

Cable Franchise report- Q1 2017

Revenue received –

Franchise Fee \$425,781.48

PEG \$58,569.00

Complaints-

- Comcast reports zero complaints in the first quarter of 2017.
- Two complaints have come to the Franchise Administrator directly.
 - Both were services issues and have been resolved.
- Comcast website check- Current Limited Basic price has increased to \$39.95/Mo from-\$29.35/ Mo last Dec.
- Comcast Customer Service Center check- On 6/13/17, the limited Basic price was not being displayed in their local office. Cable Franchise Administrator sent a letter to the Comcast Regional Affairs Manager, reminding him of their commitment and asking for an explanation and that the Comcast basic cable rate be immediately displayed in the local office. The store manager replied indicating that the signage was re-posted on 6/13/17.