

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF BRIGHTON,
COLORADO, ADOPTING THE *CITY OF BRIGHTON CABLE TELEVISION
CUSTOMER SERVICE STANDARDS***

RESOLUTION NO. 2017-129

WHEREAS, the City has recently completed negotiations for granting a franchise agreement to a cable television operator and has adopted Ordinance No. ## Approving the franchise agreement; and

WHEREAS, in order to ensure the provision of quality customer service under such franchise agreement, as well as under other potential franchises, the City desires to adopt cable television customer service standards, as permitted by law; and

WHEREAS, the City Council continues to see the need for a comprehensive set of customer service standards to address such matters as the period of time within which cable service must be installed, the handling of customer complaints, the availability of customer service representatives, customer privacy and other matters; and

WHEREAS, the customer service standards adopted herein are the agreed upon model of customer service standards adopted by the Colorado Communications and Utilities Alliance (“CCUA”), to which the City of Brighton is a member; and

WHEREAS, the City Council finds and determines that establishment of a cable television customer service standards will aid in handling of citizen complaints regarding the provision of cable services in the City and adopt the updated set of customer service standards set forth herein.

NOW, THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BRIGHTON, COLORADO, AS FOLLOWS:

1. The *City of Brighton Customer Service Standards*, a copy of which is attached hereto and incorporated herein by this reference, are hereby adopted, and shall be applicable to current and future franchises approved for the City of Brighton.

Resolved this 21th day of November, 2017.

CITY OF BRIGHTON, COLORADO

Richard N. McLean, Mayor

ATTEST:

Natalie Hoel, City Clerk