City of Cortland
Public Comment Sign In
Common Council Meeting

Name	Agenda Item/Comment Topic
Dick Menapace, chairman of Cable Commission	
Alice Alice Smith	lose Sr. Discount? NOT have to go to Office of aging
Aaron Hamid - C-Ville rep	Mr. Testa on hold 3 hr. Cable commission Mr. Flack - channel line-ups, update
Robert E. Bates	splitting channels - high/low #'s Cable Topic - Volume control, no response
[illegible] Cobel	1042 - TWC, a monopoly?
Maria DeSanta	1128 - No consideration for P w/Dis, ppl. w/low fixed income - options. Customer Service - 1 hr. wait. Unpleasant service Cable Commission
C Sorrells	1815 - $5 Modem Charge - appearing charges are OK - variety in channels Cable Com.

TV Essentials

City of Cortland
Public Comment Sign In
Common Council Meeting

Name	Agenda Item/Comment Topic
Tony Pace 1650	EWTN (move to digital) + Internet speed Issues - service is very slow. Speed tests - doesn't even register
Ruth Grunberg 1910	- Can't run down to local office; ADA Compliant? Can't get them on the phone. - Told channels not accessible b/c dropped (misinformation) - Adapter - hard to put in, a charge Service - Improve phone service
Joe Covington 2320	Changed from autopay - Payment didn't go through Billing + Service 3 wks to turn off cable, & can keep getting billed
Jerry Kalk 2720	- Upper tier packages - Getting Solicitation calls
Sheila Sanford 2840	- New laptop; twc can't work w/ windows 8? - $ Costs - Modem, new charge - New Subscriber Deals? Service & Cost - only some channels w/o modem
Sharon Bloodgood 3215	- Agree w/ everything from everyone - Calls - Poor english skills - No late fees? Unfair... "
Barb Just 3330	- Speed - Slow, even w/ turbo, oversell areas, can't deliver Over selling area unable to deliver service paid for.

City of Cortland
Public Comment Sign In
Common Council Meeting

Name	Agenda Item/Comment Topic
Theresa Fuster 3535	mom's only access to mass (in hospital) bringing back EWTN for non digital customers
Edward Tenney	-agree w/ all
Stan Duncan 3700	TWC communication problems! -Paying for service, + excessive costs

mayorofc

From: Steven Bilodeau [sbilodea@twcny.rr.com]
Sent: Monday, January 14, 2013 1:01 PM
To: mayor
Subject: TW

Follow Up Flag: Follow up
Flag Status: Red

Dear Mayor Tobin,
I have many concerns concerning TW cable. They have a monopoly on this county. We have to pay an extra $4 a month for a router. That should be included. Some cable subscribers needed to get a box to get extra channels.
A positive point is that they are usually friendly when talking to them on the phone.
My daughter who lives in Syr. at least has FIOS to be able to choose. She likes FIOS better.
Thank you for listening.
Sharon Bilodeau

mayorofc

From: Brian Tobin
Sent: Thursday, January 03, 2013 6:01 PM
To: pmwood09@twcny.rr.com
Cc: mayorofc
Subject: RE: Time Warner comments

Follow Up Flag: Follow up
Flag Status: Completed

Ms. Wood,
I understand and share your frustration. We are not alone, other people in our community are also unsatisfied with Time-Warner's service.

We are currently finalizing a date and time for a hearing about people's concerns regarding time warner cable and their franchise agreement with the city. We are inviting a representative from Time-Warner to attend as well. My assistant will email you with the date and time for the meeting.

Thank you for taking the time to write, please contact me in the future with any other concerns as well!

Sincerely,

Brian Tobin
Mayor, City of Cortland
25 Court Street
Cortland, NY 13045
btobin@cortland.org
(607) 591-0381

From: pmwood09@twcny.rr.com [pmwood09@twcny.rr.com]
Sent: Wednesday, January 02, 2013 8:54 PM
To: mayor
Subject: Time Warner comments

Dear Mayor Tobin,
I would like to comment on Time Warner. I am very disappointed that not only have the prices gone up, but we have lost channels also. Is there any possible way to purchase what we want ala carte? I don't buy everything in the grocery store because it is there, why should I purchase cable stations that I won't watch.
I would also like to address the customer service for our senior citizens. My mother lives at Friendship House. Time Warner installed a box that was supposed to help the seniors with the cable service. The residents were not given adequate training on how to use the box and after a couple of days, most of them returned the box and lost channels. The seniors needed better instruction for new technology.
Thank you for your efforts.
Patricia Wood

mayorofc

From: pmwood09@twcny.rr.com
Sent: Wednesday, January 02, 2013 8:54 PM
To: mayor
Subject: Time Warner comments

Follow Up Flag: Follow up
Flag Status: Completed

Dear Mayor Tobin,

I would like to comment on Time Warner. I am very disappointed that not only have the prices gone up, but we have lost channels also. Is there any possible way to purchase what we want ala carte? I don't buy everything in the grocery store because it is there, why should I purchase cable stations that I won't watch.

I would also like to address the customer service for our senior citizens. My mother lives at Friendship House. Time Warner installed a box that was supposed to help the seniors with the cable service. The residents were not given adequate training on how to use the box and after a couple of days, most of them returned the box and lost channels. The seniors needed better instruction for new technology.

Thank you for your efforts.

Patricia Wood

mayorofc

From: barbara hilsinger [busteacher04@yahoo.com]

Sent: Monday, January 14, 2013 3:45 PM

To: mayor

Subject: Cable Commission Meeting

I contacted Time Warner for a senior discount on my bundled package. They told me there is no such deal for seniors. According to the CORTLAND STANDARD on Monday, January 14, the article that was written sounded like this was an available option to us. Could you please clarify this matter.

Thank You
Barbara Hilsinger

mayorofc

From: Brian Tobin
Sent: Sunday, January 13, 2013 7:11 PM
To: mayorofc
Subject: Fwd: EWTN

Connected by Motorola

-------- Original Message --------
Subject: EWTN
From: Kathleen M Joyce <kmjoyce@syr.edu>
To: Brian Tobin <btobin@cortland.org>
CC:

Dear Mayor Tobin,

Thank you so much for your efforts to restore EWTN as a non-digital station. As a society, we must not forget or neglect our most vulnerable members. EWTN is a source of information and inspiration for many, especially the elderly and those in the hospital. My father, who is 76, would be lost without this station.

With your help, I hope Time Warner will consider their decision. It would mean so much and make a positive difference in the daily lives of our most deserving community members.

Thank you!

Sincerely,
Kathleen M. Joyce

This message was sent from my iPhone. Sorry for the brevity and any typos! Have a great day.

Let's GO ORANGE!

mayorofc

From: Brian Tobin
Sent: Sunday, January 13, 2013 7:10 PM
To: mayorofc
Subject: Fwd: BRING BACK EWTN

Connected by Motorola

-------- Original Message --------
Subject: BRING BACK EWTN
From: The Dries <vrd91@verizon.net>
To: Brian Tobin <btobin@cortland.org>
CC:

I am writing this note in the hopes of bringing back EWTN as a non-digital station.

Our TV in an extra room is not able to get EWTN anymore and I enjoy watching this channel.

Regards,
Val Dries

mayorofc

From: Brian Tobin
Sent: Sunday, January 13, 2013 7:11 PM
To: mayorofc
Subject: Fwd: TWC Franchise Agreement: EWTN

Connected by Motorola

-------- Original Message --------
Subject: TWC Franchise Agreement: EWTN
From: "John L. Bardsley" <jlb@bardsleylaw.com>
To: Brian Tobin <btobin@cortland.org>
CC:

Hello Mr. Tobin:

Please accept this email as my request to have Time Warner Cable reinstate Eternal Word Television Network (EWTN) as a non- digital TV station in the Cortland viewing area. EWTN is a resource used by Catholics and non-Catholics. It is of particular importance to the elderly and infirm who are shut-in or who are residents of local nursing homes. These people who are most in need are not able to go to the extra effort of arranging for the additional cable box which is required in some cases to be able to access EWTN in its current digital form.

Thank you.

Sincerely,
John Bardsley
30 William Street

Sent from my iPhone

mayorofc

From: Brian Tobin
Sent: Sunday, January 13, 2013 7:10 PM
To: mayorofc
Subject: Fwd: ewtn

Connected by Motorola

-------- Original Message --------
Subject: ewtn
From: Cecile LaFredo <mmlittlehelper13@yahoo.com>
To: Brian Tobin <btobin@cortland.org>
CC:

Dear Mr. Tobin:

This e-mail is in regards to bringing back EWTN as a non-digital station. I have just the very basic cable and EWTN is one of the stations I enjoyed. The few stations I have contain shows I think are very in appropriate for prime time...let alone tv. Please add my name to the list of people that would appreciate EWTN back in service.

Thank you for your time in reading my e-mail.

Cecile LaFredo
Cortland Taxpayer

mayorofc

From: Brian Tobin
Sent: Monday, January 14, 2013 12:23 PM
To: mayorofc
Subject: FW: ewtn

Sincerely,

Brian Tobin
Mayor, City of Cortland
25 Court Street
Cortland, NY 13045
btobin@cortland.org
(607) 591-0381

From: marion recchia [recchiamarion@gmail.com]
Sent: Monday, January 14, 2013 8:31 AM
To: Brian Tobin
Subject: ewtn

I am writing to urge you to bring back EWTN as a non-digital station. It would mean an awful lot to many people. Thank you. Marion Recchia

mayorofc

From: Teresa Carnrike [carnriketeresa@yahoo.com]
Sent: Wednesday, January 09, 2013 1:45 PM
To: mayor
Subject: Time Warner Cable

Dear Mayor Tobin,

At the meeting with Time Warner Cable Company next week, I would appreciate it if you could stress to them the need for a fair pricing system. Their pricing system is a very unfair to many of their customers. The Basic package which includes approximately 15 channels costs $15.95/month or $192/year (plus taxes and surcharges). The next available package (the Standard package) includes more than 60 channels and it costs an additional $56/month or $672/year (plus taxes and surcharges). For Time Warner customers who only want a few more channels, this is an unfair price. Another unfair practice is that a customer, while paying for the Standard package, cannot even access all of these additional channels unless they have a digital TV adapter which costs an additional $3.95/month. In my case, this TV adapter continues to shut down and give me a message that my service has been interrupted. So I end up disconnecting the box until I have a block of time to waste and call about it. Time Warner continues to increase their costs whenever they want. Oh, they give justifications - a technological reason (which the average customer cannot understand) or addtional channels that you will never watch. And since they are a monopoly, they can charge whatever they want. There is also an unfair pricing system for their internet service. In my household, I have one TV and one computer. I am charged the same as a household with several TVs and several computers. Time Warner simply does not treat their customers fairly. When I have called to talk to them about ways to reduce my bill, since I live on a fixed income, their suggestion is to get more for my money by buying more services that I do not want or need and certainly cannot afford. There is no option between the Basic and Standard packages. $672/year is a huge increase to pay when the customer only wants a little bit more service. It is unfair that Time Warner customers who do not want or need, and cannot afford, all of these bells and whistles are being forced to pay for them so that those who do want all of these bells and whistles can have them. How fair is that?

Mayor, I appreciate this opportunity to state my case. Time Warner does not listen to their customers. They are a monopoly, so they do not have to. Perhaps, you will have better luck with them.

Thank you.

Teresa Carnrike
50 Wheeler Avenue
Cortland, NY 13045

mayorofc

From:	Shary Guingo [smguingo@yahoo.com]
Sent:	Tuesday, January 08, 2013 3:07 AM
To:	mayor
Subject:	Tme Warner Cablei
Follow Up Flag:	Follow up
Flag Status:	Completed

Mayor Tobin,

My understanding is that there will be an upcoming meeting in mid=January for Cortland residents to air their concerns regarding Time Warner Cable. I would attend, but it is difficult for me to be out during the evenings, so I would like to share my thoughts with you at this time.

I have subscribed to TWC for just about as long as they have been available to this area, but I am very dissatisfied with their services now. If there is a problem and TWC is called, it is impossible to speak with anyone in the local office. After being placed on hold for 20-30 minutes, we finally get to speak with someone who may speak the English language but cannot grasp the meaning of the words.

Another area of concern is the fact that TWC constantly runs ads on television giving new customers huge breaks on monthly fees. Customers in good standing for thirty years get no incentives at all.

During the past year, I have had continual problems with the service in that the television goes blank and has to be rebooted. Not only is this extremely annoying, but it takes time and we usually lose the rest of a program we were watching. This has happened as many as two or three times per week.

When equipment such as the remote control, DVR, etc. give out, we are given refurbished replacements. We at least deserve new equipment considering the outlandish monthly fees we are required to pay.

It just seems that Time Warner is allowed to do anything they please. Bills keep going up but services keep going down. Is there any possibility that another company such as Verizon could be considered as an alternative to Time Warner's monopoly? I am provoked for being at Time Warner's mercy. It's time to reassess their services or look for a possible alternative. I'm tired of Time Warner's intimidation that they will leave Cortland and pull all of their equipment. Not likely!

Thank you for listening to my opinion.

Shary Guingo

mayorofc

From: Brian Tobin
Sent: Thursday, January 03, 2013 6:1 PM
To: ancy Barnett
Cc: mayorofc
Subject: RE: Time Warner Cable
Follow Up Flag: Follow up
Flag Status: Completed

Nancy,
thank you for your feedback. We're sorting through a number of complaints, hopefully we will have a representative at the meeting on the 15th. lease contact me again in the future if you have further concerns.

Sincerely,

Brian Tobin
Mayor, City of Cortland
25 Court Street
Cortland, NY 13045
btobin@cortland.org
(607) 591-0381

From: Nancy Barnett [NBarnett@icsd.k12.ny.us]
Sent: Thursday, January 03, 2013 7:39 AM
To: mayor
Subject: Time Warner Cable

The experience I have had w/Time Warner Cable has been satisfactory at times. The reps that I have spoken with are for the most part very knowledgeable and helpful. I have only had one rep that was not very friendly and when I mentioned that may be I would change carriers, he said "go ahead".

I did purchase my own modem ($65 – 68) when Time Warner Cable sent out notices that we were now "renting" the modem from them for $3.95 (? or $4.95 – can't remember the exact price). Time Warner Cable is able to charge just about anything they want, because there really isn't any competition.

Hope this helps w/the meeting that you are having on Tuesday, Jan. 15.

Nancy Barnett
(607) 753-0866

mayorofc

From: Theresa [foster62@twcny.rr.com]
Sent: Thursday, January 03, 2013 6:46 AM
To: mayor
Subject: Time Warner
Importance: High
Follow Up Flag: Follow up
Flag Status: Completed

Thank you for the opportunity to comment on Time Warner. I would like to comment on the loss of EWTN for non box viewers. I realize that for residential customers we can have a box for free for a period of time. What is most upsetting is that hospital patients and nursing home residents have lost the channel.
EWTN charges nothing for their station. Many residents and patients relied on this station and now it is gone. I personally worked with both a representative from EWTN and the hospital to try to get the station back but without individual boxes for each television it is impossible. It is more than just a television station to many and it's inaccessibility is a shame.
Please reconsider this decision.

Theresa Foster
Cortland

Sent from my Verizon Wireless 4G LTE DROID

mayorofc

From: Nancy Barnett NBarnett icsd 12 ny us
Sent: Thursday, January 03, 2013 :3 M
To: mayor
Subject: Time Warner Cable
Follow Up Flag: Follow up
Flag Status: Completed

The experience I have had w/Time Warner Cable has been satisfactory at times. The reps that I have spoken with are for the most part very knowledgeable and helpful. I have only had one rep that was not very friendly and when I mentioned that may be I would change carriers, he said "go ahead".

I did purchase my own modem ($65 – 68) when Time Warner Cable sent out notices that we were now "renting" the modem from them for $3.95 (? or $4.95 – can't remember the exact price). Time Warner Cable is able to charge just about anything they want, because there really isn't any competition.

Hope this helps w/the meeting that you are having on Tuesday, Jan. 15.

Nancy Barnett
(607) 753-0866

mayorofc

From: Alice Greene [greenea2934@yahoo.com]
Sent: Monday, January 07, 2013 11:41 AM
To: mayor
Subject: TWC
Follow Up Flag: Follow up
Flag Status: Completed

Additional complaint from earlier email.

A problem I've had and several of my friends have had is turning on and finding all or many of the channels black, no picture and no audio. When you call, first you are on hold forever, then every single time any of us have called we're told "oh, we'll reboot your converter and you'll be fine". We all know how to reboot our own converter so we don't even bother to call anymore. There are spells when this happens multiple times a week and there are times when we can go weeks without having to do it. Today is one of the days I've had to reboot my converter. Many of the converters are old and rebuilt, if they're going to be allowed to charge the rates they charge we should have better equipment at least. I have the basic plus the next level and have a converter/DVR with the phone and internet and pay over $180 a month. That's why it's like salt in a wound to see commercials offering "New Customers" the same package for less than $100 with free DVR for a year, free premium channels for 3 months and a $150 gift card from Best Buy. They need to care more about their long term customers and worry less about new ones.

Alice Greene

mayorofc

From: Sheila & Frank Sanford [fsanford@twcny.rr.com]
Sent: Thursday, January 03, 2013 6:44 PM
To: mayor
Subject: Time Warner
Follow Up Flag: Follow up
Flag Status: Completed

After reading the editorial in the Cortland Standard January 2, 2013 I felt I had to write. When we first signed up for Time Warner years ago, we felt that what we were being charged was fair. However, it seems like they are now constantly nickle and dimeing us to death. Our bill this month was a little over $17 more than the previous month. We have noticed that over time that every few months it went up from a few cents to several dollars. This last months is crazy, a $17 increase in one month for the same services that we have received for years. We also thought it very strange that a few months ago the 'little black box' that we've had for years, no charge, and all of a sudden we have a monthly charge for it, why? It isn't new and we never had to pay before, strange! Why is Verizon not allowed in our county so that Time Warner does not have a monolopy on the market? To put it bluntly, Time Warner has us by the balls and they know it and do and charge what they want. Is this fair? If Verizon were available to us we would without thought go with them. We have friends that have Verizon and are more than pleased and the cost for the same things they had with Time Warner is a whole lot cheaper.

Sincerely,

Frank and Sheila

mayorofc

From: dennis talarico [dtalarico52@hotmail.com]
Sent: Wednesday, January 09, 2013 6:30 PM
To: mayor
Subject: Cable Commission
Follow Up Flag: Follow up
Flag Status: Red

Dear Mayor Tobin:

I've found that Time Warner's office and service personnel are professional, kind and very helpful, however, their technology and equipment may need some updating.

For example, if you have the "box" you often get digital squares in the picture and sound gaps in the audio. It also seems to take quite a bit of time to change channels.

I'm also annoyed that they move channels around and take some of the more popular channels off of their basic and standard line-up. It seems you pay more and get less.

I hope you take these comments into consideration when you meet with the Cable Commission. Thank you.

Dennis Talarico

mayorofc

From: LAURA orzel [lrobinson97@hotmail.com]
Sent: Thursday, January 03, 2013 10:12 AM
To: mayor
Subject: time warner
Follow Up Flag: Follow up
Flag Status: Completed

I am not a fan of Time Warner. I think they charge way to much for their services, customer service is poor at best, and they seem to have no empathy for their customers. The only time a Time Warner customer service rep called me was after I took all my equipment and gave it back to them, and transfered my business to another provider. Then I was besieged with phone calls and mail wanting to know why, even offers to allow me to sign up for the "special" they had running currently, because I was such a good customer, where were they when I asked for such consideration a month earlier? Thanks, An ex Time Warner Customer

mayorofc

From: Theresa [foster62@twcny.rr.com]
Sent: Thursday, January 03, 2013 6:46 AM
To: mayor
Subject: Time Warner
Importance: High
Follow Up Flag: Follow up
Flag Status: Completed

Thank you for the opportunity to comment on Time Warner. I would like to comment on the loss of EWTN for non box viewers. I realize that for residential customers we can have a box for free for a period of time. What is most upsetting is that hospital patients and nursing home residents have lost the channel.
EWTN charges nothing for their station. Many residents and patients relied on this station and now it is gone. I personally worked with both a representative from EWTN and the hospital to try to get the station back but without individual boxes for each television it is impossible. It is more than just a television station to many and it's inaccessibility is a shame.
Please reconsider this decision.

Theresa Foster
Cortland

Sent from my Verizon Wireless 4G LTE DROID

mayorofc

From: Jennifer White [garfieldcats14@yahoo.com]

Sent: Sunday, January 13, 2013 6:27 PM

To: mayor

Subject: Time Warner

Please add my comments to the public hearing. We had cable years ago. It became too expensive, because Time Warner only offered big channel bundles, which we did not want. Now their phone is busy, so I cannot figure out how to get the most basic services. My friends keep complaining that Time Warner keeps trying to get them to sign up for more services and badgering them when they refuse. I think that we need more alternatives. Customer service means giving the customers what they want.

Jennifer L White

mayorofc

From: Alice Greene [greenea2934@yahoo.com]
Sent: Thursday, January 03, 2013 10:18 AM
To: mayor
Subject: Time Warner
Follow Up Flag: Follow up
Flag Status: Completed

I'm unable to attend the public meeting scheduled to discuss Time Warner Cable Co.

I have had cable with them since they first took over the franchise. My biggest problem with them is customer service. I've had simple questions and had to go through the voice mail run around and then ended up being on hold for long periods of time, then you get someone sitting in another state. Local office should have receptionist that answers simple questions and forwards calls that she/he cannot answer. Many of us have equipment we've had for many years and are now getting charged for this equipment without receiving up to date newer equipment.

I've had the package that includes TV, phone and computer for several years now. And it's like rubbing salt in a wound to sit and see commercials offering "New Customers" this package for less than a hundred dollars with free DVR for a year, free premium channels for 3 months, and a Best Buy Gift Card for $150. They don't give a damn about long term customers.

If my landlord would allow it I'd probably get Dish TV and other carriers for my phone and computer. I called Verizon and their Fios advertised on TV is not available in our area, that would be a good alternative. The final straw for many of us was the recent charge for modems that some of us have had for as long as 11 years.

I know a few people who've called Time Warner and complained and gotten temporary deals, we shouldn't have to call and complain to get "long term customer appreciation".

I think having talks with other companies, maybe getting Verizon to install Fios in this area, would be good, competition might keep Time Warner on their toes.

Thank you
Alice Greene
30 Hubbard Street
Cortland

Public Comment on Time Warner of Cortland 1/15/13
Cortland NY

Submitted by Sharon Stevans
29 Hamlin Street, Cortland, NY

I have several concerns that I wish to comment on regarding the services provided by Time Warner Cable.

- Last year several channels were without programming. No recompense was made on bills for this lack.

- Changes in stations/networks are made without notice.

- When some customers- myself included- were required to obtain digital boxes to continue programming, we were given a phone number to call. The line was busy for my first three attempts to call- over a period of a few days. On the fourth attempt, I was put on hold for about 15 minutes. Once I reached an individual, she was very helpful. However, it was a frustrating process. Once I received the boxes, the instructions were so complicated neither my husband nor I were able to connect them. We had to have a technician come to the house. This was not a "do-it-yourself endeavor.

  I feel the monthly fee charged for these boxes is excessive. There was a "one time" fee of $29.99 for the digital converter. What this was really for I do not know. There is a monthly fee of $6.46 each for more than one converter. There is also a fee of .36 for any remotes after the first one. This is unbelievably petty, but I am sure it represents millions of dollars in revenue to TWC. To me, it is piling on.

- The fee for internet modems, while not related to a cable service, is unwarranted and was imposed without notice. $3.95 "modem rental fee" on top of the internet fee is ridiculous. The response that one can buy their own modem is disingenuous as the technical requirements are beyond the grasp of most "regular" folks.

These are issues and expenses that I believe will increasingly force consumers to examine doing without cable. I, too, am investigating alternative options. Ultimately, TWC will kill their "golden goose". Perhaps this is their business model and they are not interested in continuing to provide cable in the long run. However, I do believe that part of their licensing agreement was the commitment to serve the public interest. I do not believe that they are balancing this duty with their interest in maximizing ultimate and extreme profits.

11 MacGregor Street
Cortland, New York
January 2, 2013

Dear Mayor Tobin,

I am writing to express my dissatisfaction with Time Warner Cable. To explain my absence from the meeting, scheduled for Jan. 15, 2013, I am a senior citizen, 81 years young, live alone (husband deceased) and rarely drive at night alone especially in winter's unpredictable weather and lack of parking.

I have expressed my concerns several times to the staff at Time Warner's office on Tompkins Street as follows:

(1) Several monthly rate increases.
(2) Asked why clients can't pick program choices.
(3) Removal of some favorite channels without lower prices.
(4) Having to connect a box to my T.V. and/or request an adapter and connect it to the T.V.
(5) Bundling of services.

RECEIVED
JAN 04 2013
BY: .....

Time Warner professes to making everything better for the clients. I disagree. It seems to be all about money for the company.

I also discussed my disappointment with a Town Supervisor for Tompkins County (Dryden) via 211 on my phone. I can't recall his name, but he appeared to agree with my sentiments. At that time, I suggested that Time Warner put together a Senior Citizen Package for people when reaching a certain age and offered at an appropriate monthly rate. He thought that was an "excellent" idea and "wondered why T.W. hadn't thought of it." Many of my friends agree.

(over)

As for the monthly rate, I was told it would be too cost prohibitive to let people pick what they want coming into their homes and everyone's rates would be higher. At the present time, I pay 75.92 per month just for T.V. I dont have a computer by choice and dont want one. I gave away two of them after a brief trial when my husband was hospitalized. For that reason, I dont bundle and Im happy with my phone service even though some phone calls from other companies think my rate is outrageous. Im enrolled in automatic payments for my convenience and to save paper. Now, I cant get some of my favorite channels because they are no longer available to me. I dont get the golf channel and some of the other ones are moved around at T.W.'s convenience as well as some movie channels and game shows.

I was told the box and adapter would solve my problems. Since our local newspaper doesnt print a schedule until 1 P.M., I have to search for morning programs we leave the T.V aff. Whose convenience is that?

I feel that Time Warner is stealing entertainment from everyone, especially Senior Citizens who dont go out much at night, dont go bar hopping, or dancing (where?) or to the movie theaters where movies are geared to younger people who seem to like shooting, murders, racing cars, filthy language and should be banned to stop the violence in this country and the world, as well as some of the commercials on T.V.

I would adovcate for a package containg major news, weather and sports channels. Also good movies, comedy, musicals, informative, historical, game shows, religious programs and all sports including Olympics, etc.

Who needs 900+ channels? We can only watch one at a time and really know what it's all about.

Sincerely Mrs. [illegible]

PS
I am completely ~~disabled~~
& cannot get out.

Ms Rosemary C Bracciale

Dear Sir: 5 Jan 13

I would like
to complain about
Time Warner Cable
& pay 65.31 a
mo. and I was
getting EWTN
I watch it every
day & they took it
off along with 5 others
which I don't care about
Then I had to get a
box to get EWTN and
I have a H.D.
new TV and the
High Definition doesn't
not work with the
box. would they just
put EWTN back on
and take the HD box.

Sincerely
Rosemary C. Bracciale

HELPING OUR HEROES

AA34802

Jan 1st 2013

My name is Lucille L. Clark
I live at Ellis Pines Senior
Housing - 45 Cortland St. 13077
Apt 208. Homer N.Y. 1

I really enjoy the time
Warner Stations

I've only had to use your
service 2 times You were
Prompt both times

I watch a lot of sports
so hope we can continue

I'm Elderly and don't go out
much.

So I watch sports and
news.

Hope this letter help you
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JAN 05 2013
BY: .....

1/3/13

Mayor Brian Tobin!

I saw the letter in the Cortland Standard 1/2/13 and decided to write you my feelings of Time Warner Cable. I am a 86 yr old widow and live at Sherbrook Apts. I have been here over 16 years. and have had the cable since my husband and I moved here. He passed away in 2007 and I have stayed here alone since. I do not have a internet and my phone is through Verizon. I did not go digital and only have a small old TV I have had forever it seems.

(over)

I get the channels the Time Warner sends next to Basic. I went down to Basic to save money but couldn't get only a few stations so went back up next higher. My beef is I have to pay $75.92 for almost all repeats. I like sports and am afraid they will be cut off when the Yankees start again. Guess they are the only reason I keep cable. My son is a retired Cortland County Sheriff and he agrees I and probably alot of other seniors are paying too much. Thank you for allowing me to give you my

Feelings of Time Warner and
the fact of writing you even
though I don't live in the city.

Dorothy M. Abbott
1063 Halstead Rd #G-4
Cortland, NY. 13045-

26 Jewett ave
Cortland, N.Y.

Dear T.V. Committee,

Please re consider about CWTN and make us happy again.
Thank You.

Joann Snyder
Senior Citizen

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