### ARTICLE VI. RECORDS, REPORTS AND SURVEYS

### Sec. 7.5-70. Records required and Grantor's right to inspect

- (a) Grantee shall at all times maintain:
- (1) A record of all complaints received and interruptions or degradation of service experienced for the preceding two (2) years; provided, that such complaints result in or require a service call.
- (2) A full and complete set of plans, records and "as-built" maps showing the location of the cable television system installed or in use in the county, exclusive of subscriber service drops and equipment provided in subscribers' homes.
- (3) A monthly summary of service calls, identifying the number, general nature and disposition of such calls. A summary of such service calls shall be submitted to the Grantor within thirty (30) days following the end of each month in a form reasonably acceptable to the Grantor, if requested in writing by Grantor.
- (b) The Grantor may impose reasonable requests for additional information, records and documents from time to time, provided they reasonably relate to the scope of the county's rights under this Chapter or the Grantee's franchise agreement.

(Ord. No. 1408, §1)

### Sec. 7.5-71. Annual reports

Within ninety (90) days after the end of the calendar year, Grantee shall submit a written annual report to Grantor with respect to the preceding calendar year in a form approved by Grantor, including, but not limited to, the following information:

- (a) A summary of the previous year's (or in the case of the initial reporting year, the initial year's) activities in development of the cable system, including but not limited to services begun or discontinued during the reporting year;
- (b) A list of Grantee's officers, members of its board of directors, and other principals of Grantee;
- (c) A list of stockholders or other equity investors holding five percent (5%) or more of the voting interest in Grantee;
- (d) An indication of any residences in Grantee's service area where service is not available, and a schedule for providing service;
- (e) Information as to the number of homes passed, subscribers, additional television outlets, and penetration of basic and pay service in the service area;
- (f) Any other information which the Grantor shall reasonably request.

## Sec. 7.5-72. Copies of federal and state communications

Grantee shall submit to Grantor copies of all pleadings, applications and reports submitted by Grantee to, as well as copies of all decisions, correspondence and actions by any federal, state or local court, regulatory agency, or other governmental body which are non-routine in nature and which will materially affect its cable television operations within the franchise area. Grantee shall submit such documents to Grantor simultaneously with their submission to such court, agency, and/or body; or within thirty (30) days after their receipt from such court, agency and/or body.

(Ord. No. 1408, §1)

### Sec. 7.5-73. Public reports

If Grantee is publicly held, a copy of each Grantee's annual and other periodic reports and those of its parent, shall be submitted to Grantor within forty-five (45)days of its issuance.

(Ord. No. 1408, §1)

## Sec. 7.5-74. Subscriber satisfaction survey; opinion surveys

- (a) Upon request of the Grantor, but not more than once annually, the Grantee shall conduct a subscriber satisfaction survey pertaining to quality of service, which may be transmitted to subscribers in subscriber statements for cable services. The form and content of such survey shall be reasonably acceptable to the Grantor. The cost of such survey shall be borne by the Grantee.
- (b) The Grantee shall furnish to the Grantor the results of any opinion survey conducted by the Grantee which identifies satisfaction or dissatisfaction among subscribers within the County with the Grantee's cable service. The results of such survey shall be furnished to the Grantor within thirty (30) days following completion of the survey results.

(Ord. No. 1408, §1)

# Sec. 7.5-75. Reports - General

- (a) All reports and records required under this Chapter shall be furnished at the sole expense of Grantee, except as otherwise provided in this Chapter or the franchise agreement.
- (b) The willful refusal, failure, or neglect of Grantee to file any of the reports required as and when due under this Chapter, may be deemed a material breach of the franchise agreement if such reports are not provided to Grantor within thirty (30) days after written request, and may subject the Grantee to all remedies, legal or equitable, which are available to Grantor under the franchise or otherwise.

(c) Any materially false or misleading statement or representation made knowingly and willfully by the Grantee in any report required under this Chapter or under the franchise agreement may be deemed a material breach of the franchise and may subject Grantee to all remedies, legal or equitable, which are available to Grantor under the franchise or otherwise.

(Ord. No. 1408, §1)