

# IURC News Release

**Indiana Utility Regulatory Commission**  
101 West Washington Street, Suite 1500 East  
Indianapolis Indiana 46204

317.232.2297 office  
317.232.6758 fax  
[www.in.gov/iurc](http://www.in.gov/iurc)

**For Immediate Release**  
December 19, 2007

**Contact: Mary Beth Fisher**

## **Indiana Utility Regulatory Commission Gives Notice of Intent to Enforce Federal Communications Commission Video Customer Service Standards**

Today in General Administrative Order 2007-2, the Indiana Utility Regulatory Commission (IURC, Commission) announced its intent to monitor and ensure that all state franchised video service providers follow federal customer service standards as established by the Federal Communications Commission (FCC). The Legislature, in HEA 1279, designated the IURC the sole video franchising authority in Indiana. As such, the IURC is authorized by the FCC to enforce its customer service standards and ensure those standards, which are designed to establish a minimum threshold for service, are followed by all state certificated video providers after 90 days notice.

### **Office hours and telephone availability,**

- a. A phone line must be available to customers 24 hours a day, 7-days a week.
- b. Phones are to be answered within 30 seconds after a connection is made, and transfer time to be no more than 30 seconds, 90% of the time, under normal operating conditions.
- c. Business hours must include at least one night per week and/or some weekend hours.

### **Installations, outages and service calls**

- a. Standard installations, which are those located up to 125 feet from the existing distribution system, must be performed in 7-days, no less than 95% of the time.
- b. Except for conditions beyond its control, cable operators must begin working on a service interruption within 24-hours after being notified of the problem, no less than 95% of the time.

### **Billing practices**

- a. Subscribers must be notified in writing and through announcements 30 days before there are any changes in rates, programming services or channel positions, if the change is in the control of the operator.
- b. Bills should be itemized and easy to read.
- c. Cable operators should respond to written complaints about billing matters in 30 days.

### **Communications between cable operators and subscribers**

- a. This information must be provided to customers at the time of installation, at least annually to all subscribers, and at any time, upon request:
  - products and services offered,
  - prices and options of programming services and conditions of subscription,
  - installation and service maintenance policies,
  - instructions on how to use cable service,
  - channel positions of programming,
  - billing and complaint procedures, including phone number and address of franchise authority's office.

A complete list of the FCC customer service standards can be found on the IURC Website. Customers who feel their cable company is not following federal standards can contact the IURC's Consumer Affairs Division at 1-800-851-4268 or 317-232-2712, or through our Website [www.in.gov/iurc](http://www.in.gov/iurc).

###