



6 Corporate Drive Center Melville, NY 11747

166 Chapel Hill Rd.  
Highland, N.Y. 12528

Account number [REDACTED]

Dear Joseph Valastro,

We are in receipt of your correspondence. I apologize that I was unable to contact you; the telephone just rang, and no machine went on.

In reference to your request to receive credit for having cable boxes with your Family/ Basic cable, and it not being a requirement. Cablevision most certainly agrees in keeping the customer informed, and regrets that we fall short of this when receiving a letter such as yours. Cablevision fully promotes the use of a cable box with your Family/Basic cable for the experience of having *optimum* service. The cable box provides the customer with interactive features through a two-way addressable system that enhances a customer's service by giving them access to order pay per views, mag rack, enhanced iO or many other features. It allows a customer to receive premium channels if wanted in their current package line-up. Through a storm should there be a power surge, it gives us the opportunity to send a signal to the cable box to restore service.

There is no way that we would know that you were not informed nor that you didn't want to use these features.

You are a valued customer, and would like you to know that we are here to address your concerns. Although, I may not give credit for your request for this misunderstanding, I can give you credit for your service loss when the technician had to come. I have credited your account \$5.00 for the day, and half that you did not have service.

Should there be additional assistance that is needed, you may contact us directly between the hours of 9am to 10pm, Monday through Friday at (631) 846-5300 or you may contact your local Customer Service for 24 hrs. a day, 7 days a week assistance.

**Thank you for choosing Cablevision!**

Sincerely,

A handwritten signature in cursive script that reads "Theresa Fabig".

Theresa Fabig

Cablevision-Shared Services Dept.