

Received: from mercury.its.state.ms.us  
by governor.state.ms.us; Tue, 08 May 2001 09:34:06 -0500  
Received: from mx1.its.state.ms.us ([192.42.4.253]) by  
mercury.its.state.ms.us (Netscape Messaging Server 4.15) with  
SMTP id GD0TSG00.14B for <governor@governor.state.ms.us>; Tue, 8  
May 2001 09:33:52 -0500  
Received: from mta02.usi.net (msubim01.usi.net [209.62.150.68])  
by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id f48EWlk26376  
for <governor@governor.state.ms.us>; Tue, 8 May 2001 09:32:47 -0500 (CDT)  
Received: from msubwt01 ([209.62.154.84]) by mta02.usi.net with ESMTP  
id <20010508143447.BHYV688.mta02@msubwt01>  
for <governor@governor.state.ms.us>;  
Tue, 8 May 2001 10:34:47 -0400  
Message-ID: <26041348.989332411541.JavaMail.root@msubwt01>  
From: Lisa Andress <landress@midsouth.rr.com>  
To: governor@governor.state.ms.us  
Subject: Lisa Andress Wanted You To Know About This!  
Mime-Version: 1.0  
Content-Type: text/plain; charset=iso-8859-1  
Content-Transfer-Encoding: 7bit  
Date: Tue, 8 May 2001 10:34:47 -0400

You're receiving a copy of this letter written via PlanetFeedback.com because Lisa Andress considers you someone who should be aware of this experience with Time Warner Cable.

Please handle this letter the same as you would handle any other type of constituent feedback.

To learn more about our services, visit our home page at <http://www.planetfeedback.com>, the leading online consumer feedback Web site and recently nominated for a prestigious 2001 Webby Award as one of the best services on the Internet.

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May 8, 2001

TO:  
Joseph J. Collins, CEO  
Time Warner Cable  
290 Harbor Drive  
Stamford, CT 06902

FROM:  
Lisa Andress  
2895 Valleybrook  
Hornlake, MS 38637

RE: PLANETFEEDBACK REFERENCE NUMBER 693541

Dear Mr. Collins,

I am writing with a question about the billing or payment at your company.

On March the 13th of 2001; I changed my cable services from digital service to basic. I've been charged full price sense then and a late fee because they say I have a past due amount , I should be paid in full. But now their saying that they don't have records to show that I changed my service and I have to wait for them to come out and check (all the while they are charging me a late fee for past due payment and they refuse to take that off, on top of that their refusing to give me the full credit of \$150.00 : their saying its only a \$60.00 credit.) sense you bill one month in advance; the credit should be for 4 months!

Thank you for listening. I would appreciate a quick response.

Sincerely,  
landress@midsouth.rr.com

CC:

James Sanders  
Denise Waldrip  
Roger F. Wicker  
Thad Cochran  
Trent Lott  
Ronnie Musgrove  
Eric Clark

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PlanetFeedback.com helps consumers focus and direct their feedback to companies. It keeps people and organizations who are interested in consumer issues informed of the public's experiences and opinions. Involving people and organizations like you helps consumers become even more influential.

Perhaps you can help this constituent directly. Perhaps it's simply helpful for you to know the kinds of feedback your constituents are giving and the companies they are writing to.