



CAMBRIDGE CONSUMERS' COUNCIL

831 Massachusetts Ave. Cambridge, MA 02139
Tel. (617) 349-6150

City Of Cambridge

Paul J. Schlaver
Executive Director

serving the
residents of

Cambridge

TO: Robert Healy
FROM: Paul Schlaver
THROUGH: Benjamin Barnes
DATE: September 27, 2001

RE: Council Order #29, dated 6/25/01 RE: Investigate additional billing
of AT&T cable customers in
Cambridge for NESN
services.

I requested that Tim Murnane, Manager of Government Affairs for AT&T Broadband, respond to me regarding the question as to whether regular NESN subscribers that had paid the regular monthly fee (for July 2001) for this premium challenge would be reimbursed now that NESN is included in the package given to all Standard Cable Service customers.

Mr. Murnane reports that all NESN subscribers were given refunds/credits on their accounts and were contacted about this change in service that reduced their monthly bill. The Consumers' Council did not receive any complaints about this issue nor any inquiries since this apparent correction process. The only NESN-related inquiries we received were comments from disgruntled Cable TV customers that felt it was unfair for all to have to pay an additional \$1.40 per month now that NESN was added for all...whether they wanted this channel or not. That dissatisfaction of some consumers is not something the Consumers' Council or the City can address through its licensing authority.



17.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

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

October 1, 2001

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 01-221, which requested a report on when AT&T new cable bills are generated concerning the NESN fee, received from Consumers' Council Executive Director Paul Schlaver.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Robert W. Healy
City Manager

RWH/mec
Attachment



351 S

Consent Agenda #17

Awaiting Report Item
Number 01-221, regarding a
report on when AT&T new
cable bills are generated
concerning the NESN fee.

In City Council October 1, 2001

PLACED ON FILE