

**13.16.030 Customer service standards.**

**A. A. Policy.**

- ~~1.~~ 1. The cable operator should ~~be permitted the option and autonomy to first~~ resolve citizen complaints without delay and interference from the ~~franchising authority~~.
- ~~2.~~ 2. ~~city.~~ Where a given complaint is not addressed by the cable operator to the citizen's satisfaction, the ~~franchising authority~~city should intervene. In addition, where a pattern of unremedied complaints or noncompliance with the standards is identified, the ~~franchising authority~~city should prescribe a cure and establish a ~~thirty (30) day~~reasonable deadline for implementation of the cure. If the noncompliance is not cured within ~~thirty (30) days~~established deadlines, monetary sanctions should be imposed to encourage compliance; ~~and deter future non-compliance.~~
- ~~3.~~ 2. These standards are intended to be of general application ~~and are expected to be met under normal operating conditions~~; however, the cable operator shall be relieved of any obligations hereunder if it is unable to perform due to a region-wide natural emergency or in the event of force majeure affecting a significant portion of the ~~city~~franchise area. The cable operator is free to exceed these standards to the benefit of its customers and such shall be considered performance for the purposes of these standards.
3. ~~These standards supersede any contradictory or inconsistent provision in federal, state, or local law (source: 47 U.S.C. § 552(a)(1) and (d)); provided, however, that any provision in federal, state, or local law, or in any original franchise agreement or renewal agreement, that imposes a higher obligation or requirement than is imposed by these standards, shall not be considered contradictory or inconsistent with these standards. In the event of a conflict between these standards and a franchise agreement, the franchise agreement shall control.~~
4. ~~These standards apply to the provision of any cable service provided by a cable operator over a cable system within the city of Loveland, Colorado.~~

**B. B. Definitions.** When used in these customer service standards (the "standards"), the following words, phrases, and terms shall have the meanings given below.

~~1.~~ 1. "Adoption" shall mean the process necessary to formally enact the standards within the ~~franchising authority's~~city's jurisdiction under applicable ordinances and laws.

~~2.~~ 2. "Cable operator" shall ~~mean any person granted a franchise to operate, or operating, a cable television, data transfer, or telecommunications system within any area of jurisdiction of the franchising authority, or such person's employees, agents, contractors, or subcontractors and/or the grantee.~~

"Affiliate" shall mean any person or entity that is owned or controlled by, or under common ownership or control with, a cable operator and provides any cable service or other service.

"Applicable law" shall mean, with respect to these standards and any cable operator's privacy policies, any statute, ordinance, judicial decision, executive order, or regulation having the force and effect of law that determines the legal standing of a case or issue.

"Cable operator" shall mean any person or group of persons who: (a) provides cable service over a cable system and directly or through one or more affiliates owns a significant interest in such cable system; or (b) otherwise controls or is responsible for,

through any arrangement, the management and operation of such a cable system (source: 47 U.S.C. § 522(5)).

3. “Cable ~~service~~service” shall mean: (a) the one-way transmission to subscribers of (i) video programming, or (ii) other programming service; and (b) subscriber interaction, if any, which is required for the selection or use of such video programming or other programming service. (source: 47 U.S.C. § 522(6)). For purposes of this definition, “video programming” is programming provided by, or generally considered comparable to programming provided by a television broadcast station (source: 47 U.S.C. § 522(20)). “Other programming service” is information that a cable operator makes available to all subscribers generally (source: 47 U.S.C. § 522(14)).

“Cable system” shall mean a facility consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide cable service which includes video programming and which is provided to multiple subscribers within a community, but such term does not include: (a) a facility that serves only to retransmit the television signals of one or more television broadcast stations; or (b) a facility that serves subscribers without using any public right-of-way. (source: 47 U.S.C. § 522(7)).

4. “City” shall mean the city of Loveland, Colorado.

“Contractor” shall mean a person or entity that agrees by contract to furnish materials or perform services for another at a specified consideration.

5. “Customer” shall mean any person who receives any cable service ~~of any sort~~ from ~~the~~ cable operator.

6. “Customer service representative” (~~or “CSR”~~) shall mean any person employed ~~by the~~with or under contract or subcontract to a cable operator to assist, or provide service to, customers, whether by ~~answering public~~ telephone lines, writing service or installation orders, answering customers’ questions in person, receiving and processing payments, or performing any other customer service-related tasks.

“~~Franchising authority~~Escalated complaint” shall mean a complaint that is referred to a cable operator by the city.

“Necessary” shall mean required or indispensable.

“Non-cable-related purpose” shall mean any purpose that is not necessary to render or conduct a legitimate business activity related to a cable service or other service provided by a cable operator to a customer. Market research, telemarketing, and ~~or~~ other marketing of services or products that are not related to a cable service or other service provided by a cable operator to a customer shall be considered non-cable-related purposes.

7. “Normal business hours” shall mean those hours during which most similar businesses in the ~~grantor~~community are open to serve customers. In all cases, “normal business hours” must include at least some evening hours one night per week, and include some weekend hours (source: 47 C.F.R. § 76.309).

“Normal operating conditions” shall mean those service conditions which are within the control of a cable operator. Conditions which are not within the control of a cable operator include, but are not necessarily limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Conditions which are ordinarily within the control of a cable operator include, but are not

necessarily limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade to the cable system.

“Other service(s)” shall mean any wire or radio communications service provided using any of the facilities of a cable operator that are used in the provision of cable service.

“Personally identifiable information” shall mean specific information about an identified customer, including, but not limited to, a customer’s: (a) login information for the use of cable service and management of a customer’s cable service account; (b) extent of viewing of video programming or other services; (c) shopping choices; (d) interests and opinions; (e) energy uses; (f) medical information; (g) banking data or information; or (h) any other personal or private information. “Personally identifiable information” shall not mean any aggregate information about customers which does not identify particular persons, or information gathered by a cable operator necessary to install, repair, or service equipment or cable system facilities at a customer’s premises.

“Service interruption” or “interruption” shall mean the loss or substantial impairment of picture and/or sound on one or more cable television channels.

“Service outage” or “outage” shall mean a loss or substantial impairment in reception on all channels.

“Subcontractor” shall mean a person or entity that enters into a contract to perform part or all of the obligations of another’s contract.

“Writing” or “written” as the term applies to notification shall include electronic communications.

Any terms not specifically defined in these standards shall be given their ordinary meaning, or where otherwise defined in applicable federal law, such terms shall be interpreted consistent with those definitions.

C. C. Customer Service

1. Courtesy. All Cable operator employees of the cable operator, contractors, and subcontractors shall be courteous, knowledgeable, and helpful and shall provide effective and satisfactory service in all contacts with customers.

2. Accessibility.

a. Within sixty (60) days of the effective date of these standards, the A cable operator shall provide, at sites acceptable to the franchising authority, customer service centers/business offices (“service centers”) such that no customer shall be which are conveniently located further than ten (10) miles away from a service center. Except as otherwise approved by the franchising authority, all service and which are open during normal business hours. Service centers shall be open Monday through Friday from 8:00 a.m. to 6:00 p.m., and from 9:00 am to 1:00 p.m. Saturdays, and shall be fully staffed with customer service representatives offering the following services to customers who come to the service center: bill payment, equipment exchange, processing of change of service requests, and response to customer inquiries and requests. The franchising authority may approve alternatives for service centers offering lesser services at any site to which request. Unless otherwise requested by the public has general access. The city, a cable operator shall post a sign at each service center, visible from the outside of the service center, advising customers of its hours of operation and of

the ~~addresses and~~ telephone ~~numbers~~number at which to contact the ~~franchising authority and the~~ cable operator if the service center is not open at the times posted. ~~—The cable operator shall~~ use commercially reasonable efforts to implement and promote “self-help” tools and technology in order to respond to the growing demand of customers who wish to interact with the cable operator on the customer’s own terms and timeline and at their own convenience, without having to travel to a service center. Without limitation, examples of self-help tools or technology may include self-installation kits to customers upon request, pre-paid mailers for the return of equipment upon customer request, an automated phone option for customer bill payments, and equipment exchanges at a customer’s residence in the event of damaged equipment. A cable operator shall provide free exchanges of faulty ~~converter~~equipment at the customer’s address ~~and at the service centers~~if the equipment has not been damaged in any manner due to the fault or negligence of the customer.

- b. ~~The~~A cable operator shall maintain local telephone access lines that shall be available twenty-four (~~24~~) hours a day, seven (~~7~~) days a week for service/repair requests and billing/service inquiries. Customers shall be provided an option, through the local telephone access lines, to speak to a live customer service representative, able to converse clearly with the customer, in either English or Spanish, at the customer’s option.
  - c. ~~The~~A cable operator shall have dispatchers and technicians on call twenty-four (~~24~~) hours a day, seven (~~7~~) days a week, including legal holidays.
  - d. ~~The~~If a customer service telephone call is answered with a recorded message providing the customer with various menu options to address the customer’s concern, the recorded message must provide the customer the option to connect to and speak with a customer service representative within sixty seconds of the commencement of the recording. During normal business hours, a cable operator shall retain sufficient customer service representatives and telephone line capacity to ensure that telephone calls to technical service/repair and billing/service inquiry lines are answered by a customer service representative within thirty (~~30~~) seconds or less, ~~and~~ from the time a customer chooses a menu option to speak directly with a customer service representative or chooses a menu option that any transfers are made within pursuant to the automated voice message, leads to a direct connection with a customer service representative. Under normal operating conditions, this thirty (~~30~~) seconds. ~~These standards~~second telephone answer time requirement standard shall be met no less than ninety (~~90~~) percent of the time measured ~~monthly~~quarterly.
  - e. ~~The total number of calls receiving busy signals~~Under normal operating conditions, a customer shall not ~~exceed~~receive a busy signal more than three (~~3~~)percent of the total telephone calls. This standard shall be met ninety (~~90~~) percent or more of the time, measured ~~monthly~~quarterly.
3. 3. Responsiveness.
- a. a. ~~Guaranteed Seven-Day Residential Installation~~seven day residential installation.

- i. ~~Thei.~~ A cable operator shall complete all standard residential installations or modifications to service requested by customers within seven ~~(7)~~ business days after the order is placed, unless a later date for installation is requested. ~~–“Standard” residential installations are those located up to one hundred twenty five (125) feet from the existing distribution system. If the customer requests a nonstandard residential installation, or the cable operator determines that a nonstandard residential installation is required, the cable operator shall provide the customer in advance with a total installation cost estimate and an estimated date of completion. For all standard residential installations not completed within the seven (7) business days or by the requested later date, the cable operator shall provide the customer free installation or a credit of one (1) month basic service on the first month’s bill, if the installation fee has been waived for promotional reasons.~~
- ii. All underground cable drops from the curb to the home shall be buried at a depth of no less than twelve inches (12”). Weather, or such other depth as may be required by the franchise agreement or local code provisions, or if there are no applicable franchise or code requirements, at such other depths as may be agreed to by the parties if other construction concerns preclude the twelve inch requirement, and ground conditions permitting, all underground cable drops shall be buried within no more than one calendar week from the initial installation, or at a time mutually agreed upon between the cable operator and the customer.

~~b.~~ b. Residential Installation and Service Appointments.

~~Customers requesting installation of cable and service or appointments.~~

- i. The “appointment window” alternatives for specific installations, service to an existing calls, and/or other installation activities will be either a specific time, or at a maximum, a four hour time block between the hours of 8:00 a.m. and 6:00 p.m., six days per week. A cable operator may choose any of the following blocks of time for the schedule service calls and other installation appointment: 8:00 a.m. to 12:00 noon; 12:00 noon to 4:00 p.m.; 4:00 p.m. to 8:00 p.m.; or a four hour block activities outside of the above days and hours for the express convenience of customers. For purposes of time mutually agreed upon by the customer and this subsection “appointment window” means the period of time in which the representative of the cable operator. The cable operator shall schedule such installation appointments Monday-Friday and may schedule such appointments on Saturday and Sunday. They must arrive at the customer’s location.
- i.ii. A cable operator may not cancel an appointment with a customer after 5:00 p.m. the close of business on the business day before prior to the scheduled appointment, except for appointments scheduled within twelve (12) hours after the initial call unless the customer’s issue has otherwise been resolved.
- ii. ~~The cable operator shall contact by telephone, mail, or in person, every customer within two weeks after installation to assure the customer’s satisfaction with the work completed. All responses shall be recorded, and~~

~~retained by the cable operator, and made easily available to the franchising authority upon request.~~

~~iii. The~~iii. If a cable operator is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the cable operator shall take reasonable efforts to contact the customer promptly, but in no event later than the end of the appointment window. The appointment will be rescheduled, as necessary at a time that is convenient to the customer, within normal business hours or as may be otherwise agreed to between the customer and cable operator.

~~iii.~~iv. A cable operator shall be deemed to have responded to a request for service under the provisions of this section when a technician arrives within the agreed upon time, and, if the customer is absent when the technician arrives, the technician leaves written notification of arrival and return time, and a copy of that notification is kept by the cable operator. ~~In such circumstances, the cable operator shall re-contact the customer within forty-eight (48) hours.~~

~~iv. If the cable operator is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, or fails to arrive within the agreed upon time, the customer shall be contacted. The appointment shall be rescheduled, as necessary, to a time which is convenient for the customer within the time periods as stated in (C)(3)(b)(1). The cable operator shall provide the customer a five dollar (\$5.00) credit on the first month's bill in order to assist in compensating the customer for the inconvenience the rescheduling may have caused.~~

e. c. Residential Service Interruptions~~service interruptions.~~

~~i. i.~~ i. In the event of system outages (loss of reception on all channels) resulting from cable operator equipment failure affecting five or more customers, the cable operator shall respond to correct such failure within two hours after the 3rd~~third~~ customer call is received ~~in order to correct the problem.~~

~~ii. ii.~~ ii. All other service interruptions resulting from cable operator equipment failure shall be corrected by the cable operator by the end of the next calendar day.

~~The~~iii. Records of complaints.

(a) A cable operator shall keep an accurate and comprehensive file of any ~~and all~~ complaints regarding the cable system or its operation of the cable system, in a manner consistent with the privacy rights of customers, and the cable operator's actions in response to those complaints. ~~These files shall remain open to the franchising authority and the public available for viewing by the city during normal business hours. Grantee at the cable operator's business office, and shall be retained by the cable operator for a period of at least three years.~~

(b) Upon written request a cable operator shall provide grantor~~the city~~ an executive summary ~~monthly~~quarterly, which shall include information concerning customer complaints. ~~A referred by the city to the cable operator and any other requirements of a franchise agreement, but no~~

personally identifiable information. These summaries shall be provided within fifteen days after the end of each quarter. Once a request is made, it need not be repeated, and quarterly executive summaries shall be provided by the cable operator until notified in writing by the city that such summaries are no longer required.

~~iii.~~ (c) Upon written request a summary of service requests, identifying the number and nature of the requests and their disposition, shall also be completed by the cable operator for each ~~month~~quarter and submitted to the ~~franchising authority city~~ by the ~~tenth (10th)~~fifteenth day of the ~~succeeding month~~. A log ~~month~~ after each calendar quarter. Once a request is made, it need not be repeated, and quarterly summary of ~~all~~service ~~interruptions~~requests shall be ~~maintained and provided to the franchising authority quarterly~~. All ~~by the cable operator until notified in writing by the city that such summaries are no longer required. Complaints shall be submitted to the franchising authority's city clerk's office~~ broken out by the nature of the complaint and the type of cable service subject to the complaint.

iv. Records of service interruptions and outages. A cable operator shall maintain records of all outages and reported service interruptions. Such records shall indicate the type of cable service interrupted, including the reasons for the interruptions. A log of all service interruptions shall be maintained and provided to the city quarterly, upon written request, within fifteen days after the end of each quarter. Such records shall be submitted to the city with the records identified in subsection C.3.c.3.b. above if so requested in writing, and shall be retained by the cable operator for a period of three years.

~~iv.~~ v. All service outages and interruptions for any cause beyond the control of the cable operator shall be corrected within thirty-six (36) hours, after the conditions beyond its control have been corrected.

~~d. TV Reception.~~

~~The d.~~ Television reception.

~~i.~~ i. A cable operator shall provide clear television reception that meets or exceeds technical standards established by the United States Federal Communications Commission (the "FCC"). ~~The~~A cable operator shall render efficient service, make repairs promptly, and interrupt service only for good cause and for the shortest time possible. Scheduled interruptions shall be preceded by notice and shall occur during periods of minimum use of the system, preferably between midnight and ~~six a.m.~~(6:00 a.m.).

ii. If a customer experiences poor video or audio reception attributable to ~~the~~ cable operator's equipment, the cable operator shall ~~repair~~:

(a) assess the problem ~~no later than the~~ within one day following of notification;

(b) communicate with the customer ~~each~~ regarding the nature of the problem and the expected time for repair; and

(c) complete the repair within two days of assessing the problem unless circumstances exist that reasonably require additional time.

~~ii.iii.~~ If an appointment is necessary, to address any video or audio reception problem, the customer may choose the same blocksa block of time described in (subsection C)(3)(b)(1). At the customer's request, the cable operator shall repair the problem at a later time convenient to the customer, during normal business hours or at such other time as may be agreed to by the customer and cable operator. A cable operator shall maintain periodic communications with a customer during the time period in which problem ascertainment and repair are ongoing so that the customer is advised of the status of the cable operator's efforts to address the problem.

e. ~~Problem Resolution.~~ Resolution. A cable operator's customer service representatives shall have the authority to provide credit for interrupted service, ~~to~~ waive fees, ~~to~~ schedule service appointments, and ~~to~~ change billing cycles, where appropriate. Any difficulties that cannot be resolved by the customer service representative shall be referred to the appropriate supervisor, who shall contact the customer within four ~~(4)~~ hours, and resolve the problem within forty ~~eight~~ ~~(48)~~ hours or within such other time frame as is acceptable to the customer and the cable operator.

f. Billing, ~~Credits~~ credits, and ~~Refunds~~ refunds.

i. ~~The~~ In addition to other options for payment of a customer's service bill, a cable operator shall use the anniversary billedmake available a telephone payment option where a customer without account irregularities can enter payment information through an automated system or similar system of billing. The, without the necessity of speaking to a customer service representative.

~~ii.ii.~~ A cable operator shall allow at least thirty ~~(30)~~ days from the beginning date of the applicable service period for payment of a customer's service bill for that period. If a customer's service bill is not paid within that period of time the cable operator may apply an administrative fee to the customer's account. The administrative fee must reflect the average costs incurred by the cable operator in attempting to collect the past due payment in accordance with applicable law. If the customer's service bill is not paid within forty-five ~~(45)~~ days of the beginning date of the applicable service period, the cable operator may perform a "soft" disconnect of the customer's service. If a customer's service bill is not paid within fifty-two ~~(52)~~ days of the beginning date of the applicable service period, the cable operator may disconnect the customer's service, only if provided it has provided two ~~(2)~~ weeksweeks' notice to the customer that such disconnection may result.

~~ii.iii.~~ The cable operator shall issue a credit or refund to a customer within thirty ~~(30)~~ days after determining the customer's entitlement to a credit or refund.

~~g.~~ Treatment of Property.

iv. ~~The~~ Whenever the cable operator offers any promotional or specially-priced service(s), its promotional materials shall clearly identify and explain the



specific terms of the promotion, including, but not limited to, the manner in which any payment credit will be applied.

g. Treatment of property. To the extent that a franchise agreement does not contain the following procedures for treatment of property, a cable operator shall comply with the procedures set forth in this section.

i. A cable operator shall keep tree trimming to a minimum; ~~trees.~~ Trees and shrubs or other landscaping that are damaged by ~~the~~ cable operator, or any employee or agent of ~~the~~ cable operator, during installation or construction shall be restored to their prior condition or replaced— within seven days, unless seasonal conditions require a longer time, in which case such restoration or replacement shall be made within seven days after conditions permit. Trees and shrubs on private property shall not be removed without the prior permission of the owner or legal tenant of the property on which they are located. ~~—This provision shall be in addition to, and shall not supersede, any requirement in any franchise agreement.~~

ii. A cable operator shall, at its own cost and expense, and in a manner approved by the property owner and the city, restore any private property to as good condition as before the work causing such disturbance was initiated. A cable operator shall repair, replace, or compensate a property owner for any damage resulting from the cable operator's installation, construction, service, or repair activities. If compensation is requested by the customer for damage caused by any cable operator activity, the cable operator shall reimburse the property owner one hundred percent of the actual cost of the damage.

iii. Except in the case of an emergency involving public safety or service interruption to ~~more than twenty five (25) subscribers, the~~ a large number of customers, a cable operator shall give reasonable notice to property owners or legal tenants prior to entering upon private premises, and the notice shall specify the work to be performed; provided, however, that in the case of construction operations, such notice shall be delivered or provided at least twenty-four ~~(24)~~ hours prior to entry—, unless such notice is waived by the customer. For ~~the~~ purposes of this subsection, “reasonable notice” shall be considered:

(a) for pedestal installation ~~of pedestals or othersimilar~~ major construction, seven days.

(b) for routine maintenance, such as adding or ~~installation projects, dropping~~ service, tree trimming, and the like, reasonable notice given the circumstances. Unless a franchise agreement has a different requirement, reasonable notice shall require, at a minimum, prior notice to a property owners ~~shall also be notified by mail at least one week in advance.~~ In the case of ~~an~~ owner or tenant before entry is made onto that person's property.

(c) for emergency, ~~the work~~ a cable operator shall attempt to contact the property owner or legal tenant in person, and shall leave a door hanger notice in the event personal contact is not made. Door hangars must describe the issue and provide contact information where the property

owner or tenant can receive more information about the emergency work.  
The cable Nothing herein shall be construed as authorizing access or entry to private property, or any other property, where such right to access or entry is not otherwise provided by law.

~~ii.~~ iv. Cable operator personnel shall clean all areas surrounding any work site and ensure that all cable materials have been disposed of properly.

4. ~~4.~~ Services for ~~Customers~~ customers with ~~Disabilities~~ disabilities.

~~a.~~ a. For any customer with a disability, ~~the~~ cable operator shall ~~at no charge~~ deliver and pick up ~~converters at customers' homes.~~ equipment at the customer's home at no charge unless the malfunction was caused by the actions of the customer. In the case of a malfunctioning ~~converter~~ equipment, the technician shall provide ~~another converter~~ replacement equipment, hook it up, and ensure that it is working properly, and shall return the defective ~~converter~~ equipment to the cable operator.

~~b.~~ Theb. A cable operator shall provide either TTY, TDD, TYY, VRS service, or other similar service that is in compliance with the Americans With Disabilities Act and other applicable law, with trained operators who can provide every type of assistance rendered by the cable operator's customer service representatives for any hearing-impaired customer at no charge.

~~c.~~ Thec. A cable operator shall provide free use of a remote control unit to mobility-impaired ~~customers~~—(if disabled, in accordance with ~~(subsection C)(4)(d).~~) customers.

~~d.~~ d. Any customer with a disability may request the special services described above by providing ~~the~~ cable operator with a letter from the customer's physician stating the need, or by making the request to the cable operator's installer or service technician; where the need for the special services can be visually confirmed.

~~5. Customer Information:~~

~~Upon installation, and at~~ 5. Cable services information.

~~a.~~ a. At any time ~~the~~ customer or prospective customer may request, ~~the~~ cable operator shall provide the following information, in clear, concise, written form; easily accessible and located on the cable operator's website (and in Spanish, when requested by the customer):

~~i.~~ ~~Products~~ i. products and services offered by the cable operator, including its channel lineup;

~~ii.~~ Theii. the cable operator's complete range of service options and the prices for these services;

~~iii.~~ ~~These standards, and any other applicable customer service standards;~~

~~iv.~~ ~~Instruction on the use of cable TV service and on standard VCR hookups;~~

~~v.~~ Theiii. the cable operator's billing, collection, and disconnection policies;

~~vi.~~ Customer-iv. privacy requirements rights of customers;

~~vii.~~ Allv. all applicable complaint procedures, including complaint forms and the telephone numbers and mailing addresses of the cable operator; the FCC, and the franchising authority to whom the complaints should be addressed and the FCC;

- ~~viii. Use and availability of A/B switches;~~
- ~~ix. Use~~vi. use and availability of parental control/lock out device;
- ~~x. Special~~vii. special services for customers with disabilities; and
- ~~xi. Days,~~viii. the days and times of operation, and locations of the service centers.;

- b. At a customer's request, a cable operator shall make available either a complete copy of these standards and any other applicable customer service standards, or a summary of these standards, in a format to be approved by the city, which shall include, at a minimum, the URL address of a website containing these standards in their entirety; provided however, that if the city does not maintain a website with a complete copy of these standards, a cable operator shall be under no obligation to do so. If acceptable to a customer, a cable operator may fulfill customer requests for any of the information listed in this section by making the requested information available electronically, such as on a website or by electronic mail.
- c. Upon written request, a cable operator shall meet annually with the city to review the format of the cable operator's bills to customers. Whenever the cable operator makes substantial changes to its billing format, it will contact the city at least thirty days prior to the time such changes are to be effective in order to inform the city of such changes.
- ~~b.~~ d. Copies of all notices provided to the customer in accordance with subsection C.5.e. shall be filed (by fax or email acceptable) concurrently with the franchising authoritycity.
- ~~e.~~ Thee. A cable operator shall provide customers with written notification of any change in rates, for nondiscretionary cable services, and for service tier changes that result in a deletion of programming, or channel positions from a customer's service tier, at least thirty (30) days before the effective date of change. For purposes of this section, "nondiscretionary" means the subscribed tier and any other cable services that a customer has subscribed to at the time the change in rates are announced by the cable operator.
- ~~d.~~ f. All officers, agents, and employees of the cable operator or its contractors or subcontractors who are in personal contact with cable customers, and/or when working on public property, shall wear on their outer clothing identification cards bearing their name and photograph as approved by and identifying them as representatives of the franchising authoritycable operator. The cable operator shall account for all identification cards at all times. Every vehicle of the cable operator shall be clearly visually identified to the public as working for the cable operator. All customer service representatives shall identify themselves orally to callers immediately following the greeting during each telephone contact with the public. Whenever a cable operator work crew is in personal contact with customers or public employees, a supervisor must be able to communicate clearly with the customer or public employee. Every vehicle of a subcontractor or contractor shall be labeled with the name of the contractor and further identified as contracting or subcontracting for the cable operator.

- e. ~~CSRg.~~ Each customer service representative, technician, or employee of the cable operator in each contact with a customer shall state the estimated cost of the service, repair, or installation orally prior to delivery of the service or before any work is performed, and shall provide the customer with an oral statement of the total charges before terminating the telephone call or before leaving the location at which the work was performed. A written estimate of the charges shall be provided to the customer before the actual work is performed.
- 6. 6. Customer Privacy.
  - ~~Thea.~~ Cable customer privacy. In addition to complying with the requirements in this subsection, a cable operator shall fully comply with all obligations under 47 U.S.C. Section 551.
  - b. Collection and use of personally identifiable information.
    - i. A cable operator shall not use the cable system to collect, monitor ~~cable television signals to determine the individual viewing patterns,~~ or ~~practices of any customer observe~~ personally identifiable information without the prior affirmative written or electronic consent from that of the customer, except unless, and only to the extent, that such information is: (a) used to detect unauthorized reception of cable communications; or (b) necessary to render a cable service or other service provided by the cable operator to the customer and as otherwise authorized by applicable law.
    - ~~a.~~ ii. A cable operator shall take such actions as are necessary using then-current industry standard practices to prevent any affiliate from using the facilities of the cable operator in any manner, including, but not limited to, sending data or other signals through such facilities, to the extent such use will permit an affiliate unauthorized access to personally identifiable information on equipment of a customer (regardless of whether such equipment is owned or leased by the customer or provided by a cable operator) or on any of the facilities of the cable operator that are used in the provision of cable service. This subsection shall not be interpreted to prohibit an affiliate from obtaining access to personally identifiable information to the extent otherwise permitted by the applicable franchise this subsection.
- ~~The cable operator shall not sell or otherwise make available customer lists or other personally identifiable customer-iii.~~ A cable operator shall take such actions as are necessary using then-current industry standard practices to prevent a person or entity (other than an Affiliate) from using the facilities of the cable operator in any manner, including, but not limited to, sending data or other signals through such facilities, to the extent such use will permit such person or entity unauthorized access to personally identifiable information on equipment of a customer (regardless of whether such equipment is owned or leased by the customer or provided by a cable operator) or on any of the facilities of the cable operator that are used in the provision of cable service.
- c. Disclosure of personally identifiable information. A cable operator shall not disclose personally identifiable information without the prior affirmative written customer or electronic consent, except as of the customer, unless otherwise

~~permitted by the franchise or by law. The cable operator is permitted to disclose such information if such authorized by applicable law.~~

- ~~i. A minimum of thirty days prior to making any disclosure of personally identifiable information of any customer for any non-cable-related purpose as provided in this subsection, where such customer has not previously been provided the notice and choice provided for in subsection C.6.i, the cable operator shall notify each customer (that the cable operator intends to disclose information about) of the customer's right to prohibit the disclosure of such information for non-cable-related purposes. The notice to customers may reference the customer to his or her options to state a preference for disclosure or non-disclosure of certain information, as provided in subsection C.6.i.~~
- ~~ii. A cable operator may disclose personally identifiable information only to the extent that it is necessary to render, or conduct, a legitimate business activity related to, a cable service or other service provided by the cable operator to its customers the customer.~~
- ~~iii. To the extent authorized by applicable law, a cable operator may disclose personally identifiable information pursuant to a subpoena, court order, warrant, or other valid legal process authorizing such disclosure.~~
- d. Access to information. Any personally identifiable information collected and maintained by a cable operator shall be made available for customer examination within thirty days of receiving a request by a customer to examine such information about himself or herself at the local offices of the cable operator or other convenient place within the city designated by the cable operator, or electronically, such as over a website. Upon a reasonable showing by the customer that such personally identifiable information is inaccurate, a cable operator shall correct such information.
- e. Privacy notice to customers
  - i. A cable operator shall annually mail or provide a separate written or electronic copy of the privacy statement to customers consistent with 47 U.S.C. Section 551(a)(1), and shall provide a customer a copy of such statement at the time the cable operator enters into an agreement with the customer to provide cable service. The written notice shall be in a clear and conspicuous format, which at a minimum, shall be in a comparable font size to other general information provided to customers about their account as it appears on either paper or electronic customer communications.
  - ii. In or accompanying the statement required by subsection C.6.e.i, a cable operator shall state substantially the following message regarding the disclosure of customer information: "Unless a customer affirmatively consents electronically or in writing to the disclosure of personally identifiable information, any disclosure of personally identifiable information for purposes other than to the extent necessary to render, or conduct a legitimate business activity related to, a cable service or other service, is limited to:
    - (a) Disclosure pursuant to valid legal process authorized by applicable law.
    - (b) Disclosure of the name and address of a customer subscribing to any general programming tiers of service and other categories of cable services

provided by the cable operator that do not directly or indirectly disclose: (i) a customer's extent of viewing of a cable service or other service provided by the cable operator; (ii) the extent of any other use by a customer of a cable service; (b) the nature of any transactions made by a customer over the cable system; or (d) the nature of programming or websites that a customer subscribes to or views (i.e., a cable operator may only disclose the fact that a person subscribes to a general tier of service, or a package of channels with the same type of programming), provided that with respect to the nature of websites subscribed to or viewed, these are limited to websites accessed by a customer in connection with programming available from their account for cable services." The notice shall also inform the customers of their right to prohibit the disclosure of their names and addresses in accordance with subsection C.6.c.i. If a customer exercises his or her right to prohibit the disclosure of name and address as provided in subsection C.6.c.i. or this subsection, such prohibition against disclosure shall remain in effect, unless and until the customer subsequently changes their disclosure preferences as described in subsection C.6.i below.

- f. Privacy reporting requirements. The cable operator shall include in its regular periodic reports to the city required by its franchise agreement information summarizing:
  - i. The type of personally identifiable information that was actually collected or disclosed by cable operator during the reporting period.
  - ii. For each type of personally identifiable information collected or disclosed, a statement from an authorized representative of the cable operator certifying that the personally identifiable information collected or disclosed was: (a) collected or disclosed to the extent necessary to render, or conduct a legitimate business activity related to, a cable service or other service provided by the cable operator; (b) used to the extent necessary to detect unauthorized reception of cable communications; (c) disclosed pursuant to valid legal process authorized by applicable law; or (d) a disclosure of personally identifiable information of particular subscribers, but only to the extent affirmatively consented to by such subscribers in writing or electronically, or as otherwise authorized by applicable law.
  - iii. The standard industrial classification codes or comparable identifiers pertaining to any entities to whom such personally identifiable information was disclosed, except that a cable operator need not provide the name of any court or governmental entity to which such disclosure was made pursuant to valid legal process authorized by applicable law.
  - iv. The general measures that have been taken to prevent the unauthorized access to personally identifiable information by a person other than the customer or the cable operator. A cable operator shall meet with city if requested to discuss technology used to prohibit unauthorized access to personally identifiable information by any means.

- g. Nothing in this subsection C.6. shall be construed to prevent the city from obtaining personally identifiable information to the extent not prohibited by Section 631 of the Communications Act, 47 U.S.C. Section 551, and applicable laws.
  - h. Destruction of personally identifiable information. A cable operator shall destroy any personally identifiable information if the information is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information under subsection C.6.d., pursuant to a court order or other valid legal process, or pursuant to applicable law.
  - i. Notice and choice for customers. The cable operator shall at all times make available to customers one or more methods for customers to use to prohibit or limit disclosures, or permit or release disclosures, as provided for in this subsection C.6. These methods may include, for example, online website “preference center” features, automated toll-free telephone systems, live toll-free telephone interactions with customer service agents, in-person interactions with customer service personnel, regular mail methods such as a postage paid, self-addressed post card, an insert included with the customer’s monthly bill for cable service, the privacy notice specified in subsection C.6.e., or such other comparable methods as may be provided by the cable operator. Website “preference center” features shall be easily identifiable and navigable by customers, and shall be in a comparable size font as other billing information provided to customers on a cable operator’s website. A customer who provides the cable operator with permission to disclose personally identifiable information through any of the methods offered by a cable operator shall be provided follow-up notice, no less than annually, of the customer’s right to prohibit these disclosures and the options for the customer to express his or her preference regarding disclosures. Such notice shall, at a minimum, be provided by an insert in the cable operator’s bill (or other direct mail piece) to the customer or a notice or message printed on the cable operator’s bill to the customer, and on the cable operator’s website when a customer logs in to view his or her cable service account options. The form of such notice shall also be provided on an annual basis to the city. These methods of notification to customers may also include other comparable methods as submitted by the cable operator and approved by the city in its reasonable discretion
- ~~7. 7. Safety. The~~A cable operator shall install and locate its facilities, cable system, and equipment in compliance with all federal, state, local, and company safety standards, and in such manner as shall not unduly interfere with or endanger persons or property. Whenever ~~the~~a cable operator receives notice that an unsafe condition exists with respect to its equipment, the cable operator shall investigate such condition immediately, and shall take such measures as are necessary to remove or eliminate any unsafe condition.
- ~~8. Satisfaction Guaranteed. The cable operator shall guarantee customer satisfaction for every customer who requests new installation of cable service or adds any additional programming service to the customer’s cable subscription. Any such customer who requests disconnection of such service within thirty (30) days from its date of~~

~~activation shall receive a credit to his/her account in the amount of one month's subscription charge for the service that has been disconnected.~~

8. Cancellation of new services. In the event that a new customer requests installation of cable service and is unsatisfied with their initial cable service, and provided that the customer so notifies the cable operator of their dissatisfaction within thirty days of initial installation, then such customer can request disconnection of cable service within thirty days of initial installation, and the cable operator shall provide a credit to the customer's account consistent with this section. The customer will be required to return all equipment in good working order. If the equipment is returned in good working order, then the cable operator shall refund the monthly recurring fee for the new customer's first thirty days of cable service and any charges paid for installation. This provision does not apply to existing customers who request upgrades to their cable service, to discretionary cable service such as pay-per-view or movies purchased and viewed on demand, or to customer moves and/or transfers of cable service. The service credit shall be provided in the next billing cycle.

~~D.~~ D. Complaint Procedure.

~~1.~~ 1. Complaints to Cable Operator a cable operator.

- a. ~~Thea.~~ A cable operator shall establish written procedures for receiving, acting upon, and resolving customer complaints, and crediting customer accounts ~~without interventions by the franchising authority~~, and shall ~~publicize~~have such procedures ~~through printed documents and disseminated~~ at the cable operator's sole expense, consistent with subsection C.5.a.v. of these standards.
- b. b. Said written procedures shall prescribe a simple manner in which any customer may submit a complaint by telephone or in writing to ~~thea~~ cable operator that it has violated any provision of these customer service standards, any terms or conditions of the customer's contract with the cable operator, or reasonable business practices. If a representative of the city notifies the cable operator of a customer complaint that has not previously been made by the customer to the cable operator, the complaint shall be deemed to have been made by the customer as of the date of the city's notice to the cable operator.
- e. c. At the conclusion of the cable operator's investigation of a customer complaint, but in no more than ~~fifteen (15)~~ten calendar days after receiving the complaint, the cable operator shall notify ~~in writing~~ the customer of the results of its investigation and its proposed action or credit.
- d. ~~Thed.~~ A cable operator shall also notify the customer of the customer's right to file a complaint with the ~~franchising authority~~city in the event the customer is dissatisfied with the cable operator's decision, and shall thoroughly explain the necessary procedures for filing such complaint with the ~~franchising authority~~city.
- e. ~~Thee.~~ A cable operator shall immediately report all customer escalated complaints that it does not find valid to the ~~franchising authority~~city.
- f. ~~Thef.~~ A cable operator's complaint procedures shall be filed with ~~and approved by the franchising authority~~the city prior to implementation.

~~2.~~ 2. Complaints to the Franchising Authority city.

- a. ~~After a complaint has been submitted to the cable operator, any.~~ Any customer who is dissatisfied with any proposed decision of the cable operator or who has



not received a decision within the ~~fifteen (15) daytime~~ period ~~as required~~ set forth below shall be entitled to have the complaint reviewed by the ~~franchising authority~~city.

- ~~b. b. \_\_\_\_\_~~ The customer may initiate the review either by calling the ~~franchising authority's city manager's office~~city or by filing a written complaint together with the cable operator's written decision, if any, with the ~~franchising authority's city manager's office~~city.
  - ~~e. c. \_\_\_\_\_~~ The customer shall make such filing and notification within twenty ~~(20)~~ days of receipt of the cable operator's decision or, if no decision has been provided, within thirty ~~(30)~~ days after filing the original complaint with the cable operator.
  - ~~d. d. \_\_\_\_\_~~ If the ~~franchising authority's city manager's office or its delegate~~ decides that further evidence is warranted, the ~~franchising authority's city manager's office or its delegate~~city shall require the cable operator and the customer to submit, within ten ~~(10)~~ days of notice thereof, a written statement of the facts and arguments in support of their respective positions.
  - ~~e. e. \_\_\_\_\_~~ The cable operator and the customer shall produce any additional evidence, including any reports from the cable operator, which the ~~franchising authority's city manager's office or its delegate~~city may deem necessary to an understanding and determination of the complaint.
  - ~~f. f. \_\_\_\_\_~~ The ~~franchising authority's city manager's office or its delegate~~ shall issue a determination within fifteen ~~(15) days~~days of receiving the customer complaint, or after examining the materials submitted, setting forth, ~~in writing~~, its basis for the determination.
  - ~~g. The franchising authority's city manager's office or its delegate. The city~~ may extend these time limits for reasonable cause and may intercede and attempt to negotiate an informal resolution.
  - ~~h. If the franchising authority's city manager's office or its delegate determines that the customer's complaint is valid and that the cable operator did not provide the complaining customer with the proper solution and/or credit, the franchising authority's city manager's office or its delegate may reverse any decision of the cable operator in the matter and/or require the cable operator to grant a specific solution as determined by the franchising authority's city manager's office or its delegate in its sole discretion, and/or any credit provided for in these standards.~~
  - ~~i. The cable operator and/or the customer may appeal the franchising authority's determination pursuant to Rule 106.~~
3. Security fund or letter of credit. A cable operator shall comply with any franchise agreement regarding letters of credit. If a franchise agreement is silent on letter of credit the following shall apply:
- a. Within thirty days of the written notification to a cable operator by the city that an alleged franchise violation exists, a cable operator shall deposit with an escrow agent approved by the city fifty thousand dollars or, in the sole discretion of the city, such lesser amount as the city deems reasonable to protect subscribers within its jurisdiction. Alternatively, at the cable operator's discretion, it may provide to the city an irrevocable letter of credit in the same amount. The escrowed funds or

letter of credit shall constitute the “security fund” for ensuring compliance with these standards for the benefit of the city. The escrowed funds or letter of credit shall be maintained by a cable operator at the amount initially required, even if amounts are withdrawn pursuant to any provision of these standards, until any claims related to the alleged franchise violation(s) are paid in full.

- b. The city may require the cable operator to increase the amount of the security fund if it finds that new risk factors exist which necessitate such an increase.
  - c. The security fund shall serve as security for the payment of any penalties, fees, charges, or credits as provided for herein and for the performance by a cable operator of all its obligations under these customer service standards.
  - d. The rights reserved to the city with respect to the security fund are in addition to all other rights of the city, whether reserved by any applicable franchise agreement or authorized by law, and no action, proceeding, or exercise of a right with respect to same shall in any way affect or diminish any other right the city may otherwise have.
- ~~3. 4. Verification of Compliance. The compliance. A cable operator shall establish its compliance with any or all of the standards required through annual reports that demonstrate said compliance, or as requested by the franchising authority city.~~
- ~~4. Overall Quality of Service. The franchising authority may evaluate the overall quality of customer service provided by the cable operator to customers:~~
- ~~a. In conjunction with any performance review provided for in the franchise agreement; and~~
  - ~~b. At any other time, at its sole discretion, based on the number of customer complaints received by the cable operator and the franchising authority, and the cable operator’s response to those complaints.~~
- ~~5. Non-Compliance with Customer Service Standards. Non-compliance with any provision of these standards is a violation of these standards.~~
- ~~6. 5. Procedure for Remedying Violations:remedying violations.~~
- ~~a. a. If the franchising authority city has reason to believe that thea cable operator has failed to comply with any of these standards, or has failed to perform in a timely manner, the franchising authority may demand in writing that the cable operator remedy the alleged noncompliance. If the alleged noncompliance is denied or not remedied to the satisfaction of the franchising authority, the franchising authority may opt to follow the following procedurecity may pursue the procedures in its franchise agreement to address violations of these standards in a like manner as other franchise violations are considered.~~
  - ~~b. An informal meeting may be held to reviewb. Following the alleged noncompliance. If this meeting does not resultprocedures set forth in a resolution satisfactory to the franchising authority, the cable operator may request or the franchising authority may require an administrative hearing to determine if the noncompliance occurred. The cable operator shall be provided with ten (10) days written notice of the time and the place of the hearing, the allegations of noncompliance and the possible consequences of the noncompliance if substantiated.~~

- ~~e. After the administrative hearing, the franchising authority shall determine whether the noncompliance has been substantiated. If the noncompliance is substantiated, the franchising authority may order the cable operator to correct or remedy the noncompliance within thirty (30) days (except where the noncompliance constitutes a material safety hazard) and in any franchise agreement governing the manner and on the terms and conditions that the franchising authority establishes, or, in its sole discretion, the franchising authority may find a material violation of these standards.~~
- ~~d. If the franchising authority to address alleged franchise violations, if the city determines in its sole discretion that the noncompliance has been substantiated, the franchising authority in addition to any remedies that may be provided in the franchise agreement, the city may:~~
  - ~~i. Impose i. impose assessments of up to one thousand dollars (\$1,000.00) per day, to be withdrawn from the security fund in addition to any franchise fee until the non-compliance is remedied; and/or~~
  - ~~ii. Order, after further hearing, ii. order such rebates and credits to affected customers as in its sole discretion it deems reasonable and appropriate for degraded or unsatisfactory services that constituted noncompliance with these standards; and/or~~
  - ~~iii. In its sole discretion, declare a violation of the franchise agreement, and in such case, the noncompliance shall be a violation of the franchise agreement for the purposes of the franchise agreement, triggering all available obligations and remedies under the franchise agreement; and/or~~
  - ~~Withhold iii. reverse any decision of the cable operator in the matter; and/or~~
  - ~~iv. grant a specific solution as determined by the city; and/or~~
  - ~~iv. v. except for in emergency situations, withhold licenses and permits for work by the cable operator or its subcontractors in accordance with applicable law; and/or,~~
  - ~~v. Pursue E. Non-waiver. Failure to enforce any other legal or equitable remedy available under any applicable franchise agreement or law.~~

~~Any assessment or remedy provision of these standards shall not constitute operate as a waiver by of the franchising authority of any other right or remedy it may have under any applicable franchise agreement or law including any right to recover from the obligations or responsibilities of a cable operator any additional damages, losses, costs, and expenses, including actual attorney's fees that are incurred by the franchising authority by reason of, or arise out of noncompliance with these standards. under said provision, or any other provision of these standards.~~