

Order
and
Response

297 Broadway
Cambridge, MA 02139

May 3, 1997

Dear City Council Members,

Please find enclosed a petition signed by many displeased Continental Cablevision customers living in our City of Cambridge. We are quite **concerned with the charge of \$27.29/month** for what we consider the Basic Cable Service (*without the luxury of requesting any paid channels*).

We would like to bring to your attention the comparison of prices billed to customers living in nearby cities/towns that are also serviced by Continental Cablevision.

\$14.64/mo.	(Wellesley -	this includes AMC & Disney)
\$26.04/mo	(Newton -	this includes AMC & Disney)
\$26.00	(Woburn -	this includes AMC & Disney)
\$24.18	(Watertown-	this includes AMC & Disney)

I am sure some people will argue with "ALL THE MANY PROGRAMS" we receive in Cambridge, but please keep in mind we do not mind supporting CCTV, but *OUR* likes and dislikes should also be considered.

As representatives of our City, I truly hope you will look into this situation, so that Continental Cablevision will realize how unfair they are to their Cambridge customers. All Seniors should receive *the* discount and our service should include AMC & Disney Channel.

I would hate to think the Cambridge City Councilors and the Cambridge City Manager really feel they are serving the people of Cambridge with the present Continental Cablevision contract.

Sincerely,



Ellen Mangiacotti

cc:R. Healy, City Manager

As customers of Continental Cablevision we are very dissatisfied with the rates and programs we receive in Cambridge. Compared to other cities and towns serviced by Continental our rates are higher and we receive less programs that we enjoy. We would like to have AMC and Disney included in our service and all renters should receive the discount.

Ann Marie Wright 106 Trowbridge St. Camb. MA 02138
Marie J Wright 106 Trowbridge St. ^{APT} 2 Camb. Ma 02138
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Lynne Coruone 165 Elm St. Camb. MA 02139
Amelia Thomas 5 Haverhill ^{APT} Camb. Ma. 02141
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Julie Manta 116 Harvey Street Cambridge 02140
Anthony Manta 116 Harvey St. Cambridge 02140
Ida De Marco 250 Broadway Cambridge 02139
Carol Noonan 101 Clay Street Cambridge 02140
Lillian Tenkney 293 Broadway Camb., Ma. 02139
Patrick Connor 37 Trent St Cambridge MA 02139
Marie F. Callahan 4 Jackson Garden Cambridge Mass 02139
Ellen K wette 141 Otis St Cambridge, Ma. 02141
Brenda Welle 141 Otis St Cambridge Ma. 02141
Mary Charles Sprague 13 Greenough Ave. Cambridge, Ma 02139
Maryann & Charles Sprague 13 Greenough Ave Camb Ma 02139
Angela M. Funnous 161 Otis St. Camb Ma. 02141
Mary Blake 11 Sixth St Camb Ma 02141
Jean Wright P.O. Box 21 Camb. Mass 02141
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Ann De Carlo 35 Cambridge St Camb 02141
Lidia Penetra 18, Manilla St. Cambridge 02141

- Peta Owens 1 Harrington Terr. Camb. Mass.
- Michael Owen 1 Harrington Terr. Camb. Mass. 02141
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- Clare A. Weber 59 - 7th St. Camb. MA 02141
- Sharon Tallant 11 Station St. Camb. MA 02139
- Luiza 9 Station St. Camb. MA 02139
- Sail Lannon 18 Plymouth St. Camb. MA 02141
- Jeon Perry 11 1/2 Eighth St. Camb. MA 02141
- Patricia A. Amelung 83 Plymouth St. Camb. MA 02141
- Marie Grumm 126 Spring St., Cambridge, MA 02141
- Xenia Bianco 133 Throckmole St. Camb. MA 02141

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We would like to have A.M.C. and Disney included in our service and all seniors receive the discount.

- Ellen Mangiacotte 297 Broadway Camb. Ma. 02139
Thomas Peters 35 Tremont St. Camb. Ma. 02139
Elizabeth Demarco 393 Cambridge St., Camb., Ma 02141
John Corcoran 45 Cambridge St. Camb. Ma. 02141
Margaret Whitehead 295 Broadway Camb. Ma. 02139
Dorothy L. Duffy 189 Otis St. Camb. Ma. 02141
Elizabeth Ann Voto 130 Otis St. Camb. Ma. 02141
Bernard Salvan 387 Cambridge Ma 02141
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Teresa Lammery 381 Camb. St. Camb 02141
Barbara Barry 427 Cambridge St. Camb 02141
Ed (Walter J. Campa) 371 Cambridge St. Camb 02141
Judy S. Lusk 374 Broadway Camb 02139

Luigi Zaccagnini 23 Murdock St. Camb 02139
 Al King 23 MURDOCK ST CAMB 02139
 Peter Savelle 48 Tremont Camb. 02139
 Thomas A Jany 158 Hampshire St Camb 02139-1304
 Evelyn Mahoney 45 Tremont St Camb 02139
 Joe Keefe 72 Tremont ST CA MA
 Nancy Nakosa 44 Tremont St. Camb. MA 02139
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 Elaine Santos 18 Gore St. Camb 02141
 David Dickerson 97 Columbia St Camb 02139
 Patricia Bradshaw 5 Rockwell St Camb 02139
 Joan McCusker 42 Tremont St Camb 02139
 Marianne Naso 22 Murdock St. Camb 02139
 Norma Green 246 Dorset St Camb 02139



ACCOUNT NUMBER

BILLED FROM BILLED TO DATE DUE
4/08/97 5/07/97 04/12/97

INCLUDES PAYMENT RECEIVED BY
3/28/97

FOR-

3/07 BEGINNING BALANCE 14.29
 3/16 PAYMENT-THANK YOU 14.29-
 4/08- 5/07 LIMITED PLUS 14.43
 4/08- 5/07 FCC FEE .05
 4/08- 5/07 FRANCHISE FEE/
 SALES TAX .16
 4/07 BALANCE DUE 14.64

Paid 4/9/97

OFFICE HOURS:
 BY PHONE: M-F 8AM - 11PM
 SAT 9AM - 11PM
 SUN 9AM - 11PM

WALK-IN HOURS & LOCATIONS:
M-F: 9AM - 5PM

45 STERGIS WAY, DEDHAM *
 95 WEXFORD ST, NEEDHAM *
 338 WALNUT ST, NEWTON
 116 MAIN ST, WATERTOWN
 37 WALNUT ST, WELLESLEY
 249 W. CENTRAL ST; NATICK
 * ON SATURDAY:
 NEEDHAM 9AM - 5PM
 DEDHAM 9AM - 1PM

ALL OF US AT CONTINENTAL CABLEVISION
 ENJOY SERVING YOU AS ONE OF OUR
 VALUED CUSTOMERS. FOR ADDITIONAL
 BILLING INFORMATION, PLEASE REFER
 TO THE REVERSE SIDE OF THIS BILL.
 FOR QUESTIONS, PLEASE CALL US AT:
 617-449-6960 FOR BILLING/CUSTOMER SVC
 617-449-7070 FOR REPAIR SERVICE.

Wellesley bill

Wellesley



CHANNEL	SERVICE	CHANNEL	SERVICE	CHANNEL	SERVICE
1	QVC	23	WBZ-4 (CBS)	45	C-SPAN II
3	Metro West/Access	24	WCYB-5 (ABC)	46	CNBC
5	Sneak Prevue	25	Nickelodeon	47	The Weather Channel
6	New England Cable News	26	The Family Channel	49	ESPN
7	WSBE 36 (Natick Only)	27	The Disney Channel	50	ESPN2
8	Prevue Guide	28	MTV	52	SportsChannel
9	Local Access	29	VH-1	53	The Golf Channel
10	BET	30	EX	54	Speedvision
11	WENH-11 (PBS)	31	USA	55	The Nashville Network
12	WLVI-56 (WB)	32	Discovery	56	Multi-Faith Religious
13	WFXT-25 (FOX)	33	TNT	58	WHDH-7 (NBC)
14	WSBK-38 (LPN)	34	E! Entertainment	59	American Movie Classics
15	WABU-68 (IND)	35	TBS	95	Product Info. Network
16	WGBX-44 (PBS)	36	Lifetime	96	ValueVision
17	WLNI-27 (IND)	37	A&E	97	International/Tele-Italia
18	WNDS-50 (IND)	38	The Learning Channel		
19	WGOT-60 (IND)	39	Home & Garden TV		
20	WMFP-62 (IND)	40	Court TV		
21	WHSB-66 (IND)	41	Fox News		
22	WGBH-2 (PBS)	42	CNN		
		43	CNN Headline News		
		44	C-SPAN I		

Please note, the actual channel numbers may vary depending upon the make and model of your receiver.

Watertown bill

FOR- ~~XXXXXXXXXX~~

3/14	BEGINNING BALANCE	23.82
3/21	PAYMENT-THANK YOU	23.82-
4/15- 5/14	STANDARD SERVICE —	23.97
	INCLUDES:	
	BASIC	5.38
	CABLE I	1.92
	CABLE II	16.67
4/15- 5/14	FCC FEE	.05
4/15- 5/14	FRANCHISE FEE/ SALES TAX	.16
4/14	BALANCE DUE	24.18

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 617-449-7070 FOR REPAIR SERVICE.

4/23

Standard Service Watertown

CABLE SERVICE	CABLE SERVICE	CABLE SERVICE
1 QVC	23 WBZ-4 (CBS)	45 G-SPAN II
3 Metro West/Access	24 WCVB-5 (ABC)	46 CNBC
5 Sneak Preview	25 Nickelodeon	47 The Weather Channel
6 New England Cable News	26 The Family Channel	
7 WSBT-36 (Watch Only)	27 The Disney Channel	49 ESPN
8 Preview Guide	28 MTV	50 ESPN2
9 Local Access	29 VH-1	52 SportsChannel
10 BET	30 IN	53 The Golf Channel
11 WENH-11 (PBS)	31 USA	54 Speech.com
12 WVI-56 (WB)	32 Discovery	55 The Nashville Network
13 WENT-25 (FOX)	33 TNT	
14 WSPR-38 (UPN)	34 E! Entertainment	56 Multi-Faith Religions
15 WABL-68 (IND)	35 TBS	
16 WGBX-44 (PBS)	36 Lifetime	58 WHDH - (ABC)
17 WUML-27 (IND)	37 ANI	59 American Movie Classics
18 WNDU-50 (IND)	38 The Learning Channel	
19 WGGT-60 (IND)	39 Home & Garden TV	95 Procter & Gamble Network
20 WMFP-62 (IND)	40 Court TV	
21 WJSH-66 (IND)	41 Fox News	96 ValueVision
22 WGBH-2 (PBS)	42 CNN	97 International/Tel-Fax
	43 CNN Headline News	
	44 G-SPAN I	

Please note: the actual channel numbers may vary depending upon the make and model of the television.

Continental Cablevision

Cable Ready Channel Line-Up

FOR- ~~XXXXXXXXXX~~ PD. 4/11/97 #0323 OFFICE HRS: M-F 830-830, SAT 830-500
WALK-IN: M-F 830-600, SAT 830-500

Camb. bill

3/14	BEGINNING BALANCE	29.74
3/19	PAYMENT-THANK YOU	29.74-
4/15- 5/14	STANDARD SVC	27.29
	INCLUDES:	
	BASIC	9.22
	CABLE I	2.93
	CABLE II	15.14
4/15- 5/14	CABLE BOX(ES)	2.09
4/15- 5/14	REMOTE(S)	.28
4/15- 5/14	FCC FEE	.05
4/15- 5/14	MUNICIPAL ACC FEE	.22
4/15- 5/14	PUBLIC ACCESS FEE	.89
4/15- 5/14	FRANCHISE FEE/ SALES TAX	.17
4/14	BALANCE DUE	30.99

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Standard Service Cambridge

CHANNEL LINE-UP

CHANNEL SERVICE	CHANNEL SERVICE	CHANNEL SERVICE
2 WGBH (2) PBS	28 Trinity	52 WMFP (62) IND - shopping
✓ 3 Continental TV3	28 Pay Per-View 3..	53 Boston Catholic TV
4 WBZ (4) CBS	29 ValueVision	53 EWTN
5 WCVB (5) ABC	29 Pay Per-View 2	✓ 54 Cambridge Community TV
6 ESPN	30 Viewer's Choice	✓ 55 Cambridge Community TV
7 WHDH (7) NBC	31 HBO	56 WLVI (56) WB
8 USA	32 Showtime	57 Country Music Television
9 Lifetime	33 Cinemax	58 Black Entertainment Television
10 CNN	34 The Disney Channel	59 The Nashville Network
11 Home Shopping Network	35 The Movie Channel	60 Bravo
12 MTV	✓ 36 Educational Access	60 Kaleidoscope
13 The Family Channel	✓ 37 Municipal Access	60 RAI
14 Nickelodeon	38 WSBK (38) UPN	63 ESPN 2
15 The Discovery Channel	39 New England Sports Network	64 E! Entertainment TV
16 A&E	40 SportsChannel	65 QVC Shopping Network - shopping
17 TBS	41 TNT	✓ 66 Cambridge Community TV
18 Court TV	42 CNBC	67 WHSH (66) IND - shopping
✓ 19 Cambridge Community TV	43 American Movie Classics	68 WABU (68) IND
20 The Home Channel - shopping	44 WGBX (44) PBS	69 RTPi
21 VII-1	45 C-SPAN I	70 The Inspirational Network
22 The Weather Channel	46 C-SPAN II	76 WNDS (50) IND - shopping
23 CNN Headline News	✓ 47 WRIS Radio	95 Prevue Guide
24 The International Channel	48 The Learning Channel	96 Sneak Prevue
25 WFXT (25) FOX	49 Home & Garden TV	
26 New England Cable News	50 EX	
27 WUNI (27) IND	51 WENH (11) PBS	

Basic Broadcast Cable 1 Cable 2 Premium Pay Per View

CHANNEL CHANGES

<u>CABLE CHANNEL</u>	<u>OLD CHANNEL</u>	<u>NEW CHANNEL</u>
18	WOR	Court TV

Effective 1/1/97, SportsChannel will be included in the Standard Service Package!

These programming services changes will be made to your channel line-up effective on or before December 31, 1996.

6 shopping
8 CC TV



OFFICE OF THE CITY CLERK

CITY OF CAMBRIDGE

(617) 349-4260

FAX (617) 349-4307

tty/TDD (617) 492-0235

D. MARGARET DRURY
CITY CLERK

DONNA P. LOPEZ
DEPUTY CITY CLERK

May 23, 1997

Ms. Kathy Maloney
Government Relations Manager
Media One
330 Billerica Road
Chelmsford, MA 01824

Dear Ms. Maloney:

The City Council has requested that the enclosed City Council Order and attached petition be sent to Media One. It has also been referred to the Cable Television and Communications Committee for a hearing. No hearing date has been scheduled as yet.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "D. Margaret Drury".

D. Margaret Drury
City Clerk

DMD/mc

cc: Councillor Anthony Galluccio
Councillor Katherine Triantafillou
Vice Mayor Kathleen Born
Steve Marks



City of Cambridge

13.

IN CITY COUNCIL

May 19, 1997

COUNCILLOR GALLUCCIO
COUNCILLOR TOOMEY
VICE MAYOR BORN
COUNCILLOR DAVIS
COUNCILLOR DUEHAY
COUNCILLOR REEVES
MAYOR RUSSELL
COUNCILLOR SULLIVAN
COUNCILLOR TRIANTAFILLOU

ORDERED: That a copy of the attached petition signed by displeased Continental Cablevision customers be forwarded to Continental Cablevision with the support of the City Council; and be it further

ORDERED: That the petition also be referred to the Cable T.V. and Telecommunications Committee.

In City Council May 19, 1997

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

A handwritten signature in cursive script that reads "D. Margaret Drury".

ATTEST:-

D. Margaret Drury
City Clerk

97 MAY 12 PM 2:06

CAMBRIDGE, MA.

AK
KT

13

Ordered: That a copy of the attached petition signed by displaced Continental Cablevision ~~cable~~ ~~the~~ customers be forwarded to Continental Cablevision with the support of the City Council and to be further

Ordered: That the petition also be referred to the Cable T.V. and Telecommunications Committee

Councillor Yamey

5/12/97

3:15t

Ordered:

Re: letter from Ellen
Mangiacotti re petition 297 Broadway.
re: Charge for basic
Cable service

Ellen Mangiacotti
TT. MANGIACOTTI
297 Broadway
re: Charge of
basic Cable
Service.

displeasd.

Order
and
Response

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May 3, 1997

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cc:R. Healy, City Manager

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16. Joshua Green 246 Starbuck St Camb 02139

Wellesley bill.



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18	WNDS-50 (IND)	38	The Learning Channel		
19	WGOT-60 (IND)	39	Home & Garden TV		
20	WMFP-62 (IND)	40	Court TV		
21	WHSB-66 (IND)	41	Fox News		
22	WGBH-2 (PBS)	42	CNN		
		43	CNN Headline News		
		44	C-SPAN I		

Please note, the actual channel numbers may vary depending upon the make and model of the television.

FOR- [REDACTED]

OFFICE HOURS:
BY PHONE: M-F 8AM - 11PM
SAT 9AM - 11PM
SUN 9AM - 11PM

3/14	BEGINNING BALANCE	23.82
3/21	PAYMENT-THANK YOU	23.82-
4/15- 5/14	STANDARD SERVICE -	23.97
	INCLUDES:	
	BASIC	5.38
	CABLE I	1.92
	CABLE II	16.67
4/15- 5/14	FCC FEE	.05
4/15- 5/14	FRANCHISE FEE/ SALES TAX	.16
4/14	BALANCE DUE	24.18

WALK-IN HOURS & LOCATIONS:
M-F: 9AM - 5PM

- 45 STERGIS WAY, DEDHAM *
- 95 WEXFORD ST, NEEDHAM *
- 338 WALNUT ST, NEWTON
- 116 MAIN ST, WATERTOWN
- 37 WALNUT ST, WELLESLEY
- 249 W. CENTRAL ST, NATICK

* ON SATURDAY:
NEEDHAM 9AM - 5PM
DEDHAM 9AM - 1PM

ALL OF US AT CONTINENTAL CABLEVISION
ENJOY SERVING YOU AS ONE OF OUR
VALUED CUSTOMERS. FOR ADDITIONAL
BILLING INFORMATION, PLEASE REFER
TO THE REVERSE SIDE OF THIS BILL.
FOR QUESTIONS, PLEASE CALL US AT:
617-449-6960 FOR BILLING/CUSTOMER SVC,
617-449-7070 FOR REPAIR SERVICE.

Watertown bill

24.18 / 23

Standard Service Watertown

CHANNEL	SERVICE	CHANNEL	SERVICE	CHANNEL	SERVICE
1	QVC	23	NBZ-4 (CBS)	45	G-SPAN II
3	Metro West/Access	24	WCAB-5 (ABC)	46	CNBC
5	Speak Prevue	25	Nickelodeon	47	The Weather Channel
6	New England Cable News	26	The Family Channel	49	ESPN
7	WSBF 36 (Natick Only)	27	The Disney Channel	50	ESPN2
8	Prevue Guide	29	VH-1	52	SportsChannel
9	Local Access	30	N	53	The Golf Channel
10	BET	31	USA	54	Speedy's on
11	WENH-11 (PBS)	32	Discovery	55	The Nashville Network
12	WVI-56 (WB)	33	TNT	56	Multi-Faith Religious
13	WENT-25 (FOX)	34	E! Entertainment	58	WHOP-7 (NBC)
14	WSBK-38 (UPN)	35	TBS	59	American Movie Classics
15	WABF-68 (IND)	36	Lifetime	95	Produce Info Network
16	WGBV-44 (PBS)	37	ANI	96	ValueVision
17	WENF-27 (IND)	38	The Learning Channel	97	International/Tele-febru
18	WNDS-50 (IND)	39	Home & Garden TV		
19	W60T-60 (IND)	40	Court TV		
20	WMFP-62 (IND)	41	Fox News		
21	WTSH-66 (IND)	42	CNN		
22	WGBH-2 (PBS)	43	CNN Headline News		
		44	G-SPAN I		

Please note: the actual channel numbers may vary depending upon the make and model of the television.

FOR- ~~XXXXXXXXXX~~

pd. 4/11/97
#0323

OFFICE HRS: M-F 830-830, SAT 830-500
WALK-IN: M-F 830-600, SAT 830-500

3/14	BEGINNING BALANCE	29.74
3/19	PAYMENT-THANK YOU	29.74-
4/15- 5/14	STANDARD SVC	27.29
	INCLUDES:	
	BASIC	9.22
	CABLE I	2.93
	CABLE II	15.14
4/15- 5/14	CABLE BOX(ES)	2.09
4/15- 5/14	REMOTE(S)	.28
4/15- 5/14	FCC FEE	.05
4/15- 5/14	MUNICIPAL ACC FEE	.22
4/15- 5/14	PUBLIC ACCESS FEE	.89
4/15- 5/14	FRANCHISE FEE/ SALES TAX	.17
4/14	BALANCE DUE	30.99

ALL OF US AT CONTINENTAL CABLEVISION
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VALUED CUSTOMERS. FOR ADDITIONAL
BILLING INFORMATION, PLEASE REFER
TO THE REVERSE SIDE OF THIS BILL.
FOR QUESTIONS, PLEASE CALL US AT:
617-876-3939 FOR BILLING/CUSTOMER SVC,
617-876-3939 FOR REPAIR SERVICE.

Camb. bill.

Standard Service Cambridge

CHANNEL LINE-UP

CHANNEL SERVICE	CHANNEL SERVICE	CHANNEL SERVICE
2 WGBH (2) PBS	28 Trinity	52 WMFP (62) IND - shopping
✓ 3 Continental TV3	28 Pay Per-View 3	53 Boston Catholic TV
4 WBZ (4) CBS	29 ValueVision	53 EWTN
5 WCVB (5) ABC	29 Pay Per-View 2	✓ 54 Cambridge Community TV
6 ESPN	30 Viewer's Choice	✓ 55 Cambridge Community TV
7 WHDH (7) NBC	31 HBO	56 WLVI (56) WB
8 USA	32 Showtime	57 Country Music Television
9 Lifetime	33 Cinemax	58 Black Entertainment Television
10 CNN	34 The Disney Channel	59 The Nashville Network
11 Home Shopping Network	35 The Movie Channel	60 Bravo
12 MTV	✓ 36 Educational Access	60 Kaleidoscope
13 The Family Channel	✓ 37 Municipal Access	60 RAI
14 Nickelodeon	38 WSBK (38) UPN	63 ESPN 2
15 The Discovery Channel	39 New England Sports Network	64 E! Entertainment TV
16 A&E	40 SportsChannel	65 QVC Shopping Network - shopping
17 TBS	41 TNT	✓ 66 Cambridge Community TV
18 Court TV	42 CNBC	67 WSHH (66) IND - shopping
✓ 19 Cambridge Community TV	43 American Movie Classics	68 WABU (68) IND
20 The Home Channel - shopping	44 WGBX (44) PBS	69 RTPi
21 VH-1	45 C-SPAN I	70 The Inspirational Network
22 The Weather Channel	46 C-SPAN II	76 WNDS (50) IND - shopping
23 CNN Headline News	✓ 47 WRLS Radio	95 Prevue Guide
24 The International Channel	48 The Learning Channel	96 Sneak Prevue
25 WFXT (25) FOX	49 Home & Garden TV	
26 New England Cable News	50 IX	
27 WUNI (27) IND	51 WENH (11) PBS	

Basic Broadcast
 Cable 1
 Cable 2
 Premium
 Pay Per View

CHANNEL CHANGES

<u>CABLE CHANNEL</u>	<u>OLD CHANNEL</u>	<u>NEW CHANNEL</u>
18	WOR	Court TV

Effective 1/1/97, SportsChannel will be included in the Standard Service Package!

These programming services changes will be made to your channel line-up effective on or before December 31, 1996.

25005/C289X/12-96

6 shopping
8 CCTV



City of Cambridge

13.

IN CITY COUNCIL

May 19, 1997

COUNCILLOR GALLUCCIO
COUNCILLOR TOOMEY

ORDERED: That a copy of the attached petition signed by displeased Continental Cablevision customers be forwarded to Continental Cablevision with the support of the City Council; and be it further

ORDERED: That the petition also be referred to the Cable T.V. and Telecommunications Committee.

Consent Order #13

Entire
memb - S-299

Councillors Galluccio and Toomey
re: Petition signed by displeased
Continental Cablevision customers.

In City Council May 19, 1997

ORDER ADOPTED