

Dover Cable Franchise Renewal Requirements

Following are key points concerning the City's initial assessment of needs and interests for its cable system over the next franchise term:

- The City should be served by a modern cable system. The system should be able to satisfy existing cable-related needs and interests as well as those that are foreseeable in the near future.
- The cable system serving the City should be designed and maintained so that it is economical to upgrade the system periodically to take advantage of improvements in technology without service disruption or interference with the City's rights of way and infrastructure.
- The cable system should be interconnected with others and with other communications systems so that video, data and voice can flow freely throughout the City and to and from surrounding jurisdictions.
- Facilities and equipment should be provided so that all members of the public, including groups and individuals who do not have the financial or technological resources available to access cable system services have opportunities for "universal access" via publicly available facilities including schools and the Public Library.
- The City's successful educational and governmental access users of the cable system should be fully supported so that their work can be continued and expanded over the next franchise term.
- As capacity and system capabilities expand, public uses should be expanded as well. For example, as the system expands its video-on-demand offerings, Comcast should also provide the equipment and facilities that allow subscribers to obtain information on demand from public institutions, such as public meeting replays, video instructions on voting or schedules of local community events.
- Service should be readily available to all residents and businesses throughout the franchise area.
- City residents have raised concerns over price and value that generally indicate an interest in the ability to choose programming on a per-channel and per-program basis.
- City residents should receive prompt, efficient, and reliable service. Thus, any cable franchise should be subject to conditions that protect consumers.

- Assistance from Comcast in cabling and outfitting the new high school and studio. This could consist of a one-time capital grant, an annual increase in the technology fund, in-kind services and technical assistance, or a combination thereof, without pass-through to Comcast customers.
- Maintain Comcast's annual Technology Fund disbursement of \$25,000 over the length of the agreement, without pass-through to Comcast customers.
- Comcast's designated service area and line extensions include the City's business parks and industrial zones, as well as a continued commitment to residential service citywide.
- Language be included to allow for future broadcast technology improvements, when available, including high-definition PEG programming.
- Retain provision for third access channel, for possible future use.
- Add governmental and educational access programming information to the Xfinity program guide.
- Allow for on-demand viewing of governmental and educational access programming via Xfinity set-top box.
- Clarify language pertaining to the courtesy cable accounts at city facilities and schools, which now require digital transport adapters (DTA) to receive cable in the digital spectrum. Will continue to require Comcast to provide courtesy, basic cable services to all designated city and school facilities, but without the need to purchase additional equipment.
- Ensure that all Comcast customers in Dover receive City of Dover governmental and educational access programming, and if not and upon notification, correct the cable feed at no cost to the consumer.
- The City will not request an increase to the cable franchise fee, which is 2.75 percent.