

CHAPTER 6 - CABLE COMMUNICATION SYSTEMS

Sec. 6-63. Subscriber and city notification requirements.

(a) The License shall provide written information in easy-to-understand language on each of the following areas prior to or at the time of installation of service, at least annually to all Subscribers and the City, and at any time upon request:

- (1) Products and services offered;
- (2) Prices and options for programming services and conditions of subscription to programming and other services;
- (3) Installation and service maintenance policies;
- (4) Instructions on how to use the Cable Service;
- (5) Information on a parental control feature that will permit a Subscriber to lock out any objectionable programming from the Cable Services entering his or her home.
- (6) Channel positions of programming carried on the system; and
- (7) Billing and complaint procedures, including the address and telephone number of the City's designated office for handling cable television matters.

(b) Subscribers and the City will be notified of any changes in rates, programming, services or channel positions as soon as possible in writing. Notice must be given to the City and Subscribers a minimum of thirty (30) days in advance of such changes if the change is within the control of the Licensee, unless the City concurs that notice is not necessary. In addition, the Licensee shall notify the City and Subscribers thirty (30) days in advance of any significant changes in the other information required by the preceding paragraph.

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