



# City of Cambridge

11.

IN CITY COUNCIL

October 3, 1994

COUNCILLOR BORN  
 COUNCILLOR DUEHAY  
 COUNCILLOR SULLIVAN  
 COUNCILLOR TRIANTAFILLOU  
 COUNCILLOR WALSH

WHEREAS: Recent breakdowns of Cable Television service have caused inconvenience to Cambridge residents especially many elderly who rely on this service; and

WHEREAS: The most recent interruption occurred last week and was apparently a city-wide failure lasting several day; and

WHEREAS: Calls to Continental Cablevision produced a recorded message explaining the breakdown and a hopeful time for reinstatement of the service but no information about whether a credit would be given to subscribers who had missed several days of service; and

WHEREAS: Although the amounts of money may be small in the case of basic service subscribers, they increase for those who subscribe to premium channels; and

WHEREAS: People should not have to pay for services they do not receive when that service is interrupted for more than a few hours, especially on a city-wide basis; now therefore be it

ORDERED: That the City Manager be and hereby is requested to obtain from Continental Cablevision a statement of policy regarding what credits are available to subscribers who lose service for significant amounts of time, and what provisions Continental Cable makes in their billing procedures when city wide systems failures occur to see that such credits are given automatically.

In City Council October 3, 1994.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:- *D. Margaret Drury*  
 D. Margaret Drury,  
 City Clerk



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Duehay Sullivan Trantafillon  
Walsh

CM-325

Consent Order #11

Councillor Born re: Obtain statement  
from Continental Cablevision regarding  
what credits are available to subscribers  
who lose service.

In City Council October 3, 1994

Order adopted