

### CAPI Stipulation Criteria - CATV Service Providers

1. The Department of Public Service ("DPS") has found it conducive to a smooth working relationship to establish in advance clear procedures for the resolution of consumer complaints which are filed with our Consumer Affairs & Public Information (CAPI) Division. The Applicant hereby agrees to the following standard procedures:
  - a. Applicant will designate the contact person or persons to receive complaints from the DPS. This designation will include information the DPS of this contact person and the person's address, telephonic and fax numbers. DPS staff will send complaints to the Application via electronic mail, fax, or U.S. Post. Written communication does not preclude communication by telephone. However, the time frames indicated below apply to the transmission of complaints in writing, unless otherwise agreed to by the two parties.
  - b. Applicant will respond to the DPS within 7 calendar days of the date on which the complaint was transmitted or postmarked to Application. At least 80 percent of these responses will be resolutions. No more than 20 percent of responses, measured quarterly, will be status reports indicating additional time is needed for response.
  - c. In cases in which DPS has further questions not answered by Applicant's initial response, Applicant will respond within 5 calendar days of receipt of these additional questions.
  - d. Applicant agrees to furnish to the DPS a copy or narrative of the company's procedures for monitoring and evaluating compliance with these standards. Upon request of the DPS, the company shall provide documentation of compliance.
  - e. Applicant will designate a contact person for the DPS to contact to review performance, should such review become necessary. This contact person will represent an escalation from the contact person designated in paragraph (a) above. Applicant will provide information regarding this contact person as in paragraph (a) above.
  - f. Changes in contact person or questions about the complaint procedure may be directed to: Director, CAPI Division, Department of Public Service, 112 State Street, Drawer 20, Montpelier, Vermont 05620-2601.
2. Applicant agrees to the following customer service practices.
  - a. Notice at the Time of Service Order  
At the time of the service order, the company shall provide a clear and understandable description of the terms, conditions, rates, and charges for all requested services and appropriate alternatives, which shall include the least cost alternatives to the requested service. The company shall disclose, at a minimum, an

identification of any non-recurring charges, such as for installation, the recurring charges for the services, and any charges that apply to a change in service, or periods in which charges are waived.

- b. **Written Confirmation of Service Order**  
Upon request by the customer, the company shall furnish written confirmation of all service orders, describing the requested service(s) and associated rates, no later than the first billing cycle following that order. The notice shall also inform consumers of significant terms and conditions affecting the rates.
  - c. **Notice of Services**  
The company shall annually provide customers in writing with service and rate information. The company may meet this notice requirement by providing information on the customer's bill or as a bill insert.
  - d. **Fair and Equitable Treatment**  
The company shall deliver courteous, competent, and timely service. The company will accord fair and equitable treatment to all consumers, and will not in any way retaliate in any way against consumers that complain to the company, the Department or the Board or that participate in the complaint process via Board proceedings and Rule 2.300.
  - e. **Notification of Availability of DPS Complaint Resolution Process**  
At the time a customer initiates service, and then no less often than annually, the company shall notify a customer about the availability of the Department of Public Service's complaint resolution process. This notice may occur through customer's bill or as a bill insert. The form of the notice shall be approved by the Department prior to its release.
3. Applicant agrees to the following additional terms.
- a. Applicant shall provide the DPS with a list of locations, and hours of operation, at which customers may make account payments.
  - b. Applicant agrees to not use the term "Basic" in reference to any service tier other than the lowest level of cable service a subscriber can buy.