

Cable Franchise report- Q3 2016

Revenue received –

Franchise Fee \$416,301.68

PEG \$57,321.11

Complaints-

- Comcast reports zero complaints in the third quarter.
- Six complaints have come to the Franchise Administrator directly.
 - Construction issues- 1
 - Service issues-5

Five have been resolved to customer's satisfaction. One complaint was made by TDS customer in LaPorte saying that TDS was pre-empting City programming with C-SPAN. I informed him that the City of Fort Collins does not have a franchise agreement with TDS Cable and has no authority to force them to carry City programming. I will reach out to TDS and let them know we have received complaints by their customers and see if they can carry City programming full time.

- Comcast website check- Current Limited Basic price-\$29.35/ Mo
- Comcast Customer Service Center check- As of 11/21/16, the limited Basic price is not being displayed. Sent follow up email to Comcast, and Jon Lehmann indicated that temporary signage would go up on 11/28/16 with permanent signage to follow upon approval.