

**CITY OF LOS ANGELES**  
**BOARD OF INFORMATION TECHNOLOGY COMMISSIONERS**

**Subscriber Bill of Rights**

As a cable television consumer, you have the following rights:

1. You have the right to receive high-quality cable television service including a clear picture and sound.
2. You have the right to receive dependable service, free of unnecessary outages. You are entitled to a credit of one day service when there is a service outage that lasts over four (4) hours and affects 100 or more subscribers.
3. Spanish-speaking consumers have the right at all times to speak to a Spanish-speaking company representative. The cable operators must also have foreign language capability for callers.
4. You must be notified at least 48 hours before any scheduled interruption of cable television service that occurs between 6:00 a.m. and 12:59 a.m.
5. You have the right to receive at least 30 day's notice of any planned changes in programming, channel line-up, rates or terms of service.
6. You have the right to speak with a customer service representative in person or by telephone within a reasonable amount of time for professional and knowledgeable assistance.
7. You have the right to receive an appointment within 7 days of your order for a standard installation service or upgrade.
8. You have the right to schedule service appointments at a reasonable time of the day, not to exceed a 4-hour appointment window.
9. You have the right to an accurate monthly bill containing all pertinent information including: payment due date, an itemized listing of all charges and fees.
10. You have the right to disconnect service at no charge, except for the payment of any outstanding account balance.
11. You have the right to have appointments honored by the cable operator. An appointment may not be cancelled by the cable operator after close-of-business of the day prior to the appointment without reasonable attempts to contact you.
12. You have the right to receive a copy of the work order describing all work performed during an appointment.
13. You have the right to service regardless of where you live in the City.
14. Persons with disabilities have the right to maximum possible accommodation of the services and facilities of the cable system. This shall include, but is not limited to, unhindered access to equipment and services generally provided by a cable operator.

**If you have questions or complaints about customer service, you can write or call:**

**Cable Franchise Division**  
**Information Technology Agency**  
**City of Los Angeles**  
**200 North Main Street, Room 1255**  
**Los Angeles, CA 90012**  
**Phone: 3-1-1- "One Call to City Hall:**  
**or (866) 452-2489**  
**ITACable@lacity.org**