



CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

TEL. 349-4300
FAX. 349-4307

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

January 31, 1994

To The Honorable, The City Council:

In response to Awaiting Report Item No. 2, regarding a complaint received from Ms. Margaret Garland relative to issues with Continental Cablevision, Joyce Conroy Hillcoat, General Manager of Continental Cablevision reports the following:

- Effective January 1, 1994 a Cable Guide subscription costs \$2.00/month for any subscriber, regardless of service level. Customers were notified of this change in their December bills.
- Margaret Garland, Superintendent of the J.F.K. Elderly Apartments, canceled her Cable Guide subscription on December 6, 1993. At that time the customer service representative did not realize that this change of service automatically discontinued in the computer database the free premium services, HBO and NESN (\$19.95/month value), that Margaret Garland was receiving. These free services need to be manually coded after a change of service. Continental Cablevision provides two free premiums to superintendents of city apartment buildings in order to compensate them for providing access to locked areas.
- Margaret Garland was paying \$19.95 for Sportschannel and The Movie Channel. Service for these channels was not interrupted.
- HBO and NESN were turned back on when Margaret Garland called our office and notified our customer service representative of the error. Margaret Garland now receives HBO and The Movie Channel free and pays \$15.95 for NESN and Sportschannel package.
- Service Plus is a \$2.00/month programming service that gives customers Premium programs on additional outlets. It is not related in any way to Cable Guide subscriptions. Margaret Garland wanted to add premium services to her additional outlet.

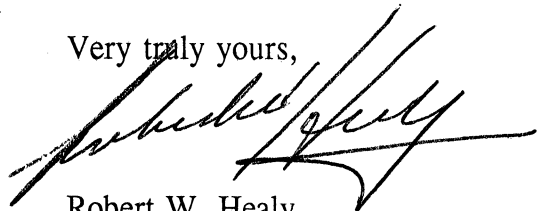
- Equipment Fees are now itemized on subscriber bills as required by cable rate regulations:

Addressable (regular) Cable Box.....\$1.91/box/month

Interactive (Impulse) Converter.....\$2.46/box/month

- Impulse Pay-Per-View monthly fee is \$.95. Margaret Garland has dropped this service and her cable box was changed within four business days at no charge (normally a \$28.44 fee for non-addressable service changes as allowed by new rate regulations).
- Margaret Garland now receives the senior discount on basic service that is applied to all seniors in CHA housing.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Robert W. Healy', written over a horizontal line.

Robert W. Healy
City Manager

RWH/mev

Agenda # 6

5-18

Response to Awaiting Report Item
Number Two regarding a complaint
received from Ms. Margaret Garland
regarding issues with Continental
Cablevision.

*for original see
1993 City Manager's Requests
361.*

In City Council,

January 31, 1994

Placed on file.