

cc: Angie
Palmer

June 11, 1993

C-SPAN One
444 North Capitol Street N. W.
Suite 412
Washington D. C. 20001

002594 JUN 15 1993

Dear C-Span One and Two:

Cox Cable has proved to be deceitful, and arrogant, in its' dealings with Lakewood citizens. They say they have a monopoly in Lakewood, and we have no choice in the matter. I trust that this is not true, like so many of the things this company has told it's customers.

WHAT COX CABLE TOLD ITS[■] CUSTOMERS:

When they first asked Berkshire residents to permit them to wire their apartments, they promised certain benefits. Residents would not have to take any of their programs, but would still be given more channels, without charge. Among the benefits, residents were to be able to see all Browns home football games, through an out-of-town channel. These were ordinarily blacked-out.

Only one game was shown, and Cox never made any correction or explanation.

Recently, when Cox wanted to put in additional wiring in apartments, they sent a letter stating that this was for "routine maintenance."
In truth, they wanted access to apartments to remove a cut-off box that would turn service off. They wanted to put the box in hallways, where they did not have to obtain permission to enter an apartment.

When apartment owners were asked to meet with a Cox representative in the lobby, to set up time for admission to do this "routine maintenance," they were told they would have access to many new channels, with the new wiring, and they were given the amount of the increase in costs that they would pay.

Around the first of June, residents found they were receiving channels that carried programs of no interest to them, and seemed to many owners, of inferior quality.

The program that is considered the most valuable program on the United States Government, ever to have been aired, was missing. C-Span One and Two, were not on any of the Cox Channels.

Subscribers from all over Lakewood thought there was something amiss with their television sets.

When Cox Cable was called, they brushed off the concerns of their paying customers, and curtly said the FCC required

they use more local programs. As for as the two C-Span channels, which carried the Senate and House of Representatives, and Hearings from both bodies, and book reviews pertaining to government issues, if customers wanted to see them, they would be aired from 1 a.m. until 6 a.m.

Cox representatives were rude and overbearing. As an Aide to one of Ohio's United States Senators said: "The Cox Cable people have an ATTITUDE. They treat a Senator's office with more respect than a customer, but their manner is "We gottcha!"

When I was ridiculed during my questions to Cox office, I asked what other cable companies service my community. and was told "We have a monopoly." Later I discovered this was another lie, for Cable Vision is operating in Lakewood. The Imperial Apartments, on Lakewood's Gold Coast, provides Cable Vision to their residents, with very happy results.

Many furious Cox Customers began calling their Senators and local officials, and writing letters-to-the-editor, demanding to be heard. Cox contacted no one.

A frustrated viewer, angry at the trash on channels not of her choice, happened on to channel 16. This is listed as VHI - Vidio Hits One. Probably few people even know it exists. But on this occasion the woman was amazed to find C-Span Two. The House of Representatives was on this Channel.

No notice had been provided by Cox.

Sometme later a viewer noticed that a fast listing of new Cox channels was floated on the screen, and among them was channel 16, C-Span. Also noted was a flyer by Cox, expressing their great interest in education programs.

For those attempting to get the attention of their government, both local and national, this was an obvious bit of damage control. No program has ever given more education than C-Span.

Yes, now Cox can say it is on Channel 16. However the Senate has not been in session recently, and they are using their accustomed secrecy weapon, by giving no information to their paying customers on anything.

Many of Lakewood's cable customers would like to get rid of Cox Cable. They have proved to be untrustworthy, and underhanded. It would be good to have a choice, and Cable Vision customers have found them dependable.

If we get no satisfaction, many of Cox Cable customers,

BERKSHIRE CONDOMINIUM SUBSCRIBERS TO COX CABLE:

When we were asked permission to re-wire the Cable in our apartments, we were told of the new channels we would be enjoying, as well as the increased cost.

We were not told that the Cable company could remove some programs we were accustomed to, and when this was done, we were not notified in advance.

Programs we viewed regularly just disappeared, and when we received a Televangelist from Texas predicting Armageddon and news sources from other States, we thought something was amiss with our TV set.

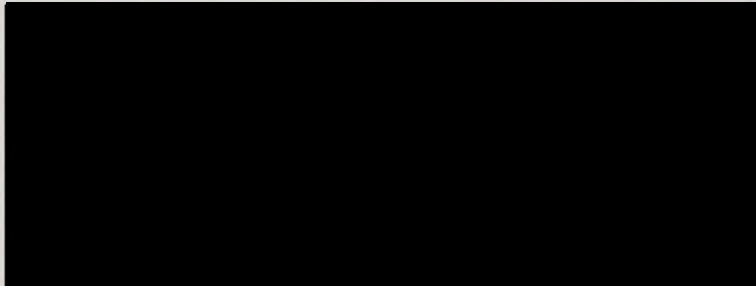
To protest this, I called Cox Cable Management [REDACTED]; Lakewood City Hall TV oversight: [REDACTED] Senator John Glenn. Senator Howard Metzenbaum's local office [REDACTED]. The local office talked with me about Cox Cable's actions, and then transferred me to their Washington D. C. office, where we discussed the problem. The Senate Judiciary Committee has turned cable oversight over to the FCC. Cox claims they are forced to use local programs which means depriving viewers of the regular C-Span viewing hours. Cox says that we may see the Senate from 1 a.m. to 6 a.m. and that the House will be shown on Channelk 9, time uncertain.

I also called C-Span 1, 202 737 3220.

All sources stated that letters, telephone calls, and petitions do exert meaningful pressure on Cox Cable. Public protests are valuable at hearings.

If this issue is meaningful to you, please sign your name and Apartment number on the attached papers, and I will mail it to the Cox Cable Manager.

In the initial wiring of the Berkshire building, and the wiring of other Lakewood areas, Cox was given a monopoly to operate in our City.



Lakewood, Ohio 44107

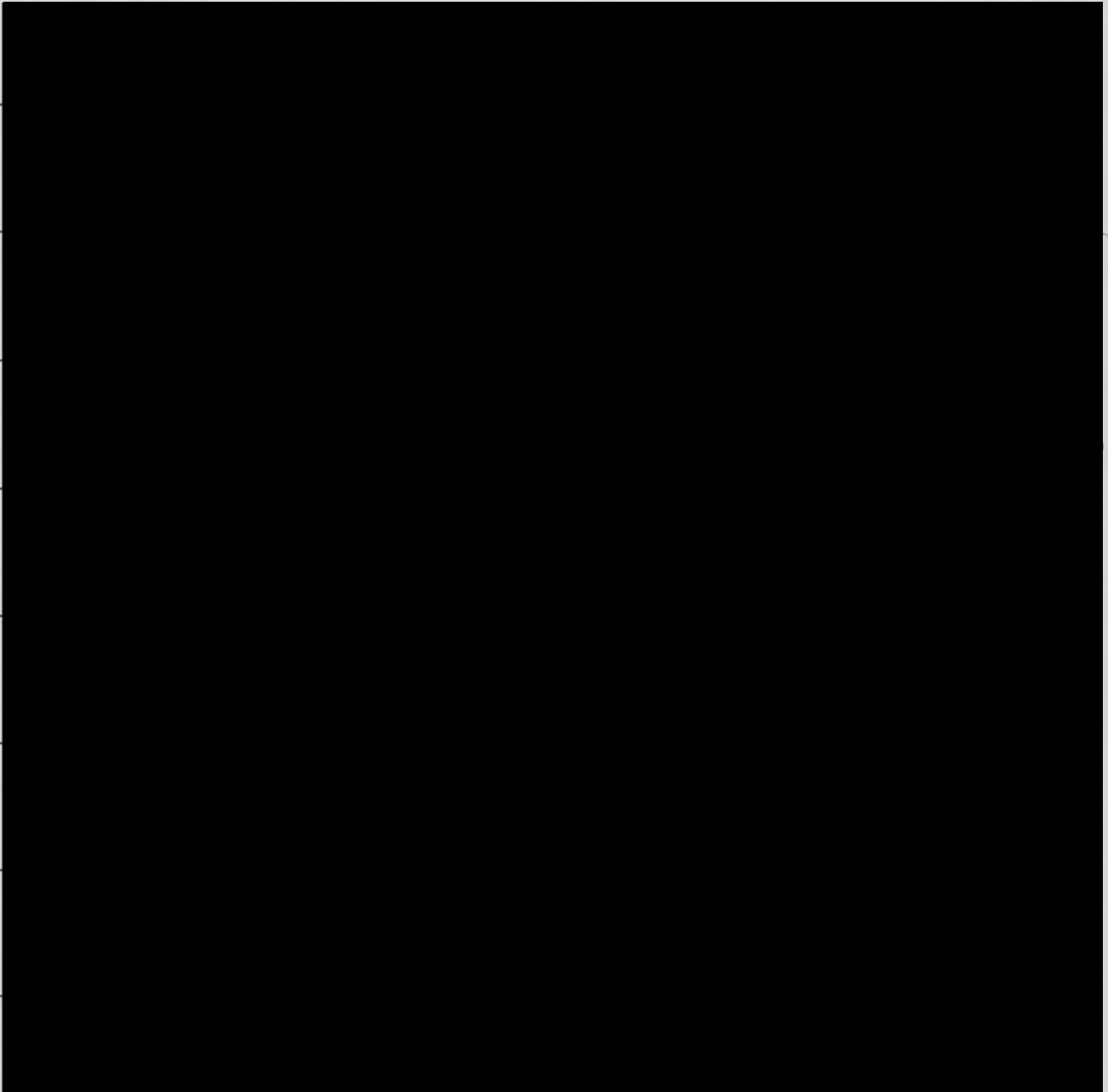
Cox Cable Petition
attached

Petition

The undersigned owners and residents of the Berkshire Condominium, located at [REDACTED] Lakewood Ohio, request that the Cox Cable Company restore all of the ~~C-Span programs to the same channels and the same hours we~~ have had in the past years. We were not informed when we recently agreed to more re-wiring in our apartments, and agreed to a price increase, that we would be losing our most valuable televiewing.

~~We do not agree to this unwelcome change.~~

(Signatures Follow)





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who have taste^fful viewing habits will cancel their association with them. We will continue to try to find C-Span One and Two through a good company.

I am enclosing a copy of some Berkshire residents' signatures, expressing their agreement with these statements. We did not circulate a petition, but simply left it on a side counter in the lobby, as a matter of information to those who are interested.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Lakewood Ohio 44107

cc Senator Howard Metzenbaum
Senator John Glenn
Mayor David Harbarger, Lakewood Ohio
General Mgr. Cox Cable Cleveland, Ron Hammaker