



# MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC #

**272-2010**

## LETTER TO COMMISSION

**TO:** Mayor Matti Herrera Bower and Members of the City Commission

**FROM:** Jorge M. Gonzalez, City Manager

**DATE:** October 11, 2010

**SUBJECT: ATLANTIC BROADBAND SYSTEM UPGRADE EFFECTIVE OCTOBER 2010 – MARCH 2011.**

Atlantic Broadband has notified the City that over the next six months they will be performing cable network infrastructure upgrade that not only enhance service reliability and quality for high speed internet, phone, and video customers; but also provide the flexibility to add more HD Channels and introduce faster internet speeds in the near future.

This upgrade project is scheduled to begin the week of October 18<sup>th</sup> and is expected to be finalized by March 2011.

During the upgrade process Atlantic Broadband will keep customers informed of possible interruption through an automated outbound message system that will call the primary phone number on the customers' account the week before their area is to be upgraded.

*11/28*  
JMG/REP/lb  
Attachment

RECEIVED  
2010 OCT 12 AM 10:37  
CITY CLERK'S OFFICE



RECEIVED

2010 OCT -4 PM 4: 48

CITY MANAGERS OFFICE

BY \_\_\_\_\_

1681 Kennedy Causeway  
North Bay Village, FL 33141

305.861.8069 PHONE  
305.861.9047 FAX

October 1, 2010

**VIA OVERNIGHT MAIL & FAX**

Mr. Jorge M. Gonzalez, City Manager  
City of Miami Beach  
1700 Convention Center Dr.  
Miami Beach, Fl. 33139

RECEIVED  
2010 OCT 11 AM 8: 59  
CITY CLERK'S OFFICE

Re: *Atlantic Broadband System Upgrade – October 2010 to March 2011*

Dear Mr. Gonzalez:

At Atlantic Broadband, our highest priority is our commitment to providing the best service to our customers. Over the next six months Atlantic Broadband will be performing a cable network infrastructure upgrade that will not only enhance service reliability and quality for our High-Speed Internet, Phone and Video customers, but also provide the flexibility to add more HD channels and introduce faster Internet speeds in the near future.

✓ This upgrade project is scheduled to begin the week of October 18<sup>th</sup> and is expected to be finalized by March 2011. During this time we will make every effort to keep disruptions to a minimum, but some customers may experience a brief temporary interruption of service on the day their area is upgraded.

During the upgrade process we will keep our customers informed of possible interruptions through an automated outbound message system that will call the primary phone number on the customer's account the week before their area is to be upgraded.

**Automated message sample:** *This is an important message regarding your Atlantic Broadband service. We are calling to inform you that during the week of October 4<sup>th</sup> we will be performing a network infrastructure upgrade in your area. We will make every effort to keep disruptions to a minimum, but your Atlantic Broadband services may be temporarily interrupted. Our highest priority is delivering the best service to our customers. We apologize in advance for any inconvenience this upgrade may cause. For questions, please call us at 1-888-752-4222*

We will be making every effort to finish this project within the scheduled timeframe and are looking forward to the exciting enhancements to our services that this project will enable.

Please feel free to call me at 305-861-8069 ext.5101 if you have any additional questions or concerns.

Sincerely,

Jim Waldo  
Senior Vice President & General Manager