

Report on subscription and cancellation issues of Philadelphia inquirer
-Problems in American Newspaper Subscriptions-

Do you know Philadelphia inquirer, one of newspapers in USA.

I do web-based the subscription, and have now attempted to cancel the subscription by web-based cancelation. However, I realized that there is not the system of web-based cancelation in Philadelphia inquirer.

Although I subscribed another newspaper, New York Times, in USA, this web-based subscription could be canceled by the system of web-based cancellation in New York Times.

Then, I contacted the inquirer customer service and asked the procedure of cancellation of the subscription, and was informed of the comment that only phone call would be valid.

So, I sent E-mail, which title is subscription and cancellation issues of Philadelphia inquirer, to Philadelphia inquirer customer service team.

If you intend to subscribe U.S. Newspapers, I think that this report is useful and just not limited in this case of Philadelphia inquirer.

I sent the E-mail as follows:

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Dear Philadelphia inquirer customer service team,

September 11, 2023

At first, I contacted inquirer customer service and asked the procedure of cancellation of the subscription, and was informed of the comment that only phone call would be valid.

As I am not good at English conversation, and asked my graduate student, who is good at English conversation, to cancel the subscription instead of me. He told me that he has a friend in New York and asks the friend to cancel the subscription.

The friend got the comments from inquirer customer service team as follows:

The professor owes a balance of one dollar.

No cancellation is possible until he submits this amount using his credit card.
Even the miniscule amount won't be forgiven.

That is the story plain and simple.

They would request the credit card number and three number security code as well as the name written on the card.

If nothing occurs, he will continue to be billed the \$3.99 every four weeks. If that is not paid, then his credit history will be affected.

Point 1:

You said that is the story plain and simple.

I do not think "simple". Since I do web-based the subscription and the subscription fees are automatically deduced my credit card. Why would I be a dollar short on my subscription? All subscribers, who do web-based the subscription, would be a dollar short on the subscription?

Point 2:

You said they would request the credit card number and three number security code as well as the name written on the card.

If I tell my credit card number and three number security code as well as the name written on the card to you, how can I deny you the possibility of withdrawing \$10,000 from my credit card instead of \$1?

I hope that I would appreciate a satisfactory explanation including Point 1 and Point 2 from you.

In addition, I intend to report this cancellation issue on Shinshu University website. I'm going to report this issue on Shinshu University website because I consider this information to be benefit to subscribers, especially people in out of USA.

Sincerely,

Toshikazu Takeshita, Ph.D.

Specially-Appointed Professor
Shinshu University School of Medicine