

# Comcast Cable Television Franchise Agreement

Comparison of Key Terms  
May 22, 2017



# Side-by-Side Comparison

- Key Terms
  - Franchise Fee
  - PEG Fee
  - Access Channels
  - Standard Installation
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  - Customer Service Standards

# Franchise Fee

Current Franchise	Proposed Franchise
<p>\$1.53 per subscriber Comcast retains \$0.33 to repay itself for a grant it made to the City to install a fiber ring \$1.53/subscriber= approx. 1.5% of gross revenue</p>	<p>3.5% of gross revenue starting in 90 days 4.5% of gross revenue in 1 year (2018) 5% of gross revenue in 2 years (2019)</p>



# PEG\* Fee

Current Franchise	Proposed Franchise
0	0  Option for City Council to impose PEG fee up to \$0.50 per subscriber in 2020

(\*PEG=public, educational, and government access channels)

# Access Channels

Current Franchise	Proposed Franchise
All SD 1 for City 2 for CSFD 5 for SCETC	6 SD (1 for City, 5 for SCETC) 1 HD for City with option for 1 add'l HD for SCETC 2 HD closed circuit for CSFD for training

# Standard Installation

Current Franchise	Proposed Franchise
125 ft. from cable distribution line	125 feet from the nearest point of access on the right of way from which cable system is designed to service the site (distribution line)

# Buildout Requirement

Current Franchise	Proposed Franchise
<p>Right and requirement to provide to entire City</p>	<p>Right to provide to entire City. Required to extend if:</p> <ul style="list-style-type: none"><li>• Areas in City limits on effective date: 10 dwelling units w/in ¼ mile of distribution line</li><li>• New developments with at least 40 dwellings per mile: if certain criteria met</li><li>• Annexed areas: must be contiguous, technically feasible, and not already served by another provider</li><li>• City must impose same buildout in other franchises (ltd. geographic area exception)</li></ul>

# Customer Service Standards

Current Franchise	Proposed Franchise
<ul style="list-style-type: none"><li>• Accessibility</li><li>• Responsiveness</li><li>• Service Interruptions</li><li>• Communication with Customers</li><li>• Comcast must maintain phone service and on-call dispatchers and technicians 24/7</li><li>• Dispute Resolution</li><li>• Services for Disabled</li><li>• Privacy</li></ul>	<ul style="list-style-type: none"><li>• Accessibility (now incl. self-help tools)</li><li>• Responsiveness</li><li>• Service Interruptions</li><li>• Communication with Customers</li><li>• Comcast must maintain phone service and on-call dispatchers and technicians 24/7</li><li>• Dispute Resolution</li><li>• Services for Disabled</li><li>• Privacy (expanded)</li></ul>



# Customer Service Standards

Current Franchise	Proposed Franchise
	<p data-bbox="993 672 1336 711">Add'l Requirements</p> <ul data-bbox="993 732 1754 1115" style="list-style-type: none"><li data-bbox="993 732 1754 829">• Damage to property (restore, repair or compensate)</li><li data-bbox="993 846 1163 885">• Safety</li><li data-bbox="993 902 1754 999">• Estimate of cost of installation, repair or service prior to conducting work</li><li data-bbox="993 1016 1439 1055">• Complaint procedures</li><li data-bbox="993 1072 1224 1110">• Remedies</li></ul>