, Ohio 44705-3410

Dear [REDACTED]:

I want to thank you for taking the time to write concerning C-SPAN. We are always interested in hearing from our customers.

For years it has been the policy of Warner Cable to show Cleveland Browns' games when they have been blacked out on Cleveland television. More recently, we have taken to "importing" football games that were being shown on Youngstown, Wheeling, or Steubenville T.V. stations that were not being shown on a Cleveland station. Traditionally, and for reasons I am unfamiliar with, these games have been shown on cable channel 23.

We know that many of our customers appreciate the fact that we provide these additional football games that they would ordinarily not be able to see. To my knowledge we have had few complaints.

This past spring we restructured our channel line-up so that C-SPAN is now on channel 23. In the past two weeks we have received a number of complaints similar to yours. We realize and admit that we made a mistake in pre-empting C-SPAN programming with NFL football games. We have made alternate arrangements for carrying the football games and will no longer interrupt C-SPAN programming.

I apologize for any inconvenience and aggravation that our programming oversight may have caused you. We attempt to provide the widest range of entertainment and information options possible to our customers. Sometimes we make a mistake.

I want to thank you again for writing. We appreciate your business and your input. Never hesitate to contact us when you have a question or a problem. Our customers are the only reason we exist as a company and we try to make every effort to accommodate as many of them as possible.

Sincerely,

James M. Nicholas

James M. Nicholas
Sales and Marketing Manager

JN:klh