



CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

March 6, 2001

Vice Mayor David P. Maher, Chair
Councillor Kenneth E. Reeves
Councillor Michael A. Sullivan
Cable TV, Telecommunications and Public Utilities Committee

Dear Vice Mayor Maher, Councillors Reeves & Sullivan:

Please find attached a response to Council Order No. 7, dated 2/26/01, which requested a review of the letter sent by AT&T to customers regarding changes in service, received from Consumers' Council Executive Director Paul Schlaver.

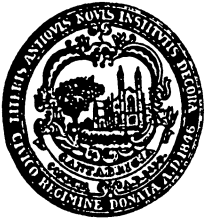
Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

Cc: Mayor Anthony D. Galluccio
Councillor Kathleen L. Born
Councillor Jim Braude
Councillor Henrietta Davis
Councillor Marjorie C. Decker
Councillor Timothy J. Toomey, Jr.
Deputy City Clerk Donna Lopez





CAMBRIDGE CONSUMERS' COUNCIL

831 Massachusetts Ave. Cambridge, MA 02139

Tel. (617) 349-6150

City Of Cambridge

Paul J. Schlaver
Executive Director

TO: Robert Healy
FROM: Paul Schlaver
THROUGH: Benjamin Barnes
DATE: March 6, 2001

RE: Council Order #7, dated 2/26/01 RE;

Review and report at the Cable TV,
Telecommunications and Public Utilities sub-
committee on March 7th, on the letter sent by
AT&T to customers regarding change in service.

serving the
residents of:
Cambridge
RECEIVED
2001 MAR -6 AM 11:58
OFFICE OF THE CITY MANAGER

The Renewal Franchise Agreement with AT&T Broadband notes that the limitations upon City as to regulation of rates and services is based on State and federal laws. Consequently there does not appear to be a direct authority vested with the City to challenge this rate/service level change. The Agreement does set forth the requirement to notify the Issuing Authority (the City Manager) any changes in rates and terms and conditions no later than 30 days prior to such changes, and to notify the subscribers at least 30 days in advance as well. The Agreement also sets forth a requirement upon the Licensee to produce an annual customer rate notice, including the availability and price of the lowest cost of Cable Service. Any downgrading or upgrading options must be spelled out to customers and allowed to happen without additional charges for a 30-day period prior to a rate and/or service change.

It would appear that AT&T Broadband has met that requirement based on the letter sent to subscribers. The rate of the most basic service is not changed. The next level of service has been eliminated and folded into the significantly higher priced Standard Cable level of service. The downgrade/upgrade option has been properly offered at no cost for a 30-day period.

I will not be able to report further as to whether the DTE Cable TV Division or any Federal Authority sees any violation in this letter for the time line for tomorrow's meeting, especially given the snow emergency, is too short. My instincts, though, predict no clear violation of any regulation.

I cannot attend any City Council sub-committee meeting tomorrow, March 7th, that might begin or continue past 5:00pm for I am flying to Washington DC right after work tomorrow to attend the CFA Consumer Assembly. I will certainly use the opportunity, though, to speak to colleagues there about this matter so that I might be able to offer you a more thorough response next week.



City of Cambridge

O-7.

IN CITY COUNCIL

February 26, 2001

COUNCILLOR SULLIVAN
COUNCILLOR BORN
COUNCILLOR BRAUDE
COUNCILLOR DAVIS
COUNCILLOR DECKER
MAYOR GALLUCCIO
VICE MAYOR MAHER
COUNCILLOR REEVES
COUNCILLOR TOOMEY

ORDERED: That the City Manager be and hereby is requested to instruct the Consumer Council to review and report on the letter sent by AT&T (attached) to customers regarding change in service; said report should be received before the March 7, 2001 Cable TV, Telecommunications and Public Utilities meeting.

In City Council February 26, 2001.

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

REFERRED TO CALENDAR ITEM #5



AT&T Broadband
6 Campanelli Drive
Andover, MA 01810

***** IMPORTANT INFORMATION *****

February 2001

Dear Valued AT&T Broadband Customer:

Your Service Is Changing

You currently subscribe to AT&T Broadband's Basic 1 and Basic 2 tiers of service.

Beginning with bills received after February 1, 2001, you will be charged only for the Basic 1 tier, now called Basic Service. You will continue to receive Basic 1 (Basic Service) and Basic 2 until March 1, 2001, at the Basic 1 (Basic Service) billing rate, in order to help you through this transition period. Between now and March 1, 2001, you must decide which package (listed below) you wish to receive.

Choose The Package That's Best For You

Before March 1, 2001, you will need to choose one of the following options:

1. Upgrade to our Standard Cable package and continue viewing all the channels you currently enjoy on the Basic 2 tier, plus get up to 30 additional great channels like Fox Family Channel, Lifetime, TV Land, Discovery Channel, CNN, VH-1, and ESPN.
2. Or, reduce your subscription to our Basic Service, which includes approximately 20 broadcast and local access channels.

Please note, if we do not hear from you before March 1, 2001 we will be required to reduce your current level of service to Basic Service. For further information regarding pricing schedules and service availability for your individual town, please refer to the Important Information brochure recently sent to you with your bill.

We'll Be Calling You Soon

An AT&T Broadband representative will be calling you in the coming weeks to assist you with any questions you may have. If you choose to switch from Basic Service to Standard Cable before March 1, 2001, AT&T Broadband will make a one-time waiver of the fee to change your current level of service.

If you have any questions in the meantime, or would like to upgrade to Standard Cable right away, call us at 1-888-633-4266 and a Customer Care Professional will be happy to assist you. Our Customer Care Professionals are available 24 hours a day, 7 days a week. We appreciate your patronage and we hope that you will continue to enjoy the quality programming that AT&T Broadband has to offer.

Sincerely,

AT&T Broadband
1-888-633-4266
www.broadband.att.com

O-7.

February 26, 2001

COUNCILLOR SULLIVAN
COUNCILLOR BORN
COUNCILLOR BRAUDE
COUNCILLOR DAVIS
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D. Margaret Drury
City Clerk

Referred to Calendar Item #5

Cal #5

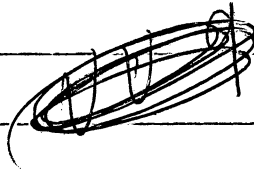
0-1

C. Sullivan

all

Ordered

Comp. he & hereby is ref
to instruct the Consumer Council
to send the ^{copy} letter sent by AT&T (attached)
to Customers re. change in service;
said comp. he rec. before 3/7/01
Cable TV Com meeting



VV9

Referred to Cal #5



City of Cambridge

O-7.

IN CITY COUNCIL

February 26, 2001

COUNCILLOR SULLIVAN
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D. Margaret Drury
City Clerk

REFERRED TO CALENDAR ITEM #5

Order #7

Instruct the Consumer Council to
review letter by AT&T regarding
change in service.

**Councillor Sullivan and entire
membership**

In City Council February 26, 2001

ORDER ADOPTED

*Referred to
Calendar Item #5*



City of Cambridge

O-7.

IN CITY COUNCIL

February 26, 2001

COUNCILLOR SULLIVAN
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D. Margaret Drury
City Clerk

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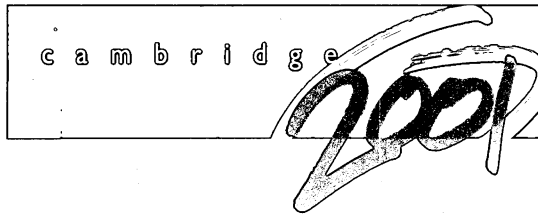
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Sincerely,

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www.broadband.att.com



5.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

February 12, 2001

To The Honorable, The City Council:

In response to Awaiting Report Item No. 01-145, regarding a report on the status of negotiations with a second cable provider, please be advised of the following:

While RCN is reducing some of its licensing negotiations in a number of municipalities in Massachusetts, RCN is still interested in proceeding with negotiations in Cambridge.

The City has been in active negotiations with RCN that hopefully will conclude in the Spring.

Very truly yours,

A handwritten signature in black ink, reading "Robert W. Healy". The signature is fluid and cursive, with a long horizontal stroke at the end.

Robert W. Healy
City Manager

RWH/mec



Cal 5
BS

Consent Agenda #5

Awaiting Report Item Number
01-145, regarding a report on the
status of negotiations with a
second cable provider. & Policy Order # 7

3/6/01 Report on Policy Order # 7
received & enclosed

In City Council February 12, 2001

CHARTER RIGHT

BY Mayor Balluccio

In City Council
February 26, 2001

PLACED ON FILE

ORDER ADOPTED

See Policy Order # 7
referred to The Cable,
Telecommunications
and Public Utilities

Committee

2-28-01
copy
sent
me