

Rodriguez, Jane

From: Melekian, Bernard
Sent: Monday, June 16, 2008 1:30 PM
To: Rodriguez, Jane
Subject: FW: In Favor of ATT's Request for Pasadena

FYI...

From: dpmoeg@aol.com [mailto:dpmoeg@aol.com]
Sent: Monday, June 16, 2008 12:59 PM
To: Rix, Dan; Melekian, Bernard
Subject: In Favor of ATT's Request for Pasadena

Dear Dan, copy to Barney:

I am not able to attend tonight's City Council meeting, and would appreciate your making copies of this e-mail and distributing them to the Mayor and Council. Thanks.

I understand that ATT is interested in expanding its service offerings to Pasadena, and will be presenting in front of Council tonight. I wholeheartedly support ATT in these efforts. I believe that Charter's monopoly domination in our area has resulted in higher costs, poor service quality and, frankly, deplorable customer service. As recently as last week, I was sent through a round-robin of calls before I could "trick" Charter's automated system and talk to a person. All was settled; however, I wonder how someone less persistent than I would manage.

The competition introduced by ATT would elevate service and customer service, and reduce costs.

Also, I recall a few years ago that when the Council voted to inject some competition into our City by supporting Altrio, that such provider introduced bulky, unsightly, and potentially dangerous boxes into Bungalow Heaven. ATT is not Altrio, and would not diminish the quality of life in our City by introducing such hideous contraptions.

Please vote to support quality service, lower prices, and competition in our City.

Diana Peterson-More
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