

## Cable Franchise report- Q2 2017

Revenue received –

Franchise Fee        \$427,420.42

PEG                    \$58,705.17

Complaints-

- Comcast reports zero complaints in the third quarter.
- One complaint has come to the Franchise Administrator directly.
  - Service issue-1

Customer was upset about not being able to get Comcast at his residence. He lives between Ft. Collins and Loveland and doesn't meet the density requirements for a Comcast installation.

- Comcast website check- Current Limited Basic price-\$27.95/ Mo
- Comcast Customer Service Center check- As of 8/22/17, the limited Basic price is being displayed in their local office.