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OFFICE OF THE CITY MANAGER



139 Lewis Wharf
Boston, MA 02110

October 3, 2002

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

Dear Mr. Healy:

I am writing with regard to Councilor Toomey's Council Order relative to the complaint of Ms. Nancy Weiland Carpenter and a recent audit conducted on her property.

Upon internal investigation, it was found that our audit staff did not follow operating procedure relative to our audit practices. To that end, we have contacted Ms. Carpenter to apologize for this unfortunate situation. Furthermore, we have credited her account as a result of this issue. It is my understanding that Ms. Carpenter was satisfied with AT&T Broadband's actions relative to this matter.

Attached please find a copy of the correspondence sent to Ms. Carpenter. If you have any questions please do not hesitate to call me.

Very Truly Yours,

A handwritten signature in black ink, appearing to read "Timothy G. Murnane", written over a horizontal line.

Timothy G. Murnane
Manager of Government Affairs

Cc: Councilor Timothy Toomey
Attorney General's Office

**BROADBAND**

October 3, 2002

AT&T BROADBAND

Box 6505

Chelmsford, MA 01824-0905

Ms. Nancy Weiland Carpenter
27 Kinnard Street/Apartment #1
Cambridge, MA 02139

RE: AT&T Broadband Account # 8773102260462454

Dear Ms. Carpenter:

Your letter concerning the above AT&T Broadband Service has been forwarded to this office for review and response. Within your letter, you have reported a detailed account of your experience resulting from a disconnection error at your home address. This letter is a follow-up to our telephone conversation of September 27, 2002 with regard to this issue.

On September 5, 2002, our account records indicate that your AT&T Broadband Service was disconnected in error as the result of a routine inspection and subsequent audit of our cable lines. AT&T Broadband profusely apologizes for this error, which resulted in your loss of service. During the review of account records, it appears that a discrepancy in our database led to this error. We have also reviewed AT&T Broadband's Audit Policy and Procedures with the AT&T Broadband Technician who performed the disconnection at your home.

During our telephone conversation, we also discussed the poor response you encountered with our Customer Care staff, while attempting to restore your service. Thank you for providing this valuable feedback, which enables us to define the procedures within our organization that may need improvement. As a courtesy for your frustrating experience, I extended to you a free month of your AT&T Broadband Services. The accepted credit of \$124.90 was applied to your account immediately following our conversation and will be reflected on your AT&T Broadband Statement dated October 8, 2002.

Ms. Carpenter, you are a valued customer and we will strive to ensure that your future experiences with our service will be favorable. We thank you for giving us the opportunity to address your concerns and look forward to providing you with the latest in broadband technology. Please feel free to contact us at our toll-free number, #1-888-309-2583, Monday through Friday, 8:30 a.m. to 5:00 p.m., if you have further questions with regard to this issue.

Sincerely,

A handwritten signature in cursive script that reads "Maryanne Weeks".

Maryanne Weeks
Executive Customer Care and Communications

Cc: T. Murnane, AT&T Broadband Government Affairs
J. Fouhy, AT&T Broadband Security



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CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

October 21, 2002

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 02-86, regarding a report on cable audit protocols, audit representatives and customer services, received from Timothy G. Murnane, Manager of Government Affairs for AT&T Broadband.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

S-330

Consent Agenda #3

Awaiting Report Item Number

02-86, regarding a report on
cable audit protocols, audit
representatives and customer
services.

In City Council October 28, 2002

PLACED ON FILE.