COUNTY AGENDA REQUEST

Department:	Board of Commissioners	Presenter(s):	Carol Chandler
Meeting Date:	Thursday, March 22, 2012	Type of Request:	Consent

Wording for the Agenda:

Approval of staff's request to adopt Resolution 2012-05 for the purpose of discontinuing Fayette County's role in receiving customer complaints from subscribers of Comcast Cable.

Background/History/Details:

Fayette County has historically provided franchise licenses to various cable television and other services throughout the years. The latest holder of a Fayette County franchise license is Comcast Cable.

In 2007, the Georgia General Assembly passed the Consumer Choice for Television Act, and that act provided that cable television and other video service providers could obtain state franchises to operate anywhere in the State of Georgia under certain conditions. This also, effectively, removed Fayette County from issuing or renewing franchise licences for these types of services. This act became effective in January 2012.

Comcast Cable continues to print the County's name and address on its bills, leading many of their customers to believe that customer service questions, bill complaints, equipment drop-off capability, and other related issues are handled by County staff. This is an unnecessary cause of frustration for both the citizens of Fayette County and its staff

Pursuant to the change in State law, staff is requesting that a Resolution be sent to Comcast Cable formally requesting that Fayette County be removed from the company's customer service operations, and to remove the County's contact information from all future bills.

What action are you seeking from the Board of Commissioners?

Approval of staff's request to adopt Resolution 2012-05 for the purpose of discontinuing Fayette County's role in receiving customer complaints from subscribers of Comcast Cable.

If this item requires funding, please describe:

Not Applicable.

Has this request been considered within the past two years?	No	If so, when?	
Is Audio-Visual Equipment Required for this Request?*	No	Backup Provided with Request?	Yes

**** All audio-visual material must be submitted to the County Clerk's Office no later than 48 hours prior to the meeting. It is also your department's responsibility to ensure all third-party audio-visual material is submitted at least 48 hours in advance.***

Approved by Finance	Not Applicable	Reviewed by Legal	Yes
Approved by Purchasing	Not Applicable	County Clerk's Approval	Yes
Administrator's Approval	Yes		

Staff Notes:

State of Georgia;
County of Fayette

Resolution No. 2012 - 05

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF FAYETTE COUNTY, GEORGIA, FOR THE PURPOSE OF DISCONTINUING FAYETTE COUNTY'S ROLE IN RECEIVING CUSTOMER COMPLAINTS FROM SUBSCRIBERS OF COMCAST CABLE TELEVISION AND REQUESTING THAT COMCAST CABLE COMMUNICATIONS CORPORATION REMOVE CONTACT INFORMATION OF FAYETTE COUNTY, GEORGIA FROM THE MONTHLY BILLINGS OF SUBSCRIBERS OF COMCAST CABLE IN FAYETTE COUNTY, IN ACCORDANCE WITH TITLE 36 OF THE OFFICIAL CODE OF GEORGIA, SECTION 36-76-7(2).

Whereas, cable television and other services of Comcast Cable Communications Corporation are available to subscribers within Fayette County; and

Whereas, for many years Comcast held a franchise from Fayette County which allowed Comcast to operate inside Fayette County but which also resulted in the County Government's obligation to participate in the disposition of customer complaints and inquires from Comcast subscribers; and

Whereas, in 2007, the Georgia General Assembly passed legislation known as the Consumer Choice for Television Act that provided cable television and other video service providers to obtain state franchises to operate anywhere in the State of Georgia under certain conditions; and

Whereas, Comcast Cable Communications now holds a state franchise and is no longer required to obtain franchises from individual cities and counties throughout Georgia, including Fayette County; and

Whereas, In 2008, the Board of Commissioners of Fayette County adopted Resolution No. 2008-05 which continued the collection of franchise fees from Comcast and any other cable or video provider at a rate of 5% of annual gross revenues generated by providing services within the unincorporated areas of Fayette County; and

Whereas, because Fayette County is no longer required to participate in the disposition of customer service issues involving Comcast Cable and its subscribers;

BE IT HEREBY RESOLVED, by the Board of Commissioners of Fayette County, Georgia, the governing authority of said Fayette County, that Comcast Cable Communications Corporation be notified that Fayette County is to be removed from any process involving the receiving and handling of customer complaints, billing issues and other complaints from subscribers of its services within Fayette County; and further, that all contact information for the Fayette County government is to be removed from the bills to subscribers of its services in said Fayette County, in accordance with the Official Code of Georgia Title 36-76-7(2).

SO RESOLVED and effective this 8th day of March, 2012, by the

BOARD OF COMMISSIONERS
FAYETTE COUNTY, GEORGIA

Attest:

_____
Clerk/Deputy Clerk

_____
Herbert E. Frady, Chairman