

Cable Franchise report- Q4 2016

Revenue received –

Franchise Fee \$390,091

PEG \$58,316

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 the new data cap limits Comcast has announced. I told them the City doesn't have regulatory authority of their data and recommend them file a complaint with the FCC.

- Comcast website check- Current Limited Basic price-\$29.35/ Mo
- Comcast Customer Service Center check- As of 12/21/16, the limited Basic price is now being displayed in their local office.