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FOR IMMEDIATE RELEASE
October 12, 2005

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**COUNCILMEMBER GREUEL SEEKS ENHANCED ENFORCEMENT
AND COMPENSATION FOR LAPSES IN CABLE SERVICE**

Los Angeles – Councilmember Wendy Greuel introduced a motion today instructing the city's Information and Technology Agency (ITA) to review the city's cable franchise agreements to determine what authority the city has to force cable companies to compensate cable subscribers who are deprived of programming and other services.

Recently 175,000 Adelphia Cable customers in Los Angeles were deprived of service when the company mistakenly aired "Desperate Housewives" – the Nielsen-rated No. 1 program, in Spanish. The week prior to the "Housewives" incident, technical problems with Adelphia's system prevented the airing of the season premiere of another highly rated show, "Lost."

"The City of Los Angeles has received numerous complaints about the quality of service provided by Adelphia and their lack of responsiveness to subscriber complaints," said Councilmember Greuel. "Los Angeles residents pay a great deal of money for cable services and expect the system to deliver programming and services as promised, with no glitches or other technical difficulties."

In addition, Councilmember Greuel asked ITA to recommend how the city can strengthen enforcement of franchise agreements to ensure that subscribers receive all of the services they are entitled to.

While the City of Los Angeles recently created a new set of Customer Service Standards, including a Bill of Rights, to ensure that cable companies provide quality service to subscribers, it is unclear what recourse, if any, the city currently has to force compensation to customers for lapses in service and what enforcement mechanisms currently exist to prevent future lapses.

Councilmember Janice Hahn, Chair of the City Council's Information and Technology and General Services Committee seconded the motion. A copy of the motion is attached.