

CHAPTER 6 - CABLE COMMUNICATION SYSTEMS

Sec. 6-61. Efficient telephone communications service.

A Licensee shall render efficient telephone communication service and, at a minimum, meet the standards set forth below:

(a) Licensee shall have a publicly listed, local, or toll-free telephone number, in accordance with this Section, and receive complaints, and requests for repairs, Service Calls, billing inquiries and other Subscriber information on a twenty-four-hour-per-day, seven-day-a-week basis.

(b) Trained Licensee representatives will be available to respond to Subscriber telephone inquires during Normal Business Hours.

(c) After Normal Business Hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquires received after normal business hours must be responded to by a Licensee representative on the next business day.

(d) Under Normal Operating Conditions, telephone answer time by a Subscriber representative, including wait time, shall not exceed thirty (30) seconds after the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under Normal Operating Conditions, measured on a quarterly basis. No caller should be left on hold more than sixty (60) seconds without being informed of the status of the call.

(e) Under Normal Operating Conditions, the Subscribers will receive a busy signal less than three (3) percent of the time.

(f) Licensee will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless a historical record of compliance indicates a clear failure to comply.

(Code 1977, § 9-7-6(L), (M))

(Ord. No. 95-13, 3/7/95, Repealed)

(Ord. No. 95-13, 3/7/95, Enacted)