

Letters to the Editor

To Time Warner Cable:

“Nestled in a Valley” is the school song of *Ellenville Central*. When you think of the Village of Ellenville, the title of our school’s song says it all. Barely above sea level, our surrounding mountains reach altitudes hovering at 2,000 feet. What a beautiful setting... unless you want any type of communication systems to work. Without cable service or Direct TV satellites there would be no television reception. The same case is with FM reception. No cable... no FM reception in our village.

I was disappointed to receive your letter regarding the ending of FM cable service to our area. People like the radio. The variety it offers makes the work day more pleasant. It is a convenient way for many business owners and area residents to keep abreast of the world outside our mountain barriers. While your cable company offers music channels, they lack the freedom of choice and variety FM does.

We are requesting you reconsider ceasing FM service to our area.

Sincerely,
Dr. Mark R. Craft, Chamber President

To Time Warner Cable:

The letter from Time-Warner Cable dated October, 2003, and forwarded to cable users throughout the Ellenville area advising that FM reception service will no longer be available and alternative channels will be offered on standard service was reviewed at the Village of Ellenville Board Meeting on October 27, 2003. In summary, the letter was met with both disappointment and disgust.

Many of your cable customers in the Village of Ellenville use the FM reception service (including myself) and would prefer the FM service to continue in order to access New York City FM reception. Time-Warner’s

unilateral decision that in the “best interest” of its customers, without so much as the courtesy of meeting with the Village Board, the Town of Wawarsing Board, or our Cable Commission to discuss the needs and desires of our residents, is a disturbing process. It is our impression that the needs and desires or, for that matter, the opinion of your customers, did not play a part in your decision to eliminate FM service, but instead the monetary gain to Time-Warner was the ultimate reason for the change of our cable service. By unanimous decision of the Village Board, we are extremely disappointed in your method of making this unilateral change in our service.

It was our naive impression that a service company’s goal is to serve the needs and desires of its customers, if not the public at large, and not its own needs and desires. While the Village Board assumes that your decision has already been made as per the letter forwarded to your customers, we would appreciate it if you would reconsider your decision at least until receiving the input from your customers, to wit, the residents of our Town and Village. We would welcome your participation in an upcoming Village Board meeting and would be happy to put you on our agenda by simply calling our Village Clerk at 647-7080.

Although the Village Board may not have ultimate authority to dictate to you the various channels and services that you offer to our residents, we are a party to the franchise agreement that provides you with the authority to run lines through our village streets. Unless you are willing to accommodate the needs and desires of our residents, we will have no alternative but to consider your motivations when we are asked to renegotiate a franchise agreement with Time-Warner or other available or alternate competitors in the future.

Your kind consideration of our objections to the manner in which you have determined to best serve our residents and your cable customers as set forth above is appreciated.

Very truly yours,
Jeffrey Kaplan, Mayor



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