



# Ordinance 2550 Comcast Franchise Agreement and Customer Service Standards

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November 27, 2023

# Overview - Franchise

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- Agreement between City and Comcast
- Allows Comcast to operate in public right-of-way
- Comcast pays percentage of gross revenues to City
- Recognizes City's police power authority to adopt and enforce customer service standards

# Customer Service Standards

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- Includes requirements for answering phone inquiries within specific period of time
- Requires notification 24 hours in advance before cable operator or its contractor can work on private property
- Requires cable operator's or its contractor's representative to be able to verbally communicate with property owners/tenants

# Customer Service Standards

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- Prohibits damaging private property and requires notification of any damage caused within 24 hours
- Requires damage to private property must be repaired within 72 hours or reimburse customer for its costs of repairs
- Provides a process for addressing complaints, including City's authority to impose penalties for violation

# Complaints

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- Customers should always initially make their complaints directly to Comcast
- Customers may contact the City if Comcast cannot resolve the issue
- Any violation of standards (property damage, excessive hold time, no available live representative, cannot communicate with contractor who speaks different language, etc.) may be escalated to City
- The City may escalate complaints to Comcast supervisors
  - Most escalated complaints are resolved

# Remedies

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- If an escalated complaint is not resolved, and the City believes there has been a violation of the customer service standards, it may demand Comcast cure violations within 30 days of notice
- City may impose assessments of up to \$1,000/day until noncompliance is remedied
- City may order rebates/credits to affected customers
- If Comcast fails to pay as required, City may access the monies owed from the letter of credit required by the franchise