

CHAPTER 115

CUSTOMER SERVICE STANDARDS

115.01 Authorization

115.02 Notification

115.03 Rules and Procedures

115.04 Compliance

115.01 AUTHORIZATION. The City of Glenwood (herein called "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 Federal Communications Commission (FCC) on March 11, 1993 by MM Docket No. 92-263 of the FCC, and deeming it in the best interest of the City, the City Council herewith adopts by reference the above mentioned customer service standards for cable television service effective (at least 90 days from passage of the ordinance or date of written notification to Cable Operator, whichever is later).

115.02 NOTIFICATION. The City Manager/Clerk 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 or date of written notification to Cable Operator, whichever is later).

115.03 RULES AND PROCEDURES. The City Council/Cable Commission appointed by 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 or Commission shall provide for notice and opportunity for hearing for both the customers and the Cable Operator in such process.

115.04 COMPLIANCE. 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 of 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 of all the provisions of the customer service standards after the date

that the Council has passed a resolution stipulating the sections where the Cable Operator is in non-compliance.

(Chapter 115 added by Ordinance No. 556)