

CITY OF CAMBRIDGE

449 BROADWAY, CAMBRIDGE, MASSACHUSETTS 02138 • TEL. 498 9080

CAMBRIDGE PUBLIC LIBRARY

OFFICE OF CABLE TELEVISION

2 July 1987

TO : Robert W. Healy, City Manager

FROM: Ned Casey, Communications Coordinator 

RE : COUNCIL UPDATE - CABLE ISSUES

At the 29 June 1987 Council Meeting, several cable issues were brought before The Council involving poor service to a customer and lack of cable service entirely to residents of Homer Avenue.

A letter sent to the Council by Ms. Jane Dineen of 47 Inman Street detailed a series of complaints involving installation and service (or lack thereof) to her apartment. On top of no cable service and terribly neglectful attitudes on the part of American's installers, Ms. Dineen was being billed for service she was not receiving.

Although I have not spoken with Ms. Dineen personally, we have tracked down her problem from American's side. Peter Healy assured us that her situation would be corrected by this week. I will still contact Ms. Dineen by phone or letter to follow-up.

Residents of Homer Avenue (and a number of other areas -- Grove Street, Fresh Pond Lane, Larchwood Drive,) who do not yet have cable service could have it by the end of the month.

Wayne DeCoteau informed me that the problem at Homer Avenue involves a saw cut in the street for the trunk line. This work is scheduled to begin on 13 July and it is expected that residents may have service available to them by late July or early August.

The question of remaining easement problems came up at the 19 June meeting of the City Manager's Cable Construction Oversight Committee.

It's clear that American wants to put off, as long as possible, underground cuts in areas where backyard easements are still accessible.

We have indicated that American must set a deadline for those easements very quickly because of (1) cut-off point for underground construction, and (2) their License deadline of 30 December 1987 for completion of ALL construction. They agreed to this.

*Bill Set
has service
3 MS
Credit*

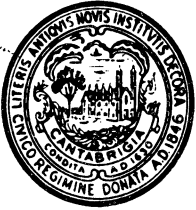
Robert W. Healy

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Regarding Grove Street, I spoke with Belmont officials who requested further information from American, before allowing a street cut. Wayne DeCoteau has agreed to provide this info in which case Grove Street residents would likely be receiving service sometime in August.

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EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

RICHARD C. ROSSI

Deputy City Manager

August 3, 1987

To the Honorable, the City Council:

In response to Awaiting Report No. 16 regarding a communication from Jane Dineen, 47 Inman Street, outlining problems she experienced with the installation of cable tv in her apartment, I have been informed by the City's Communications Coordinator, Ned Casey, that American Cablesystems has rectified the problems and has given Ms. Dineen a three-monthly credit.

Very truly yours,

Robert W. Healy
City Manager

Agenda Item No. 8 *S-488*

Re: response to Awaiting Report Item 16 on
a comm. from Jane Dineen, transmitting a
complaint about Cable TV installation in
her apartment.

In City Council,

August 3, 1987

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