

14.710. Maintenance.

(a) The Grantee shall put, keep and maintain all parts of Community Antenna Television System in good condition throughout the term of a franchise issued pursuant to this Act.

(b) The Grantee shall respond to all service calls within twenty-four (24) hours and correct malfunctions as promptly as possible, but in all events within forty-eight (48) hours after notice thereof. For that purpose, the Grantee shall maintain a competent staff of efficient employees sufficient to provide adequate and prompt service to its subscribers and the Grantee shall submit a monthly written report to the Executive detailing the number and nature of complaints and action taken by the Grantee with respect thereto.

(c) Except where there exists an emergency situation necessitating a more expedited procedure, the Grantee may interrupt service, for the purpose of repair or upgrading of the Community Antenna Television System, only during periods of minimum use, and only after forty-eight (48) hours minimum notice to its subscribers.

(d) The Grantee shall not repair residential television receivers but shall not be prohibited from conducting normal testing and maintenance procedures at subscriber and other locations to ensure the uninterrupted continuance of good service.

(e) The Grantee shall at all times use ordinary care and install available devices to prevent accidents, damage, injury or nuisance to the public.

14.711. Rates.

(a) By its acceptance of a franchise, the Grantee agrees that the Council shall have the power, authority and right to cause the Grantee's rates and charges to conform to the provisions of this section hereof and for this purpose, the Council may deny increases or order reductions in such rates and charges when it determines that such action is in the public interest and is reasonable under the existing circumstances.

(b) Rates for Basic Service to Subscribers shall not exceed the following amounts:

(1) For service, \$6 a month for the first outlet and \$1.50 a month for each additional outlet.

(2) For each converter, \$1.50 a month.

(3) For installation of each outlet, \$9.95 and for moving and reconnecting an outlet, \$9.95.

(c) Rates for FM radio service to Subscribers shall not exceed the following amounts:

1. For Service, \$6.00 a month for the first outlet, \$1.50 a month for each additional outlet. The first outlet shall be considered, for the purpose of rates, an additional outlet if the subscriber receives Basic Service.

2. For installation of each outlet, \$9.95 and for moving and reconnecting an outlet, \$9.95. The rate for any device similar to a converter shall be subject to the approval of the Council, which shall not unreasonably withhold such approval.

(d) The Grantee shall file with the Executive schedules and a copy of the subscriber contract which shall describe all services offered, all