



The Senate

STATE CAPITOL
HONOLULU, HAWAII 96813

July 15, 2014

Cable Television Division
Department of Commerce and Consumer Affairs
P.O. Box 541
Honolulu, Hawai'i 96809

Attn: Keali'i Lopez, Director; and Catherine P. Awakuni, Cable Television Administrator
Hawai'i Department of Commerce and Consumer Affairs (DCCA)

RE: Time Warner – Comcast transfer of franchise; Effect on Broadband Media Access for East Maui, Moloka'i and Lāna'i

Franchise Obligations

I request that DCCA ensure that all public interest obligations and consumer protection requirements of the current franchise are met or guaranteed prior to approving the franchise transfer application of Time Warner – Comcast.

The DCCA has the responsibility to ensure full compliance with current franchise conditions on every island. For many of the residents, businesses and community anchor institutions in my district spanning three islands, the full benefits of the cable franchise obligations have not been met and we clearly need better informed regulatory oversight.

To ensure full compliance with existing franchise obligations, additional public hearings, workshops and technical reviews should be conducted in the least served communities across the State – particularly on Moloka'i, Lāna'i and for East Maui.

This transfer proceeding is distinct from ongoing franchise renewal proceedings, it is critically important for the DCCA to also complete its separate franchise renewal proceeding(s) with complete review of the current Time Warner/Comcast cable franchises that are pending renewal at this time (including Counties of Maui and Hawai'i). In this regard, I support the ongoing work and vision of Akaku: Maui Community Media and strongly endorse the HBC's call for a technical and management audit of cable operations for East Maui as a pre-condition of any franchise renewal.

Non-compliance Issues

I am very concerned about current non-compliance issues raised by the Hana Broadband Committee (HBC) in a letter to you and in their comments for this proceeding. So, I formally request that the DCCA address those issues in this transfer proceeding.

Further, I request that DCCA show evidence of full compliance with cable franchise obligations statewide, and provide full disclosure regarding future commitments from Time Warner/Comcast. We need to understand how enforceable obligations in the renewed franchises will ensure that Comcast provides enhanced broadband media services and connectivity to meet future local needs and interests. This is particularly important for least served, remote and rural communities.

Most Favored Community Status

A key requirement for future franchise agreements is a "most favored community" status – telecom and cable operators who choose to serve our community must provide comparable (or better) services, including customer service, at comparable prices to any other community they serve. This may mean that the cable operator needs to commit substantial capital investments, or that local customer service representatives will need to live in the local communities they serve.

Policy Concerns and Fair Treatment

The people of our Islands deserve universal access to world class open networks that are robust, resilient and locally accountable. We expect the DCCA to ensure that our broadband media services meet and do not harm the public interest – including public safety, public education, public health, public media, public works, transportation, economic development and civic engagement.

DCCA and other State agencies must also look for opportunities to bring public resources from Universal Service programs such as the FCC's newly announced "Rural Broadband Experiments" program to support community based efforts in Hawai'i that are designed and managed to meet local needs and interests.

Next Steps

With Comcast coming into the Hawai'i market, we will need to understand the national and international broadband media landscape to appreciate the risks and rewards of their absentee ownership. So, I encourage the DCCA to conduct a series of workshops with national experts to inform County and State policy makers regarding the potential liabilities and opportunities of working with Comcast and to share successful alternative approaches, such as the Digital Redwoods initiative of Access Humboldt in California.

July 15, 2014
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Finally, I look forward to working with DCCA and the cable operators serving my district to ensure that local residents, businesses and community anchor institutions have good, quality and reliable broadband media services.

Sincerely,

A handwritten signature in black ink that reads "J. Kalani English". The signature is written in a cursive style with a large, stylized initial "J".

J. Kalani English
Senator, 7th District
Hāna, East, and Upcountry Maui
Moloka'i, Lāna'i, and Kaho'olawe



Tom Blackburn-Rodriguez
<tominmaui@icloud.com>

07/18/2014 09:39 AM

To cabletv@dcca.hawaii.gov,

cc

bcc

Subject Testimony on Purchase of Time Warner Cable by
Comcast--July 18, 2014

Dear members of the DCCA:

My name is Tom Blackburn-Rodriguez and I live at 85 Manino Circle #202, Kihei, Maui, HI 96753. Thank you for the opportunity to submit testimony on the Comcast-Time Warner purchase.

I am concerned that this purchase will produce a monopoly on cable TV on Maui and in the state of Hawaii. To address these concerns I suggest the following actions be pursued by the DCCA in the public interest:

1. More money and equipment for public access.
2. Cablecast Akaku channels with the same format and signal quality as local broadcast channels. Keep them easy to find and repeat them in HD.
3. Make Cable TV and high speed, affordable internet available to every resident of Maui Nui.
4. A three year rate freeze.
5. Free Wi-Fi in county parks, libraries and community centers.
6. Live TV studios for Molokai, Lanai, Westside and Hana.
7. No restrictions on cable funds.
8. Guarantee that Comcast matches the best public benefits it provides to any other location in the nation.
9. DCCA technical audit of cable system before sale.
10. Support net neutrality

Mahalo.



Chivo Ching-Johnson
<chivocj@gmail.com>
07/17/2014 03:21 PM

To cabletv@dcca.hawaii.gov,
cc
bcc

Subject Testimony to DCCA re: Comcast

Aloha! My name is Noel (Chivo) Ching-Johnson, and I would like to submit a few comments as **testimony**.

I hold many concerns with the “merger” of Comcast with Oceanic Time Warner.

It appears the FCC has sold out to Comcast, so the merger or take-over of Oceanic Time Warner is likely a done deal. Even though this seems inevitable, allow me to voice a few of my concerns.

While I am currently the Senior Producer at Akakū: Maui Community Media. I also have a business with years of video production history in the private sector in Maui County. Regardless of my affiliation, I feel that Akakū is an extremely important asset to Maui County. There is no other resource available in Maui County to learn the skills taught at Akakū. It is truly an affordable way to learn these very valuable skills. Video production will only continue grow as a primary method of communication. Whether through cable television, or through social media, video skills are a necessary part of today's educational process. Education is just one aspect that Akakū excels in. Equally, Akakū stands as the community's voice, and serves as the eyes and ears for many Maui County residents.

Akakū: Maui Community Media stands in Maui County as an integral part of the non profit world; Akakū supports local government and our three island Community. Akakū works with the many Hawaiian groups, Churches, the Cameron Center, Hui Malama, Women helping Women, Maui Childrens Justice Center, Imua Family Services, The Maui Chamber of Commerce, MEDB, The Maui Farm, MEO, Aloha House, Habitat for Humanity and on and on and on..... this is not to mention the numerous County agencies and departments that Akakū partners with and supports....

Regardless of who is allowed to provide cable, Akakū must be named as the PEG provider for Maui County. Akakū's signal must be upgraded to the HD quality of the other HD channels. If they win this contract, Comcast needs to guarantee, in writing, to do these things, plus improve the broadband capability. Internet speeds should be improved far beyond the pathetic level at which they currently reside under Oceanic Time Warner's watch. We are currently not getting anywhere near an acceptable speed. If this is the case, which believe me it is, what will Comcast do to improve this? State it in writing. Hold their feet to the fire.

It is Clearly the role of the DCCA to protect the consumers of our State... of Maui County. If you are going to allow this “merger”, I, as a taxpayer, insist on the DCCA holding this Mega Behemoth of a Corporation to the promises it is making. Furthermore, please remember that you are the last line of defense; make them improve the service State-wide. We suffer from Painfully slow internet. And I do mean Painfully slow... No bandwidth, unaffordable streaming capabilities, terrible signals. This is what we currently live with.

Cable monopolies are not supposed to operate without giving back.... perhaps they own the pipes and conduits they use, but the land they lay or hang those lines in are owned by us: citizens of Maui County.

These Cable companies pull in record profits from us, the very citizens that give them the right to use our public rights of way, so why shouldn't we demand better services? We do. And, we ARE.

If approved, I need Comcast to take a small fraction of it's profits, and use that money to give our schools free internet. I need them to offer free wi fi in our public parks.

Please insist that Comcast, if approved, Cranks up the knob on Internet speeds, Broad Band, and last, but certainly not least: I need Comcast to Treat Akakū like the asset it is; give us HD Channels and more money to operate with. Give us back the money for our educational programs that was taken away. If Comcast is going to take over Oceanic Time Warner, then all of these things fall to you: It is your responsibility to make certain they happen.

In closing, I would like to say that I stand against this "merger"; I don't like monopolies, and I don't like the service level of Oceanic Time Warner. What makes any of us believe that Comcast will improve anything? Please, take a good hard look at their track record around the Mainland..... Akakū deserves better. The people of Maui County deserve better. The law provides for it.

If this merger is going to happen, put their claims in writing and make them deliver.

Mahalo,

Noel (Chivo) Ching-Johnson

Chivo Ching-Johnson

Senior Producer: Akaku: Maui Community Television
(808)-871-5554 (office)



Pamela Kaye Blessum
<onourpaths@yahoo.com>

07/17/2014 11:18 AM

Please respond to
Pamela Kaye Blessum
<onourpaths@yahoo.com>

To "cabletv@dcca.hawaii.gov" <cabletv@dcca.hawaii.gov>,

cc

bcc

Subject Sale of Time Warner

Aloha and Good Morning!

I am reminded this morning that any sales or loss of a necessary commodity on Maui is an invitation for our community to come together and activate our voices in unity demanding our rightful ownership of such things. Time Warner is a valuable and necessary part of how we function here and big business (Comcast) does not have our best interests in mind rather they are purely interested in a profitable business deal. We all recognize this truth and implore you reconsider. Maui is a community unlike others and there are certain things we need to maintain our unity. Respect the needs of the people. Let it go. I pray you do NOT sell to Comcast. This is the will of the community and this is about the people and not about money or politics. Let it be!

Mahalo Nui Loa

Pamela K. Blessum



"Diana Sargent"
<eclipse@maui.net>
07/17/2014 11:07 AM

To <cabletv@dcca.hawaii.gov>,
cc <wrsides@hotmail.com>, <Dawn.Lono@mauicounty.us>
bcc

Subject Internet: Hana Coast: Oceanic Time Warner

To Whom It May Concern,

My experience with Oceanic Time Warner has been frustrating—for years and years.

We all know that more and more people are depending on internet to do business wherever they are. The Hana Coast will be economically and educationally disadvantaged if internet service is not improved.

If one gets up before the crack of dawn, it is possible to get fair internet service from Oceanic Time Warner. However, as the day goes on, the internet slows, slows more, then crawls, and is in a virtual stall—when everyone is home and online.

If the internet goes out completely, the tech support people argue with you, insisting that you do not know what you are talking about, don't understand internet. If it is around midnight, you might not feel like waking up your neighbors to get confirmation, but one does know if their modem (new) is not getting a signal.

I feel I have done my part to have the best internet speeds. I installed brand new highest rated (most expensive) cable throughout our house so we don't have to rely on wireless internet—we have a wired network. I installed it in conduit underground so there can be no "lines down" or interfered with.

When I complained to Oceanic Time Warner about speeds so slow I could not update my software, they responded that I should try to only use the internet when other people were unlikely to be online. That would be fine if they only charged me for internet when "other people were unlikely to be online." Instead, they charge me 24 hours a day, 7 days a week—and my bill just went up--a lot.

Hmmmmm that special offer they made to appease Hana residents just expired?

The only solution I can see involves drawing on my television service to see how to improve the internet. I wrote 9 page letters outlining my horrible experience with Oceanic Time Warner's TV cable service. I got absolutely no response, despite directing my letters to the secret names of their top people in charge. Their equipment was outdated and used (yuck—nasty, unsanitary remote controls), technologically antique, reception was intermittent, and overall a waste of time, characterized by massive frustration waiting on a repair person to come every few weeks. Often the replacement equipment that a technician brought out was defective so I had to wait more weeks. All my complaints went nowhere.

So, finally, I cancelled and went with DirecTV, despite the Oceanic folks telling me that I would have even worse reception, bad equipment, outages every time it rained, etc. (Yes, they knocked the competition.)

Two things resulted from my cancelling Oceanic's TV—

- 1) Suddenly my phone, email account, and mail box were flooded with special offers for less expensive cable TV from Oceanic
- and
- 2) My television experience with DirecTV was fabulous

What took me so long?

From my DirecTV Satellite TV/Oceanic Time Warner Cable TV experiences, I feel that competition is about the only thing that will improve internet service in Hana. It has certainly improved things on the Kula/Kahului side of the island. It is even better on Oahu.

I note that DirecTV offers bundles on the mainland with TV, phone, Internet and cell phone bundled. Personally, I think the best way to improve internet services in Hana is to encourage competition, rather than just whine to Oceanic that they should improve their equipment and services. I hope there will be discussions and incentives offered to encourage DirecTV, Dish, Hawaiian Tel, Hughes, and any other companies that might come to the Hana Coast.

Thank you,
Diana Sargent

**WRITTEN COMMENTS
BEFORE THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND
CONSUMER AFFAIRS**

Respectfully submitted by: Jay April, President & CEO
Akaku Maui Community Media
333 Dairy Road
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Jay @akaku.org
808 873 3437

**RE: STATE OF HAWAII APPLICATION FOR TRANSFER OF CABLE
TELEVISION FRANCHISE SUBMITTED BY TIME WARNER CABLE AND
COMCAST CORPORATION FOR THE TRANSFER OF CONTROL OF
OCEANIC TIME WARNER CABLE LLC'S HAWAII CABLE FRANCHISES
FROM TIME WARNER CABLE TO COMCAST**

In the decade of 1980's I was a national cable television consultant with a specialty in local programming including PEG access. Clients included public sector institutions such as The State of Connecticut, The City of Los Angeles, universities, county governments and municipalities. I also worked in the private sector preparing cable television applications on behalf of major cable multiple system operators (MSOs) in markets such as Fairfax County, VA., Chicago, Ill., Philadelphia, PA., Detroit, MI., Phoenix, AZ., and Fairfield, CT.

My job was to win franchises by designing superior applications and in some instances evaluate and recommend the winning applicant. At that time most competing state of the art cable applications among major players were roughly equivalent in terms of their financials, management capability, the technology deployed, and the variety and number of national program channels offered. In many if not most cases the differentiating factor in determining the suitability of granting a local cable monopoly to one company over another, was almost always the public benefit promised in the franchise application. Things like universal service, most favored nation provisions, basic and premium rate guarantees, promises to build to remote, low density areas over reasonable time frames and last but not least, robust INET and PEG financial, capital, personnel and bandwidth commitments. In the application process from venue to venue this is the one subject area in the competing cable franchise applications where the services offered and demonstrated commitment of the different cable companies varied the most and in order to get the best deal for the consumer in exchange for use of public ROW, it is these areas that required the most scrutiny on the part of the local franchise authority.

It is a historical fact that the LFA's that paid attention during this and subsequent franchising proceedings, i.e. Portland, OR, Chicago, and St. Paul, MN (where Comcast

has franchises) New York City (Time Warner), Montgomery County, MD, Fairfax County, CT, the entire State of Massachusetts and arguably the State of Hawaii have strong and thriving community communications infrastructure.

The point of this discussion is that today we are experiencing a vastly different media landscape whereby concentration of media ownership has granted unprecedented power to a few dominant providers with nearly unlimited reach and influence. This has had a demonstrable negative effect on fully local communications and diversity of viewpoint at the expense of the non-commercial and non-profit sector. We are now in Hawaii without meaningful competition in wireline cable and internet. We have seen federal cable legislation and FCC rulemaking that has had the chilling effect of restraining or compromising LFA authority across the land.

Perhaps most importantly, when it comes to the future of cable and the internet, we are now at the crossroads of what could be a historic moment for Hawaii. The cable act gives the DCCA broad powers in terms of approving or denying this transfer and the DCCA can put some enforceable, contractual conditions on this sale that provide public benefit significantly better than we have now. Conditions like: a complete technical audit prior to sale, equivalent signal quality and support for PEG and broadcast, most favored nation benefits, support for net neutrality and adequate speed. What the DCCA decides today will have major impact as to whether the promise of cable and internet will become an affordable, democratic, informational utility with net neutrality characteristics available to all or whether it will become a completely commercial wasteland disconnected from local input with slow lanes for the disadvantaged and fast lanes for those with the most money.

Comcast in its public testimony, cited its Portland franchise agreement as a model. We agree with that and have submitted a copy of the *Franchise Agreement for Cable Services Between Comcast of Oregon and the City of Portland effective January 1, 2012*. We present it here as an attachment with permission from the authors for the DCCA to use as a template and a guide should the Department decide to go ahead with approving the transfer with "conditions" It is our belief that this document contains a sufficient level of specificity lacking in the Time Warner/Comcast application and will greatly aid the DCCA in filling in the blanks to suit the public interest in Hawaii

In summary, Time Warner Cable is currently in DEFAULT of its Kahului and West Maui franchises in several categories including failure to provide adequate signal to PEG access channels, repeated violations of Decisions and Orders from the DCCA and its failure to build out cable plant and maintain adequate service to areas it is obligated to serve.

These are only some of the reasons that the FCC FORM 394 and the APPLICATION FOR TRANSFER documents and subsequent filings by Time Warner/Comcast as a result of DCCA requests for more information are woefully incomplete and totally inadequate in addressing the local community communications needs of Maui County and Hawaii at large. They lack chapter and verse specificity and completely ignore any meaningful

commitment to the public interest once so ever. To be honest, they are pro forma in nature and completely devoid of substance.

This transfer application as written puts the public interest at risk and in its present form should be categorically denied with prejudice.



Jay April <jay@akaku.org>
07/25/2014 04:28 PM

To cabletv@dcca.hawaii.gov,
cc
bcc
Subject Comments on Transfer

1 attachment



WRITTEN COMMENTS.docx

**Franchise Agreement
For
Cable Services
Between
Comcast of Oregon II, Inc.
And
City of Portland, Oregon
Effective January 1, 2012**

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ORDINANCE NO.

Grant a franchise to Comcast of Oregon II, Inc. to operate a Cable System.

The City of Portland ordains:

Section 1. NATURE AND TERM OF GRANT

1.1 Grant of Franchise.

(A) The City of Portland does hereby grant to Comcast of Oregon II, Inc., who is qualified to do business in Oregon, and to its successors and assigns, a franchise to construct, operate and maintain a Cable System to provide Cable Services and I-Net Services in the Streets of the City.

(B) Throughout this Franchise, the City of Portland, Oregon, shall be referred to as the “City” and Comcast of Oregon II, Inc. shall be referred to as the “Grantee.”

1.2 Term of Franchise. This Franchise, and all rights, privileges, obligations and restrictions pertaining thereto, shall expire on December 31, 2021, unless terminated sooner as provided herein.

1.3 Effective Date. The effective date of this Franchise shall be 60 days after passage of this Franchise by the City Council, unless the Grantee fails to file an unconditional written acceptance of this Franchise, in which event this Franchise shall be null and void. The passage date of this Franchise is set forth on the last page of the original hereof, as stamped by the Council Clerk.

1.4 Non-Exclusive Franchise; Competitive Parity.

(A) This Franchise is not exclusive. The City expressly reserves the right, and may be required by federal law, to grant rights or franchises to other Persons, as well as the right in its own name as a municipality, to use the Streets for similar or different purposes allowed Grantee hereunder, by franchise, permit or otherwise.

(B) Authorization of Cable Franchises.

(1) If, after the effective date of this Franchise, the City grants an additional cable services franchise pursuant to Section 1.4(A), and there are material differences with Grantee’s obligations under this Franchise relating to PEG Access Channels, PEG/I-Net Capital support, franchise fees, customer service standards and reports, reports and records contained in Section 13, and the provision of duct under Section 15.8, the parties agree that the corresponding obligations in this Franchise will be modified to substantially reflect the franchise obligations under the competitive cable franchise of the newly awarded franchised cable operator. The modification process shall only be initiated by written notice by the Grantee to the City regarding specified franchise obligations. Grantee’s notice shall address the following: (a) identifying the specific terms or conditions in the competitive cable services franchise which are materially different from Grantee’s obligations under this Franchise; (b) identifying the Franchise terms and conditions for which Grantee is seeking amendments; (c) providing text for any proposed Franchise amendments to the City, with a written explanation of why the proposed amendments are necessary and consistent. Grantee agrees to also address all relevant factors, evidence and circumstances in its written notice. The parties agree that this provision shall not require identical word for word provisions so long as the regulatory and financial burdens on each entity are materially equivalent. The parties agree that they will attempt in good faith to negotiate the form of

these modifications. If the parties fail to reach agreement in informal negotiations, either party may initiate mediation in accordance with Section 20.3 or by arbitration in accordance with Section 20.2.

(2) **Term Reduction.** In the alternative to franchise modification as provided under Section 1.4(B)(1), in the event of a competitive entry as provided in Section 1.4(B)(1), Grantee may elect at any time prior to the commencement of the Grantee's thirty-six (36) month renewal window provided by 47 USC §546 to file a written notice indicating an election to shorten the term of this Franchise, and thereafter the term of Grantee's Franchise shall, ninety (90) days from the Grantee's written notice, be shortened so that the Franchise shall be deemed to expire on a date thirty six (36) months from the first day of the month following the date of Grantee's notice. Grantee shall immediately thereafter secure franchise renewal rights pursuant to 47 USC §546 with no further notice to the City required. The City and Grantee shall then enter into proceedings consistent with §546 for renewal of this Franchise. The City and Grantee shall have all rights and obligations provided under said Section 546.

(3) Solely for the purposes of Section 1.4(B), "Cable Services" shall mean the one-way transmission of video programming, or other programming service for commercial purposes, including any subscriber interaction necessary for the selection or use of such programming.

(C) (1) Nothing in Section 1.4(B) shall be construed as limiting, restricting or preventing the City from issuing any franchise, permit, license or other form of agreement for all of Grantee's Franchise Area or any portion thereof, that provides for equal or greater requirements or for a similar or higher level of Cable Services to Residential Subscribers, than that required of Grantee under this Franchise.

(2) Grantee agrees and acknowledges that, solely for the purposes of Section 1.4(B), the provisions of any other franchise issued or administered by the City with respect to the provision of Cable Services and in effect as of the effective date of this Franchise, are reasonably non-discriminatory and competitively neutral.

1.5 Charter and General Ordinances. To the extent authorized by law, this Franchise is subject to the Charter of the City of Portland and general ordinance provisions passed pursuant thereto, affecting matters of general City concern and not materially in conflict with existing contractual rights of Grantee, now in effect or hereafter made effective. Sections 10-201 through 10-218, inclusive, of the Charter of the City of Portland (1942 compilation, as revised in part by subsequent amendments), are hereby incorporated by reference and made a part of this Franchise, to the extent authorized by law. Nothing in this Franchise shall be deemed to waive the requirements of the various codes and ordinances of the City regarding permits, fees to be paid or the manner of construction. Grantee shall comply with all applicable City ordinances, resolutions, rules and regulations adopted or established pursuant to the City's lawful authority. Nothing in this Section 1.5 shall be deemed a waiver by Grantee or the City of the rights of Grantee or the City under applicable law.

Section 2. INTERGOVERNMENTAL AGREEMENT/ CABLE REGULATORY COMMISSION

2.1 Intergovernmental Agreement. The City has provided for regulation of this Franchise through a cable regulatory commission ("Commission") created through an Intergovernmental Agreement (attached as Exhibit A). The City has agreed to be bound by the decisions and actions taken by the Commission pursuant to powers, duties, and responsibilities delegated to the Commission under the Intergovernmental Agreement. Unless specifically stated otherwise herein, the Commission shall be the representative and agent of the City in dealing with Grantee under the terms of this Franchise. In

Section 3. DEFINITIONS

3.1 (A) Captions. Throughout this Franchise, captions to Sections are intended solely to facilitate reading and to reference the Sections and provisions of this Franchise. The captions shall not affect the meaning and interpretation of this Franchise.

(B) Definitions. For the purpose of this Franchise, and all Exhibits attached hereto, the following terms, phrases, and their derivations shall have the meanings given below unless the context indicates otherwise. When not inconsistent with the context, words used in the present tense include the future tense, words in the plural number include the singular number, and words in the singular include the plural number. The word "shall" is always mandatory and not merely directory.

3.2 "Access" means the availability for use of the Cable System in accordance with the Franchise by various agencies, institutions, organizations, groups and individuals in the community to acquire, create, and distribute Programming not intended to generate income which may be subject to federal, state, or local income taxes and not under the Grantee's editorial control, including, but not limited to:

(A) "Public Access" means Access where organizations, groups or individual members of the general public, on a nondiscriminatory basis, are the primary or designated Programmers or users having editorial control over their Programming;

(B) "Educational Access" means Access where educational institutions are the primary or designated Programmers or users having editorial control over their Programming;

(C) "Government Access" means Access where governmental institutions are the primary or designated Programmers or users having editorial control over their Programming; and

(D) "PEG Access" means Public Access, Educational Access, and Government Access, collectively.

3.3 "Access Channel" means any Channel designated for Access purposes or otherwise made available to facilitate or transmit PEG Access Programming.

3.4 "Access Resources" means the Channels, services, facilities, equipment, technical components and/or financial support provided under this Franchise, which is used or useable by and for PEG Access.

3.5 "Activation" or "Activated" means the status of any Capacity or part of the Cable System in which any Residential Service, Institutional Service or Access Resource requiring the use of that Capacity or part is made available, in accordance with the Franchise, without further installation, adjustment, modification or testing of Cable System equipment.

3.6 "Affiliated Entity" means any entity having ownership or control in common with the Grantee, in whole or in part, including, without limitation, Grantee's Parent Corporations and any subsidiaries or affiliates of such Parent Corporations.

3.7 "Annual" or "Annually" means the period consisting of a full calendar year, beginning January 1 and ending December 31, unless otherwise provided in this Franchise.

3.8 "Basic Service" is the level of Programming service which includes, at a minimum, all Broadcast Channels, all PEG Access Channels required in this Franchise, and any additional Programming added by the Grantee, and is made available to all Cable Services Subscribers in the Franchise Area.

3.9 "Broadcast Channels" means local commercial television stations, qualified low power stations and qualified local noncommercial educational television stations, as referenced under 47 USC § 534 and 535.

3.10 "Cable Regulatory Commission" means the Mt. Hood Cable Regulatory Commission, or its successor agency as designated by ordinance of the City Council.

3.11 "Cable Services" shall have the meaning provided under Federal law and regulations.

3.12 "Cable System" shall have the meaning provided under Federal law and regulations.

3.13 "Capacity" means the capability of the Cable System to carry Signals within a given format (e.g. at the time of the effective date of this Franchise, RF Capacity may be described in terms of portions of the total radio frequency bandwidth by specifying a number of MHz).

3.14 "Capital" or "Capital Costs" means the expenditure of funds for services, products or other resources, whose useful life can be expected to exceed a period of one year or longer.

3.15 "Channel" means a time or frequency slot or technical equivalent on the Cable System, discretely identified and capable of carrying full motion color video and audio, and may include other non-video subcarriers and digital information.

3.16 "City" means the City of Portland, Oregon, a municipal corporation, and all of the territory within its corporate boundaries, as such may change from time to time.

3.17 "City Council" means the Council of the City of Portland.

3.18 "Designated Access Provider" means the entity or entities designated by the City under Section 5.1.

3.19 "Downstream" means the direction of Signals from the Headend to Subscribers or Interconnect points served by the Cable System.

3.20 "Dwelling Unit" means any building, or portion thereof, that has independent living facilities, including provisions for cooking, sanitation and sleeping, and that is lawfully occupied for residential purposes. Buildings with more than one set of facilities for cooking shall be considered multiple dwelling units unless the additional facilities are clearly accessory.

3.21 "Expanded Basic Service Tier" is the most commonly-subscribed to tier of service and does not include the Basic Service Tier or pay per-view or pay-per-program services.

3.22 "Facility" means any tangible component of the Cable System.

3.23 "FCC" means the Federal Communications Commission.

3.24 "Fiber" means a transmission medium of optical fiber cable capable of carrying Signals by means of lightwave impulses.

3.25 "Franchise" means this franchise agreement, as fully executed by the City Council and the Grantee.

3.26 "Franchise Area" means the territory within the boundaries of the City of Portland.

3.27 "Gross Revenues" means all amounts, in whatever form and from all sources, derived from the operation of Grantee's Cable System to provide Cable Services within the City, by the Grantee or by any Affiliated Entity only to the extent such amounts are earned from the operation of Grantee's Cable System within the City. "Gross Revenues" shall include, without limitation, amounts for the Basic Service Tier, any other programming service tiers, Pay Services, audio services, Subscriber installations and transactions, Leased Access, advertising, equipment rentals and all other revenues derived from the operation of Grantee's Cable System to provide Cable Services within the City. Grantee shall report Gross Revenues to the City using the accrual method of accounting, consistent with Generally Accepted Accounting Principles ("GAAP"). Nothing in this Section shall impair the City's ability to challenge Grantee's interpretation of GAAP. Revenues which are not directly attributable to specific customers, such as advertising revenue and home shopping commissions, shall be allocated to systems and jurisdictions on a per subscriber basis measured in a consistent manner from period to period. "Gross Revenues" shall also include amounts earned during any period regardless of whether: (1) the amounts are paid in cash, in trade or by means of some other benefit to the Grantee or any Affiliated Entity; (2) the goods or services with which the revenue is associated are provided at cost or the revenue amount can be matched against an equivalent expenditure; and (3) the amounts are initially recorded by the Grantee or an Affiliated Entity. "Gross Revenues" shall not be net of (1) any operating expense; (2) any accrual, including, without limitation, any accrual for commissions; or (3) any other expenditure, regardless of whether such expense, accrual or expenditure reflects a cash payment. "Gross Revenues", however, shall not be double counted. Revenues of both Grantee and an Affiliated Entity that represent a transfer of funds between the Grantee and the Affiliated Entity, and that would otherwise constitute Gross Revenues of both the Grantee and the Affiliated Entity, shall be counted only once for purposes of determining Gross Revenues. Similarly, operating expenses of the Grantee which are payable from Grantee's revenue to an Affiliated Entity and which may otherwise constitute revenue of the Affiliated Entity, shall not constitute additional Gross Revenues for purposes of this Franchise. "Gross Revenues" shall include amounts earned by Affiliated Entities only to the extent that Grantee could, in concept, have earned such types of revenue in connection with the operation of Grantee's Cable System and recorded such types of revenue in its books and Records directly but for the existence of Affiliated Entities. "Gross Revenues" shall not include sales or other similar taxes imposed by law on Subscribers which the Grantee is not obligated to collect, nor amounts received from I-Net Institutions for use of the Institutional Network.

3.28 "Hazardous Substances" has the meaning given by ORS 465.200(16) (2009)

3.29 "Headend" means Grantee's Facility for reception and dissemination of Signals on the Cable System, including cable, antennas, wires, satellite dishes, monitors, switchers, modulators, processors,

equipment for the Interconnection of the Cable System with adjacent cable systems or other separate communications network, and all other related equipment and Facilities.

3.30 "Incremental" costs means the amount actually expended by Grantee in meeting an obligation under this Franchise which Grantee would not otherwise have expended in order to operate and conduct the business of its Cable System or to meet another obligation of this Franchise.

3.31 "Interconnect" or "Interconnection" means the provision by Grantee of technical, engineering, physical, financial, and all other necessary components to provide and adequately maintain a physical linking of Grantee's Cable System with any other designated cable system or any separate communications network so that services of technically adequate quality may be sent to and received from such other systems to the extent required by this Franchise.

3.32 "Institutional Network" or "I-Net" means Capacity on the Cable System facilities used to provide one-way and bi-directional communication services to and among I-Net Subscribers pursuant to 47 USC § 531 and § 541. The facilities include all equipment on Grantee's side of the demarcation point at the I-Net Site's termination panel required to make the Capacity available including but not limited to Fiber, coaxial cable, switching, patching, electronic transmitting, receiving, and Signal conversion necessary for effective use of the I-Net.

3.33 "I-Net Institution" means any public primary and secondary school and community colleges, which have received the appropriate accreditation from the State of Oregon; public libraries; Designated Access Providers; and any agency of local government, excluding state or federal governments, except that the Oregon Judicial Department and Oregon Department of Justice shall be included as I-Net Institutions.

3.34 "I-Net Services" means one-way and bi-directional communications services provided over the Institutional Network to and among I-Net Institutions.

3.35 "I-Net Site" means a site within the Franchise Area identified by the City to receive I-Net Services over the Institutional Network in accordance with this Franchise.

3.36 "I-Net Subscriber" means an I-Net Institution receiving I-Net Services.

3.37 "Parent Corporation" means Comcast Communications, Inc. and includes any other existing or future corporations with greater than fifty percent ownership or control over Grantee.

3.38 "Pay Service" means video Signals delivered to Subscribers on a per program, per Channel, or other separate subscription basis for a fee or charge over and above the regular charges for other Grantee tiers of service.

3.39 "Person" means any individual, sole proprietorship, partnership, association, corporation or other form of organization authorized to do business in the State of Oregon, and includes any natural person.

3.40 "Programmer" means any Person responsible for Programming on the Cable System, including, without limitation, any Person who produces or otherwise provides Programming for transmission on the Cable System.

3.41 "Programming" means television programs, audio, video or other patterns of Signals to be transmitted on the Cable System, and includes all programs or patterns of Signals transmitted, or capable of being transmitted, on the Cable System.

3.42 "Record" means written or graphic materials, however produced or reproduced, or any other tangible permanent record, including, without limitation, all letters, correspondence, memoranda, minutes, notes, summaries or accounts of telephone conversations, summaries or accounts of personal conversations or interviews, reports, notebooks, sketches, summaries or accounts of meetings or conferences, opinions or reports of consultants or experts, invoices, billings, statements of accounts, studies, appraisals, analyses, contracts, agreements, charts, graphs, photographs and any other writings or recordings of every kind and description, including magnetic media, and all sound recordings, to the extent related to the enforcement or administration of this Franchise.

3.43 "Residential Network" means the Cable System designed principally for the delivery of Cable Service to individual Dwelling Units.

3.44 "Residential Subscriber" means any Subscriber receiving Cable Services delivered to single or multiple Dwelling Units.

3.45 "Section" means a provision of this Franchise, unless specified as part of another document.

3.46 "Signal" means any analog or digital electrical or light impulses carried on the Cable System, whether one-way or bi-directional.

3.47 "Streets" means the surface of any public street, road, alley or highway, within the City, used or intended to be used by the general public for general transportation purposes to the extent the City has the right to allow the Grantee to use them, and the space above and below.

3.48 "Subscriber" means any Person who is lawfully receiving, for any purpose or reason, any Cable Services provided by Grantee by means of or in connection with the Cable System, whether or not a fee is paid for such service.

3.49 "Upstream" means the direction of Signals transmitted to the Headend from remote points on the Cable System or from Interconnection points on the Cable System.

Section 4. FRANCHISE AREA

4.1 Cable Services. Subject to the provisions of this Franchise, Grantee shall provide Cable Services and I-Net Services authorized by this Franchise and applicable law within the Franchise Area.

Section 5. PEG ACCESS

5.1 Designated PEG Access Providers.

(A) The City may designate up to six (6) PEG Access providers, including itself for Government Access purposes, to control and manage the use of any or all Access Resources provided by Grantee under this Franchise. To the extent of such designation by the City, the Designated Access Provider shall have sole and exclusive responsibility for operating and managing such Access Resources.

(B) Grantee shall cooperate with Designated Access Providers in the use of the Cable System and Access Resources. Grantee shall enter into operating agreements as may be necessary to facilitate and coordinate the provision of PEG Access, provided that all such operating agreements shall not be inconsistent with the terms of this Franchise.

5.2 Access Channel Capacity on the Residential Network.

(A) Access Channels Universally Available. All Access Channels required by this Franchise shall be included by Grantee in Basic Service, and in accordance with Sections 5.2(C) through (F), and be fully available and accessible to every Cable Services Subscriber.

(B) Access Channel Origination Points. The City may designate up to six (6) points of origination for Access Channels located within the Cable Services Franchise Area. Grantee shall provide the technical capability to transmit Signals for Access Channels from the designated origination points in place on the effective date of this Franchise to Grantee's Headend for distribution on the Residential Network.

(C) Simulcast Analog and Digital Channels. Prior to digital transition under Section 5.2(D), Grantee shall provide not less than eight (8) Activated Downstream Channels, for PEG Access use, in Grantee's Basic Service. Grantee shall simultaneously carry each Access Channel under this Section in both analog and digital format Basic Service, for a total of 16 Activated Downstream Channels, until Grantee no longer offers analog format Basic Service. Grantee shall carry all components of the standard definition Access Channel Signals provided by the Designated Access Provider including, but not limited to, closed captioning, stereo audio and other elements associated with the Programming.

(D) Digital Channels After Digital Transition. At such time Grantee no longer offers Basic Service in an analog format, Grantee shall continue to provide not less than eight (8) Activated Downstream Channels for PEG Access use in a standard digital format in Grantee's Basic Service. Grantee shall carry all components of the standard definition Access Channel Signals provided by the Designated Access Provider including, but not limited to, closed captioning, stereo audio and other elements associated with the Programming. The Designated Access Provider shall be responsible for providing the Access Channel Signal in a standard definition format to the demarcation point at the designated point of origination for the Access Channel. Grantee shall transport and distribute the Access Channel Signal on its Cable System and shall not discriminate against PEG Access Channels with respect to the functionality, signal quality, and features from those of the local Broadcast digital format Channels carried on the Cable System. With respect to signal quality, Grantee shall not be required to carry a PEG Access Channel in a higher quality format than that of the Channel Signal delivered to Grantee, but Grantee shall distribute the Access Channel Signal without degradation. Upon reasonable written request by a Designated Access Provider, Grantee shall verify Signal delivery to Subscribers with the Designated Access Provider, consistent with the requirements of this Section 5.2(D).

(E) HD Channel Signal Option. After July 1, 2012, and with at least 120 day written notice to Grantee, a Designated Access Provider may provide Access Channel Signals in only HD format to the demarcation point at the designated point of origination for the Access Channel, and as such the Designated Access Provider will no longer provide the Access Channel Signals in a standard definition digital format. Grantee shall provide all necessary transmission equipment from the Designated Access Provider Channel origination point, at its Headend and throughout its distribution system, in order to deliver the Access Channels in accordance with Sections 5.2(C), (D), (F) and (G). Upon reasonable written request by Designated Access Provider, Grantee shall verify Signal delivery to Subscribers with the Designated Access Provider, consistent with the requirements of Section 5.2(E). Solely for purposes

of this Section 5.2(E), Access Channel Signals delivered in HD to Grantee shall not require Grantee to deliver such HD signals to Subscribers.

(F) HD Channels Upon Digital Transition. At such time Grantee no longer offers Basic Service in an analog format, Grantee shall simultaneously carry two (2) of the existing Access Channels in high definition (HD) format Channels on the Downstream Residential Network for PEG Access use, in addition to simultaneously carrying the standard digital Access Channels provided under Section 5.2(D). Grantee shall carry all components of the HD format Access Channel Signals provided by the Designated Access Provider including, but not limited to, closed captioning, stereo audio and other elements associated with the Programming. The Designated Access Provider shall be responsible for providing the Access Channel Signal in an HD format to the demarcation point at the designated point of origination for the Access Channel. Grantee shall transport and distribute the Access Programming without degradation. Consistent with this requirement, Grantee shall provide all necessary equipment outside the demarcation point at the Designated Access Provider Channel origination point, at its Headend and throughout its distribution system to deliver the Access Channel(s) in the HD format to Subscribers. Grantee shall not discriminate against PEG Access Channels with respect to the functionality, signal quality, and features from those of the local Broadcast HD Channels carried on the Cable System. With respect to signal quality, Grantee shall not be required to carry a PEG Access Channel in a higher quality format than that of the Channel Signal delivered to Grantee, but Grantee shall distribute the Access Channel Signal without degradation. Grantee shall verify Signal delivery to Subscribers with the Designated Access Provider, consistent with the requirements of this Section 5.2(F), in a manner and on a timetable as to ensure that the HD format Access Channels are included in Grantee's program services offered to Subscribers at the time that analog format Basic Service is no longer available to Subscribers.

(G) Additional HD Access Channels.

- (1) Grantee shall provide and Activate up to two (2) more of the existing Access Channels in HD format Access Channels, for a total of four (4) HD format Access Channels subject to the conditions in Section 5.2(G)(4), 12 months after Grantee transitions to digital-only format.
- (2) Grantee shall provide and Activate up to two (2) more of the existing Access Channels in HD format Access Channels, for a total of six (6) HD format Access Channels, subject to the conditions in Section 5.2(G)(4), 24 months after Grantee transitions to digital-only format.
- (3) Grantee shall provide and Activate up to two (2) more of the existing Access Channels in HD format Access Channels, for a total of eight (8) HD format Access Channels, subject to the conditions in Section 5.2(G)(4), 36 months after Grantee transitions to digital-only format.
- (4) Activation of HD format Access Channels under Section 5.2(G) shall occur under the following conditions:

(a) The City shall notify Grantee in writing of its need to Activate the HD format Access Channels under this Section 5.2(G) and shall provide notice to Grantee that the following criteria have been met:

(1) At least 80% (eighty percent) of the Access Programming carried on the SD format Channel, which the City has identified as the Channel to be carried in an HD format Channel, has

been produced in an HD format for any three-month time period prior to the notice provided under this Section; and

(2) Not more than 50% (fifty percent) of the Access Programming carried on the SD format Channel, which the City has identified as the Channel to be carried in an HD format Channel, is character-generated only Programming for any three-month time period prior to the notice provided under this Section.

(b) The HD format Access Channels provided under Section 5.2(G) are in addition to the SD format of those Access Channels provided for in Section 5.2(D).

(c) Grantee shall have no more than 120 days from the date of the written notice under Section 5.2(G)(4)(a) to fully Activate the Access Channels from the Designated Access Provider to Subscribers in the HD format. Grantee shall verify HD Channel Signal delivery to Subscribers with the Designated Access Provider, consistent with the requirements of Section 5.2(F).

(d) The City acknowledges that receipt of HD format Access Channels may require Subscribers to buy or lease special equipment, or pay additional HD charges applicable to all HD services.

(H) Audio. Access Channels shall include stereo audio or other forms of audio carried within the Access Channel. For example, any PEG Access Programming provided to Grantee with SAP (Second Audio Program) shall be provided to Subscribers with the SAP feed intact. For digital Access Channels, any PEG Access Programming provided to Grantee with SAP or MAP (Multiple Audio Program) shall be provided to Subscribers with the SAP or MAP feeds intact, except to the extent Federal, State or Local law or regulation prescribes otherwise.

(I) PEG Access Capacity not Offset. The PEG Access Capacity set forth in Section 5 does not include, nor is it to be offset against, I-Net Capacity as set forth in Section 6.

(J) Advances in Channel Technology. If Grantee incorporates new or emerging improvements (such as 3D display) in Channel delivery or display on Grantee Channels made available to Residential Subscribers, the City or a Designated Access Provider may submit a written request to meet with the Grantee. Without further obligation, following receipt of such request, Grantee will participate in discussions of these improvements or enhancements with the City and the Designated Access Providers. These discussions shall address potential options for improvements and enhancements on the delivery of PEG Channels to subscribers in comparable format, including possible technical means and costs of incorporating such improvements or enhancements for the PEG Channels.

5.3 Access Channel Assignments.

(A) Grantee shall provide Channel assignments for PEG Access and narrowcast such Access Channels to the specific geographic areas as follows:

- | | |
|--------------------------------|------------------|
| (1) Channel 11 - public access | (Franchise Area) |
| (2) Channel 21 - public access | (Franchise Area) |
| (3) Channel 22 - public access | (Franchise Area) |
| (4) Channel 23 – public access | (Franchise Area) |

- | | |
|-------------------------------------|---|
| (5) Channel 30 - government access | (Franchise Area) |
| (6) Channel 27 - educational access | (Portland Community College service area and Mt. Hood Community College service area discretely) |
| (7) Channel 28 - educational access | (Portland Public Schools service area and other public schools' service areas within Multnomah County discretely) |
| (8) Channel 29 - public access | (Franchise Area) |

(B) PEG Access Channel assignments, as provided under Section 5.3(A), may be adjusted or altered only with the specific written approval, in advance, by the City. Access Channel types, (i.e. Public, Educational, Government), as provided under this Section, may be adjusted by Designated Access Providers upon approval by the City.

(C) If Grantee no longer offers Basic Service in an analog format and Grantee provides Access Channels in a digital only format in accordance with Section 5.2(D), Grantee may reassign Access Channels under Section 5.2(D) at its discretion, subject to the following: Grantee shall place the Access Channels within reasonable proximity to each other and to local Broadcast Channels in the Cable System's channel lineup. If this is not feasible, as demonstrated by Grantee to the satisfaction of the City, Grantee shall work with the City to determine placement of Access Channels that is equitable to channel assignment obligations in this Section 5.3(C). The City shall consider the evolving interactive guides and navigation features available on a Subscriber's set-top unit that may make channel number assignments and placement less important in the future, as viewers may find Access Programming through a search function.

(D) When HD format Access Channels are activated in accordance with Section 5.2(E) & (F), Grantee shall place the HD format Access Channels within the channel block for the HD format Channels in reasonable proximity to each other and to the local Broadcast HD Channels. If this is not feasible, as demonstrated by Grantee to the satisfaction of the City, Grantee shall work with the City to determine placement of Access Channels that is equitable to channel assignment obligations in this Section 5.3(D). The City shall consider the evolving interactive guides and navigation features available on a Subscriber's set-top unit that may make channel number assignments and placement less important in the future, as viewers may find Access Programming through a search function.

(E) If at any time during the duration of this Franchise, Grantee reassigns Access Channel numbers, Grantee shall provide at least 60 days advance notice to the City and the Designated Access Providers. Grantee shall ensure that Subscribers are notified of such reassignment in accordance with the notice requirements under Section 10. Grantee shall also use its customer messaging function of its set-top unit to provide customers the new channel assignments at least 30 days prior to the change and for at least 30 days after the change. In conjunction with any reassignment of any Access Channels, Grantee shall provide a minimum of \$5,000 compensation to a Designated Access Provider for costs associated with the change, or, alternatively at Grantee's sole discretion, \$9,000 of in-kind airtime on advertiser supported Channels (e.g. USA, TNT, TBS, Discovery, or other comparable Channel) for the purpose of airing a 30-second public service announcement produced by a Designated Access Provider. The City shall coordinate with the Designated Access Provider and Grantee for such airing. All compensation,

whether in cash or in-kind, shall be paid on a per-event basis, regardless of the number of channels affected by the change.

5.4 Access Interconnections.

(A) Grantee shall continue and maintain all Interconnections of Access Channels in effect on the effective date of this Franchise, and as otherwise provided herein, unless otherwise authorized or modified by the City. Grantee shall provide Activated Interconnection of the Headend to Designated Access Providers for shared PEG Access Programming on Access Channels. The Interconnections shall provide the bi-directional capability to transmit PEG Access Programming among Designated Access Providers and other PEG Access Programming carried by contiguous cable systems in Washington County and Clackamas County, Oregon, and Clark County, Washington. Grantee shall provide Activated Capacity sufficient to enable Signal transmission to and from all Interconnection points on the Cable System.

(B) Upon request by the City, and based on a demonstrated need, Grantee shall work in good faith with the City to interconnect with other cable operators at a designated meet point and not at Grantee's headend or hubs in order to hand off PEG Access Channel Signals for the purposes of sharing PEG Programming throughout the Franchise Area. Such interconnection shall preserve the technical quality of the PEG Access Channels without degradation to Grantee's demarcation at the designated meet point of the Interconnect. The City shall not require such interconnection without the prior consent of Grantee, which shall not be unreasonably withheld. Grantee shall not be obligated to interconnect with any cable system providing competitive Cable Services within the Franchise Area, except that Grantee shall use reasonable efforts to agree with a competitive Cable Services provider on reasonable terms, conditions and costs of a viable interconnection of the PEG Access Channel Signals. Any Incremental, direct Capital costs incurred by Grantee to interconnect shall be paid by the City from the PEG/I-Net Fee.

(C) The City shall designate the Access provider with the right to control and schedule the operation of all Interconnects of Access Channels with other systems.

(D) Grantee shall take all necessary technical steps to ensure that technically acceptable signal quality and routing systems are continuously provided for all Access Interconnections. Signal quality and routing systems acceptability will be based on meeting applicable IEEE, NAB, FCC or other industry standards.

5.5 Live Programming Origination Capabilities.

(A) Grantee shall provide, at a minimum, the transmission capability for Designated Access Providers to originate discrete, live Programming from:

- (1) Designated Access Providers,
- (2) Any location on the I-Net;
- (3) Existing, hardwired live origination sites, as listed in Exhibit B;
- (4) New live origination sites, as constructed under Section 5.5(B); and,

(4) Any available Programming origination points on any cable system with which the PEG Access Channels are Interconnected, provided other cable operators permit.

(B) The City may designate new live origination sites, in addition to those listed in Exhibit B. Grantee shall construct and the City shall fund Capital costs of new live origination sites in accordance with the procedures under Section 6.4(D)(2).

(C) The Cable System shall provide functional ability to transmit digital Programming Upstream from each location and return the Programming on Downstream Channels and on all Access Channel Interconnects. Such transmission capability shall be at a minimum, digital, optical, transport capable of transporting the Designated Access Provider's Programming in the format specified by the Designated Access Provider without degradation from at least eight locations simultaneously. The transmission equipment utilized to provide the live origination capability shall be chosen in consultation with the Designated Access Provider. Grantee shall install, test and verify proper Activation with the Designated Access Provider no later than 30 days after the date of a written request to the Grantee concerning live origination from a new location or using a new digital format, and no later than 15 days for live origination using an existing format and from an existing location. Such testing shall, at a minimum, include transmission of color bars, video and audio meeting all required technical quality standards, as documented by Grantee with the Designated Access Provider before the site is considered Activated.

(D) Additionally, all hardwired live origination sites, including the sites in Exhibit B and those added by Grantee following the Franchise effective date, upon written request of City, shall be tested for all applicable standards and Activation status. Test results shall be documented and reviewed with the City and Designated Access Providers. Where test results indicate, as determined by the City or a Designated Access Provider, that a live origination site does not meet applicable standards, corrective action shall be implemented by the Grantee with continuous efforts made until all problems have been corrected and the site meets applicable standards.

5.6 Charges. All of the Channels, Cable System Capacity, Access Resources and other elements needed for Grantee to provide PEG Access as required under this Section 5 shall be provided without charge to the City or to any Designated Access Provider, except as specifically provided for in Section 5.

5.7 Change in Technology. In the event Grantee makes any change in the Cable System and related equipment and Access Resources or in Grantee's Access Channel Signal delivery technology, which directly or indirectly substantially affect the Signal quality or transmission of Access Programming, Grantee shall at its own expense take necessary technical steps or provide necessary technical assistance, including the acquisition of all necessary equipment, to ensure that the capabilities of Designated Access Providers or Access Programmers are not diminished or adversely affected by such change. In no case, shall the Signal quality or transmission of Access Programming diminish compared to the quality being achieved prior to the change in technology, provided that this requirement shall not prohibit Grantee from implementing new technologies also utilized for commercial channels carried on its Cable System. Technical quality shall continue to meet all applicable standards contained in Section 5.

5.8 Change in Designated Access Provider Location. Grantee shall provide all obligations in Section 5 to the Designated Access Provider locations in place on the effective date of this Franchise. If the City designates new Access providers under Section 5.2(B), or if a current Designated Access Provider moves its site or location at its own instigation after the effective date of this Franchise, the Designated Access Provider and/or the City will fund the Incremental, direct costs to construct the Cable System

from the new site or location to the nearest Activated I-Net Fiber node, or fiber provisioned I-Net node site, or distribution hub.

5.9 Technical Quality.

(A) Grantee shall maintain all Access Channels and Interconnections of Access Channels at the same level of technical quality and reliability required by this Franchise and all other applicable laws, rules and regulations for Residential Subscriber Channels. Grantee shall not discriminate against PEG Access Channels with respect to the functionality, signal quality, and features from those of the local Broadcast Channels that Grantee carries. Access Channels and Interconnections shall be tested semi-annually, consistent with Grantee's FCC Proof-of-Performance testing, at representative points throughout the Cable System for compliance with all applicable standards. Documentation of such tests shall be provided to the City and the Designated Access Providers. Grantee shall promptly resolve any non-compliance issues.

(B) Grantee shall respond promptly, but no later than 24 hours, to resolve technical quality problems after notification by a Designated Access Provider.

(C) Grantee shall have no responsibility for the technical quality of the Access Programming distributed on the Access Channels.

(D) Use of the Cable System by Designated Access Providers shall not interfere with the technical quality or reliability of the Cable System.

5.10 Recognition of Grantee for PEG Contributions. The City shall work with the Grantee and the Designated Access Providers to ensure that the contributions of the Grantee relating to Access Resources under this Franchise are appropriately acknowledged.

Section 6. INSTITUTIONAL NETWORK

6.1 "Fiber Optic". For purposes of Section 6, "Fiber Optic" means a transmission medium of optical fiber cable, along with all associated electronics and equipment capable of carrying Signals by means of electric lightwave impulses.

6.2 "Transport Hub". For purposes of Section 6, "Transport Hub" means an intermediate location in the Cable System between the Headend and the Fiber nodes, where Signals are routed to the individual Fiber nodes of the system.

6.3 Existing Institutional Network. The Parties acknowledge that, as of the effective date of this Franchise, the Institutional Network is operating and utilizing Fiber Optic technology. Grantee shall continue to own, operate and maintain its I-Net as constructed and Activated, for I-Net Institution use, in accordance with the Franchise. Grantee's existing Institutional Network assets, as of the effective date of this Franchise, including but not limited to, Fiber, electronics, and other resources, are included in Exhibit C. Specific provisions related to fees, performance and operations of the I-Net and I-Net Services are set forth in a separate agreement between Grantee and the City.

6.4 I-Net Upgrades and Expansion.

(A) Grantee and the City shall cooperate in upgrading or expanding the existing I-Net, in accordance with this Franchise, to meet demonstrated I-Net Institution needs for use of the I-Net. Any

such I-Net upgrades or expansions shall be made available for I-Net Institutions use in accordance with this Franchise. It is the intention of the City that the Incremental, direct Capital Costs related to upgrading, expanding or replacing the I-Net be reimbursed from the PEG/I-Net Fee set aside under Section 7.1. I-Net upgrades, expansions and replacements, along with related Incremental, direct Capital Costs, shall be subject to the City's approval in accordance with this Section 6.4.

(B) New I-Net Fiber in Conjunction with Cable System Construction.

(1) Subject to the City's approval, which shall not be unreasonable withheld, Grantee shall include up to six single mode Fiber strands as directed by the City dedicated for I-Net use whenever Grantee undertakes construction, following the effective date of the Franchise, of Fiber Optic facilities for its Cable System within the Franchise Area. Grantee shall promptly notify the City about planned construction under this Section 6.4(B). City shall have up to twenty (20) business days to notify Grantee about the number of Fiber stands to include for I-Net use. Grantee shall provide documentation for the Incremental, direct Capital Cost estimate related to the Fiber dedicated for I-Net use, which may include a burdened cost charge of up to 15 percent (15%) of the internal labor portion of the Capital Cost; and a timeline for completion of the Fiber construction. Documentation for the cost estimate may be a simple calculation of Incremental unit cost for the dedicated I-Net Fiber, based on the cost and size of the Cable System installed Fiber.

(2) Upon completion of construction of any I-Net Fiber route, Grantee shall provide the City with an invoice, including accounting and documentation, of actual Incremental, direct Capital Costs directly related to completing the I-Net Fiber. The total amount of the invoice shall be no more than the cost estimate provided by Grantee, except that it may also include remaining Incremental, direct Capital Costs that are less than ten percent (10%) of the original cost estimate.

(3) Upon submission by the Grantee of an invoice, and upon certification by the City that the invoice is in accordance with Section 6.4(B), the City shall promptly reimburse Grantee the amount as specified in the invoice.

(C) I-Net Capital Plans and Proposals.

(1) At the City's request or at the option of the Grantee, Grantee shall provide Institutional Network Capital plans and proposals, including, but not limited to, proposed expansions, upgrades or replacements. Grantee shall consult with the City and I-Net Subscribers in developing such plans and proposals, which shall be subject to approval by the City, which approval shall not be unreasonably withheld.

(2) Grantee shall provide detailed documentation of any I-Net Capital plans or proposals which shall include, as applicable, demonstrated need of I-Net Institutions, equipment lists, diagrams illustrating the network topology, descriptions of the I-Net configuration and characteristics, and other topics. Grantee shall also provide a detailed cost estimate for proposed Incremental, direct Capital Costs necessary to implement any I-Net plan or proposal, which may include a burdened cost charge of up to 15 percent of the internal labor portion of the Capital Cost. Proposed costs under this Section 6.4(C) must tangibly benefit I-Net Subscribers and shall include costs as provided in Section 6.4(C)(2) related to the proposed I-Net project, but shall not be disqualified by the City if they also accomplish a business purpose of Grantee.

(3) I-Net plans, upgrades, replacements, expansions or other I-Net related proposed projects that have been approved by the City shall be completed by Grantee in a timely manner.

(4) Following completion and Activation of an I-Net project, Grantee shall provide the City with an invoice, including accounting and documentation, of actual Incremental, direct Capital costs directly related to completing the approved I-Net project. The total amount of the invoice shall be no more than the cost estimate provided by Grantee, except that it may also include remaining Incremental, direct Capital Costs that are less than ten percent (10%) of the original cost estimate.

(5) Upon submission by the Grantee of an invoice, and upon certification by the City that the invoice is in accordance with Section 6.4(C), the City shall promptly reimburse Grantee the amount as specified in the invoice.

(D) I-Net Site Construction and Activation. The City may designate I-Net Sites for connection and Activation for use by I-Net Institutions in accordance with this Franchise. Grantee shall construct, Activate and connect I-Net Sites, in accordance with Section 6.4(D).

(1) Connection. A connection of a designated I-Net Site shall be deemed complete when no other installation of equipment by Grantee is necessary for Activation and Grantee has:

(a) Installed four strands, or an amount as otherwise agreed pursuant to Section 6.4(D)(1)(d), of Fiber from the Fiber node serving the site into a location within the I-Net site, as reasonably determined by the I-Net Institution based on a design for the site as mutually approved by Grantee and the I-Net Institution. The I-Net Fiber shall provide a continuous path from the I-Net Site to its corresponding Transport Hub, passing through the Fiber node;

(b) Terminated the I-Net Fiber at the I-Net site on the Grantee-provided wall-mounted termination panel; and

(c) Upon request, install a coaxial cable drop terminated in the I-Net Site.

(d) Grantee and the City shall cooperate on variations to the requirements of Section 6.4(D)(1) in order to meet specific needs of an I-Net Institution's use of the I-Net.

(2) New Site Connections.

(a) The City shall request a cost estimate to connect a new site to the I-Net. Grantee shall provide to the City, within 30 days of the request, a detailed cost estimate for Incremental, direct Capital costs necessary to complete the proposed I-Net Site in accordance with Section 6.4(D)(1). Reimbursable costs to construct the site may include only Grantee's external labor, materials, equipment and internal labor Capital costs directly related to completion of the I-Net Site connection. Grantee may also include a burdened cost charge of 15 percent (15%) of the total cost for internal labor.

(b) The City shall notify Grantee if the proposed I-Net Site should be completed based on the cost estimate provided for the site. The Grantee shall complete the I-Net Site connection within 90 days of the City's notification. If the actions or inactions of a third party prevent Grantee from completing the site connection

within the 90 days, Grantee shall notify the City of the specific reason for the delay and shall work in good faith to promptly complete the connection.

(c) Upon completion of the I-Net Site, Grantee shall submit an invoice, including accounting and documentation, for the actual costs directly related to completing the I-Net connection for an approved site. The invoice shall be no more than the I-Net Site's cost estimate approved by the City, plus additional cost amounts equaling ten percent (10%) or less of the approved cost estimate for the site. Upon submission by the Grantee of an invoice, and upon certification by the City that the invoice is in accordance with Section 6.4(D)(2), the City shall promptly reimburse Grantee the amount as specified in the invoice.

(3) Activation. Grantee shall Activate and make I-Net Service available to I-Net Institutions within 30 days of site connection completion in accordance with Section 6.4(D)(1). An I-Net Site connection shall be deemed Activated when Grantee has:

(a) terminated the Fiber at the Transport Hub on the I-Net backbone switch and at the wall mounted termination panel; and

(b) performed testing, in cooperation with the I-Net Subscriber, to verify correct system operation.

(E) Joint Use of Fiber or Conduit. So long as it is technically feasible and does not interfere with normal operations of the Cable System, the City and the Grantee shall cooperate to use existing conduit or Fiber for the purpose of expanding the I-Net to achieve the most economical coverage.

(F) Use of I-Net Assets by Grantee. Grantee may use I-Net Fiber for a business purpose so long as such use does not materially impair, in any way, the performance of Grantee's obligations under this Franchise.

6.5 I-Net Services.

(A) Grantee shall provide and maintain, at a minimum, the following I-Net Services:

(1) Transport services, including Layers One (Physical) and Layer Two (Data Link) of the Open Systems Interconnection (OSI) Model.

(2) Managed core network service (MCNS) on Fiber Optic facilities owned by Grantee. The MCNS is the managed transport services between and among Grantee's I-Net Transport Hubs and between the core network and the two City I-Net Interconnect locations. MCNS shall include two (2) I-Net Interconnections with the City's facilities constituting the Integrated Regional Network Enterprise network ("IRNE") on Fiber Optic facilities identified in Exhibit C. The Interconnection shall extend the MCNS to the City's network, and shall be terminated on a Fiber termination panel by Grantee in the City's sites at a physical location mutually agreed upon by Grantee and the City. For purposes of Section 6.5(A)(2), "Integrated Regional Network Enterprise" or "IRNE" means a communications network owned and operated by the City of Portland.

(3) I-Net distribution network service (IDNS). Grantee shall provision IDNS on I-Net Fiber to each I-Net Site. IDNS shall be provisioned from Fiber Optic switch interfacing at Grantee's Transport Hubs and terminating at the demarcation point at an Activated I-Net Site.

(B) The City's provision of communications network services to I-Net Institutions does not preclude other I-Net Institutions from receiving the same or similar services from Grantee, including, but not limited to, services described in Section 6.5.

(C) I-Net Subscribers shall not re-sell, lease, or assign use of I-Net bandwidth capacity or I-Net Services to any commercial third party or for any purpose generating income that might be taxed at the federal, state or local levels.

(D) All service agreements between Grantee and I-Net Institutions for I-Net bandwidth capacity and I-Net Services shall, at a minimum, meet the requirements of this Franchise. If an I-Net Institution and Grantee are unable to mutually agree on the terms of an I-Net service agreement, the City shall make a final determination consistent with the terms of this Franchise.

6.6 Maintenance and Performance Standards. Grantee shall provide I-Net Subscribers with a reliable level of service, repair and maintenance comparable to that which the Grantee makes available to commercial users for comparable services. Specific performance, maintenance and operations standards are set forth in the agreement referenced in Section 6.3.

6.7 I-Net Usage Fees. Grantee may charge for I-Net Services, in accordance with the fees set forth in the agreement referenced in Section 6.3.

6.8 I-Net Interconnections.

(A) Grantee shall continue and maintain I-Net Interconnections in existence on the effective date of this Franchise.

(B) Grantee shall continue in effect without a service charge a routing system satisfactory to the City for carriage of Signals to and from the institutional networks of the Grantee in Washington, Multnomah and Clackamas Counties, Oregon and Clark County, Washington. Nothing in this Section 6.8 shall be construed as requiring Grantee to directly provide I-Net Services under this Franchise outside of the Franchise Area.

(C) Upon request by the City, Grantee shall Interconnect its I-Net to any City-owned communications systems, insofar as such Interconnection is technically feasible, the City shall reimburse Grantee for the Incremental, direct Capital costs of such Interconnection in accordance with the reimbursement process in Section 6.4(C).

6.9 I-Net not Common Carrier. Nothing in this Franchise or Section 6 hereof shall be deemed by the City or Grantee to subject Grantee's operations, or I-Net Services provided by Grantee under authority of this Franchise, to regulation as a common carrier within the meaning of applicable state or federal law.

6.10 Effect of City Provision of Commercial Services in Competition with Grantee.

(A) In the event that the City, or one of its agents, elects to provide commercial Cable Services or I-Net Services to Residential or business customers in competition with Grantee, on a wholesale or retail basis, during the term of this Franchise, Grantee's Institutional Network obligations under this Section 6 and Grantee's I-Net obligations to provide funds in support of I-Net Capital Costs under Section 7 hereof shall terminate upon physical activation and offering of such service in the

manner provided in this Section. In the event the City determines to offer such services during the term of this Franchise, the City will provide Grantee with a minimum of 24 months advance written notice prior to activating service. Such notice period shall be for the purposes of negotiating a reasonable good-faith transition schedule and alternative service arrangements, including commercial contracts, for existing I-Net Subscribers prior to the date of such activation. Upon offering or physically activating and providing any Cable Service or I-Net Service by the City or its agents to Residential or business customers in competition with Grantee on a wholesale or retail basis, Grantee shall have the right to discontinue I-Net Services under Section 6.5, and discontinue payment of one percent (1%) of the three percent (3%) I-Net Capital funding provided in Section 7 of this Franchise. An "offering" of services under this Section 6.10 shall not include a survey or inquiry as to potential customer interest, but shall reference a binding commitment to provide services upon acceptance. As used in this section "competition with Grantee" shall not be deemed to include any non-commercial services provided by the City to itself, to any Designated Access Provider, or to any I-Net Institution.

(B) Grantee agrees and acknowledges that the City's existing communications networks and the provision of communications services in effect as of the effective date of this Franchise are not in competition with Grantee within the meaning of this Section 6.10.

Section 7. PEG ACCESS AND I-NET CAPITAL FUNDING

7.1 PEG and I-Net Capital Fee. Grantee shall pay to the City three percent (3%) of Grantee's Gross Revenues Annually (PEG/I-Net Fee).

(A) The PEG/I-Net Fee shall be allocated to provide support for Capital Costs related to PEG Access and the I-Net. The PEG/I-Net Fee shall not be paid to another cable operator in the Franchise Area for equipment to be owned by that cable operator or an affiliate.

(B) The City shall provide Grantee with a report Annually describing the allocation of the PEG/I-Net Fee, containing sufficient detail to demonstrate that the funds under Section 7.1 are used in compliance with the terms of this Franchise. The City shall Annually submit the report to Grantee no later than December 31.

(C) The City intends to use one percent (1%) of funds paid under Section 7.1 to provide support for Designated Access Provider Capital Costs; one percent (1%) for Capital Costs in the form of grants related to use of Access Resources or the I-Net; and one percent (1%) to fund Capital Costs related to the I-Net and its use.

(D) The City shall work with the Grantee and recipients of the PEG/I-Net Fee to ensure that the contributions of the Grantee relating to grant or I-Net resources under this Franchise are appropriately acknowledged.

7.2 Payments. Following the effective date of this Franchise, Grantee shall make quarterly payments of PEG/I-Net Fees to the City, under Section 7, for the preceding quarter-year period ending September 30, December 31, March 31, and June 30. Each quarterly payment shall be due and payable no later than forty-five (45) days after the quarter ending date.

7.3 Quarterly Reports. Each payment shall be accompanied by a written report, verified by an authorized representative of Grantee, containing an accurate statement in summarized form, as well as in detail, of Grantee's Gross Revenues and the computation of the payment amount.

7.4 Interest on Late Payments. Payments not received within forty-five (45) days from the quarter ending date shall be assessed in accordance with Section 12.3.

7.5 PEG Access Support not Franchise Fees; Applicable Federal Law. Grantee agrees that financial support for Access Capital Costs arising from or relating to the obligations set forth in Section 7 shall in no way modify or otherwise affect Grantee's obligations to pay franchise fees to the City. Grantee agrees that although the sum of franchise fees and the payments set forth in Section 7 may total more than five percent of Grantee's Gross Revenues in any 12-month period, the additional commitments are not to be offset or otherwise credited in any way against any franchise fee payments under this Franchise.

7.6 Review of Records. Grantee may conduct a financial review or audit for the purpose of verifying whether use of the PEG/I-Net Fee is in accordance with this Franchise. The Grantee shall notify the City in writing at least thirty (30) days prior to the date of an audit or review and identify the relevant financial records of City and the Designated Access Provider that Grantee wants to review. The time period of the review or audit shall be for PEG/I-Net Fee payments received no more than thirty-six (36) months prior to the date the Grantee notifies the City of its intent to perform an audit or review. The City and recipients of the PEG/I-Net Fee shall make such documents available for inspection and copying. Documents shall be reviewed during normal business hours at a time and place made available by the City or the Designated Access Provider.

Grantee shall promptly provide the City with written notice of the audit or review's conclusions. The City shall have sixty (60) days to provide a written response. If the City disputes Grantee's conclusions, the parties shall attempt in good faith to reach a mutually acceptable resolution. If the parties are unable to agree, either party may submit the issue to arbitration under Section 20.2. If the conclusions become final, determining that any PEG/I-Net Fee has not been used in accordance with this Franchise, then within 30 days, one of the following actions shall occur:

(A) If the City determines that the recipient has access to sufficient unrestricted funds, the City may require either:

(1) That the recipient expend its unrestricted funds to achieve the stated purposes of the original PEG/I-Net funding not spent in accordance with this Franchise; or,

(2) Upon demand, the recipient shall return the full amount of the PEG/I-Net funding amount not spent in accordance with this Franchise to the PEG/I-Net funding account.

(B) If the City determines that the recipient does not have access to sufficient unrestricted funds, the City may decide to either:

(1) Directly reimburse the PEG/I-Net funding account for the amount not spent in accordance with this Franchise; or,

(2) Allow the Grantee to reduce future PEG/I-Net Fee payments by the amount not spent in accordance with this Franchise.

(C) The decision as to which of these options to exercise, under Sections 7.6(A) and (B), shall be at the City's sole discretion.

7.7 Undedicated I-Net Funds. The restrictions upon the City's use of the one percent (1%) paid by Grantee to the City to fund Capital Costs related to the I-Net and its use ("I-Net Capital Funds") under Section 7 will survive the termination of this Franchise for any cause. Any encumbered or dedicated I-Net Capital funds must be expended within four years of receipt by the City. Within 30 days after December 31, 2015 and December 31, 2020, the City shall document any unencumbered and undedicated amounts in City accounts from I-Net Capital funds paid to the City through June 30, 2015 and through June 30, 2020, respectively. If the amount of unencumbered and undedicated I-Net Capital Funds is in excess of twice the total amount paid to the City and intended for I-Net purposes for the fiscal year period July 1, 2014 through June 30, 2015 or July 1, 2019 through June 30, 2020, respectively, the City will return the excess of such I-Net Capital Funds to Grantee for the purpose of refunding these amounts to cable subscribers or to apply such funds to offset Capital construction costs of line extensions that exceed Grantee's Capital contribution obligations under Section 8.4, for the purpose of distributing Cable Services, including PEG programming, within the Franchise Area.

Section 8. SERVICE

8.1 Non-Discriminatory Rates and Charges. Grantee shall provide Cable Services to all Subscribers in the Franchise Area under non-discriminatory rates and reasonable terms and conditions. Grantee shall not arbitrarily refuse to provide Cable Services to any Person within the Franchise Area, in accordance with Section 10.6.

8.2 Standard Installation. For purposes of Section 8, "Standard Installation" means an installation of a drop no more than 125 feet between the Dwelling Unit and the nearest point of access on the Street from which the Cable System is designed to serve the site, which qualifies a Residential Subscriber for installation at standard rates. Except as otherwise provided in Section 8.3, Grantee shall provide Standard Installation within 60 days of a service request to any potential Residential Subscriber throughout the Franchise Area at Grantee's published rates and charges. For purposes of this Section, a request shall be deemed made on the date of signing a service agreement, receipt of funds by the Grantee, receipt of a written request by the Grantee or receipt by the Grantee of a verified oral request.

8.3 Non-Standard Installations. In general, Grantee shall have no obligation to provide service necessitating a service drop extension beyond a Standard Installation unless the potential Residential Subscriber requesting service contractually agrees to pay construction costs based on the following formula:

(A) Grantee shall provide service at its Standard Installation rate for the initial 125 feet of service drop extension.

(B) Grantee and the Residential Subscriber shall share equally the actual cost of the service drop extension for the distance over 125 feet but less than 250 feet.

(C) The Residential Subscriber shall pay all costs for the service drop extension for the distance greater than 250 feet.

8.4 Line-Extension Aid to Construction. For those Persons not eligible for installations pursuant to Section 8.2 and 8.3, Grantee shall have no obligation to provide Cable Service causing direct and incremental line extension costs in excess of 50 times the standard monthly charge for Expanded Basic Service Tier or its equivalent, unless the Person requesting service contractually agrees to pay such costs, based on the following formula:

(A) Grantee shall provide installation at its standard installation rate if the direct and incremental line extension costs are equal to or less than 50 times the standard monthly charge for Expanded Basic Service Tier.

(B) In all other cases the Person shall pay the standard installation rate plus all direct and incremental line extension costs in excess of 50 times the standard monthly charge for Expanded Basic Service Tier.

8.5 Monthly Service and Installation of Schools. Grantee shall provide without charge Basic Service, the Expanded Basic Service Tier and one Standard Installation to all schools in the Franchise Area. Solely for purposes of this Section 8.5, Expanded Basic Service Tier means Digital Starter or its functional equivalent along with a single digital transport adapter. Non-standard installations shall be subject to Section 8.3. For purposes of Section 8.5, schools mean any public and private primary and secondary schools (K through 12), which have received the appropriate accreditation from the State of Oregon.

Section 9. CABLE SYSTEM UPGRADE

9.1 Technology Assessment.

(A) The City may notify Grantee on or after January 1, 2017, that the City will conduct a technology assessment of Grantee's Cable System. The technology assessment may include, but is not be limited to, determining whether Grantee's Cable System technology and performance are consistent with current technical practices and range and level of services existing in the fifteen (15) largest U.S. cable systems owned and operated by Grantee's Parent Corporation pursuant to franchises that have been renewed or extended since January 1, 2012.

(B) Grantee shall cooperate with the City to provide necessary non-confidential and proprietary information upon the City's reasonable request as part of the technology assessment.

(C) At the discretion of the City, findings from the technology assessment may be included in any proceeding commenced for the purpose of identifying future cable-related community needs and interests undertaken by the City pursuant to 47 U.S.C. §546.

Section 10. CONSUMER PROTECTION

10.1 City's Cable Television Consumer Protection Policy.

(A) Grantee shall comply with the City's Cable Television Consumer Protection Policy set forth in Portland City Code Chapter 3.115.

(B) With Grantee and the City both reserving their respective rights under applicable law, the City and Grantee agree that certain requirements of the Cable Television Consumer Protection Policy shall be interpreted in the manner set forth in Exhibit D hereof, and that the interpretations set forth in this Exhibit shall control on the related requirements set forth in the Cable Television Consumer Protection policy as adopted by the City Council.

10.2 Subscriber Contracts. Grantee shall not enter into contracts with Subscribers which are inconsistent in any material sense with the requirements of this Franchise.

10.3 Obscenity. Grantee shall not transmit, or permit to be transmitted, over any Channel subject to its editorial control any Programming which is obscene under applicable law. Grantee shall be deemed to have transmitted or permitted a transmission of obscene Programming only if a court of competent jurisdiction has found that Grantee's officers or employees, acting in their authorized capacity, have knowingly permitted Programming which is obscene under applicable law to be transmitted over any Channel that is subject to Grantee's editorial control.

10.4 Parental Control Device. Upon request by any Subscriber, Grantee shall make available a parental control or lockout device to enable a Subscriber to control access to both the audio and video portions of any or all Channels. Grantee shall inform its Subscribers of the availability of the lockout device at the time of their initial subscription and periodically thereafter.

10.5 Regulation of Rates and Charges. All Grantee Residential Subscriber rates and charges related to or regarding Cable Services shall be subject to regulation by the City to the full extent authorized by the City Charter and by applicable federal, state and local laws and City ordinances.

10.6 Rate Discrimination. All Grantee Residential Subscriber rates and charges shall be published and non-discriminatory as to all Persons and organizations of similar classes, under similar circumstances and conditions. Grantee shall establish similar rates and charges for all Residential Subscribers receiving similar services, regardless of race, color, religion, age, sex, marital or economic status, national origin, sexual orientation, physical or mental disability, income of the residents, or geographic location within the Grantee's Franchise Area. Nothing in Section 10.6 shall be construed to prohibit:

- (A) The temporary reduction or waiving of rates and charges in conjunction with promotional campaigns;
- (B) Grantee from offering reasonable discounts to senior citizens or discounts to economically disadvantaged citizens;
- (C) Grantee establishing different and nondiscriminatory rates and charges and classes of services for commercial subscribers, as well as different, nondiscriminatory monthly rates for classes of commercial subscribers; or
- (D) Grantee from establishing reduced bulk rates for Residential Subscribers residing in multiple dwelling units.

10.7 Filing of Rates and Charges. Grantee shall maintain on file with the City a complete and current schedule of applicable Residential Subscriber rates and charges for Cable Services provided under this Franchise, in a form satisfactory to the City. Nothing in this Section 10.7 shall be construed to require the Grantee to file rates and charges under temporary reductions or waivers of rates and charges in conjunction with promotional campaigns. As used solely in this Section 10.7, no rate or charge shall be considered temporary if Residential Subscribers have the ability over a period greater than six (6) consecutive months to purchase Cable Services at such rate or charge.

10.8 Changes in Rates and Charges.

- (A) Grantee shall provide written notice to the City and Subscribers at least 30 days in advance of any increase in rates and charges. Notice to the City of proposed increases in rates and charges shall be filed in a form satisfactory to the City.

(B) Unless the City has lawfully required prior review of Grantee's rate increase in accordance with the requirements and conditions of applicable law, Grantee's rate increase shall become effective on the date identified in the form filed by the Grantee, provided that the effective date shall not be earlier than the 31st day after such filing.

10.9 ADA Accessible Equipment and Services. To the extent authorized by law, the City reserves the right to require and regulate the installation or rental of equipment which facilitates the reception of Basic Service by hearing impaired individuals. Grantee shall notify Subscribers of the availability of ADA equipment and services and shall provide such equipment and services in accordance with federal and state laws.

10.10 Discriminatory Practices. Grantee shall not deny Cable Service, or otherwise discriminate against Subscribers, Programmers or any other Persons on the basis of race, color, religion, age, sex, national origin, sexual orientation or physical or mental disability. Grantee shall comply at all times with all other applicable federal, state or local laws, rules and regulations relating to non-discrimination.

10.11 Unauthorized Monitoring or Cable Tapping. For the purposes of Section 10.11, "Tap" means to observe or monitor video, audio, digital or other non-video Signals, or any combination of such Signals carried on the Cable System, where the observer is neither of the communicating parties, whether the exchange is observed by visual or electronic means, for any purpose whatsoever.

(A) Neither the Grantee, nor any of its agents, employees, officials or permittees, or any other Person, agency or entity, shall Tap any cable, line, Signal input device or subscriber outlet or receiver in any manner inconsistent with applicable law.

(B) Grantee may Tap a cable, line, Signal input device or Subscriber outlet or receiver to 1) determine the number of viewers watching a program where the identities of the viewers are not determined; 2) perform Cable System maintenance and verify technical performance; and 3) identify theft of services, without the Subscriber's written consent.

10.12 Privacy. The City and Grantee shall maintain constant vigilance with regard to possible abuses of the right of privacy or other human rights of any Residential Subscriber, Programmer or any other Person lawfully receiving Cable Services resulting from any device or Signal associated with the Cable System. Grantee shall not use the two-way communications capability of the Cable System for unauthorized or illegal Subscriber surveillance of any kind.

10.13 Permission of Property Owner or Tenant. Grantee shall not install or attach any of its Facilities to any residence or other property without first securing the permission of the owner or tenant of any property involved, except where there is an existing utility easement reserved by plat or other conveyance or unless such installation or attachment is otherwise authorized by law. Nothing herein, however, shall excuse the Grantee from obtaining permission from anyone who has the right to approve or disapprove the attachment. If such permission or easement is later revoked, unless Grantee is otherwise lawfully entitled to maintain its Facilities, whether by the original or a subsequent owner or by operation of law, the Grantee, on the owner's request, shall promptly remove any of its Facilities and promptly restore the property to a condition similar to its prior condition. Grantee shall perform all such installations and removals in a workmanlike manner and shall be responsible for any damage to residences or other property caused by the installation or the removal.

10.14 Sale of Subscriber Lists and Personalized Data. Grantee shall be subject to the provisions of federal law regarding limitations on Grantee's collection and use of personalized data, and other issues involving the protection of Subscriber privacy.

10.15 Contact Information on Subscribers' Bills. Grantee shall include on Subscribers' bills the contact information for the City. Grantee shall also provide to Subscribers the City's contact information at the time of Cable Service installation and at least Annually thereafter.

Section 11. RESIDENTIAL NETWORK

11.1 Channel Capacity.

(A) Prior to the Effective Date of this Franchise, Grantee upgraded its Cable System to a Fiber to the Fiber node Cable System architecture, with Fiber Optic cable deployed from Grantee's Headend to Grantee's Fiber nodes, tying into Grantee's coaxial Cable System already serving Subscribers. Active and passive devices currently are passing a minimum of 860 MHz (with a minimum passband of between 50 and 860 MHz) providing to Residential Subscribers at least 200 or more activated minimum Downstream video Channels and minimum Activated Upstream digital Channel Capacity of 35 MHz accessible from any node, any Residential Subscriber, any Access facility, and any I-Net Site in the Franchise Area. This Upstream Capacity requires no additional installation of equipment for use except on users' premises.

(B) Grantee agrees to maintain the Cable System in a manner consistent with, or in excess of these specifications throughout the term of the Franchise with sufficient capability and technical quality to enable the implementation and performance of all the requirements of this Franchise, including the Exhibits hereto, and in a manner which meets or exceeds FCC technical quality standards at 47 C.F.R. § 76 Subpart K, regardless of the particular format in which a Signal is transmitted.

11.2 Leased Access Channels. Grantee shall meet the leased access channel requirements under 47 USC § 532.

11.3 Technical and Safety Standards.

(A) Grantee shall comply with FCC Rules and Regulations, Part 76, Subpart K (Technical Standards), now in effect or as may be amended from time to time.

(B) Grantee shall at all times employ the standard of care attendant to the risks involved and shall install and maintain in use commonly accepted methods and devices for preventing failures and accidents which are likely to cause damage, injury or nuisance to the public or to employees of the Grantee.

(C) Grantee shall install and maintain its Cable System in accordance with the applicable requirements of the National Electrical Safety Code, and in such manner that the Cable System shall not interfere with any installations of the City or any public utility or Institutional utility, or any franchisee, licensee or permittee of the City.

(D) Grantee shall provide and put in use such equipment and appliances as shall control on a closed circuit basis and effectually carry all electric currents and Grantee television and other system Signal impulses in a manner so as to prevent injury to the wires, pipes, structures, and property belonging to the City or to any Person within the City.

(E) Grantee, at its own expense, shall repair, renew, change, and improve its Cable System from time to time as may be necessary to accomplish these purposes.

11.4 Performance Testing.

(A) Grantee shall perform the following tests on its Cable System:

(1) All tests required by the FCC; and

(2) All other tests reasonably necessary to determine compliance with technical standards adopted by the FCC at any time during the term of this Franchise or in response to subscriber complaints.

(B) At a minimum, the Grantee's tests shall include:

(1) Proof of performance when activating any new construction;

(2) Semi-annual compliance and proof of performance tests in conformance with generally accepted industry guidelines;

(3) Cable System tests and intervals required by FCC regulations.

(C) Grantee shall maintain written Records of all results of its Cable System tests as required by this Franchise, performed by or for the Grantee. Such test results shall be available for inspection by the City upon request.

(D) Tests may be witnessed by representatives of the City, and, upon request, Grantee shall inform the City of the time and place of each test. The City may conduct independent tests of the system for which the Grantee shall give its fullest cooperation. Grantee shall be required to take prompt corrective measures to correct any system deficiencies and to prevent their recurrence.

11.5 Specific Technical Facilities or Capabilities. The following specific technical facilities or capabilities shall be provided on the Cable System by the Grantee:

(A) 100% Emergency Standby Power. Grantee shall maintain standby power generating capacity at the Cable System Headend and throughout the trunk and distribution networks as is in place on the effective date of this Franchise. All standby power systems shall be rated to provide at least four (4) hours duration. In addition, Grantee shall have a plan in place, along with all resources necessary for implementing such plan, for dealing with outages of more than four hours. This outage plan and evidence of requisite implementation resources shall be presented to the City upon request.

(B) Emergency Alert Systems. Grantee shall comply with all applicable federal and state regulations regarding emergency alert systems, including equipment standards and procedures for alerting capacities. The City may identify authorized emergency officials for activating the emergency alert system. The City may also develop a local plan containing methods of emergency alert system message distribution, subject to applicable federal and state laws.

11.6 Quality and Workmanship. The Cable System constructed or erected by Grantee shall be of good quality and workmanship and shall be maintained in good repair and efficiency.

11.7 Inspection of Construction. The City shall have the right to inspect any construction or installation work performed under this Franchise. The City shall have the right to make such tests as it deems necessary to ensure compliance with the terms of this Franchise and applicable provisions of law.

Section 12. COMPENSATION AND AUDITING

12.1 Amount of Compensation. As compensation for the benefits and privileges under this Franchise and in consideration of permission to use the Streets of the City, the Grantee shall pay as a franchise fee to the City, throughout the duration of this Franchise, an amount equal to five (5%) percent of Grantee's Gross Revenues.

12.2 Payments and Quarterly Reports.

(A) Payments. Grantee's franchise fee payments to the City shall be computed quarterly following the effective date of this Franchise for the preceding quarter year period ending September 30, December 31, March 31, and June 30. Each quarterly payment shall be due and payable no later than forty-five (45) days after the quarter ending date.

(B) Quarterly Reports. Each payment shall be accompanied by a written report to the City, verified by an authorized representative of Grantee, containing an accurate statement in summarized form, as well as in detail, of Grantee's Gross Revenues and the computation of the payment amount.

12.3 Interest on Late Payments. Payments not received within forty-five (45) days from the quarter ending date shall be assessed interest compounded at the rate of one percent (1%) per month from the due date.

12.4 Bundled Services. If Cable Services subject to the franchise fee required under this Section 12.4 are provided to Subscribers in conjunction with non-cable services, Grantee shall not allocate revenue between Cable Services and non-cable services for the purpose of evading or substantially reducing Grantee's franchise fee obligations to the City.

12.5 Cost of Publication. Grantee shall pay the cost of publication of this Franchise and any amendments thereto, if such publication is required by the City Charter.

12.6 Maximum Legal Compensation. The parties acknowledge that, at present, applicable federal law limits the City to collection of a maximum permissible franchise fee of five percent (5%) of Gross Revenues. In the event that at any time during the duration of this Franchise, the City is authorized to collect an amount in excess of five percent (5%) of Gross Revenues, then the City may request a modification of this Franchise under the provisions of Section 20.15.

12.7 Additional Commitments not Franchise Fees. No term or condition in this Franchise shall in any way modify or affect the Grantee's obligation to pay franchise fees related to Cable Services in accordance with applicable law. Although the total sum of such franchise fee payments and additional commitments set forth elsewhere in this Franchise may total more than five percent (5%) of Grantee's Gross Revenues in any 12-month period, Grantee agrees that the additional commitments herein are not franchise fees as defined under 47 U.S.C. § 542, nor are they to be offset or credited against any franchise fee payments due to the City so long as such commitments are exercised by the City in a manner consistent with this Franchise. Except as otherwise authorized by 47 U.S.C. § 542, and the

regulations promulgated thereunder, Grantee shall not pass these additional commitments through to subscribers.

12.8 Acceptance of Payment and Recomputation. No acceptance of any payment pursuant to Section 7.1 (PEG/I-Net Fee-s) or Section 12.1 (Franchise fees) shall be construed as an accord that the amount paid is, in fact, the correct amount, nor shall any acceptance of payments be construed as a release of any claim the City may have for further or additional sums payable.

12.9 Audits and Reviews.

(A) Acceptance of Payment and Recomputation. No acceptance of any payment pursuant to Section 7.1 or Section 12.1 of this Franchise shall be construed as an accord that the amount paid is, in fact, the correct amount, nor shall any acceptance of payments be construed as a release of any claim the City may have for further or additional sums payable. All amounts paid under Section 7.1 or Section 12.1 of this Franchise shall be subject to audit by the City, provided that only payments which occurred during a period of thirty-six (36) months prior to the date the City notifies Grantee of its intent to perform an audit shall be subject to such audit. Grantee agrees to pay the City for:

(1) Interest on any underpayment of an amount due under Section 7.1 or Section 12.1 of this Franchise that is disclosed as the result of an audit, such interest to be calculated at one percent (1%) over the existing prime rate as set by the Wells Fargo Bank, National Association, or its successor and assigns as designated by the City, compounded quarterly from the date on which the payment was due. If such payment is not received within thirty (30) days of notice from the City, then interest shall be compounded daily from the date on which the payment was due until the date the City receives the payment.

(2) Five percent (5%) of the underpayment shall be due within thirty (30) days of written notice from the City, if the City's audit discloses that the Grantee has paid ninety-five percent (95%) or less of the principal amount owing for the period under audit. If such payment is not received within thirty (30) days of written notice from the City, then interest shall be compounded daily from the date on which the payment was due until the date on which the City receives the payment, such interest to be calculated at one percent (1%) over the existing prime rate as set by the Wells Fargo Bank, National Association, or its successors and assigns as designated by the City.

(B) Authority to Audit.

(1) The City and its agents and representatives shall have authority to arrange for and conduct audits under Section 12.9, within the Portland metropolitan region, upon no less than thirty (30) days prior written notice, and during normal business hours. Within the limitations established by Section 12.9, the City may determine the scope of audit in each instance.

(2) The Grantee agrees to reimburse the City for:

(a) The reasonable costs of such audit if the audit discloses that the Grantee has paid 95% or less of the fees owing under Sections 7.1 and 12.1 for the period at issue; or

(b) One half of the reasonable costs of such audit if the audit discloses that the Grantee had paid more than 95% but less than 98% of the fees owing under Sections 7.1 and 12.1 for the period at issue.

(3) The Grantee shall reimburse the City within 30 days of receipt of an invoice from the City showing such costs were actually incurred and were directly related to the audit. The Grantee's obligation to reimburse auditing costs under this Section 12.9 shall not exceed \$15,000.00 per audit.

12.10 Liability for Licenses and Taxes. Payment of the franchise fee and other financial obligations under this Franchise shall not exempt Grantee from the payment of any license fee, tax or charge on the business, occupation, property or income of Grantee that may be imposed by the City, except as may otherwise be provided in the ordinance or ordinances imposing such other license fee, tax or charge. The City's right to impose any such license fee, tax or charge shall be subject to any limitations on the City under applicable law.

Section 13. RECORDS AND REPORTS

13.1 Open Records. Grantee shall manage all of its operations in accordance with a policy of keeping its Records open and accessible to the City. The City shall have the right to inspect all Records of the Grantee and Affiliated Entities at any time during normal business hours at a Grantee business operations site within Multnomah, Clackamas or Washington counties, Oregon, and upon reasonable notice to determine compliance by Grantee with its obligations under this Franchise. Grantee shall not deny the City access to Grantee's Records on the basis that Grantee's Records are under the control of an Affiliated Entity or a third party, rather than the Grantee. In the case of Affiliated Entities not under common control with Grantee, Grantee shall not be subject to the remedies set forth in Section 19.1(A) if such Affiliated Entity does not permit inspection of its Records, and Grantee has;

(A) made available for inspection all of its Records relevant to the determination of compliance; and

(B) exercised all reasonable efforts to persuade such Affiliated Entity to make such Records available for inspection.

13.2 Information and Reports. Grantee shall provide a current copy of the following information at the intervals indicated:

(A) Cable System structure and operating information:

(1) Total Cable System mileage and overall homes passed (Annually);

(2) The number of Basic Service Subscribers, other programming service tier subscribers, Pay Service Subscribers and pay-to-basic percentages (Annually);

(3) Schedule of all Cable Services and Programming services, tiers and/or packages, and Channel assignments, provided on the Cable System (Annually and upon change);

(4) A schedule of all Grantee's rates and charges (Annually and upon change);

(5) A monthly Cable Services sample customer bill within the Franchise Area, including copies of all communications of a general nature related to Cable Services sent to Subscribers with the bill (monthly);

(6) Copies of other communications of a general nature sent to Subscribers related to Cable Services, excluding communications sent to individual Subscribers which name that Subscriber (at the same time communications are sent to Subscribers); and,

(7) A copy of Subscriber privacy policies and the Subscribers service agreements, including terms and conditions (Annually and upon change).

(B) Grantee shall provide an audited statement or, in lieu of such audited statement, a statement certified by an officer of the company of Gross Revenues for the Franchise Area from the previous year, no later than one hundred twenty (120) days after the end of its fiscal year. The statement shall contain such information as may be required from time to time by the City, and at least the following, unless the City waives the requirement: a listing of all categories of Gross Revenues, and the revenue associated with such categories, in sufficient detail and with sufficient explanation to enable the City to understand the statement and to verify the accuracy of payments to the City. The report shall include an explanation of any deductions made from Gross Revenues in the calculation of payments.

13.3 General Reports. The City shall have the right to request, in writing, information as is appropriate and reasonable to determine whether Grantee is in compliance with this Franchise. Grantee shall provide the City such information in a format as Grantee customarily prepares such report or information. Grantee shall fully cooperate with the City and shall provide such information and documents as necessary and reasonable for the City to evaluate compliance. Grantee reserves the right to object to any request made under this Section 13.3 as unnecessary, unreasonable or inappropriate under the circumstances.

13.4 Format. The City, after consultation with Grantee, may specify the form and details of all Grantee's reports required under this Franchise.

13.5 Reports of Regulatory Violations. Upon written request, Grantee shall provide copies to the City of any communications to and from federal, state or local courts, regulatory agencies or other governmental bodies addressed to Grantee regarding any alleged, apparent or acknowledged violation by Grantee of any applicable federal or state law specifically related to the operation of Grantee's Cable System or Grantee's provision of Cable Services within the Franchise Area. Grantee shall submit such communications to the City no later than thirty (30) days after such request. Grantee shall not claim confidential, privileged or proprietary rights to such documents unless under applicable federal, state, or local law such documents have been determined to be confidential by a court of competent jurisdiction, or a federal or state agency or a request for confidential treatment is pending.

13.6 Public Records.

(A) Grantee acknowledges that information submitted by Grantee to the City may be open to public inspection under the Oregon Public Records Law. Grantee is responsible for becoming familiar with and understanding the provisions of the Oregon Public Records Law.

(B) Grantee may identify information submitted to the City as confidential, if Grantee reasonably believes such information is qualified for an exemption recognized under the Oregon Public Records Law. Grantee shall prominently mark each page, or portion thereof, for which it is claiming confidentiality as "Confidential" prior to submitting such information to the City. When submitting such information to the City, Grantee shall submit documentation to the Commission that specifically identifies the applicable exemption under the Oregon Public Records Law, and stating the reason(s) Grantee believes the information is exempt from public inspection. After reviewing the Grantee's

request for confidentiality, and determining whether the identified exemptions are applicable, the City shall take reasonable steps to protect the confidential nature of any such information, consistent with the Oregon Public Records Law, including only disclosing such information to employees, representatives, and agents thereof that have a need to know or in order to enforce the provisions of this Franchise.

(C) Within five (5) working days of receiving a public records request to inspect any such request, the City shall provide the Grantee with written notice of the request, including a copy of the request. Grantee shall have five (5) working days within which to provide a written response to the City, before the City may disclose any of the requested confidential information. If the City determines that it will be necessary to reveal the information, the City shall promptly notify the Grantee, and do so at least five (5) working days prior to the information being released. The City shall retain final discretion to determine whether to release the requested information in response to any public records request, as recognized under the Oregon Public Records Law.

Section 14. GENERAL INDEMNIFICATION AND INSURANCE

14.1 Indemnification.

(A) **General Indemnification.** Grantee shall indemnify, defend and hold harmless the City, its officers, agents, boards and employees, from any liability for claims, damages, costs or expenses, including court and appeal costs and reasonable attorney fees or expenses, arising from any casualty or accident to person or property, including, without limitation: copyright infringement; defamation; damages arising out of or by reason of any construction, excavation, operation, maintenance, reconstruction or any other act done under this Franchise, by or for Grantee, its agents, or its employees; or by reason of any neglect or omission of Grantee to keep its system in a safe condition. Grantee's indemnification obligation shall not extend to liability directly arising out of any negligence or willful misconduct by the City or its officers, agents, boards or employees. The City shall provide Grantee prompt notice of any such claim which Grantee shall defend with counsel of its own choosing and no settlement or compromise of any such claim will be done without the prior written approval of the City which approval shall not be unreasonable withheld. Grantee shall consult and cooperate with the City while conducting its defense of the City and the City shall fully cooperate with the Grantee.

(B) **Indemnification for Relocation.** Grantee shall indemnify the City for any damages, claims, additional costs or expenses assessed against or payable by the City arising out of or resulting, directly or indirectly, from Grantee's failure to remove, adjust or relocate any of its Facilities in the Streets in a timely manner in accordance with a relocation schedule furnished Grantee by the City's duly authorized agent in writing, unless Grantee's failure arises directly from the City's negligence or willful misconduct.

(C) **Indemnification – Hazardous Substances.** Grantee agrees to forever indemnify the City, its officers, agents and employees, from and against any claims, costs and expenses of any kind, whether direct or indirect, or pursuant to any state or federal law, statute, regulation or order, for the removal or remediation of any leaks, spills, contamination or residues of Hazardous Substances, directly attributable to Grantee's structures or other Facilities in the Streets.

14.2 Insurance.

(A) Grantee shall maintain in full force and effect, at its own cost and expense, continuously during the Franchise Term, the following insurance coverage:

(1) Commercial General Liability Insurance in the amount of two million dollars (\$2,000,000) combined single limit for property damage and bodily injury. Such insurance shall cover the construction, operation and maintenance of the Cable System, and the conduct of Grantee's Cable Service business in the Franchise Area.

(2) Automobile Liability Insurance in the amount of one million dollars (\$1,000,000) combined single limit for bodily injury and property damage coverage.

(3) Workers' Compensation Insurance meeting all legal requirements of the State of Oregon.

(4) Employers' Liability Insurance in the following amounts: (A) Bodily Injury by Accident: one hundred thousand dollars (\$100,000); and (B) Bodily Injury by Disease: one hundred thousand dollars (\$100,000) employee limit; five hundred thousand dollars (\$500,000) policy limit.

(5) The limits of the insurance as provided herein shall be subject to any changes as to the maximum limits imposed on municipalities of the State of Oregon during the term of this Franchise.

(B) The City and the Commission shall each be designated as an additional insured under each of the insurance policies required in this Section 14.2 by endorsement on the policies, except Workers' Compensation and Employer's Liability Insurance.

(C) Grantee shall not cancel any required insurance policy, nor shall Grantee allow the required insurance to lapse, without obtaining alternative insurance in conformance with this Agreement. For any of the insurance policies identifying the City and the Commission as additional insureds, as provided under this Section 14.2, the Grantee shall notify the City and the Commission within five (5) business days of any notice of non-renewal, any cancelation, or any material adverse change in coverage. If the insurance is canceled or materially altered so as to be out of compliance with the requirements of this Section 14.2 during the term of this Franchise, Grantee shall provide a replacement policy.

(D) Each of the required insurance policies shall be with insurers authorized or permitted to do business in the State of Oregon, with an A-: VII or better rating for financial condition and financial performance by Best's Key Rating Guide, Property/Casualty Edition, or an equivalent rating entity.

(E) The insurance shall be without prejudice to coverage otherwise existing and shall name the City, and its officers, agents, and employees as additional insureds as their interest may appear, except the Workers' Compensation and Employer's Liability Insurance.

(F) Grantee shall provide the Commission, within fifteen (15) days of the Effective Date of this Franchise, a certificate of insurance certifying the coverage required above, which certificate shall be subject to the approval of the City's Legal Counsel as to whether the certificate and the insurance certified is consistent with the requirements of this Section 14.2. Failure to maintain adequate insurance as required under this Section 14.2 shall be cause for revocation of this Franchise by the City as set forth in Section 19.

(G) The City shall require as a condition of any separate agreement between the City and a Designated Access Provider, that the Designated Access Provider shall include the Grantee as a named insured in the Designated Access Provider's liability insurance policy with respect to any claim for injury, damage, loss, liability, cost or expense arising from Programming or other transmission placed

by the Designated Access Provider on PEG Access Channels or the Institutional Network (but not if arising out of or by reason of any act done by the Grantee or its officers, agents or employees).

14.3 Faithful Performance Bond.

(A) Upon the effective date of this Franchise, the Grantee shall furnish proof of the posting of a faithful performance bond running to the City with good and sufficient surety approved by the City, in the penal sum of Five Hundred Thousand Dollars (\$500,000.00), conditioned that the Grantee shall well and truly observe, fulfill and perform each term and condition of this Franchise. Such bond shall be maintained by the Grantee throughout the term of this Franchise.

(B) Grantee shall pay all premiums charged for any bond required under Section 14.3, and unless the City Council specifically directs otherwise, shall keep the same in full force and effect at all times through the later of either:

(1) The remaining term of this Franchise; or

(2) If required by the City, the removal of all of Grantee's system installed in the City's Streets.

(C) The bond shall contain a provision that it shall not be terminated or otherwise allowed to expire without 30 days written notice first being given to the City Auditor. The bond shall be subject to the approval of the City Attorney as to its adequacy under the requirements of this Section 14.3. During the term of the bond, Grantee shall file with the City Auditor a duplicate copy of the bond along with written evidence of payment of the required premiums unless the bond otherwise provides that the bond shall not expire or be terminated without 30 days prior written notice to the City.

(D) Subject to the City's prior approval, Grantee may provide an irrevocable letter of credit or other form of financial assurance in lieu of a faithful performance bond. The alternative form of financial assurance shall give the City substantially the same rights and guarantees provided by a faithful performance bond.

(E) In lieu of the performance bond required under Section 14.3, the Grantee may elect to provide to the City a fully executed Guarantee in Lieu of Bond of Comcast Communications, Inc., in the form provided in Exhibit E to this Franchise. In the event of such election, the duly executed Guarantee in Lieu of Bond shall be filed by the Grantee within thirty (30) days. Any performance bond required under Section 14.3(A) shall remain in effect until replaced by such Guarantee in Lieu of Bond.

14.4 Construction Bond. During all times when Grantee is performing any construction work in or under the Streets requiring a street opening permit, Grantee shall post a faithful performance bond or irrevocable letter of credit, as is required for street opening permits, running to the City, with good and sufficient surety approved by the City, in the sum required by the City's permit. The bond or letter of credit shall be conditioned that the Grantee shall well and truly observe, fulfill and perform each term and condition of the Franchise. Grantee shall pay all premiums or other costs associated with maintaining the bond or letter of credit, and shall keep the same in full force and effect at all times during the construction work. The bond or letter of credit shall provide that it may be terminated upon final approval of Grantee's construction work in or under the Streets by the City Engineer. Upon such approval, the City agrees to sign all documents necessary to release the bond in accordance with the terms of this Section 14.4. During the duration of the construction work, Grantee shall file with the City Auditor a copy of the bond or letter of credit, along with written evidence of the required premiums.

The bond or letter of credit shall be subject to the approval of the City Attorney as to its adequacy under the requirements of Section 14.4.

Section 15. GENERAL STREET USE AND CONSTRUCTION

15.1 Construction.

(A) Subject to applicable regulations of the City, Grantee may perform all construction necessary for the operation of its Cable System. All work within Streets incident to Grantee's Cable System shall, regardless of who performs the construction, be and remain the Grantee's responsibility. Grantee shall apply for and obtain all permits necessary for construction or installation of any Facilities, and for excavating and laying any Facilities, within the Streets. Grantee shall pay all applicable fees upon issuance of the requisite construction permits by the City to Grantee.

(B) Construction Schedule and Maps.

(1) Prior to beginning any new construction in the Streets, Grantee shall provide the City Engineer through the permitting process with an initial construction schedule for work in the Streets and the estimated total cost of such work together with its permit application. When construction of Grantee's Cable System in the Streets is completed, Grantee shall provide the City with maps showing the location of its installed Facilities in the Streets, as built. Such maps shall be in a form acceptable to the City Engineer.

(2) As of the effective date of this Franchise, and annually thereafter in the event of any alterations, Grantee shall provide a map to the City Engineer and the City's Office of Cable Communications and Franchise Management, or its successor, showing the location of Grantee's Facilities in the Streets on a scale of three thousand five hundred feet (3,500') per inch or whatever scale the City and Grantee agree upon. Grantee shall also provide such maps in an electronic format acceptable to the City and the Grantee. The level of detail in maps provided by Grantee shall be limited to that which is needed for the City's administration of the Streets in order to protect Grantee's confidential business information and the security of Grantee's Cable System.

(C) Grantee may make excavations in Streets for any Facility needed for the maintenance or extension of the Grantee's Cable System. Prior to doing such work, Grantee shall apply for, and obtain, appropriate permits from the City, and give appropriate notices to any other franchisees, licensees or permittees of the City, or bureaus of the City, or other units of government owning or maintaining pipes, wires, conduits or other facilities which may be affected by the proposed excavation.

(D) In the event that emergency repairs are necessary, Grantee shall immediately notify the City of the need for such repairs. Grantee may initiate such emergency repairs, and shall apply for appropriate permits within 48 hours after discovery of the emergency. Grantee shall comply with all applicable City regulations relating to such excavations or construction, including the payment of permit or license fees.

15.2 Locates. Grantee shall comply with the requirements of ORS 757.542-757.562 and ORS 757.993 (2009), and the rules and regulations promulgated thereunder in OAR Chapter 952.

15.3 Relocation. The City shall have the right to require Grantee to change the location of its Cable System within the Streets when the public convenience requires such change, and the expense thereof shall be paid by Grantee (however payment by Grantee shall in no way limit Grantee's right, if any, to

seek reimbursement for such costs from any third-party). If in ordering relocation, the City imposes additional specifications regarding materials or design for Grantee's Facilities, the additional marginal increase shall not be considered relocation costs that are the Grantee's responsibility. The City Engineer shall have unlimited discretion in determining the reasonable relocation schedule, based upon the City Engineer's consideration of the total circumstances of the project schedule. If after receiving the City Engineer's relocation schedule, Grantee identifies in writing that the work associated with relocating Grantee's Facilities will be of such size or scope that Grantee believes that it is probable that Grantee will not be able to complete the work within the schedule, Grantee may request a meeting with the City Engineer to discuss whether modification of the relocation schedule, alternate construction methods or alternate locations are reasonably possible given other project constraints. The City Engineer, working with City bureaus, will consider Grantee's safety, reliability and cost concerns while considering potential effects on project schedules, project budget and any other relevant matters. However, the City Engineer will retain full authority and discretion to make any final decisions regarding any modifications to the relocation schedule, based upon the City Engineer's consideration of the total circumstances of the project schedule. The City shall provide the Grantee with the standard notice given under the circumstances to other Persons franchised, permitted, licensed or otherwise granted authority by the City. Should Grantee fail to remove or relocate any such Facilities by the date established by the City Engineer's schedule, the City may cause and/or effect such removal or relocation by qualified workers and the expense thereof shall be paid by Grantee, including all direct, indirect and/or consequential costs and expenses incurred by the City due to Grantee's delay (however payment by Grantee shall in no way limit Grantee's right, if any, to seek reimbursement for such costs from any third-party). If the City requires Grantee to relocate its Facilities located within the Streets, the City will make a reasonable effort to provide Grantee with an alternate location for its Facilities within the Streets, or if an alternate location is unavailable, will make the City's project management personnel available to meet with affected property owners and explain City project needs in support of Grantee's efforts to secure an alternate location on private property.

15.4 Restoration of Streets.

(A) Whenever Grantee disturbs the surface of any Street for any purpose, Grantee shall promptly restore the Street to at least the prior condition or the legally required standard, whichever is better and to the satisfaction of the City Engineer. When any opening is made by Grantee in a hard surface pavement in any Street, Grantee shall promptly refill the opening and restore the surface to a condition satisfactory to the City Engineer.

(B) If Grantee excavates the surface of any Street, Grantee shall be responsible for restoration and maintenance of the Street and its surface within the area affected by the excavation to the extent required by the Street use permit. The City may, after providing notice to Grantee, refill and/or repave any opening made by Grantee in the Street, and the expense thereof shall be paid by Grantee. The City reserves the right, after providing notice to Grantee, to remove and/or repair any work done by Grantee which, in the determination of the City Engineer, is inadequate. The cost thereof, including the cost of inspection and supervision, shall be paid by the Grantee. All excavations made by Grantee in the Streets shall be properly safeguarded for the prevention of accidents. All of Grantee's work under this Section 15.4 shall be done in strict compliance with all rules, regulations and ordinances of the City.

15.5 Maintenance and Workmanship.

(A) Grantee's Cable System shall be constructed and maintained in such manner as not to interfere with sewers, water pipes, or any other property of the City, or with any other pipes, wires,

conduits, structures or other facilities that may have been laid in the Streets by or under the City's authority.

(B) Grantee shall provide and use any equipment and appliances necessary to control and carry Grantee's Signals so as to prevent injury to the City's property or property belonging to any Person within the City. Grantee, at its own expense, shall repair, renew, change and improve its Facilities from time to time as may be necessary to accomplish this purpose.

(C) Grantee shall not construct its Cable System in any manner that requires any Subscriber to install any cable, wire, conduits or other facilities, under or over a Street.

15.6 Acquisition of Facilities. Upon Grantee's acquisition of Facilities in any City Street, or upon the addition or annexation to the City of any area in which Grantee owns or operates any Facility in any Streets, the Grantee shall, at the City's request, submit to the City a statement describing all Facilities involved, whether authorized by franchise, permit, license or other prior right, and specifying the location of all such Facilities to the extent the Grantee has possession of such information. At the City's sole option, as expressed by ordinance adopted by the City Council, such Facilities shall immediately be subject to the terms of this Franchise within a reasonable period of time to bring the acquired Facilities into compliance with this Franchise.

15.7 Reservation of City Street Rights. Nothing in this Franchise shall prevent the City from constructing sewers; grading, paving, repairing and/or altering any Street; laying down, repairing or removing water mains; or constructing or establishing any other public work or improvement. All such work shall be done, insofar as practicable, so as not to obstruct, injure or prevent the use and operation of Grantee's Cable System. However, if any of the Grantee's Cable System interferes with the construction or repair of any Street or public improvement, including construction, repair or removal of a sewer or water main, the Grantee's Cable System shall be removed or replaced in the manner the City shall direct. Any and all such removal or replacement shall be at the expense of the Grantee. Should Grantee fail to remove, adjust or relocate its Facilities by the date established by the City Engineer's written notice to Grantee, the City may effect such removal, adjustment or relocation, and the expense thereof shall be paid by Grantee, including all costs and expenses incurred by the City due to Grantee's delay.

15.8 New Construction.

(A) Grantee shall provide twenty-one (21) days prior written notice to the City of any planned Duct construction. Such notice shall include a description of any planned duct construction and a map showing the planned route in a form acceptable to the City Engineer. Within ten (10) business days of receiving the written notice, the City shall provide a written request to Grantee if it desires any Ducts along the planned route, and Grantee shall provide such Ducts to the City pursuant to the process set forth in this Section 15.8.

(B) For Grantee's new Duct installation, Grantee will provide additional Duct(s) as needed by the City:

(1) Grantee will confer with City prior to finalizing plans and specifications for any proposed new build, to establish and define City requirements for Duct and access vaults;

(2) If the City determines a need for Duct and access vaults under Section 15.8(A), City will pay Grantee the direct Incremental costs for this work, consisting of material, labor, and design and engineering costs associated with modifications to the plans and specifications for the segments defined and necessary facilities;

(3) Grantee will provide suitable documentation of ownership and include location in map submitted per Section 15.1(B). City will then maintain ownership of and maintenance responsibilities for the additional Duct(s).

(C) Grantee will provide separate access vaults for the City at City's cost, at locations to be determined by the City during the conference noted in Section 15.8(A)(1).

15.9 Street Vacation. If any Street or portion thereof used by Grantee is vacated by the City during the term of this Franchise, unless the City Council specifically reserves to Grantee the right to continue its installation in the vacated Street, Grantee shall, without delay or expense to the City, remove its Facilities from such Street, and restore, repair or reconstruct the Street where such removal has occurred, and place the Street in such condition as may be required by the City Council. In the event of failure, neglect or refusal of Grantee, after thirty days' notice by the City Council, to restore, repair or reconstruct such Street, the City may do such work or cause it to be done, and the cost thereof, as found and declared by City Council, shall be entered in the Docket of City Liens against any property of Grantee which City may choose, and such lien shall be enforced in like manner and with like effect as other liens entered in such docket.

15.10 Common Users.

(A) For the purposes of this Section 15:

(1) "Attachment" means any wire, optical fiber or other cable, and any related device, apparatus or auxiliary equipment, for the purpose of voice, video or data transmission.

(2) "Conduit Facility" means any structure, or section thereof, containing one or more Ducts, conduits, manholes, handhole or other such facilities in the Grantee's Cable System.

(3) "Duct" means a single enclosed raceway for power or communication lines, conductors, optical fiber, wire or other cable.

(4) "Licensee" means any person, firm, corporation, partnership, company, association, joint stock association or cooperatively organized association franchised, licensed or otherwise permitted by the City to use the Streets.

(5) "Surplus Ducts or Conduits" are Conduit Facilities other than those occupied by the Grantee or any prior Licensee, one unoccupied duct held by Grantee as an emergency use spare, and other unoccupied ducts that the Grantee reasonably expects to use within the next 18 months.

(B) Grantee acknowledges that the Streets have a finite capacity for containing conduits. Therefore, Grantee agrees that, whenever the City Engineer determines it is impracticable to permit construction of an underground conduit system by any other Licensee, the City Engineer may require Grantee to afford to such person the right to use Grantee's Surplus Ducts or Conduits in common with the Grantee, unless safety or engineering concerns cannot reasonably be mitigated or eliminated. This

right of use shall be subject to the terms and conditions of an agreement for use of Surplus Ducts or Conduits entered into by the Grantee and the Licensee, and to the safety and reliability of Grantee's Cable System and maintenance requirements. Any agreement governing the terms and conditions of use of Surplus Ducts or Conduits may, at Grantee's discretion, require use of Grantee's employees or contractors in any work occurring in Grantee's vaults.

(C) If the Grantee and any Licensee fail or cannot otherwise agree to fair and equitable terms, conditions and regulations, including but not limited to a conduit rental rate, within a reasonable period of time, the Grantee and the Licensee shall enter into binding arbitration to determine such terms, conditions and regulations. In such arbitration, the arbitrators shall determine the conduit rental rate at a fair market rate. The binding arbitration shall be as provided in Section 20.2.

(D) A Licensee occupying part of a Duct shall be deemed to occupy the entire Duct.

(E) The Grantee shall give a Licensee a minimum of 120 days notice of its need to occupy licensed Conduit Facility or Duct and shall propose that the Licensee take the first feasible action as follows:

(1) Pay revised conduit or duct rent designed to recover the cost of retrofitting the conduit or duct with multiplexing, optical fibers or other space-saving technology sufficient to meet the Grantee's space needs;

(2) Pay revised conduit or duct rent designed to recover the cost of new conduit or duct constructed to meet the Grantee's space needs;

(3) Vacate the Conduit Facility or Duct that are no longer surplus; or

(4) Construct and maintain sufficient new conduit or Duct to meet the Grantee's space needs.

(F) When two or more Licensees occupy a portion of Conduit Facility or Duct, the last Licensee to occupy the Conduit Facility or Duct shall be the first to vacate or construct new conduit or duct as directed by Grantee. When conduit or duct rent is revised because of retrofitting of space-saving technology or construction of new conduit or duct, all Licensees shall bear the increased cost.

(G) All Attachments shall meet local, state, and federal clearance and other safety requirements, be adequately grounded and anchored, and meet the provisions of contracts executed between the Grantee and the Licensee. The Grantee may, at its option, correct any attachment deficiencies and charge the Licensee for its costs. Each Licensee shall pay the Grantee for any fines, fees, damages or other costs the Licensee's attachments cause the Grantee to incur.

(H) City will be allowed to access and use Grantee's Surplus Ducts or Conduits without use fees, subject to the same process and other terms applicable to Licensees under Section 15.10 and subject to a separate written agreement between the City and Grantee specifying the terms of such access and usage by the City.

15.11 Discontinuing Use of Facilities. Whenever Grantee intends to discontinue using any Facility within the Streets, Grantee shall submit for the City Engineer's approval a complete description of the Facility and the date on which the Grantee intends to discontinue using the Facility. Grantee may remove the Facility or request that the City permit it to remain in place. Notwithstanding the Grantee's

request that any such Facility remain in place, the City Engineer may require the Grantee to remove the Facility from the Street or modify the Facility to protect the public health and safety or otherwise serve the public interest. The City Engineer may require the Grantee to perform a combination of modification and removal of the Facility. Grantee shall complete such removal or modification in accordance with a schedule set by the City Engineer. Until such time as Grantee removes or modifies the Facility as directed by the City Engineer, or until the rights to and responsibility for the Facility are accepted by another Person having authority to construct and maintain such Facility, Grantee shall be responsible for all necessary repairs and relocations of the Facility, as well as maintenance of the Street, in the same manner and degree as if the Facility were in active use, and Grantee shall retain all liability for such Facility.

15.12 Hazardous Substances.

(A) **Compliance with Applicable Law.** Grantee shall comply with all applicable state and federal laws, statutes, regulations and orders concerning Hazardous Substances relating to its Cable System and Facilities in the Streets.

(B) **Maintenance, Inspection and Remediation.** Grantee shall maintain and inspect its Cable System located in the Streets. If Grantee discovers any Hazardous Substances in the course of Grantee's work on its Facilities in the Streets, Grantee shall provide a written report of the discovery to the City within two (2) business days. Grantee shall immediately proceed to remove and remediate, in accordance with, and only to the extent required by, all applicable local, state and federal laws, any Hazardous Substances in the Streets directly attributable to or caused by Grantee's Facilities or the acts or omissions of Grantee. Nothing in this Franchise transfers or is intended to transfer any liability to the City for removal or remediation of any such Hazardous Substances in the Streets.

(C) **Construction, Modification or Removal of Facilities.** In the course of construction, modification or removal of any of its Facilities in the Streets, to the extent necessary to safely proceed with such work, Grantee shall remove and remediate Hazardous Substances encountered in the course of its activities in accordance with, and only to the extent required by, all applicable state and federal laws, statutes, regulations and orders. Grantee may use reasonable business efforts to recover its costs for such removal and disposal from all legally responsible third parties.

15.13 Undergrounding of Cable. Grantee is strongly encouraged to locate and construct its present and future cables underground. Grantee shall install its cables or other Facilities underground wherever all existing utilities already are underground, where all utilities are placed underground, or where statute or ordinance requires utilities to be placed underground. Previously installed aerial cable shall be undergrounded in concert, and on a reasonable cost-sharing basis, with other utilities pursuant to the general ordinances of the City or applicable State law, or in the event that an institutional utility or a public utility decides to underground its facilities on a voluntary basis, unless the City grants an exception.

15.14 Construction Codes. Grantee shall strictly adhere to all building and zoning codes currently or hereafter in effect. Grantee shall arrange its lines, cables, and other appurtenances, on both public and private property, in such a manner as to cause no unreasonable interference with the use of said public or private property by any Person. In the event of such interference, the City may require the removal or relocation of the Grantee's lines, cables, and other appurtenances from the property in question.

15.15 Construction and Use of Poles.

(A) Whenever feasible, the construction, maintenance, and use of Grantee's Cable System shall comply with the standards of materials in engineering and all other provisions of a pole user agreement for use of poles, entered into by and between the pole owners and the Grantee, or separate agreements between each of said companies and the Grantee. The City may request a copy of any pole attachment agreement affecting poles placed in the Streets, and Grantee shall not unreasonably refuse such request. In the event Grantee cannot obtain the necessary poles and allied facilities pursuant to the provisions of such an agreement, and only in such event, then it shall be lawful for the Grantee to make all needed excavations in the Streets for the purpose of placing, erecting, laying, maintaining, repairing, and removing poles, conduits, supports for wires and conductors, and any other Facility needed for the maintenance or extension of Grantee's Cable System. All poles of the Grantee shall be erected between the curb and the sidewalk unless otherwise designated by the proper City authorities, and each pole shall be set whenever practicable at an extension of a lot line. The City shall have the right to require the Grantee to change the location of any pole, conduit, structure or other Facility within the Streets when in the opinion of the City the public convenience requires such change, and the expense thereof shall be paid by the Grantee.

(B) The terms of Section 15.15 shall not exempt the Grantee from compliance with all Charter and ordinance provisions relating to such excavations or construction or from any provision requiring payment of permit or license fees pertaining thereto.

15.16 Tree Trimming.

(A) When Permits Needed. Upon obtaining a written permit from the City Forester, Grantee may prune or cause to be pruned, using proper utility arboricultural practices and in accordance with such permit, any tree in or overhanging the Streets which interferes with Grantee's Facilities. Except in emergencies or by special written permission of the City Forester, Grantee may not prune trees at a point below 30 feet above sidewalk grade until one week (seven [7] calendar days) after written notice has been given to the owner or occupant of the premises abutting the Street in or over which the tree is growing. The owner or occupant shall have one week from receipt of notice to have such trees pruned by a qualified line clearance arborist at his or her own expense in accordance with Grantee's standards for reliable utility service, provided that the owner or occupant agrees to use tree pruning personnel that are qualified to work in close proximity to power lines. If the owner or occupant fails to do so in compliance with the notice, Grantee may prune such tree at its expense.

(B) Blanket Permits. The City Forester may, at the City Forester's discretion, waive the notification and single tree permit process and issue a blanket tree pruning permit if Grantee adequately demonstrates to the City Forester's satisfaction the ability to consistently apply proper utility arboricultural practices to the pruning of trees. Before any blanket permit may be issued, any contractor of Grantee shall be subject to the approval of the City Forester. The City Forester shall have discretion to cancel the blanket permit, notification and single tree permit process if, at any time, the Grantee or its agents fail to either use proper utility arboricultural practices or to properly notify the public as specified in Section 15.6.

(C) Emergencies. Notwithstanding the permit and notice requirements of Section 15.6, in the event of an emergency, Grantee may prune a tree or trees as necessary to abate the emergency. For purposes of Section 15.6, emergencies exist when it is necessary to prune a tree or trees in order to restore electrical services, or to protect the public from imminent danger, or to prevent the imminent destruction of property.

Section 16. TRANSFER OF GRANTEE'S CABLE SYSTEM

16.1 Transfer Defined. For purposes of Section 16, "Transfer" shall mean any form of sale, change in control, conveyance, mortgage, assignment, merger, pledge, encumbrance, deed or grant, in whole or in part, and whether voluntary or involuntary.

16.2 Council Consent. Neither this Franchise nor all or substantially all of Grantee's Cable System located in the Streets by authority of this Franchise shall be Transferred without the prior written consent of the City as expressed by ordinance, which consent shall not be unreasonably withheld, except to entities that control, are controlled by, or are under common control with the Grantee. Grantee shall give written notice to the City of any Transfers to entities under such common control within ten (10) days of such transfers. The City's granting of consent in one instance shall not render unnecessary any subsequent consent in any other instance. Nothing contained in this Franchise shall be deemed to prohibit the mortgage, pledge, or assignment of tangible assets of Grantee's Cable System for the purpose of financing the acquisition of equipment for or the construction and operation of Grantee's cable system, within or outside the City, without the City's consent, but any such mortgage, pledge or assignment with respect to Grantee's Cable System shall be subject to the City's other rights contained in this Franchise.

16.3 Review.

(A) In determining whether the City will consent to any Transfer, the City may inquire into the technical, legal, and financial qualifications of the prospective party. Grantee shall assist the City in any such inquiry. The City may condition any Transfer upon such conditions related to the technical, legal, and financial qualifications of the prospective party to perform according to the terms of this Franchise, as it deems reasonably appropriate or to the resolution of outstanding and unresolved issues of Grantee's noncompliance with the terms and conditions of this Franchise.

(B) No Transfer for which the City's consent by ordinance is required may occur until the successor, assignee, lessee or transferee has complied with the requirements of Section 14 of this Franchise, including, but not limited to, providing certificates of insurance, unless the City Council waives such compliance by ordinance. Within ten (10) days after execution and delivery of any instrument so consented to by the City, Grantee shall file with the City Auditor an executed counterpart or certified copy thereof.

16.4 Leases. Grantee shall not lease any portion of its franchised Cable System without the City's prior consent as expressed by ordinance. However, and notwithstanding Section 16.2, Grantee may lease any portion of its Cable System in the ordinary course of its business without otherwise obtaining the City's consent by ordinance, so long as Grantee remains solely responsible for locating, servicing, repairing, relocating or removing such portion of its Cable System. A lessee of any portion of Grantee's Cable System shall not obtain any rights under this Franchise.

16.5 Sales.

(A) Notwithstanding Section 16.2, Grantee may sell portions of its Cable System in the ordinary course of its business, without otherwise obtaining the City's consent by ordinance, so long as Grantee complies with the following conditions:

(1) The sale is to the holder of a current existing, cable system franchise, license, permit, or other similar right granted by the City;

(2) Within fourteen (14) days of the sale being executed and becoming final, Grantee shall provide written notice to the City, describing the portions of the Cable System sold by the Grantee, identifying the purchaser of the Facilities, the location of the Facilities (in accordance with the mapping requirements of Section 15.1(B) and providing an executed counterpart or certified copy of the sales documents;

(3) Grantee remains solely responsible for locating, servicing, repairing, relocating or removing its remaining Cable System; and,

(4) Within fourteen (14) days of the sale being executed and becoming final, the purchaser of such Facilities shall file written notice to the City that it has assumed sole responsibility for locating, servicing, repairing, relocating or removing the purchased Facilities under the purchaser's current, existing valid cable system franchise, license, permit or other similar right granted by the City. The purchaser shall not obtain any of the Grantee's rights under this Franchise.

(B) If required by federal law, the City shall make a final decision upon a proposed Transfer within 120 days of receiving a written request for approval of a Transfer containing or accompanied by such information as is required by federal law and this Franchise. If the City fails to render a final decision on the request within 120 days, then the proposed Transfer shall be deemed to be consented to by the City. At any time during the 120 day period, the City may request in writing that the Grantee provide or cause to provide any information reasonably necessary to rendering a final decision on the request. The City and the Grantee may, at any time, agree to extend the 120 day period.

(C) Bankruptcy or Dissolution. Grantee shall immediately report to the City, as soon as it becomes known, the initiation of bankruptcy proceedings, or corporate or partnership dissolution.

(D) Consent. No consent by the City, which is required under this Section, shall be unreasonably denied or delayed.

Section 17. CITY REGULATORY AUTHORITY

17.1 City Regulatory Rights.

(A) The City Council shall be vested with the power and right to reasonably regulate the exercise of the privileges permitted by this Franchise in the public interest.

(B) Grantee shall not be relieved of its obligations to comply, promptly and completely, with any provision of this Franchise by any failure of the City to promptly enforce compliance with this Franchise.

17.2 City Regulatory Actions. Grantee shall comply with any and all lawful actions of the City affecting Grantee's operations under this Franchise, including, without limitation, all orders, contracts, and regulatory actions taken pursuant thereto, in all respects and without exception, so long as such actions do not materially affect the rights of Grantee hereunder. In the event of any direct conflict between City orders and regulatory actions, and the terms of this Franchise, this Franchise shall prevail.

17.3 Right of Intervention. The City shall have the right to intervene in any suit or proceeding to which the Grantee is a party, in the event the City's rights under this Franchise may be affected thereby.

Section 18. EQUAL EMPLOYMENT OPPORTUNITY/ AFFIRMATIVE ACTION/ MINORITY BUSINESS ENTERPRISES

18.1 Equal Employment Opportunity.

(A) Throughout the term of this Franchise, Grantee shall fully comply with the equal employment opportunity requirements of federal, state, and local law, and in particular, FCC rules and regulations relating thereto. Upon request by the City, Grantee shall furnish the City a copy of the Grantee's Annual statistical report filed with the FCC, along with proof of Grantee's Annual certification of compliance. Grantee shall immediately notify the City in the event Grantee is at any time determined not to be in compliance with FCC rules or regulations.

(B) Throughout the term of this Franchise, the Grantee shall maintain a policy that all employment decisions, practices, and procedures are based on merit and ability without discrimination on the basis of an individual's race, color, religion, age, sex, national origin, sexual orientation or physical or mental disability. Grantee's policy shall apply to all employment actions including advertising, recruiting, hiring, promotion, transfer, remuneration, selection for training, company benefits, disciplinary action, lay-off, and termination.

18.2 Affirmative Action. Grantee shall carry out its equal employment opportunity policy by making a determined and good-faith effort at affirmative action to employ and advance in employment women, minorities, and the physically and mentally disabled.

18.3 Minority and Female Business Enterprises. Grantee shall make determined and good faith efforts to use minority and female business enterprises in its contracted expenditures, including, without limitation, contracts for the acquisition of goods, services, materials, supplies, and equipment used in the construction, maintenance, and operation of its Cable System. If directed by the City, the Grantee shall participate in the City's Minority and Female Business Enterprise Certification Program.

Section 19. FRANCHISE VIOLATIONS AND REMEDIES, EXPIRATION AND RENEWAL

19.1 Remedies for Franchise Violations.

(A) In addition to any rights set out elsewhere in this Franchise, or such other rights as it may possess, the City reserves the right at its discretion to apply any of the following remedies, alone or in combination, in the event Grantee violates any material provision of this Franchise.

(1) Recover liquidated damages as provided in Section 19.1(C);

(2) Recover specific damages from all or any part of the security provided pursuant to this Franchise, including without limitation any performance bond, letter of credit or other security, provided, however, the assessment shall be for such amount as the City reasonably determines is necessary to remedy the violation;

(3) Commence litigation seeking recovery of monetary damages or specific performance of this Franchise, as such remedy may be available;

(4) Reduce the duration of the term of this Franchise on such basis as is reasonable provided that in no event shall the amount of the term remaining after the reduction be less than three (3) years; or

(5) Revoke this Franchise.

(B) (1) Grantee shall not be relieved of its obligations to comply promptly with this Franchise by reason of any failure of the City to enforce prompt compliance. The City's failure to enforce shall not constitute a waiver of any term, condition, or obligation imposed upon the Grantee under this Franchise; nor a waiver of rights by the City or acquiescence in Grantee's conduct. A specific waiver of a particular term, condition, or obligation imposed upon Grantee under this Franchise shall not be a waiver of any other or subsequent or future breach of the same or of any other term, condition or obligation. The acts or omissions of Affiliates are not beyond the Grantee's control, and the knowledge of Affiliates shall be imputed to Grantee.

(2) Subject to applicable law, the remedies provided for in this Franchise are cumulative and not exclusive; the exercise of one remedy shall not prevent the exercise of another remedy, or the exercise of any available rights of the City at law or equity.

(3) No cost or liability to Grantee arising from a breach or violation of this Franchise shall be recovered from Subscribers or be offset against any other sums due to the City as a tax, Franchise Fee or otherwise regardless of whether the combination of Franchise Fees and said costs exceeds five percent (5%) of Grantee's Gross Revenues in any twelve (12) month period.

(C) Liquidated Damages.

(1) The City and Grantee recognize that delays, expense and unique difficulties would be involved in establishing actual losses suffered by the City and the public as a result of the Grantee's violation of certain aspects of this Franchise. To that end and subject to Grantee's right to notice and the opportunity to cure as provided in Section 19.2, the City may assess liquidated damages as set forth in the categories below. Instead of requiring proof of actual damages, the City and Grantee agree that Grantee shall pay liquidated damages in these amounts to the City for any violation of the categories listed below. The parties agree that such amounts are a reasonable estimate of the actual damages (including increased costs of administration and other damages difficult to measure) the City and the public would suffer in the event of Grantee's breach such provisions of this Franchise. The election of liquidated damages for an incident shall be the City's sole and complete remedy as to that incident. The parties agree that such liquidated damages shall be considered as a reasonable estimation of the actual and potential damages suffered for violations of these categories:

- (a) For any failure to provide data, documents, reports or information as provided in the Franchise - \$1,000 per day or per violation, up to a total of \$20,000 during any rolling twelve (12) month period;
- (b) For any failure to comply with FCC technical standards, any emergency alert standards or any back-up power requirements - \$1,000 per day or per violation, up to a total of \$40,000 during any rolling twelve (12) month period;
- (c) Failure to provide PEG Channels and/or PEG/I-Net capital support payments required by this Franchise - \$1,000 per day or per violation, up to a total of \$40,000 during any rolling twelve (12) month period;
- (d) Failure to provide I-Net in compliance with the provisions of this Franchise - \$1,000 per day or per violation, up to a total of \$40,000 during any rolling twelve (12) month

- period;
- (e) Failure to comply with customer service standards and reports - \$1,000 per day or per violation, up to a total of \$40,000 during any rolling twelve (12) month period.
 - (f) Violation of any other provision of the Franchise - \$1,000 per day or per violation, up to a total of \$20,000 during any rolling twelve (12) month period.

(2) The Commission, acting on behalf of the City, may determine that the actual and potential harm to the public is greater than the amounts agreed to by the parties as liquidated damages, taking into account the nature and extent of the violation, whether there has been a pattern or practice of repeated violations of the same nature resulting in increased costs of administrative oversight by staff and the Commission, and the harm to the public or individual subscribers. Any liquidated damages exceeding the amounts set forth in Section 19.1(C)(1) may be submitted to Arbitration in accordance with the provisions of Section 20.2 of this Franchise

(3) Effective January 1, 2017, maximum liability for each category of damages set forth in Section 19.1(C)(1)(a) through (f) above shall increase by 15%, so that, by way of example and not limitation, where the maximum liability in a twelve month rolling period is \$20,000, that limit shall increase to \$23,000 for each remaining year of the Franchise term.

(4) The assessment and recovery of liquidated damages will not constitute a waiver by the City of any other right or remedy it may have under the Franchise or applicable law as to subsequent incidents. The assessment and recovery of liquidated damages for a particular violation will substitute for the recovery of actual damages for the period of the assessment.

(5) Each violation of any material provision of this Franchise shall be considered a separate violation for which separate liquidated damages may be imposed. Grantee's obligations under this Franchise relating to PEG Access Channels, PEG/I-Net Capital support, I-Net, franchise fees, customer service standards and reports, and reports and records contained in Section 13 shall at all times be considered material provisions. Enumeration of material Franchise provisions set forth in this Section 20.1(C)(5) is not exhaustive and shall not be invoked under any guideline for contract interpretation to narrow the scope of other material terms, violation of which would be a material breach of this Franchise. After the imposition of liquidated damages, if Grantee has not cured or commenced to cure the alleged breach to the satisfaction of the City, the City may pursue any other remedies available under this Franchise or applicable law.

(D) In determining which of the remedies available under this Franchise is appropriate, the City may consider, among other things: (1) the nature and extent of the violation; (2) whether Grantee has had a history of similar violations; (3) the damage suffered by the public and the cost of remedying the violation; and (4) such other factors as the City may deem appropriate.

(E) The City may shorten the term of this Franchise or revoke this Franchise in the manner described in Sections 20.1(A)(4) and (5) upon the occurrence of any of the following acts or events:

(1) Any failure to comply with the requirements of Section 14 of this Franchise, including but not limited to, any failure to provide uninterrupted insurance or performance bonds;

(2) Grantee is found by a court of competent jurisdiction to have practiced any fraud upon the City; or

(3) Grantee fails to obtain and maintain any permit, franchise or license required by any federal or state regulatory body affecting Grantee's authority to own or operate a Cable System within the City.

(F) Except for the remedies specified in Section 20.1(A)(3), in addition to its other rights and remedies as set forth in this Franchise, the City shall have the right to revoke this Franchise after the appointment of a receiver or trustee to take over and conduct the Grantee's business, or the initiation of receivership, reorganization, insolvency or other similar action or proceeding, unless Grantee, its receiver or trustee timely and fully perform all obligations, until such time as this Franchise is either rejected or assumed by Grantee, its receiver or trustee.

(G) Except for liquidated damages as provided in Section 20.1(C), in the event that the City makes a preliminary determination that the Grantee has violated this franchise, the City shall commence a contested case proceeding under the rules adopted by the City. The City's final determination, following a contested case proceeding, may be appealed to the City Council. The City Council shall consider the appeal, under rules established by the City Council, based on the record established in the contested case proceeding.

19.2 Notice and Opportunity to Cure.

(A) The City shall give Grantee thirty (30) days prior written notice of its intent to exercise any of its rights under Section 19.1, identifying the reasons for such action.

(B) If Grantee removes or otherwise cures the asserted violation constituting the stated reason within the thirty (30) day notice period, or if cure is not reasonably possible within the thirty (30) day period and the Grantee initiates good faith efforts satisfactory to the City within the thirty (30) day period to cure the asserted violation constituting the stated reason and the efforts continue in good faith, the City shall not exercise its rights under Section 19.1.

(C) If Grantee fails to remove or otherwise cure the asserted violation constituting the stated reason within the thirty (30) day notice period, or if the Grantee does not undertake and continue efforts satisfactory to the City to remedy the stated reason, then the City may exercise any or all of the remedies available under Section 19.1 or such other rights as the City may possess.

19.3 Minor Variances. The City may, upon request of the Grantee or its own motion, permit the Grantee to vary its manner of performance under this Franchise so long as the variance does not result in a substantial change in the terms of this Franchise or a substantial reduction in the services to be provided.

19.4 Expiration.

(A) Upon the expiration of this Franchise, subject to 47 U.S.C. § 546 and other applicable federal, state or local laws, the City shall have the right, at its election, to:

- (1) Renew or extend Grantee's Franchise;
- (2) Invite additional proposals and award a Franchise to another Person;
- (3) Decline to grant a renewed franchise; or
- (4) Take such further action as the City deems appropriate.

(B) Until such time as the City exercises its rights under Section 19.4, the Grantee's rights and responsibilities within the City shall be controlled by the terms of this Franchise.

19.5 Removal of Plant and Equipment. If the City has revoked this Franchise as provided in Section 19.1, or if this Franchise has expired without being renewed or extended, or in the event of the City's purchase, lease-purchase, condemnation, acquisition, taking over or holding of plant and equipment, all of Grantee's rights under this Franchise shall immediately cease and be divested. Thereafter, except as provided in this Section, or as otherwise provided by ordinance, the Grantee shall remove its Facilities from the Streets and restore the Streets to the standards provided in Section 15.4. In the event of a failure by the Grantee to properly perform such work, then the City may perform the work and collect the cost thereof from the Grantee. The cost thereof shall be a lien upon the system of the Grantee and a set-off against any sums owed Grantee by City.

Section 20. MISCELLANEOUS PROVISIONS

20.1 Compliance with Laws.

- (A) Both Grantee and the City shall comply with all applicable federal and state laws.
- (B) Grantee shall comply with all applicable City ordinances, resolutions, rules and regulations adopted or established pursuant to the City's lawful authority.
- (C) Nothing in this Franchise is intended to authorize the Grantee to engage in any activity constituting a violation of federal or state antitrust laws, including, but not limited to, the Sherman Act, the Clayton Act, the Robinson-Patman Act or any related amendments or regulatory provisions.

20.2 Arbitration.

- (A) Any dispute between the parties hereto, including but not limited to disputes or controversies arising from or related to interpretation of this Franchise, may be arbitrated provided that both parties consent in writing to the arbitration. Such arbitration will be final and binding, and the parties shall have no right to appeal from the arbitrator's decision.
- (B) The City may initiate arbitration by resolution of its City Council, while Grantee may choose to initiate arbitration by sending written notice to the City.
- (C) After arbitration has been initiated, the City and Grantee may agree that one arbitrator may conduct the arbitration. If the parties are unable to agree upon the identity of the arbitrator within 20 days after the arbitration has been initiated, the arbitrator shall be selected by the presiding civil judge of the Multnomah County Circuit Court.
- (D) If either the City or Grantee does not consent to having one arbitrator conduct the arbitration, the arbitration shall be conducted by three arbitrators, who shall be selected as follows:
- (1) If the City initiates arbitration, the City shall select one arbitrator and Grantee by written notice shall select one arbitrator within 15 days after passage of the resolution. If Grantee initiates arbitration, it shall identify its selected arbitrator in its written notice, and the City shall select one arbitrator, within 15 days after receiving the notice.

(2) The two selected arbitrators shall select a third arbitrator within 15 days after the appointment of the second arbitrator. If the two arbitrators are unable to agree upon a third arbitrator within the time limit, the third arbitrator shall be appointed by the presiding civil judge of the Multnomah County Circuit Court.

(E) After selection of the arbitrator(s), the arbitrator(s) shall take an oath to serve neutrally and impartially. The arbitrator(s) shall then schedule a date, time and place for the arbitration hearing. The hearing shall occur not less than 120 days after the appointment of the arbitrator (or the third arbitrator, if three arbitrators are used), unless extended by mutual agreement of the City and Grantee. The arbitrator(s) shall make a written report to the City and Grantee on the final determination within 60 days after completion of the hearing. If the arbitration is conducted by three arbitrators, the determination of a majority of the arbitrators shall constitute a final, binding arbitration determination.

(F) Once initiated by the parties, the arbitration shall be conducted according to the Uniform Arbitration Act, ORS 36.600 to ORS 36.470 (2009).

(G) The City and Grantee shall share equally the fees and costs of the arbitrator(s).

(H) In any arbitration proceeding regarding a modification of this Franchise, initiated under Section 20.15, Section 20.16 or Section 20.8, the arbitrator(s) may order a modification of the Franchise in response to the events and circumstances initiating the arbitration proceeding. The arbitrator(s) shall attempt to modify the Franchise so that the net rights and obligations of the City and the Grantee remain substantially the same after the modification as they were prior to the events and circumstances leading to the arbitration proceeding. The party seeking the modification shall have the burden of establishing how the net rights and obligations remain substantially the same. If the arbitrator(s) determine that it is not possible to so modify the franchise, then they shall make a finding so stating in their final determination and instead shall modify the franchise to provide as fair a balancing of the rights and obligations of the City and the Grantee as they are reasonably able to achieve in relation to the balancing of rights and obligations under the franchise prior to modification.

20.3 Mediation.

(A) The City and Grantee agree that should any dispute arise between the parties concerning any aspect of this Franchise which is not resolved by mutual agreement of the parties, and unless either party believes in good faith that injunctive relief is warranted, the dispute may be submitted to mediated negotiation prior to any party commencing litigation. In such event, the City and Grantee may agree to participate in good faith in a non-binding mediation process. The mediator shall be selected by mutual agreement of the parties. In the absence of such mutual agreement, each party shall select a temporary mediator, and those mediators shall jointly select a permanent mediator. If the City and Grantee are unable to successfully conclude the mediation within 45 days from the date of the selection of the mediator, either party may terminate further mediation by sending written notice. After written termination notice has been received by the other party, either party may request arbitration, as set forth in Section 20.2, or may pursue any other available legal remedies. All costs associated with mediation shall be borne, equally and separately, by the parties.

(B) In any mediation regarding a modification of this Franchise, regarding disputes between the parties under Section 20.15, Section 20.16 or Section 20.8, the City and the Grantee agree that they shall attempt, in good faith, to agree to modifications to the Franchise so that the net rights and obligations of the City and the Grantee remain substantially the same after the modification, as they were prior to the events and circumstances leading to the mediation proceeding.

20.4 Continuity of Service. Grantee agrees that all Residential Subscribers shall receive all available Cable Services insofar as their financial and other obligations to the Grantee are honored. In the event that the Grantee elects to modify or sell its Cable System, the Grantee shall make a good faith effort to ensure that all Residential Subscribers receive continuous, uninterrupted service regardless of the circumstances during the term of this Franchise. In the event of purchase, lease-purchase, condemnation, acquisition, taking over or holding of plant and equipment, including subsequent assignment, sale, lease or other transfer to any other Person, the Grantee shall operate the Cable System for such reasonable periods as are necessary to maintain continuity of Cable Service to all Residential Subscribers.

20.5 Severability and Survivability. If any Section, provision or clause of this Franchise is held by a court of competent jurisdiction to be invalid or unenforceable, or is preempted by federal or state laws or regulations, the remainder of this Franchise shall not be affected, unless the City Council determines such Section, provision or clause was material to the City's agreement to issue the Franchise. All provisions concerning indemnity shall survive the termination of this Agreement for any cause. Expiration or termination of this Franchise shall not extinguish, prejudice or limit either party's right to enforce this Franchise with respect to any default or defect in performance that has not been corrected.

20.6 No Recourse against City. To the extent provided by law, Grantee's recourse against the City or its officials, boards, commissions, agents or employees for any claim arising from any provision or requirement of this Franchise shall be limited to injunctive relief and declaratory relief.

20.7 Nonenforcement by the City. Grantee shall not be relieved of its obligations to comply with any of the provisions of this Franchise by reason of any failure of the City to enforce prompt compliance, nor does the City waive or limit any of its rights under this Franchise by reason of such failure or neglect. The City Council shall be vested with the power and authority to reasonably regulate the exercise of the privileges permitted by this franchise in the public interest.

20.8 Action by Agencies or Courts. Grantee shall promptly notify the City in the event that any agency of the federal government or the State of Oregon or any court with competent jurisdiction requires the Grantee to act inconsistently with any provisions of this Franchise. Upon receipt of such notification, the City or the Grantee may determine if a material provision of this Franchise has been affected. Upon such determination, the City or the Grantee may seek to modify or amend this Franchise, pursuant to Section 20.15, as may be necessary to carry out the parties' intentions and purposes under this Franchise.

20.9 Choice of Forum. Any litigation between the City and the Grantee arising under or regarding this Franchise shall occur, if in the state courts, in the Multnomah County Court having jurisdiction thereof, and if in the federal courts, in the United States District Court for the District of Oregon, Portland Division.

20.10 Choice of Law. This Franchise shall be governed by and construed in accordance with the laws of the State of Oregon, even if Oregon's choice of law rules would otherwise require application of the law of a different state.

20.11 Notice. Any notice provided for under this Franchise shall be sufficient if in writing and: (1) delivered personally to the following addressee; (2) deposited in the United States Mail, postage prepaid, certified mail, return receipt requested; (3) sent by overnight or commercial courier (such as Federal

Express); or, (4) sent by facsimile transmission addressed as follows, or to such other address as the receiving party hereafter shall specify in writing:

If to the City: Office for Community Technology
City of Portland, Oregon
1120 SW 5th Ave., Rm 1305
Portland, OR 97204

With a copy to: City Attorney's Office
Room 430, City Hall
1221 SW 4th Avenue
Portland, Oregon 97204
FAX No. (503) 823-3089

If to the Grantee: Comcast Cable
Attention: Government Affairs
9605 SW Nimbus Ave.
Beaverton, OR 97008

With a copy to: Comcast Cable
Attention: Government Affairs
15815 25th Ave. West
Lynwood, WA 98087

Any such notice, communication or delivery shall be deemed effective and delivered upon the earliest to occur of: 1) actual delivery; three (3) business days after depositing in the United States mail as aforesaid; 2) one (1) business day after shipment by commercial courier as aforesaid; or 3) the same day as facsimile transmission (or the first business day thereafter if faxed on a Saturday, Sunday or legal holiday).

20.12 Reasonability of Actions. In any matter provided for in this Franchise involving discretionary acts by the City or the Grantee, including but not limited to the giving of consent, approval or instructions, the parties agree that they will each act in a manner that is reasonable under the circumstances.

20.13 Force Majeure.

(A) For purposes of this Franchise, the term "Force Majeure" shall mean acts of God, landslides, earthquakes, lightning, fires, hurricanes, volcanic activity, storms, floods, washouts, droughts, civil disturbances, acts of terrorism or of the public enemy, strikes, explosions, lockouts or other industrial disturbances, insurrections, public riots, partial or entire failure of utilities, documented work delays caused by waiting for utility providers to service or monitor utility poles to which Grantee's facilities are attached and documented unavailability of materials and/or qualified labor to perform the work necessary; and other similar events which are not reasonably within the control of the distressed party.

(B) If either party is wholly or partially unable to carry out or perform its obligations under this Franchise as a result of Force Majeure, the distressed party shall not be deemed in violation or default during the duration of the Force Majeure. The distressed party shall take immediate and diligent steps to comply as soon as possible under the circumstances, and shall take all necessary corrective steps

to remedy as expeditiously as possible the non-compliant responsibilities and duties affected by the Force Majeure. The distressed party shall give prompt notice of such Force Majeure, describing the same in reasonable detail. The distressed party's obligations under this Franchise shall not be deemed in violation or default for the duration of the Force Majeure. In the event that delay in performance or failure to perform affects only part of the distressed party's capacity to perform, the distressed party shall perform to the extent that it is reasonably able to do so. Force Majeure shall not apply to any obligations under this Franchise for the payment of monies due. The acts or omissions of Affiliates are not beyond the Grantee's control, and knowledge of Affiliates shall be imputed to Grantee.

20.14 Integration and Written Modification. Except as otherwise expressly provided within this Franchise, this Franchise contains the entire agreement between the City and the Grantee. Any prior franchise agreements between the City and the Grantee shall be superseded upon the effective date of this Franchise. This Franchise may not be altered or modified orally but only by an instrument in writing executed by duly authorized representatives of the City and the Grantee.

20.15 Changes in Law or Unenforceability of Franchise Provisions.

(A) The City and Grantee have entered into this Franchise under the federal and state laws in effect on the effective date of this Franchise. The City and the Grantee reserve the right to request modifications to this Franchise, under Section 20.15(B), to account for changes in the law during the term of this Franchise. The City and the Grantee also reserve the right to request modifications in this Franchise, under Section 20.15(B), if any provision of this Franchise becomes, or is declared, invalid or unenforceable.

(B) Upon written notice from either party, the City and the Grantee may voluntarily agree, under Section 20.15(A), to participate in a non-binding mediation proceeding under Section 20.3 to mediate, in good faith, modifications to the terms and conditions of this Franchise. The written request shall specifically identify the particular reasons under Section 20.15 (A) for the modification sought by the requesting party. In the mediation proceeding, the City and the Grantee shall attempt, in good faith, to agree to modifications to the Franchise so that the net rights and obligations of the City and the Grantee remain substantially the same after the modification, as they were prior to the events and circumstances leading to the mediation proceeding. If the City and Grantee are unable to successfully conclude the mediation within 90 days from the date of the written notice requesting the mediation proceeding, the parties may agree to submit the matter to arbitration as set forth in Section 20.2.

20.16 Renegotiation.

(A) If any provision of this Franchise becomes invalid or unenforceable and the City Council or the Grantee expressly finds that such provision constituted a consideration material to this Franchise, then the City and the Grantee shall renegotiate the terms of this Franchise, subject to the mediation procedures of Section 20.3. The party seeking renegotiation shall serve on the other party written notice of a request to mediate. The parties shall have 90 days to conduct and complete the renegotiation. If the City and the Grantee cannot successfully conclude the renegotiation within 90 days from the date of the mediation request is served upon the other party, the matter may be submitted to arbitration under Section 20.2.

(B) By mutual agreement, the City and the Grantee may meet at any time during the term of this Franchise to review and renegotiate matters of concern or interest to either of them. The topics of such renegotiation shall be stated in writing by each party prior to such meeting, but each party may include any topic or concern arising under this Franchise or otherwise.

Section 21. WRITTEN ACCEPTANCE

21.1 Written Acceptance. On or before thirty days after this Franchise becomes effective, Grantee shall file with the City Auditor's Office a written acceptance of this Franchise duly executed by the Grantee, in the form provided in Exhibit F to this Franchise. Such acceptance shall be unqualified and shall be an acceptance of all the terms, conditions and restrictions contained in this Franchise.

21.2 Failure to File Acceptance. Any failure on the part of the Grantee to file such written acceptance within such time shall be deemed an abandonment and rejection of the rights and privileges conferred by this Franchise, and this ordinance shall thereupon be null and void.



Dana Fulton
<dfulton808@gmail.com>
07/18/2014 01:35 PM

To cabletv@dcca.hawaii.gov,
cc Jay April <jay@akaku.org>
bcc
Subject Comcast Transfer Comments

1 attachment



Dear DCCA.docx

in text:

Dear DCCA,

Thank you for taking the time to listen to the people during this time of transfer and change in our community. Maui County is a very special place with 3 islands and plentiful rural land. Time Warner has no doubt left a bad taste in our mouths, especially in their efforts to diminish and work against Akakū: Maui Community Media. While my hopes were raised by Comcast's opening words at the hearings, I truly hope that those words aren't empty and they uphold good intentions to be our new service providers. Time Warner Cable was reportedly taking about \$68 million out of Maui County each year. This franchise transfer is for 20 years. I urge you to give Comcast a probation period with a rate freeze and random community temperature checks to ensure that they are upholding what they promise to us. Across the nation they have a terrible customer service rating and an even scarier track record with PEG stations. The PEG station here for Maui County is crucial to our community and cannot be lost. If they want this \$40 billion contract to conduct services through our public lines and utility poles, they HAVE to be forced to give back, and it needs to be a REQUIREMENT with consequences set forth by the DCCA.

A tri-island county in the middle of the Pacific has limited resources for an economy. Therefore, taking upwards of \$70million out of that economy every year for the next 20 years can be nothing short of destructive. Implement a rate freeze, require public wifi in all public parks and libraries, deliver equal services at same rates to all of the rural areas, require them to enact net neutrality, and support the people's choice by giving more to Akakū. The people of Hawaii are very welcoming and trusting, but shall not be treated like 2nd or 3rd class citizens. The best deals that Comcast makes across our nation shall also be enacted here in Hawaii. If they want to be a part of our community and be entitled to that much money in our economy, there is no question that they should give back.

Technology changes so quickly. Twenty years is more than a lifetime in technology. The language must be written into the contract to protect all of the community and Akakū as technology advances, especially if/when everything moves to purely online services. Write in protection orders and equality in technology requirements for all citizens of Maui County against the corporate greed that we have to assume is true for Comcast until proven otherwise.

Corporations like Comcast are worth billions, with millions in lawyers, fighting to retain every last cent they so feel entitled to. Support the people, put in the tough language with bite.

If a probationary period cannot be implemented then I oppose this franchise transfer entirely. My cell phone has a life span of about 18 months, and this billion-dollar corporation wants a monopoly over a tri-island county in the middle of the Pacific Ocean for 20 YEARS? Who do you think is most likely to lose in this situation? In the ever-changing technological landscape of our world, I oppose a contract for both cable and internet. Bundling contracts like they bundle services is monopolizing. Why not offer different contracts for different services to potential smaller companies? Once this transfer is approved, they rule everything and there is no going back. Comcast has a real opportunity though to right some of the wrongs perpetrated by Time Warner. I do not wish to vilify Comcast before seeing what happens first, but there is no opportunity to turn back or reconfigure once this is put into places. I beg you to put the tough language with teeth into the contract NOW.

Shorten the contract, require community give back, change the traditional language to give more to Akakū, and ensure that even if/when cable becomes obscure, ensure that Akakū and our community are supported and protected against corporation greed in the new online age. After all, what it boils down to is a billion-dollar corporation with a million-dollar legal team against a tri-island county, what could go wrong? The people will lose everything if we do not take this monumental opportunity seriously.

Sincerely,

A born and raised Maui County citizen.

Dana Fulton

736 Alulike Street

Kihei, Hi 96753

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