



To: Jesús A. Garza, City Manager

CC: Mayor Rawley McCoy
Members of City Council

From: Thomas A. Gwosdz, City Attorney

Date: November 19, 2019

Re: Complaint regarding Suddenlink services on behalf of the Citizens of Victoria

Executive Summary:

This resolution expresses the Council's dissatisfaction with the customer service provided by Suddenlink in Victoria on behalf of its citizens.

Background:

As discussed at the City Council meeting on November 5, 2019, Council members have been receiving complaints from citizens regarding the service provided by Suddenlink Communications. Suddenlink holds a State Issued Certificate of Franchise Authority (SICFA) from the Public Utilities Commission of Texas (PUC) which allows Suddenlink to provide cable TV and internet services in the City.

As a SICFA holder, Suddenlink is required to meet the customer service standards established by the Federal Communications Commission (FCC) until such time as there is more than one cable TV provider in the City. The FCC requires the local franchising authority to enforce its customer service standards. Throughout Texas, the local franchising authority is the PUC.

At the request of Mayor McCoy, this resolution formally expresses dissatisfaction with the service provided by Suddenlink on behalf of the citizens of Victoria, and requests that the PUC enforce the customer service standards established by the FCC. It also directs City staff to distribute copies of this resolution to State Representative Geanie Morrisson, State Senator Lois Kolkhorst, and each commissioner of the PUC.

Financial Impact:

None.

Recommendation:

Resolution No. 2019-____R

A resolution expressing City Council's dissatisfaction to the Public Utilities Commission regarding customer service provided by Suddenlink Communication on behalf of the citizens of the City of Victoria, and declaring an effective date.

Whereas in response to numerous complaints Council members have received from City residents, this resolution formally expresses dissatisfaction with the service provided by Suddenlink on behalf of the citizens of Victoria, and requests that the PUC enforce the customer service standards established by the FCC;

Now therefore, be it resolved by the City Council of the City of Victoria, Texas:

1. The City Council hereby expresses dissatisfaction with the service provided by Suddenlink Communications for the City of Victoria's citizens to the Public Utilities Commission of Texas, and requests that the PUC enforce the FCC's customer service standards for Suddenlink in providing service to its customers.
2. The City Council hereby directs City staff to furnish a copy of this resolution to Suddenlink Communications, State Representative Geanie Morrison, State Senator Lois Kohlkorst, and each member of the Public Utilities Commission.
3. This resolution shall become effective immediately upon adoption.

Passed, this the 19th day of November, 2019

Ayes:

Nays:

Abstentions:

Approved and adopted, this the 19th day of November, 2019

Rawley McCoy, Mayor of the
City of Victoria, Texas

Attest:

Approved as to Legal Form:

April Hilbrich, City Secretary

Thomas A. Gwosdz, City Attorney

Distribution: Legal Department
Suddenlink Communications
State Representative Geanie Morrison
State Senator Lois Kohlkorst
PUC

Copies sent: _____