

1 **CITY OF ALBUQUERQUE**
2 **CABLE FRANCHISE AND HEARING BOARD**
3

4 **RESOLUTION 2018-02**
5

6 **RECOMMENDING THE ENACTMENT AND ACCEPTANCE BY COMCAST OF**
7 **CONSUMER PROTECTION PROVISIONS IN THE**
8 **CABLE FRANCHISE TELEVISION RENEWAL ORDINANCE**
9

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

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

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

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

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

23 **BE IT RESOLVED THE CABLE FRANCHISE AND HEARING BOARD**

24 **RECOMMENDS THE FOLLOWING:**

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

27 **SECTION 2.** The City’s most important objective in enacting the cable television
28 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
2 renewal 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
8 shall provide customers notice of these options both when they begin their Comcast
9 subscriptions and when they receive any notices of Comcast-initiated terminations of service for
10 non-payment or for any other cause.

11 **SECTION 3.** Charter schools that are duly certified by and in good standing with the
12 New Mexico Department of Education 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
15 subscribers of cable television and internet services.

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

18 **BY A VOTE OF: 2 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 **Sandy Barnhart y Chavez, Member (Absent)**