

Mt. Hood Cable Regulatory Commission



City of Portland Office of Management and Finance, Revenue Bureau

**Office for
Community Technology**

House Consumer Protection and Government Efficiency Committee

Mary Beth Henry

Mt Hood Cable Regulatory Commission &
Office for Community Technology

www.mhcrc.org

<https://www.portlandoregon.gov/revenue/57435>

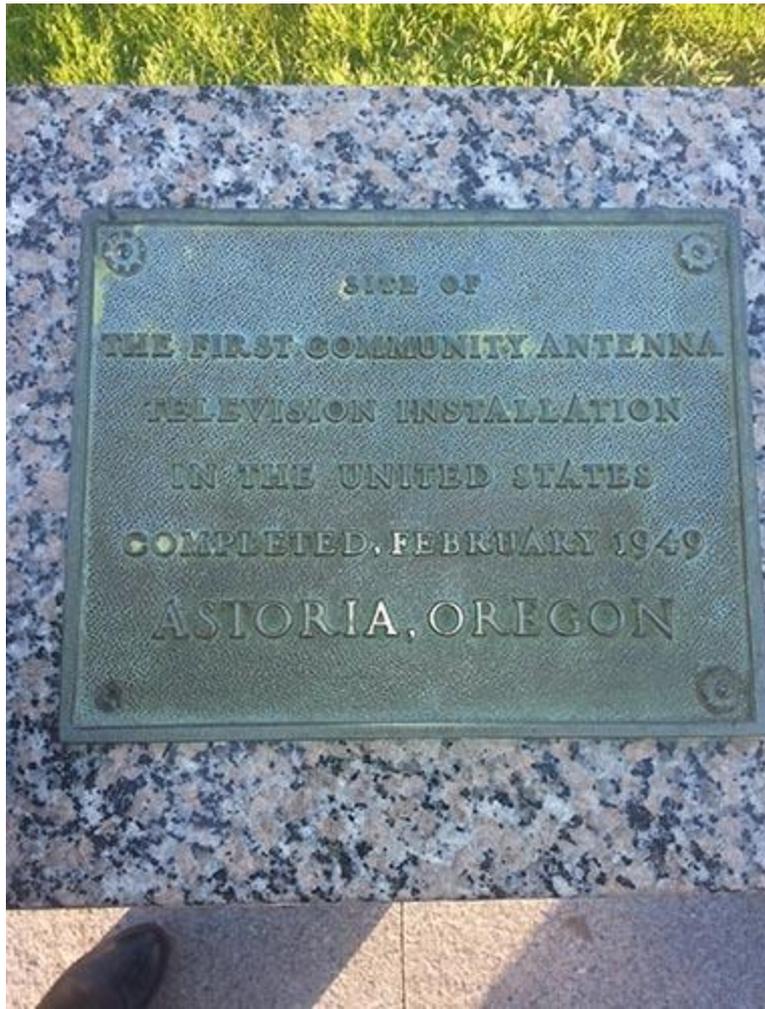
City of Portland

September 17, 2014



Cable TV - Astoria, Oregon

Ed Parsons - 1948



Regulatory Framework for Cable

Title VI

- Mt. Hood Cable Regulatory Commission (MHCRC) - Intergovernmental Partnership
- Protects the public interest in cable communications technology
- Comcast, Frontier & Reliance Connects
- Bundling – cable TV, phone and internet

[Consumer Protection Overview](#)[Customer Service Standards \(.pdf\)](#)[How to File a Complaint](#)[Subscriber Privacy](#)[Cable Rates / Channel Lineup](#)[Comcast Bill Payment Centers](#)[DTV TRANSITION](#)

Cable Consumer Protection

Consumer Protection Overview

If you are a resident of Fairview, Gresham, Portland, Troutdale, Wood Village or Unincorporated Multnomah County then the MHCRC is here to assist you. The MHCRC strives to ensure that local cable companies comply with cable customer service standards and franchise requirements at all times.

Specifically, the MHCRC and its professional staff assist citizens who encounter problems with the cable company in areas such as operator infringement on private property, billing and rate issues, outage credits, service installation issues, telephone responsiveness and cable subscriber policies.

The MHCRC also monitors the cable operator's compliance with insurance and bonding requirements, technical standards, emergency alert system operations and universal service requirements.

The MHCRC has established procedures and penalties if the standards or franchise requirements are not met.

Related Topics:

- [Franchise Oversight & Enforcement](#)
- [Objectionable Programming](#)



[Check out](#) the new consumer education project dedicated to educating Oregon consumers on the options available to them for home phone, mobile phone and internet services while providing information about telecommunications terminology, issues and events.

[About the MHCRC](#)[FAQs](#)[Video Library](#)[Related Links](#)[News](#)

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Contact

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1.877.462.8188
www.frontier.com

Cascade Access, DBA

Complaint Trends

- 1st Quarter Spike - generally when companies implement rate increases.
- 2013 - Increase in Comcast subscriber complaints as a result of Comcast's call centers moving to a "Centers of Excellence" model.
- 2012 - Increase in Comcast subscriber complaints as a result of Comcast's call centers moving to a "Centers of Excellence" model – untrained overseas customer service representatives.
- 2011 - Frontier's complaints tripled from the previous year. Issues varied.

Complaint Types & Percentages 2013

- Majority – Billing/Rates/Perceived Hidden Costs
- Other – Equipment, Installation, Phones on hold, Picture Quality, Outages, Repair

- | | |
|-----------|-----|
| •TV | 50% |
| •Internet | 33% |
| •Phone | 17% |

Wireless & Wireline

- Municipalities Manage Public Rights of Way in the Community's Interest
 - Franchise Agreements/Contracts
 - Compensation – Franchise Fees
 - Street Use Requirements – permits, relocation, indemnification etc.
- Wireless on Private or Non-Right of Way Property – Zoning Code

Wireless in the public right of way

The City of Portland allows wireless carriers to use the public right of way for wireless attachments. The Office for Community Technology manages the process for siting such facilities which are allowed only on utility poles.

Proposals for facilities in lower traffic streets must undergo a more extensive process involving community notification.

Here are two examples. The right photo has two carriers while the left has one.



Wireless on Private Property



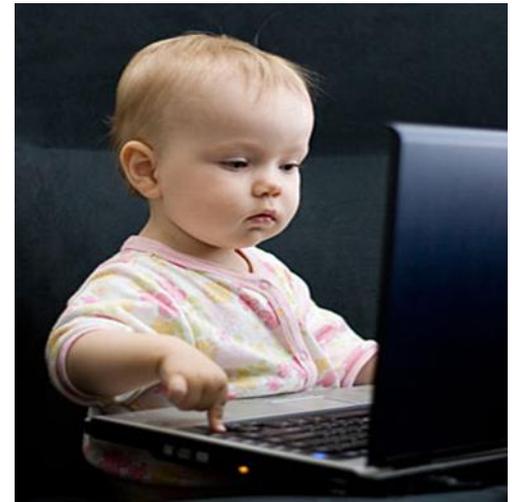
Portland reviews all wireless facilities located on private property. Here are two typical examples: a monopole with 3 collocated facilities, and a roof mounted facility.

Most facilities are allowed via building permit, but ones proposed in or close to residential areas trigger a Conditional Use land use review. Facilities located in the Central City and specific Plan Districts are subject to Design review.

Portland Broadband Plan: Connecting to our Future

- Fiber and wireless are both essential
- Fiber offers high bandwidth - theoretically infinite capacity - scalable
- Wireless offers mobility – connectivity during movement – requires fiber backhaul
- Everything is moving to Internet Protocol

Everything is Going Internet Protocol



Conclusion

- Will continue to advocate for consumers @ the local level.
- Will continue to manage public right of way in the public interest.
- Regulatory Framework subject to change – FCC, Congress, Courts, State Legislature.
- Competition providing Consumer Choice makes a difference.