



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Letter From MediaOne Regarding The Use Of "Next Guide" Interactive Program Guide Instead Of Starsight Guide Effective Immediately

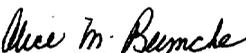
MEETING DATE: October 21, 1998

PREPARED BY: City Clerk

RECOMMENDED ACTION: Information only, no action required.

BACKGROUND INFORMATION: The City Clerk's Office has received a letter from MediaOne regarding the use of "Next Guide" Interactive Program Guide instead of Starsight Guide effectively immediately (Exhibit A). This is information only, no Council action is required.

FUNDING: None


Alice M. Reimche
City Clerk

APPROVED: _____

H. Dixon Flynn -- City Manager



This is Broadband. This is the way.

EXHIBIT A

RECEIVED
Time _____

OCT 09 1998

Alice M. Reimche
City Clerk
City of Lodi

October 7, 1998

Alice Reimche
City Clerk
City of Lodi
305 West Pine Street
Lodi, CA. 95241

Via fax to the Office of the Clerk and US Mail

Dear Alice Reimche:

This is to notify you that effective this week we no longer will be using the Starsight Guide, which has been our on-screen-viewing guide. Effective immediately, MediaOne will be offering our customers our exclusive "Next Guide" Interactive Program Guide. Next Guide provides customers with benefits similar to Starsight. But, Next Guide also offers some real enhancements, including larger type, new program timer features, new color schemes, as well as the ability to program more favorite channels directly.

Although we have been unable to notify our customers of this change in the customary 60 day time period, they will receive easy-to-read information about Next Guide this week. To help provide a smooth transition, additional Customer Service Representatives will be standing ready to answer any questions which customers may have. We apologize to you for any inconvenience this may cause you or our customers.

We are confident our customers will be satisfied with the new product we are offering.

If you have any questions, please do not hesitate to contact our Public Affairs Manager, Mary Bava, at 955-6018.

Sincerely

Eileen Martin
Vice President and General Manager

cc: Karen Munro, MediaOne - Vice-President, Government and Public Affairs
Mary Bava, MediaOne - Manager, Public Affairs

Next Guide Ltr Lodi 100898