

## Cable Franchise report- Q1 2016

Revenue received –

Franchise Fee           \$406,058.52

PEG                         \$55,141.38

Complaints-

- Comcast reports zero complaints in the first quarter.
- Seven complaints have come to the Franchise Administrator directly.
  - Construction issues- 2
  - Service issues-2
  - Equipment issues-1
  - Billing issues-1
  - Signal quality issues-1

All have been resolved to customer's satisfaction.

- Comcast website check- Current Limited Basic price-\$29.35/ Mo
- Comcast Customer Service Center check- Limited Basic price is displayed.