

## Cable Franchise report- Q3 2017

Revenue received –

Franchise Fee        \$419,280.67

PEG                    \$51,106.69

Complaints-

- Comcast reports zero complaints in the third quarter.
- Zero complaints came to the Franchise Administrator directly.
- Comcast website check-
  - Digital Economy Package is now \$39.95 without extra fees.
- Comcast Customer Service Center check-
  - Walk-In customer service has moved from Comcast's Campus West location to their new Foothills Mall location.
  - At a spot check on Nov. 8, 2017, the basic cable rate was not displayed.
  - The City's Franchise Administrator followed-up with the store manager in-person and via email, and will conduct another spot check at the end of November to ensure compliance.