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TOWN OF WILBRAHAM
240 Springfield Street
Wilbraham, Massachusetts 01095

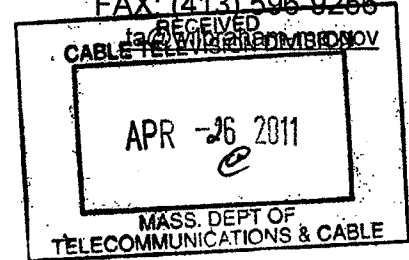
BOARD OF SELECTMEN

James E. Thompson
Patrick J. Brady
Robert J. Boilard
selectmen@wilbraham-ma.gov



TOWN ADMINISTRATOR

Robert A. Weitz
Phone: (413) 596-2805
FAX: (413) 596-9256



April 22, 2011

Catrice C. Williams
Department Secretary and Paralegal Specialist
Department of Telecommunications & Cable
1000 Washington Street, 8th Floor, Suite 820
Boston Ma 02118-6500

Dear Mrs. Williams,

I am writing in reference to the Department of Telecommunications & Cable hearing docket DTC 10-7 scheduled for Tuesday, May 3, 2011 at 1pm on the proposed Charter Communication cable basic service tier programming, equipment and installation rates increase. The Town of Wilbraham would like to intervene by way of this letter being read into the record at the hearing, as we are unavailable to attend.

I am the Town Administrator for the Town of Wilbraham, Massachusetts, contacting you on behalf of the Wilbraham Board to Selectmen to express their dismay at yet another rate hike request by Charter Communications (Charter).

The Town of Wilbraham and its residents are unhappy with the continued consumer complaints that Charter Communications' Customer Service is sorely lacking in continuity and response time.

As Charter's rates increase we are not seeing a rise in quality or quantity of service but a continued drop in the quality of all three of Charter services on both the municipal and residential sides.

Residents have complained and Charter Communications confirmed cable issues with a multitude of "new" HD cable boxes that needed to be replaced in several cases multiple times. These complaints continue today.

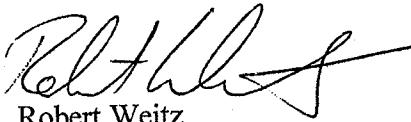
There are recent claims from Charter that they have increased "internet speeds at no cost", yet our municipality has outages daily.

Wilbraham, located in Western Massachusetts, is a town of 14,219 residents with approximately 5,000 cable subscribers. Charter Communications is our only cable provider. As a town located in this area we are limited by what service providers are available to us, thus having multiple unresolved issues with continued rate increases leaves Wilbraham and its residents somewhat hamstrung.

The Town understands that everyone is experiencing difficult economic times, especially those of low and fixed incomes. A rate increase at this time will make even basic cable unaffordable to many of those people.

We would like to request that you deny a rate increase at this time so that Charter Communications can address its consumer issues.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Weitz', with a stylized flourish at the end.

Robert Weitz
Town Administrator
Town of Wilbraham
240 Springfield Street
Wilbraham, MA 01095
(413) 596-2800 ext 103