

Lee C. Sonko
[address removed]

Cablevision Systems Corp.
Attn: Customer Service Manager
1111 Stewart Avenue
Bethpage, NY 11714
4-22-04

The following is from an email exchange I had with Cablevision Customer Support

It took 5 days (4 business days) to get the email response below and my question wasn't answered at all.

I had asked "How can I get a remote receiver for my Sony DHG-M55CV cable box?" I called Customer Support on the phone and got my answer. The telephone response was, "You can purchase a remote receiver for about \$8 from a walk-in center."

Your email support system is lacking.

In addition, I tried to put this very letter into your "Suggestion Box" at http://www.cablevision.com/index.jhtml?pageType=suggestion_box. I found that the "Send to Cablevision" button on the page doesn't work. It's no wonder you aren't getting any suggestions, the suggestion box is broken!

The excuse "We're the cable company, we don't have to care" doesn't work when customers can switch to digital satellite.

Lee Sonko

----- Begin quote -----

-----Original Message-----

From: Shared Services [<mailto:LICCCDNOSPAM@cablevision.com>]

Sent: Thursday, April 22, 2004 8:42 AM

To: leeremovethistextlee.org

Subject: Re: Cablevision Contact Us

Good Morning,

Thank you for your inquiry. If you need to exchange the remote to your cable box or to replace one you may go down to any walk in center near you. To locate the nearest walk in please visit our site:

http://www.cablevision.com/index.jhtml?pageType=walk_in_centers

Thank you for choosing Cablevision!

Lisa

Cablevision
Shared Services Group

>>> <websalesdespam@cablevision.com> 4/17/04 6:54:45 PM >>>

First Name: Lee

Last Name: Sonko

Address:

City:

State: NJ

Zip code: 07840

Phone: [removed]

E-mail Address: [removed]

Preferred Contact:

Subject: IO

Comments: How can I get a remote reciever for my Sony DHG-M55CV cable box? Can I walk in to the service center in Ledgewood NJ and just ask for one? Thanks

----- End quote -----