

Section 6. SAFETY REQUIREMENTS

- (a) The Company shall at all times employ ordinary care and shall install and maintain in use commonly accepted methods and devices for preventing failures and accidents which are likely to cause damage, injuries, or nuisances to the public.
- (b) All structures and all lines, equipment and connection in, over, under, and upon the streets, sidewalks, alleys, and public ways or places of the franchise area, wherever situated or located, shall at all times be kept and maintained in a safe, suitable condition, and in good order and repair.

Section 7. SYSTEM CONSTRUCTION AND EXTENSION.

- (a) It is acknowledged that the company is the holder of an existing CATV franchise and, under said franchise, has installed trunk cable and customer drops throughout a major portion of the franchise area. The company agrees to continue service as now connected, subject to payment of fees and company is authorized to continue the extension of its system within the franchise area.
- (b) Company, whenever it shall receive requests for service from at least fifteen (15) subscribers within 1320 cable feet of its aerial trunk cable, or from at least twenty-five (25) subscribers within 1320 cable feet of its underground trunk cable, shall extend its system to such subscribers at no cost to the subscribers for system extension other than the usual connection and service fees for all subscribers, provided that such extension is technically and economically feasible. The 1320 feet shall be measured in extension length of Company's cable required for service located within the public way or easement and shall not include length of necessary service drop to the subscriber's home or premises.
- (c) No person, firm or corporation in the Company's service area shall be arbitrarily refused service. However, in recognition of the capital costs involved, for unusual circumstances, such as requirement for underground cable, or more than 150 feet of distance from distribution cable to connection of service to subscribers, or a subscriber density less than the density specified herein, in order to prevent inequitable burdens on potential cable subscribers in more densely populated areas, service may be made available on the basis of cost of materials, labor and easements.
- (d) In the event additional adjacent territory is incorporated within the City's limits, by annexation or otherwise, Company's rights and duties under this Ordinance shall be deemed to include such additional territory.

Section 8. OPERATIONAL STANDARDS

The Company shall operate and maintain its cable television system in full compliance with the standards set forth by the Federal Communications Commission.

Section 9. LOCAL OFFICE; COMPLAINTS

The Company shall maintain a local business office or agent which subscribers may telephone during regular business hours without incurring added message or toll charges, so that complaints regarding cable television operations may be promptly reported to the Company. Should a subscriber have an unresolved complaint regarding cable television operation, the subscriber shall be entitled to file his complaint with the City Clerk-Treasurer, who has primary responsibility for the continuing administration of the franchise and the procedures for resolving complaints, and thereafter to meet jointly with a representative of the Council and a representative of the Company within thirty (30) days to fully discuss and resolve such matters. The Company shall notify each subscriber, at the time of initial subscription to the service of the Company, of the procedures for reporting and resolving such complaints.

Section 10. RATES

The Company shall maintain on file with the City Clerk-Treasurer a schedule setting forth all rates and charges to be made to subscribers for basic CATV service, including connection and service charges. Notice of changes in rates and charges shall be filed with the City Clerk-Treasurer at least thirty (30) days in advance of the effective date thereof.

Section 11. PREFERENTIAL OR DISCRIMINATORY PRACTICES PROHIBITED.

The Company shall not as to rates, charges, service facilities, rules, regulations or in any other respect make or grant any preference or advantage to any person nor subject any person to any prejudice or disadvantage, provided that nothing in this franchise shall be deemed to prohibit the establishment of a graduated scale of charges and classified rate schedules to