



City of Cambridge

60.

IN CITY COUNCIL

February 23, 1998

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

WHEREAS: Customers of Media One who choose to discontinue or downgrade their service are being required to return their cable boxes to the Media One Office on Sherman Street; and

WHEREAS: When these customers initiated their service or when they upgraded it during the recent marketing drive, cable boxes were delivered to them by service persons; and

WHEREAS: Customers who waited as little as two weeks to return their cable boxes received bills from Media One for over \$500, certainly not a part of any initial contract they made when establishing or upgrading their service; now therefore be it

ORDERED: That the City Manager be and hereby is requested to present this issue to the State Attorney General's Office to request an opinion of whether a demand to return equipment or be liable for a \$500 charge is legal in this state and whether it violates any customer protection law; and be it further

ORDERED: That the City Manager be and hereby is requested to ask Media One to cease this intimidating practice which has adverse effects on elderly and handicapped customers who may not have the resources to deliver equipment personally to the offices of Media One, and to report to the City Council how this communication has been effected and with what result.

In City Council February 23, 1998.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-


D. Margaret Drury
City Clerk



City of Cambridge

60.

IN CITY COUNCIL

February 23, 1998

COUNCILLOR BORN

WHEREAS: Customers of Media One who choose to discontinue or downgrade their service are being required to return their cable boxes to the Media One Office on Sherman Street; and

WHEREAS: When these customers initiated their service or when they upgraded it during the recent marketing drive, cable boxes were delivered to them by service persons; and

WHEREAS: Customers who waited as little as two weeks to return their cable boxes received bills from Media One for over \$500, certainly not a part of any initial contract they made when establishing or upgrading their service; now therefore be it

ORDERED: That the City Manager be and hereby is requested to present this issue to the State Attorney General's Office to request an opinion of whether a demand to return equipment or be liable for a \$500 charge is legal in this state and whether it violates any customer protection law; and be it further

ORDERED: That the City Manager be and hereby is requested to ask Media One to cease this intimidating practice which has adverse effects on elderly and handicapped customers who may not have the resources to deliver equipment personally to the offices of Media One, and to report to the City Council how this communication has been effected and with what result.

CM 86
Consent ORder #60 re: Whether it
is legal for Media One to require
customers to take cable boxes to their
Sherman Street office upon discontinuance
or downgrade of service.

74

In City Council February 23, 1998

ORDER ADOPTED