

## BILL/ RESOLUTION REQUEST

- 1. Title:** An ordinance adopting cusotmer service standards for cable operators in the City and County of Denver.
- 2. Requesting Agency:** Technology Services
- 3. Contact Person *with actual knowledge of proposed ordinance***
  - Name:**Darryn Zuehlke
  - Phone:**
  - Email:**
- 4. Contact Person *with actual knowledge of proposed ordinance who will present the item at Mayor Council and who will be available for first and second reading, if necessary***
  - Name:**Darryn Zuehlke
  - Phone:**
  - Email:**
- 5. Describe the proposed ordinance, including what the proposed ordinance is intended to accomplish, who's involved**
  - a. Scope of Work**

Adopting customer service standards that apply to all cable operators which provide service to Denver residents to insure uniform treatment and protection from unfair or unprofessional practices.
  - b. Duration**

n/a
  - c. Location**

citywide
  - d. Affected Council District**

citywide
  - e. Benefits**

Provides standardized customer treatment requirements for customers
  - f. Costs**

n/a
- 6. Is there any controversy surrounding this ordinance, groups or individuals who may have concerns about it? Please explain.**

No.

**Bill Request Number: BR13-0981**

**Date: 12/11/2013**