



OFFICE OF THE CITY CLERK

CITY OF CAMBRIDGE

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D. MARGARET DRURY
CITY CLERK

DONNA P. LOPEZ
DEPUTY CITY CLERK

August 17, 1998


Ms. Deb Comeau
Media One
Customer Service Manager
330 Billerica Road
Chelmsford, MA 01824

Dear Ms. Comeau:

As you will see in the attached City Council Order, the City Council requests that a representative of Media One contact Mrs. Blair of Jackson Place, Cambridge to resolve ongoing problems with her bill and to help her be sure that she is receiving the minimum lowest price service that will enable her to watch the televised City Council meetings.

Thank you for your attention to this matter.

Sincerely,


D. Margaret Drury
City Clerk

DMD/mc

Enclosure



City of Cambridge

154.

IN CITY COUNCIL

July 27, 1998

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

ORDERED: That the City Council request a representative of Media One to contact Mrs. Blair of Jackson Place to resolve ongoing problems with her bill and to help her be sure she is receiving the minimum lowest price service that will enable her to watch the City Council; and be it further

ORDERED: That the City Manager be and hereby is requested to report to the Council what kinds of customer relations criteria can be included as conditions of any cable franchise contract we make with cable companies, specifically when and in what format bills are sent, and whether we can require cable companies we do business with to have a senior citizens rate for those senior customers who wish to subscribe to minimum services to watch the municipal channel.

In City Council July 27, 1998.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

A handwritten signature in cursive script that reads "D. Margaret Drury".

ATTEST:-

D. Margaret Drury
City Clerk

Dave

Ms. Deb Comeau
Customer Service Manager
330 Billerica Rd
Chelmsford MA 01824

Dear Ms. Comeau

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City Council Order, the City Council ~~to~~ requests
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contact Mrs. Blair of Jackson Place,
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receiving the minimum lowest price
service that will enable her to watch the ^{televised}
City Council meetings. Thanks.

Thank you for your attention to
this matter.

Sincerely

DMD
CC



City of Cambridge

154.

IN CITY COUNCIL

July 27, 1998

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

*need to
 send a letter
 to media one*

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*Debs Comeau - Customer Service manager
 330 Bellinca Road
 Chelmsford ma 01824
 781-250-7400*

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A true copy;

ATTEST:-

D. Margaret Drury

D. Margaret Drury
 City Clerk



City of Cambridge

154.

IN CITY COUNCIL

July 27, 1998

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 COUNCILLOR DAVIS
 MAYOR DUEHAY
 VICE MAYOR GALLUCCIO
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ATTEST:-

D. Margaret Drury
City Clerk

BORN

154

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City of Cambridge

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IN CITY COUNCIL

July 27, 1998

COUNCILLOR BORN

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Consent Order #154 390CM

Councillor Born re: request Media One
to conta a customer to resolve ongoing
problems with her bill.

In City Council July 27, 1998

ORDER ADOPTED