

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

CITY OF ALBUQUERQUE
CABLE FRANCHISE AND HEARING BOARD

RESOLUTION 2018-03

**RECOMMENDING AN AMENDMENT TO THE ENACTMENT AND ACCEPTANCE
BY COMCAST OF CONSUMER PROTECTION PROVISIONS IN THE
CABLE FRANCHISE TELEVISION RENEWAL ORDINANCE**

WHEREAS, Section 13-5-2-1 of the Revised Ordinances of Albuquerque (1994) establishes the duties of the Cable Franchise and Hearing Board (also, “Cable Board”) to include, among other things, advising and providing the Mayor and City Council recommendations on the cable television franchise ordinances;

WHEREAS, the current Comcast Cable Television Franchise Ordinance will expire on October 1, 2018;

WHEREAS, the Cable Board meets every other month or every month upon proper legal notice pursuant to Cable Board Resolutions 2017-01 and 2018-01;

WHEREAS, the Cable Board provides a forum for public participation in the Comcast cable television franchise renewal process; and

WHEREAS, the Cable Board has met with members of the City of Albuquerque’s (“City’s”) negotiating team; reviewed the City’s draft cable television franchise renewal ordinance; and is otherwise fully advised on the issues entailed therein.

**BE IT RESOLVED THE CABLE FRANCHISE AND HEARING BOARD
RECOMMENDS THE FOLLOWING:**

SECTION 1. The City’s draft cable television franchise renewal ordinance is enacted by City Council and accepted by Comcast in its entirety.

SECTION 2. The City’s most important objective in enacting the cable television franchise renewal ordinance is the enactment and acceptance of the Customer Service and

1 Protection Standards, the “Consumer Bill of Rights,” in the draft cable television franchise renewal
2 ordinance, including the provisions that:

3 a. Comcast shall terminate all charges as of the effective date of
4 termination in customer-initiated terminations of services; and

5 b. Comcast shall offer customers the options to cure any deficiencies
6 and/or to negotiate a good faith, reasonable settlement agreement for the payment of undisputed
7 bill arrearages prior to termination in Comcast-initiated terminations of service; and Comcast shall
8 provide customers notice of these options both when they begin their Comcast subscriptions and
9 when they receive any notices of Comcast-initiated terminations of service for non-payment or for
10 any other cause.

11 **SECTION 3.** Charter schools that are duly certified by and in good standing with the New
12 Mexico Public Education Department are included in the institutional network under the same
13 rights and obligations as Albuquerque Public Schools.

14 **SECTION 4.** Comcast establish discounted prices for low income and elderly subscribers
15 of cable television and internet services.

16 **PASSED AND ADOPTED BY THE CABLE FRANCHISE AND HEARING BOARD on**
17 **this 15th day of May, 2018.**

18 **BY A VOTE OF: 3 FOR AND 0 AGAINST.**

19
20 /s/ *Brian White*
21 **Brian White, Chair**

22
23
24 /s/ *Giovanni Alexander Haqani*
25 **Giovanni Alexander Haqani, Member**

26
27
28 /s/ *Sandy Barnhart y Chavez*
29 **Sandy Barnhart y Chavez, Member**