

Christine Joyce

2/10/03
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From: Don Johnson
Sent: Tuesday, February 04, 2003 2:09 PM
To: 'chowder@rcn.com'
Cc: Board of Selectmen; Cable Advisory Committee; Elizabeth Graham (E-mail); Rob Travers (E-mail)
Subject: FW: Cable Availability

Ms. Sweet:

In accordance with your request of this date to Chairman Shupert, I am forwarding a copy of the e-mail received from Ms. Graham on January 24. Having received my copy, I assumed you had also received the update. I trust this will fill in some of the blanks.

Regards,
Don Johnson

-----Original Message-----

From: Graham, Elizabeth [mailto:Elizabeth_Graham@cable.comcast.com]
Sent: Friday, January 24, 2003 5:04 PM
To: Graham, Elizabeth; 'chowder@rcn.com'
Cc: Travers, Robert; Don Johnson
Subject: RE: Cable Availability

Here's the latest information. Since the construction involved will require that we build additional trunk cable, it has been sent to our design group to design the new plant. That process will take a couple of weeks. Rob will monitor the progress and communicate more specific dates as we have them.

Liz

Elizabeth A. Graham
Director of Government Affairs
AT&T Broadband
6 Campanelli Drive
Andover, MA 01810
Phone: 978-258-5138
Fax: 978-683-7057

PLEASE NOTE NEW EMAIL ADDRESS
Elizabeth_Graham@cable.comcast.com

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> -----Original Message-----
> From: Graham, Elizabeth
> Sent: Tuesday, January 21, 2003 5:48 PM
> To: 'chowder@rcn.com'
> Cc: Travers, Robert; 'Don Johnson'
> Subject: Cable Availability
>
> Dear Ms. Sweet,

>
> I wanted to update the message that I left on your voicemail on Friday.
> As I mentioned I have an executive customer care representative working to
> obtain a commitment from our construction department on when we can build
> out to your residence. I had hoped that she would be able to send me
> further information over the weekend, but with the Monday holiday and my
> being out of the office until late today I have not heard back from her.
> I have talked with the construction supervisor for the area tonight and he
> confirmed for me that if the construction is aerial, that we should be
> able to expedite this project. I will have a better idea tomorrow after
> he talks to his field person.
>
> Can you confirm for me that your residence is no more than 150 feet from
> the street? If there is a long setback from the street, there may be
> additional charges for a "non-standard" installation, and I want to make
> sure that you're aware of that.
>
> I'm copying Don Johnson to confirm for the Selectmen that I am continuing
> to follow through on this issue for you as I committed to at the hearing
> last week.
>
> I will be at a meeting out of town in the AM, but back in the office in
> the afternoon and I hope to have further info for you at that time.
>
> Regards,
>
> Liz
>
> Elizabeth A. Graham
> Director of Government Affairs
> AT&T Broadband
> 6 Campanelli Drive
> Andover, MA 01810
> Phone: 978-258-5138
> Fax: 978-683-7057
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Christine Joyce

From: Don Johnson
Sent: Tuesday, February 04, 2003 1:32 PM
To: Board of Selectmen
Subject: FW: Cable Service, 455 Central Street, Acton

Forwarded for your information.

Regards,
Don

-----Original Message-----

From: Travers, Robert [mailto:Robert_Travers@cable.comcast.com]
Sent: Monday, February 03, 2003 9:56 AM
To: 'chowder'; Stuart Gilmore; Don Johnson; Rob Burnham; Trey Shupert; John Covert
Cc: Graham, Elizabeth; Tinkler, Bill
Subject: RE: Cable Service, 455 Central Street, Acton

Ms. Sweet,

The plant extension that needs to be done in order to reach your home is about 2700'. Due to its length, it had to go to our Design Team to design the extension. That work was completed last week. It has now been handed over to Construction. Construction expects to have the line extension completed by the end of next week. Once the line extension is completed, our Field Sales and Service organization will be able to complete the installation. I'll keep you informed as this progresses.

Rob Travers
Manager of Government Relations
AT&T Broadband
4 Lyberty Way
Westford, MA 01886
Office: (978) 692-1906 ext. 2052
Fax: (978) 692-9491
Robert_Travers@cable.comcast.com

-----Original Message-----

From: chowder [mailto:chowder@rcn.com]
Sent: Sunday, February 02, 2003 10:48 AM
To: Stuart Gilmore; Don Johnson; Rob Burnham; Travers, Robert; Bill Shupert; John R Covert
Subject: Cable Service, 455 Central Street, Acton

I am stunned by the lack of follow through by everyone who promised to assist me in obtaining cable service. I am paying a fortune in taxes to Acton, and my understanding is that this should have been taken care of within several months of occupancy into my new home.

Does anyone have any information for me ??? I have not heard from anyone since Stuart Gilmore was kind enough to continue with his assistance from China, on January 22nd.

It seems unheard of that I should have to take this to another level, whatever that is. I really thought that you all collectively had some influence on AT&T. It appears to me that Ms Graham seems to have sweet talked some of you gentlemen into some level of submission.

Please advise ASAP.

Wendy Sweet

455 Central Street

978-263-0390

978-771-0959

chowder@rcn.com <mailto:chowder@rcn.com>