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NOTICE¹

Stakeholder Meeting
Thursday, February 4, 2021, 10:00 a.m.

In the Matter of Proposed Readoption with Amendments
N.J.A.C. 14:18 - Regulations of Cable Television
Docket No. CX21010010

Virtual format via GoToWebinar:

<https://register.gotowebinar.com/register/8311898199834175502>

Pursuant to the "Open Public Meetings Act", N.J.S.A. 10:4-6 et seq., Staff of the New Jersey Board of Public Utilities' ("NJBPU" or "Board") Office of Cable Television and Telecommunications will be conducting a Stakeholder Meeting on February 4, 2021 to discuss potential rule amendments to N.J.A.C. 14:18 et seq., which rules are set to expire on September 30, 2021.

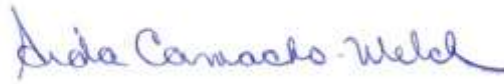
A summary of the recommended changes is provided at the end of this Notice. The recommended changes include updating the rules to reflect technological changes and Federal Communications Commission changes that have taken place in the last several years, as well as the implementation of customer service metrics and potential penalties for failure to comply.

Individuals who wish to register for the virtual stakeholder proceeding should register via the link above. Comments on this matter may be filed either at board.secretary@bpu.nj.gov or they may be filed electronically through the Board's External Access Portal upon obtaining a MyNewJersey Portal ID. Once you establish a MyNewJersey account, an authorization code is required which you can request by emailing the NJBPU's IT Helpdesk at BPUIHELPDESK@bpu.nj.gov. If you have questions about the e-Filing portal, please consult NJBPU's [e-Filing FAQs](#).

Comments may be filed in either Word or PDF formats and should include in the subject "*//M/O Proposed Readoption with Amendments, N.J.A.C. 14:18 - Regulations of Cable Television, Docket No. CX21010010*" along with the name of the commenter and the company or organization. Comments must be received on or before 5:00 p.m. on February 11, 2021.

¹ Not a paid legal advertisement.

Please note that these comments are considered "public documents" for purposes of the State's Open Public Records Act. Commenters may identify information that they seek to keep confidential by submitting them in accordance with the confidentiality procedures set forth in N.J.A.C. 14:1-12.3.



Aida Camacho-Welch
Secretary of the Board

Dated: January 20, 2021

I/M/O Proposed Readoption with Amendments
N.J.A.C. 14:18 - Regulations of Cable Television
Docket No. CX21010010

SUMMARY OF RULES PROPOSED FOR READOPTION AND
PROPOSED AMENDMENTS

Subchapter 1 General Provisions, pertains to the scope of the rules, and defines certain words and terms utilized in the chapter.

Subchapter 2 deals with cable television plant

14:18-2.7 Inspection of property

- Require Company report service related issues to Board found upon inspection; require completion of repairs within 15 days and report resolution to Board.
- Require Company file annual maintenance plan with Board detailing inspection schedule of plant.

14:18-2.9 Calculation of pole attachment rent

- Revise per FCC changes, as necessary

14:18-2.11 Calculation of duct and conduit rent

- Revise per FCC changes, as necessary

Subchapter 3, Customer Rights, defines the rights of customers and the obligations of cable television operators.

14:18-3.4 Information on company's schedule of prices, rates, terms and conditions

- Prohibit companies electing to provide information on its website from restricting access to information based on whether customer is new or existing customer. Require access to all offers available.

14:18-3.5 Outage credit

- Require issuance of automatic credits
- Provide annual report on amount of credits and/or rebates issued in lieu of credits

14:18-3.6 Access to company representatives

- Require company allow all customers to reach live operator, without restriction as to customer status.
- Propose metrics subject to penalties for failure to allow customer to reach live operator or return calls.
- Require company permit customers to cancel service either by phone or online at any time directly from customer service rep without requiring further approvals.

14:18-3.8 Method of billing

- Clarify requirement for proration of bills by companies

14:18-3.12 Service call scheduling

- Propose metrics subject to penalties for failure to keep scheduled service calls;
- Require affirmative proof of physical presence of Company representative at premises prior to assessment of missed appointment fee to customer.

Subchapter 4, Cable Television Operator Rights, specifies the rights of cable television operators and the obligations of customers on issues of billing, disconnection, access to facilities and deposits.

Subchapter 5 pertains to office locations and specifies when cable television companies are required to petition the Board prior to closing certain offices.

14:18-5.1 Location and closing

- Clarify that companies must maintain at least one customer office per system or county.

Subchapters 6, 7 and 8, Records; Reports and Filings; and Liability Insurance, pertains to location of records, reporting requirements for information that cable television operators must collect, file, and in some cases report to the Board and insurance filing requirements.

14:18-6.6 Reporting and records of interruptions and outages

- Add email notification requirement

Subchapters 9 and 10, Testing of Service, and Technical Standards for System Operation concern the technical aspects of cable television regulation.

Subchapters 11, 12 and 13 Application for Municipal Consent, Application for Certificate of Approval and Municipal Consent Based Franchise Renewals all govern the traditional municipal consent ordinance-based franchising process.

Subchapter 14 concerns the Application and Renewal of System-Wide Franchises.

14:18-14.1 Application for system-wide franchise; who may apply

- Clarify that all information in application must be accessible to municipalities; references to previous filings to the Board not permitted, unless they are included in application to be deemed complete.
- Require Applicant provide proof of notice to municipalities to Board and Rate Counsel

14:18-14.4 Notice of hearing

- Add written comment period
- Add requirement that Applicant provide notice of hearings and comment period to all affected municipalities.
- Require Applicant provide proof of notice of hearings to Board and Rate Counsel.

14:18-14.6 Amendments to application; notice

- Require Applicant provide proof of notice of amendments to application provided to municipalities to Board and Rate Counsel.

14:18-14.7 Additional Information other than amendatory; notice

- Require any additional information be submitted to Board and Rate Counsel
- Change time of submission of additional information to follow end of comment period.
- Change timing of requests for further information to follow end of comment period.

14:18-14.17 System-wide franchise renewal pre-proposal phase

- Allow written comments in lieu of public hearings;
- Require Applicant to provide notice to affected municipalities of hearings or comment period

14:18-14.18 Application for renewal of a system-wide franchise

- Clarify that all information in application must be accessible to municipalities; should not reference previous filings to the Board, unless they are included in application to be deemed complete.
- Applicant will provide proof of notice to municipalities to Board and Rate Counsel
- Add written comment period.
- Applicant will provide notice of hearings and comment period to all affected municipalities.
- Applicant will provide proof of notice of hearings and comment period to Board and Rate Counsel.
- Modify 120 day decision date to prior to the franchise expiration date.

Subchapter 15 concerns enforcement of the System-Wide Franchise Terms and Conditions regarding deployment, procedures for public, educational and governmental (PEG) access channels, interconnections, free cable and Internet services to municipal service properties and public schools and resolution of disputes.

14:18-15.4 Public, educational and governmental access channels; return lines; interconnection

- Add requirement for PEG channels to be provisioned in same manner as commercial channels offered on applicant's system, upon request of municipality.

14:18-15.6 Equipment and training

- Add requirement for notice to municipalities of PEG equipment and training, and designated Company representative.

Subchapter 16 Miscellaneous Matters governs various matters such as the non-retroactivity of the rules or modifications, effective competition waivers and violations.

14:18-16.7 Effective competition

- Delete section.

14:18-16.8 Violations

- Revise process to provide for automatic penalty assessments or violation of rules which directly affect customer service.

New Rule Section: Customer Service Reporting Standards

- **Proposed inclusion of customer service quality standards, which will act to benefit consumers by ensuring safe, adequate and proper service is provided to all customers.**
- **Add reporting requirements and standards for answering calls, appointment scheduling, installations, trouble reports and complaint resolution timeframes.**
- **Failure to meet standards will result in assessment of automatic penalties.**