



City of Cambridge

19.

IN CITY COUNCIL

November 3, 1997

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

WHEREAS: Media One is contacting customers under the guise of "checking" the cable boxes in residents' homes for proper operation on account of the installation of fiber optic cable; and

WHEREAS: Once the Media One representative comes to a resident's home, the resident is subjected to selling tactics for additional services which cost more money and which many not be necessary or related to the proper functioning of the resident's cable box; now therefore be it

ORDERED: That the City Manager and the Consumer Council be requested to investigate this situation to take whatever steps are necessary to cease Media One's practice if they are deceptive or misleading or otherwise harassing to residents.

In City Council November 3, 1997.

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

ICT # 11/4/97

1

19

Possible

Resolution Regarding Deceptive Practices

By Media One

Whereas, Media One ~~apparently~~ is contacting customers under the ~~apparent~~ guise of "checking" the cable boxes in residents' homes for proper operation as a result of the installation of fiber optic cable;

Whereas, once the Media One representative comes to ~~appear~~ at a resident's home, ~~the~~ the resident is subjected to ~~selling~~ ^{selling} tactics for ^{additional} ~~increased~~ services which cost more money and which may not be necessary or related to the proper functioning of the resident's cable box.

Now therefore, be it resolved that the City Manager & the Council be requested to investigate this situation further & take ~~the~~ whatever steps are necessary

to cease Media One's practice if
they are deceptive or misleading
or otherwise harmful to residents.



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COUNCILLOR TRIANTAFILLOU

WHEREAS: Media One is contacting customers under the guise of "checking" the cable boxes in residents' homes for proper operation on account of the installation of fiber optic cable; and

WHEREAS: Once the Media One representative comes to a resident's home, the resident is subjected to selling tactics for additional services which cost more money and which many not be necessary or related to the proper functioning of the resident's cable box; now therefore be it

ORDERED: That the City Manager and the Consumer Council be requested to investigate this situation to take whatever steps are necessary to cease Media One's practice if they are deceptive or misleading or otherwise harassing to residents.

Consent Order #19

CM-771

23

Councillor Triantafillou re: Possible
deceptive, misleading or otherwise
harassing practices by Media One.

In City Council November 3, 1997

ORDER ADOPTED