

AR'S AND YOURS CABLE CO., INC.
4162 Monroe St. Toledo, Ohio 43606
PO Box 221 Adrian, Michigan 49221
(419) 472-6200 or (517) 265-2299

To Whom It May Concern:

June 29, 2012

Consumer Info: Gasiorowski, Greg, Case #40025554
2678 Whiteway Rd., #6
Toledo, OH 43606

Business Info: AR'S AND YOURS CABLE CO., INC

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BETTER BUSINESS BUREAU
N.W. OHIO S.E. MICHIGAN

Fair charges for services rendered.

The professionally trained installer knows the antenna not the rotor needs to point north so the indicator inside would be synchronized with antenna direction. If the customer is as knowledgeable as he claims, he could have installed his equipment himself as one can rent a ladder.

The initial meeting with employee #1 was a courtesy call to evaluate customer needs because our ditzy receptionist was very confused by all the installation process questions that continued to come from customer. There was no charge for this visit to his home. Day of installation our installer showed up in a timely manner within the promised time slot. It is within reason for the installer to ask for landlord permission at an apartment building. The customer was not on the clock while installer #2 retrieved the 40' ladder. It takes two people to safely load, unload, erect and take down a ladder this big. We had to coordinate, on very short notice, the man power required and yes this took a little time. Concerned about the customers schedule we offered to reschedule his appointment for a more convenient time and he said no. The height of his building with antenna placement on chimney was comparable to a 40' tower, an acceptable height for antenna reception industry wide. Our next concern was installing the unit in a manner so as not to blow over in the wind. Had we raised antenna height, we would have needed, at minimum, a set of three guy wires attached to the landlord's roof. We would not have recommended this as the antenna placement and height was adequate for proper TV reception and wind loading.

Considering the demand of resources required to properly install this customer's equipment and delivering TV reception on his television the charges and payment of same is more than fair. Fortunately, he has no need to call our ditzy receptionist anymore. I believe he has spoken to her plenty. I will say it was interesting to have a company wide meeting over this dispute and, having acquired thousands of customers since 1978, I am happy to say all but one are happy.

Thank you for the opportunity to respond to this matter and should you have the need for further information please contact us.

Thank you BBB for all the work you do for the consumer and businesses here in our area.

Respectfully,
Walt Schweickert
President

- ANTENNA-SATELLITE-CABLE TELEVISION SERVICES•
- TELEPHONE-CABLING DESIGN, INSTALLATION & REPAIR•
- CLOSED CIRCUIT VIDEO SYSTEMS DESIGN & INSTALLATION•
- COMPUTER NETWORK DESIGN & INSTALLATION•
- XM/SIRIUS OVERHEAD MUSIC-MESSAGE ON HOLD•
- US/STATE/MILITARY FLAG SALES•