

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

November 7, 1994

To The Honorable, The City Council:

With reference to Awaiting Report Item No. 47, regarding the policy relative to what credits are available to subscribers who lose service for significant amounts of time, 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



October 14, 1994

RECEIVED

94 OCT 19 AM 9:45

OFFICE OF THE CITY MANAGER

**Continental
Cablevision®**

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

Re: City Council Order No. 11, dated October 3, 1994

Dear Mr. Healy:

This letter is in response to the above order regarding recent cable television service interruptions with specific mention of an apparent lengthy city-wide interruption, etc. I have pulled all of the outage records (see attached summary and copies of reports) dating back to September 7, 1994, as this is the only city-wide interruption. It was repaired within 10 minutes.

We produce a recorded message to inform the customer who is calling us about an area outage. This benefits the customer by letting them know we are aware of the situation, freeing them from possibly remaining on hold for any amount of time waiting for a representative. It also lets them know that we are working on the problem.

The License and the Customer Handbook state that partial credits are available for service interrupted for 24 hours. There is a statement on the Community Bulletin Board encouraging customers to call us if they experience service interruption. We want to be sure our customers have quality pictures and are appropriately compensated if at any time our service does not meet their expectations. Our policy is to credit customers upon notification for any amount of time that service has been disrupted. We exceed the customers expectations in our credit offerings by giving more than required.

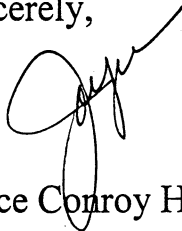
Continental Cablevision has given automatic credits in situations such as hurricanes and winter storms when we know service has been interrupted for a significant amount of time to a significant number of subscribers.

Robert W. Healy
October 14, 1994
Page Two

If you or any council member is aware of a customer that does not feel judiciously satisfied, we would appreciate the opportunity to contact the customer and provide the appropriate service and/or compensation. Please let us know.

I hope this helps answer your questions thereby helping you with our customers' concerns. Please be assured that we recognize the value of each and every customer. Continuous improvement is a philosophy that we take seriously. Your partnership in assuring excellence in our service creates a winning situation for everyone. Thank you for working with us in this regard. Please feel free to contact us at anytime if we can be of further assistance.

Sincerely,



Joyce Conroy Hillcoat
General Manager

Enclosures

c: City Council Cable Subcommittee Members
Margaret Drury, City Clerk
Linda Duggan, Customer Service Manager
Scott Nickerson, Technical Operations Manager
Continuous Process Improvement Team

Summary of Outages

The outages listed below occurred since September 7, 1994:

- Sept. 7, 1994- 10:10 a.m. to 10:20 a.m. Stevens and Rindge. Nynex accidentally cut our fiber line when installing new conduits. All Cambridge customers affected.
- Sept. 23, 1994- 9:00 a.m. to 10:30 p.m. Franklin St. Power company had power off several hours...standby batteries wore down...attempted to generate own power...power company had turned back on. Affected 500 customers.
- Sept. 23, 1994- Banks and Mt. Auburn 3:00 p.m. to 4:00 p.m. Customer hired backhoe contractor...digging up cable at 1200 Mass. Ave. Cable replaced. Affected 500 customers.
- Sept. 24, 1994- Shepard St. 11:00 a.m. to 1:00 p.m. Line extender filled with water...replaced amp. Affected 60 customers.
- Oct. 3, 1994- Dewolfe St. 9:00 a.m. to 5:00 p.m. City Contractor for sewer and water project accidentally cut cable. Cable replaced. Affected 30 customers.
- October 6, 1994- Cushing St. 5:00 a.m. to 8:30 a.m. City putting utilities underground, needed to shut off to switch over.
- October 7, 1994- Schearappa St. 11:00 a.m. to 4:00 p.m. Contractor cut cable while digging. Cable replaced. Affected 40 customers.



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 9-7-94		Time Reported 10:10 AM	
Reported By: Dispatch ☐		Answering Svc ☐	Cust Svc ☐
Other ☒			
Tech Responding 214		Time On 10:20 AM	Time Off 10:10 AM
System ARL ☐ CAM ☒		Phase ALL	Power Supply
Location (if Power Supply or Amp do not give enough detail) Fiber cut at Stanton St and Rindge			AMP NUMBER
Problem ☐ No RF ☐ No AC ☐ Other			
Cause of Problem Fiber cut - Nynex accidentally cut our fiber line w/ Vermeer Saw (Earth Saw) when installing new conduits.			
How Repaired Swap fiber from Super trunk			
Parts Used LE ☐ Trunk Amp ☐ Bridger ☐ AGC ☐ Power Pack ☐ FM ☐ Connector ☐ Passive ☐ Cable ☐ Fuse ☐ Other ☐			
Comments 20,000 Customers affected			



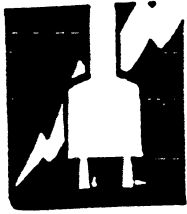
Continental Cablevision
Arlington - Cambridge System



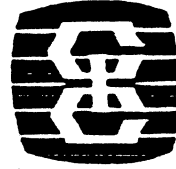
OUTAGE REPORT

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

Date of Outage 9/23/84		Time Reported 9:00 pm		
Reported By: Dispatch ☒		Answering Svc ☐	Cust Svc ☐	Other ☐
Tech Responding 214		Time On 10:30 pm	Time Off 9:00 pm	
System ARL ☐ CAM ☒		Phase 3	Power Supply	
Location(if Power Supply or Amp do not give enough detail) Franklin St.			AMP NUMBER	
Problem ☐ No RF ☒ No AC ☐ Other				
Cause of Problem Power company had power off several hours. Batteries were down in standby run down. →				
How Repaired Attempted to generate own power. Power Company arrived on power before we arrived.				
Parts Used LE ☐ Trunk Amp ☐ Bridger ☐ AGC ☐ Power Pack ☐ FM ☐ Connector ☐ Passive ☐ Cable ☐ Fuse ☐ Other ☐				
Comments 500 CUSTOMERS AFFECTED				



Continental Cablevision
Arlington - Cambridge System



OUTAGE REPORT

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

Date of Outage 9-23-94		Time Reported 3:00 PM	
Reported By: Dispatch ☒ Answering Svc ☐ Cust Svc ☐ Other ☐			
Tech Responding 226		Time On 4:00 PM	Time Off 10:00 AM
System ARL ☐ CAM ☒		Phase	Power Supply
Location (if Power Supply or Amp do not give enough detail) Banks + Mt Auburn			AMP NUMBER
Problem ☐ No RF ☒ No AC ☐ Other			
Cause of Problem			
How Repaired Cable was dug up at 1200 Mass Ave. By ^{owner} owner blowing the fuse at Banks + Mt Auburn (customer hired backhoe contractor)			
Parts Used LE ☐ Trunk Amp ☐ Bridger ☐ AGC ☐ Power Pack ☐ FM ☐ Connector ☐ Passive ☐ Cable ☐ Fuse ☒ Other ☐			
Comments 500 Covers attached			



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 SEPT 24, 1994		Time Reported 11:00 AM	
Reported By: Dispatch ☒		Answering Svc ☐	Cust Svc ☐ Other ☐
Tech Responding 225 + 204		Time On 1:00 P.M.	Time Off ?
System ARL ☐ CAM ☒		Phase I	Power Supply A-16
Location(if Power Supply or Amp do not give enough detail) SHEPARD ST			AMP NUMBER A-16-2
Problem ☒ No RF ☐ No AC ☐ Other			
Cause of Problem L.E. FULL OF WATER (A162A)			
How Repaired CLEANED INSIDE HOUSING AND REPLACED AMP.			
Parts Used LE ☒ Trunk Amp ☐ Bridger ☐ AGC ☐ Power Pack ☐ FM ☐ Connector ☐ Passive ☐ Cable ☐ Fuse ☐ Other ☐			
Comments TECH. LEFT COVER FINGER TIGHT. 60 customers			



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 10/3/94		Time Reported 9:00 AM	
Reported By: Dispatch ☐		Answering Svc ☐	Cust Svc ☐
Other ☐			
Tech Responding 226		Time On 5:00 p.m.	Time Off 9:00 AM
System ARL ☐ CAM ☐		Phase 3	Power Supply
Location (if Power Supply or Amp do not give enough detail) De Wolfe St.			AMP NUMBER
Problem ☐ No RF ☐ No AC ☒ Other			
Cause of Problem Contractor cut cable while digging in street (Sewer + water)			
How Repaired Replaced cable			
Parts Used			
LE ☐	Trunk Amp ☐	Bridger ☐	AGC ☐ Power Pack ☐
FM ☐	Connector ☐	Passive ☐	Cable ☐ Fuse ☐ Other ☐
Comments 30 (cables) affected			



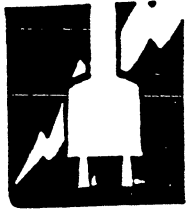
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OUTAGE REPORT

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

Date of Outage OCT. 6, 1994		Time Reported CALLED ANS: SERVICE	
Reported By: Dispatch ☐ Answering Svc ☐ Cust Svc ☐ Other ☒			
Tech Responding 214 + 2CY		Time On 8:30 A.M.	Time Off 5:00 A.M.
System ARL ☐ CAM ☒		Phase 4	Power Supply
Location (if Power Supply or Amp do not give enough detail) CUSHING ST.			AMP NUMBER D-7-1
Problem ☐ No RF ☐ No AC ☒ Other			
Cause of Problem CUT OVER TO UNDERGROUND - City putting utilities underground needed to shut off to switch over....			
How Repaired			
Parts Used			
LE ☐	Trunk Amp ☐	Bridger ☐	AGC ☐ Power Pack ☐
FM ☐	Connector ☒	Passive ☐	Cable ☒ Fuse ☐ Other ☐
Comments no custs. affected due to Trunk run			



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 10-7-94		Time Reported 11:00	
Reported By: Dispatch ☐ Answering Svc ☐ Cust Svc ☒ Other ☐			
Tech Responding 226		Time On 4:00	Time Off 11:00
System ARL ☐ CAM ☒		Phase 2	Power Supply
Location(if Power Supply or Amp do not give enough detail) Shearipapa(sp?) St.			AMP NUMBER
Problem ☐ No RF ☐ No AC ☒ Other			
Cause of Problem Contractor cut cable while digging			
How Repaired Replaced underground cable			
Parts Used LE ☐ Trunk Amp ☐ Bridger ☐ AGC ☐ Power Pack ☐ FM ☐ Connector ☐ Passive ☐ Cable ☐ Fuse ☐ Other ☐			
Comments 40 customers affected			

AS A CONTINENTAL CABLEVISION SUBSCRIBER you will receive a bill once a month for the current month of service. For example, at the end of December or early January you will receive a bill for your service in January. Your bill will reflect a beginning balance, any charges for service changes or other adjustments that may have been made to your account since last month's bill was sent, your payment, the current charge for cable service and the balance due.

Your first bill may reflect a prorated amount for all charges incurred from the day after you were installed through the end of the first month's billing cycle. In addition to the charge for your current month of service, you are not being charged twice.

Your bill shows the billing period and the date by which the balance due should be paid. We also show you the date on which our billing entries were closed for the month. If you do not see an expected adjustment or your last payment on the bill, please note the "Includes Payments Received By" date. You may be sure that your next bill will reflect this activity.

Please use the envelope provided to return your payment. You may also pay your bill at your local Continental office and certain retail outlets such as supermarkets.

Delinquent Accounts

We will notify you, if your payment is 30 days past due. Payment of the delinquent amount must be received within eight business days of the notification to avoid interruption of service. If your service has been disconnected for non-payment of your bill, you will be responsible for all past due charges, plus a reconnection fee and the first month's service in advance. There is a fee for each check returned to us. If payment does not clear due to non-sufficient funds, service may be disconnected without additional notice.

Credits and Refunds

If you lose cable service for 24 hours due to power failure or breakdown of equipment, we will be happy to issue a partial credit to your bill. You must notify us of the loss of service as soon as it occurs. Credits will be issued within 30 days or in the next billing cycle.

Blackouts

At times we are required by FCC Regulations to black out individual programs. Often this occurs where there are exclusive rights to carry sporting events or when an event is not sold out 24 hours in advance.



Service 24 hours a day.

Consent Agenda #7. *S* 1497

Response to a Awaiting Report Item
No. Forty-seven, regarding the policy
on credits given to cable subscribers
who lose service for significant
amounts of time.

In City Council,

November 7, 1994

Placed on file