

CITY OF LINCOLN, NEBRASKA
CABLE TELEVISION ADVISORY BOARD

SUBSCRIBER BILL OF RIGHTS

As a cable television consumer, you have the following rights:

1. You have the right to receive high-quality cable television service including a clear picture and sound. *
2. You have the right to receive dependable service, free of unnecessary outages. You have the right to have the cable operator begin working on service interruptions promptly (loss of picture or sound on one or more channels) and in no event later than 24 hours after the interruption is known (excluding conditions beyond the control of the cable operator). *+
3. You have right to contact the cable operator via a local, toll free, or collect phone call 24 hours per day and 7 days per week. +
4. You have the right to speak with a trained customer service representative in person or by telephone during normal business hours within a reasonable amount of time for professional and knowledgeable assistance. +
5. You have the right to have your telephone calls to a customer representative answered within 30 seconds (under normal operating conditions). If your calls need to be transferred, your transfer wait time should be no more than 30 seconds. +
6. You have the right to conveniently located local customer service and bill payment centers that are open at least during normal business hours. +
7. You have the right to have a standard installation performed within seven business days after you have placed the order. +
8. You have the right to schedule service appointments during normal business hours, not to exceed a 4-hour appointment window. +
9. You have the right to have appointments honored by the cable operator. An appointment may not be cancelled by the cable operator after close-of business of the day prior to the appointment without reasonable attempts to contact you. +
10. You have the right to be contacted by the cable operator if a representative is running late for an appointment with you and will not be able to keep the appointment as scheduled. Your appointment will be rescheduled, as necessary, at a time that is convenient to you. +
11. You have the right to service regardless of where you live in the City. *
12. You have a right to have any warranted refund checks issued to you promptly, no later than either your next billing cycle following resolution or 30 days, whichever is earlier. +
13. You have the right to have any warranted credits for service issued no later than your next billing cycle. +

If you have questions or complaints about customer service, you can write or call:

Cable Television Advisory Board
% Citizen Information Center
555 S. 10, Suite 208
Lincoln, NE 68508
402-441-7375; FAX 402-441-8653
email: cic@lincoln.ne.gov

* TimeWarner/Lincoln Franchise Agreement

+ Code of Federal Regulations 47 CFR 76.309