

## Consumer Protections in the Cable Franchise Agreement

- Customers who are not satisfied after speaking with an initial customer service representative may ask to speak with a supervisor.
- Customers may not be charged for any services they do not request.
- Customers must be advised that they may return cable equipment by U.S. mail, UPS or similar delivery method at the cable company's expense.
- Upon request from the customer, the cable company must confirm in writing regarding any agreements or bill modifications made over the phone.
- Knowledgeable, qualified company representatives shall be available to respond to customer telephone inquiries during normal business hours.
- If at any time an installer or technician is running late, an attempt to contact the customer shall be made. The appointment may be rescheduled as necessary at a time which is convenient for the customer.
- If the cable company fails to provide service to a customer, the company shall, after being given a reasonable opportunity to provide the service, refund all deposits or advance charges promptly.
- Installations should be performed within seven days after an order has been placed and cable company representatives should identify themselves with picture identification, upon request, before entering the property.
- If you experience service outages of four or more hours that are the fault of the cable company, you should be credited for each day you were without service.
- Appointment windows should be either a specific time or a maximum four-hour time block.