House Consumer Protection and Government Efficiency Committee

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www.mhcrc.org
https://www.portlandoregon.gov/revenue/57435
City of Portland
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Cable TV - Astoria, Oregon
Ed Parsons - 1948
Regulatory Framework for Cable 
Title VI

• Mt. Hood Cable Regulatory Commission (MHCRC) - Intergovernmental Partnership
• Protects the public interest in cable communications technology
• Comcast, Frontier & Reliance Connects
• Bundling – cable TV, phone and internet
Consumer Protection Overview

If you are a resident of Fairview, Gresham, Portland, Troutdale, Wood Village or Unincorporated Multnomah County then the MHCRC is here to assist you. The MHCRC strives to ensure that local cable companies comply with cable customer service standards and franchise requirements at all times.

Specifically, the MHCRC and its professional staff assist citizens who encounter problems with the cable company in areas such as operator infringement on private property, billing and rate issues, outage credits, service installation issues, telephone responsiveness and cable subscriber policies.

The MHCRC also monitors the cable operator's compliance with insurance and bonding requirements, technical standards, emergency alert system operations and universal service requirements.

The MHCRC has established procedures and penalties if the standards or franchise requirements are not met.

Related Topics:
- Franchise Oversight & Enforcement
- Objectionable Programming

Check out the new consumer education project dedicated to educating Oregon consumers on the options available to them for home phone, mobile phone and internet services while providing information about telecommunications terminology, issues and events.
Complaint Trends

• 1st Quarter Spike - generally when companies implement rate increases.

• 2013 - Increase in Comcast subscriber complaints as a result of Comcast’s call centers moving to a “Centers of Excellence” model.

• 2012 - Increase in Comcast subscriber complaints as a result of Comcast’s call centers moving to a “Centers of Excellence” model – untrained overseas customer service representatives.

• 2011 - Frontier’s complaints tripled from the previous year. Issues varied.
Complaint Types & Percentages 2013

• Majority – Billing/Rates/Perceived Hidden Costs
• Other – Equipment, Installation, Phones on hold, Picture Quality, Outages, Repair

• TV 50%
• Internet 33%
• Phone 17%
Wireless & Wireline

• Municipalities Manage Public Rights of Way in the Community’s Interest
  • Franchise Agreements/Contracts
  • Compensation – Franchise Fees
  • Street Use Requirements – permits, relocation, indemnification etc.

• Wireless on Private or Non-Right of Way Property – Zoning Code
Wireless in the public right of way

The City of Portland allows wireless carriers to use the public right of way for wireless attachments. The Office for Community Technology manages the process for siting such facilities which are allowed only on utility poles.

Proposals for facilities in lower traffic streets must undergo a more extensive process involving community notification.

Here are two examples. The right photo has two carriers while the left has one.
Wireless on Private Property

Portland reviews all wireless facilities located on private property. Here are two typical examples: a monopole with 3 collocated facilities, and a roof mounted facility.

Most facilities are allowed via building permit, but ones proposed in or close to residential areas trigger a Conditional Use land use review. Facilities located in the Central City and specific Plan Districts are subject to Design review.
Portland Broadband Plan: Connecting to our Future

• Fiber and wireless are both essential
• Fiber offers high bandwidth - theoretically infinite capacity - scalable
• Wireless offers mobility – connectivity during movement – requires fiber backhaul
• Everything is moving to Internet Protocol
Everything is Going Internet Protocol
Conclusion

• Will continue to advocate for consumers @ the local level.

• Will continue to manage public right of way in the public interest.

• Regulatory Framework subject to change – FCC, Congress, Courts, State Legislature.

• Competition providing Consumer Choice makes a difference.