



**Continental
Cablevision®**

February 17, 1994

Mr. Robert Healy
City Manager
City of Cambridge
795 Massachusetts Avenue
Cambridge, MA 02139

RECEIVED
94 FEB 28 11:10:16
OFFICE OF THE CITY MANAGER

RE: Recent January Outage

Dear Mr. Healy:

To help you answer any questions you may have received from customers concerning an outage which occurred on January 28, 1994 in the area of Harvard Street from Trobridge to Norfolk Street I have pulled together the following information for you. The outage affected approximately 1,000 customers. As you may recall we experienced heavy rain and melting snow during that time. As a result a manhole filled with water causing excessive and unordinary damage. I thought you would appreciate knowing what took place in order to explain the situation to any residents which you may hear from.

It took three technicians from Friday evening, January 28, to Saturday evening to correct the problem by replacing all of the electronics in the manhole. We are proud of the dedication shown by the three technicians who worked for twelve hours straight without so much as a coffee break. I am sure you will agree that their dedication to the customer is commendable.

Please be assured credits have been applied where requested.

Today, February 21, 1994, I received City Council Order No. 2 and a letter from you requesting information about an outage on February 5th which affected approximately 150 customers. We received notification from the answering service at 10:00 p.m. and replaced a failed D.C. power pack at 11:45 p.m. (see attached outage report).

Letter to Robert Healy

February 17, 1994

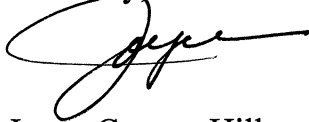
Page 2

Outages

Responding to outages is a top priority for Continental Cablevision in Cambridge. We recognize the passion our customers feel regarding an entertainment and information service that they enjoy and rely on to be dependable. For this reason we have built in standards and expectations and a goal to achieve 100% reliability and responsiveness. Our records indicate that the average Cambridge customer experiences cable service in working order 99.9838% of the time. Our reliability index rating is 98.12% and in both instances we hold the highest average in our New England Region.

Thank you for being responsive and concerned for our customers. I hope this information is helpful. Please call me if you need further clarification of this matter.

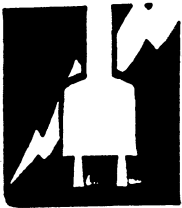
Sincerely,



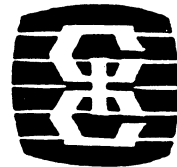
Joyce Conroy Hillcoat
General Manager

JCH/mms

c: City Council Members
Ned Casey, Office of Cable TV



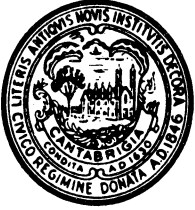
Continental Cablevision
Arlington - Cambridge System



OUTAGE REPORT

This report must be filled out for any service outage to 2 or more subscribers resulting from a common cause.

Date of Outage FEB 6, 94		Time Reported 10:00 P.M.	
Reported By: Dispatch ☐		Answering Svc ☒	Cust Svc ☐ Other ☒
Tech Responding 207, 204		Time On 11:45	Time Off 10:00
System ARL ☐ CAM ☒		Phase III	Power Supply C-7
Location(if Power Supply or Amp do not give enough detail) HARVARD ST			AMP NUMBER C-7-1
Problem ☐ No RF ☐ No AC ☒ Other			
Cause of Problem D.C. POWER PACK			
How Repaired REPLACED			
Parts Used LE ☐ Trunk Amp ☐ Bridger ☐ AGC ☐ Power Pack ☒ FM ☐ Connector ☐ Passive ☐ Cable ☐ Fuse ☐ Other ☐			
Comments			



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

March 7, 1994

To The Honorable, The City Council:

With reference to Awaiting Report Item No. 5, regarding the cause of a recent cable blackout in certain areas in Cambridge, please find attached a response from Joyce Conroy Hillcoat, General Manager of Continental Cablevision.

Very truly yours,

Robert W. Healy
City Manager

RWH/mev
attachment

Consent Agenda #3

5-94

Transmitting communication from R.W. Healy
relative to Awaiting Report Item #5
re: cause of recent cable blackout.

*per original order
see 1994 City Manager
requests #46.*

In City Council March 7, 1994

Placed on file.