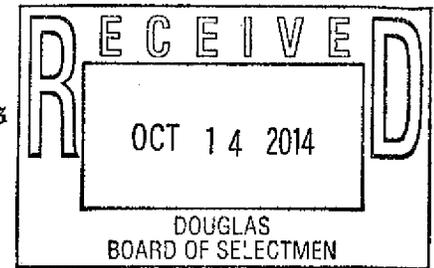


The Commonwealth of Massachusetts  
MASSACHUSETTS SENATE  
OFFICE OF THE PRESIDENT PRO TEMPORE



**SENATOR RICHARD T. MOORE**  
PRESIDENT PRO TEMPORE  
Worcester and Norfolk District

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cc: Cable

Vice Chairman  
SENATE COMMITTEE ON  
ETHICS AND RULES

SENATE COMMITTEE ON  
BILLS IN THIRD READING

October 7, 2014

Honorable Martha Coakley  
Attorney General of the Commonwealth  
One Ashburton Place  
Boston, MA 02108-1518

Dear Attorney General Coakley:

I am writing in response to a recent letter I received from the Douglas Town Administrator expressing concerns from local residents and the Board of Selectmen regarding recent changes to cable system encryption.

As you may already be aware, a decision by the Federal Communications Commission (FCC) on December 10, 2012 permitted cable operators to encrypt their services which would allow operators to activate, deactivate, or expand services remotely thereby alleviating the need for technicians to travel to the homes of consumers. Cable operators, including Charter Communications, are thereby authorized to encrypt their services and require their customers to have either a set-top box or a CableCARD for each television to continue service.

The FCC recognizes that consumers who only use the basic service without a set-top box may be negatively impacted by the new requirement. As such, I am writing on behalf of customers in the Charter Communications service area who are now being forced to purchase specific equipment for continued access to cable service. Seniors and other individuals with basic cable service are now burdened with additional expenses as a result of the cable system encryption. I find this to be grossly unfair to consumers and would appreciate your office reviewing the legality of the changes with regard to the failure of Charter Communications to adequately notify the Town of Douglas and the Town's residents of the significant changes to cable service.

For your review, please find the enclosed copy of the letter from the Douglas Town Administrator which provides further detail about this matter.

Thank you in advance for your time and attention to this matter. I am hopeful that by reviewing these concerns, residents of Douglas, as well as other communities in our Commonwealth, will be protected from falling victim to insufficiently publicized increases in cable charges. If you have any questions relative to this request, please do not hesitate to contact me directly.

Sincerely,

A handwritten signature in black ink that reads "Richard T. Moore". The signature is written in a cursive style with a large, looping initial "R".

**RICHARD T. MOORE**  
Senate President Pro Tempore

Enclosure

CC: Board of Selectmen, Town of Douglas  
Mr. Michael Guzinski, Douglas Town Administrator