



CLEVELAND HEIGHTS

Dear Cleveland Heights Resident:

Enclosed is a Cable Television Complaint Form. Please complete it with as much information as you can give and return it to my attention at Cleveland Heights City Hall, 40 Severance Circle. It would be helpful if the form were notarized, but it is not necessary. If you bring the form with you for signing, it can be notarized here at City Hall in the Law Department.

When we receive the completed, notarized form, it will be reviewed and then presented to the Cable Television Commission (CTC) at a CTC meeting. The CTC meets on the first Tuesday of the month, at least four times annually and usually much more frequently. (The meetings are at 7:30 pm in Council Chambers, upper level of City Hall, 40 Severance Circle.) The Commission will then determine what further action should be taken.

Please note that this process is one which takes some time. Therefore, if your complaint is one which deals with a pressing service problem, you should contact Adelphia Customer Service at 575-8000. If you are unable to get through to Customer Service, or if Customer Service is unable to resolve your problem, you may call Ms. Dorian Waller, Corporate Director of Customer Service, at 575-8016, extension 3351.

Taking these steps, in addition to filing a Cable Television Complaint form, may help you to resolve the problem more quickly.

If you have any questions regarding this process, please call me or Nancy Wirtz at 291-4314.

Sincerely,

William R. Hanna
Secretary to the Cleveland Heights
Cable Television Commission

CABLE TELEVISION SERVICE – COMPLAINT

Cable Television Commission
City of Cleveland Heights
40 Severance Circle
Cleveland Heights, Ohio 44118

DATE: _____

SUBSCRIBER: _____

ADDRESS: _____

PHONE: _____ (HOME) _____ (BUSINESS)

COMPLAINT AGAINST: _____

DATE OF INCIDENT: _____

NATURE OF COMPLAINT: _____

I agree that I will cooperate in pursuing resolution of this complaint.

Signature of subscriber

SWORN TO BEFORE ME and subscribed in my presence this _____ day

of _____, 20____.

Notary Public