

CHAPTER 116

CABLE TELEVISION CUSTOMER SERVICE STANDARDS

116.01 Enforcement of Customer Service Standards
116.02 Notification

116.03 Rules and Procedures
116.04 Penalty

116.01 ENFORCEMENT OF CUSTOMER SERVICE STANDARDS. The City has the legal authority to adopt and enforce customer service standards for the cable television system in the City as permitted by the Cable Television Consumer Protection and Competition Act of 1992. Upon review of the customer service standards adopted by the FCC on March 11, 1993, by MM Docket No. 92-263 of the FCC, and deeming it in the best interests of the City, the Council hereby adopts by reference the above mentioned customer service standards for cable television service, effective at least 90 days from passage of the ordinance codified herein or the date of written notification to the Cable Operator, whichever is later.

116.02 NOTIFICATION. The City Administrator shall notify the Cable Operator by registered mail with return receipt that the City has adopted said customer service standards for cable television service, to become effective at least 90 days from passage of the ordinance codified herein or upon written notification to Cable Operator, whichever is later.

116.03 RULES AND PROCEDURES. The Council shall establish rules and procedures regarding the process to remedy possible violations of the customer service standards by the Cable Operator. The Council shall provide for notice and opportunity for hearing for both the customers and the Cable Operator in such process.

116.04 PENALTY. If after notice and opportunity for hearing, the City determines that the Cable Operator is not in complete compliance with all the provisions of the customer service standards, the Cable Operator shall reduce the rate for the basic tier of cable service by ten percent (10%) / twenty percent (20%) / twenty-five percent (25%) until such time that the City has been satisfied that the Cable Operator is in compliance with all the provisions of the customer service standards. In addition, the Cable Operator shall pay to the City the sum of \$100.00 for each day that the Cable Operator fails to be in compliance with all the provisions of the standards after the date that the Council has passed a resolution stipulating the sections where the Cable Operator is in noncompliance.