

A



Continental
Cablevision®


July 14, 1992

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

Dear Mr. Healy:

Enclosed please find the Complaint Form 500B and Significant Service Interruption Form 500C for the second quarter 1992 for Continental Cablevision of Cambridge.

Sincerely,


Philip S. Ripa
General Manager

cc: Mr. Ned Casey
Director of Cable Television

William H. Walsh
Chairman Cable TV and Communication Committee

Enc.

FORM 3
 CATV FORM 500C
 SIGNIFICANT SERVICE INTERRUPTION FORM

CAMBRIDGE

NATURE AND CAUSE OF SERVICE FAILURE OR DISRUPTION	DATE OF OCCURENCE	SUBS AFFECTED	ACTION TAKEN	DATE RESTORED	NUMBER OF HOURS SERVICE UNAVAIL
Suck out	4/3/92	250	Resplice	4/3/92	1.50
Trunk Conn	4/6/92	2500	Replace	4/6/92	1.50
Cut Underground	4/16/92	250	Replaced	4/16/92	2.50
Motherboard	5/26/92	500	Replaced	5/26/92	1.00
Tap Plate	5/27/92	300	Replaced	5/27/92	1.50
Water in Cable	6/9/92	400	Resplice	6/9/92	1.00
Fuse	6/10/92	300	Replaced	6/10/92	2.00
Line extender	6/22/92	45	Replaced	6/22/92	1.00

QUARTERLY COMPLAINT FORM

2nd Quarter, 1992

Name of Licensee: Continental Cablevision
License Area: Cambridge
Business Address: 88 Sherman St.
 Cambridge, MA 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>1191</u>	<u>2004</u>
Quality of Sound	<u>190</u>	<u>345</u>
Program Content	<u>2</u>	<u>1</u>
Interruption of Service (technical)	<u>442</u>	<u>771</u>
Deletion of programs(s) from broadcast channel	<u>1</u>	<u>1</u>
Complaints with respect to services other than television	<u>0</u>	<u>1</u>
Failure to respond to original complaint	<u>0</u>	<u>0</u>
Failure to service original complaint satisfactorily	<u>0</u>	<u>0</u>
Inaccuracy of billing	<u>144</u>	<u>309</u>
Miscellaneous	<u>9</u>	<u>120</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



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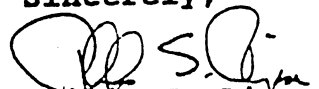
April 14, 1992

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

Dear Mr. Healy:

Enclosed please find our Quarterly Complaint report for the first quarter 1992. Under Massachusetts Regulation, written and oral complaints received here at our office form the basis for this report. Also enclosed you will find an analysis of results from our General Manager's Survey. This survey gives our customers the opportunity to direct their praises and complaints to the General Manager.

Sincerely,


Philip S. Ripa
General Manager

cc: Mr. Ned Casey
Director of Cable Television

William H. Walsh
Chairman Cable TV and Communication Committee

Enc.

QUARTERLY COMPLAINT FORM

1st Quarter 1992

Name of Licensee: Continental Cablevision
License Area: Cambridge
Business Address: 88 Sherman St.
 Cambridge, MA 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>813</u>	<u>813</u>
Quality of Sound	<u>155</u>	<u>155</u>
Program Content	<u> </u>	<u> </u>
Interruption of Service (technical)	<u>329</u>	<u>329</u>
Deletion of programs(s) from broadcast channel	<u> </u>	<u> </u>
Complaints with respect to services other than television	<u>1</u>	<u>1</u>
Failure to respond to original complaint	<u> </u>	<u> </u>
Failure to service original complaint satisfactorily	<u> </u>	<u> </u>
Inaccuracy of billing	<u>165</u>	<u>165</u>
Miscellaneous	<u>111</u>	<u>111</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than
 weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint
 tabulations for each system.

FORM 3
CATV FORM 500C
SIGNIFICANT SERVICE INTERRUPTION FORM

CAMBRIDGE

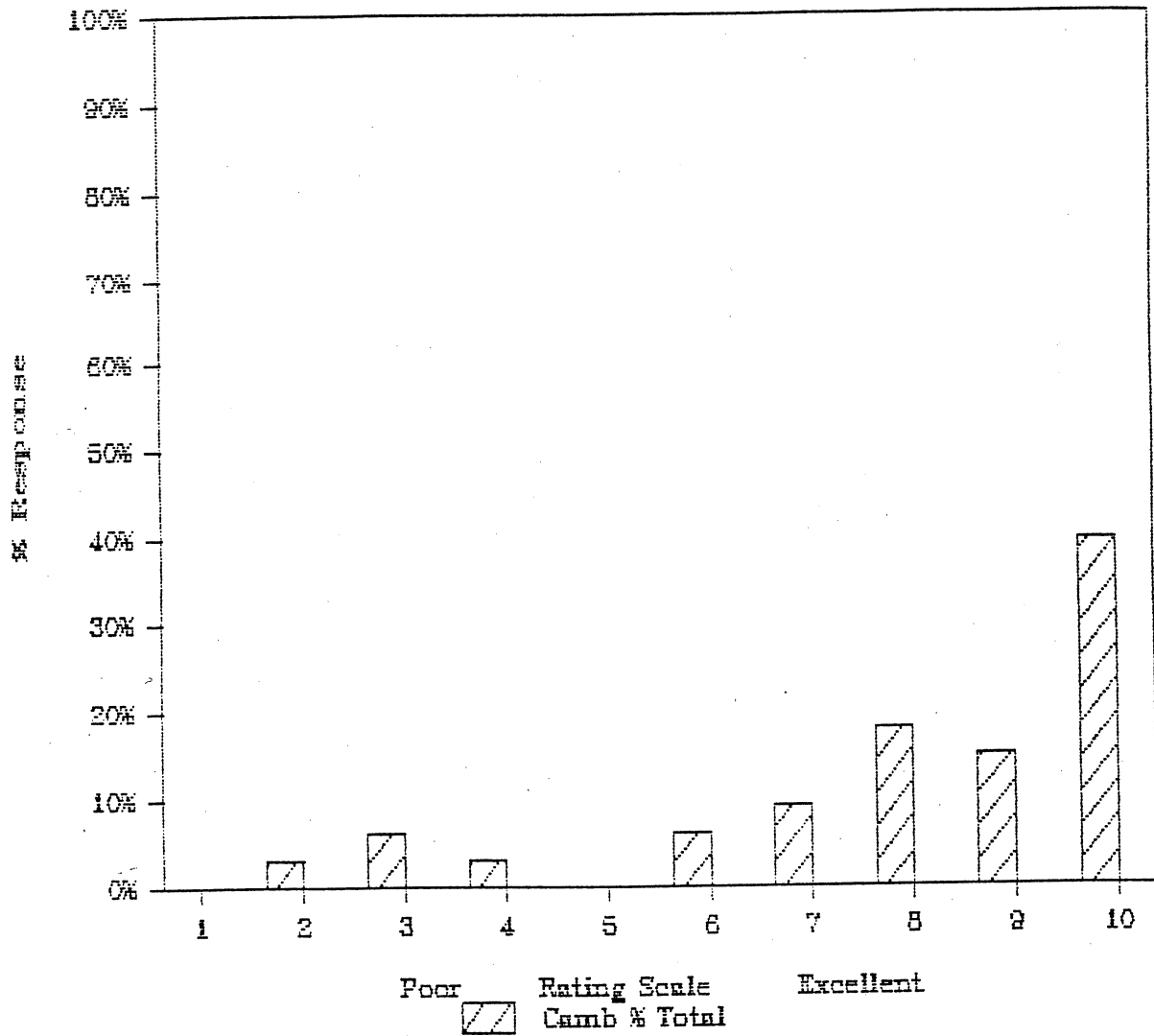
NATURE AND CAUSE OF SERVICE FAILURE OR DISRUPTION	DATE OF OCCURENCE	SUBS AFFECTED	ACTION TAKEN	DATE RESTORED	NUMBER OF HOURS SERVICE UNAVAIL
Feeder Damaged	1/6/92	25	Replaced	1/6/92	3.50
Power Failure	1/8/92	2500	Ran Generatc	1/8/92	0.75
DC Power Pack	1/22/92	200	Replaced	1/22/92	0.50
Pwr Sply Breaker	1/30/92	750	Reset	1/30/92	0.50
Line Extender	2/9/92	50	Replaced	2/9/92	2.00
Water in tap	2/27/92	100	Resplice	2/27/92	0.75

General Manager's Survey Analysis
1st Quarter 1992

Cambridge	Rating Scale										Total
	1	2	3	4	5	6	7	8	9	10	
1. Overall Performance?		1	2	1		2	3	6	5	13	33
2. Overall Customer Service?	1	1	2		1		1	3	9	15	33
3. Overall Installation?	1		1	2	1		4	2	5	16	32
4. Overall Repair Service?	1	1						5	2	21	30
5. Overall Phone Representative?	2	2			1	2		10	7	9	33
6. CATV Good \$ Value?	3	1		1	2	5	4	4	6	6	32

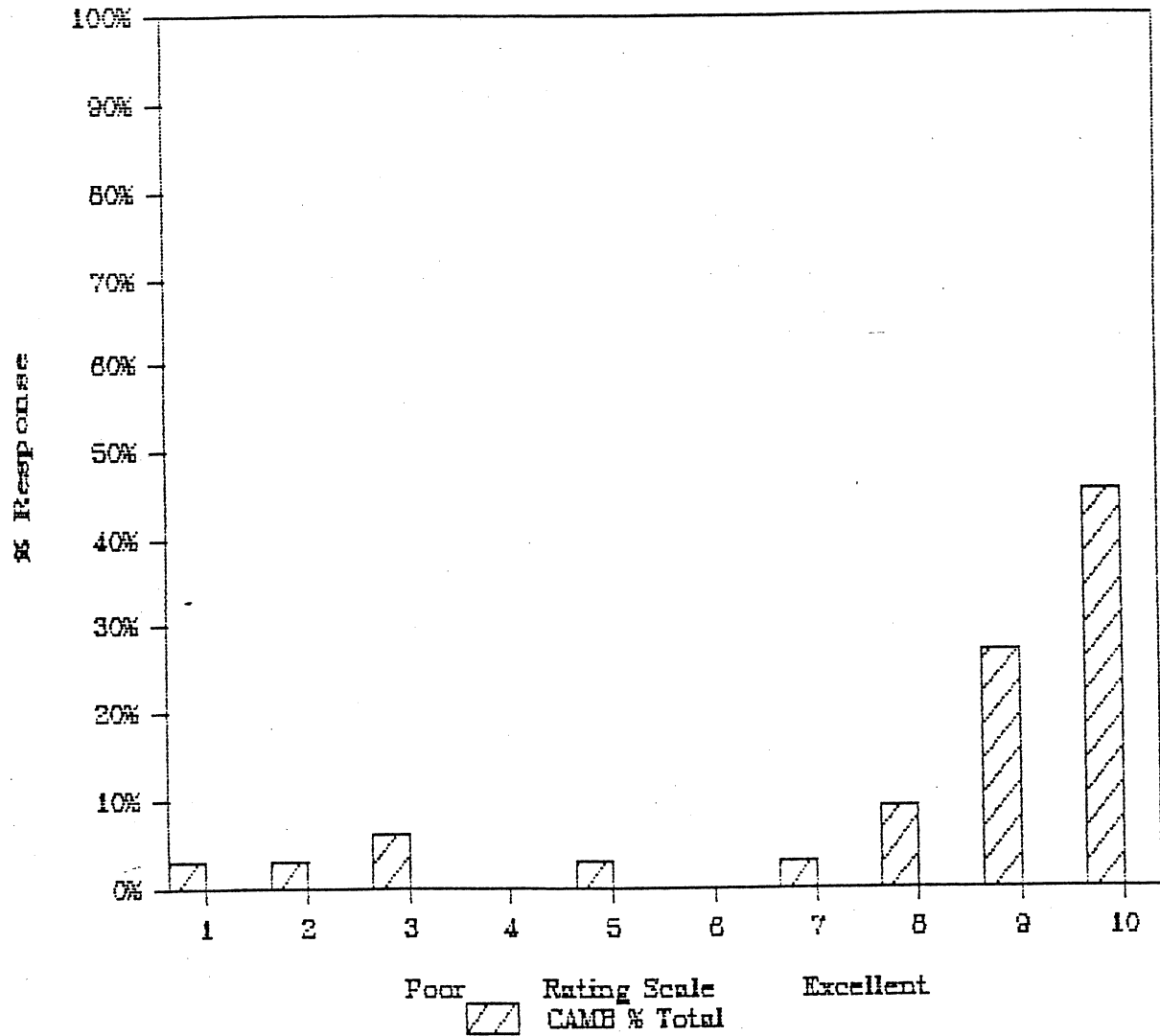
General Manager's Survey

1. Overall Performance?



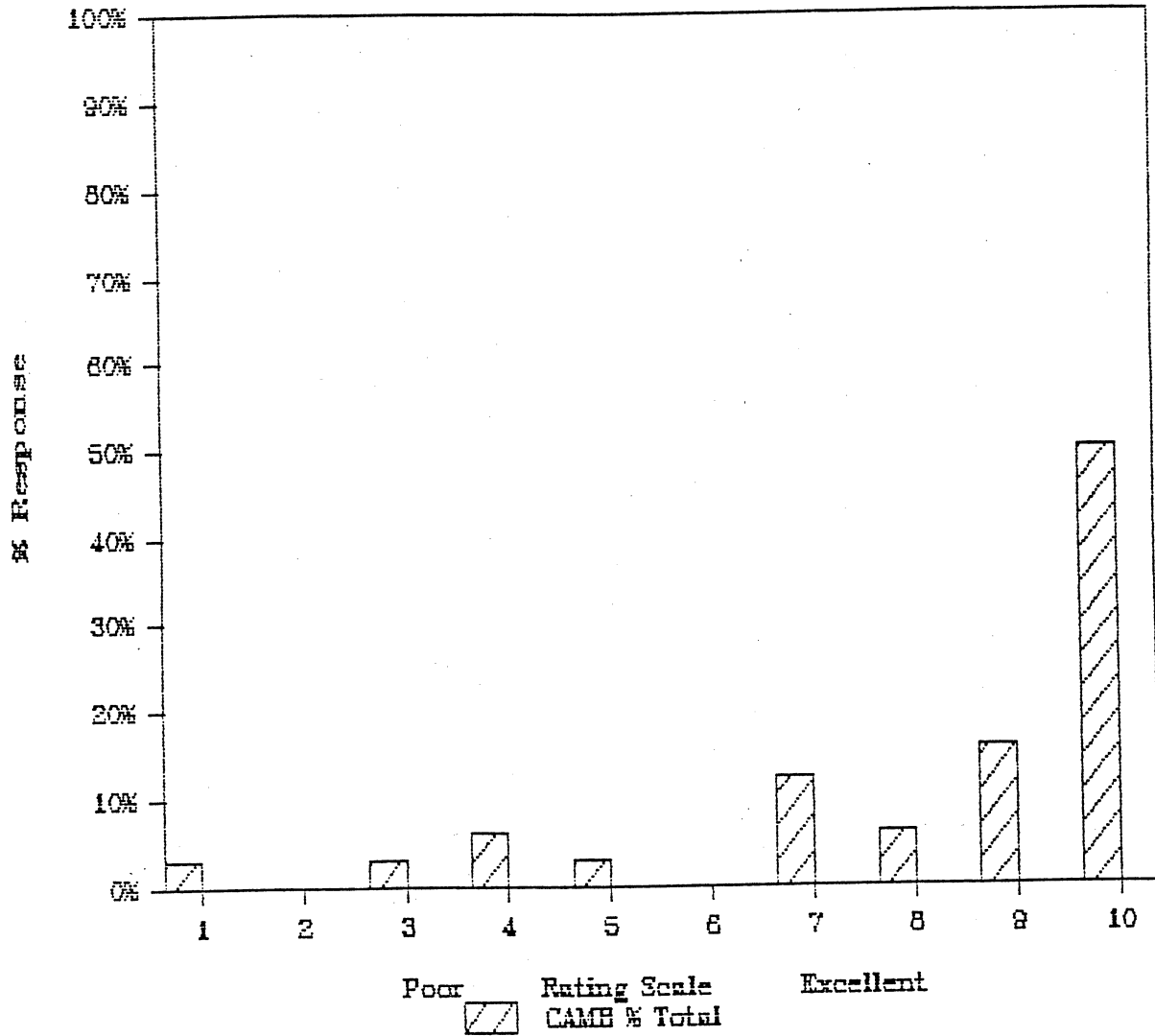
General Manager's Survey

2. Overall Customer Service?



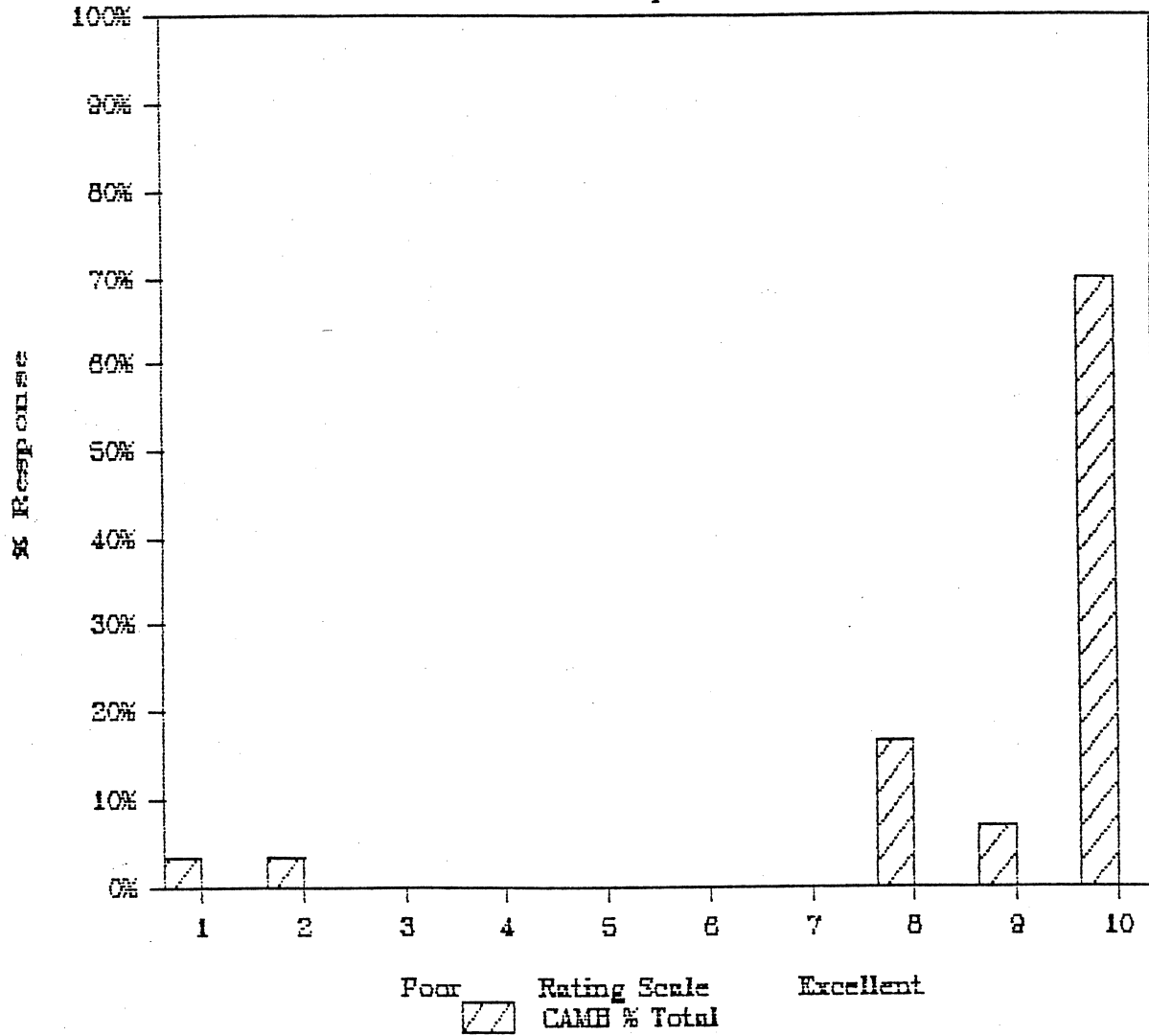
General Manager's Survey

3. Overall Installation?



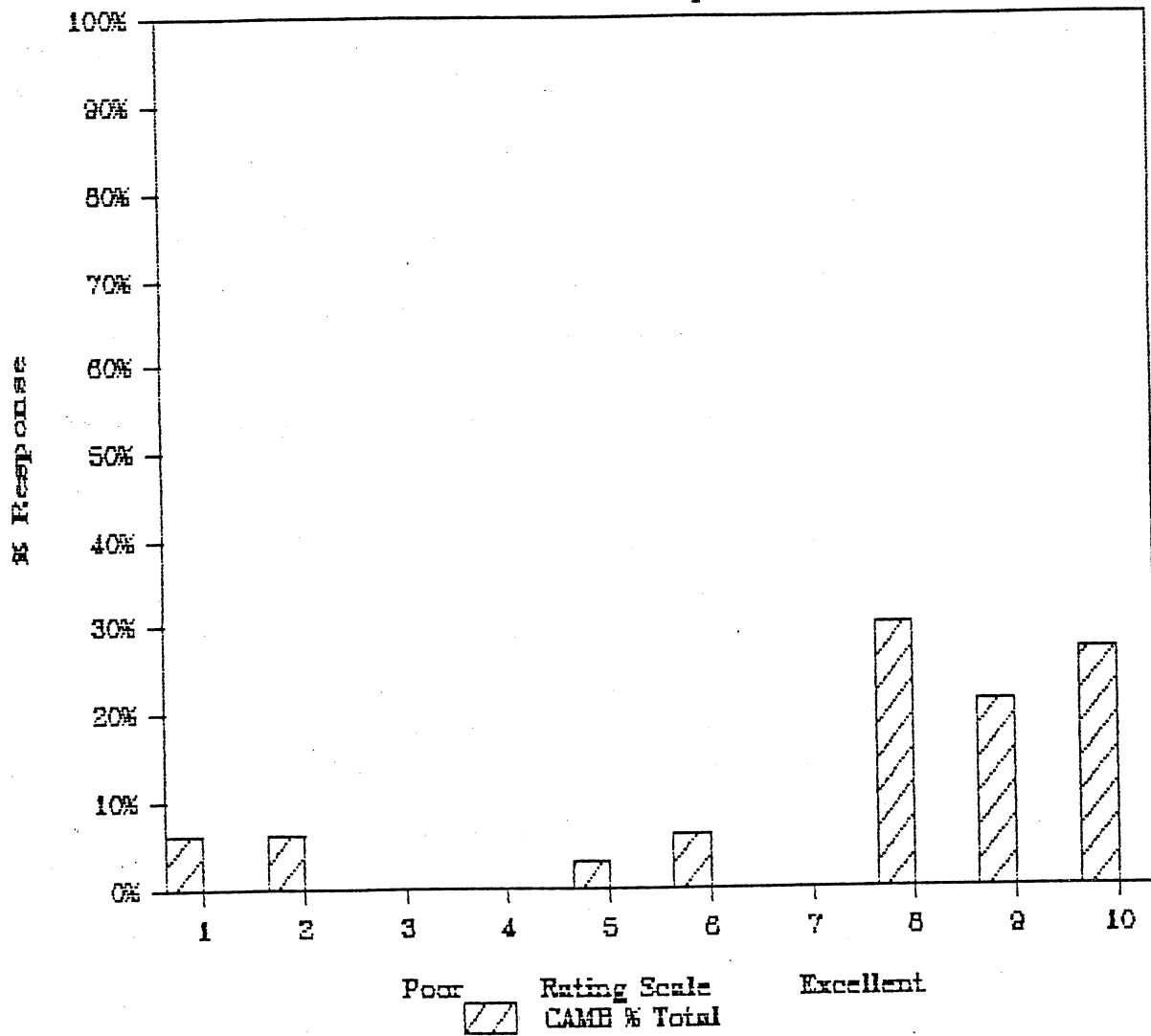
General Manager's Survey

4. Overall Repair Service?



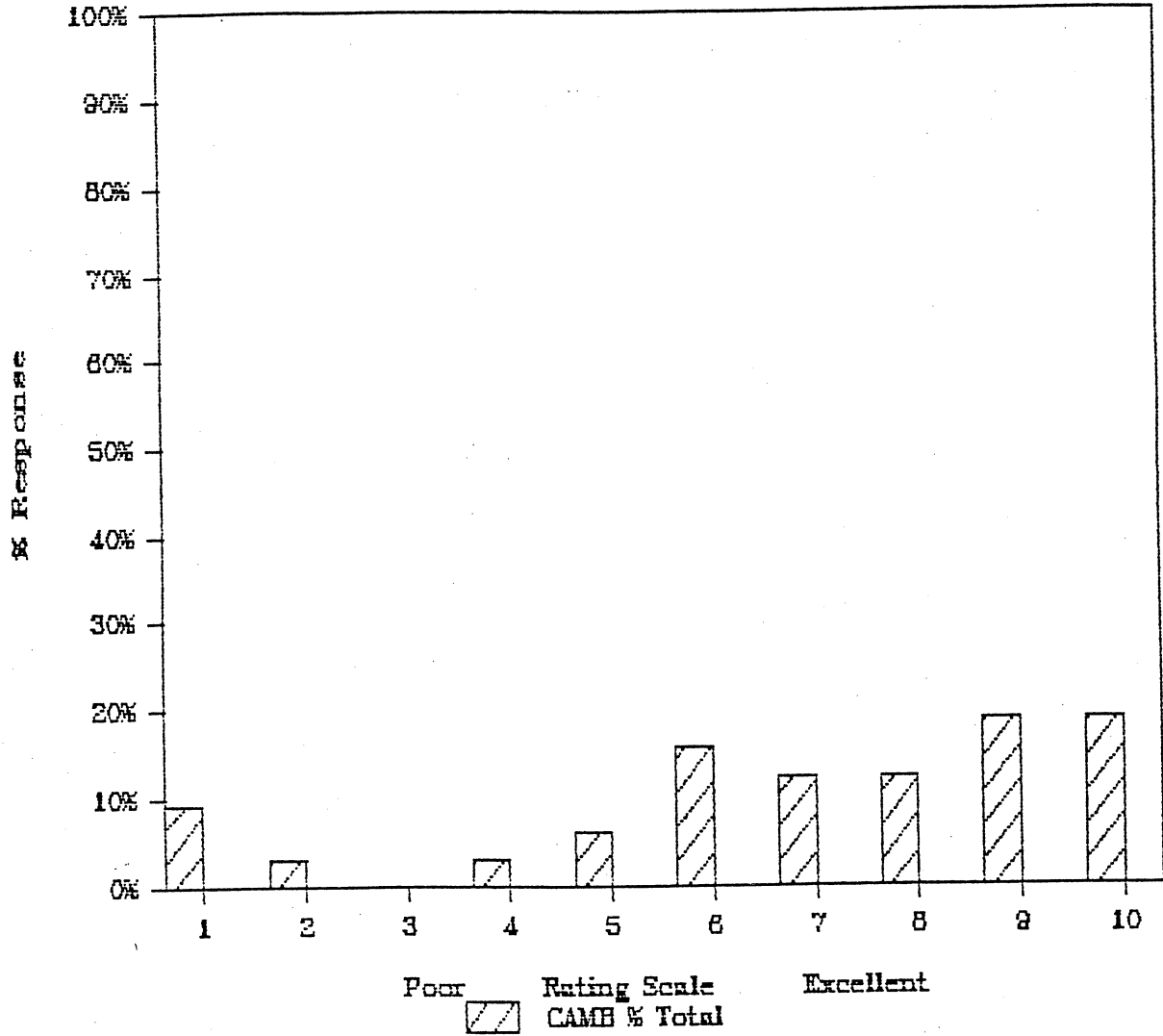
General Manager's Survey

5. Overall Phone Representative?



General Manager's Survey

8. CATV Good $\frac{C}{V}$ Value?



GENERAL MANAGER'S SURVEY
CAMBRIDGE COMMENTS 1st Quarter 1992

The repair man that came out on this day was prompt, efficient and a joy! (Craig Frappier)

Cable reception flips out too often. People are always asking me if I have cable. They are surprised at the reception that I sometimes experience.

My cable service is not equally clear on all channels. CC supplied the cable to go in our house. I'm now told the cable is insufficient and must be replaced. What gives?

We feel \$43 a month for 3 boxes is a little expensive and we, therefore, cannot afford to get the other pay channels. This is reason for #1 on 6.

When I call you with my phone on speaker-phone I know that I can hear music for at least an hour.

My opinion has improved following the excellent service I received from Gene on 2/1/92. Overall, however, I still find the service sadly lacking and poor value for money.

Repairman arrived day after I phoned. The servicemen who have been out have been very helpful, especially Mr. Johnson.

A direct line to repair service instead of the way telephone is set up now.

We've added Pay TV to our service but choice of movies is poor as well as starting them at 8pm rather than 9pm inhibits us from using service often. We may drop this option. Service people who have come to our house are exceptionally helpful and pleasant.

We have lived in the midwest as well as westcoast. This is the best cable service we have received in comparison.

RE: Steve: Excellent Service. Arrived early, courteous, and helpful. Volunteered to help with programming of VCR.

Mr. David Johnson is a very good representative for your company. He is very courteous. His performance is outstanding.

The servicemen have always been very friendly. Dave Johnson, especially. He took the time to explain the problem to me. Am I supposed to tip the servicemen? If so, how much? This is the second time I've had to replace my cable box in several months. I hope things are all fixed this time.

Charlie was terrific, but he fixed something the previous repairman had missed. Would appreciate better notification of free weekends/weeks of premium channels. Trying to reach you is frustrating; voice mail is a pain, and messages don't get returned.

The serviceman was polite, early, (9:30am on Jan. 6, 1992) and efficient. (Craig Frappier)

I have this for only a week. I feel that the above judgement I put down is correct. (All 10's)

Employees have been very courteous and efficient.

I don't like trying to get repair service and getting a machine.

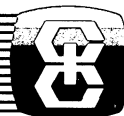
I believe subscribers should be able to rent or buy your remote control or purchase a remote elsewhere which would do the work of the three remotes we now have.

This last service technician was courteous and took pride in his work. He looked for the most inconspicuous place to run the cable wires. He answered any questions I may have had to my satisfaction. (#205)

I must say the repairman was great! (Ken)

I am concerned that my experience with installers and repair people have involved repeat visits to accomplish simple tasks. I also think that service is too expensive for channels involved on Basic Service. Try adding AMC to Basic Service.

B



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July 31, 1992

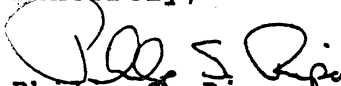
D. Margaret Drury
Temporary City Clerk
City of Cambridge
City Hall
Cambridge, MA 02139

Dear Ms. Drury:

Enclosed please find copies of Continental Cablevision's
Quarterly Complaint Reports and Significant Service
Interruption Forms 500C for the past 2 years.

If you have any further questions regarding these reports
please feel free to contact me.

Sincerely,


Phillip S. Ripa
General Manager

1971 11 27

Dear Mr. [Name]
[Address]
[City]
[State]
[Zip]

Dear Mr. [Name]:

I am writing to you regarding the [Topic] which you mentioned in your letter of [Date]. I am sorry that I cannot provide you with a more definitive answer at this time, but the [Reason] is that the [Information] is still being reviewed. I will be sure to contact you again as soon as a final decision has been reached. Thank you for your patience and understanding.

Sincerely,
[Name]

[Address]
[City]
[State]
[Zip]



**Continental
Cablevision**


April 4, 1990

Mr. Ned Casey
Director of Cable Television
Cambridge Public Library
449 Broadway
Cambridge, MA 02139

Dear Ned:

Enclosed please find our Quarterly Complaint report for the first quarter 1990. Under Massachusetts Regulation, written and oral complaints received here at our office form the basis for this report.

Sincerely,


Philip S. Ripa
General Manager

PSR/ap

cc: Robert Healy, City Manager

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision, Inc.
License Area: Cambridge, MA
Business Address: 88 Sherman Street
Cambridge, MA 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>6</u>	<u>6</u>
Quality of Sound	<u> </u>	<u> </u>
Program Content	<u> </u>	<u> </u>
Interruption of Service (technical)	<u>2</u>	<u>2</u>
Deletion of programs(s) from broadcast channel	<u> </u>	<u> </u>
Complaints with respect to services other than television	<u>2</u>	<u>2</u>
Failure to respond to original complaint	<u> </u>	<u> </u>
Failure to service original complaint satisfactorily	<u>1</u>	<u>1</u>
Inaccuracy of billing	<u>3</u>	<u>3</u>
Miscellaneous	<u>8</u>	<u>8</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



**Continental
Cablevision**

July 10, 1990

Ms. Rosalind Niles
Commissioner
Community Antenna Television Commission
100 Cambridge, Street
Boston, MA. 02202

Dear Ms. Niles:

Enclosed please find Continental Cablevision's Quarterly Complaint reports for Arlington and Cambridge for the second quarter 1990. Under Massachusetts Regulation, written and oral complaints received at Continental form the basis for this report.

Sincerely,

A handwritten signature in black ink, appearing to read "Philip S. Ripa".

Philip S. Ripa
General Manager

PSR/cb

Enc.

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision, Inc.
License Area: Cambridge, MA.
Business Address: 88 Sherman, Street
Cambridge, MA. 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>3</u>	<u>9</u>
Quality of Sound	<u>1</u>	<u>1</u>
Program Content	<u>1</u>	<u>1</u>
Interruption of Service (technical)	<u>6</u>	<u>8</u>
Deletion of programs(s) from broadcast channel	<u>1</u>	<u>1</u>
Complaints with respect to services other than television	<u>9</u>	<u>11</u>
Failure to respond to original complaint	<u>0</u>	<u> </u>
Failure to service original complaint satisfactorily	<u>0</u>	<u>2</u>
Inaccuracy of billing	<u>0</u>	<u>3</u>
Miscellaneous	<u>19</u>	<u>27</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



**Continental
Cablevision**

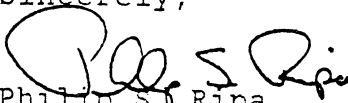
October 9, 1990

Ms. Rosalind Niles
Commissioner
Community Antenna Television Commission
100 Cambridge Street
20th Floor, Rm 2003
Boston, MA 02202

Dear Ms. Niles:

Enclosed please find our Quarterly Complaint report for the third quarter 1990. Under Massachusetts Regulation, written and oral complaints received here at our office form the basis for this report.

Sincerely,


Philip S. Ripa
General Manager

Enc.

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision
License Area: Cambridge, MA
Business Address: 88 Sherman St.
Cambridge, MA 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>1</u>	<u>10</u>
Quality of Sound	<u>1</u>	<u>2</u>
Program Content	<u>1</u>	<u>2</u>
Interruption of Service (technical)	<u>0</u>	<u>8</u>
Deletion of programs(s) from broadcast channel	<u>0</u>	<u>1</u>
Complaints with respect to services other than television	<u>2</u>	<u>13</u>
Failure to respond to original complaint	<u>0</u>	<u>0</u>
Failure to service original complaint satisfactorily	<u>3</u>	<u>5</u>
Inaccuracy of billing	<u>5</u>	<u>8</u>
Miscellaneous	<u>5</u>	<u>32</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



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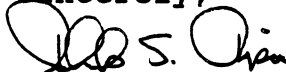
January 11, 1991

Mr. Ned Casey
Director of Cable Television
449 Broadway
Cambridge, MA 02139

Dear Mr. Casey:

Enclosed please find our Quarterly Complaint report for the fourth quarter 1990. Under Massachusetts Regulation, written and oral complaints received here at our office form the basis for this report. Also enclosed you will find an analysis of results from our own General Manager's Survey. This survey gives our customers the opportunity to direct their praises and complaints to the General Manager.

Sincerely,



Philip S. Ripa
General Manager

cc: Robert Healy
City Manager

William H. Walsh
Chairman Cable TV and Communication Committee

Enc.

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision
License Area: Cambridge, MA
Business Address: 88 Sherman Street
Cambridge, MA 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>1</u>	<u>11</u>
Quality of Sound	<u> </u>	<u>2</u>
Program Content	<u> </u>	<u>2</u>
Interruption of Service (technical)	<u>3</u>	<u>11</u>
Deletion of programs(s) from broadcast channel	<u> </u>	<u>1</u>
Complaints with respect to services other than television	<u>2</u>	<u>15</u>
Failure to respond to original complaint	<u> </u>	<u>0</u>
Failure to service original complaint satisfactorily	<u> </u>	<u>5</u>
Inaccuracy of billing	<u> </u>	<u>8</u>
Miscellaneous	<u> </u>	<u>32</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



**Continental
Cablevision®**

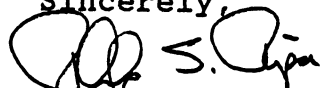
April 11, 1991

Mr. Ned Casey
Director of Cable Television
449 Broadway
Cambridge, MA 02139

Dear Mr. Casey:

Enclosed please find our Quarterly Complaint FormB and Significant Service Interruption Form 500C for the first quarter 1991. Also enclosed you will find an analysis of results from our own General Manager's Survey. This survey gives our customers the opportunity to direct their praises and complaints to the General Manager.

Sincerely,


Philip S. Ripa
General Manager

cc: Robert Healy
City Manager

William H. Walsh
Chairman Cable TV and Communication Committee

Enc.

QUARTERLY COMPLAINT FORM

First Quarter 1991

Name of Licensee: Continental Cable vision
License Area: Cambridge, MA
Business Address: 88 Sherman Street
Cambridge, MA

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>1</u>	<u>1</u>
Quality of Sound	<u> </u>	<u> </u>
Program Content	<u> </u>	<u> </u>
Interruption of Service (technical)	<u> </u>	<u> </u>
Deletion of programs(s) from broadcast channel	<u> </u>	<u> </u>
Complaints with respect to services other than television	<u>1</u>	<u>1</u>
Failure to respond to original complaint	<u> </u>	<u> </u>
Failure to service original complaint satisfactorily	<u> </u>	<u> </u>
Inaccuracy of billing	<u> </u>	<u> </u>
Miscellaneous	<u>2</u>	<u>2</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.

**Form J
CATV FORM 500C
SIGNIFICANT SERVICE INTERRUPTION FORM**

Cambridge First Quarter 1991

Nature and Cause of Service Failure or Disruption	Date of Occurrence	Number of Subscribers Affected	Action Taken	Date Service Restored	Number of Hours Service Unavailable
Circuit Breaker Trip	1/9/91	400	Reset	1/9/91	3/4 HR
Power Supply Fuse	1/17/91	500	Replace	1/17/91	1 HR
Bad Tap Plate	2/12/91	100	Replace	2/12/91	1 HR
Bad Splitter	2/1/91	150	Replace	2/1/91	1 1/2 HR
Power Supply Fuse	1/10/91	700	Replace	1/10/91	1 HR
Com Elec Power Failure	1/7/91	600	Use Aux Generator	1/7/91	1/2 HR
Com Elec Power Failure	2/14/91	300	Use Aux Generator	2/14/91	3/4 HR
Blown Power Supply Fuse	2/12/91	450	Replace	2/12/91	1/2 HR
Blown Power Supply Fuse	2/16/91	300	Replace	2/16/91	3/4 HR

A licensee shall not be required to record separately the name, address and complaint of customers notifying said licensee of service disruptions or failures in those instances where ten or more customers are simultaneously affected by the same system failure. The licensee shall prepare and forward with the quarterly complaint form a completed copy of the above form for each significant service interruption. This form to be used in lieu of licensee complaint form when a single occurrence causing ten or more customer complaints to be filed with the licensee occurs.

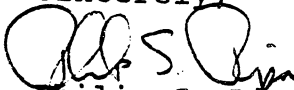
July 12, 1991

Mr. John Urban
Commissioner
Community Antenna Television Commission
100 Cambridge Street
20th Floor, Rm 2003
Boston, MA 02202

Dear Mr. Urban:

Enclosed please find our Quarterly Complaint Form 500B and Significant Service Interruption Form 500C for the second quarter 1991. If you have any questions regarding the results of these reports, please feel free to contact our office.

Sincerely,



Philip S. Ripa
General Manager

Enc.

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision
License Area: Cambridge, MA
Business Address: 88 Sherman St.
Cambridge, MA

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	_____	<u>1</u>
Quality of Sound	_____	_____
Program Content	_____	_____
Interruption of Service (technical)	_____	_____
Deletion of programs(s) from broadcast channel	<u>3</u>	<u>3</u>
Complaints with respect to services other than television	_____	<u>1</u>
Failure to respond to original complaint	_____	_____
Failure to service original complaint satisfactorily	_____	_____
Inaccuracy of billing	<u>1</u>	<u>1</u>
Miscellaneous	<u>6</u>	<u>8</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.

2nd Quarter 1991

Cambridge

Form J
CATV FORM 500C
SIGNIFICANT SERVICE INTERRUPTION FORM

7.03: continued

Nature and Cause of Service Failure or Disruption	Date of Occurrence	Number of Subscribers Affected	Action Taken	Date Service Restored	Number of Hours Service Unavailable
DC Power Pack	7/3/91	800	Replaced	7/3/91	1/2 HR
Power Failure	6/12/91	1500	Power Restored	6/12/91	1 1/2 HR
Blown Inserter Fuse	6/27/91	400	Replaced	6/27/91	3/4 HR
Power Failure	6/17/91	1000	Used Generator	6/17/91	1/2 HR
Power Pack	5/27/91	100	Replaced	5/27/91	1 HR
Feeder Fuse	5/22/91	125	Replaced	5/22/91	3/4 HR
Feeder Fuse	5/11/91	200	Replaced	5/11/91	2 HR
Inserter Fuse	5/11/91	1500	Replaced	5/11/91	1 1/2 HR

A licensee shall not be required to record separately the name, address and complaint of customers notifying said licensee of service disruptions or failures in those instances where ten or more customers are simultaneously affected by the same system failure. The licensee shall prepare and forward with the quarterly complaint form a completed copy of the above form for each significant service interruption. This form to be used in lieu of licensee complaint form when a single occurrence causing ten or more customer complaints to be filed with the licensee occurs.

2nd Quarter 1991
Cambridge

Form 3
CATV FORM 500C
SIGNIFICANT SERVICE INTERRUPTION FORM

Nature and Cause of Service Failure or Disruption	Date of Occurrence	Number of Subscribers Affected	Action Taken	Date Service Restored	Number of Hours Service Unavailable
Power Failure	4/15/91	500	Used Generator	4/15/91	1 HR
DC Power Pack	4/10/91	500	Replace	4/10/91	1/2 HR

A licensee shall not be required to record separately the name, address and complaint of customers notifying said licensee of service disruptions or failures in those instances where ten or more customers are simultaneously affected by the same system failure. The licensee shall prepare and forward with the quarterly complaint form a completed copy of the above form for each significant service interruption. This form to be used in lieu of licensee complaint form when a single occurrence causing ten or more customer complaints to be filed with the licensee occurs.



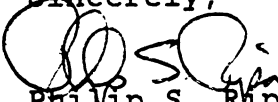
**Continental
Cablevision®**

July 12, 1991

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

Dear Mr. Healy:

Enclosed please find our Quarterly Complaint Form B and Significant Service Interruption Form 500C for the second quarter 1991. Also enclosed you will find an analysis of results from our own General Manager's Survey. This survey gives our customers the opportunity to direct their praises and complaints to the General Manager.

Sincerely,

Philip S. Ripa
General Manager

cc: Mr. Ned Casey
Director of Cable Television

William H. Walsh
Chairman Cable TV and Communication Committee

Enc.

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision
License Area: Cambridge, MA
Business Address: 88 Sherman St.
Cambridge, MA

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	_____	<u>1</u>
Quality of Sound	_____	_____
Program Content	_____	_____
Interruption of Service (technical)	_____	_____
Deletion of programs(s) from broadcast channel	<u>3</u>	<u>3</u>
Complaints with respect to services other than television	_____	<u>1</u>
Failure to respond to original complaint	_____	_____
Failure to service original complaint satisfactorily	_____	_____
Inaccuracy of billing	<u>1</u>	<u>1</u>
Miscellaneous	<u>6</u>	<u>8</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint submissions for each system.

2nd Quarter 1991

Cambridge

Form 3
CATV FORM 500C
SIGNIFICANT SERVICE INTERRUPTION FORM

7.03: continued

Nature and Cause of Service Failure or Disruption	Date of Occurrence	Number of Subscribers Affected	Action Taken	Date Service Restored	Number of Hours Service Unavailable
DC Power Pack	7/3/91	800	Replaced	7/3/91	1/2 HR
Power Failure	6/12/91	1500	Power Restored	6/12/91	1 1/2 HR
Blown Inserter Fuse	6/27/91	400	Replaced	6/27/91	3/4 HR
Power Failure	6/17/91	1000	Used Generator	6/17/91	1/2 HR
Power Pack	5/27/91	100	Replaced	5/27/91	1 HR
Feeder Fuse	5/22/91	125	Replaced	5/22/91	3/4 HR
Feeder Fuse	5/11/91	200	Replaced	5/11/91	2 HR
Inserter Fuse	5/11/91	1500	Replaced	5/11/91	1 1/2 HR

A licensee shall not be required to record separately the name, address and complaint of customers notifying said licensee of service disruptions or failures in those instances where ten or more customers are simultaneously affected by the same system failure. The licensee shall prepare and forward with the quarterly complaint form a completed copy of the above form for each significant service interruption. This form to be used in lieu of licensee complaint form when a single occurrence causing ten or more customer complaints to be filed with the licensee occurs.

2nd Quarter 1991
Cambridge

Form 3
CATV FORM 500C
SIGNIFICANT SERVICE INTERRUPTION FORM

7.03: continued

Nature and Cause of Service Failure or Disruption	Date of Occurrence	Number of Subscribers Affected	Action Taken	Date Service Restored	Number of Hours Service Unavailable
Power Failure	4/15/91	500	Used Generator	4/15/91	1 HR
DC Power Pack	4/10/91	500	Replace	4/10/91	1/2 HR

A licensee shall not be required to record separately the name, address and complaint of customers notifying said licensee of service disruptions or failures in those instances where ten or more customers are simultaneously affected by the same system failure. The licensee shall prepare and forward with the quarterly complaint form a completed copy of the above form for each significant service interruption. This form to be used in lieu of licensee complaint form when a single occurrence causing ten or more customer complaints to be filed with the licensee occurs.



**Continental
Cablevision®**

October 14, 1991

Mr. John Urban
Commissioner
Community Antenna Television Commission
100 Cambridge Street
20th Floor, Rm 2003
Boston, MA 02202

Dear Mr. Urban:

Attached is the Complaint Form for the third quarter for Continental Cablevision of Cambridge and Arlington. This form summarizes all complaints received by our office through September 30, 1991. Beginning with this third quarter report we will include service call information as part of the Quarterly Complaint Form.

Also attached is the Significant Service Interruption Form which summarizes service interruptions during the same period.

A copy of both forms have been filed with the Office of Cable Television and the City Council in Cambridge and the Board of Selectmen in Arlington.

Please feel free to discuss with me any questions you may have.

Sincerely,

A handwritten signature in dark ink, appearing to read 'P. S. Ripa'.

Philip S. Ripa
General Manager

Enc.

QUARTERLY COMPLAINT FORM

Name of Licensee: Continental Cablevision
License Area: Cambridge, MA
Business Address: 88 Sherman St.
Cambridge, MA 02140

3rd Quarter 1991

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>1,117</u>	<u>1,118</u>
Quality of Sound	<u>200</u>	<u>200</u>
Program Content	<u>7</u>	<u>7</u>
Interruption of Service (technical)	<u>419</u>	<u>419</u>
Deletion of program(s) from broadcast channel	<u> </u>	<u>3</u>
Complaints with respect to services other than television	<u> </u>	<u>1</u>
Failure to respond to original complaint	<u> </u>	<u> </u>
Failure to service original complaint satisfactorily	<u> </u>	<u> </u>
Inaccuracy of billing	<u>77</u>	<u>78</u>
Miscellaneous	<u>8</u>	<u>16</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



**Continental
Cablevision®**

January 14, 1992

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

Dear Mr. Healy:

Enclosed please find our Quarterly Complaint report and Significant Service Interruption Form 500C for the fourth quarter 1991. Also enclosed you will find an analysis of results from our own General Manager's Survey. This survey gives our customers the opportunity to direct their praises and complaints to the General Manager.

Sincerely

A handwritten signature in black ink, appearing to read 'Philip S. Ripa'.

Philip S. Ripa
General Manager

cc: Mr. Ned Casey
Director of Cable Television

William H. Walsh
Chairman Cable TV and Communication Committee

Enc.

QUARTERLY COMPLAINT FORM

4th Quarter 1991

Name of Licensee: Continental Cablevision
License Area: Cambridge, MA
Business Address: 88 Sherman St.
Cambridge, MA 02140

Type	Total Complaints this Quarter	Total Complaints to Date this Year
Quality of Picture	<u>440</u>	<u>1,558</u>
Quality of Sound	<u>643</u>	<u>843</u>
Program Content	<u>7</u>	<u>14</u>
Interruption of Service (technical)	<u>138</u>	<u>557</u>
Deletion of programs(s) from broadcast channel	<u>2</u>	<u>5</u>
Complaints with respect to services other than television	<u> </u>	<u>1</u>
Failure to respond to original complaint	<u> </u>	<u> </u>
Failure to service original complaint satisfactorily	<u> </u>	<u> </u>
Inaccuracy of billing	<u>94</u>	<u>172</u>
Miscellaneous	<u>26</u>	<u>42</u>

Licensee shall submit two completed copies of this form to the Commission and the issuing authority not later than two weeks after each of the following dates: March 31st, June 30th, September 30th, and December 31st.

If a licensee operates more than one community antenna system, the licensee shall submit separate quarterly complaint tabulations for each system.



**Continental
Cablevision**

July 7, 1992

Phil Ripa, General Manager
Continental Cablevision
88 Sherman Street
Cambridge, MA 02140

Dear Phil:

You had referred a letter from the Cambridge City Solicitor, dated June 5, 1992, to me for review. In our discussion, I assured you that under existing law and notwithstanding the case cited in that letter, the City could not force us to continue to provide a print guide, nor could it regulate the price we might charge for a guide.

Your decision, as Manager, was to accommodate the City's request and that of a handful of subscribers by reintroducing a guide for a charge that is essentially below cost: \$1.00/month to basic subscribers and 50¢/month with one or more premium services. (Letter from you to Robert Healy, June 23, 1992.) The City, however, is insisting that we are required by language in the 1984 proposal to provide a guide free to customers who purchase two or more premium services. The City further asserts that this is a consumer protection issue, rather than a rate regulation issue, even though it involves setting a price for an ancillary service offered subscribers and no longer desired by the vast majority of them.

Since you are offering to provide guides, the main question is whether the City of Cambridge may regulate the price of the guide. The answer is clearly no.

Schedule 11 of the Cambridge Final License, signed on December 30, 1985, lists various levels of cable service, ancillary services and the introductory prices for those services. The schedule acknowledges that "Rates and Terms (sic) are not currently subject to regulation in the City of Cambridge." Under both C.4. "Basic Service" and D.4. "Expanded Service," monthly guides are listed at \$1.00/month. Under G.3. and 4. "Discounts," subscribers to three or more premium services are offered a free guide and other incentives. (Note that this differs from the proposal.)

Letter to Phil Ripa
July 7, 1992
Page 2

There is no dispute that rates and charges, even for basic service, continue to be deregulated in Cambridge under 47 U.S.C. Sec. 543 and applicable F.C.C. regulations, 47 C.F.R. Sec. 76.33. Clearly under federal deregulation, Continental has been and remains free to price all of its services without obtaining the City's prior permission. Even if Cambridge were located in an area where there was no effective competition as defined by the FCC, the City could not impose the price cap it currently attempts.

It should be noted that the price of cable guides has never been subject to regulation and the strictest regulatory measures proposed by advocates of re-regulation have never included the cost of guides.

In a 1991 federal case, City of Gillette v. TCI Cablevision of Wyoming, Inc., No. 90-CV-1046-J (D. Wyo., Nov. 15, 1991) the court sorted through the issues of whether guides and converters were subject to rate regulation as part of "basic service." Although the court found that the City of Gillette was not attempting to regulate cable guide prices or converter rentals, it did provide a clarification that is useful. It noted "...that cable guides are not necessary for the reception of basic cable service, suggesting that they may not be regulated and that converters are necessary for reception of basic cable service, suggesting that they may be regulated." (Ibid at p. 36)

As the legislative history of the 1984 Cable Act indicates, "A state or franchising authority may not regulate the rates for cable service in violation of section 623 of Title VI (47 U.S.C. 543) and attempt to justify such regulation as a 'consumer protection' measure." (House Committee Report at p. 79) That, however, is exactly what Cambridge is attempting by shoe-horning the cable guide issue into the holding in Comcast Cablevision of Sterling Heights, Inc. v. City of Sterling Heights, 443 N.W.2d 448 (1989.)

In the Sterling Heights case, the court upheld as consumer protection measures the prohibition of disconnect fees and a notice requirement prior to rate increases. In upholding the notice requirement, the court ruled "it did not prevent Comcast from imposing the increase ... it merely regulated the procedure for imposing it." Cambridge, however, is going beyond notice requirements by insisting that Continental adhere to a pricing pattern for cable guides set in 1985. Nor can the prohibition of a disconnect fee in Sterling Heights be compared to charging premium service customers 50¢/month for a guide, especially when there are numerous alternative sources for TV and cable program listings.

Letter to Phil Ripa
July 7, 1992
Page 3

A review of the Sterling Heights case also undercuts the City's position that it can force Continental to continue to supply guides, notwithstanding the legislative history cited above. One can image a court stretching the consumer protection provision to prohibit a disconnect charge. But it is highly unlikely a court would put our refusal to sell cable guides in the same category. The State of Connecticut offers an example of the changed marketplace for guides. Previously, cable operators were required to distribute guides, but that law was repealed last year since programming information is so widely available. Sec. C.G.S. 16-333e(b), repealed by H.B. 5419, 1991.

Furthermore, although you have decided to offer guides, it should be pointed out that the proposal, license and customer handbook do not require you to do so. The proposal, filed in 1984, commented on the need for sources of programming information. Given the lack of information at that time about non-broadcast TV programming, it made good sense for cable operators to supply guides to their customers and for American Cablesystems to discuss that offer in its proposal. That has changed dramatically as illustrated by daily and Sunday TV listings in newspapers and publications such as "TV Guide," which is available at a generous discount to Continental subscribers.

The license itself does not require Continental to provide guides. It only requires us to list access programs in electronic or print guides provided to subscribers. Given the detail contained in the 225 page license, if the City had intended to mandate guides it would have. Absent the provision that we shall provide guides, the clear implication of Section 6.8 is that if electronic or print guides are provided, the harder to obtain information about access programming will be included.

And finally, the fact that an outdated customer handbook said guides were available at one time does not bind us to offering them throughout the term of the license. At best, it is analogous to listing a program service that was later dropped due to lack of interest on the part of subscribers.

This letter is much lengthier than our phone conversation, but if you or the City has any further legal questions, I will be happy to address them.

Very truly yours,



Margaret A. Sofio
Vice President, Counsel

MAS/de
cc: Roy Heffernan

City of Cambridge

The Cable Television Committee held a public hearing on Monday, July 20, 1992 beginning at 5:30 p.m. in the Ackermann Room, City Hall.

Councillor William Walsh, Chair of the Committee, convened the hearing and stated that the purpose of the hearing would be a discussion of the most recent quarterly complaint report and significant service interruption form from Continental Cablevision; positive and negative aspects of the present structure of the pay-per-view service; the decision to discontinue the cable guide; and minutes of Cable T.V.'s performance review of Continental Cablevision. Present at the hearing were Councillor Walter J. Sullivan, Councillor Alice K. Wolf, and Acting City Clerk Margaret Drury.

Councillor Walsh began the hearing with a discussion of the quality of service. He noted that at the time of the most recent televised Rent Control Committee hearing, he received several calls from viewers saying that there was no sound, and that the complaint report (Complaint Form 500B and Significant Service Interruption Form 500 C, filed with this Report as Attachment A) appeared to indicate that there has been an increase in the complaints about quality of service. Philip Ripa, General Manager for Continental Cablevision, stated that the report reflects an improvement in the recordkeeping regarding complaints rather than a decrease in service. The reports used to track only the calls that could not be answered by the frontliners, but now all calls are counted. In looking at the number of service calls per 1000 customers, failures as a percentage are coming down.

Councillor Walsh asked whether anything is being done to improve service. Philip Ripa responded that power supply systems are being upgraded.

Councillor Wolf observed that the report indicates that about one ninth of customers made complaints. Philip Ripa stated that if this report is compared to the past two years, a big improvement in service can be seen, although you have to keep in mind the difference in types of call counted, as he previously explained. Counselor Walsh requested that reports for the past two years be submitted. Those reports are attached to this Report as Attachment B.

George Welch, Massachusetts Avenue, asked when repair

speak with service personnel from 8:30 a.m. to 8:30 p.m., Monday through Friday, and 8:30 a.m. to 5 p.m. on Saturday. The rest of the time there is an answering machine. Since April, the automated response unit that had been used to answer all call has been out of service while the software is improved.

Councillor Walsh then moved the discussion to the issue of the positive and negative aspects of the present structure of the pay-per-view service. Charlotte Goldberg, Cambridge, stated that Continental Cablevision had told her that by June an alternative system would have been instituted in which there was no requirement to pay a fee each month in order to utilize the pay-per-view service. She also said that she had surveyed other places, and most other localities that she contacted did not have an additional monthly charge for pay-per-view. Philip Ripa said that there had been delays because of problems in the hardware, but that a system in which neither monthly payment nor club membership was required should be available by December.

The next topic of discussion was the decision to discontinue the cable guide. Councillor Walsh asked whether Continental Cablevision had seen the opinion of the City Solicitor. Philip Ripa stated that he had seen the letter, and that Continental Cablevision disagrees with the position expressed therein. He submitted a letter outlining Continental's position. That letter is attached to this Report as Attachment C. Continental's position is that it is not required to provide a guide, but it has offered to do so at a below-cost price of \$1 per month for basic customers and \$.50 per month for premium customers. Although guides were at one time provided without charge, when costs went up, the company decided to charge for the guide rather than raise the cost of basic service.

Councillor Walsh asked why the language in the license was not controlling on this issue. Philip Ripa responded that in every other area, the language of the license is very specific as to what is required. In dealing with the area of guides, the license specifies what must be included "if" a guide is provided. Philip Ripa said that he is committed to providing a guide to customers who want it, but that there is no way that he will provide a guide for no charge to premium customers. In response to a question from Councillor Wolf, Philip Ripa said that Continental expects to charge for the guide \$1 to basic customers and \$.50 for premium customers, i.e., those who order at least one pay channel.

Charlotte Goldberg suggested that since there is already literature about all the other channels, why not publish listings just for local channels. Ned Casey, Director, Cable T.V., said that the local listings are published in the Cambridge Chronicle.

Councillor Wolf noted that it takes a very long time to obtain specific information programming guide which appears on

to obtain specific information programming guide which appears on the television screen, and that the guide should be interactive.

George Welch stated that Schedule 11 of the license set out a fee of \$1 for a cable guide for basic service and \$1 for expanded service customers. From May when the guide was discontinued through the present, everyone who has not received a guide is entitled to a refund of \$1 per month. This amount is already being charged for the guide and now Continental is talking about adding an additional fee for it.

Philip Ripa stated that there is no time when Continental was charging for the guide and not supplying it. In May, 1988, \$1 per month was assessed for the guide. In June, 1988, there was no charge for the guide, and bills went down \$1 to reflect this. This package has since been changed. In response to a question from George Copital, 237 Franklin Street, Philip Ripa stated that the dollar charge for the guide has been removed now that no guide is supplied.

George Welch stated that Continental's testimony at the November 4, 1991 Cable Committee hearing was that there was a charge for the guide at that time.

Councillor Walsh then moved the hearing to the issue of Cable T.V.'s performance review of Continental Cablevision. Ned Casey stated that he would submit minutes of that evaluation to the City Clerk.¹

The hearing was adjourned at 6:20 p.m.

For the Committee



Councillor William W. Walsh, Chair

¹A videotape of that evaluation has been submitted to the City Clerk.

1.

S-711

COMMITTEE REPORTS

Report from the Cable TV and Communications Committee for a hearing held on July 20, 1992 relative to the most recent quarterly complaint report and significant service interruption from Continental Cablevision; structure of the pay-per-view services and the discontinuance of the cable guide.

In City Council,

Sept. 14, 1992

*Report accepted
Placed on file*