

**CITY OF BALTIMORE  
ORDINANCE \_\_\_\_\_  
Council Bill 16-0724**

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Introduced by: The Council President

At the request of: The Administration (Mayor's Office of Cable and Communications)

Introduced and read first time: August 15, 2016

Assigned to: Housing and Community Development Committee

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Committee Report: Favorable

Council action: Adopted

Read second time: October 20, 2016

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**AN ORDINANCE CONCERNING**

1  **Franchise – Comcast of Baltimore City, LLC**

2    FOR the purpose of granting a franchise to Comcast of Baltimore City, LLC, to construct,  
3          operate, and maintain a cable communications system in and across certain streets and public  
4          ways, subject to certain terms, conditions, and reservations; and providing for a special  
5          effective date.

6    BY authority of  
7          Article VIII - Franchises  
8          Baltimore City Charter  
9          (1996 Edition)

10      **SECTION 1. BE IT ORDAINED BY THE MAYOR AND CITY COUNCIL OF BALTIMORE,** That a  
11    franchise or right, set to expire December 31, 2016, is renewed and granted to Comcast of  
12    Baltimore City, LLC, (the "Grantee") to construct, operate, and maintain a cable communications  
13    system, subject to the terms and conditions of this Ordinance and the Franchise Agreement  
14    between the Mayor and City Council of Baltimore and the Grantee, in substantially the form  
15    attached to this Ordinance, as approved by the Board of Estimates, with modifications adopted  
16    (the "Franchise Agreement").

17      **SECTION 2. AND BE IT FURTHER ORDAINED,** That Grantee shall continue to provide a  
18    modern and uniform cable communications system to the residents and institutions within the  
19    service area delineated in the Franchise Agreement (the "Service Area") and, to that end, may  
20    construct, operate, and maintain this cable communications system, as specified in the Franchise  
21    Agreement, in and across the streets and public ways in the Service Area.

22      **SECTION 3. AND BE IT FURTHER ORDAINED,** That for the franchise or right granted by this  
23    Ordinance (the "Franchise") to become effective, the Grantee must notify the Board of Estimates,  
24    within 30 days of the effective date of this Ordinance, that the Grantee accepts the renewal of the  
25    Franchise. The Grantee's failure to so notify the Board of Estimates constitutes a refusal to  
26    accept the renewal of the Franchise, and, in that event, this Ordinance and the Franchise granted  
27    by it will be abrogated and of no further effect.

**EXPLANATION:** CAPITALS indicate matter added to existing law.  
                  [Brackets] indicate matter deleted from existing law.  
                  Underlining indicates matter added to the bill by amendment.  
                  ~~Strike out~~ indicates matter stricken from the bill by  
                  amendment or deleted from existing law by amendment.

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1       **SECTION 4. AND BE IT FURTHER ORDAINED,** That the term of the Franchise renewal is 10  
2 years, commencing on the effective date of this Ordinance, subject to renewal terms and to earlier  
3 termination as provided in the Franchise Agreement.

4       **SECTION 5. AND BE IT FURTHER ORDAINED,** That the Mayor and City Council of Baltimore  
5 expressly reserves the right at all times to exercise, in the interest of the public, full municipal  
6 superintendence, regulation, and control over and in respect to all matters connected with the  
7 Franchise and not inconsistent with the terms of this Ordinance.

8       **SECTION 6. AND BE IT FURTHER ORDAINED,** That this Ordinance takes effect when it is  
9 enacted.

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### **Baltimore City Cable Television Franchise Agreement**

THIS FRANCHISE AGREEMENT is made and entered into this \_\_\_ day of \_\_\_\_\_, 2016 by and between THE MAYOR AND CITY COUNCIL OF BALTIMORE, a municipal corporation of the State of Maryland (“City”), and COMCAST OF BALTIMORE CITY, LLC, a Colorado limited liability company (“Grantee”):

WHEREAS, the City, pursuant to Article II, Sec. 35A and Article VIII of the City Charter (as defined in Section 1), is authorized to grant and renew non-exclusive, revocable franchises for Cable Services (as defined in Section 1) within the City; and

WHEREAS, pursuant to the federal Cable Act (as defined in Section 1), the Congress established certain procedures and standards for cable franchising and renewal of franchises in order to, among other purposes, encourage the growth and development of cable systems, assure that cable systems are responsive to the needs and interests of the local community, assure that cable operators provide and are encouraged to provide the widest possible diversity of information services and other services to the public and assure that access to Cable Services is not denied to any Person (as defined in Section 1); and

WHEREAS, pursuant to Ordinance No. 041553, duly adopted by the City on December 6, 2004, the City granted Grantee (as defined in Section 1 hereof), a franchise for the provision of cable television services (the “Prior Franchise”), the terms of which are set forth in a Franchise Agreement between the City and Comcast of Baltimore City, LLC; and

WHEREAS, Grantee has requested that the City renew the non-exclusive Prior Franchise on terms to be agreed by the City and the Grantee; and

WHEREAS, in response to the renewal request submitted by the Grantee, the City, pursuant to the terms of the Cable Act, reviewed the performance of the Grantee under the Prior Franchise, performed a technical review of the system, identified the future cable-related community needs and interests, and issued a request for renewal proposal for the cable television franchise, to which the Grantee responded; and

WHEREAS, the Grantee offered to provide certain facilities and equipment as well as various services (as defined in Section 1) and to perform certain additional undertakings and the Grantee and the City subsequently engaged in arm’s-length negotiations regarding the terms and conditions of a proposed franchise; and

WHEREAS, the construction, installation, and maintenance of a Cable System (as defined in Section 1) involves the occupation of, and placement of private commercial facilities in, the Public Ways (as defined in Section 1) within the City; and

WHEREAS, pursuant to Article VIII, Section 2 of the City Charter, a final franchise renewal shall be granted by an ordinance of the Council (as defined in Section 1) for the compensation and on the terms approved by the vote or resolution of the Board (as defined in Section 1); and

WHEREAS, the Board held a public hearing on the proposed franchise agreement memorializing the compensation, terms and conditions of the proposed franchise; and

WHEREAS, said hearing was a full public proceeding affording due process at which the Board reviewed the Grantee’s character and its financial, legal and technical ability to carry out its obligations pursuant to this Agreement (as defined in Section 1), and reviewed the Grantee’s plan for operating, maintaining, upgrading, and enhancing the System (as defined in Section 1); and

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WHEREAS, the City has relied on the Grantee's representations and has considered the information that the Grantee has presented to it; and

WHEREAS, the City has determined that, subject to the terms and conditions set forth in this Agreement, the grant of a renewal of a non-exclusive franchise to the Grantee is consistent with the federal Cable Act, the City Charter, all other applicable laws and regulations, and the public interest; and

WHEREAS, the Board approved the compensation, terms and conditions of the proposed franchise, as set forth in this Agreement; and

WHEREAS, the Council adopted an Ordinance authorizing the Mayor to execute this Agreement and granting the Grantee a non-exclusive franchise on the terms and conditions set forth in this Agreement; and

WHEREAS, the parties intend that this Agreement shall be effective as of January 1, 2017, and agree to abide by the Prior Franchise through December 31, 2016; and

WHEREAS, the City intends to exercise the full scope of its powers, including its police power and contracting authority, to: promote the public interest; protect the public health, safety and welfare of its residents; assure the widespread availability of cable television services; maximize the diversity of programming over the System (as defined in Section 1) and access to the System by Persons other than the Grantee; promote access to advanced services and technologies for City residents and institutions; develop programming and services by the City and its institutions for delivery to the public over the System; experiment with and implement uses for Cable Systems (as defined in Section 1) in connection with the City's operations; and further develop the Institutional Network (as defined in Section 1) as a means of providing a wide range of Cable Services and Non-Cable Services for public, educational, and governmental use; and

WHEREAS, the City and Grantee have reached agreement on the terms and conditions set forth in this Agreement through arm's-length negotiations, and voluntarily agree to be bound by those terms and conditions;

NOW, THEREFORE, in consideration of the foregoing clauses, which clauses are hereby incorporated in and made a part of this Agreement by this reference, the mutual promises, covenants and agreements contained herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereby covenant and agree as follows:

### **SECTION 1 DEFINED TERMS**

For purposes of this Agreement, the following terms, phrases, words and their derivations shall have the meanings set forth in this Section, unless the context clearly indicates that another meaning is intended. When not inconsistent with the context, words used in the present tense include the future tense, words used in the plural number include the singular number, and words used in the singular number include the plural number. All capitalized terms used in the definition of any other term shall have their meaning as otherwise defined in this Section 1.

“Abandonment” means the cessation, by act or failure to act of the Grantee or any Affiliated Person, of the provision of all of the services then being provided over the System to Subscribers or the City for seven (7) or more consecutive days, except if due to an event beyond the control of the Grantee as set forth in Section 14.1 of this Agreement.

“Affiliated Person” or “Affiliate” means any Person who directly or indirectly owns or controls, is owned or controlled, or is under common ownership with the Grantee, excluding entities related to the operations of the NBC Universal division of Grantee's parent company.

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“Agreement” or “Franchise Agreement” means this Agreement, together with the Appendices attached to this Agreement, and any amendments or modifications.

“Board” means the Board of Estimates of Baltimore City, its designee, or any successor to its powers and responsibilities.

“Boring” means a steerable trenchless method of installing underground, conduits and cables in a shallow arc along a prescribed bore path by using a surface-launched drilling rig, with minimal impact on the surrounding area.

“Cable Service” or “Service” means: (i) the one-way transmission to Subscribers of (a) video programming or (b) other programming service, and (ii) Subscriber interaction, if any, which is required for the selection or use of such video programming or other programming service, or as otherwise set forth in 47 U.S.C. § 153, as amended.

“Cable System” or “System” means any facility consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide Cable Service which includes video programming and which is provided to multiple Subscribers within a community, but such term does not include:

- (i) a facility that serves only to retransmit the television Signals of one or more television broadcast stations;
- (ii) a facility that serves Subscribers without using any Public Ways;
- (iii) a facility of a common carrier which is subject, in whole or in part, to the provisions of Title II of the Communications Act of 1934, approved June 19, 1934 (48 Stat. 1070; 47 U.S.C. § 201 *et seq.*), as amended, except that such facility shall be considered a cable system (other than for purposes of Section 621(c) of the Cable Act (47 U.S.C. § 541(c)) to the extent such facility is used in the transmission of video programming directly to Subscribers, unless the extent of such use is solely to provide interactive on-demand services;
- (iv) an Open Video System that complies with Section 653 of the Cable Act (47 U.S.C. § 573) (or any successor thereto) and the rules promulgated pursuant to that section; or
- (v) any facilities of any electric utility used solely for operating its electric utility systems;
- (vi) or as otherwise set forth in 47 U.S.C. § 153, as amended.

The foregoing definition of “Cable System” shall not be deemed to circumscribe the valid authority of any governmental body, including the City, to regulate the activities of any other communications system or provider of communications services.

“Channel” means a portion of the electromagnetic frequency spectrum which is used in a Cable System and which is capable of delivering a television channel.

“City” means the Mayor and City Council of Baltimore, Maryland or, as appropriate in the case of specific provisions of this Agreement, any board, bureau, authority, agency, commission or department of, or any other entity of or acting on behalf of, the Baltimore City government or any officer, official, employee, or agent of the Baltimore City Government, any designee of any of the foregoing, or any successor thereto.

“City Charter” means the Baltimore City Charter, 2014 edition.

“City Solicitor” means the City Solicitor of the City, the City Solicitor’s designee, any person legally acting in such capacity, or any successor to the City Solicitor’s powers and responsibilities.

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“Control” of or “Controlling Interest” in a Person or in the Cable System or the Franchise, means the ability to exercise de facto or de jure control over day-to-day policies and operations or the management of Grantee’s business operations.

“Council” means the City Council of the City, its designee, or any successor to its powers and responsibilities.

“Criminal Act” means the violation of a state or federal criminal code, and shall include, but not be limited to any material misrepresentation, either oral or written, intentionally or grossly negligently made by, or on behalf of, the Grantee in connection with any representation or warranty contained in this Agreement, or the negotiation or renegotiation of this Agreement, or any amendment or other modification to this Agreement that is in violation of any criminal law, provided that either the Grantee has admitted to such conduct or a court of competent jurisdiction has determined that the Grantee engaged in such conduct.

“Current Technology,” as applicable, means that level of technical or service performance in terms of quality, reliability, capacity, and capability (including, but not limited to, plant or other equipment; public, educational, or governmental access and other production equipment or facilities; construction techniques; customer service; facilities, equipment, systems, and operations; and performance standards) which has been developed and demonstrated in the cable industry or any other comparable industry that provides services to the public under similar conditions to be workable and Economically and Technically Feasible and Viable, as such level may develop from time to time throughout the Term of the Franchise.

“Digital Service” means a Service which is transmitted in a digital format.

“Direct Bury” means installation of fiber optic or coaxial cable or wires directly in the ground without any casing, conduit, or other covering thereon. Often, a Direct Bury is done using a pull-type or self-propelled machine to plant or bury such cable or wire in a continuous, one-step operation, eliminating trenching and backfilling.

“DOT” shall mean the City’s Department of Transportation, its designee, or any successor thereto.

“Drop” means the cable or wire that connects the distribution portion of a Cable System to a Subscriber’s premises.

“Economically and Technically Feasible and Viable” means capable of being provided through technology that has been demonstrated to be feasible for its intended purpose, in an operationally workable manner, on a sufficiently broad geographic basis, and in a manner whereby the Cable System has a reasonable likelihood of being operated on reasonably profitable terms consistent with margins and rates of return for the industry and similar systems operated by the Grantee and its Affiliates.

“Effective Date” means the later of (1) the date on which the Grantee fulfills all conditions precedent as set forth in Section 2.2C of this Agreement and this Agreement shall take effect; or (2) January 1, 2017.

“Executive Director” or “Director” mean the Executive Director of the Mayor’s Office of Cable and Communications of the City or any such successor office.

“FCC” means the Federal Communications Commission, or the successor to its responsibilities.

“Franchise” means the non-exclusive right granted, by ordinance and subject to this Agreement, to Grantee to construct, operate, repair, maintain, and reconstruct the Cable System on, over, under, upon, across, and along the Public Ways and easements dedicated to compatible uses.

“Franchise Area” or “Service Area” shall mean all the area within the boundaries of the City.

“Grantee” means Comcast of Baltimore City, LLC.

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“Gross Revenue” means all revenue, as determined in accordance with generally accepted accounting principles (GAAP), that is derived by the Grantee and by each Affiliated Person from the operation of the Cable System to provide Cable Services within the Franchise Area.

- A. Gross Revenue shall include, to the extent it is received by the Grantee, revenue from any other Person, including, without limitation, Leased or PEG Channel programmers, that is derived from the operation of the Cable System to provide Cable Services.
- B. Gross Revenue shall also include by way of example and without limitation:
  - 1. the fair market value of any non-monetary (*i.e.*, barter) transactions between the Grantee and any Person involving the Cable System, which fair market value shall not be less than the customary prices paid in connection with equivalent transactions conducted with Persons;
  - 2. revenue received by the Grantee which represents or can be attributed to a Subscriber fee, which shall include any and all payments made by Subscribers in exchange for the receipt of Cable Services;
  - 3. a payment for the use of the Cable System for the sale of merchandise through any Cable Service distributed over the Cable System;
  - 4. franchise fees received from Subscribers;
  - 5. fees received from Subscribers to support PEG Channels;
  - 6. fees received to offset cable regulatory costs (*i.e.* FCC Fee);
  - 7. any revenue generated by the Grantee or by any Affiliated Person for the provision of Cable Service over the Cable System through any means which has the effect of avoiding the payment of compensation that would otherwise be paid to the City for the Franchise granted in this Agreement;
  - 8. any revenue from Subscriber equipment sold or leased by the Grantee or an Affiliated Person;
  - 9. late fees and administrative fees;
  - 10. revenue derived from program guides;
  - 11. revenue derived from forfeited deposits;
  - 12. revenue derived from installation, disconnection, or service call fees;
  - 13. studio rental, production equipment, and personnel fees;
  - 14. revenue derived from advertising commissions;
  - 15. any actual bad debt that is written off but subsequently collected (such bad debt shall be included as Gross Revenue for the period in which it is collected).
- C. Gross Revenue shall also include all advertising revenue which is derived, directly or indirectly, from or in connection with the sale of advertising on the Cable System, whether by the Grantee, or whether collected by an Affiliated Person or any other Person for Grantee.
- D. Gross Revenue shall not include:

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1. any compensation awarded to the Grantee based on the City's condemnation of property of the Grantee;
2. the revenue of any Person, including, without limitation, a supplier of programming to the Grantee, to the extent that such revenue is also included in Gross Revenue of the Grantee;
3. the revenue of the Grantee or any other Person which is generated directly from the sale of any merchandise through any Service distributed over the Cable System, other than that portion of such revenue which represents or can be attributed to a Subscriber fee or a payment for the use of the Cable System for the sale of such merchandise – for example, the portion of such payment attributable to a commission for the Grantee or an Affiliated Person—which portion shall be included in Gross Revenue;
4. taxes imposed by law on Subscribers which the Grantee is obligated to collect, it being acknowledged that Franchise Fees under this Agreement are not considered taxes;
5. amounts collected by the Grantee from Subscribers on behalf of Leased or PEG Channel programmers, other than Affiliated Persons;
6. the revenue of any Affiliated Person which represents standard and reasonable amounts paid by the Grantee to the Affiliated Person for ordinary and necessary business expenses of the Grantee, including, without limitation, professional service fees and insurance or bond premiums;
7. advertising commissions deducted by advertising agencies, other than an agency which is an Affiliated Person, before advertising revenues are paid over to the Grantee;
8. to the extent consistent with generally accepted accounting principles, consistently applied, actual bad debt write-offs taken in the ordinary course of business;
9. amounts recovered by Grantee for theft or loss of portions of the Cable System, such as pedestal boxes, that were previously written off;
10. investment income; and
11. payments received by the Grantee or an Affiliated Person that represent a reimbursement for work performed by the Grantee or its agents on behalf of a contractor or third party, where payment for such work would not normally be considered Gross Revenue based on the nature of the work performed.

“Institutional Network” or “I-Net” means the dedicated, high-speed data, video, television, audio communications and telephony facilities and one-way and two-way network, designed and constructed to connect government locations and institutions and for use in connection with the ongoing operations of such locations and institutions.

“Leased Channel” means a Channel on the Subscriber Network designated by the Grantee pursuant to Section 612 of the Cable Act (47 U.S.C. § 532).

“Liability” or “Liabilities” means any and all encumbrances, defects of title, easements, mortgages, security interests or agreements, pledges, liens, charges, damages, expenses, penalties, fines, costs, conditional sales agreements, title retention agreements, claims, assessments, restrictions, liabilities, obligations, debts, commitments, undertakings, taxes, covenants, attorneys’ and other fees and responsibilities of every kind and character, known and unknown, contingent or otherwise, or arising or existing by operation of law, by judicial decree or judgment, by contract or otherwise, including, without limitation, those evidenced by contracts, agreements, memoranda, indentures, mortgages and security agreements and conditional sales and other title retention agreements. “Liability” or “Liabilities” shall also mean any damage or loss to any real or personal property of, or any injury to or death of, any Person or the City.



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“MOCC” means the Mayor’s Office of Cable and Communications of the City, its designee, or any successor to MOCC.

“Non-Cable Service” means any service which is distributed over the Cable System, other than a Cable Service.

“Non-Residential Subscriber” means a Subscriber, other than a Residential Subscriber, who lawfully receives any Service the Grantee provides through its Cable System.

“Normal Operating Conditions” means those service conditions which are within the control of the Grantee. Those conditions which are not within the control of the Grantee include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the Grantee include but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the Cable System.

“PEG Channels” means public Channels, educational Channels, and government Channels provided by Grantee under Section 6.

“PEG User” means a Person authorized to administer or operate a PEG Channel, and shall include the City. If several Persons share a PEG Channel, each Person shall be a separate PEG User.

“Person” shall mean any natural person or any association, firm, partnership, joint venture, corporation or other legally recognized entity, whether for-profit or not-for-profit.

“Public Way” means the surface of, and the space above and below, any public street, highway, freeway, bridge, land path, alley, court, boulevard, sidewalk, way, lane, public way, drive, circle or other public right-of-way, including, but not limited to, public utility easements, dedicated utility strips, or rights-of-way utilized for compatible uses. It also includes any temporary or permanent fixtures or improvements located thereon now or hereafter held by the City in the Franchise Area, which, consistent with the purpose for which it was dedicated, may be utilized for the purpose of installing, operating, repairing, and maintaining the Cable System after negotiation of terms and conditions mutually satisfactory to the City, the Grantee, and the appropriate public utility. Public Way also means any easement now or hereafter held by the City within the Franchise Area for the purpose of public travel, or for utility or public service use utilized for compatible uses, and shall include other easements or rights-of-way as shall within their proper use and meaning entitle the City and the Grantee to the use for the purposes of installing, operating, and maintaining the Grantee’s Cable System over poles, wires, cables, conductors, ducts, conduits, vaults, manholes, amplifiers, appliances, attachments, and other property as may be ordinarily necessary and pertinent to the Cable System. Public Way shall not include any City buildings, structures, or other improvements, regardless of whether they are situated in a public right-of-way.

“Region” means Anne Arundel County, Baltimore City, Baltimore County, Carroll County, Harford County, and Howard County.

“Resident” means (i) any occupant who resides in a dwelling in the City, including, without limitation, occupants of hotels, apartment houses, one- and two-family dwellings, apartment hotels, motels, lodging or rooming houses, rectories, convents, monasteries, school dormitories, hospitals, prisons, reformatories, nursing homes, mental institutions, clinics, orphanages, day nurseries, homes for the aged and sanitariums; or (ii) as otherwise defined by applicable law. However, with respect to prisons, reformatories, and mental institutions, the Grantee’s obligation shall be only to provide Services to common areas in such facilities, to the extent that the Grantee can obtain the consent of such prison, reformatory, or mental institution for the provision of such Services. In the case of any other commercial or institutional facility (such as a hotel, a dormitory, a hospital, a nursing home, etc.), the Grantee shall negotiate the terms of providing Services to Residents in such institutional facility.

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“Residential Subscriber” means a Resident who lawfully receives any Service on the Subscriber Network, except to the extent that such Services are used by the Subscriber in connection with a trade, business, or profession, either directly or indirectly, unless such use is incidental.

“Service-Related Activity” means any activity or function associated with the production or distribution of any Service over the Cable System, including, without limitation, the use of studio or other facilities equipment, billing, audience promotion, or installation or lease of equipment.

“Signal” means any transmission of electromagnetic or optical energy from one location to another.

“Significant Construction” means any major alteration, construction, reconstruction, upgrade, rebuild or enhancement of the System in the Franchise Area, during the Term of this Agreement or for such longer time as the Grantee operates the System, the costs of which are estimated to be more than Five Million Dollars (\$5,000,000) over a twenty-four month period; but excluding any item not located or occurring within, abutting, or affecting any City property or Public Way.

“Significant Outage” means any Service interruption lasting at least four (4) hours and affecting at least ten percent (10%) of Subscribers in the Franchise Area.

“Subscriber” means any Person lawfully receiving any Service provided by the Grantee by means of or in connection with the Cable System, whether or not a fee is paid for such Service.

“Subscriber Network” means that portion of the Cable System over which Services are provided primarily to Residential Subscribers.

“Term” shall have the meaning set forth in Section 2.2 of this Agreement.

“Two-Way” means that the headend, cables, hubs, distribution plant, amplifiers and other technical components of the Cable System have the requisite equipment in place to pass video, audio, voice and/or data Signals in both directions simultaneously.

### SECTION 2 GRANT OF AUTHORITY; TERM

#### 2.1 Grant of Franchise

- A. General. City hereby grants to Grantee, subject to the terms and conditions of this Agreement and the Franchise grant ordinance, a non-exclusive Franchise with the right, privilege and authority to construct, operate, repair, maintain, and reconstruct a Cable System on, over, under, upon, across, and along the Public Ways within the Franchise Area in accordance with this Agreement and applicable law. This Agreement grants no authority to Grantee to use the Public Ways for any purpose other than the provision of Cable Service unless expressly provided herein, however Grantee is not prohibited from providing other services in compliance with applicable law. The grant of this non-exclusive Franchise is expressly conditioned upon the construction, operation, maintenance, repair, and reconstruction of the Cable System in accordance with the terms of this Franchise. The rights granted hereunder, including, without limitation, rights to utilize the Public Ways, shall not be sold, transferred or assigned without the approval of the City as set forth in Section 11.
- B. Compliance with Law. The Franchise granted under the terms and conditions of this Agreement shall be consistent with the Baltimore City Charter, the generally applicable laws, regulations and rules of the City, and other applicable statutory requirements. In the event of conflict between this Agreement and the Charter, the generally applicable laws, regulations and rules of the City, any such generally applicable statutory requirements shall control; provided, however, that the terms and conditions of this Agreement may not be modified by any law, regulation, or rule adopted after the Effective Date of this Agreement unless: (1) the content of the law, regulation, or rule was not permitted to be enacted as of the Effective Date, and (2) the law, regulation, or rule is of general applicability.

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- C. No Waiver of Other Permits and Authorizations. Nothing in this Agreement shall be construed as a waiver of any laws, regulations or rules of the City or of the City's right to require the Grantee or any Person using the Cable System to secure the appropriate permits or authorizations for such use, provided that the fees and charges imposed upon the Grantee for any such permit or authorization shall be the standard fees or charges generally applicable to all Persons for such permits or authorizations, and any such standard fee or charge: (i) shall not be considered a "franchise fee" under 47 U.S.C. § 542(g)(1); (ii) shall fall within the exception to such term pursuant to 47 U.S.C. § 542(g)(2)(A); and (iii) shall not be an offset against the compensation or other payment the Grantee, an Affiliated Person or other Person is required to pay the City or any other entity pursuant to Sections 6 and 10 of this Agreement. Notwithstanding the foregoing, Grantee shall not be required to obtain a permit for individual drop connections to Subscribers, for servicing or installing pedestals or similar facilities, or other instances of routine maintenance or repair to the Cable System not involving street or sidewalk openings or impacting vehicular traffic.
- D. Acquired Facilities. All facilities within the Franchise Area acquired by Grantee that are made part of Grantee's Cable System, shall be subject to this Agreement, including, in particular, Grantee's obligation to provide location information as set forth in Section 3.5. Grantee shall provide the City written notice of any substantial acquisition of such facilities.
- E. Non-Cable Services. Except as otherwise provided in this Agreement, the Franchise neither authorizes the Grantee to provide, nor prohibits the Grantee from providing, any Non-Cable Services, provided that this limitation shall not limit the use of the Institutional Network or the PEG Channels by the City or PEG Users. The use of the Cable System for Non-Cable Services may be subject to separate additional approval and conditions by City if permitted by applicable law.
- F. Closing of Public Ways. Nothing in this Agreement shall be construed as a waiver or release of the rights of the City in and to the Public Ways. In the event that all or part of the Public Ways within the Franchise Area are (1) closed to pedestrian and/or vehicular traffic and/or utilities and services such as Cable Services; or (2) vacated or if ownership of the land under the affected Public Ways is otherwise transferred to another Person, all rights and privileges granted pursuant to this Agreement with respect to such Public Ways, or any part of such Public Ways so closed, vacated, or transferred, shall cease upon the effective date of such closing, vacation, or transfer, and Grantee shall remove its Cable System from such Public Ways. If such closing, vacation, or transfer of any Public Way is undertaken for the benefit of any private Person, the City shall condition its consent to such closing, vacation, or transfer of such Public Way on the agreement of such private Person to: (i) grant the Grantee the right to continue to occupy and use such Public Way; or (ii) reimburse the Grantee for its reasonable costs to relocate the affected part of the Cable System. The City shall provide reasonable prior notice to Grantee of any such closing, vacation, or transfer to allow Grantee to remove its Cable System where the right to continue to occupy and use such Public Way is not reserved for Grantee. Grantee shall be entitled to compensation for expenses incurred for relocation or removal of its Cable System related to any closing, vacation, or transfer of the Public Way to the extent other wired users of the Public Way are so compensated.

### 2.2 Term of Franchise

- A. Established. The Franchise granted shall be for a term commencing upon the Effective Date of the Agreement and terminating on December 31, 2026, unless the Franchise is renewed or is lawfully terminated in accordance with the terms of this Agreement and applicable law.
- B. Effect on Prior Franchise. Upon the Effective Date, this Agreement shall supersede and replace the prior Franchise.
- C. Conditions Precedent. The Franchise shall commence upon the Effective Date, provided that the Grantee shall have met each of the conditions precedent set forth below and otherwise in this Agreement (unless the City agrees to waive any of the conditions precedent), at which time it shall become effective:

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1. Board and Council Action. All necessary approvals of this Agreement by the City shall have been obtained.
2. Performance Bond. The Grantee shall furnish to the City any performance bond required pursuant to Section 13.2 of this Agreement or, in the event that the issuer will not issue the bond until this Agreement is in effect, the Grantee shall furnish to the City the form of the performance bond as set forth in Section 13.2 accompanied by a letter from the issuer stating that it will issue a bond in that form no later than thirty (30) Days after the Effective Date, which bond shall be retroactive to the Effective Date.
3. Location of Administrative Office. The Grantee shall have notified MOCC of the location of its administrative office for the City.
4. Insurance. The Grantee shall have secured its insurance policies as set forth in Section 12.3 of this Agreement and delivered the certificate of insurance to MOCC and the City Solicitor, together with evidence that the premium for each of such policies have been paid, that the policies will be in effect on or before the Effective Date, and that the policies are in accordance with this Agreement.
5. List of Government Installations. The Grantee shall have delivered to MOCC a list of all government facilities at which the Grantee has installed a courtesy service outlet or drop.
6. Clean Hands Certification. The Grantee shall have paid all amounts due and owing to the City, including, but not limited to, taxes, fees, fines, penalties and interest, based upon facts which are known or which should have been known to the City at the time.

2.3 Renewal. Any renewal of this Franchise shall be governed by and comply with the provisions of applicable law.

2.4 Reservation of Authority. Nothing in this Agreement shall abrogate the right of the City to perform any public works or public improvements of any description or be construed as a waiver of any codes or ordinances of general applicability promulgated by the City, or be construed as a waiver or release of the rights of the City in and to the Public Ways. In the event that the Cable System interferes with the construction, operation, maintenance or repair of such public works or public improvements, the Grantee shall, at its own cost and expense, protect or promptly alter or relocate the Cable System as directed by the City. In the event that Grantee refuses or neglects to so protect, alter or relocate all or part of the Cable System, or in the event of fire, disaster or other emergency, the City shall have the right to break through, remove, alter or relocate, without notice to Grantee, all or part of the Cable System and the Grantee shall pay to City the costs incurred in connection with such breaking through, removal, alteration or relocation. The City shall use reasonable efforts to minimize the impact on Grantee's facilities related to any removal. In the event that the City or any public or quasi-public entity reimburses costs for other occupants of the Public Ways which this Section 2.4 imposes on the Grantee, Grantee shall be entitled to reimbursement to the extent other occupants of the Public Way are reimbursed. It will not be a breach of this Agreement for the Grantee to request that the City or such public or quasi-public entity, as the case may be, bear some or all of the Grantee's costs.

### 2.5 Competitive Equity.

The City reserves the right to grant additional franchises or similar authorizations to provide Cable Service or similar video services via Cable Systems or other wireline facilities located in the public rights of way. If the City grants such an additional franchise or authorization to use the public rights of way to provide such services and Grantee reasonably believes the City has done so on terms substantially more favorable than the obligations applicable to Grantee under this Franchise Agreement, then the provisions of this Section will apply.

Grantee and the City have agreed upon the following material terms in connection with the grant of Cable System franchise to Grantee, which terms may place the Grantee at a significant competitive disadvantage if

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not required of a competitor: a 5% franchise fee, the definition of “Gross Revenue,” PEG funding, PEG channels, customer service obligations, liquidated damages, and complimentary services as described in Section 6.10A of this Agreement (hereinafter “Material Obligations”).

Within one year of the adoption of the Cable Service competitor’s franchise or similar authorization, Grantee must notify the City in writing of the Material Obligations in Grantee’s franchise that substantially exceed the Material Obligations of the competitor’s franchise. The City shall then have one hundred twenty (120) days to agree to allow Grantee to adopt the same Material Obligations provided to the competitor, or assert in writing that the Material Obligations are not substantially different. Grantee may bring an action in federal court or Circuit Court for Baltimore City for a determination as to whether the Material Obligations are substantially more favorable to the competitor.

The parties agree that this provision shall not require a word for word identical franchise for a competitive entity so long as the overall regulatory and financial burdens imposed by the Material Obligations on each entity are materially equivalent such that neither is afforded a material competitive advantage over the other. Nothing in this section is intended to alter the rights or obligations of either party under state law, and it shall only apply to the extent permitted under applicable FCC orders. It does not apply if the City cannot comply without violating applicable laws or regulations, or is required by specific court order or state or federal agency to issue a franchise on different terms and conditions. In no event will the City be required to refund or to offset against future amounts due the value of benefits already received. Without waiving any rights or arguments under applicable law, Grantee agrees that a “similar video service” for purposes of this section shall not include a service comparable to a Grantee service that is not itself subject to the franchise fee and other provisions of this Agreement, and that this section shall not be used in a discriminatory manner to disadvantage competitors with substantially similar services subject to City regulation.

The terms of this Section apply only if the competitor actually commences provision of a qualifying service in the Franchise area to its first customer. If the competitor does not continuously provide service for a period of six (6) months, the City may implement this Franchise with its original terms upon sixty (60) days’ notice to Grantee provided, that under such circumstances, all terms of the unmodified franchise shall apply throughout such six (6) month period and such sixty (60) day notice period.

This Section does not apply to common carrier systems exempted from franchise requirements pursuant to 47 U.S.C. §571; or to systems that pass less than fifteen percent (15%) of the households in the total geographic area of the City; or to systems that only provide video services via the public Internet (i.e. Netflix).

### SECTION 3 CONSTRUCTION STANDARDS

3.1 General Requirement. Throughout the Term, the Grantee shall comply with the terms, conditions, and provisions set forth in this Section, and all other requirements or procedures pertaining to construction and technical requirements that are specified by applicable law.

3.2 Standards and Specifications.

- A. Compliance with Standards and Specifications. The Grantee shall meet or exceed all construction and service requirements required by this Agreement and applicable law. All work involved in the construction, operation, repair, maintenance, Upgrade, Significant Construction, rebuild, enhancement, and removal of the System shall be performed in a safe, thorough, and reliable manner using materials of good and durable quality. The Grantee shall comply with generally applicable codes and industry standards, including the specifications set forth in the most recently published edition of the “City of Baltimore Department of Public Works Bureau of Highways Manual of Design Procedure and Criteria (1972),” as amended from time to time; the “City of Baltimore Department of Public Works Specifications for Material, Highways, Bridges, Utilities, and Incidental Structures (2006),” as amended from time to time (“Green Book”), as applicable to the Cable System; the “Department of Transportation Book of Standards,”; administrative orders of the City Department of Transportation, as amended from time to time; the National Electrical Code, as

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adopted by the City from time to time; the National Electrical Safety Code, as adopted by the City from time to time; and all applicable rules, standards, practices, and procedures of the FCC, as amended from time to time.

- B. Antennas and Towers. Antenna supporting structures and towers shall be designed, painted, lighted, erected, and maintained in accordance with all applicable rules and regulations of the Federal Aviation Administration, the Federal Communications Commission, and all other applicable codes and regulations.
- C. Plant and Equipment. The Grantee's plant and equipment, including, without limitation, the antenna and satellite earth station sites, headend and distribution system, towers, house connections, structures, foundations, poles, conduits, wire, cable, coaxial cable, fiber optic cable, fixtures, and appurtenances shall be installed, located, erected, constructed, reconstructed, replaced, removed, repaired, maintained, and operated in accordance with good engineering practices, performed by experienced and properly trained maintenance and construction personnel, so as not to endanger or interfere with improvements made by the City, interfere in any manner with the rights of any property owner, or unnecessarily hinder or obstruct pedestrian or vehicular traffic on any Public Way.
- D. Correction of Harmful or Unsafe Conditions. If, at any time, the City or any other agency or authority of competent jurisdiction determines that, consistent with applicable law, any part of the System, including, without limitation, any means used to distribute Signals over or within the System, is harmful to the health or safety of any Person, the City shall notify the Grantee of the circumstances and the Grantee shall then, at its sole cost and expense, within a reasonable time period specified by the City or such agency or authority, correct all such conditions. The Grantee shall promptly notify MOCC and the City Solicitor of any determination or finding by an agency or authority of competent jurisdiction that any part of the System is harmful to the health or safety of any Person, and in no event later than forty eight (48) hours after receiving notice of such a determination or finding. Grantee reserves its right, in accordance with applicable law, to appeal any determination under this section.
- E. Standards for Drawings and As-Builts. Whenever a drawing, illustration, or other depiction is required by this Agreement, the Grantee shall ensure that such drawing, illustration, or depiction is drawn to scale, shows all applicable utilities, and complies with Green Book section 01 33 21B (or substantial equivalent) when applicable to a Cable System, so long as such requirements are applicable to other occupants of the Public Right of Way. Any such drawings, illustrations, or other depictions required by this Agreement may be submitted in PDF, or suitable electronic, GIS-compatible format, at the discretion of the City.
- F. No Obstruction. The Grantee shall not obstruct the Public Ways, subways, railways, passenger travel, river navigation, or other traffic to, from, or within the Franchise Area without the required permits and any other required consent from public or private authorities.

3.3 Licenses and Permits. The Grantee shall be solely responsible for obtaining, at its sole cost and expense, all permits, licenses, and other forms of approval or authorization necessary to construct, operate, maintain, repair, Upgrade, perform Significant Construction to rebuild, enhance, or remove the System, or any part of the System, prior to the commencement of any such activity. In the event of an emergency which poses a serious risk to life or public safety, the Grantee may carry out any work necessary to eliminate the emergency to the extent consistent with applicable law. Any blanket permit issued by the City to the Grantee shall only authorize the Grantee to perform emergency repair.

3.4 Right of Inspection. The City shall have the right to inspect all construction and installation work performed subject to the provisions of this Agreement; provided, however, that such inspection shall not interfere with the provision of Services, or involve any physical inspection or opening of any components of the Cable System. Any delays in construction due to such inspections shall not be reason for default.

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3.5 Location of Cable System. Upon the written request of City, Grantee shall provide an up-to-date and comprehensive as-built network location report, setting forth the specific location of all conduits, fiber optic and coaxial cable used to distribute and provide Cable Services in the Public Ways. The network location report may be provided in electronic format, and shall be considered confidential, proprietary information of Grantee. Such report shall be delivered within thirty (30) days of City's request.

3.6 New Grades or Lines. If the grades or lines of any Public Way are changed at any time during the Term of this Agreement, then the Grantee shall, at its sole cost and expense and within twenty (20) Business Days after actual written notice from the City, or within such longer time period as may be reasonably requested by the Grantee, protect, alter, or relocate the System, or any part of the System, so as to conform with the new grades or lines. In the event that the Grantee refuses or neglects to so protect, alter, or relocate all or part of the System within the time period specified by this Section 3.6, the City shall have the right to break through, remove, alter, or relocate all or any part of the System without any Liability of the City to the Grantee, and the Grantee shall pay to the City the costs incurred in connection with such breaking through, removal, alteration, or relocation. The City shall exercise due care to minimize the impact on Grantee's facilities related to any removal, alteration, or relocation of any part of the System. Grantee shall be entitled to compensation for expenses incurred for protecting, altering or relocating the System, or any part of the System, to the extent that other wired users of the Public Ways are so compensated to conform with the same new grades or lines.

3.7 Movement of Cables, Wires, and Other Equipment. The Grantee shall, upon written notice delivered not less than twenty (20) Business Days in advance by the City, or by any Person holding a permit that authorizes an activity (including, but not limited to, movement of a structure) that requires movement of cables, wires, or other equipment, move its cables, wires, and other equipment as directed in a timely manner. Nothing in this Agreement shall affect Grantee's ability to charge a Person holding a permit, for which such movement of Grantee equipment is required under this Section.

3.8 Emergency Removal. If, at any time, in case of fire or other disaster, the Mayor or the Mayor's designee determines that it is necessary to cut or remove any part of the Cable System, the City may cause such cutting or removal. The City shall use reasonable efforts to minimize the impact on Grantee's facilities related to any emergency removal. The Grantee shall not charge the City for any restoration or repair resulting from such cutting or removal. Grantee shall be entitled to compensation for expenses incurred for replacement or repair related to any emergency removal by the City to the extent that other wireline users of the Public Ways affected by the same emergency are so compensated.

### 3.9 Notices of Construction.

- A. To City. The Grantee shall give the Director of Transportation written notice of any emergency work performed within the Public Way without a permit or under a blanket permit within eighteen (18) hours after the commencement of the emergency work or contemporaneously with the work, or, if the City is closed, on the next business day.
- B. To Property Owners. The Grantee shall provide advance notice of construction that involves entry into or the crossing of any private property, work in streets abutting private property, or Public Ways. The Grantee shall provide at least thirty-six (36) hours advance notice to all affected property owners by telephone, in person, by mail, by distribution of flyers to buildings, by publication in local newspapers, or in any other manner reasonably calculated to provide adequate notice, unless exigent circumstances prevent thirty-six (36) hours advance notice, in which event the Grantee shall provide such notice as is practicable under the circumstances. In addition, before entering onto any Person's property, the Grantee shall provide prior notification and obtain the property owner's or, in the case of residential property, the resident's permission, where possible. The Grantee shall comply with all applicable parking restrictions.

### 3.10 Protection of Public Property and Landmarks.

- A. The Grantee shall, at its sole cost and expense, protect any and all existing structures belonging to the City, the federal government, and any other public or quasi-public entity; all federally and locally

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designated landmarks and districts, all other structures within any designated landmark district; and conduit, cables, wires, and equipment of the City.

- B. The Grantee shall not alter, interfere with, or damage any public structure in the Public Ways or any conduit, cable, wire, or equipment of the City in the Public Ways without prior approval of the City. Any such alteration shall be made by the Grantee, at no cost or expense to the City, and in a manner reasonably prescribed by the City. For other replacements, repairs, and restorations, the Grantee agrees that it shall be liable, at no cost or expense to the City, to replace or repair and restore, in a manner and within a reasonable time period as specified by the City, any Public Ways, public structure, or conduit, cable, wire, or equipment of the City involved in the construction, operation, maintenance, repair, Upgrade, Significant Construction, enhancement, rebuild, or removal of the System that is disturbed or damaged as a result of any work by or on behalf of the Grantee pursuant to this Agreement.
- C. In the event the City does not specify the manner of replacement, repair, or restoration, the Grantee shall replace, repair, or restore the Public Ways, public structure, or any conduit, cable, wire, or equipment of the City within thirty (30) days, to good condition consistent with industry standards and the requirements of the standards and specifications of Section 3.2A.
- D. Where any such alteration, interference, or damage is not immediately discovered, or where any such repair, replacement, or restoration effort fails or is otherwise inadequate or insufficient, the Grantee shall have a continuing obligation to perform all necessary restoration work, despite the prior termination or expiration of this Agreement.
- E. If Grantee fails to make such repairs within the time specified by City, the City, upon notice to the Grantee, shall have the right to make the repairs or cause the repairs to be made. The Grantee shall reimburse the City for the costs incurred for such repairs and the City shall have the right to pursue any other remedies provided by this Agreement and applicable law.
- F. In the event the Grantee refuses or neglects to replace, repair, or restore any Public Way, public structure, or conduit, cable, wire, or equipment of the City, the City shall have the right to replace, repair, or restore such Public Way, structure, or conduit, cable, wire, or equipment of the City. The Grantee shall reimburse the City for the costs incurred in connection with such replacement, repair, or restoration, including, without limitation, any costs incurred for the inspection of the altered or damaged property.
- G. The Grantee shall guarantee and maintain all repairs, replacement, and restoration for at least one (1) year after completion against defective materials and workmanship.

3.11 Construction Coordination. The Grantee shall meet with the Director of the DOT at least twice per year to coordinate its construction program and all other work in the Public Ways with the City's program for water main, storm and sanitary sewer, sidewalk and street construction, rebuilding, and resurfacing (collectively, "Street Construction").

3.12 Safety Precautions.

- A. Standard of Care. The Grantee shall employ ordinary care at all times and employ commonly accepted methods and devices for the prevention of failures and accidents that are likely to cause damage, injury, or nuisance to the public. In addition, the Grantee shall undertake all reasonable efforts to prevent accidents at its work sites. The Grantee shall comply with the Occupational Safety and Health Act of 1970, (29 U.S.C. §§ 651- 78), as amended, and all other applicable law.
- B. Protection of Construction Areas. The Grantee shall comply with the safety requirements of all permits, licenses, and other forms of approval or authorization. In addition, Grantee shall maintain reasonable barriers, lights, signs, cones, and other similar warnings and protective devices required for the safety of the public in compliance with this Agreement and applicable law. If the Grantee



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places any such device in any Public Way, the device shall be placed and maintained in a way that does not unreasonably interfere with the usual travel or other existing and anticipated uses of the Public Way.

- C. Emergency Notification. The Grantee shall provide the City with a twenty-four (24) hour emergency telephone number at which a representative of the Grantee, not voice mail or a recording, can be contacted in the event of an emergency.
- D. Identification. The Grantee shall provide a standard identification document to all employees, including employees of subcontractors, who will be in contact with the public. The identification document shall include a name and photograph of the employee. In addition, the Grantee shall clearly identify all personnel, vehicles, and other major equipment operating under its authority.

### 3.13 No Interference with Facilities or Equipment.

- A. The Grantee shall not alter, interfere with, or damage the existing conduit system, cables, wires, or equipment of any Person other than the Grantee, including but not limited to utilities, other Cable Communications Systems, Open Video Systems, master antenna systems, satellite master antenna systems, and similar systems.
- B. If a final court decision, not subject to further appeal, concludes that the Grantee altered, interfered with, or damaged the existing conduit system, cables, wires, or equipment of the City or any Person, other than the Grantee, and if that decision finds that (i) the Grantee willfully interfered in a grossly material fashion with the operations of another Cable Service provider; or (ii) the court decision, considered with other interference by the Grantee, establishes a pattern of interference by the Grantee, then the City may consider whether the court decision constitutes a breach of this Agreement under Section 13.
- C. This Section 3.13 is intended to address the normal installation, repair, and maintenance practices of the Grantee and is not intended to prohibit the Grantee from taking any action that is consistent with applicable law to remove, use, or dispose of the facilities of another Cable Service provider.

### 3.14 Trimming of Trees and Vegetation.

- A. The Grantee, at its sole cost and expense, may trim trees and other natural vegetation upon and overhanging any Public Way when necessary to prevent such trees and vegetation from coming into contact with the Cable System, provided, however, that all non-emergency trimming in any Public Way shall only be performed with the prior approval, and under the direction, of the Director of Recreation and Parks.
- B. To the extent practicable, no trimming shall be done by the Grantee until the time of installation of any wires, cables, or other fixtures to the relevant portions of the Cable System in order to ensure that the tree is trimmed to the minimum extent necessary.
- C. The Grantee shall be responsible for any damage caused by such trimming and shall dispose of all trimmed materials on a daily basis.

### 3.15 Aerial and Underground Construction.

- A. Initial Placement. At the time of initial placement of cable facilities, if the transmission and distribution facilities of all of the respective public or municipal utilities in any part of the Franchise Area are underground, the Grantee shall place its transmission and distribution facilities underground in that part of the Franchise Area. The Grantee shall construct, operate, and maintain all of its transmission and distribution facilities, or any part of such facilities, underground. In any part of the Franchise Area where the transmission or distribution facilities of other utilities are both aerial and

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underground, the Grantee shall have the option to place its facilities to aerially, provided the Grantee obtain the express written permission of the Director of Transportation prior to installation. Such permission shall not be unreasonably withheld and may be provided through the permitting process. Grantee will not need such permission when attaching fiber or coaxial cable to existing facilities. At the discretion of the City, Grantee may receive compensation for expenses incurred from any relocation of cable, wires, or other equipment performed at the direction of the City.

- B. Existing Facilities. If, at any time in the future, the City requires that the utilities in all or any portion of the City place their lines underground, then the Grantee shall, at its sole cost and expense, and within a reasonable period of time, place its existing and all future cable, wires, or other equipment underground in such portion of the City. At the discretion of the City, Grantee may receive compensation for expenses incurred from any relocation and/or underground placement of cable, wires, or other equipment performed. In the event other providers of telecommunications or cable television services receive compensation for expenses incurred related to relocation or underground placement, Grantee shall be entitled to compensation. In the event no compensation from the City is provided, Grantee reserves the right to pass its costs through to its Subscribers in accordance with applicable law.
- C. New Property Development. In cases of new construction or property development where utilities are to be placed underground, the City shall request that the developer or property owner give the Grantee no less than sixty (60) days before commencing construction or development affecting underground utility deployment. Upon request of the developer or property owner, the Grantee shall provide specifications for trenching required to enable deployment of Cable Service serving the property. Specifications shall be consistent with all applicable construction requirements.
- D. Directional Boring. Grantee shall have the option to utilize Boring for installing the Cable System or other facilities underground at a specific location, provided the Grantee obtain the express permission of the Director of Transportation prior to installation. Such permission may be granted through the permitting process. Permission may be granted only when existing conduit infrastructure does not exist in the vicinity.
- E. Any portion of the Cable System installed underground shall be buried to a depth of at least sixteen (16) inches; provided, however, that any hardline portions of the Cable System installed under Public Ways shall be buried to a depth of at least twenty-four (24) inches and all Drops shall be buried to a depth of at least twelve (12) inches.

### 3.16 Poles and Facilities.

- A. Use of Existing Poles and Facilities Preferred. Grantee shall use, with the owner's permission, existing poles, conduits, and other facilities whenever Economically and Technically Feasible and Viable. The Grantee may not erect poles, conduits, or other facilities in any Public Way without all necessary permits and authorizations and the express permission of the City. Upon written request, the Grantee shall file copies of all agreements for the use of conduits or other facilities with the City within fifteen (15) business days.
- B. City's Use of Grantee Structures. The City shall have the right to install and maintain, at no expense, wire and pole fixtures upon any poles owned by the Franchisee; provided, however, that such fixtures comply with applicable law and do not unreasonably interfere with the operation of the Cable System.

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3.17 Map Accuracy. The City does not guarantee the accuracy of any maps, prints, atlases, illustrations, drawings, or other pictorial or computer-generated materials showing the horizontal or vertical location of existing substructures. All locations of other utilities and facilities in the Public Ways and easements used by the Grantee shall be verified by excavation or by requesting “locates” from the City.

3.18 Storage of Slack Coil. Grantee shall not store more than seventy-five (75) linear feet of slack coil in any one manhole, per one thousand (1,000) linear feet of fiber optic cable installed between manholes. All such storage shall be at a location in the manhole, and installed in a manner, as designated by the City; provided, however, that any slack coil that has been installed by the Grantee and approved by the City prior to July 1, 2004 shall not be required to be removed until such time as the Grantee modifies, alters, repairs, or replaces such slack coil in a manhole. For the purposes of this Section, “slack coil” shall mean extra fiber optic cable that is coiled up and placed in a manhole for future use.

3.19 Membership Required. For the Term of this Agreement, the Grantee shall become a full-time, private sector member of: (A) the DOT Utility Coordinating Committee; and (B) the One Call Notification System (otherwise known as “Miss Utility”) and shall comply with all of the marking and location verification requirements of the One Call Notification System.

### SECTION 4 SERVICE OBLIGATIONS

#### 4.1 Service to All Persons.

- A. General Obligation. Throughout the Term of this Agreement, the Grantee covenants and agrees to construct, operate, repair, maintain, reconstruct, and upgrade the System so as to provide access to all Services distributed over the Subscriber Network to any Person within the Franchise Area who submits a request for Services to the Grantee and whose service location is within the distances set forth in 4.2.B below. The Grantee shall provide such access within the time periods and subject to the procedures described in Section 4.2. It shall be the right of all Persons to receive all available Services provided on the Cable System so long as such Person’s financial and other obligations to the Grantee are satisfied and subject to Grantee’s reasonable terms of service.
- B. Non-Residential Connections. The Grantee may charge a Non-Residential Subscriber reasonable and nondiscriminatory rates and charges to connect such Non-Residential Subscriber to the Subscriber Network.
- C. Residential Conversions. For any specific building that has been constructed or converted to residential use after the Effective Date, where the obligations in this Section 4.1 to provide Services via the Cable System would be substantially in excess of the range of the Grantee’s usual costs for connections, the Grantee may seek a waiver of these obligations from the City, which waiver shall not be unreasonably withheld. In determining whether to grant a waiver permitting the Grantee to charge more than its standard installation fee, the City shall consider (i) the “payback” time period that it would take the Grantee to recoup its investment in establishing service to the building and (ii) the level of Subscriber penetration reasonably expected in the building, if applicable.
- D. Conditions on Subscriber Services. Nothing in this Section 4.1 is intended to prevent the Grantee from reasonably conditioning the provision of Services to a Person with an impaired credit history. Such conditions shall be lifted to the extent a Person demonstrates to the Grantee’s reasonable satisfaction that the Person subsequently has established a positive credit history, *i.e.*, that such Person has paid his, her, or its bills in full and on time.

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### 4.2 Requests for Service.

#### A. Multiple Dwelling Unit Subscribers.

1. General. Provided that the Grantee is able to obtain access to the building in accordance with this Section to perform the necessary work and is able to negotiate a mutually acceptable right-of-entry or other access agreement, the Grantee shall fulfill all requests for Services, including any upgrades to inside wiring owned by Grantee necessary to transmit the full range of its Services for Residential Subscribers living in multiple dwelling unit buildings, within the time periods set forth in applicable law. The Grantee shall diligently respond to requests for the provision of Service to all buildings containing Residents that are not currently wired for Residents to receive any Services from the Grantee.
2. Unwired Buildings. If the Grantee is unable to fulfill any such request within sixty (60) Days because a multiple dwelling unit building is not currently wired for Residents to receive any Services from the Grantee, it shall provide written notice within seventy-two (72) hours after the expiration of such sixty (60) Day period to the City and the Person requesting Services. The notice shall state whether or not such Services can be provided and, if known, the date by which the Person requesting Services may expect to receive such Services.
3. New Construction and Conversions. Notwithstanding Section 4.2A1, for any building which has been constructed or converted to residential use after the Effective Date, and which is not passed by the Cable System at the time of the request for Services, the Grantee shall fulfill each request for Services not later than ninety (90) Days after receiving the request for Services provided it is Economically and Technically Feasible and Viable to extend the Cable System taking into account the number of expected subscribers in the building, but for any such building for which the Grantee needs to obtain a permit, license, or other authorization from the City or any other Person to connect such building to the Cable System, the Grantee shall fulfill each request for Services not later than ninety (90) Days after receiving all necessary permits, licenses, and other authorizations from the City or any other Person. The Grantee shall use its best efforts to obtain any such permit, license, or other authorization.

#### B. Drops.

1. Fees. The Grantee shall charge its standard installation fee to Residents for installation of connections that do not require in excess of one hundred twenty-five (125) feet of underground trenching per Drop, or one hundred twenty-five (125) feet of aerial wiring per Drop. For longer connections, the Grantee shall not charge more than its actual cost (including a reasonable charge for overhead) for the portion of the connection from the closest point on the Subscriber Network to the residence to the point that is one hundred twenty-five (125) feet from the residence; provided, further, that, in the event multiple Subscribers share the same connection to the Subscriber Network at the time of installation, the Grantee shall allocate such actual cost (including a reasonable charge for overhead) evenly among such Subscribers. Any such additional charge of actual cost shall be computed on a time plus materials basis to be calculated on that portion of the installation that exceeds the 125 foot standard. Under no circumstances will Grantee be required to extend its distribution cable beyond 175 feet. However, if the Grantee determines it is Economically and Technically Feasible and Viable to do so, the Grantee may elect to extend its distribution cable beyond 175 feet.

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2. Location. Whenever technically possible, Grantee shall meet each Subscriber's desire regarding the point at which the Drop enters the Subscriber's residence or other structure, and the point at which the Drop terminates inside the structure. Drops shall be placed underground whenever other utilities are located underground.
3. Removal Upon Termination. Upon the termination of Service, Grantee shall either entirely remove its Drop or secure the Drop in a method reasonably acceptable to City or Subscriber and in accordance with industry standards and applicable law.
4. Non-obstructive and Unobtrusive Locations. All cable within buildings and all Drops outside buildings shall be located so as to be as non-obstructive and unobtrusive as practicable and in accordance with industry standards and applicable law.

4.3 Prohibition Against Reselling Service. No Person shall resell, without the express prior written consent of the Grantee, any Cable Service, program, or signal transmitted over the Cable System by the Grantee.

4.4 Disconnection for Cause.

- A. Cause. Grantee may immediately disconnect a Subscriber for demonstrable reasonable cause, including, but not limited to, due or owing accounts between the Subscriber and Grantee, theft of Service, or theft of or vandalism to Grantee property, or other violations of Grantee's terms of service. Grantee may restore Service after the Subscriber provides adequate assurance that the Subscriber has ceased the practice that led to the disconnection, and paid all fees and charges, including any reconnect fees and amounts owed the Grantee for damage to its Cable System or equipment.
- B. Signal Leakage. Grantee may disconnect a Subscriber who causes signal leakage in excess of federal limits. Grantee may disconnect a Subscriber without notice where signal leakage is detected originating from the Subscriber's premises in excess of federal limits, provided the Grantee shall immediately notify the Subscriber of the problem, and, once the problem is corrected, reconnect the Subscriber.

4.5 Residential Subscribers Served Under Bulk Agreements. The Grantee may enter into or maintain any "bulk rate" agreements permitted under applicable law. With respect to Residential Subscribers who receive Services under such bulk rate agreements, the Grantee shall permit MOCC to exercise its responsibilities under this Agreement to such Subscribers in a manner comparable to the way in which it exercises its responsibilities with respect to other Residential Subscribers.

4.6 Cable Service to New Developments. Grantee shall install its Cable System, excluding only Drops to individual dwelling units, in all new subdivisions and developments on the date on which electric or telephone facilities are installed in such subdivision or development unless Grantee is not timely notified of the subdivision or development, provided it is Economically and Technically Feasible and Viable. After Cable System installation, Grantee shall be capable of providing Cable Service to any dwelling unit in such subdivision or development solely by the construction of a Drop to the Subscriber premises when such dwelling unit is constructed.

4.7 Continuity of Service. Grantee shall operate the Cable System and provide Cable Service twenty-four (24) hours per Day, seven (7) Days per week. Grantee shall voluntarily interrupt the provision of Cable Service only in accordance with Section 9 of this Agreement.

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4.8 Ownership of Installed Wiring. Ownership of all wiring installed by Grantee inside Subscribers' dwellings plus that extending on the outside of Subscribers' dwellings plus any such further length of cable extending beyond the exteriors of Subscribers' dwellings shall be determined as required by FCC requirements (76 C.F.R. §76.800 *et seq.*) and other applicable law.

### SECTION 5 CABLE SYSTEM FACILITIES, EQUIPMENT, AND SERVICES

5.1 Cable System Design and Capacity; Technical Performance. Throughout the Term of this Agreement, the Grantee shall operate and maintain the Cable System in accordance with applicable law and this Agreement and shall maintain the System in overall compliance with the System characteristics as provided in this Section.

5.2 Technical Design. The system shall conform to all applicable FCC technical performance standards, as amended from time to time and the system shall have the personnel, facilities and equipment sufficient to ensure that Grantee's Cable System remains in compliance.

- A. The Cable System shall be equivalent to or exceed technical characteristics of an HFC 860 MHz Cable System.
- B. Nodes shall be sufficiently scalable to meet any future service requirements and such scalability can be accomplished with minimal further construction.
- C. The System shall be capable of offering a variety of Digital Services to Subscribers, including television and audio programming on digitally compressed Channels, high-definition television ("HDTV") and other Cable Services.
- D. The System shall be designed to be an active two-way plant providing for Subscriber interaction required for the selection or use of Cable Service.
- E. The System shall be capable of continuous twenty-four (24) hour per day operation in accordance with applicable FCC standards.

5.3 Standby Power. The System shall be protected against outages due to electrical power failures. Without limitation, the System shall have back-up electrical power sources that are sufficient to operate the headend and hub facilities of the System for at least twenty-four (24) hours without other electrical power. The distribution network, including nodes and amplifiers, shall have back-up electrical power sources sufficient to operate for at least four (4) hours.

5.4 System Monitoring. The Grantee shall maintain status monitoring at all system hubs and OTN's. The network operations center shall monitor the network twenty-four (24) hours a day, seven (7) days a week.

5.5 Signal Quality and Security. Grantee shall provide to the Subscribers a level of signal quality emanating from the headend that meets or exceeds applicable FCC technical standards.

- A. Parental Control Options. In accordance with applicable law, upon request by any Subscriber, the Grantee shall provide such requesting Subscriber with a parental control device. Such device will, at a minimum, offer as an option that a Person ordering programming must provide a personal identification number or other means provided by the Grantee only to a Subscriber; provided, however, that the Grantee shall bear no responsibility for the exercise of parental controls and shall incur no liability for any Subscriber's or viewer's exercise or failure to exercise such controls.

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5.6 Leased Access Services. Grantee shall comply with all federal leased access requirements under 47 U.S.C. § 532.

5.7 Signals/Channels.

A. Services. The Grantee shall carry Services, including local commercial television broadcast signals, in accordance with applicable law. The Grantee shall endeavor to offer to all Subscribers a diversity of Services. The Grantee shall provide to the City a listing of all Services it offers to Subscribers and the rates, in a form that is substantially consistent with that which is attached hereto as Appendix C to this Agreement.

B. Channel Capacity.

1. Prior to the Effective Date of this Franchise, Grantee upgraded its Cable System to a Fiber to the node System architecture, with Fiber Optic cable deployed from Grantee's Headend to Grantee's Fiber nodes, tying into Grantee's coaxial Cable System already serving Subscribers. Active and passive devices currently are passing a minimum of 860 MHz.

Grantee agrees to maintain the Cable System in a manner consistent with, or in excess of these specifications throughout the Term of the Franchise with sufficient capability and technical quality to enable the implementation and performance of all the requirements of this Franchise, including the Appendices hereto, and in a manner which meets or exceeds FCC technical quality standards at 47 C.F.R. §76 Subpart K, regardless of the particular format in which a Signal is transmitted.

5.8 Testing. The following shall apply to Grantee's compliance with FCC rules and regulations pertaining to cable television technical standards for signal quality:

- A. Testing Procedure; Technical Performance. Throughout the term of this Agreement, the Grantee shall operate and maintain the Cable System in accordance with applicable FCC testing procedures and technical performance standards as amended from time to time, and any other future applicable technical performance standards which the City is permitted by a change in law to enforce. Upon request, the City may arrange to have an engineer or other person observe the Grantee's engineer or other person performing required tests. Grantee shall substantially conform in all material respects to applicable sections of the following standards and regulations to the extent such standards and regulations remain in effect:
1. Occupational Safety and Health Administration (OSHA) Safety and Health Standards;
  2. The National Electrical Code;
  3. The National Electrical Safety Code (NESC).
- B. Additional Tests. The City may require additional FCC tests or full or partial repeat FCC tests. Requests for such additional tests will be made only on the basis of a significant number of complaints received or other pertinent and valid evidence reasonably demonstrating non-compliance with applicable FCC standards, and such tests will be limited to the particular matter in controversy. The City will endeavor to arrange its requests for such special tests so as to minimize hardship or inconvenience to Grantee and the affected Subscribers.

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- C. Testing Vehicle and Equipment. Franchisee shall maintain trucks, tools, testing equipment, monitoring devices and other equipment and facilities, as well as trained and skilled personnel, sufficient to ensure compliance with applicable law and the requirements set forth in this Article 5.
- D. Technical Assessment. At the City's written request, no more than once every five (5) years, Grantee shall submit a written report addressing whether the Cable System's Service and program offerings are substantially comparable to the range and level of services existing in the Cable Systems owned and operated by the Grantee's parent corporation in the Region. Grantee shall cooperate with the City to provide necessary information upon the City's reasonable request as part of the assessment.
- E. FCC Reports. Upon written request, Grantee shall provide the City with the reports required by Section 11.9 of this Agreement.

5.9 Parity with Neighboring Jurisdictions. If the Grantee or an Affiliated Person provides a new Cable Service on a commercially deployed basis in the Region, then the Grantee, within thirty-six (36) months, shall provide such Cable Service in the Franchise Area unless the Grantee reasonably determines that doing so would not be Economically and Technically Feasible and Viable, or that there is insufficient Subscriber demand for such Service(s). Within thirty (30) days of a written request by the City, Grantee shall meet with the City to discuss any non-deployment of Cable Services under this Section. Nothing in this Section shall require identical programming throughout the Region, including without limitation PEG and other non-commercial channels and must-carry signals or Programming signals, products or Cable Services that are being temporarily trialed.

5.10 Emergency Override. The Grantee shall comply with the Emergency Alert System ("EAS") requirements set forth in 47 C.F.R. Part 11 (or any successor thereto).

5.11 Subscriber Premises Equipment. (E.g., set-top boxes) Grantee shall make available to Subscribers premises equipment that is consistent with applicable law and industry standards for electrical power efficiency.

## SECTION 6 PUBLIC SERVICES

### 6.1 Provision of PEG Channels.

- A. Grantee to Provide. Grantee shall provide PEG Channels without any additional fee or charge in addition to the fee or charge the Subscriber is paying for the Cable Services the Subscriber receives on the Cable System. PEG Channels shall require no equipment other than the equipment used by the Subscriber to receive Cable Services. Such Channels shall be available twenty-four (24) hours per day throughout the Term of this Agreement.
- B. Location. All PEG Channels shall be placed on the basic tier of service (and in the lowest tier of service, if different), and available to all Subscribers. PEG Channel assignments shall be the same throughout the System.
- C. Relocation. Grantee shall carry the programming on each of the respective PEG Channels as indicated in Appendix A. Grantee shall not arbitrarily or capriciously change such channel assignments, and shall minimize the number of such changes; provided, however, that the Grantee may change such channel assignments as it deems appropriate so long as the Grantee: (i) gives the City and PEG Channel operator ("Access Programmer") sixty (60) days' notice of such change; and (ii) except for PEG Channel relocations due to the channel designations of must carry Channels or other federal or



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state legal requirements, reimburses the City up to ten thousand dollars \$10,000 for costs, which may include time of personnel, related to any channel relocation. Grantee shall provide, at Grantee's expense, at least thirty (30) days advance notice of any PEG Channel relocation to Subscribers by any reasonable means including bill notices and multiple screen crawls.

- D. Editorial Control. Grantee shall not exercise any editorial control over any use of PEG Channels, or the content of programming on PEG Channels (except for such programming as the Grantee may produce or provide for its account), nor shall Grantee or its Affiliates incur any liability under this Agreement for any PEG programming carried on any PEG Channel.
- E. Signal Quality. Each PEG Channel shall be delivered with signal quality from the perspective of the viewer that is substantially equivalent to similar commercial non-premium channels carried on the Cable System, provided however, that Grantee shall have no responsibility to improve upon or modify the quality of any PEG Channel content provided to Grantee by any Access Programmer. Grantee may implement carriage of the PEG Channels in any manner so long as the signal is delivered and viewable by the Subscriber without material degradation; and of a quality equivalent from the perspective of the viewer to similar commercial non-premium channels carried on the Cable System. Properly formatted closed captioning and secondary and multilingual audio tracks should be accessible and of a quality equivalent from the perspective of the viewer to other similar commercial non-premium channels on the Cable System. Grantee may down convert HD PEG signals to SD for channels that are to be delivered in SD as set forth herein.
- F. The City or the Access Programmers shall be responsible for delivering the PEG Channel signal to an access connection point at each PEG Channel origination location. The Grantee shall provide, install, maintain, repair and replace equipment necessary to receive and transmit such PEG programming from the PEG Channel origination locations to Subscribers. In no event will Grantee be obligated to operate or maintain City or Access Programmer equipment necessary for PEG operation, creation, or delivery. The City and Access Programmers and the Grantee shall work together in good faith to resolve any issues related to PEG interconnection and Grantee's cablecasting of PEG programming from the PEG origination locations.
- G. Outages. In the event of failure of the headend, Video Origination Locations (as defined in Section 6.5), or interconnection, the Grantee shall respond within four (4) hours after receiving notice from a PEG Programmer or PEG facility. The Grantee shall restore Service through such failed interconnection or facility as soon as reasonably possible, but not later than twenty-four (24) hours after receipt of such notice from a PEG Programmer or PEG facility, absent some delay or failure beyond the control of the Grantee.

### 6.2 Number of PEG Channels and Activation.

- A. Grantee shall continue to provide three (3) downstream PEG Channels in Standard Definition ("SD") format. Grantee shall activate one (1) additional SD PEG channel within one hundred eighty (180) days of a written request by the City, which may be requested at any time during the Term. The activation of such a first additional SD PEG channel shall be at the City's discretion, and shall not be subject to the threshold use requirement set forth in Subparagraph B.
- B. Following the third anniversary of the Effective Date of this Agreement, the City may request in writing the activation of up to two (2) additional SD PEG Channels for a total of six (6) SD PEG channels. Grantee shall implement any such request within one hundred twenty (120) days

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provided that the City or Access Programmer documents that it is producing and airing, on average, at least twenty five (25) hours per week of non-character generated, non-alphanumeric, non-repetitive, locally produced PEG content provided by the City, or a PEG entity designated by the City, on each of the existing PEG Channels and has done so for the prior six (6) months. Grantee shall not be required to activate more than one additional PEG Channel in any twelve (12) month period. In the event any new channel requires activation of a new Video Origination Location as defined in Section 6.5 of this Agreement and/or additional equipment, the City shall pay the costs associated with any new Video Origination Location prior to activation of any new channel. The Grantee shall activate and make available any additional PEG Channel not later than one hundred twenty (120) Days following receipt of a notice from the City or from payment from the City for the new Video Origination location as appropriate.

### 6.3 HD PEG Channels.

- A. Activation. Within one hundred twenty (120) days of the Effective Date of this Agreement, Grantee shall make available two (2) PEG Access Channels in HD format and City may, in its discretion, allocate such HD channel to the retransmission of any SD PEG Channel it chooses. On or after four years after the Effective Date, upon one hundred twenty (120) days of a written request by the City, Grantee shall make available one (1) additional PEG Channel in HD format and the City may, in its discretion, allocate such HD channel to the retransmission of any SD PEG Channel it choose. Grantee's obligation with regard to each of the three (3) HD PEG channels that may be requested is conditioned upon there being a minimum of ten (10) hours of original, locally produced PEG programming per week of HD programming unique to the Channel (i.e. not repeated on any other HD PEG Channel) being produced for the prior six (6) months. In the event Grantee carries all commercial channels in HD format (or better), and ceases to offer commercial channels in SD format, Grantee shall carry all PEG channels in HD format (or better) and may cease to offer PEG channels in SD format.
- B. Provision of HD PEG.
1. The PEG Channel programmers shall be responsible for providing the HD PEG Channel signal in an HD digital format compatible with Grantee's equipment in the Cable System to the demarcation point at the designated points of origination for the HD PEG Channels. The City or any PEG Channel operator is responsible for acquiring all equipment, other than transmission equipment to transmit the operator's signal to Grantee's System (which shall be provided by Grantee), necessary to produce programming in HD.
  2. The City acknowledges that HD programming may require special viewer equipment and subscription to advanced services and that, by agreeing to make PEG Channels available in HD format, Grantee shall not be required to provide free HD equipment to Subscribers, or for complimentary municipal and educational accounts, nor modify its equipment or pricing policies in any manner, except as otherwise expressly provided for in this Agreement. The City acknowledges that not every Subscriber may be able to view HD PEG programming, nor on every TV in the home, and additional costs may be involved in the reception of HD programming.
  3. Grantee may implement HD carriage of the PEG Channels in any manner (including selection of compression, utilization of IP, and other processing characteristics) that produces a signal quality for the viewer that is substantially equivalent to similar commercial

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HD channels carried on the Cable System and consistent with the requirements of Section 6.1E.

### 6.4 Video on Demand.

- A. Grantee will make available up to a total of five (5) hours of capacity on its Video On Demand (“VOD”) platform for the shared use by the PEG Channels. Distribution of the available hours as between PEG Users shall be at the discretion of the City. The Access Channel operators shall be solely responsible for uploading all such programming in the manner required by the Grantee’s VOD intake system and for populating all menus and program descriptions. Grantee shall be responsible for any down-conversion from HD to SD for the programming as submitted by the City or Access Programmer. PEG programs will be listed on the VOD menu in a nondiscriminatory manner to other local programming.
- B. Following the fifth anniversary of the Effective Date, the City may request, and Grantee shall provide within 60 days of such request, an additional five (5) hours of VOD capacity for PEG programming. Grantee may, within 60 days of such request, decline to provide such additional VOD capacity if Grantee demonstrates, in writing and with particularity, that the City does not use the existing five (5) hours of VOD capacity to a reasonable extent based upon factors such as the quantity of programming made available, and the number of views per month. Any such evaluation shall take into account the City’s targeted public service and public safety objectives with regard to PEG VOD capacity.
- C. Grantee agrees to work in good faith with the City to establish a process agreeable to the PEG Users for placing PEG programming on Grantee’s VOD platform, utilizing a system that enables online content uploading to an FTP site or equivalent technology. Such process will also include, but not be limited to, addressing programming technical formatting, submitting program description to the electronic program guide, and identifying potentially offensive programming for disclaimers. PEG Users are responsible for selecting the PEG programming and providing it to Grantee in an MPEG2 or other appropriate format compatible with Grantee’s equipment and system.
- D. Any PEG programming placed on VOD shall be accessible by Subscribers free of charge, provided that they subscribe to the appropriate level of cable service in which access to Grantee’s VOD platform is included.
- E. The parties recognize that VOD platforms for distribution of programming may change over time. Future development may allow for the City and Grantee to agree on a mutually acceptable alternative to include PEG programming on Grantee’s VOD platform and, as a result, increase the amount of PEG Programming available to Subscribers. To that end, Grantee agrees to engage in good faith efforts to discuss alternatives to including PEG programming on any Grantee VOD platform.

### 6.5 Allocation and Use of PEG Channels.

- A. By City. PEG Channels are, and shall be, allocated for PEG Access programming use by the City in its sole discretion. The City or other Access Programmer shall not transmit on the PEG Channels Commercial Programming. The City may, at any time on ninety (90) days’ notice to Grantee, allocate or reallocate the usage of the PEG Channels among and between different uses and PEG Users. For purposes of this subsection, “Commercial Programming” shall mean content originally produced

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for commercial consumption or profit, such as movies or episodes of “Seinfeld.” This limitation of the transmission of Commercial Programming shall not apply to programming of particular local interest to Baltimore, for example a documentary about the Chesapeake Bay that was originally produced for commercial distribution.

- B. Rules and Procedures. The City, or other City authorized designees, shall establish rules and regulations for use of PEG facilities, subject to and consistent with 47 U.S.C. §531(d). The parties hereto agree that, consistent with 47 U.S.C. §558, Grantee shall not incur any liability in connection with or arising from any programming carried on any PEG Channel.
- C. Fallow Time. The City may, from time to time, adopt and revise rules and procedures as to when and how Grantee may use the PEG Channels for the provision of video programming if the PEG Channels are not being used for their intended purposes. Grantee shall use the PEG Channels solely in accordance with such rules and procedures and, except for PEG Channels being used by Grantee, shall have no responsibility or control with respect to the programming of such Channels.

6.6 Video Origination Locations. During the entire term of this Agreement, Grantee shall continue to maintain, operate and own the existing return lines (“Video Return Lines” or “VRL”) from the Video Origination Locations identified in Appendix A, including the existing Drops and Outlets at each location identified in Appendix A. The Grantee shall maintain the VRL, and VRL drops and outlets identified in Appendix A, at no charge to the City and/or PEG Access Programmers.

- A. Unless otherwise provided herein, the City and its designated VRL users shall be solely responsible for any and all Video Origination Location equipment including but not limited to, modulators and demodulators, or the equivalent, and video production equipment, except such modulators and demodulators located at the Headend or hub site. Unless otherwise agreed to, the demarcation point between the Grantee’s equipment and/or the City’s or the PEG Access Programmer’s equipment shall be at the output of the PEG Access Programmer master control output. The Grantee shall provide and assume responsibility for all PEG Access signal transport equipment.
- B. The Grantee shall be responsible for any Grantee-owned equipment located at its Headend or hub site necessary to make the VRL function.
- C. The Grantee shall be responsible for equipment to enable the existing VRL to interact with the Grantee-owned Cable System such that PEG Access Programming may be transmitted upstream from the PEG Access Video Origination Locations to Grantee’s headend and/or hub, and then transmitted downstream on the PEG Channels.
- D. The City may request to relocate Video Origination Locations. Any such relocation shall be to a location that provides both adequate signal capacity and adequate safeguards for the security of the Cable System. Within thirty (30) days for such request, Grantee shall provide the City with a cost estimate for the relocation of a Video Origination Location. Within one hundred eighty (180) days of the City’s written approval of an estimate of the actual cost for Grantee to relocate the Video Origination Location, the Grantee shall relocate the Video Origination Location. Grantee shall then submit for payment by the City an itemized invoice reflecting actual costs incurred by Grantee.

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- E. Upon written request by the City, Grantee shall work in good faith with the City to interconnect with other cable operators at a designated meet point in order to hand off PEG Channel signals for the purpose of sharing PEG programming throughout the Franchise Area. Such interconnection shall preserve the technical quality of the PEG Channels without material degradation. Any costs incurred by Grantee under this subsection shall be paid to Grantee according to the terms of such an interconnection agreement.

6.7 Capital Support For Equipment and Facilities For PEG Channels. Grantee shall pay to the City, for PEG Access capital costs (or if permitted under FCC ruling or other applicable law, any other PEG cost), including, without limitation, facilities and equipment, ongoing support of one percent (1%) of Gross Revenue per Subscriber per month or, at the option of the City to be exercised in writing within 45 days of the third (3<sup>rd</sup>), fifth (5<sup>th</sup>), seventh (7<sup>th</sup>) and ninth (9<sup>th</sup>) anniversaries of the Effective Date, an amount equal to \$0.90 per Subscriber per month. This grant shall be paid in the same manner and on the same schedule as the Franchise Fees set forth in Article 10, shall be clearly itemized on Grantee's quarterly Franchise Fee payment statements, and shall be subject to the right of the City to inspect, audit, and re-compute in the same manner as for Franchise Fees under Article 10 and with late payments subject to interest in the same manner as are Franchise Fees. Grantee and City agree that the obligations set forth in this Section are not "franchise fees" within the meaning of 47 U.S.C. §542.

### 6.8 Support for PEG Channel Operational Expenses.

- A. Grantee shall pay to the City for operational costs relating to PEG Channels, ongoing support of twenty-five cents (\$0.25) per Subscriber per month. This per-Subscriber payment shall be computed and paid in the same manner and on the same schedule as the Franchise Fees set forth in Section 10, shall be clearly itemized as "PEG Operational Cost Support" on Grantee's quarterly Franchise Fee payments, and shall be subject to the right of the City to inspect, audit, and re-compute in the same manner as for Franchise Fees under Section 10 and with late payments subject to interest in the same manner as are Franchise Fees.
- B. At Grantee's discretion, consistent with federal law, Grantee may deduct payments made for PEG Channel operational expenses from Grantee's Franchise Fee payment amount. Any such deduction shall be clearly stated on Grantee's quarterly Franchise Fee statements. The City shall have no liability to Grantee with respect to any such deduction or franchise fee offset after 180 days from Grantee's submission of a particular quarterly franchise fee payment.

6.9 Guide. If a program guide or menu is produced by Grantee, Grantee shall list all PEG Channels on all such program guides or menus, including print and electronic versions. If a program guide or menu is managed by a third party, Grantee will ensure that the third party has the capability to include PEG Channels on that program guide or menu, and shall require a third party program guide manager to include PEG Channels on a program guide or menu on a nondiscriminatory basis, in substantially the same manner as other channels carried by Grantee.

### 6.10 Courtesy Services to Government, Educational, and Other Facilities.

- A. Service Provided. The Grantee shall continue to provide one activated outlet and basic Cable Service, and any equipment necessary to receive such Service, to one activated outlet at no cost, to: (i) the facilities specified in Appendix B, (ii) all new City facilities owned by, leased to and used by the City as requested from time to time by the City pursuant to Section B of this Section; and (iii) all City facilities that are relocated from time to time pursuant to Section B of this Section.

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B. Installation and Relocation. Upon request of the City, the Grantee shall, without charge, install one activated outlet at each City public educational institution and each building or facility owned by or leased to, and used by, the City, within the Franchise Area, as shall be designated by the City from time to time; provided, however, that a total of not more than five (5) such new activations shall be required in any calendar year. At no point shall the Grantee be required to provide Service under this Section to more than 333 total numbers of locations. Upon prior notification to the City, the City shall be responsible for reimbursing the Grantee for the Grantee's cost of installation of such new outlets where the Drop is greater than two hundred fifty (250) feet in length. In the event that construction costs are extraordinary due to special site conditions, the Parties shall in good faith negotiate an equitable allocation of costs. The Grantee shall not be entitled to reimbursement for its cost of installation of such new outlets where the Drop is two hundred fifty (250) feet or less in length. The City shall be responsible for reimbursing the Grantee for the Grantee's cost to relocate any drops or outlets after their initial installation, when such relocation is requested by the City. The Grantee shall be responsible for the cost to relocate any existing drops or outlets where the relocation is due to the Grantee's requirements. Courtesy accounts shall not be used for facilities with a residential purpose such as public housing, senior housing, hospitals and prison facilities.

6.11 Leased Access. Grantee shall make available suitable Channel capacity for leased access by third parties not Affiliated with Grantee to the extent from time to time required by federal law and regulations. Grantee shall have the sole responsibility for all operating aspects and for the fixing of rates and conditions for leased access use.

6.12 PEG Costs. To the extent permitted by federal law, subject to Section 6.8B, Grantee shall be allowed to recover the costs of any PEG capital support funding or any other costs arising from the provision of PEG services from Subscribers and to include such costs as a separately billed line item on each Subscriber's bill.

6.13 Institutional Network. In satisfaction of the City's Institutional Network needs, the parties have entered into a separate "2004 I-Net Transfer and Modification Agreement," included herein as Appendix I.

### SECTION 7 EMPLOYMENT AND PURCHASING

7.1 Equal Employment Opportunity. Grantee shall comply in all respects with Federal, state and local equal employment opportunity ("EEO") and non-discrimination laws and regulations including, but not limited to, the FCC's EEO rules set forth at 47 C.F.R. § 76.75 *et seq.*, and Article 4, Section 3-1 of the Baltimore City Code.

7.2 Hiring.

A. Grantee will maintain an active relationship with the Mayor's Office of Economic Development (MOED) (or its equivalent) and the Mayor's Office of Minority and Women Owned Businesses (or its equivalent), and acknowledges that the City offers substantial resources to help fulfill Grantee's employment needs with City residents. Within thirty (30) days of the Effective Date, Grantee shall have a meeting, either in person or via telephone, with the Mayor's Office of Economic Development (MOED) to review Grantee's present and future workforce needs and to outline steps for a productive partnership moving forward. Thereafter, Grantee shall meet with MOED on a quarterly basis.

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- B. Grantee will utilize MOED as a recruitment, referral, and training agent. Grantee will post job opportunities with MOED contemporaneously with any other public disclosure of the opportunity. Grantee will identify a representative to work with MOED for the purpose of communicating hiring needs and, upon request of MOED, will promptly provide hiring status on all job applicants referred by MOED.
- C. Grantee will interview qualified Baltimore City residents referred from MOED for open positions.
- D. Grantee shall support the following workforce elements or their equivalents as agreed with the City:
  - 1. Upon request, identify expert guest speakers to discuss the cable workforce environment for job-seeking customers at the City's One Stop Career Centers;
  - 2. Participate in or support the Mayor's YouthWorks Summer Jobs program for City youth.
  - 3. Participate in an annual conference for workforce development professionals upon request;
  - 4. Participate in quarterly and targeted job fairs as requested;
  - 5. Develop on-the-job training programs for entry level positions.

7.3 MBE/WBE. Notwithstanding that this Agreement is not a procurement contract, Grantee agrees to comply with the requirements of the City's statutes, ordinances and regulations regarding participation by minority business enterprises ("MBEs") and women's business enterprises ("WBEs") as set forth in Appendix G. Enforcement of this Section shall be exclusively by way of goal setting, reporting obligations, and meetings with the Mayor's Office of Minority and Women Owned Businesses to address any underperformance as in Appendix G. In the event that, after the use of reasonable, good faith efforts to meet MBE and WBE participation requirements established pursuant to this Section, the Grantee is able to demonstrate to the City's satisfaction that sufficient qualified and willing MBEs and WBEs are unavailable, then Grantee shall be granted a waiver or reduction of the MBE/WBE participation requirements.

7.4 Meetings with City. To facilitate the mutual objectives of this Section 7, Grantee will provide appropriate personnel to meet with City hiring and MBE/WBE officials as may be reasonably requested by the City.

### 7.5. Reporting.

- A. Annual Compliance Statement. Grantee shall provide a statement demonstrating its compliance with this section as part of Grantee's annual reporting obligations set forth in Section 11.
- B. Annual Hiring Report. As part of Grantee's annual reporting obligations set forth in Section 11, Grantee will provide a report for MOED describing Grantee hiring practices, to include the following information: (i) number of Baltimore City residents employed at Comcast (including non-System positions), (ii) number of Baltimore City residents employed within the Baltimore System; and (iii) number of Baltimore City residents employed within other Comcast systems.

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- C. Annual MBE/WBE Procurement Report. As part of Grantee's annual reporting obligations set forth in Section 11, Grantee will provide a report for the Mayor's Office of Minority and Women Owned Businesses consistent with the requirements in Appendix G.

### SECTION 8 FEES AND CHARGES

#### 8.1 General Requirement.

- A. Compliance with Law. Each fee, charge, deposit, or associated term or condition imposed by the Grantee or any Affiliated Person for:
1. any equipment, installation, or other activity subject to Section 623 of the Cable Act (47U.S.C. § 543) (or any successor thereto) and the rules and regulations issued in connection therewith, or
  2. any Service,
- shall be consistent with the requirements of such provision and of any other applicable law.
- B. Current Fees and Charges. A schedule of the Grantee's current fees, charges, deposits, terms, and conditions as of the Effective Date of this Agreement is set forth in Appendix C to this Agreement. The Grantee shall not change the Services it offers or the rates it charges therefor without meeting all requirements of any applicable law and this Agreement.

8.2 Notice of Change in Rates or Services. In addition to any notice to customers required by applicable law, not fewer than thirty (30) Days prior to the effective date of any such change the Grantee shall provide written notice to MOCC.

#### 8.3 No Discrimination.

- A. General. Except to the extent otherwise permitted by any applicable law (and with the City's approval, where the City is exercising such authority pursuant to applicable law), the Grantee shall not discriminate among Subscribers with respect to fees, charges, deposits, and other terms and conditions affecting any Service, or any equipment, installation, or any other activity subject to regulation under Section 623 of the Cable Act (47 U.S.C. § 543) (or any successor thereto) and the rules and regulations issued in connection therewith. All such fees, charges, deposits, and other terms and conditions must be applied fairly and uniformly to all Subscribers in the Franchise Area.
- B. Exceptions. Nothing contained in this Section shall prohibit the Grantee from offering, to the extent permitted by any applicable law:
1. discounts to senior citizens or economically disadvantaged groups;
  2. different charges for Residential Subscribers than for Non-Residential Subscribers;
  3. sales promotions and other discounts or reduced charges for a reasonable period of time, which are offered to all Residential Subscribers for the same length of time, although the start date of such promotions, discounts, or reduced charges may be staggered;



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4. sales promotions and other discounts or reduced charges for a reasonable period of time, which are offered to a discrete class of Subscribers which may affect the fees, charges, deposits, and other terms and conditions for such Subscribers;
5. bulk rates; or
6. other special, short-term discounts or reduced charges to identifiable classes of Subscribers or potential Subscribers for reasonable categories of Service.

C. Refusal of Service. Grantee may refuse to provide Service to any Person for demonstrable reasonable cause, including, but not limited to, due or owing accounts between such Person and Grantee, refusal to provide required deposit, theft of Service, theft of or vandalism to Grantee property, abusive and/or threatening behavior toward the Grantee's employees or representatives, or refusal to provide credit history information or refusal to allow the Grantee to validate the identity, credit history, and credit worthiness via an external credit agency.

8.4 Service to Disabled Subscribers. The Grantee shall comply with all applicable FCC rules related to provision of Service to disabled Subscribers.

8.5 Subsequent Changes. To the extent that any applicable law may in the future permit the City to regulate fees, charges, deposits, and the terms and conditions with respect thereto, the City shall not be estopped or prevented from so doing by any provision of this Agreement.

### SECTION 9 CUSTOMER SERVICE STANDARDS, CUSTOMER BILLS, AND PRIVACY PROTECTION

9.1 Consumer Protection Standards. The Grantee shall comply with (i) applicable FCC customer service standards for Cable Service, 47 C.F.R. §76.309, as they may be amended from time to time, (ii) 47 C.F.R. §76.981, *Negative Option Billing*, and (iii) the provisions of Appendix F hereto. Grantee must maintain records and documentation sufficient to show compliance with all applicable customer service and consumer protection standards.

9.2 Rates and Charges. The rates and charges for Cable Service provided pursuant to this Agreement shall be subject to the requirements of federal law.

9.3 Customer Bills. Bills sent by the Grantee to the Subscriber for Cable Services are to be clear, concise, and understandable, and Grantee shall comply with the additional customer billing obligations set forth in Appendix F.

9.4 Privacy Protection. The Grantee shall comply with Section 631 of the Cable Act (47 U.S.C. § 551), FCC rules and regulations concerning Subscriber privacy, and any other applicable law or regulation pertaining to Subscriber privacy.

9.5 Service Centers. Grantee shall maintain at least one (1) customer service center ("Service Center") in the City. The Service Center(s) shall be open during Normal Business Hours and shall offer weekend hours, have a publicly listed local telephone number, and be operated so as to promptly and efficiently receive Subscriber complaints and requests for repairs or adjustments. At a minimum, each Service Center shall allow Subscribers on a walk-in basis to file complaints; ask questions regarding bills or service; pay bills; request, upgrade or terminate Services; and pick up or drop off equipment. Grantee shall operate the Service Center in such a

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manner as to ensure that Subscribers whose transaction relates to dropping off leased equipment are processed promptly and efficiently.

9.6 Service Complaints. Grantee shall address service complaints received by Subscribers and complaints referred by the City according to the requirements set forth in Appendix F.

9.7 Quarterly Reports. Within sixty (60) days of the end of a calendar quarter, the Grantee shall provide to MOCC (i) a quarterly call log, (ii) a quarterly summary of installation and repair performance, and (iii) a quarterly complaint summary, in substantially the form set forth in Appendix F.

9.8 Information to Subscribers.

- A. Grantee shall provide certain written information to Subscribers at the time of installation of Service, as set forth in Appendix G.
- B. Prevention of Reception of Undesired Services. Grantee shall comply with Section 640 of the Cable Act, 47 U.S.C. § 560. In addition, Grantee shall inform Subscribers at the time of subscription, and annually thereafter, by individual written notice of their rights, and how to make a request pursuant to 47 U.S.C. §650.
- C. Contact Information in Subscriber Bills. Grantee shall clearly and conspicuously direct Subscribers to contact Comcast in the event of a Subscriber complaint. Grantee shall provide address and email contact information for the local franchising authority (MOCC) on Subscriber bills, but shall not suggest, explicitly or by text placement, that Subscribers should initially contact MOCC in the event of a Subscriber complaint.

9.9 No Interference with Customer Equipment. The Grantee and any Affiliated Person shall comply with applicable law regarding a Subscriber's ability to utilize consumer equipment of the Subscriber's choosing.

### SECTION 10 FRANCHISE FEES

10.1 Franchise Fees; Payment Due.

- A. Amount; Date Due. As compensation for the use of the public rights-of-way under this Franchise, the Grantee shall pay to the City an amount equal to five percent (5%) of annual Gross Revenue throughout the Term of the Agreement. All such Payments shall be made on a quarterly basis and shall be remitted within thirty (30) days after the last day of each March, June, September, and December throughout the term of this Agreement. The Grantee may prepay Franchise Fees from time to time with the consent of the City.
- B. Change in Amount. The City may, in its sole discretion, increase the amount of the franchise fee up to the maximum amount permitted under state and federal law at any time provided that the City gives the Grantee sixty (60) days advance notice of such an increase. If the maximum amount is not specifically provided by law, the City and the Grantee shall negotiate in good faith to amend the Agreement to specify the increased amount. The Grantee shall begin paying the increased fee from the effective date of the amendment to the Agreement.
- C. Payment on Transfer. Except as may otherwise be provided in an agreement between the City and the Grantee authorizing the transfer of the Cable System, in the event of any transfer of the Cable System

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to any Person pursuant to this Agreement, the Grantee, as a condition to the City's approval of any such transfer, shall remit to the City any Franchise Fees due based on the Gross Revenue as of the date of the transfer prior to the effective date of the transfer.

10.2 Franchise Fee Report. Grantee shall file with MOCC and the Director of Finance a certified statement of Gross Revenues with each quarterly Franchise Fee payment ("Gross Revenues Statement") that is prepared by an appropriate, duly authorized financial representative of the Grantee in accordance with the definition of "Gross Revenues" provided in Section 1 of this Agreement, and that shows the basis for the computation of the Franchise Fees payment for the quarter. The Gross Revenues Statement shall be in a form substantially as attached hereto as Appendix H.

10.3 Acceptance by City. No acceptance of any Franchise Fee payment by the City shall be construed as an accord and satisfaction that the amount paid is in fact the correct amount or as a release of any claim that the City may have for further or additional sums payable under this Agreement. All amounts paid shall be subject to audit and recalculation by the City.

10.4 Bundled Services. If Cable Services are provided to Subscribers in conjunction with non-Cable Services and sold to Subscribers as part of a single bundle of services, the revenue earned on the bundle shall be allocated in accordance with GAAP and applicable law and shall not be disproportionately allocated for the purpose of reducing franchise fees. Current GAAP provides that bundled revenues shall be allocated on a *pro rata* basis based on the full rate-card price for the services in the bundle, with the exception of equipment which may not be discounted due to tax law requirements and subject to applicable law. In no event shall Grantee use a revenue allocation methodology designed for the purpose of evading franchise fees.

10.5 Ordinary Business Expense. Nothing contained in this Agreement shall prevent the Grantee or any Affiliated Person from treating the compensation and other payments that it, they, or either of them pays, or may pay, pursuant to this Agreement as an ordinary expense of doing business and, accordingly, from deducting such payments from gross income in any City, state, or federal income tax return.

10.6 Franchise Fee and Other Audits.

- A. General. Within three (3) years after the receipt of a payment pursuant to Section 6.5 or this Section 10 (as applicable), the City, at its expense, may commence and conduct an audit or review of the payments made pursuant to Section 6.5 and this Section 10 by (i) the Grantee; or (ii) any other Affiliated Person, to the extent that the Affiliated Person's revenues constitute Gross Revenue. Except in extraordinary circumstances, there shall be no more than one (1) audit for each fiscal year in any twelve (12) month period.
- B. Records. At the City's request, the Grantee shall provide the source records that support the franchise fee and PEG capital funding calculation, as applicable, for the time period(s) being audited and a reconciliation between the Gross Revenue on which the franchise fee is based and the financial statements for the Cable System and a reconciliation between the PEG capital and the number of Subscribers, as applicable, prepared in accordance with generally accepted accounting principles, regardless of whether the records are held by the Grantee, an Affiliate, or any other entity that collects or receives funds related to the Grantee's operation in the City. The Grantee shall be responsible for maintaining all such records for at least five (5) years following the payments to which they apply, plus the duration of any audit in progress at the end of that five (5) year period, and providing all such records reasonably requested by the City.

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- C. Underpayment. Within thirty (30) Days after notice from the City of any underpayment by the Grantee, the Grantee shall:
1. pay the amount of the underpayment to the City, plus interest calculated at the rate and in the manner specified in Section 10.9, and shall pay to the City any corresponding underpayment in support required by Section 6.7, with interest calculated at the rate specified in Section 10.9, or
  2. notify the City in writing that it does not agree with the results of the audit and the reasons therefor.
- D. Costs of Audit. If the audit or review reveals an underpayment to the City in an amount that exceeds four percent (4%) of the total amount due to the City from the Grantee over the time period and for the type of payment audited or reviewed, the Grantee shall reimburse the City for the City's costs of such audit or review.
- E. Completion. The City shall have a reasonable period of time to complete the audit or review and to accept the audit or review as accurate and final. At the end of such period, the City shall issue an audit closure notice to the Grantee. Notwithstanding the issuance of such notice, the City shall have the right to reopen any audit or review for a period of twelve (12) months after the date of such notice or at any time upon the discovery that the Grantee or an Affiliated Person has provided fraudulent information or acted in bad faith during the course of the audit or review.
- F. Reservation of Rights. To the extent the parties disagree about the results of the audit, each party reserves the right to exercise all its rights and remedies under this Agreement and Applicable Law.

### 10.7 Not Franchise Fees.

- A. Except for the payments expressly required under Section 10 relating to franchise fees, and Section 6.8 relating to PEG operational fees, none of the payments or contributions made by, or the services, equipment, facilities, support, resources, or other activities to be provided or performed by the Grantee pursuant to this Agreement, or otherwise provided or performed in connection with the construction, operation, maintenance, repair, removal, upgrade, rebuild or enhancement of the Cable System, shall be counted as franchise fees chargeable against the compensation payments to be paid to the City by the Grantee pursuant to Section 6 and Section 10.
- B. Grantee shall not modify its treatment as to the payment of franchise fees for any such other payments, contributions, or services, as described in subsection A above, during the Term.
- C. The payments due from the Grantee to the City pursuant to Sections 10.1, 10.6, and 10.7 shall take precedence over all other payments, contributions, services, equipment, facilities, support, resources, or other activities to be paid or supplied by the Grantee pursuant to this Agreement.

10.8 Method of Payment. All payments by the Grantee to the City pursuant to this Agreement shall be made payable to the Director of Finance and shall be delivered to MOCC.

10.9 Interest on Late Payments. In the event that any payment required by this Agreement, including but not limited to the payment of franchise fees, is not actually received by the City on or before the applicable date fixed in this Agreement, interest on such payment shall accrue from such date at a rate equal to the then-prevailing prime rate of interest for commercial loans as published in the "Money Rates" section of the *Wall Street Journal* or as published by a comparable rate source to be determined by the City should the rate fail to

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be published by the *Wall Street Journal*. Such interest shall be compounded daily, except as otherwise provided in this Agreement.

### SECTION 11 OVERSIGHT AND REGULATION BY CITY

#### 11.1 Oversight.

- A. General. The City shall have regulatory oversight over the Cable System to ensure compliance with the terms and conditions of this Agreement and Applicable Law, including, without limitation, the right to regulate and inspect the construction, operation, maintenance, repair, rebuild, enhancement, and removal of the Cable System, and all parts of the Cable System, provided, however, that the City shall provide not less than ten (10) Business Days prior notice to the Grantee for any inspection that takes place on Grantee's premises or that requires a representative of Grantee to obtain access, and provided, further, that such notice shall not be required in the event of an emergency. Regulation may be exercised through any City official, agency, department, duly established public commission, or other Person appointed or authorized by the City to support or assist the City in its regulatory responsibilities.
- B. Compliance. The Grantee shall establish and maintain managerial and operational standards, procedures, records, and controls to enable the Grantee to be in compliance with each term and condition of this Agreement at all times required by this Agreement.

#### 11.2 City Reservation of Authority.

- A. Right to Regulate. To the extent allowed by applicable law, the City reserves the right to adopt or issue such statutes, rules, regulations, orders, or other directives governing the Grantee or the Cable System as it shall find necessary or appropriate in the exercise of its police powers or its powers to regulate Cable Service or the Cable System, and the Grantee expressly agrees to comply with all such lawful statutes, rules, regulations, orders, or other directives; provided that the Grantee shall not be required to comply with any such statutes, rules, regulations, orders, or other directives that take effect after the Effective Date to the extent such statutes, rules, regulations, orders, or other directives are materially in conflict with the Grantee's rights and obligations as set forth in this Agreement.
- B. Exceptions. Notwithstanding Section 11.2A, the Grantee shall comply with each statute, rule, regulation, order, and directive of the City (i) that is of general applicability; (ii) if, in the exercise of its police power, the City finds an emergency exists constituting a danger to health, safety, property, or general welfare; or (iii) if the exercise of the City's police power is mandated by law.

#### 11.3 Grantee's Participation in Meetings and Hearings.

- A. Board Meetings and Hearings. At the request of the Board or Council, the Grantee's personnel with relevant expertise in the designated subjects shall participate in any meeting or hearing held by the Board or Council regarding the Cable System, this Agreement, or the Grantee. The Grantee personnel shall bring to such meeting or hearing any documents reasonably requested by the Board or Council; provided that the documents relate to the terms of the Franchise and which are necessary for the enforcement of this Agreement or the operations, affairs, transactions, or property of the Grantee, including any documents reasonably known by the Grantee to be responsive to the request even if such documents are not specifically identified by such request. Any confidential or proprietary information or documents requested for such meeting or hearing pursuant to this Section 11.3 may be

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provided to the Board or Council in advance of the meeting or hearing. Whether provided at or in advance of the meeting or hearing, any such confidential or proprietary information or documents shall be subject to Section 11.10 of this Agreement.

- B. MOCC Meetings. At the request of the Executive Director of MOCC, the Grantee's personnel with relevant expertise in the designated subjects shall participate in any meeting held by the Executive Director regarding the Cable System, this Agreement, or the Grantee. Grantee personnel shall bring to such meeting any documents reasonably requested by MOCC, including any documents reasonably known by the Grantee to be responsive to MOCC's request even if such documents are not specifically identified by such request. Any confidential or proprietary information or documents requested for such meeting pursuant to this Section 11.3 shall be provided to MOCC in advance of the meeting. Whether provided at or in advance of the meeting, any such confidential or proprietary information or documents shall be subject to Section 11.10 of this Agreement.

### 11.4 Performance Evaluation Sessions.

- A. Not more than once per three year period, and upon thirty (30) days written notice to the Grantee, the City may require the Grantee to attend and participate in a scheduled performance review session, presided over by the City or its designee, within ninety (90) days after the close of each calendar year of the Franchise (the "Annual Public Performance Review Session"). All Annual Public Performance Review Sessions shall be open to the public. At any Annual Public Performance Review Session, Grantee shall not be required to disclose any information or documents reasonably determined by Grantee to be proprietary or confidential; provided, however, that Grantee shall cooperate in good faith to participate in any such Annual Public Performance review Session.
- B. Elements of Review. Topics which may be discussed at any such meeting may include, but need not be limited to, Subscriber rate structures, franchise fees, liquidated damages, free or discounted services, applications of new technologies, Cable System performance, Services provided, programming offered, Subscriber and community complaints, privacy, amendments to City ordinances, rules, and regulations, modifications to this Agreement, judicial and FCC rulings, line extension policies, and Grantee or City rules and regulations.
- C. Grantee Cooperation. The Grantee shall fully cooperate with the City in all matters relating to any such review pursuant to this Section and shall, at the Grantee's expense, provide such information, data, and documents as the City may reasonably request in connection with any such evaluation subject to Section 11.10.
- D. City Right to Require Special Tests. If during such review pursuant to this Section, the City determines that reasonable evidence exists of inadequate Cable System performance, it may require the Grantee, at the Grantee's expense, to perform tests and analyses directed toward the identified or suspected inadequacies. The Grantee shall fully cooperate with the City in scheduling and performing such testing and shall prepare and present a written report setting forth and interpreting the results of such testing within thirty (30) Days after receiving notice from the City that such testing will be required. Such report shall include at least the following information:
1. Identification and qualifications of the Person performing the tests;
  2. The nature of the identified or suspected inadequacy which precipitated the special tests;
  3. What system components were tested;

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4. The equipment used and procedures employed in testing;
5. The results, and an analysis and interpretation of the results, of the tests and, in particular, data and information tending to confirm and identify the source of, or to negate the existence of, the identified or suspected inadequacy;
6. The method, if any, by which any such identified system inadequacy has been, or will be rectified;
7. Recommendations, if any, for additional action; and
8. Any other information pertinent to said tests and analyses which may be required or useful.

If the City is not satisfied with the results of any of the Grantee's tests or analyses, then the City may repeat the test or analysis with personnel and consultants selected by the City at the City's sole expense. If the result of any such repeated test or analysis demonstrates that the result of the Grantee's test or analysis was in error, then the Grantee shall reimburse the City for the City's costs and expenses incurred in connection with the test or analysis, including, without limitation, the costs incurred by the City for hiring a professional engineer or other consultant to perform the test or analysis. If the results of any such repeated test or analysis demonstrates that the result of the Grantee's test or analysis was accurate and that there was no performance problem with the Cable System, the City shall reimburse Grantee for the costs of testing.

### 11.5 General Provisions Regarding Reports and Records.

- A. Additional Information. Within a reasonable period of time after a request of the Board, the Council, the City Solicitor, or MOCC, the Grantee shall, subject to the provisions of Section 11.10 of this Agreement with respect to the processing of confidential and proprietary information, submit to the requesting party any information reasonably required to demonstrate compliance with the terms and conditions of this Agreement or applicable law.
- B. Format. The Grantee shall transmit to MOCC, by means of such method and in such format as MOCC may reasonably specify after consultation with the Grantee and taking into account how the information is maintained in Grantee's ordinary course of business, all information requested by MOCC consistent with this Agreement, including, without limitation, the information required to be submitted by Applicable Law. In the event that MOCC's staff and the Grantee's personnel disagree regarding such specification of the format of a report, the issue shall be referred to the Executive Director of Operations and the Grantee's General Manager (or a person in an equivalent or higher position) for resolution. The Grantee shall inform MOCC, at the beginning of any report submitted, of all changes in calculations, methodology, time periods used, and any other changes that may adversely affect MOCC's ability to compare previous reports to the report in question.
- C. Deadline for Submission. Unless otherwise specified, any report or other provision of information required under this Agreement shall be due to MOCC within thirty (30) Days after the event that triggers the reporting requirement.
- D. Designated Officers and Employees. Throughout the Term of this Agreement, the General Manager of the Grantee or a person in an equivalent position, or such other person whom the Grantee designates in writing to MOCC, shall be responsible for overseeing the Grantee's reporting obligations pursuant to this Agreement and for responding to the City's questions regarding the

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Grantee's compliance with the terms and conditions of this Agreement. The Grantee must notify MOCC in writing of any change in the designation of such person within five (5) Days after the change.

11.6 Grantee Annual Report. No later than March 31 of each year during the Term, the Grantee shall submit a report to MOCC for the prior year. MOCC, after consultation with the Grantee, may reasonably specify the format of and details covered by any such annual report taking into account how the information is maintained in Grantee's ordinary course of business, provided that the failure of MOCC so to specify shall not relieve the Grantee of its obligation to submit such report annually to MOCC. In the event that MOCC's staff and the Grantee's personnel disagree regarding such specification of the format of or details covered by a report, the issue shall be referred to the Executive Director and the Grantee's General Manager (or a person in an equivalent or higher position) for resolution. The report shall specifically address, at a minimum, the following issues, and shall state whether there has been any material change in the information or plans regarding such issues from the information or plans the Grantee previously has provided to the City:

- A. compliance with the requirements regarding Cable System characteristics and technical performance and testing requirements;
- B. compliance with any plans or specifications submitted by the Grantee in connection with the construction terms, schedule, and sequence for performance or any other construction, upgrades, rebuilds, and enhancements of the Cable System;
- C. a description of the interconnections between the Cable System and any other network or system provided by the City or a local, state, or federal government entity or any other Cable System or Open Video System; a statement of the reason for each such interconnection; and the Grantee's response to any request by the City to perform such an interconnection;
- D. compliance with all requirements related to PEG Channels as provided in Section 6 of this Agreement;
- E. compliance with all requirements related to Cable Services to City and other facilities, as provided in Section 6 of this Agreement, including a list of the sites provided with such Services;
- F. compliance with applicable law regarding access to Cable Services by disabled Subscribers, as provided in Section 8.4;
- G. compliance with the Grantee's employment and purchasing obligations, as provided in Section 7 of this Agreement;
- H. copies or, if no copies exist, descriptions of any notices or other information provided to Subscribers about the Grantee's privacy policies and other protections of Subscriber privacy;
- I. (i) a schedule of the Grantee's current fees, charges, deposits, terms, and conditions for the provision of Services and equipment (including, but not limited to, equipment for the hearing impaired) to Residential Subscribers not billed on a bulk basis in the form set out in Appendix C to this Agreement; (ii) a schedule of Grantee's contract or application forms for Subscriber Service; and (iii) copies of the Grantee's policies regarding Subscriber complaints, delinquent accounts, disconnection and reconnection procedures, and any other policies affecting Subscribers;



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- J. an organizational chart showing (i) all corporations or partnerships with an ownership interest in the Grantee; (ii) the nature of that ownership interest (limited partner, general partner, preferred shareholder, etc.); and (iii) the same information for each corporation or partnership that holds such an interest in the corporations or partnerships so identified and so on until the ultimate corporate and partnership interests are identified; accompanied by an annual report and SEC 10(k) filing for each entity identified that generates such documents; provided, however, that for any non-Affiliated Person for which Grantee does not possess, and cannot reasonably obtain, the required information, Grantee shall so indicate on the chart;
- K. a copy of the annual financial report with respect to the fiscal year most recently ended for each of the Grantee's parent companies that produce such reports, including the certification required by Section 302(a) of the Sarbanes-Oxley Act of 2002, P.L. 107-204, 116 Stat. 745;
- L. an annual facilities report, setting forth the physical miles of plant constructed, rebuilt, or in operation during the previous calendar year and any revisions to the Cable System "as built" maps on file with the City; and
- M. the number of homes passed and the number of customers to Cable Services.

11.7 Significant Construction. If the Grantee performs Significant Construction of the Cable System during the Term of the Franchise, the Grantee shall provide MOCC with written progress reports as to such Significant Construction, in the manner and frequency reasonably required by MOCC depending on the nature and scope of the Significant Construction.

### 11.8 Technical Performance Documents.

- A. Within ten (10) Days after receiving the results of any tests or other measurements pertaining to the Cable System's technical performance, including, without limitation: (i) reports on proof-of-performance tests conducted pursuant to 47 C.F.R. § 76.601, or any successor thereto; (ii) summary flyover reports; and (iii) records pertaining to any test conducted pursuant to Appendix A to this Agreement; the document(s) reflecting such results are to be placed in a file for public inspection if so required pursuant to 47 C.F.R. § 76.1700, or any successor thereto, and Section 11.12 of this Agreement, and the Grantee shall submit a copy of such document to MOCC upon written request.
- B. Documents and records pertaining to daily signal leakage logs created pursuant to 47 C.F.R. §§ 76.614, 76.1706, or any successors thereto, shall be placed in a file for public inspection if so required pursuant to 47 C.F.R. § 76.1700, or any successor thereto, and Section 11.13 of this Agreement, within ten (10) Days after receiving such documents and records.
- C. Documents and records pertaining to tests of the emergency alert system pursuant to 47 C.F.R. §§ 11.54, 11.61, 76.1700, or 76.1711, or any successors thereto, shall be provided to the City within ten (10) Days after a request by the City therefor.

### 11.9 Additional Filings.

- A. Legislative. Within ten (10) days after the Grantee has received from or submitted to any city, municipal, state, county, or federal legislative body, agency, or official any communication, public report, petition, or other filing which in Grantee's reasonable judgment could have a material adverse effect on the Grantee, the Cable System, or its operation in the City, the Grantee shall submit to the City a copy of such report, petition, or other communication. This Section 11.9 shall not apply to tax

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returns, automobile registrations, and other similar routine filings. This subsection shall not apply to matters of general advocacy by the company that are not specific to the City or the Cable System in the Franchise Area.

- B. Regulatory and Administrative Agencies. The Grantee shall file with the City, in a form acceptable to the City, all reports and materials that are submitted to or received from the FCC, the Securities and Exchange Commission, or any other federal or state regulatory or administrative commission or agency with jurisdiction over any matter affecting operation of the Cable System, if such reports and materials could have a material adverse effect on the Grantee, the Cable System, or its operation in the City. Such reports may include, without limitation, any proof of performance tests and results, Equal Employment Opportunity reports, and all petitions, applications, and communications of all types regarding the Cable System or a group of Cable Systems of which the Grantee's Cable System is a part, including any such material submitted by or received by the Grantee, an Affiliated Person, or any other Person on the behalf of the Grantee. Materials filed or received by the Grantee shall be filed with the City within thirty (30) Days after the date they are received by the Grantee, except that, if Applicable Law permits a response to such materials by the City and sets a deadline of sixty (60) or fewer Days for the City's response, they shall be filed with the City within five (5) Days after the date they are received by the Grantee. This subsection shall not apply to matters of general advocacy or defense by the company that are not specific to the City or the Cable System in the Franchise Area.
- C. Court Documents. Whenever a proceeding could have a material adverse effect on the Grantee, the Cable System, or its operation in the City, the Grantee shall provide notice to the City of such proceeding, and upon request by the City, shall submit copies of the following to the City within the time designated: (i) all pleadings, applications, notifications, and documents of any kind relating to Grantee's operation of the Cable System that are submitted by the Grantee to any federal, state, or local court, arbitrator, or mediator, along with copies of all decisions, correspondence, and documents evidencing actions by any such court, arbitrator, or mediator, within thirty (30) Days after submitting such documents to a court, arbitrator, or mediator; and (ii) any complaint that names Grantee as a defendant in a judicial, arbitration, or mediation proceeding, in law or equity, pertaining to the Cable System or this Agreement, within thirty (30) Days after receiving the complaint.
- D. Bankruptcy Documents. Grantee shall provide a copy and explanation of any request for protection under bankruptcy laws, or any judgment related to a declaration of bankruptcy, by the Grantee or by any Person that owns or Controls the Grantee directly or indirectly, to the City within thirty (30) Days after submitting such a request or receiving such a judgment.

### 11.10 Books and Records.

- A. *Open Books and Records:* Upon reasonable written notice to the Grantee, of no less than twenty (20) days, the City shall have the right to inspect and require copies of, for purposes relating to enforcement of this Agreement, the books, records, maps, plans and other like materials of the Grantee applicable to the System or Grantee's provision of Cable Service in the City at any time during Normal Business Hours; provided that where volume and convenience necessitate, the Grantee may require inspection to take place at Grantee's office. Such notice shall identify with reasonable specificity the books, records and materials the City requires to inspect. Except as otherwise expressly provided in this Agreement, the Grantee shall not be required to maintain any books and records for Franchise compliance purposes longer than five (5) years, except that books and records related to Franchise Fees shall be maintained for the longer of five (5) years or until the applicable statute of limitations has run.

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### B. Proprietary or Confidential Information.

1. General. All books, records and materials Grantee provides to the City or allows the City access pursuant to its obligations under this Agreement may be subject to disclosure under applicable public records laws, including the Maryland Public Information Act, Md. Code, General Provisions Article, Title 4 (“PIA”). Any books, records and materials which the Grantee believes contain proprietary and confidential information of the Grantee shall be clearly marked “CONFIDENTIAL” by the Grantee and, subject to applicable law, including the PIA, the City shall maintain the confidentiality of material so marked. Upon the written request of the City, the Grantee shall provide the City with a brief statement setting forth the Grantee’s reasons for designating such information confidential. To the extent the City determines that applicable law requires disclosure of any books, records materials or other information provided by Grantee pursuant to this Agreement, Grantee shall have the right to challenge such disclosure to the fullest extent possible under applicable law. Notwithstanding anything herein to the contrary, the Grantee shall not be required to provide Subscriber information in violation of Section 631 of the Communications Act, 47 U.S.C. § 551.
2. Public Requests for Grantee Information. The City agrees to timely advise the Grantee of any request by any Person, other than a City official or employee in the scope of their duties, seeking to review or obtain any books, records and materials the Grantee has marked “CONFIDENTIAL.” In the event that the City determines that the documents are disclosable under the PIA, the City shall timely advise the Grantee, and allow the Grantee to challenge the disclosure of such documents at the Grantee’s own expense. If the Grantee’s challenge of the disclosure is unsuccessful, the Grantee, in addition to its own expenses, shall indemnify, defend, and hold harmless the City, and its officials and employees, of and from all costs and damages related to the challenge, including reasonable attorneys’ fees.
3. Actions to Disclose. The Grantee and the City each agree to provide, upon written request, the other with copies of all pleadings, court filings, and non-privileged correspondence relating to the defense of any action brought to disclose documents under the PIA.

11.11 {reserved.}

11.12 Files for Public Inspection. Throughout the term of this Agreement, the Grantee shall maintain at its administrative offices closest to the City, as specified initially pursuant to Section 2.2C(3) of this Agreement, in a file available for public inspection during normal business hours, all documents required by 47 C.F.R. § 76.1700, or any successor thereto, and FCC rules and regulations.

11.13 Transfer of Interest.

- A. Prohibited Transfers. Except as provided in Section 11.22 of this Agreement, the following are prohibited without the prior written approval of the Board:
  1. the encumbrance, assignment, sale, transfer, pledge, lease, or sublease, in whole or in part, to any Person, of the Franchise or any rights or obligations of the Grantee in the Cable System or pursuant to this Agreement;
  2. the encumbrance, assignment, sale, transfer, pledge, lease, or sublease of all or substantially all of the capacity of the Cable System to any Person,

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3. the passing or vesting of title to the Cable System, either legal or equitable, or of any right or interest in the Cable System, to or in any Person, either by act of the Grantee, or by act of any Person holding Control, directly or indirectly, of any interest in the Grantee, the Cable System, or the Franchise, by operation of law or otherwise.

B. Exclusions. The prohibitions contained in this Section 11.13 shall not:

1. Apply to conveyances of real or personal property in the ordinary course of business; or
2. Require the Grantee to obtain the Board's approval before leasing Channel capacity as required by Section 612 of the Cable Act, 47 U.S.C. § 532, or any successor thereto.

### 11.14 Transfer of Control or Stock.

- A. Board Approval Required. The Grantee represents and warrants that, notwithstanding any other provision of this Agreement, except as provided in Section 11.22 of this Agreement, no change in Control of the Grantee, the Cable System, the Cable System assets, or the Franchise shall occur after the Effective Date: (i) by act of the Grantee; (ii) by act of any Person holding Control, directly or indirectly, of the Grantee, the Cable System, or the Franchise; or (iii) by operation of law or otherwise, without the prior written approval of the Board. The requirements of this Section 11.14 to obtain prior written approval of the Board shall also apply to any other Person seeking to obtain Control, directly or indirectly, of the Grantee, the Cable System, the assets of the Cable System, or the Franchise.
- B. Grantee's Continued Responsibility. After the consummation of any transfer permitted or approved under this Section 11.14, (i) the Grantee shall remain responsible for any past breaches of this Agreement or Applicable Law for purposes of the remedies under this Agreement and for purposes of the City's right to consider past breaches and other past performance problems in future renewal or other proceedings; and (ii) this Agreement shall remain in full force and effect.
- C. Additional Requirements. The requirements of Sections 11.15 through 11.21 of this Agreement shall apply whenever any change is proposed with respect to:
  1. five percent (5%) or more for voting interests or fifty percent (50%) or more for non-voting interests of the ownership of the Grantee, the Cable System, the Cable System assets, the Franchise, or any Person holding Control, directly or indirectly, of the Grantee, the Cable System, the Cable System assets, or the Franchise; or
  2. Control of the Grantee, the Cable System, the Cable System assets, the Franchise, or any Person holding Control, directly or indirectly, of the Grantee, the Cable System, the Cable System assets, or the Franchise.

However, nothing in this Section shall be construed as suggesting that a proposed change of less than five percent (5%) for voting interests or fifty percent (50%) for non-voting interests does not require the Board approval if it would in fact result in a change in Control of the Grantee, the Cable System, the Cable System assets, or the Franchise, regardless of the manner in which such Control is evidenced (*e.g.*, stock, bonds, debt instruments, or other indicia of ownership or Control).

- D. Exceptions. Notwithstanding the foregoing, Board approval shall not be required with respect to solely intracorporate reorganizations between or among entities wholly owned and wholly controlled

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by the Grantee's ultimate parent, which as of the Effective Date is Comcast Corporation, to the extent such transaction does not involve a change in the management, day-to-day operations, or financial condition of the Grantee; and provided that the Grantee shall give the City thirty (30) Days advance written notice of such intracorporate reorganization. Nor shall consent be required to corporate parent transactions of less than 50% ownership or involving public stock transactions, particularly to the extent such transactions do not relate to the operation of the Cable Service business (for example, transactions involving NBC Universal or other non-cable entities).

### 11.15 Petition.

- A. Petition Required. The Grantee shall notify the City of any proposed action requiring Board approval pursuant to Sections 11.14 or 11.15 of this Agreement at least 120 Days before the contemplated effective date of any transfer, by submitting to MOCC, with a copy to the City Solicitor, a petition requesting the approval of the Board. The Grantee shall also promptly notify MOCC, with a copy to the City Solicitor, of any proposed action pursuant to this Agreement.
- B. Content. The petition shall include a completed FCC Form 394, or any successor to that form, and all other information required to be filed with the FCC and the City pursuant to the FCC's implementing regulations issued pursuant to Section 617 of the Cable Act, 47 U.S.C. § 537, or any successor thereto. The petition shall provide complete information on the proposed transaction, including details on the legal, financial, and technical qualifications of the transferee and the potential impact of the transfer on Subscriber rates and Service.

### 11.16 Transfer Review Period.

- A. Length and Commencement of Period. Unless the City and the Grantee agree to an extension of time pursuant to Section 11.17, the City shall have the transfer review period provided under Section 617 of the Cable Act, 47 U.S.C. § 537, or any successor thereto, to act on a transfer request. The transfer review period shall not commence until all of the information required by Section 11.15 of this Agreement is submitted to the City; provided, however, that requests by the City for information other than that required by Section 11.15 shall not delay the commencement of the transfer review period. All such information shall not be deemed to have been submitted until notice is provided to the Grantee as set forth in Section 11.17, at which time the commencement of the transfer review period shall relate back to the date on which the last element of information required by Section 11.15 was submitted.
- B. Additional Information. In addition to the information required by Section 11.15, the City shall have the right to request any additional information and documents reasonably necessary to determine the transferee's qualifications to assume the Grantee's obligations under this Agreement and/or to determine how the transferee intends to address any outstanding compliance issues under this Agreement. The Grantee shall respond to requests for such information and documents within the time period specified by the City. Assuming that the Grantee has submitted all of the information required by Section 11.15, a request for additional information and documents pursuant to this Section shall not toll the transfer review period, provided that, if the Grantee does not respond within ten (10) Days to a request for additional information and documents, the transfer review period shall be tolled from the end of such ten (10) Day period until the Grantee does respond.

11.17 Notice to Grantee that Information is Complete; Extensions. The City shall provide notice to the Grantee when all of the information required by FCC regulations, FCC Form 394, or any successor form, Section 11.15 of this Agreement, and other Applicable Law has been submitted and therefore the petition is

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complete. As provided in Section 11.16 of this Agreement, the Board shall act on the Grantee's petition within the transfer review period. The Grantee and the City may, at their discretion, agree to increase the time period for review of the transfer request.

### 11.18 City Decision.

- A. On Petition. Upon review of the petition, the City shall submit the Grantee's petition requesting approval to the Board, along with a recommendation for action on the petition.
- B. No Petition. In the event that the City determines that Grantee is contemplating or has made or allowed a transfer requiring approval of the City under this Agreement, and a petition requesting approval therefor has not been submitted by the Grantee, the City shall notify the Grantee to submit a petition and such additional information as is required.

11.19 Scope of Inquiry. For the purpose of determining whether Board approval shall be granted, the City may inquire into, *inter alia*: (i) the qualifications of the transferee; (ii) all matters reasonably necessary to determine whether the transferee will adhere to all applicable provisions of this Agreement and Applicable Law; (iii) the transferee's plans to address any outstanding compliance issues; (iv) whether the transferee owns or controls any other Cable System in the City; (v) whether the transfer may eliminate or reduce competition in the delivery of Services in the City; and (vi) whether operation by the transferee or approval of the transfer would have other adverse effects that may be lawfully considered by the City. The City may also perform a comprehensive audit and evaluation of the Grantee's performance under the terms and conditions of this Agreement, which audit and evaluation shall not operate to extend the transfer review period, unless otherwise agreed by the parties. The Grantee shall provide all reasonably requested assistance to the City in connection with any such inquiry and, as appropriate, shall secure the cooperation and assistance of all Persons involved in said action, including any prospective transferees.

11.20 Conditions. As a condition to the granting of any approval required by Sections 11.13 or 11.14 of this Agreement, in addition to the conditions imposed elsewhere in this Agreement, the transferee shall make the same representations and warranties to the City that the Grantee has made in this Agreement. The City may require that the transferee execute an agreement providing that (i) the transferee assumes and agrees to be bound by all applicable provisions of this Agreement and such other conditions which the City deems necessary or appropriate in the circumstances to ensure performance of the existing terms of the Agreement; and (ii) the transferee agrees that approval of the pending transfer petition does not waive the City's right to consider past breaches and other past performance problems in future renewal or other proceedings. In connection with review of a transfer of interest under Section 11.13 of this Agreement, the City may require that the Grantee and/or the transferee address past compliance issues by corrective or other appropriate action. If a transfer involves a change in Control of the Grantee described under Section 11.14 of this Agreement, the City may require the Person to whom Control is being transferred to sign an agreement reaffirming the obligations of the Grantee under this Agreement.

11.21 Grantee Liability. The Grantee shall be fully liable under this Agreement for any transfer that is in violation of the terms of this Franchise and caused in whole or in part by any other Person or Persons, including, without limitation, any parents or Affiliated Persons, as if such transfer had been caused by the Grantee itself.

### 11.22 Permitted Encumbrances.

- A. Nothing in this Section 11.22 shall be deemed to prohibit any assignment, pledge, lease, sublease, mortgage, or other transfer of all or any part of the Cable System, or any right or interest in the Cable

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System, for purposes of financing the construction, rebuild, enhancement, upgrade, maintenance, repair, or operation of the Cable System, provided that:

1. each such assignment, pledge, lease, sublease, mortgage, or other transfer shall be subject and subordinate to the rights of the City pursuant to this Agreement and Applicable Law; and
  2. the terms of such financing do not require any Person other than the Grantee to perform the obligations of the Grantee under this Agreement.
- B. If the terms of any financing obligate any Person other than the Grantee to perform the obligations of the Grantee under this Agreement, the terms of such financing shall constitute a transfer subject to Sections 11.13 and 11.14 of this Agreement.
- C. The City agrees that any financial institution having a pledge of the Franchise or its assets for the advancement of money for the construction and/or operation of the Cable System may take control and operate the Cable System upon fourteen (14) Days prior written notification to the City, provided, however, that such financial institution must agree in writing to comply with the terms of this Agreement.

11.23 Effect of Unauthorized Sale or Transfer. The completion of any action described in Sections 11.13 and 11.14 of this Agreement without prior written Board approval shall be ineffective and deemed to be a material breach of this Agreement. The granting of approval for a transfer in one instance shall not obligate the City to approve any subsequent transfer or render approval of any subsequent transfer unnecessary.

11.24 No Waiver. The grant or waiver of any one (1) or more of such consents to any transfer of the Grantee shall not render unnecessary any subsequent consent, nor shall the grant of any such consent constitute a waiver or release of any other rights of the City. Any transfer shall, by its terms, be expressly subordinate to the terms and conditions of this Agreement.

## SECTION 12 INSURANCE AND INDEMNITY

### 12.1 Liability.

- A. Grantee. The Grantee shall, at its own cost and expense, replace, repair, and restore any damaged property to its prior condition and shall pay compensation in the event of any personal injury, death or property damage occasioned by any act or failure to act of the Grantee, any Affiliated Person, or any officer, employee, agent or subcontractor of either the Grantee or any Affiliated Person in connection with the construction, operation, maintenance, repair, upgrade, enhancement or removal of the Cable System. Nothing in this Subsection is intended to permit third parties to file claims to enforce this Subsection; rather, the parties intend that only the City may take action to enforce this Subsection.
- B. No Liability of the City for Liability of the Grantee. The City, its officers, employees, agents, attorneys, consultants and independent contractors shall not be liable for any Liability of the Grantee, any Affiliated Person or any other Person, arising out of or in connection with the construction, operation, maintenance, repair, upgrade, rebuild, enhancement or removal of, or other action or event with respect to, the Cable System, any Service-Related Activity or the distribution of any Service over the Cable System. Grantee undertakes and assumes, for its officers, agents, contractors and

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subcontractors and employees, all risk of dangerous conditions, if any, on or about any City-owned or controlled property, the streets and Public Ways.

- C. Moving Wires in Emergencies. The City may, at any time, in case of fire, disaster or other emergency, in its sole discretion, cut or move any of the wires, cables, fibers, amplifiers, appliances or other parts of the Cable System, in which event the City shall not incur any Liability to the Grantee, any Affiliated Person or any other Person. When possible, the Grantee shall be consulted prior to any such cutting or movement of its wires, cable, fibers, amplifiers, appliances or other parts of the Cable System. All costs to repair or replace such wires, cables, amplifiers, appliances or other parts of the Cable System shall be borne by the Grantee. Should the City cut or move any of the Grantee's facilities as described in this Section, and such act results in a service interruption or any other result that might otherwise constitute a violation of this Agreement, such service interruption or result shall not be deemed a violation of this Agreement by the Grantee.
- D. No Liability for Public Works and Emergencies. Neither the City nor its officials, boards, commissions, officers, employees, agents, attorneys, consultants or independent contractors shall have any Liability to the Grantee or any Affiliated Person for any Liability as a result of or in connection with the protection, breaking through, movement, removal, alteration, or relocation of any part of the Cable System, by or on behalf of the Grantee or the City, in connection with any emergency or in connection with any change in the grade or line of any Public Way; or the elimination, discontinuation and closing of any Public Way, as provided in this Agreement. The parties understand that the City will be performing such work only in an emergency or if the Grantee fails to do so as required by this Agreement.
- E. No Liability for Damages. Consistent with Section 635a of the Cable Act (47 U.S.C. § 555a), the City, its officers, employees, agents, attorneys, consultants, and independent contractors shall have no liability to:
1. the Grantee;
  2. any Affiliated Person; or
  3. any other Person, to the extent there is privity between such other Person and either the Grantee or an Affiliated Person;

for any money damages as a result of the exercise of the rights of the City to approve or disapprove the grant, amendment, renewal, or transfer of the Agreement or the Franchise.

### 12.2 Indemnification.

- A. General. The Grantee and each Affiliated Person shall:
1. Defend, indemnify and hold harmless the City, its officers, employees, agents, attorneys, consultants and independent contractors from and against all Liabilities, special, incidental, consequential, punitive and all other damages, costs and expenses (including, but not limited to, reasonable attorneys' fees and witness fees) arising out of or in connection with:
    - a. the construction, operation, maintenance, repair, upgrade, enhancement, rebuild or removal of, or any other action or event with respect to, the Cable System or any Service-Related Activity; or



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- b. the distribution of any Service over the Cable System, except as provided in Subsection C of this Section; and
  2. Cooperate with the City, by providing, at no charge to the City, such non-financial assistance as may be requested by the City, in connection with any claim arising out of or in connection with the selection of the Grantee for, or the negotiation or award of, this Agreement.
- B. Defense and Settlement. In any action in which the Grantee defends the City, the Grantee shall consult with the City prior to proposing, accepting or rejecting a settlement and prior to filing any pleading which might estop the City with respect to any question of fact or law. The City shall have the right, at its option, with regard to Liabilities subject to indemnification under this Section, to participate in its own defense by engaging, at its own expense, its own attorneys, experts and consultants. In the event the City and the Grantee disagree about whether to settle a case for which the Grantee must indemnify the City under this Section, the issue shall be referred to the Executive Director, the City Solicitor and the Grantee's General Manager (or a person in an equivalent or higher position) for resolution. Notwithstanding the foregoing, the Grantee shall be required to indemnify the City for:
1. final verdicts; and
  2. settlements entered into by the City with the Grantee's prior knowledge and consent.
- C. Limitations. As between the City and the Grantee or any Affiliated Person, the foregoing Liability and indemnity obligations of the Grantee pursuant to this Section 12 shall not apply to:
1. any willful misconduct or gross negligence of any City officer, employee, agent, attorney, consultant or independent contractor proximately causing any claim or damages;
  2. any Liability arising out of the content of Services over the Governmental Channels or the portion of the Institutional Network available to and used by the City to the extent that such claim does not arise out of an act or failure to act by the Grantee; or
  3. any Liability arising out of the content of Services over Public Channels and Educational Channels to the extent that such claim does not arise out of an act or failure to act by the Grantee.

### 12.3 Insurance.

- A. Coverages and Limits. During the Term of the Agreement and any period of removal of the Cable System following the end of the Term, Grantee shall maintain, or cause to be maintained, in full force and effect and at its sole cost and expense the following types and limits of insurance:
1. Workers' compensation insurance meeting Maryland statutory requirements and employer's liability insurance with minimum limits of One Million Dollars (\$1,000,000) for each accident.
  2. Commercial general liability insurance with minimum limits of Ten Million Dollars (\$10,000,000) as the combined single limit for each occurrence of bodily injury, personal injury, and property damage. The policy shall provide blanket contractual liability insurance for all written contracts, and shall include coverage for products and completed operations liability,

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independent contractor's liability, and property damage from perils of explosion, collapse or damage to underground utilities, commonly known as XCU coverage.

3. Media Errors & Omissions liability including coverage for loss or damage arising out of publications or utterances in the course of or related to advertising, broadcasting, telecasting or other communication activities conducted by or on behalf of Grantee with minimum limits of Five Million Dollars (\$5,000,000) as the combined single limit for each occurrence of bodily injury, personal injury and property damage.
  4. Automobile liability insurance covering all owned, hired, and non-owned vehicles in use by Grantee, its employees and agents, with personal protection insurance and property protection insurance to comply with the provisions of the Maryland no-fault insurance law, including residual liability insurance with minimum limits of Three Million Dollars (\$3,000,000) as the combined single limit for each occurrence for bodily injury and property damage.
- B. Types of Policies. The coverage amounts set forth in this Section 12.3 may be met by a combination of underlying and umbrella policies so long as in combination the limits equal or exceed those stated.
- C. Period of Coverage. The liability insurance policy or policies required by this Section 12.3 shall:
1. Be maintained by the Grantee throughout the term of this Agreement and such other period of time during which the Grantee operates or is engaged in the removal of the Cable System, whichever period is longer, and for one hundred twenty (120) Days thereafter; and
  2. Provide coverage for acts and omissions occurring throughout the term of this Agreement and such other period of time during which the Grantee operates or is engaged in the removal of the Cable System, irrespective of when a claim arising out of such acts and omissions is made.
- D. Insurance Companies. All insurance shall be effected under valid and enforceable policies, issued by insurers licensed to do business by the State of Maryland or surplus line carriers on the Maryland Insurance Commissioner's approved list of companies qualified to do business in Maryland. All insurance carriers and surplus line carriers shall be rated A- or better by A.M. Best Company.
- E. Additional Insureds. All required insurance policies, except for workers' compensation and broadcaster liability policies, shall name the "City of Baltimore, a municipal corporation of the State of Maryland and all associated, affiliated, allied and subsidiary entities of the City, now existing or hereafter created, and their respective officers, boards, commissions, employees, agents and contractors, as their respective interests may appear" as additional insureds (referred to as the "Additional Insureds") providing coverage for the negligence or other conduct of the Additional Insureds to the same extent as provided to Grantee. Each policy which is to be endorsed to add Additional Insureds under this Agreement shall contain cross-liability or severability of interests wording, with respect to each additional insured.
- F. Evidence of Insurance. On or before the Effective Date, certificates of insurance for each insurance policy required to be obtained by Grantee in compliance with this Agreement, along with written evidence of payment of required premiums, shall be filed and maintained with City annually and at any time of policy change or cancellation during the term of this Agreement. City shall have the right to request copies of any policies required under this Section 12.3, and Grantee shall provide same within ten (10) Days after a written request is made. The acceptance of a form of policy by the City

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Solicitor shall not change or reduce Grantee's obligation to provide the required insurance pursuant to this Section 12.

- G. Endorsement. Not later than thirty (30) Days prior to a cancellation or failure to renew, the Grantee shall obtain one (1) or more replacement insurance policies and shall furnish copies of the certificate of insurance to the City Solicitor and to MOCC.
- H. Notice of Expiration. Prior to the expiration of any insurance policy required of the Grantee by this Section, the Grantee shall provide to MOCC and to the City Solicitor evidence of the renewal or replacement of the policy. Further, the Grantee shall notify MOCC and the City Solicitor of any modification or discontinuation of coverage under any such policy, together with a plan to correct such modification or discontinuation, within two (2) Business Days after receipt of notice of such modification or discontinuance.
- I. Contractors. Grantee shall require that each and every one of its contractors and their subcontractors carry, in full force and effect, workers' compensation, employer's liability, comprehensive general liability and automobile liability insurance coverages of the type which Grantee is required to obtain under the terms of this Agreement regarding Additional Insureds, with appropriate limits of insurance. In the alternative, Grantee, at its expense, may provide such coverages for any or all its contractors or subcontractors, but if Grantee does so it shall provide evidence of same in writing to City. The relationship of Grantee's insurance to any insurance provided by contractors or subcontractors shall be determined by the respective contracts or subcontracts. However, failure by Grantee or Grantee's contractors or subcontractors to carry the required insurance does not relieve Grantee from any liability of the contractors or subcontractors that would otherwise be covered by insurance.
- J. Insurance Primary; Not Limiting. The legal Liability of the Grantee or any Affiliated Person to the City or any Person for any of the matters which are the subject of the liability insurance policies required by this Section 12.3, including, without limitation, the Grantee's indemnification obligation set forth in Section 12.2 of this Agreement, shall not be limited by such insurance policies nor by the recovery of any amounts under such policies, except to the extent necessary to avoid duplicative recovery from or payment by the Grantee.
- K. Review of Limits.
1. Review. Commencing on the fifth anniversary of the Effective Date and once every five (5) years thereafter during the Term of this Agreement, City may review the insurance coverages to be carried by Grantee. If City determines that additional coverages or higher limits of coverage are necessary to protect the interests of City, the Additional Insureds, or the public, the City shall notify the Grantee of its determination and City and Grantee shall negotiate for appropriate modifications in coverages or limits. Any such decisions shall be supported by a claim history evidencing the inadequacy of the current coverage limits. The Grantee shall obtain and maintain such modified insurance at its sole cost and expense.
  2. Changes in Cable System. At any time that Grantee proposes to engage in any construction, expansion, or upgrade of the Cable System other than routine repairs, replacement, or maintenance, the City may review the insurance coverages carried by Grantee. If City determines that that additional coverages or higher limits of coverage are required to protect the interests of City, the Additional Insureds, or the public, the City shall notify the Grantee of its determination and City and Grantee shall negotiate for appropriate modifications in coverages or limits, which modifications shall be mutually agreed upon by the City and Grantee in writing

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prior to the commencement of such construction, expansion, or upgrade. The Grantee shall obtain and maintain such additional coverages or limits at its sole cost and expense for the duration of the construction, expansion, or upgrade.

### SECTION 13 ENFORCEMENT, REMEDIES, AND TERMINATION

#### 13.1 Rights and Remedies Not Exclusive.

- A. General. The Grantee agrees that the City shall have the specific rights and remedies set forth in this Agreement, including this Section 13. These rights and remedies are in addition to and cumulative with any and all other rights or remedies, whether existing, express or implied, now or hereafter available to the City at law or in equity in order to enforce the provisions of this Agreement; provided, however, that nothing in this Agreement shall be interpreted to permit the City to exercise such rights and remedies in a manner that permits duplicative recovery from, or payments by, the Grantee. Such rights and remedies shall not be exclusive, but each and every right and remedy may be exercised from time to time and as often and in such order as may be deemed expedient by the City.
- B. No Waiver or Release. The exercise of one (1) or more rights or remedies shall not be deemed a waiver of the right to exercise, at the same time or thereafter, any other right or remedy nor shall any such delay or omission in the exercise of any right or remedy be construed to be a waiver of such right or remedy or acquiescence to any default. The exercise of any such right or remedy by the City shall not release the Grantee from its obligations or from any Liability under this Agreement.

#### 13.2 Performance Bond.

- A. Obligation to Maintain. Grantee shall obtain and maintain at its cost and expense, and file with the City, a corporate surety bond issued by a company authorized to do business in Maryland, which bond shall be on the bond form attached in Appendix D, shall be subject to the approval of the City's Law Department, shall be in the amounts as set forth in this Agreement (the "Performance Bond"), and shall be conditioned upon compliance with this Agreement. If the City determines that the Grantee has failed to comply with any provision of this Agreement, then there shall be recoverable jointly and severally from the principals and surety any and all damages and costs suffered or incurred by the City as a result thereof, including, but not limited to, attorneys' fees and costs of any action or proceeding, and including the full amount of any compensation, indemnification, cost of removal or abandonment of any property or other costs which may be in default, up to the full principal amount of the Performance Bond. The Grantee shall maintain the Performance Bond during the entire Term of this Agreement and thereafter until the Grantee shall have satisfied in full any and all obligations to the City which arise out of or pertain to the Franchise and/or this Agreement. Upon the expiration or termination of the Franchise or Agreement, the Grantee shall notify the City when the Grantee believes that it has satisfied in full any and all such obligations and request the release of its obligation to maintain the Performance Bond. The City, within six (6) months after receipt of such notice, shall advise the Grantee in writing, whether or not such obligations have been satisfied, and if such obligations have not been satisfied, the general reasons therefor. If the Grantee has the right to terminate the Performance Bond under any provision of this Agreement, the City shall cooperate with the Grantee to permit such termination. In the event that the Performance Bond provided pursuant to this Agreement is not renewed or is cancelled, Grantee shall provide a new Performance Bond pursuant to this Section 13.2 within thirty (30) days of such cancellation or failure to renew, and Grantee shall not be excused from financial responsibility during such interim period between bonds.

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Neither cancellation, nor refusal by the surety to extend the Performance Bond, nor inability of the Grantee to file a replacement bond or replacement security for its obligations, shall constitute a loss to the City recoverable under the bond that is not renewed or cancelled; provided, however, that the replacement bond shall be effective as of the date of termination of the cancelled or non-renewed bond and any loss or damage incurred by the City after such effective date of the replacement bond shall be recoverable under the replacement bond. The performance bond shall contain the following endorsement: "At least sixty (60) days prior written notice shall be given to the City by the surety of any intention not to renew such bond, or to cancel, replace or alter same, such notice to be given by registered mail, return receipt requested, to City of Baltimore Law Department."

- B. Amount. On or before the Effective Date, the Grantee shall provide the City with a Performance Bond in the amount of One Million Dollars (\$1,000,000.00).
- C. Purposes. The Performance Bond shall serve as security for:
1. the faithful performance of the Grantee's obligations pursuant to this Agreement and any costs, losses, or damages incurred by the City as a consequence of the Grantee's performance or nonperformance of the terms and conditions of this Agreement;
  2. any costs, claims, expenditures, damages, or losses incurred by the City occasioned by the Grantee's failure to comply with all rules, regulations, orders, permits and other directives of the City issued pursuant to this Agreement or Applicable Law;
  3. all payments due the City from the Grantee pursuant to this Agreement;
  4. the loss of any payments required to be made by the Grantee to the City which would have been received by the City but for the Grantee's failure to perform its obligations pursuant to this Agreement during the period of time between the Grantee's unexcused or uncured failure to perform and the date on which the City takes over, or any other Person authorized by the City takes over, the construction, operation, or maintenance of the System;
  5. any costs incurred by the City in connection with the award of any franchise for, or other authorization to, construct, operate, maintain, repair, upgrade, rebuild, or enhance a Cable Communications System in the Franchise Area necessitated by such a failure to perform; and
  6. any costs, losses, expenditures, claims or damages incurred by the City as a result of termination for cause due to a breach pursuant to Section 13.4; and
  7. the payment by the Grantee to the City of any Liability payable to the City and relating to the System that is due and unpaid.

The withdrawal of amounts from the Performance Bond shall constitute a credit against the amount of the applicable Liability of the Grantee to the City but only to the extent of said withdrawal.

D. Withdrawals from Performance Bond.

1. After Grantee's receipt of notice from City that the Grantee has: (a) failed to faithfully perform its obligations under this Agreement; (b) failed to comply with all rules, regulations, orders, permits and other directives of the City issued pursuant to this Agreement or Applicable Law; (c) failed to make any payment required to be made to the City pursuant to this Agreement within the time

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- fixed in this Agreement; (d) breached the Agreement and the Agreement is terminated for cause; (e) failed to pay to the City any Liability payable to the City and relating to the System that is due and unpaid; (f) failed to pay to the City any costs, losses, damages, claims or expenditures which the City has been compelled to pay or has incurred by reason of any act or default of the Grantee; or (g) failed to comply with any provision of this Agreement which City determines can be remedied by an expenditure of an amount in the Performance Bond, which notice shall contain all such details as are necessary to describe such failure, the Grantee shall take one (1) of the steps specified in Section 13.2D(2).
2. Except as provided in Section 13.3A for liquidated damages, not later than fifteen (15) Days after receipt of notice, the Grantee shall:
    - (a) cure such alleged failure and provide to City a written explanation and evidence of such cure; or (b) promptly begin to cure such breach, default or other noncompliance and provide to City a written explanation of why such cure cannot be completed within fifteen (15) Days, as applicable, as well as a schedule for completing such cure, both of which are subject to City approval.
  3. If the Grantee has failed to take any of the steps specified in Section 13.2D(2) within fifteen (15) Days to the satisfaction of City, then City shall invite Grantee to a meeting with appropriate City personnel (including personnel from the City Solicitor's Office) to jointly explore the issue and work in good faith toward a mutually satisfactory resolution ("Conference"). If such Conference does not resolve the issue within a reasonable time, or if Grantee does not participate (given reasonable opportunity to do so), the City may withdraw the amount specified in the notice to Grantee from the Performance Bond.
  4. For breaches subject to liquidated damages pursuant to Section 13.3 of this Agreement, City may withdraw liquidated damages from the Performance Bond, and the procedures set forth in Section 13.3A shall apply to such withdrawals instead of the procedures set forth in this Section 13.2D(1)-(3).
- E. Replenishment. Within fifteen (15) Days after notice from City that any amount has been withdrawn from the Performance Bond, as provided in Section 13.2D of this Agreement, the Grantee shall restore the affected components of the Performance Bond to the amount specified in Section 13.2B of this Agreement and provide to City evidence satisfactory to City that the Grantee has done so unless Grantee has petitioned the Court for a stay of the obligation to provide replacement security. If a court determines that said withdrawal by the City was improper, the City shall restore the improperly withdrawn amount to the affected components of the Security Fund, together with interest from the date of the withdrawal at the rate specified in Section 10 of this Agreement, during the period from such withdrawal until such restoration.
- F. Confirmation of Withdrawals. Within five (5) Days after each of the foregoing withdrawals, City shall notify the Grantee of the date and amount of the withdrawal.
- G. Termination of Performance Bond. The Performance Bond shall remain in force for a minimum of six months after termination or expiration of this Agreement.

### 13.3 Liquidated Damages.

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- A. Notice and Right to Cure. The Grantee shall be liable and pay to the City for the amounts specified in this Section 13.3 for any of the following failures by the Grantee to comply with the provisions of this Agreement. The City shall provide written notice of any alleged violation and shall afford Grantee no less than thirty (30) days to cure the violation or provide a written explanation as to why there is no violation. In the event Grantee fails to cure the alleged violation, and upon a finding of non-compliance by the City following a Conference (to include participation of the City Solicitor's Office), the City shall notify Grantee of the failure to comply and the assessment of liquidated damages which shall accrue from the date of the initial written notice of the violation and, at the option of City, if not paid to the City by the Grantee within ten (10) Days after notice of assessment is given, such amounts may be withdrawn from the Performance Bond and paid to the City (in addition to the withdrawals authorized by any other Section of this Agreement) or shall be paid in such other manner as may be determined by the City.
- B. Amounts. For the following failures to comply with this Agreement, the liquidated damages shall be in the following amounts, accruing on the date of written notice of the violation:
1. Failure to complete Significant Construction in accordance with stated technical requirements or any current sequence or schedule approved by the City: Two Thousand Five Hundred Dollars (\$2,500) per Day;
  2. Failure to provide all requested Services to any Person to the extent required by Section 4 of this Agreement: Ten Dollars (\$10) per Day, per affected Person, for each Day that such failure continues;
  3. Failure to maintain and provide data, documents, records, reports, or information to the City pursuant to the terms of this Agreement, or, as reasonably requested by City, to cooperate with the City during a performance review of the System or during an audit: Five Hundred Dollars (\$500) per Day;
  4. Failure to comply with the requirements in this Agreement for PEG access or to provide any of the capital grants, equipment and other support for the PEG Channels pursuant to Section 6, including, but not limited to, compliance with the provisions of Section 6.5: Seven Hundred Fifty Dollars (\$750) per Day for each Day that such failure occurs or continues;
  5. Failure to adhere to the technical performance standards agreed to in Sections 5.1, 5.2, 5.7 and 5.8 of this Agreement: Five Hundred Dollars (\$500) per Day;
  6. Failure to comply with the customer service and consumer protection rules set forth in Section 9 of this Agreement, Appendix F, and 47 C.F.R. § 76.309 and such other customer service and consumer protection rules, regulations, or standards as may be established by Applicable Law: Fifty Dollars (\$50) per violation per Day for each Day such violation continues and Seventy Five Dollars (\$75) per violation per Day after the first thirty (30) Days of the same continuous violation; provided, however, that where a customer service or consumer protection rule requires the Grantee to meet a standard of ninety percent (90%) or more: Seven Hundred Fifty Dollars (\$750) per quarter where performance is less than 95% or 90%, as applicable, but equal to or greater than 85%; One Thousand Dollars (\$1,000) per quarter where performance is less than 85% but equal to or greater than 80%; One Thousand Five Hundred Dollars (\$1,500) per quarter where performance is less than 80% but equal to or greater than 75%; Two Thousand Dollars (\$2,000) per quarter where performance is less than 70% but equal to or greater than 65%; and

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Four Thousand Dollars (\$4,000) per quarter where performance is less than 65%. For purposes of this provision, “quarter” shall mean any consecutive three-month period.

7. Failure to furnish or maintain the Performance Bond as required by Section 13.12: Two Hundred Fifty Dollars (\$250) per Day;
8. Failure to provide the emergency alert system pursuant to Section 5.10: One Thousand Two Hundred Dollars (\$1,200) per Day;
9. Failure to obtain a permit where construction, reconstruction, or relocation of the System or its components within the Public Ways of the City is undertaken: Two Hundred Fifty Dollars (\$250) per Day;
10. Failure of the Grantee to comply with construction, operation, or maintenance standards: Four Hundred Dollars (\$400) per Day;
11. Failure to test, analyze, and report on the performance of the System: Five Hundred Dollars (\$500) per Day;
12. Failure to promptly provide information reasonably required by the City as part of an audit conducted pursuant to Section 10.6: Five Hundred Dollars (\$500) per Day;
13. Failure to provide programming services in accordance with Section 4: Seven Hundred Fifty Dollars (\$750) per Day; and
14. Failure to comply with the material provisions of this Agreement for which an amount is not otherwise specifically provided pursuant to this Section: Five Hundred Dollars (\$500) per Day.

The Grantee agrees that each of the failures set forth in this Section 13.3 shall result in injuries to the City and its residents, businesses and institutions, the compensation for which will be difficult to ascertain and to prove. Accordingly, the Grantee and the City agree that the liquidated damages in the amounts set forth above are fair and reasonable compensation for such injuries. The Grantee agrees that the foregoing amounts are liquidated damages, not penalties or forfeitures, and are within one (1) or more exclusions to the term “franchise fee” provided by Section 622(g)(2)(A)-(D) of the Cable Act (47 U.S.C. § 542(g)(2)(A)-(D)). Further, the payment of such liquidated damages shall not be deemed to be: (i) “Payments-in-kind” or involuntary payments chargeable against the compensation to be paid to the City by the Grantee pursuant to Section 10 of this Agreement or chargeable against the payments to the City by the Grantee pursuant to Section 6 of this Agreement; or (ii) part of the compensation to be paid to the City by the Grantee pursuant to Section 10 of this Agreement or part of the payments to the City by the Grantee pursuant to Section 6 of this Agreement. Nothing contained in this Section 13.3B shall be construed to permit duplicative recovery from, or payment by, the Grantee. Under no circumstances shall the total Liquidated Damages paid by Grantee exceed \$250,000 per year.

- C. No Pass-Through of Liquidated Damages. The costs associated with payment of liquidated damages pursuant to Section 13.3 shall not be passed through to Subscribers in any form, itemized on Subscriber bills, or, for rate regulation purposes, attributed to capital costs, operating expenses, or external costs of the System.



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- D. Availability of Additional Remedies; Breach Procedures Not Applicable. To the extent that the City elects to assess liquidated damages as provided in this Section 13.3 and such liquidated damages have been paid to the City to the satisfaction of City, such damages shall be in lieu of the City's right to seek actual damages for the same failures to comply with this Agreement. Nothing in this Section 13.3D is intended to preclude the City from exercising any other right or remedy with respect to: (i) a breach that continues past the time the City stops assessing liquidated damages for such breach; or (ii) the City's use of a past breach or past portion of a continuing breach to support a claim of breach or other claim, one (1) of the elements of which is a previous, continuing or repeated violation of this Agreement or Applicable Law. Further, the Grantee's payment of such liquidated damages shall not preclude the City from considering the breaches for which such liquidated damages were paid in any decision the City makes on whether to renew this Franchise pursuant to Section 626 of the Cable Act (47 U.S.C. § 546) (or any successor thereto), to terminate the Franchise, or otherwise. The procedures set forth in Sections 13.2 and 13.3A of this Agreement shall apply to liquidated damages or payments of other amounts payable from the Performance Bond and the withdrawal of any such damages or payments of other amounts from the Performance Bond. The breach procedures set forth in Section 13.4B shall apply solely to the remedies for material breach.

### 13.4 Remedies For Breach.

- A. Rights of City. In the event that the City believes that Grantee fails to comply with a provision of this Agreement or has performed a Criminal Act (which shall be considered a breach of this Agreement), and has failed to cure any such breach within any applicable cure period after Grantee's notice of such breach, then the City shall have the right, at its election and without prejudice to any other remedies provided at law or in equity, to pursue any one or more of the following remedies:
1. City may require the Grantee, within such reasonable time as may be fixed by City, to complete or correct the breach, and to take any or all actions necessary to cure the breach that the City deems appropriate in the circumstances; and/or
  2. Seek money damages from the Grantee as compensation for such breach; and/or
  3. For breaches of material terms, revoke the Franchise granted pursuant to this Agreement by termination of this Agreement pursuant to Sections 13.8 and 13.9; and/or
  4. City may perform or have performed any or all acts necessary to cure the breach and recover from Grantee all the costs and expenses incurred in relation to that cure, including attorneys' fees and costs; and/or
  5. City may recover from Grantee all costs, including attorneys' fees, incurred by City as a result of any breach or as a result of actions taken by City in response to any breach.

In addition to all other remedies granted or available to the City, the City may seek, to the extent appropriate under applicable law, (a) the restraint by injunction of the violation, or attempted or threatened violation, by the Grantee of any terms or provisions of this Agreement; or (b) a decree or order compelling performance by the Grantee of any term or provision of this Agreement.

- B. Breach Procedures. The City shall exercise the rights provided in Section 13.4A in accordance with following procedures, which procedures shall not be applicable to other remedies provided in this Agreement:

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1. The City shall notify the Grantee, in writing, of an alleged failure to comply with a provision of this Agreement, which notice shall specify the alleged failure with reasonable particularity. The Grantee shall, within fifteen (15) Days (for an allegation of breach of financial provisions) or thirty (30) Days (for an allegation of breach of non-financial provisions) after receipt of such notice or such longer period of time as the City may specify in such notice: (a) cure such alleged failure and provide to the City a written explanation and evidence of such cure; (b) in a written response to the City, state that such alleged failure will be cured and set forth the method and time schedule for accomplishing such cure; or (c) dispute the alleged violation with specificity as to reasons there is no breach.
2. The City shall determine: (a) whether a failure to comply with a provision has occurred; and (b) whether such failure has been cured or will be cured by the Grantee in a manner and in accordance with a schedule acceptable to the City. Any such determination shall be made after a Grantee has been given reasonable opportunity to attend a Conference (including personnel from the City Solicitor's Office).
3. If City determines that a failure to comply with a provision of this Agreement has occurred and that such failure has not been or will not be cured by the Grantee in a manner and in accordance with a schedule satisfactory to City, then City may take any action set forth in Sections 13.4A.

### 13.5 Arbitration.

- A. Any dispute between the parties, including but not limited to disputes or controversies arising from or related to interpretation of this Agreement, may be arbitrated provided that both parties consent in writing to the arbitration. Such arbitration will be final and binding, and the parties shall have no right to appeal from the arbitrator's decision.
- B. The City may initiate arbitration by resolution of its City Council, while Grantee may choose to initiate arbitration by sending written notice to the City.
- C. After arbitration has been initiated, the City and Grantee may agree that one arbitrator may conduct the arbitration. If the parties are unable to agree upon the identity of the arbitrator within 20 days after the arbitration has been initiated, the arbitrator shall be selected by the presiding judge of the Baltimore City Circuit Court.
- D. If either the City or Grantee does not consent to having one arbitrator conduct the arbitration, the arbitration shall be conducted by three arbitrators, who shall be selected as follows:
  1. If the City initiates arbitration, the City shall select one arbitrator and Grantee by written notice shall select one arbitrator within 15 days after passage of the resolution. If Grantee initiates arbitration, it shall identify its selected arbitrator in its written notice, and the City shall select one arbitrator, within 15 days after receiving the notice.
  2. The two selected arbitrators shall select a third arbitrator within 15 days after the appointment of the second arbitrator. If the two arbitrators are unable to agree upon a third arbitrator within the time limit, the third arbitrator shall be appointed by the presiding civil judge of the Baltimore City Circuit Court.
  3. After selection of the arbitrator(s), the arbitrator(s) shall take an oath to serve neutrally and impartially. The arbitrator(s) shall then schedule a date, time and place for the arbitration hearing.

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The hearing shall occur not less than 120 days after the appointment of the arbitrator (or the third arbitrator, if three arbitrators are used), unless extended by mutual agreement of the City and Grantee. The arbitrator(s) shall make a written report to the City and Grantee on the final determination within sixty (60) days after completion of the hearing. If the arbitration is conducted by three arbitrators, the determination of a majority of the arbitrators shall constitute a final, binding arbitration determination.

4. Once initiated by the parties, the arbitration shall be conducted according to the Uniform Arbitration Act, Md. Courts & Judicial Proceedings, §§ 3-201 – 3-234.
5. The City and Grantee shall share equally the fees and costs of the arbitrator(s).

13.6 Mediation. The City and Grantee agree that should any dispute arise between the parties concerning any aspect of this Agreement which is not resolved by mutual agreement of the parties, and unless either party believes in good faith that injunctive relief is warranted, the dispute may be submitted to mediated negotiation prior to any party commencing litigation, or initiating binding arbitration. All costs associated with mediation shall be borne, equally and separately, by the parties.

### 13.7 Renegotiation.

- A. If any provision of this Franchise becomes invalid or unenforceable and the City expressly finds that such provision constituted a consideration material to this Franchise, then the City and Grantee shall renegotiate the terms of this Franchise which may be affected by such provision. The parties shall have 90 days to conduct and complete the renegotiation. If the City and Grantee cannot successfully conclude the renegotiation within ninety (90) days from the date the renegotiation request is served on the other party, the matter may be submitted to arbitration under Section 13.5.

13.8 Obligations upon Termination. In the event of any termination, revocation, or expiration of this Agreement, and the absence of other authorization to continue offering Cable Service the City may, at its option:

- A. Direct the Grantee to continue providing Cable Services pursuant to the provisions of this Agreement and such additional terms and conditions as are agreed upon by the City and the Grantee, for a period of up to one (1) year;
- B. If there is an Abandonment, authorize any other Person to operate the System on behalf of the City; or
- C. If Grantee possesses no authorization to offer other services using the Public Way, order the Grantee to cease all construction and operational activities in a prompt, workmanlike and safe manner by a date to be specified by the City.

In the event of such a termination, revocation, or expiration, the Grantee shall maintain in full force and effect the performance bond required by Section 13.10 for a reasonable period following the date of termination, revocation, or expiration, but in no event less than three (3) years where Comcast is removing the System and one (1) year in all other instances following termination, revocation or expiration. Pursuant to this Section 13.8, the Grantee shall cooperate with the City in maintaining continuous and uninterrupted distribution of Services over the System, including, but not limited to, operating the System for a period of time specified by the City for a period up to one (1) year; it is the intent of the parties that only the City may take action to enforce this sentence.

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### 13.9 City's Right to Order Removal or to Acquire or Effect a Transfer of the System.

The following provisions of this Section shall apply only to the extent that Grantee is providing Cable Services over the System and does not have other legal authorization to continue to operate in the Public Way (for example, a legal authorization to provide telecommunications or other non-cable services in the Public Way).

- A. Removal. In addition to its rights under Section 13.5, upon any termination, revocation, or expiration, the City may, in its sole discretion, but shall not be obligated to, in the event the System is not sold, direct the Grantee to immediately discontinue the provision of Services and all rights of Grantee to use the Public Ways shall cease. City may direct Grantee to remove, at the Grantee's sole cost and expense, all or any portion of the System from all Public Ways and other public property within the City, including all supporting structures, poles, transmission, and distribution portions of the System and other appurtenances, fixtures, or property from the Public Ways in, over, under, along, or through which they are installed within a reasonable time (not to exceed 12 months), after the termination, revocation, or expiration, except that: (i) Grantee may abandon its facilities in place; and (ii) Grantee cannot remove underground facilities without City's consent in advance, which consent shall not be unreasonably withheld. Removal shall be subject to the following:
1. This provision shall not apply to buried cable which the City determines should not be removed;
  2. Prior to any removal, Grantee shall notify City where removal will occur;
  3. In removing the System, or any part of the System, the Grantee shall comply with all requirements of Section 3 for construction within the Public Ways and shall restore and leave all Public Ways and other property in as good condition as that prevailing prior to the Grantee's removal of the System, including any improvements made to such property subsequent to the construction of its System, and without affecting, altering, or disturbing in any way any electric, telephone or other utility cables, wires, or attachments (except to the extent such affecting, altering, or disturbing is permitted by an agreement between the Grantee and the applicable owner of the cable, wires, or attachments);
  4. Restoration of streets and City property, including, but not limited to, Public Ways, shall be in accordance with the requirements of Section 3 and the directions and specifications of City and all Applicable Law, at Grantee's sole expense. The City shall have the right to inspect and approve the condition of such Public Ways and public property after removal;
  5. Notwithstanding any other provisions of this Agreement, the performance bond, the Security Fund, and liability insurance and indemnity provisions of this Agreement shall remain in full force and effect during the entire period of removal and associated repair of all Public Ways and other public property (or during such longer period as may be required by any other provision of this Agreement);
  6. Removal and restoration shall be commenced within thirty (30) Days after the removal order by the City and shall be completed within a reasonable time (not to exceed 12 months) thereafter, including all associated repair of all Public Ways and other public property; and
  7. If, in the reasonable judgment of City, the Grantee fails to substantially complete such removal and restoration, including all associated repair of Public Ways and other public property; then, to the extent not inconsistent with applicable law, the City shall have the right to: (a) declare that all rights, title and interest to those portions of the System within Baltimore City (or outside

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Baltimore City but used exclusively for the System) belong to the City with all rights of ownership, including, but not limited to, the right to operate the System or to effect a transfer of the System to another Person for operation; or (b)(i) authorize removal of the System, including all associated repair of Public Ways and other public property, by another Person at the Grantee's cost, and (ii) declare that, to the extent not inconsistent with applicable law, any portion of the System within Baltimore City (or outside Baltimore City but used exclusively to serve Persons within Baltimore City) not designated by the City for removal shall belong to and become the property of the City without compensation to the Grantee and the Grantee shall execute and deliver such documents, as City shall request, in form and substance acceptable to City, to evidence such ownership by the City; and

8. In the event Grantee chooses to remove its System and fails to satisfactorily restore all areas to the condition in which they existed prior to the original construction of the System, City, at its option, may perform such work, and, if such work is performed within two (2) years after the revocation, termination, or expiration of this Agreement, collect the costs thereof from Grantee.

Notwithstanding the foregoing, the Grantee may dispose of any portion of the System (other than the Institutional Network) not designated by the City for removal; provided, however, that if the Grantee fails to complete the removal of the portion(s) of the System designated for removal by the City within a reasonable time (not to exceed 12 months), then all such portion(s) of the System not disposed of and all amounts collected for any portion(s) of the System disposed of by the Grantee during such period shall belong to the City, with no price due to the Grantee.

For purposes of this Section, the System shall not be deemed to include any trademarks, service marks or any other intangible personal property of the Grantee that is not necessary for the operation of a Cable System in Baltimore City. Without limiting the types of intangible personal property that are necessary for such operation, nothing in this paragraph shall be construed to exclude the Grantee's list of Subscribers, their addresses, the Services that they receive and similar information from the meaning of the System as used in this Section.

- B. Acquisition or Transfer. Upon any termination, revocation or expiration and as an alternative to ordering removal of the System, the City shall have the right to, and may, in its sole discretion and in accordance with Section 627 of the Cable Act (47 U.S.C. § 547) (or any successor thereto) and other applicable law, acquire, or effect a transfer to a third party acceptable to the City, of all or any part of the System and all components thereof necessary to maintain and operate the System pursuant to the terms of this Agreement, provided that this requirement shall apply only to those portions of the System within Baltimore City (or outside Baltimore City but used exclusively to serve Persons within Baltimore City). The City shall notify the Grantee ninety (90) Days after the termination, revocation or expiration of its intent to purchase or transfer the System. For a period of sixty (60) days after such notice is given, the City and the Grantee shall negotiate, in good faith, the terms and condition of the purchase of the System, including the purchase price, as detailed below.
- C. Price. The price to be paid to the Grantee upon an acquisition or transfer by the City or a third party acceptable to the City shall depend upon the nature of the termination. If the Franchise expires without any request by the Grantee pursuant to Section 626(a)(1) of the Cable Act (47 U.S.C. § 546(a)(1)) (or any successor thereto) that it be renewed, or if the renewal of the Franchise is denied, then the price shall be fair market value, determined on the basis of the System valued as a going concern but with no value allocated to the Franchise itself (*i.e.*, the fair market value of the System valued as a going concern, with a deduction for the value allocable to the Franchise itself). If the termination is due to the revocation of the Franchise for cause, including, but not limited to,

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revocation due to a breach of this Agreement by the Grantee as provided in Section 13.5 or otherwise, then the price shall be an equitable price.

- D. Valuation Date and Appraisal. The date of valuation for purposes of the price determination pursuant to Section 13.9C shall be the day before the date the City preliminarily elects to acquire or to effect a transfer of the System. If the City and the Grantee cannot agree upon the purchase price referenced in Section 13.9C, the City shall have the right to require the convening of a panel of qualified cable system appraisers to determine the fair market value of the Cable System in accordance with the provisions of this Section 13.9D. Such panel, if required, shall be composed of one appraiser chosen by the City, one appraiser chosen by the Grantee, and a third appraiser chosen by the first two appraisers. The Grantee shall make necessary data and information available to the appraisers. All expenses of the appraisal, including the fees of the appraisers, shall be borne by the parties in equal shares. Within sixty (60) Days after the three appraisers have been selected, each shall independently appraise the value of such assets pursuant to Section 13.9.B, and shall, without disclosing such value to the other appraisers, record and seal the appraised value in an envelope. Upon completion of all appraisals, the appraisers shall convene together and open and disclose to each other their sealed appraised values for such assets. The appraised value which is farthest from the average of the three disclosed figures shall be discarded and the average of the two remaining values shall be certified to the City and the Grantee by all three appraisers as having been determined in accordance with this Subsection of this Agreement. The figure so certified shall be deemed by the Grantee and the City to be the fair market value of such assets.

13.10 Grantee's Obligations. In the event of any acquisition or transfer pursuant to Section 13.9 or Abandonment pursuant to Sections 13.8 and 13.9, the Grantee shall:

- A. cooperate with the City or any third party in maintaining continuous and uninterrupted distribution of Services over the System, including, but not limited to, operating the System for a period of time specified by the City but not to exceed one (1) year;
- B. promptly execute all appropriate documents to transfer to the City or third party, free of any and all encumbrances, title to the System, all components thereof necessary to operate and maintain the System pursuant to the terms and conditions of this Agreement, as well as all contracts, leases, licenses, permits, rights-of-way and any other rights, contracts or understandings necessary to maintain the System and the distribution of Services over the System; provided that such transfers shall be made subject to the rights under the Maryland Uniform Commercial Code, Md. State Government Code, Titles 1-10, as amended, or any successor thereto, and, to the extent that any collateral consists of real property, under Baltimore City's real property law, of banking or lending institutions which are secured creditors or mortgagees of the Grantee at the time of such transfers; and provided that the City shall have no obligation following said transfers to pay, pledge or otherwise commit in any way any general or any other revenues or funds of the City, other than the net operating revenues received by the City from its operation of the System, in order to repay any amounts outstanding on any debts secured by the System which remain owing to such creditors or mortgagees; and provided, finally, that the total of such payments by the City to such creditors and mortgagees, from the net operating revenues received by the City from its operation of the System, shall in no event exceed the lesser of: (a) the fair market value of the System on the date of the transfer of title to the City or (b) the outstanding debt owed to such creditors and mortgagees on said date. Nothing in this Section 13.10 shall be construed to limit the rights of any such banking or lending institutions which are not Affiliated Persons to exercise its or their rights as secured creditors or mortgagees at any time prior to the payment of all amounts due pursuant to the applicable debt instruments; and

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- C. promptly supply City with all necessary records to reflect the City's or third party's ownership of the System and to operate and maintain the System, including, without limitation, all Subscriber records and plant and equipment layout documents.

It is the intent of the parties that only the City may take action to enforce Subsection A of this Section 13.10.

13.11 Other Provisions. The City and the Grantee shall negotiate in good faith all other terms and conditions of any such acquisition or transfer, except that, in the event of any acquisition of the System by the City:

- A. The City shall not be required to assume any of the debts or obligations of any collective bargaining agreements or any other employment contracts held by the Grantee or any other obligations of the Grantee or its officers, employees or agents, including, without limitation, any pension or other retirement or any insurance obligations;
- B. The City shall not be required to assume any Liabilities; and
- C. The City may lease, sell, operate or otherwise dispose of all or any part of the System in any manner.

In the event the City does assume any of the debts or obligations of the Grantee, the payment terms shall be adjusted accordingly.

13.12 Termination.

- A. General. The termination of this Agreement shall occur upon the earliest to occur of: (i) the revocation of the Franchise granted pursuant to this Agreement as provided in Section 13.4; (ii) an Abandonment of the System; or (iii) subject to Section 626 of the Cable Act (47 U.S.C. § 546) (or any successor thereto), the expiration of the Term of the Franchise as set forth in Section 2.2, or otherwise.
- B. Termination Not a Waiver. The termination of this shall not, for any reason, operate as a waiver or release of any obligation or Liability of the Grantee or any other Person, as applicable, incurred or accrued prior to the date of such termination, and shall include, without limitation, the obligations of this Section 13.9B and Sections 6.7, 10, 11.1, 11.10, 11.21, 12, 13, 14.9, 14.12, 14.14, and 14.27 shall survive the termination of this Agreement. If the Grantee continues to operate all or any part of the System after the expiration of the Term of the Franchise, without renewal, then (i) this Section 13.12B shall not be construed to waive or release any obligation or Liability of the Grantee arising out of such continued operations; and (ii) the Grantee shall comply with the terms and conditions of this Agreement, including, but not limited, to all compensation and other payment provisions of this Agreement. Any such continued operation shall in no way be construed as a renewal or other extension of this Agreement or the Franchise granted pursuant to this Agreement.
- C. Effect of Termination. In the event of a termination as set forth in Section 13.9A, the Term of the Franchise shall expire and the Franchise shall be revoked; all rights of the Grantee in the Franchise shall cease, with no value allocable to the Franchise itself; and the rights of the City and the Grantee to the System, or any part thereof, shall be determined as provided in Sections 13.5 through 13.12.

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### SECTION 14 MISCELLANEOUS PROVISIONS

#### 14.1 Delays and Failures Beyond Control of Grantee.

- A. General. Notwithstanding any other provision of this Agreement, the Grantee shall not be liable for reasonable delay in the performance of, or failure to perform, in whole or in part, its obligations pursuant to this Agreement due to strike; war or act of war; riot; fire; flood or other act of God; unusually severe weather conditions considering the time of year; manufacturing delays or delays in delivery due to conditions that would otherwise relieve the Grantee from liability under this Section; loss of utility service or facilities, except to the extent such loss should have been covered by the Grantee's standby and backup power supplies; any act, order, or decree of any governmental agency or judicial body; or any other event to the extent that the event is reasonably beyond the Grantee's ability to anticipate or control.
- B. Partial Impact. In the event that any such delay in performance or failure to perform affects only part of the Grantee's capacity to perform, the Grantee shall perform to the maximum extent it is able to do so and shall take all steps within its power to correct such delays as rapidly as possible.
- C. Notice. The Grantee shall notify MOCC by fax or telephone of the occurrence of any event covered by this Section within five (5) Business Days of the time at which the Grantee learns of the occurrence.

#### 14.2 Notice.

- A. Any notice or communication required or permitted to be given under this Agreement shall be in writing, signed by an authorized representative, and delivered (i) personally, (ii) by a reputable overnight courier, or (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid. Unless otherwise provided in this Agreement, notices shall be deemed received after the first to occur of (a) the date of actual receipt; or (b) the date that is one (1) Business Day after deposit with an overnight courier as evidenced by a receipt of deposit; or (b) the date that is three (3) Business Days after deposit in the U.S. mail, as evidenced by a return receipt. By notice complying with the requirements of this Section 14.2, each party to this Agreement shall have the right to change the address or the addressee, or both, for all future notices and communications to them, but no notice of a change of addressee or address shall be effective until actually received.
- B. Notices and communications to the City shall be addressed to, and delivered at, the following address:

Mayor's Office of Cable Communications  
Attn: Executive Director  
8 Market Place, Suite 200  
Baltimore, Maryland 21202

With a copy to:

City Solicitor  
101 City Hall  
100 North Holliday Street  
Baltimore, Maryland 21202



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Notices and communications to the Grantee shall be addressed to, delivered at, the following address:

Comcast of Baltimore City, L.L.C.  
5801 Metro Drive  
Baltimore, Maryland 21215  
Attention: General Manager

With a copy to:

Comcast Cable Communications, Inc.  
One Comcast Center  
Philadelphia, PA 19103  
Attn: Legal Department

- C. Notice from the City. Notwithstanding any other provision of this Section, any notice the City is required to give to the Grantee pursuant to Section 13.2 of this Agreement for which a cure period is ten (10) Days or less must be served by personal delivery, overnight mail service, or facsimile transmission.

14.3 Public Notice. The City may provide public notice of any public meeting relating to the Franchise by publication at least once in a newspapers of general circulation in the area not less than seven (7) nor more than twenty-one (21) Days prior to the meeting, or on a webpage in a manner suitable to provide effective public notice.

14.4 Appendices. The Appendices attached to this Agreement, are, unless otherwise specified, incorporated in this Agreement by reference and expressly made a part of this Agreement.

14.5 Entire Agreement. This Agreement, including all Appendices attached, contains the entire understanding and agreement between the City and the Grantee with respect to the subject matter of this Agreement. All prior negotiations, drafts of this Agreement or any part thereof, understandings, and agreements, including, without limitation, all written or oral statements or representations of any official, employee, agent, attorney, consultant, or independent contractor of the City or Grantee, are merged in and superseded by this Agreement. The Grantee shall comply with the terms and conditions of the Previous Franchise Agreement, as amended, for any period between the date of execution by the Grantee and the Effective Date.

14.6 Modification. Except where this Agreement specifies that a provision may be modified without the approval of both parties, no provision of this Agreement may be modified unless and until such change is reduced to writing, duly authorized and executed by the authorized representatives of each of the parties, and delivered.

14.7 Severability. If any section, subsection, sentence, clause, provision, or other portion of this Agreement is declared to be invalid or unenforceable, in whole or in part, for any reason, by any court, agency, commission, legislative body, or other authority of competent jurisdiction, such declaration of invalidity or unenforceability of such section, subsection, sentence, clause, provision, or other portion shall not affect the validity of any of the remaining portions of this Agreement, which other portions shall continue in full force and effect. If any material provision of this Agreement is found to be unenforceable in a final judicial or administrative proceeding, the parties shall enter into good faith negotiations with the intent of reaching an agreement that would place all parties to this Agreement, and Cable System users and Subscribers, substantially in the same position as if this Agreement were fully enforceable.

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14.8 Preemption. In the event that federal or state laws, rules, or regulations preempt a provision or limit the enforceability of a provision of this Agreement, then the provision shall be read to be preempted to the extent and for the time, but only to the extent and for the time, required by law. In the event such federal or state law, rule, or regulation is subsequently repealed, rescinded, amended, or otherwise changed so that the preempted provision is no longer preempted, such provision shall immediately return to full force and effect, and shall thereafter be binding on the parties, without the requirement of further action on the part of the City.

14.9 Governing Law. This Agreement shall be deemed to be executed in the State of Maryland, and shall be governed in all respects, including validity, interpretation and effect, and construed in accordance with the laws of the State of Maryland, without regard to its conflicts of laws principles, as applicable to contracts entered into and to be performed entirely within that jurisdiction.

14.10 Priority of Maryland Laws. To the extent the rules and regulations promulgated by the City, and the administrative and judicial decisions interpreting such rules and regulations, answer a question left to Applicable Law under this Agreement, such rules, regulations, and decisions shall take precedence over any other source of Maryland law.

14.11 Action Taken by City. Any action to be taken by the City and/or MOCC pursuant to this Agreement shall be taken in accordance with Applicable Law, as such Law may be amended or modified throughout the Term of this Agreement.

14.12 Venue. The City and the Grantee, on its behalf, agree that, except to the extent inconsistent with Section 635 of the Cable Act, 47 U.S.C. § 555, or any successor provision, any and all claims asserted by or against the City arising under this Agreement or related to this Agreement shall be heard and determined either in a court of the United States located in Baltimore City or in the Circuit Court for Baltimore City.

14.13 Additional Representations and Warranties. In addition to the representations, warranties, and covenants of the Grantee to the City set forth elsewhere in this Agreement, the Grantee represents and warrants to the City and covenants and agrees that, as of the Closing:

- A. Organization, Standing, and Power. The Grantee is a limited liability company, duly organized, validly existing, and in good standing under the laws of the State of Colorado, and in good standing under the laws of the State of Maryland and is duly authorized to do business in the State and the City. The Grantee has all requisite power and authority to own or lease its properties and assets, to conduct its businesses as currently conducted and to execute, deliver, and perform this Agreement and all other agreements entered into or delivered in connection with or as contemplated hereby. Certified copies of the Grantee's organizational documents, as amended to date, have been delivered to the City and are complete and correct. The Grantee is qualified to do business and is in good standing in each jurisdiction in which it conducts business.
- B. Authorization; Non-Contravention. The execution, delivery, and performance of this Agreement and all other agreements entered into in connection with the transactions contemplated hereby have been duly, legally, and validly authorized by all necessary action on the part of the Grantee. This Agreement and all other agreements entered into in connection with the transactions contemplated hereby have been duly executed and delivered by the Grantee and constitute, or upon execution and delivery will constitute, the valid and binding obligations of the Grantee, and are enforceable, or upon execution and delivery will be enforceable, in accordance with their respective terms, subject to the qualifications that the availability of the remedy of specific enforcement, of injunctive relief or of other equitable relief is subject to the discretion of the court before which any proceeding therefor may be brought, and that the enforcement of the rights and remedies created hereby is subject to

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bankruptcy, insolvency, reorganization, and similar laws of general application affecting the rights and remedies of creditors and secured parties, provided that nothing in the foregoing qualifications is intended to diminish or affect the rights and remedies of the City under this Agreement at law or in equity. The Grantee has obtained the requisite authority to approve, authorize, execute, and deliver this Agreement and to consummate the transactions contemplated hereby and no other proceeding or other action is necessary on the part of the Grantee to approve and authorize the execution and delivery of this Agreement and the consummation of the transactions contemplated hereby. The Grantee has not made any representations, warranties, or agreements inconsistent with or with respect to the subject matter of this Agreement. Neither the execution and delivery of this Agreement by the Grantee nor the performance by the Grantee of its obligations contemplated by this Agreement will:

1. conflict with, result in a material breach of or constitute a material default under (or with notice or lapse of time or both result in a material breach of or constitute a material default under):
    - a. any governing document of the Grantee or, to the Grantee's knowledge, any shareholders' agreement or other similar agreement among security holders or other owners of the Grantee; or
    - b. any statute, regulation, agreement, judgment, decree, court or administrative order or process or any commitment to which the Grantee is a party or by which it (or any of its properties or assets) is subject or bound;
  2. result in the creation of, or give any party the right to create, any material lien, charge, encumbrance or security interest upon the property and assets of the Grantee that would have a material adverse effect on the operation of the Cable System or the financial condition of the Grantee or the Cable System; or
  3. terminate, modify or accelerate, or give any third party the right to terminate, modify or accelerate, any provision or term of any contract, arrangement, agreement, license agreement or commitments, except for any event which individually or in the aggregate would not have a material adverse effect on the business, properties or financial condition of the Grantee or the Cable System.
- C. Consent. No consent, approval or authorization of, or declaration or filing with, any public, governmental or other authority, including, without limitation, the FCC or any other federal agency or any City, state, county or municipal agency, authority, board, commission, or council, and, if applicable, public service commissions and other entities, on the part of the Grantee is required for the valid execution and delivery of this Agreement or any other agreement or instrument executed or delivered in connection herewith.
- D. Compliance with Law. The Grantee is in material compliance with all applicable law and the Grantee has obtained all government licenses, permits, and authorizations necessary for the operation and maintenance of the Cable System.
- E. Litigation; Investigations.
1. Except as otherwise disclosed in writing, there is no civil, criminal, administrative, arbitration or other proceeding, investigation or claim, including, without limitation, proceedings with respect to unfair labor practice matters or labor organization activity matters or involving the granting of a temporary or permanent injunction, pending or threatened against the Grantee at law or in

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equity or before any foreign, federal, City, state, county, municipal or other governmental department, commission, board, bureau, agency or instrumentality or any arbitrator(s), that, if decided adversely to the Grantee, would:

- a. have a material adverse effect on the business, operation, properties, assets or financial condition of the Grantee or the Cable System, or
  - b. question the validity or prospective validity of this Agreement, of any essential element upon which this Agreement depends or of any action to be taken by the Grantee.
2. The Grantee is not subject to any outstanding order, writ, injunction or decree which materially and adversely affects or will affect the business, operation, properties, assets or financial condition of the Cable System.
- F. Full Disclosure. Without limiting the specific language of any other representation and warranty in this Agreement, the Grantee warrants and represents that, as of the Effective Date, all information furnished by the Grantee is accurate and complete in all material respects and does not contain any untrue statement of a material fact or omit any material fact necessary to make the statements therein not misleading, including, but not limited to the information contained in:
1. this Agreement and its Appendices;
  2. any other document executed on the Effective Date;
  3. the most recently supplied financial information about the Grantee;
  4. the most recently supplied design, as-built and construction sequence maps; and
  5. documents submitted in connection with any transfer of Control authorized by Section 11 of this Agreement.
- G. Fees. Grantee has paid all franchise, license or other fees and charges which have become due pursuant to any prior franchise or permit and has made adequate provisions for any such fees and charges which have accrued.
- H. Licenses and Permits.
1. Grantee has duly secured all material permits and licenses in connection with the design, construction, operation, maintenance, repair, upgrade, rebuild or enhancement of the Cable System, or any part of the Cable System, from, and has filed all required registrations, applications, reports and other documents with, the FCC.
  2. The Grantee acknowledges and agrees that no event has occurred which (i) could result in the revocation or termination of any such license or authorization; (ii) could materially and adversely affect any rights of the Grantee; (iii) permits, or after notice or lapse of time or both would permit, revocation or termination of any such license; or (iv) materially and adversely affects or, so far as the Grantee can now foresee, will materially and adversely affect the Cable System or any part of the Cable System.

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3. The Grantee has obtained all material leases, easements and equipment-rental or other agreements necessary for the maintenance and operation of the Cable System as now conducted.
- I. Ownership Interests. Appendix E represents a current, complete, and accurate description of the ownership structure of the Grantee and a current, complete, and accurate list of all Persons which hold, directly or indirectly, a five percent (5%) or greater interest in the Grantee, and all Persons in which the Grantee, directly or indirectly, holds a five percent (5%) or greater interest.
- J. Additional Covenants. Until the termination of this Agreement and the satisfaction in full by the Grantee of its obligations under this Agreement, in consideration of the Franchise granted in this Agreement, the Grantee agrees that it will comply with the following affirmative covenants, unless the City otherwise consents in writing:
  1. Compliance with Laws; Licenses and Permits. The Grantee shall have the sole responsibility for obtaining all permits, licenses and other forms of approval or authorization necessary to construct, operate, maintain, upgrade, rebuild, enhance, replace or repair the Cable System, or any part of the Cable System. Consistent with Section 11.2 and Section 14 of this Agreement, the Grantee shall comply with all applicable laws (including, but not limited to, those of the FCC and any other federal, state, or local agency or authority of competent jurisdiction).
  2. Maintain Existence. The Grantee will preserve and maintain its existence, its business and all of its rights and privileges necessary or appropriate for the normal conduct of its business. The Grantee shall maintain its good standing in the State of Maryland and continue to qualify to do business and remain in good standing in each jurisdiction in which it conducts business.
  3. Financial Condition. The Grantee shall, throughout the term of this Agreement and thereafter, for as long as the Grantee is required to construct, operate, maintain, upgrade, rebuild, and enhance the Cable System pursuant to this Agreement, maintain adequate financial resources to perform all obligations pursuant to this Agreement.
  4. Condition of Cable System. All of the material properties, assets and equipment of the Cable System are, and all such items added in connection with any construction, upgrade, rebuild, or enhancement will be, maintained in good repair and proper working order and condition throughout the Term of the Agreement and for any time period in which the Grantee continues to operate the Cable System.
  5. Inconsistent Contracts. The Grantee shall not enter into any contract, compliance with which would prevent the Grantee from performing its obligations under this Agreement.

These representations, warranties, covenants, and agreements shall not be affected or waived by any inspection or examination made by or on behalf of the City.

14.14 Survival of Representations and Warranties. After the Term of the Agreement and any extension of the Agreement, the City may seek any lawful remedy for any breach by the Grantee or any Affiliated Person of any representation or warranty made by such Person and contained in this Agreement; provided, however, that the breach occurred during the Term of the Agreement or any extension of the Agreement; or, for a representation or warranty specifically limited to being true as of the Effective Date, that the breach occurred as of the Effective Date.

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14.15 No Waiver; Cumulative Remedies. Subject to the conditions and limitations established in this Agreement, no failure on the part of the City or the Grantee to exercise, and no delay in exercising, any right under this Agreement shall operate as a waiver of such right, nor, except as otherwise provided in this Agreement, shall any single or partial exercise of any such right preclude any other right. Except as otherwise provided in this Agreement, the rights and remedies provided in this Agreement are cumulative and not exclusive of any remedies provided by law or in equity, and nothing contained in this Agreement shall impair any of the rights of the City under Applicable Law, subject in each case to the terms and conditions of this Agreement. A waiver of any right or remedy by either party at any one time shall not affect the exercise of such right or remedy or any other right or other remedy by such party at any other time. No waiver shall be effective unless explicit and in writing. The failure of the City to take any action in the event of a material breach by the Grantee shall not be deemed or construed to constitute a waiver of or otherwise affect any right of the City to take any action permitted by this Agreement at any other time in the event that such material breach has not been cured, or with respect to any other material breach by the Grantee; provided that this sentence is not intended to change or affect the application of the last sentence of Section 626(d) of the Cable Act, 47 U.S.C. § 546(d), or any successor to such sentence.

14.16 Cooperation. The parties recognize that it is in their mutual best interest to cooperate with each other in accordance with the terms and provisions of this Agreement. Should either party believe that the other is not acting timely or reasonably within the confines of applicable regulations and procedures in responding to a request for action, that party shall notify the agent designated for this purpose by the other. That agent will use his or her best efforts to facilitate the particular action requested.

14.17 No Opposition. By execution of this Agreement, the Grantee:

- A. accepts the validity of the terms and conditions of this Agreement, including the Appendices, in their entirety; and
- B. waives and relinquishes, to the maximum extent permitted by applicable law, any and all rights it has as of the Effective Date, or may have had prior to the Effective Date, in law or in equity, to assert in any manner, at any time or in any forum, that this Agreement, the Franchise, or the processes and procedures pursuant to which this Agreement was entered into and the Franchise was granted, are not consistent with Applicable Law as of the Effective Date.

14.18 Binding Effect. This Agreement shall be binding upon and inure to the benefit of the parties to this Agreement and their respective successors and permitted transferees and assigns. All of the provisions of this Agreement apply to the Grantee, its successors, and assigns.

14.19 No Recourse Against the City. The City and its officials, boards, commissions, officers, employees, agents, attorneys, consultants or independent contractors shall have no liability for any loss, expense, or damage arising out of any provision or requirement of the Franchise, the enforcement of the Franchise, or the regulation of Cable Service, except as provided by Section 635a of the Cable Act (47 U.S.C. §555a) and as otherwise provided by Applicable Law.

14.20 Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this Agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties to the Agreement participated equally in the drafting of this Agreement. As a result of the foregoing, any rule of construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

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14.21 Headings and Interpretation. The headings contained in this Agreement are to facilitate reference only, do not form a part of this Agreement, and shall not in any way affect the construction or interpretation of this Agreement.

14.22 Terms. Terms such as “hereby,” “herein,” “hereof,” “hereinafter,” “hereunder,” and “hereto” refer to this Agreement as a whole and not to the particular sentence or paragraph where they appear, unless the context otherwise requires. The term “may” is permissive; the terms “shall” and “will” are mandatory, not merely directive. All references to any gender shall be deemed to include all others, as the context may require. Terms used in the plural include the singular, and vice versa, unless the context otherwise requires. “Number” shall include “amount” and vice versa.

14.23 Days and Time; Computation of Time.

- A. Days and Time. Any reference in this Agreement to “day” or “days” shall mean calendar days and not Business Days. If the date for giving or receiving of any notice or the performance of any obligation required by this Agreement falls on a Saturday, Sunday, or federal or State of Maryland holiday, then the notice or obligation may be given or performed on the next Business Day after such Saturday, Sunday, or federal or State of Maryland holiday. Any reference to time of day in this Agreement shall refer to local time for the City.
- B. Computation. Unless otherwise provided, the first Day to be counted under this Agreement when a period of time begins with the occurrence of an act, event, or default is the Day after the Day on which the act, event, or default occurs. When computing a period of time, the last Day of such period is included in the computation, and any required action must be taken on or before that Day. It is immaterial whether the first Day of a time period is a Holiday.

14.24 No Agency. The Grantee shall conduct the work to be performed pursuant to this Agreement as an independent contractor and not as an agent of the City. No liability or benefits, such as worker’s compensation, pension rights or liabilities, insurance rights or liabilities, or other provisions or liabilities, arising out of or related to a contract for hire or employer/employee relationship, shall arise or accrue to either party or to either party’s agents or employees as a result of the performance of this Agreement.

14.25 Delegation of City Rights.

- A. Reservation and Notice. Except where this Agreement specifies that an action is to be taken by the Board or Council, the City reserves the right to delegate and re-delegate, from time to time, any of its rights or obligations under this Agreement to any body, organization, or official. Any such delegation by the City shall be effective upon written notice by the City to the Grantee of such delegation. Upon receipt of such notice by the Grantee, the Grantee shall be bound by all terms and conditions of the delegation not in conflict with this Agreement.
- B. Not an Amendment. Any such delegation, revocation, or re-delegation, no matter how often made, shall not be deemed an amendment to this Agreement or require any consent of the Grantee.
- C. Fact-Finding. Nothing in this Section shall be construed to prevent the Board or Council from delegating any fact-finding function, including, but not limited to, the hearing of evidence, in support of a decision that must be made by the Board or Council under this Agreement, provided that the Board or Council is the entity that shall adopt the final findings of fact and conclusions of law for the City, subject to any subsequent judicial process under applicable law.

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14.26 No Third Party Beneficiaries. Nothing in this Agreement shall create, or be construed to create, any third party beneficiary rights in any person or entity not a signatory to this Agreement.

14.27 Time of the Essence. Time is of the essence in the execution and performance of all terms and provisions of this Agreement.

*[signatures on following page]*



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IN WITNESS WHEREOF, the parties have caused this Agreement to be executed as of the day and year first above written.

**MAYOR AND CITY COUNCIL OF BALTIMORE**

By: Mayor

ATTEST:

\_\_\_\_\_  
Custodian of Seal

**COMCAST OF BALTIMORE CITY, LLC**

By: \_\_\_\_\_

Its: \_\_\_\_\_

WITNESS/ATTEST:

\_\_\_\_\_

Approved as to Form and Legal Sufficiency:

Approved:

\_\_\_\_\_  
City Solicitor

\_\_\_\_\_  
City Purchasing Agent

Approved by the Board of Estimates:



## **APPENDIX A**

### **PEG CHANNEL LOCATION AND SIGNAL INPUT POINTS**



**APPENDIX A**  
**PEG Channel Location and Signal Input Points**  
**Permanent**

1. 8 Market Place (MOCC) (CH 75)
2. 100 N. Holliday (City Hall) (CH 25)
3. 200 E. North Avenue (School Headquarters) (CH 77)



**APPENDIX B**

FACILITIES RECEIVING COURTESY CABLE SERVICE





**APPENDIX B**  
**Facilities Receiving Courtesy Cable Service**

<b>CUSTOMER CLASS</b>	<b>ACCOUNT NAME</b>		<b>ADDRESS</b>
FIRE	BCFD	BCFD	4227 PENNINGTON AVE
FIRE	ENGINE36	FIREHOUSE	2249 EDMONDSON AVE
FIRE	FIRE DEP	ENGINE 6	1100 HILLEN ST
FIRE	FIRE	STATION 21	3724 ROLAND AVE
FIRE	FIRE	STATION 50	1601 BROENING HWY
FIRE	FIRE	DEPARTMENT 29	4312 PARK HTS AVE
FIRE	FIRE	STATION_45	2700 GLEN AVE
FIRE	FIRE DEP	ENGINE 46	5500 REISTERSTOWN RD
FIRE	TRUCK	5	801 25TH ST
FIRE	ENGINE 27	FIREHOUSE	4315 ARGONNE DR
FIRE	BCFD	FIRE COMMUNIC	200 HOLLIDAY ST
FIRE	PRECINCT	EASTDISTRICT	1620 EDISON HWY
FIRE	STATION	ENGINE 16	405 MCMECHEN ST
FIRE	FIRE DEP	COMMUN ROOM	410 LEXINGTON ST
FIRE	ENGINE44	FIREHOUSE	2 UPLAND RD
FIRE	BALT	FIRE DEPT	414 CALVERT ST
FIRE	THE FIRE	DEPT 54	5821 BELAIR RD
FIRE	ENGINE	CO 2	800 LIGHT ST
FIRE	FIRE	STATION 57	4427 PENNINGTON AVE
FIRE	FIRE DEP	ENGINE WE43	1100 WALTERS AVE
FIRE	TRUCK	FIREHOUSE	3123 GREENMOUNT AVE
FIRE	ENGINE	CO 23	15 EUTAW ST
FIRE	FIREHOUS	ENGINE 56	6512 HARFORD RD
FIRE	BCFD ENG	COMPANY 52	3525 WOODBROOK AVE
FIRE	FIRE-	STATION 47	2608 WASHINGTON BLVD
FIRE	ENGINE	TRUCK 23	1229 BUSH ST
FIRE	FIREHOUS	FIREHOUSE-51	646 HIGHLAND AVE
FIRE	FIRE ST	STATION 35	430 MAUDE AVE
FIRE	FIRE	STATION 58	2425 ANNAPOLIS RD
FIRE	WALBROOK	FIRE STATION	3130 NORTH AVE
FIRE	ENGINE14	FIREHOUSE	1908 HOLLINS ST
FIRE	FIRE	STATION 124	5714 EASTERN AVE
FIRE	FIRE	STATION 40	3906 LIBERTY HTS AVE
FIRE	BALT	CITY FIRE MNT	1407 KEY HWY
FIRE	FIRE	STATION 8	1503 LAFAYETTE AVE
FIRE	FIRE	ACADEMY	6714 PULASKI HWY
FIRE	FIRE	ACADEMY	6720 PULASKI HWY
FIRE	TRUCK 29	ENGINE 4	1201 COLD SPRING LN
GOVERNMENT	PATTERSN	PK YOUTH SPRT	200 LINWOOD AVE
GOVERNMENT	SOUTHERN	COMMUNITY ACT	606 CHERRY HILL RD
GOVERNMENT	EASTERN	COMMUNITY ACT	1400 FEDERAL ST
GOVERNMENT	NORTHRN	DISTRICT	2201 COLD SPRING LN
GOVERNMENT	MT ROYAL	REC CTR	120 MOSHER ST
GOVERNMENT	HOME	AND HOSP.PRO	6900 PARK HTS AVE
GOVERNMENT	LEARNING	INC	1234 36TH ST
GOVERNMENT	EEOC	EEOC	8 MARKET PL

Appendix B  
Facilities Receiving Courtesy Cable Service

<b>CUSTOMER CLASS</b>	<b>ACCOUNT NAME</b>		<b>ADDRESS</b>
GOVERNMENT	GOVANS	MANOR	5220 YORK RD
GOVERNMENT	BCG	CARE SITE	1601 BAKER ST
GOVERNMENT	URBAN	LEAGUE	512 ORCHARD ST
GOVERNMENT	OFFC LBR	COMMISSIONER	417 FAYETTE ST
GOVERNMENT	GENERAL	SERVICES	200 HOLLIDAY ST
GOVERNMENT	GENERAL	SERVICES	200 HOLLIDAY ST
GOVERNMENT	OLIVER	SENIOR CENTER	1700 GAY ST
GOVERNMENT	MIDDLE	ALTER.PROG	1601 PRATT ST
GOVERNMENT	REC CENT	GREENMOUNT	2304 GREENMOUNT AVE
GOVERNMENT	WEST	MINSTER HOUSE	524 CHARLES ST
GOVERNMENT	WORK	WORKROOM	3700 TOONE ST
GOVERNMENT	BALT	CITY GOVRNMNT	100 HEATH ST
GOVERNMENT	RONALD	MCDONALD HOUS	635 LEXINGTON ST
GOVERNMENT	BOYS AND	GIRLS CLUB	5010 BRIARCLIFT RD
GOVERNMENT	REC CENT	ROOSEVELT	1221 36TH ST
GOVERNMENT	REC CENT	HARLEM PARK	700 CALHOUN ST
GOVERNMENT	BALT CTY	HLTH DEPT	211 25TH ST
GOVERNMENT	PARKVIEW	COLDSRING	4803 TAMARIND RD
GOVERNMENT	EUTAW	MARSHBURN	1624 EUTAW PL
GOVERNMENT	FORT	WORTHINGTON	2701 OLIVER ST
GOVERNMENT	OEM	BALTIMORE CO	3500 NORTHERN PKWY
GOVERNMENT	BALTIMOR	CITY COLLEGE	3220 THE ALAMEDA
GOVERNMENT	HARBOR	CITY LRN CTR	1001 SARATOGA ST
GOVERNMENT	HOUSING	AUTH BALT CTY	417 FAYETTE ST
GOVERNMENT	BELIEVE	IN TOMORROW	2712 ODONNELL ST
GOVERNMENT	MAYOR'S	OFFICE	100 HOLLIDAY ST
GOVERNMENT	ST FRANCES	CHARLES HALL	501 CHASE ST
GOVERNMENT	VANGUARD	COLLEGIATE MI	5000 TRUESDALE AVE
GOVERNMENT	CECIL	ELE	2500 NORTHERN PKWY
GOVERNMENT	SHARP	LEADENHALL	150 WEST ST
GOVERNMENT	OFFICE OF	INSTR TECH	2500 NORTHERN PKWY
GOVERNMENT	ST ROSE	LIMA	410 JEFFREY ST
GOVERNMENT	WAXTER	CENTER	861 PARK AVE
GOVERNMENT	CARVER	VOC-TECH	2201 PRESSTMAN ST
GOVERNMENT	LEAFWALK	REC CENTER	1239 SHERWOOD AVE
GOVERNMENT	WATCH	CENTER	601 FAYETTE ST
GOVERNMENT	AMERICAN	PERSONAL COMM	100 PRATT ST
GOVERNMENT	PAL	BROOKLYN-O'MA	3560 3RD ST
GOVERNMENT	REC CENT	JAMES MCHENRY	31 SCHROEDER ST
GOVERNMENT	REC CENT	TENCH TILGHMA	600 PATTERSON PK AV
GOVERNMENT	CLAREMON	COMM-CENTER	4312 CLAREWAY
GOVERNMENT	LUTHER	MITCHELL PRIM	1731 CHASE ST
GOVERNMENT	PAL	ROSEMONT	1201 ROSEDALE ST
GOVERNMENT	NAACP	NAACP	8 26TH ST
GOVERNMENT	OFFICE	TELECOMM	111 CALVERT ST
GOVERNMENT	WAXTER	SENIOR CENTER	1000 CATHEDRAL ST

Appendix B  
Facilities Receiving Courtesy Cable Service

<b>CUSTOMER CLASS</b>	<b>ACCOUNT NAME</b>		<b>ADDRESS</b>
GOVERNMENT	BALT	CITY GOVERNME	4501 REISTERSTOWN RD
GOVERNMENT	MAYOR'S	OFFICE	100 HOLLIDAY ST
GOVERNMENT	ENOCH	PRATT LIBRARY	400 CATHEDRAL ST
GOVERNMENT	MOIT	311 CALL CTR	601 FAYETTE ST
GOVERNMENT	DOMINIC	DIPIETRO ICE	200 LINWOOD AVE
GOVERNMENT	HOUSING	OF BALTIMORE	1200 GUSRYAN ST
GOVERNMENT	HOUSING	OF BALTIMORE	751 SARATOGA ST
GOVERNMENT	MORACROS	REC CENTER	701 RAPPOLLA ST
GOVERNMENT	HOLLINS	HOUSE APTS	1010 BALTIMORE ST
GOVERNMENT	MOCC	MAYOR'S OFC	32 MARKET PL
GOVERNMENT	MOCC	AUDIO VISUAL	32 MARKET PL
GOVERNMENT	MAYOR'S	OFFICE	32 MARKET PL
GOVERNMENT	MAYOR'S	OFFICE CABLE	32 MARKET PL
GOVERNMENT	MAYOR'S	OFFICE	32 MARKET PL
GOVERNMENT	ROSEMONT	TOWER APTS	740 POPLAR GROVE ST
GOVERNMENT	REC CENT	FURLEY PS #20	4633 FURLEY AVE
GOVERNMENT	DEPT	PUBLIC WRKS	2331 FULTON AVE
GOVERNMENT	ST	ELIZABETH	3320 BENSON AVE
INTERNET ESSENTIALS	UNION	BAPTIST HS CT	1219 DRUID HILL AVE
INTERNET ESSENTIALS	O'MALLEY	BOYS & GIRLS	3560 3RD ST
INTERNET ESSENTIALS	MY	BROTHER'S KEEPER	4207 FREDERICK AVE
INTERNET ESSENTIALS	EASTERN	COMMUNITY ACT	1400 FEDERAL ST
INTERNET ESSENTIALS	NORTHWES	COMMUNITY ACT	3939 REISTERSTOWN RD
INTERNET ESSENTIALS	SOUTHEAS	COMMUNITY ACT	3411 BANK ST
INTERNET ESSENTIALS	SOUTHERN	COMMUNITY ACT	606 CHERRY HILL RD
INTERNET ESSENTIALS	29TH ST	COMMUNITY CTR	300 29TH ST
INTERNET ESSENTIALS	ST FRANC	COMMUNITY CTR	2405 LINDEN AVE
INTERNET ESSENTIALS	TOWANDA	COMMUNITY CTR	4100 TOWANDA AVE
INTERNET ESSENTIALS	CASA	DE MARYLAND	2224 FAYETTE ST
INTERNET ESSENTIALS	BOYS AND	GIRLS CLUB	1200 GUSRYAN ST
INTERNET ESSENTIALS	DELTA	LAMBDA FOUNDA	1501 DUKELAND ST
INTERNET ESSENTIALS	VILLAGE	LEARNING PLAC	2521 SAINT PAUL ST
INTERNET ESSENTIALS	LATINO	OUTREACH	606 ANN ST
INTERNET ESSENTIALS	LIBERTY	R & T CENTER	3901 MAINE AVE
POLICE	INTERNAL	INVES DIV	2526 KIRK AVE
POLICE	POLICE	MOUNTED UNIT	501 HOLLIDAY ST
POLICE	PUBLIC	SFTY INFRMRY	201 PLEASANT ST
POLICE	MARINE	UNIT	3201 BOSTON ST
POLICE	CENTRAL	CENTRAL DIST	500 BALTIMORE ST
POLICE	SW POLICE	STATION	424 FONT HILL AVE
POLICE	OFFICE	EMERG MGMT	1201 COLD SPRING LN
POLICE	POLICE	ADM BLDG	601 FAYETTE ST
POLICE	N W DIST	POLICE DEPT	5271 REISTERSTOWN RD
POLICE	MOUNTED	POLICE	411 HOLLIDAY ST
POLICE	POLICE	DEPT	1900 ARGONNE DR
POLICE	POLICE	DEPT	8 MARKET PL

Appendix B  
Facilities Receiving Courtesy Cable Service

CUSTOMER CLASS	ACCOUNT NAME		ADDRESS
POLICE	POLICE	DEPT	2300 CHARLES ST
POLICE	QTR MSTR	UNIT TSK FRC	242 29TH ST
POLICE	SOUTHERN	DISTPOLICE	10 CHERRY HILL RD
POLICE	POLICE	DPT HQ	601 FAYETTE ST
POLICE	WESTERN	DISTPOLICE	1034 MOUNT ST
POLICE	POLICE	DEPT	2525 KIRK AVE
POLICE	SOUTH	POLICE DIST	5710 EASTERN AVE
POLICE	POLICE	LEAGUE ATHLET	1200 GUSRYAN ST
POLICE	POLICE	ATHLETIC LEAG	3000 MADISON ST
SCHOOL	MIDTOWN	ACADEMY	1398 MOUNT ROYAL AVE
SCHOOL	THURGOOD	MARSHALL MIDD	5001 SINCLAIR LN
SCHOOL	HILTON	ELEM SCHL	3301 CARLISLE AVE
SCHOOL	WESTPORT	ELEMENTARY	2401 NEVADA ST
SCHOOL	CHARLES	CARROLL ELEM	1327 WASHINGTON BLVD
SCHOOL	BENTALOU	ELEM	220 BENTALOU ST
SCHOOL	BARCLAY	SCHOOL	2900 BARCLAY ST
SCHOOL	LOCKERMA	BUNDY ELEM	301 PULASKI ST
SCHOOL	WOODHOLM	ELEM SCHOOL	7300 MOYER AVE
SCHOOL	CLAREMNT	SCHOOL	5301 ERDMAN AVE
SCHOOL	RAYNER	BROWN ELEM	1000 MONTFORD AVE
SCHOOL	SAMUEL	COOLERIDGE EL	507 PRESTON ST
SCHOOL	PATAPSCO	ELEM	844 ROUNDVIEW RD
SCHOOL	BELMONT	ELEM SCHL	1406 ELLAMONT ST
SCHOOL	LAKEWOOD	ELEM SCHOOL	2625 FEDERAL ST
SCHOOL	ARUNDEL	ELEMENTARY	2400 ROUND RD
SCHOOL	GEN WOLF	ELEMENTRY SCH	245 WOLFE ST
SCHOOL	ALEXANDE	HAMILTON SCH	800 POPLAR GROVE ST
SCHOOL	MEDFIELD	HEIGHTS SCH	4300 BUCHANAN AVE
SCHOOL	ROGNEL	HGHTS ELEM	4300 SIDEHILL RD
SCHOOL	GARRETT	HGTS ELE SCH	2800 AILSA AVE
SCHOOL	GRACE-	LAND PARK SCH	6300 O'DONNELL ST
SCHOOL	LOIS	MURRAY ELEM	1600 ARLINGTON AVE
SCHOOL	MORRELL	PARK ELEM	2601 TOLLEY ST
SCHOOL	MARY	RODMAN ELEM	3510 MULBERRY ST
SCHOOL	GEORGE	WASH ELEM	800 SCOTT ST
SCHOOL	CARTER	WOODSON SCH	2501 SEABURY RD
SCHOOL	LYNDHURS	ELEMENTARY	621 WILDWOOD PKWY
SCHOOL	DICKEY	HILL ELM SCHL	5025 DICKEY HILL RD
SCHOOL	CHERRY	HILL ELEM SCH	801 BRIDGEVIEW RD
SCHOOL	WALTER	CARTER SCHL	820 43RD ST
SCHOOL	TENCH	TILGHMAN SCH	600 PATTERSON PK AV
SCHOOL	WEST	BALTIMORE MDL	201 BEND RD
SCHOOL	GEORGE	KELSON ELEM	701 GOLD ST
SCHOOL	ARNETT	BROWN SCHOOL	2700 SEAMON AVE
SCHOOL	JOSEPH	BRISCOE SCH	900 DRUID HILL AVE
SCHOOL	BALTIMOR	RISING STAR A	2200 SINCLAIR LN

Appendix B  
Facilities Receiving Courtesy Cable Service

CUSTOMER CLASS	ACCOUNT NAME		ADDRESS
SCHOOL	ELEM	NORTHBEND	181 BEND RD
SCHOOL	EDGEComb	CIRCELEM	2835 VIRGINIA AVE
SCHOOL	GLENMOUN	ELEM SCH	6211 WALTHER AVE
SCHOOL	FED HILL	ELEM SCHL	1040 WILLIAM ST
SCHOOL	FREDERIC	ELEM SCHL	2501 FREDERICK AVE
SCHOOL	MT ROYAL	ELE-MIDDLE	121 MCMECHEN ST
SCHOOL	SCHOOL	FOR THE ARTS	712 CATHEDRAL ST
SCHOOL	ARMSTEAD	GARDENS ELEM	5001 EAGER ST
SCHOOL	BERNARD	HARRIS ELEM	1400 CAROLINE ST
SCHOOL	STUART	HILL ELEM	30 GILMOR ST
SCHOOL	HAMPSTED	HILL SCHOOL	500 LINWOOD AVE
SCHOOL	GEORGE	MCMECHEN SCH	4411 GARRISON BLVD
SCHOOL	HARLEM	PARK ELEM	1401 LAFAYETTE AVE
SCHOOL	FRANCIS	SCOTT KEY	1425 FORT AVE
SCHOOL	JOHNSTON	SQUARE ELEM	1101 VALLEY ST
SCHOOL	FURMAN	TEMPLETON ELM	1200 PENNSYLVANIA AV
SCHOOL	WASHINGT	WASHELEMSCH	1801 SULGRAVE AVE
SCHOOL	FALLSTAF	MIDDLE SCHL	3801 FALLSTAFF RD
SCHOOL	FREDERIC	DOUGLAS HIGH	2301 GWYNNNS FLS PKWY
SCHOOL	LAKELAND	ELEM-MIDDLE	2921 STRANDEN RD
SCHOOL	FRINDSHI	ACADEMY	2500 NORTHERN PKWY
SCHOOL	CONNEXIO	ACADEMY HIGH	2801 DUKELAND ST
SCHOOL	MST	ACADEMY MIDLE	1130 CAROLINE ST
SCHOOL	MD	ACADEMY TECH	4701 GREENSPRING AVE
SCHOOL	ENOA	BCPS	2800 BRENDAN AVE
SCHOOL	ENOA	BCPS	5000 GWYNN OAK AVE
SCHOOL	ENOA	BCPS	101 24TH ST
SCHOOL	PP PUBLI	CHARTER EL/MD	27 LAKEWOOD AVE
SCHOOL	BALT	CITY COMM.COL	710 LOMBARD ST
SCHOOL	NACA FRD	DEMOCRACY II	2500 NORTHERN PKWY
SCHOOL	ROSEMONT	ELEMENTARY	2777 PRESSTMAN ST
SCHOOL	PIMLICO	ELMSCHOOL	4849 PIMLICO RD
SCHOOL	EMPOWERM	ENT ACADEMY	851 BRADDISH AVE
SCHOOL	INNER	HARB.EAST ACA	200 CENTRAL AVE
SCHOOL	BALT	INTL ACADEMY	3515 TAYLOR AVE
SCHOOL	BALT	LIBERATION HS	2801 DUKELAND ST
SCHOOL	INDEPEDC	LOCAL HS	1250 36TH ST
SCHOOL	CITY	NEIGHB HAMILT	5609 SEFTON AVE
SCHOOL	CROSS	RDS ELM/MIDD'	802 CAROLINE ST
SCHOOL	THE	REACH MID/HGH	2801 SAINT LO DR
SCHOOL	KIPP	UJIMA ACADEMY	4701 GREENSPRING AVE
SCHOOL	GILMORE	ELEM SCH	1311 GILMOR ST
SCHOOL	S EAST	MIDDLE SCHL	6820 FAIT AVE
SCHOOL	LOMBARD	MIDDLE SCHOOL	1601 LOMBARD ST
SCHOOL	MATHEW	HENSON ELEM	1600 PAYSON ST
SCHOOL	DIGGS	JOHNSON SCH	1300 HERKIMER ST

Appendix B  
Facilities Receiving Courtesy Cable Service

<b>CUSTOMER CLASS</b>	<b>ACCOUNT NAME</b>		<b>ADDRESS</b>
SCHOOL	ABBOTTST	ELEM SCHOOL	1300 GORSUCH AVE
SCHOOL	CANTON	MIDDLE SCHOOL	801 HIGHLAND AVE
SCHOOL	ARLINGTON	ELEM SCHOOL	3705 ROGERS AVE
SCHOOL	EAGER ST	ACADEMY	401 EAGER ST
SCHOOL	BENJAMIN	FRANKLIN SCH	1201 CAMBRIA ST
SCHOOL	ELMER	HENDERSON ELE	1101 WOLFE ST
SCHOOL	DUNBAR	MIDDLE SCH	500 CAROLINE ST
SCHOOL	WESTERN	HIGH SCHOOL	4600 FALLS RD
SCHOOL	CALVIN	RODWELL ELM	3501 HILLSDALE RD
SCHOOL	FRANCIS	WOOD ALT HIGH	100 CALHOUN ST
SCHOOL	CECIL	ELEMENTARY	2000 CECIL AVE
SCHOOL	SAMUEL	MORSE ELEM	424 PULASKI ST
SCHOOL	ARCHBSHP	CURLEY H SCH	3701 SINCLAIR LN
SCHOOL	YORKWOOD	ELEM SCH	5931 YORKWOOD RD
SCHOOL	JAMES	MOSHER ELEM	2400 MOSHER ST
SCHOOL	CALVERTO	MIDDLE SCH	1100 WHITMORE AVE
SCHOOL	HOLABIRD	ELESCHOOL	1500 IMLA ST
SCHOOL	FRANKLIN	SQUARE ELEM	1400 LEXINGTON ST
SCHOOL	BOOKER	WASH SCHOOL	1301 MCCULLOH ST
SCHOOL	WILLIAM	BAER SCHOOL	2001 WARWICK AVE
SCHOOL	EDGEWOOD	ELEM SCHL	1900 EDGEWOOD ST
SCHOOL	WESTSIDE	ELEM SCHOOL	2235 FULTON AVE
SCHOOL	MARGARET	BRENT SCHOOL	100 26TH ST
SCHOOL	BREHMS	LANE ELEM	3536 BREHMS LN
SCHOOL	MCHENRY	ELEM	31 SCHROEDER ST
SCHOOL	EAGER	HOWARD ELEM	2001 LINDEN AVE
SCHOOL	JOHN	RUHRAH ELEM	701 RAPPOLLA ST
SCHOOL	NORTH-	WESTERN HIGH	6900 PARK HTS AVE
SCHOOL	BAYBROOK	ELEM SCH	4301 10TH ST
SCHOOL	LEITHWLK	ELEM SCHOOL	1235 SHERWOOD AVE
SCHOOL	MT SAINT	JOSEPH SCH	4403 FREDERICK AVE
SCHOOL	FATHER	KOLBE SCHOOL	1035 KENWOOD AVE
SCHOOL	FRIENDS	UPPR SCHL LIB	5114 CHARLES ST
SCHOOL	LANGSTON	ELM SCHL	3701 FERNHILL AVE
SCHOOL	LEMMEL	MIDDLE SCH	2801 DUKELAND ST
SCHOOL	HARLEM	PARK MID SCH	1500 HARLEM AVE
SCHOOL	ROBERT	COLEMAN SCHL	2400 WINDSOR AVE
SCHOOL	EDMONDSON	HIGH SCH	501 ATHOL AVE
SCHOOL	JOHN	ROGERS E SCHL	100 CHESTER ST
SCHOOL	NORTHERN	HIGH SCHL	2201 PINewood AVE
SCHOOL	FURLEY	ELEMENTARY	4633 FURLEY AVE
SCHOOL	GOVANS	ELEMENTARY	5801 YORK RD
SCHOOL	SINCLAIR	LN ELEM	3880 SINCLAIR LN
SCHOOL	BALT POLY	SENIOR HIGH	1400 COLD SPRING LN
SCHOOL	HAMPDEN	ELMSCHOOL	3608 CHESTNUT AVE
SCHOOL	GUILFORD	ELEM SCHL	4520 YORK RD

Appendix B  
Facilities Receiving Courtesy Cable Service

CUSTOMER CLASS	ACCOUNT NAME		ADDRESS
SCHOOL	LIBERTY	ELEM SCH	3901 MAINE AVE
SCHOOL	CHARLES	CARROLL SCH	200 CENTRAL AVE
SCHOOL	WINSTON	MIDDLE SCH	1101 WINSTON AVE
SCHOOL	WILLIAM	PINDER ELEM	1200 FREMONT AVE
SCHOOL	WALBROOK	SR HIGH	2000 EDGEWOOD ST
SCHOOL	HARRIET	TUBMAN SCHL	1807 HARLEM AVE
SCHOOL	WAVERLY	ELEM SCH	3400 ELLERSLIE AVE
SCHOOL	GARRISON	MIDDLE SCHOOL	3910 BARRINGTON RD
SCHOOL	SETON	KEOUGH HIGH	1201 CATON AVE
SCHOOL	SOUTHERN	HIGH SCHOOL	1100 COVINGTON ST
SCHOOL	THOMAS	JEFFERSON ELE	605 DRYDEN DR
SCHOOL	HARBOR	VIEW SCHOOL	4411 6TH ST
SCHOOL	KATHARIN	SCHOOL	1201 ROSE ST
SCHOOL	LILLIE	JACKSON SCH	1501 ASHBURTON ST
SCHOOL	EDMOND	WESTSIDE SCH	4501 EDMONDSON AVE
SCHOOL	ASHBURTO	ELEM MIDDLE S	3935 HILTON RD
SCHOOL	WINDSOR	HILLS ELEM	4001 ALTO RD
SCHOOL	WILLIAM	PACA ELE SCH	200 LAKEWOOD AVE
SCHOOL	HIGHLAND	TOWN SCHOOL	3223 PRATT ST
SCHOOL	BEECHFIE	ELEM SCH	301 BEECHFIELD AVE
SCHOOL	SARAH	ROACH ELEM	3434 OLD FREDERCK RD
SCHOOL	CALVARY	TEMPLE SCHOOL	4201 PENNINGTON AVE
SCHOOL	HAMILTON	ELMSCHOOL	6101 OLD HARFORD RD
SCHOOL	HOPE	ACADEMY	5701 YORK RD
SCHOOL	SUCCESS	ACADEMY PROG	200 NORTH AVE
SCHOOL	GARDENVI	ELEM SCHL	5300 BELAIR RD
SCHOOL	DALLAS	NICHOLAS ELEM	201 21ST ST
SCHOOL	MORAVIA	PARK ELEM	6201 FRANKFORD AVE
SCHOOL	ELEMENTA	COLDSTREAM	1400 EXETER HALL AVE
SCHOOL	CROSS	COUNTRY ELEM	6100 CROSS CNTRY BL
SCHOOL	NORTHEST	MIDDLE SCH	5001 MORAVIA RD
SCHOOL	PATTERSO	HIGH	100 KANE ST
SCHOOL	MALCOLM	X SCHOOL	2810 SHIRLEY AVE
SCHOOL	HAZELWOO	ELEM SCHL	4517 HAZELWOOD AVE
SCHOOL	THOMAS	JOHNSON ELEM	100 HEATH ST
SCHOOL	GROVE	PARK ELEMENTA	5545 KENNISON AVE
SCHOOL	PARK ELE	COLDSTREAM PK	1400 EXETER HALL AVE
SCHOOL	SAINT	BERNADIES SCH	3601 OLD FREDERCK RD
SCHOOL	SCHOOL	CHINQUAPIN	900 WOODBOURNE AVE
SCHOOL	PSALMIST	SCHOOL	4501 OLD FREDERCK RD
SCHOOL	ST DOMINIC	SCHOOL	5302 HARFORD RD
SCHOOL	VIOLET	ELEM SCH	1207 PINE HTS AVE
SCHOOL	LAFAYETT	ELEM SCHL	850 BRADDISH AVE
SCHOOL	SAINT	ELIZABETH SCH	801 ARGONNE DR
SCHOOL	MAREE	FARRING ELEM	300 PONTIAC AVE
SCHOOL	CHARLES	HALL ELM SCHL	1526 FREMONT AVE

Appendix B  
Facilities Receiving Courtesy Cable Service

<b>CUSTOMER CLASS</b>	<b>ACCOUNT NAME</b>		<b>ADDRESS</b>
SCHOOL	THOMAS	HAYES ELEM	601 CENTRAL AVE
SCHOOL	SACRED	HEART-MARY	6726 YOUNGSTOWN AVE
SCHOOL	VENABLE	HIGH SCHOOL	701 34TH ST
SCHOOL	FRANKFRD	INTERM SCHOOL	6001 FRANKFORD AVE
SCHOOL	CALVARY	LUTHERAN SCH	2625 NORTHERN PKWY
SCHOOL	MILDRED	MONROE ELEM S	1634 GUILFORD AVE
SCHOOL	BISHOP	NEMAN SCHOOL	3500 FOSTER AVE
SCHOOL	UPTON	SCHOOL	811 LANVALE ST
SCHOOL	GREEN	SPRING MIDDLE	4501 GREENSPRING AVE
SCHOOL	GRACE	ST PETERS SCH	707 PARK AVE
SCHOOL	MONTEBEL	ELEMENTARY	2040 32ND ST
SCHOOL	WOODBURN	SCHOOL	5003 SINCLAIR LN
SCHOOL	SOUTH	WESTERN HIGH	200 FONT HILL AVE



**APPENDIX C**

**RATE CARD AND CHANNEL LINE-UP**



**BALTIMORE CITY**

**BUNDLED PACKAGES<sup>1,2</sup>**

**QUAD PLAY PACKAGES**

QUAD PLAY PACKAGE PRICING BELOW IS ADDITIONAL TO TRIPLE PLAY PACKAGE PRICING

with Secure 300 add <sup>18</sup>	\$39.95
<b>For SurePrice add<sup>19</sup></b>	\$35.00
with Secure 350 add <sup>18</sup>	\$49.95
<b>For SurePrice add<sup>19</sup></b>	\$45.00

**TRIPLE PLAY PACKAGES**

**Starter XF Triple Play Bundle**

Includes Digital Starter for primary outlet, Performance Pro Internet and XFINITY Voice Unlimited™

<b>SurePrice<sup>37</sup></b>	\$148.49
	\$124.99

**Preferred XF Triple Play Bundle**

Includes Digital Preferred for primary outlet, Performance Pro Internet and XFINITY Voice Unlimited™

<b>SurePrice<sup>37</sup></b>	\$161.49
	\$134.99

**HD Preferred XF Triple Play Bundle**

Includes Digital Preferred and Starz® for primary outlet, HD Technology Fee, Performance Pro Internet and XFINITY Voice Unlimited™

<b>SurePrice<sup>37</sup></b>	\$171.49
	\$144.99

**HD Preferred Plus XF Triple Play Bundle**

Includes Digital Preferred, HBO® and Starz® for primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Voice Unlimited™. No Longer available for new subscription after 8/23/16.

<b>SurePrice<sup>37</sup></b>	\$191.49
	\$164.99

**HD Premier with Sports XF Triple Play Bundle**

Includes Digital Preferred, HBO®, Showtime®, Starz®, Cinemax®, Sports Entertainment Package and DVR or AnyRoom® DVR Service for Primary outlet, HD Technology Fee, Blast!® Internet and XFINITY Voice Unlimited™. No Longer available for new subscription after 8/23/16.

<b>SurePrice<sup>37</sup></b>	\$216.49
	\$184.99

**HD Complete XF Triple Play Bundle**

Includes Digital Premier, Sports Entertainment Package and AnyRoom® DVR Service for primary outlet, Digital Additional Outlet Service on up to 3 TVs, HD Technology Fee, Blast!® Internet, Wireless Gateway, and XFINITY Voice Unlimited™

<b>SurePrice<sup>37</sup></b>	\$246.49
	\$224.99

**XFINITY LATINO PAQUETE TRIPLE**

**XFINITY 3300 Latino**

Includes XFINITY TV 300 Latino for primary outlet, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

<b>SurePrice<sup>37</sup></b>	\$135.99
	\$114.99

**XFINITY 3450 Latino**

Includes XFINITY TV 450 Latino for primary outlet, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

<b>SurePrice<sup>37</sup></b>	\$143.49
	\$134.99

**XFINITY 3600 Latino**

Includes Digital Preferred and XFINITY TV Latino for primary outlet, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

<b>SurePrice<sup>37</sup></b>	\$161.49
	\$134.99

**XFINITY 3650 Latino**

Includes Digital Preferred, XFINITY TV Latino and Starz® for primary outlet, HD Technology Fee, Performance Pro Internet, XFINITY Voice Unlimited™ and Carefree Minutes Latin America 300.

<b>SurePrice<sup>37</sup></b>	\$171.49
	\$144.99

**DOUBLE PLAY PACKAGES**

**Internet Plus**

Includes Limited Basic, HBO®, Streampix®, standard definition digital converter and remote for primary outlet and Performance Internet

<b>SurePrice<sup>37</sup></b>	\$77.95
	\$64.99

**Internet Pro Plus with Showtime®**

Includes Digital Economy, Showtime® and Streampix® for primary outlet and Performance Pro Internet

<b>SurePrice<sup>37</sup></b>	\$81.95
	\$74.99

**Internet Pro Plus with HBO®**

Includes Digital Economy, HBO® and Streampix® for primary outlet and Performance Pro Internet

<b>SurePrice<sup>37</sup></b>	\$84.95
	\$74.99

**XF TRIPLE PLAY PACKAGE REWARDS / XFINITY LATINO PAQUETE TRIPLE REWARDS**

	Regular Price	Starter XF, XFINITY 3450 Latino	Preferred XF, XFINITY 3600 Latino	HD Preferred XF, XFINITY 3650 Latino	HD Preferred Plus XF	HD Premier with Sports XF <sup>28</sup>	HD Complete XF <sup>28</sup>
<b>HBO®</b>	\$15.00	\$15.00	\$15.00	\$15.00	Included	Included	Included
<b>Showtime®</b>	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	Included	Included
<b>Starz®</b>	\$12.00	\$12.00	\$12.00	Included	Included	Included	Included
<b>Cinemax®</b>	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	Included	Included
<b>The Movie Channel®</b>	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	Included
<b>HD Technology Fee<sup>27</sup></b>	\$9.95	\$9.95	\$9.95	Included	Included	Included	Included
<b>DVR Service<sup>3</sup></b>	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included	N/A
<b>AnyRoom® DVR Service<sup>25</sup></b>	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	Included
<b>Digital Additional Outlet Service (SD or HD)<sup>26</sup></b>	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	Included for three additional outlets
with HD <sup>30</sup>	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	Included for three additional outlets
with DVR Service	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95
with AnyRoom® DVR Service <sup>31</sup>	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95	\$19.95
with AnyRoom® DVR Service (client)	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	\$9.95	Included for three additional outlets
<b>Blast!® Speed Upgrade</b>	\$69.95	\$13.00	\$13.00	\$13.00	Included	Included	Included
<b>Gigabit Pro Upgrade<sup>34,35</sup></b>	\$299.95	\$243.00	\$243.00	\$230.00	\$230.00	\$230.00	\$230.00

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

<b>XFINITY 2300 Latino</b>	
Includes XFINITY TV 300 Latino for primary outlet and Performance Internet	\$106.90
<b>SurePrice<sup>37</sup></b>	\$89.99
<b>XFINITY 2450 Latino</b>	
Includes XFINITY TV 450 Latino for primary outlet and Performance Internet	\$126.90
<b>SurePrice<sup>37</sup></b>	\$109.99
<b>XFINITY 2600 Latino</b>	
Includes Digital Preferred and XFINITY TV Latino for primary outlet and Performance Internet	\$162.80
<b>SurePrice<sup>37</sup></b>	\$109.99
<b>Premier XF Double Play</b>	
Includes Digital Premier for primary outlet and Performance Pro Internet	\$182.99
<b>SurePrice<sup>37</sup></b>	\$139.99
<b>Internet Plus Latino</b>	
Includes XFINITY TV 150 Latino, standard definition digital converter and remote for primary outlet and Performance Internet	\$77.95
<b>SurePrice<sup>37</sup></b>	\$64.99

## XFINITY® TV<sup>1</sup>

### BASIC SERVICES

<b>Limited Basic</b>	\$17.95
<b>Broadcast TV Fee</b>	\$3.75
<b>PEG Fee<sup>32</sup></b>	\$0.60
<b>Expanded Basic<sup>4</sup></b> Includes standard definition digital converter and remote for primary outlet	\$52.00

### DIGITAL SERVICES

<b>Digital Economy</b> Includes Limited Basic, additional digital channels and a standard definition digital converter and remote for the primary outlet, access to Pay-Per-View, On Demand programming and Music Choice <sup>®</sup>	\$39.95
<b>With XFINITY Voice or Internet Service</b>	\$37.95
<b>Digital Starter</b> Includes Limited Basic, Expanded Basic, MoviePlex, access to Pay-Per-View and On Demand programming and Music Choice <sup>®</sup>	\$69.95
<b>Digital Preferred</b> Includes Digital Starter, additional digital channels, Encore <sup>®</sup> , access to Pay-Per-View and On Demand programming and Music Choice <sup>®</sup>	\$87.90
<b>Digital Preferred plus One Premium</b> Includes Digital Preferred and choice of Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> or The Movie Channel <sup>®</sup>	\$99.90
<b>Digital Preferred with HBO<sup>®</sup></b>	
Includes Digital Preferred and HBO <sup>®</sup>	\$102.90
<b>Digital Preferred plus Two Premiums</b> Includes Digital Preferred and choice of two of Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> or The Movie Channel <sup>®</sup>	\$111.90
<b>Digital Preferred with HBO<sup>®</sup> and One Premium</b>	
Includes Digital Preferred, HBO <sup>®</sup> and choice of Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> or The Movie Channel <sup>®</sup>	\$114.90
<b>Digital Premier</b>	
Includes Digital Preferred, HBO <sup>®</sup> , Showtime <sup>®</sup> , Starz <sup>®</sup> , Cinemax <sup>®</sup> and The Movie Channel <sup>®</sup>	\$134.90
<b>XFINITY TV 150 Latino</b> Includes Limited Basic, XFINITY TV Latino, standard definition digital converter and remote for primary outlet	\$30.95
<b>XFINITY TV 200 Latino</b> Includes Digital Economy and XFINITY TV Latino for primary outlet	\$41.95
<b>XFINITY TV 300 Latino</b> Includes XFINITY TV 200 Latino and additional digital channels for primary outlet	\$49.95
<b>XFINITY TV 450 Latino</b> Includes XFINITY TV 300 Latino and additional digital channels for primary outlet	\$69.95

### XFINITY TV SERVICES

<b>HBO<sup>®21</sup></b>	\$15.00
<b>Showtime<sup>®21</sup></b>	\$12.00
<b>Starz<sup>®21</sup></b>	\$12.00
<b>Cinemax<sup>®21</sup></b>	\$12.00
<b>The Movie Channel<sup>®21</sup></b>	\$12.00
<b>Playboy<sup>®21</sup></b>	\$21.95
<b>Digital Preferred<sup>20</sup></b> Over 60 channels including CMT, Disney XD, National Geographic Channel, Science Channel, Encore <sup>®</sup> , MLB Network, NBA TV and NFL Network	\$17.95
<b>XFINITY TV Latino<sup>21</sup></b> Includes 52 channels of Spanish language programming	\$17.95
<b>Family Tier<sup>5</sup></b> Includes 13 channels including C-SPAN, Discovery Family Channel, Food Network, HGTV, PBS Kids Sprout, National Geographic Channel and The Weather Channel.	\$14.95
<b>Sports Entertainment Package<sup>20</sup></b> Includes 22 channels including CBS Sports Network, FCS Atlantic, FCS Central and FCS Pacific.	\$9.95
<b>HD Technology Fee<sup>27</sup></b>	\$9.95
<b>DVR Service<sup>3</sup></b>	\$10.00
<b>AnyRoom<sup>®</sup> DVR Service<sup>25</sup></b>	\$10.00
<b>Digital Additional Outlet Service (SD or HD)<sup>26</sup></b>	\$9.95
with HD <sup>30</sup>	\$9.95

with DVR Service	\$19.95
with AnyRoom <sup>®</sup> DVR Service <sup>31</sup>	\$19.95
with AnyRoom <sup>®</sup> DVR Service (client)	\$9.95
<b>Digital Adapter Additional Outlet Service (SD or HD)<sup>6</sup></b>	\$3.99
with Digital Economy <sup>22</sup>	\$3.99
with Family Tier <sup>23</sup>	\$3.99
with XFINITY TV Latino <sup>24</sup>	\$3.99

### INTERNATIONAL SELECTIONS<sup>21</sup>

<b>The Israeli Network</b>	\$19.99
<b>Rai Italia</b> (Italian)	\$9.99
<b>TV5 MONDE</b> (French)	\$9.99
<b>TV Japan</b> (Japanese)	\$24.99
<b>Phoenix Info News</b> (Chinese/Mandarin)	\$9.99
<b>Phoenix North America</b> (Chinese/Mandarin)	\$9.99
<b>Phoenix Info News &amp; Phoenix North America</b>	\$14.99
<b>CCTV-4</b> (Chinese/Mandarin)	Not Sold Separately
<b>CTI-Zhong Tian Channel</b> (Chinese/Mandarin)	Not Sold Separately
<b>CTI-Zhong Tian Channel &amp; CCTV-4</b> (Chinese/Mandarin)	\$11.99
<b>Dragon Pack</b> (Chinese/Mandarin) Includes CCTV-4, CTI-Zhong Tian Channel, Phoenix Info News, Phoenix North America and ET-Super	\$19.99
<b>GMA Pinoy TV</b> (Filipino)	\$11.99
<b>TFC</b> (Filipino)	\$11.99
<b>TFC &amp; GMA Pinoy TV</b> (Filipino)	\$19.99
<b>Channel One Russia</b> (Russian)	\$14.99
<b>RTN</b> (Russian)	\$14.99
<b>TV1000 Russian Kino</b> (Russian)	\$9.99
<b>RTVi</b> (Russian)	\$14.99
<b>RTN &amp; RTVi</b> (Russian)	\$24.99
<b>Russian 3 Pack</b> (Russian) Includes Channel One Russia, RTN and Russian Kino	\$22.99
<b>Willow Plus</b> (South Asian/Cricket Sport)	\$14.99
<b>Willow Plus with any Desi 3, 4 or Mega Pack</b>	\$7.00
<b>STAR India PLUS</b> (South Asian-Hindi)	\$11.99
<b>SET Asia (Sony)</b> (South Asian)	\$14.99
<b>TV Asia</b> (South Asian)	\$14.99
<b>Zee TV</b> (South Asian)	\$14.99
<b>SET Asia (Sony) &amp; Zee TV</b> (South Asian)	\$24.99
<b>SET Asia (Sony) &amp; STAR India PLUS</b> (South Asian)	\$24.99
<b>TV Asia &amp; Zee TV</b> (South Asian)	\$24.99
<b>Zee TV &amp; STAR India PLUS</b> (South Asian)	\$24.99
<b>STAR Pack</b> (South Asian) Includes ABP News, STAR India PLUS, Life OK and STAR India GOLD	\$24.99
<b>Desi Pack</b> (South Asian) Includes SET Asia (Sony), Zee TV, STAR India PLUS and Willow.	\$29.99
<b>Desi 3 Pack</b> (South Asian) Includes SET Asia (Sony), Zee TV, and TV Asia	\$29.99
<b>Desi 4 Pack</b> (South Asian) Includes SET Asia (Sony), Zee TV, STAR India PLUS, and Life OK	\$32.99
<b>Desi 5 Pack</b> (South Asian) Includes SET Asia (Sony), Zee TV, TV Asia, STAR India PLUS and Willow	\$32.99
<b>Desi Mega and Willow Pack</b> (South Asian) Includes SET Asia (Sony), Zee TV, TV Asia, STAR India PLUS, ABP News, Life OK, STAR India GOLD and Willow	\$42.99
<b>TV Globo</b> (Portuguese/Brazilian)	\$19.99
<b>WKTV</b> (Korean)	\$14.99

### PAY-PER-VIEW AND ON DEMAND SUBSCRIPTION SERVICES<sup>7</sup>

<b>Eros Now On Demand</b>	\$12.99
<b>Eros Now On Demand</b> w/a South Asian international selection	\$9.99
<b>here! TV On Demand</b>	\$7.99
<b>Filipino On Demand</b>	\$7.99
<b>Filipino On Demand</b> w/a Filipino international selection	\$5.99
<b>The Jewish Channel On Demand</b>	\$6.99
<b>Too Much for TV On Demand</b>	\$14.99
<b>Disney Family Movies On Demand</b>	\$5.99
<b>Pay-Per-View and On Demand Movies and Events<sup>8</sup></b> (per title or event)	Prices Vary
<b>Streampix<sup>™9</sup></b>	\$4.99
<b>Vivid On Demand Subscription<sup>29</sup></b>	\$19.99
<b>Hustler On Demand Subscription<sup>29</sup></b>	\$19.99
<b>TEN On Demand Subscription<sup>29</sup></b>	\$19.99
<b>Gaiam TV Fit &amp; Yoga On Demand</b>	\$6.99
<b>Grokker Yoga Fitness On Demand</b>	\$6.99
<b>UP Faith and Family On Demand</b>	\$4.99

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

## SPORTS PACKAGES<sup>7</sup>

MLB Extra Innings <sup>®</sup>	Call 1-800-XFINITY for pricing
MLS Direct Kick	Call 1-800-XFINITY for pricing
NHL <sup>®</sup> Center Ice <sup>®</sup>	Call 1-800-XFINITY for pricing
NBA League Pass	Call 1-800-XFINITY for pricing

## XFINITY TV EQUIPMENT

Limited Basic Only Converter	\$1.00
Digital Converter	\$2.50
Remote Control	\$0.18
HD Digital Converter (Limited Basic Only)	\$2.00
Digital Adapter (Limited Basic Only — Primary Outlet, SD or HD)	No Charge
Digital Adapter (Limited Basic Only — 1st and 2nd Additional Outlet, SD or HD)	No Charge
Digital Adapter (Limited Basic Only — 3rd Additional Outlet and above, SD or HD)	\$0.50
CableCARD (first card in device)	No Charge
CableCARD (second card in same device)	\$0.80

## INSTALLATION FEES<sup>10</sup>

(PER OCCURRENCE UNLESS NOTED)

	Initial Installation of Service	After Initial Installation of Service
Professional Installation <sup>36,38</sup>	\$79.99	N/A
Additional Outlet (new)	N/A	\$33.20
Activate Pre-existing Additional Outlet	N/A	\$24.60
Relocate Additional Outlet	N/A	\$32.65
Connect VCR/DVD	N/A	\$21.05
Upgrade/Downgrade of Service (No in-home visit required)		\$0.00
Upgrade of Service (In-home visit required)		\$29.45
Downgrade of Service (In-home visit required)		\$19.95
Hourly Service Charge <sup>38</sup> (Custom Installation)		\$35.20
In-Home Service Visit (Video, per occurrence)		\$40.00

## REACTIVATION FEES

(NO IN-HOME VISIT REQUIRED—PER OCCURRENCE UNLESS NOTED)

XFINITY TV	\$6.00
XFINITY Internet	\$6.00
XFINITY Voice	\$6.00

## MISCELLANEOUS FEES (PER OCCURRENCE UNLESS NOTED)

Customer-Owned Video Equipment Credit See <a href="http://www.comcast.com/equipmentpolicy">www.comcast.com/equipmentpolicy</a> for additional information	\$2.50
Regional Sports Fee <sup>33</sup> (per month)	\$3.00
Service Protection Plan <sup>11</sup> (per month) Inside home wiring protection for cable TV, high-speed Internet and phone services	\$5.95
X1 Platform Upgrade Fee	\$19.99
Field Collection Charge Visit to customer's residence required to collect past due balance or unreturned equipment	\$30.00
Returned Payment Item (each)	\$25.00
Late Fee	10%
Convenience Fee—Agent For payment made by phone with a Customer Care Representative	\$5.99
Unreturned or Damaged Equipment Fees <sup>12</sup> (per piece)	Replacement Cost
Self Install Kit <sup>13</sup>	\$15.00
Self Install Kit Shipping and Handling	\$9.95
Self Install Kit Shipping and Handling (Priority Shipping)	\$29.95

## XFINITY<sup>®</sup> VOICE<sup>1,14</sup>

XFINITY Voice—Unlimited™	\$44.95
With TV and Internet Service	\$39.95
XFINITY Voice—Local with More <sup>®</sup>	\$34.95
With TV or Internet Service	\$24.95

## CAREFREE MINUTES<sup>®</sup> INTERNATIONAL CALLING PLANS

Carefree Minutes International Calling Plans are additional call plans to specific countries or international regions

Carefree Minutes Latin America 300	\$9.95
Carefree Minutes World Select 300	\$9.95

## OTHER CHARGES (PER MONTH UNLESS OTHERWISE INDICATED)

Voicemail	\$3.95
Additional Line with Calling Features	\$21.95
Additional Line without Calling Features	\$11.95
Voice/Data Modem	\$10.00
Voice/Data Modem DOCSIS 3.0 Kit (for purchase, one-time charge)	\$149.00
In-Home Service Visit (Voice, per occurrence)	\$40.00
Unreturned or Damaged Equipment Fees <sup>12</sup> (per piece, per occurrence)	Replacement Cost

## XFINITY<sup>®</sup> INTERNET<sup>1,15</sup>

	XFINITY Internet Service Only	with XFINITY TV or Voice Service
Performance Starter <sup>16</sup>	\$49.95	\$49.95
Performance	\$69.95	\$56.95
Performance Pro	\$79.95	\$66.95
Blast! <sup>9</sup>	\$82.95	\$69.95
Gigabit Pro <sup>34,35</sup>	\$299.95	\$299.95
Voice/Data Modem (monthly)		\$10.00
Wireless Gateway (monthly)		\$10.00
Ciena 3931 Modem & Netgear Wireless Router <sup>17</sup> (monthly)		\$19.95
Additional IP Address (per IP Address) (monthly)		\$6.95
Data Modem DOCSIS 3.0 Kit (for purchase, one-time charge)		\$99.00
Wireless Adapter (each, one-time charge)		\$30.00
In-Home Service Visit (Internet, per occurrence)		\$40.00
Wireless Networking On-Site Professional Set-Up (Separate Trip, per occurrence)		\$99.95
Wireless Networking On-Site Professional Set-Up (Additional Device, per occurrence)		\$29.95
Gigabit Pro Activation Fee (per occurrence)		\$500.00
Gigabit Pro Professional Internet Installation (per occurrence)		\$500.00
Unreturned or Damaged Equipment Fees <sup>12</sup> (per piece, per occurrence)		Replacement Cost

<sup>1</sup> Certain services available separately or as a part of other levels of service. Comcast service is subject to Comcast's standard terms and conditions of service. Unless otherwise specified, prices shown are the monthly charge for the corresponding service, equipment or package. Prices shown do not include applicable taxes, franchise fees, FCC fees, Regulatory Recovery Fee, Public Access fees, other state or local fees or other applicable charges (e.g., per-call toll or international charges). Prices, services and features are subject to change. If you are a video service customer and you own a compatible digital converter or CableCARD device, please call 1-800-XFINITY for pricing information or visit [www.comcast.com/equipmentpolicy](http://www.comcast.com/equipmentpolicy). ©2016 Comcast. All rights reserved.

<sup>2</sup> Requires a Voice/Data Modem, except for HD Complete Triple Play.  
<sup>3</sup> Requires HD Technology Fee. Digital Additional Outlet Service required for DVR Service on additional outlets  
<sup>4</sup> Requires Limited Basic.

<sup>5</sup> Requires digital converter and Limited Basic and cannot be combined with Expanded Basic. Family Tier programming included in Digital Services except for XFINITY TV Latino.

<sup>6</sup> Includes digital adapter and remote. Digital service tier on additional outlet corresponds to digital service tier on primary outlet. Does not include access to On Demand content, premium channels or programming guide. Not available to customers with Limited Basic only.

<sup>7</sup> Requires digital converter and Limited Basic. Sports packages will automatically renew at the start of each season at that season's full-season early-bird rate, provided Comcast still carries the package. Subscription will automatically be billed in 4 total payments. Call 1-800-XFINITY to cancel subscription or automatic renewal up to 30 days into the season. Charges are non-refundable after the first 30 days of the season. Other restrictions may apply. Customers enrolled in the auto-renewal program moving to another Comcast serviceable address and continuing service with Comcast in or out of season, will remain enrolled in the auto-renewal program.

<sup>8</sup> Price of Pay-Per-View and On Demand Movie or Event is displayed prior to the completion of the Pay-Per-View or On Demand ordering process.

<sup>9</sup> Requires digital converter and Limited Basic to receive Streampix™ on television. Streampix™ included with the following tiers of service: Internet Pro Plus with HBO®, HD Preferred Plus XF Triple Play, HD Premier with Sports XF Triple Play, HD Complete XF Triple Play. HD content requires subscription to HD Technology Fee. Streaming to iOS device requires XFINITY™ TV app, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic. Streaming to laptop/computer requires equipment meeting minimum requirements posted at <http://customer.comcast.com/help-and-support/internet/requirements-to-run-xfinity-internet-service/>, Internet service with bandwidth of at least 600 Kbps and a subscription to Limited Basic.

<sup>10</sup> Does not include installation charges for Gigabit Pro Internet Service, XFINITY Home Security, Wireless Networking, XFINITY Internet or XFINITY Voice activation fees.

<sup>11</sup> See <http://www.comcast.com/spp> for information on Service Protection Plan.

<sup>12</sup> Contact 1-800-XFINITY for questions regarding equipment replacement charges.

<sup>13</sup> Does not apply to CableCARD Self Install Kit.

<sup>14</sup> Requires a Voice/Data Modem. Unlimited Local and Long Distance package pricing applies only to direct dialed calls from home to locations included in the plan. Plans do not include other international calls. For more information regarding XFINITY Voice pricing go to <http://www.comcast.com/corporate/about/phoneterms/service/comcastdigitalvoice/cdvrstatepricing.html>.

<sup>15</sup> Voice/Data modem required. For more information regarding XFINITY Internet go to <http://www.comcast.com/internet-service.html>.

<sup>16</sup> Download speed up to 10 Mbps and upload speed up to 2 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.

<sup>17</sup> Requires Gigabit Pro.

<sup>18</sup> XFINITY Home Secure requires 2 year agreement with early termination fee. Early termination fee applies if all XFINITY services are terminated during the agreement term. For additional information go to [www.xfinity.com/home](http://www.xfinity.com/home).

<sup>19</sup> SurePrice only available for 12 months to Quad Play customers with Starter XF Triple Play, Preferred XF Triple Play and HD Preferred XF Triple Play customers after 12 month promotional pricing with 12 month contract. SurePrice only available for 12 months to Quad Play customers with HD Premier with Sports XF Triple Play and HD Complete XF Triple Play customers after 24 month promotional pricing with 24 month contract.

<sup>20</sup> Requires Digital Starter.

<sup>21</sup> Requires digital converter or CableCARD and Limited Basic.

Refer to the last page for additional information. For information about XFINITY policies and terms of service, go to [xfinity.com/policies](http://xfinity.com/policies).

- <sup>22</sup> Requires Digital Economy on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.
- <sup>23</sup> Requires Family Tier on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.
- <sup>24</sup> Requires XFINITY TV Latino on primary outlet. Does not include access to On Demand content, premium channels or on screen programming guide.
- <sup>25</sup> Sold only with Digital Additional Outlet Service for up to 3 TVs, maximum 3 clients per household. Requires HD Technology Fee and professional installation. Not available to customers with Limited Basic only.
- <sup>26</sup> Not available to Limited Basic only customers. Digital service tier on additional outlet corresponds to digital service tier on primary outlet.
- <sup>27</sup> Not available to customers with Limited Basic only. Must subscribe to HD Technology Fee to receive HD programming.
- <sup>28</sup> AnyRoom® DVR Service is included with HD Premier with Sports XF Triple Play and HD Complete XF Triple Play if AnyRoom® DVR Service is installed on primary outlet.
- <sup>29</sup> One month minimum purchase required. Not available in all areas.
- <sup>30</sup> Requires HD Technology Fee.
- <sup>31</sup> Non-client includes Digital Additional Outlet charge.
- <sup>32</sup> Franchise Related Costs are costs associated with providing public, educational and/or government access facilities and equipment and/or other related costs in your community.
- <sup>33</sup> Applies to XFINITY TV Digital Starter and above and XFINITY TV Latino.
- <sup>34</sup> Not available in all areas. May require installation and non-refundable installation charge.
- <sup>35</sup> Requires 2 year contract. Monthly lease of Gigabit Pro compatible cable modem/router additional. Activation and professional installation fees additional. Gigabit Pro does not qualify for Comcast 30-day money back guarantee.
- <sup>36</sup> Includes standard installation of XFINITY TV, XFINITY Internet and/or XFINITY Voice and installation of additional outlets and wireless networking set-up if requested at time order is placed. Does not include installations of XFINITY Home or XFINITY Gigabit Pro Internet.
- <sup>37</sup> SurePrice only available for 12 months to XF Triple Play or XFINITY Latino Paquete Triple, Internet Plus, Internet Pro Plus with HBO, Internet Pro Plus with Showtime, Preferred XF Double Play, Premier XF Double Play, XFINITY 2300 Latino, XFINITY 2450 Latino and XFINITY 2600 Latino customers after 12 month promotional package.
- <sup>38</sup> Standard installations include installations up to 125 feet from existing Comcast plant, unless noted differently in the local franchise agreement. Custom installations include installations which require in-wall wiring or installations in extensive drop ceilings, basements, or crawl spaces.

**XFINITY Home License Numbers:**

**AL:** 001484, 001504; **AR:** 12-030; **AZ:** ROC 280515, BTR 18287-0; **CA:** CSLB 974291, ACO 7118 licensed and regulated by the Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, CA, 95814; **CT:** 1040196, ELC 0189754-C5; **DE:** FAL-0299, FAC-0293, SSPS 11-123; **FL:** EF0000921, EF20001002, EF0001095; **GA:** LVU406303, LVU406264, LVU406190; LVU406354; **IL:** PACA 127-001503; **LA:** F1691; **MA:** SS-001968; **MD:** 107-1776, Baltimore County: RK9552, Howard County: ER00990, Washington County: EL-R-0218, Harford County: 00005321, Calvert County: L0188, Prince George's County: 13958-2014-0; **ME:** LM50017039; **MI:** 3601206217; **MN:** TS674412; **NC:** 2335-GSA; **NJ:** 34BF00047700; **NM:** 373379; **NY:** licensed by the N.Y.S. Department of State 12000305421, Putnam County: L00812; **OH:** 53-89-1732; **OR:** CCB-192945, All electrical work is performed by a licensed subcontractor; **SC:** SCBA-13497, SCFA-13440; **TN:** ACL 1597, ACL 1604; **TX:** B-16922-02571, ACR-1672104,-1818; **UT:** 8226921-6501; **WA:** COMCABS892DS; **VT:** ES-02366; **VA:** 2705145289, DCJS 11-7361; **WASHINGTON, DC:** ECS 902687, BBL 60251200009; **WV:** WV049211.

**MS: 15018010**

Valid 6/2/2014. See <http://www.xfinity.com/home-security.html> for current list.

**APPENDIX D**

**PERFORMANCE BOND**





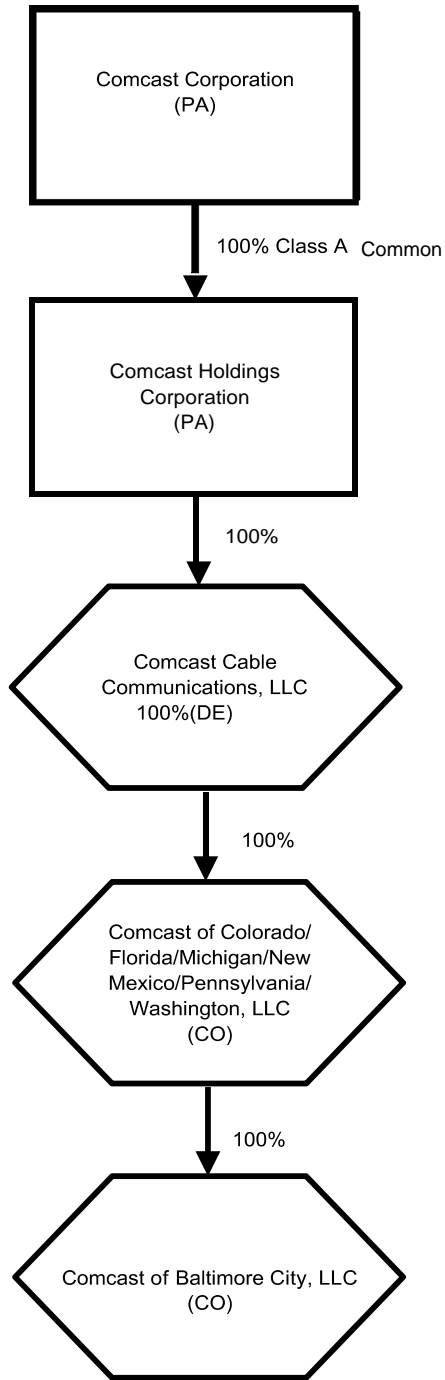
**APPENDIX E**

OWNERSHIP INTERESTS



# Appendix E

## Ownership Interests as of 12/30/2015 Comcast of Baltimore City, LLC





**APPENDIX F**

**CUSTOMER SERVICE STANDARDS**



## APPENDIX F

### CUSTOMER SERVICE STANDARDS

These standards shall apply to the Grantee to the extent it is providing Cable Services over the Cable System in the Franchise Area.

#### SECTION 1: DEFINITIONS

A. *Respond*: The Grantee's investigation of a Service Interruption by receiving a Subscriber call and opening a trouble ticket, if required.

B. *Significant Outage*: A significant outage of the Cable Service shall mean any Service Interruption lasting at least four (4) hours and affecting at least ten percent (10%) of the Subscribers in the Franchise Area.

C. *Service Call*: The action taken by the Grantee to correct a Service Interruption the effect of which is limited to an individual Subscriber.

D. *Standard Installation*: Installations where the Subscriber is within one hundred fifty (150) feet from the existing distribution system.

E. *Service Interruption*: The loss of picture or sound on one or more cable Channels.

#### SECTION 2: TELEPHONE AVAILABILITY

A. The Grantee shall maintain a toll-free number to receive all calls and inquiries from Subscribers in the Franchise Area and/or residents regarding Cable Service. The Grantee representatives trained and qualified to answer questions related to Cable Service in the Franchise Area must be available to receive reports of Service Interruptions twenty four (24) hours a day, seven (7) days a week, and other inquiries at least forty five (45) hours per week including some evening and weekend hours. The Grantee representatives shall identify themselves by name when answering this number.

B. The Grantee's telephone number(s) shall be publically listed with appropriate descriptions (e.g. administration, customer service, billing, repair, etc.) if applicable, in the directory published by the local telephone company or companies serving the Franchise Area or otherwise available through directory assistance, and/or prominently published on-line and on customer invoices.

C. The Grantee may use an Automated Response Unit ("ARU") or a Voice Response Unit ("VRU") to distribute calls. If a foreign language routing option is provided, and the Subscriber does not enter an option, the menu will default to the first tier menu of English options. After the first tier menu (not including a foreign language rollout) has run through three times, if customers do not select any option, the ARU will forward the call to a queue for a live representative unless Grantee also offers a VRU option. The Grantee may reasonably substitute

this requirement with another method of handling calls from customers who do not have touch-tone telephones.

D. Under Normal Operating Conditions, calls received by the Grantee shall be answered within thirty (30) seconds. The Grantee shall meet this standard for ninety percent (90%) of the calls it receives at all call centers receiving calls from Subscribers, as measured on a cumulative quarterly calendar basis. Measurement of this standard shall include all calls received by the Grantee at all call centers receiving calls from Subscribers, whether they are answered by a live representative, by an automated attendant, or abandoned after thirty (30) seconds of call waiting.

E. Under Normal Operating Conditions, callers to the Grantee shall receive a busy signal no more than three percent (3%) of the time during any calendar quarter.

F. At the Grantee's option, the measurements above may be changed from calendar quarters to billing or accounting quarters. The Grantee shall notify the City of such a change at least thirty (30) days in advance of any implementation.

### **SECTION 3: INSTALLATIONS AND SERVICE APPOINTMENTS**

A. All installations will be in accordance with FCC rules, including but not limited to, appropriate grounding, connection of equipment to ensure reception of Cable Service, and the provision of required consumer information and literature, either written or electronic to adequately inform the Subscriber in the utilization of Grantee-supplied equipment and Cable Service.

B. Under Normal Operating Conditions, standard installations shall be performed within seven (7) business days after an order is placed. The Grantee shall meet this standard for ninety five percent (95%) of the Standard Installations it performs, as measured on a calendar quarter basis.

C. At the Grantee's option, the measurements of above may be changed from calendar quarters to billing or accounting quarters. The Grantee shall notify the City of such a change not less than thirty (30) days in advance.

D. The Grantee will offer Subscribers "appointment window" alternatives for arrival to perform installations, Service Calls, and other activities of a maximum four (4) hours scheduled time block during appropriate daylight available hours, usually beginning at 8:00 a.m. unless it is deemed appropriate to begin earlier by location. The Grantee may offer Subscribers appointment arrival times other than these four (4) hour time blocks, if agreeable to the Subscriber. These hour restrictions do not apply to weekends.

E. The Grantee shall provide the following "On-Time Guarantee":

In the event the Grantee fails to arrive for a service or installation appointment or other activities at the Subscriber's premises within the promised four (4) hour time block, or within four (4) hours of a different time requested by the Subscriber and agreed to by the Grantee, the Subscriber shall receive an automatic \$20 credit.



#### **SECTION 4: SERVICE INTERRUPTIONS AND OUTAGES**

A. The Grantee shall render efficient Service, make repairs promptly, and interrupt Service only for good cause and for the shortest time possible. The Grantee shall exercise all commercially reasonable efforts to prevent the occurrence of a Significant Outage. The Grantee shall notify the City of any Significant Outage of the Cable Service within 12 hours of when it knew or should have known of the outage and shall work continuously to correct the outage and fully restore service.

B. The Grantee shall exercise commercially reasonable efforts to limit any Significant Outage for the purpose of maintaining, repairing, or constructing the Cable System. Except in an emergency or other situation necessitating a more expedited or alternative notification procedure, the Grantee may schedule a Significant Outage for a period of more than four (4) hours during any twenty four (24) hour period only after the City and each affected Subscriber in the Franchise Area have been given reasonable prior notice of the proposed Significant Outage. Notwithstanding the foregoing, the Grantee may perform modifications, repairs, and upgrades to the System between 12.01 a.m. and 6 a.m. which may interrupt Service, and this Section's notice obligations respecting such possible interruptions will be satisfied by notice provided to Subscribers upon installation and in the annual Subscriber notice.

C. The Grantee representatives who are capable of responding to Service Interruptions must be available to Respond twenty four (24) hours a day, seven (7) days a week.

D. Under Normal Operating Conditions, the Grantee must Respond to a call from a Subscriber regarding a Service Interruption or other Service problems within the following time frames:

(1) Within twenty four (24) hours, including weekends, of receiving Subscriber calls respecting Service Interruptions in the Franchise Area.

(2) The Grantee must begin actions to correct all other Cable Service problems the next business day after notification by the Subscriber or the City of a Cable Service problem.

(3) Under Normal Operating Conditions, the Grantee shall complete Service Calls within seventy-two (72) hours of the time the Grantee commences to respond to the Service Interruption not including weekends and situations where the Subscriber is not reasonably available for a Service Call to correct the Service Interruption within the seventy-two (72) hour period.

E. The Grantee shall meet the standard in Subsection D of this Section for ninety percent (90%) of the Service Calls it completes, as measured on a quarterly basis.

F. At the Grantee's option, the above measurements may be changed from calendar quarters to billing or accounting quarters. The Grantee shall notify the City of such a change at least thirty (30) days in advance of any implementation.

G. Under Normal Operating Conditions, the Grantee shall offer a credit when all Channels received by that Subscriber are out of Service for a period of four (4) consecutive hours or more, if contacted by a Subscriber regarding such outage. The credit shall equal, at a minimum, a proportionate amount of the affected Subscriber(s) current monthly bill. In order to qualify for the credit, the Subscriber must promptly report the problem and allow the Grantee to verify the problem if requested by the Grantee. If Subscriber availability is required for repair, a credit will not be provided for such time, if any, that the Subscriber is not reasonably available.

H. Under Normal Operating Conditions, if a Significant Outage affects all Video Programming Cable Services for more than twenty-four (24) consecutive hours, the Grantee shall automatically issue a credit to the affected Subscribers in the amount equal to their monthly recurring charges for the proportionate time the Cable Service was out, or a credit to the affected Subscribers in the amount equal to the charge for the basic plus enhanced basic level of service for the proportionate time the Cable Service was out, or a uniform refund across all affected Subscribers where the number of affected subscribers makes individualized calculations impracticable, provided the determination of impracticability is nondiscriminatory. Such credit shall be reflected on Subscriber billing statements no later than the second available billing cycle following the outage.

## **SECTION 5: CUSTOMER COMPLAINTS**

A. Response Time. Grantee shall maintain an adequate force of repair technicians. Grantee shall respond to Subscriber service complaints, problems, and Cable System outages in accordance with applicable law, including 47 C.F.R. § 76.309. No charge shall be made to a Subscriber for this service, unless the need to respond is the fault of the Subscriber or the Subscriber's equipment, which shall be Grantee's burden to prove. Notwithstanding the foregoing, a repair relating to faulty installation of Cable Service by Grantee shall be made at no charge to Subscriber and may be eligible for a credit. Grantee shall assure rapid repair of major Cable System outages. If a Subscriber is not satisfied with the resolution of a complaint, the Subscriber shall, upon request, be referred to supervisory-level personnel.

B. Complaints Referred by City. For purposes of this Section, "complaints" shall mean written complaints submitted by letter or e-mail by the City on behalf of a customer. Under Normal Operating Conditions, the Grantee shall investigate Subscriber complaints referred by the City within three (3) business days and provide the Subscriber a response that either resolves the complaint to the Subscriber's satisfaction or a final response from the Grantee. The Grantee shall notify the City of those matters that necessitate in excess of three (3) business days to resolve, but those matters must be resolved within fifteen (15) days of the initial referral to Grantee. The City may require reasonable documentation to be provided by the Grantee to substantiate the request for additional time to resolve the problem. For purposes of this Section, "resolve" means that the Grantee shall perform those actions which, in the normal course of business, are necessary to investigate the Customer's complaint and advise the Customer of the results of that investigation. Grantee shall maintain a process for receiving and responding to written and non-written complaints from sources other than the City (such as a better business bureau or directly from customers) within a reasonable time, not to exceed 30 days.

## **SECTION 6: BILLING**

A. Bills sent by the Grantee to the Subscriber for Cable Services are to be clear, concise and understandable. All bills shall clearly delineate all activity during the billing period, and must be itemized to describe Cable Services purchased by Subscribers and related equipment charges. Bills shall clearly delineate activity during the billing period, including optional charges, rebates, credits, and aggregate late charges. The Grantee shall, without limitation as to additional line items, be allowed to itemize as separate line items, Franchise fees, taxes, and/or other governmentally imposed fees. The Grantee shall maintain records of the date and place of mailing of bills.

B. Every Subscriber with a current account balance sending payment directly to the Grantee shall be given at least twenty (20) days from the date statements are mailed to the Subscriber until the payment due date.

C. A specific due date shall be listed on the bill of every Subscriber whose account is current. Delinquent accounts may receive a bill that lists the due date as upon receipt; however, the current portion of that bill shall not be considered past due except in accordance with Subsection 6.B. above.

E. Any Subscriber who, in good faith, disputes all or part of any bill shall have the option of withholding the disputed amount without disconnect or late fee being assessed until the dispute is resolved provided that:

(1) The Subscriber pays all undisputed charges;

(2) The Subscriber provides notification of the dispute to the Grantee within five (5) days prior to the due date; and

(3) The Subscriber cooperates in determining the accuracy and/or appropriateness of the charges in dispute.

(4) It shall be within the Grantee's sole discretion to determine when the dispute has been resolved, however, the subscriber may file a complaint with the City for review.

E. Under Normal Operating Conditions, the Grantee shall initiate investigation and resolution of all billing complaints received from Subscribers within five (5) business days of receipt of the complaint. Final resolution shall not be unreasonably delayed.

F. The Grantee shall provide a telephone number and address on the bill for Subscribers to contact the Grantee.

G. The Grantee shall forward a copy of any Cable Service related billing inserts or other mailing sent to Subscribers to the City upon written request.

H. The Grantee shall provide all Subscribers with the option of paying for Cable Service by check or an automatic payment option where the amount of the bill is automatically deducted from a checking account designated by the Subscriber. The Grantee may in the future, at its discretion, permit payment by using a major credit card on a preauthorized basis. Based on credit history, at the option of the Grantee, the payment alternative may be limited.

I. Upon the City's written request, the Grantee shall omit the City's name, address, and telephone number from Subscriber bills as permitted by 47 C.F.R. 76.952.

J. Bill payment locations. Grantee shall maintain, or cause to be maintained, not less than five (5) conveniently located sites, other than the Service Center, in the City at which Subscribers may pay their bills. If such location is operated by a third party, a reasonable service fee may be charged by the third party to the Subscriber. Grantee shall use reasonable efforts to maintain such locations at other than liquor stores. Grantee shall prominently make available to Subscribers information related to the location of bill payment sites.

K. Equipment drop-off locations. Grantee shall provide alternative choices for equipment return such as third-party drop off locations (i.e. UPS Stores) or Grantee-provided mailer at no charge to the Subscriber.

## **SECTION 7: DEPOSITS, REFUNDS, AND CREDITS**

A. The Grantee may require refundable deposits from Subscribers: 1) with a poor credit or poor payment history; 2) who refuse to provide credit history information to the Grantee; or 3) who rent Subscriber equipment from the Grantee, so long as such deposits are applied on a non-discriminatory basis. The deposit the Grantee may charge Subscribers with poor credit or poor payment history or who refuse to provide credit information may not exceed an amount equal to an average Subscriber's monthly charge multiplied by six (6) plus standard installation fees. The maximum deposit the Grantee may charge for Subscriber equipment is the cost of the equipment that the Grantee would need to purchase to replace the equipment rented to the Subscriber.

B. The Grantee shall refund or credit the Subscriber for the amount of the deposit collected for equipment, which is unrelated to poor credit or poor payment history, after one year and provided the Subscriber has demonstrated good payment history during this period. The Grantee shall pay interest on other deposits if required by law.

C. Under Normal Operating Conditions, refund checks will be issued with the next available billing cycle following the resolution of the event giving rise to the refund (e.g., equipment return and final bill payment).

D. Credits for Cable Service will be issued no later than the Subscriber's next available billing cycle, following the determination that a credit is warranted.

E. Bills shall be considered paid when appropriate payment is received by the Grantee or its authorized agent. Appropriate time considerations shall be included in the Grantee's collection

procedures to assure that payments due have been received before late notices or termination notices are sent.

## **SECTION 8: RATES, FEES, AND CHARGES**

A. The Grantee shall not impose any fee or charge for Service Calls to a Subscriber's premises to perform any repair or maintenance work related to the Grantee equipment necessary to receive Cable Service, except where such problem is caused by a negligent or wrongful act of the Subscriber (including, but not limited to a situation in which the Subscriber reconnects Grantee equipment incorrectly) or by the failure of the Subscriber to take reasonable precautions to protect the Grantee's equipment (for example, a dog chew). This provision does not prohibit initial installation fees or equipment pick-up fees.

B. The Grantee shall provide reasonable notice to Subscribers of the possible assessment of a late fee on bills or by separate notice.

## **SECTION 9: DISCONNECTION / DENIAL OF SERVICE**

A. The Grantee shall not terminate Cable Service for nonpayment of a delinquent account unless the Grantee mails a notice of the delinquency and impending termination no less than 10 business days prior to the proposed final termination. The notice shall be mailed to the Subscriber to whom the Cable Service is billed. The notice of delinquency and impending termination may be part of a billing statement.

B. Cable Service terminated in error must be restored without charge within twenty four (24) hours of notice. If a Subscriber was billed for the period during which Cable Service was terminated in error, a credit shall be issued to the Subscriber if the Service Interruption was reported by the Subscriber.

C. Nothing in these standards shall limit the right of the Grantee to deny Cable Service for non-payment of previously provided Cable Services, refusal to pay any required deposit, theft of Cable Service, damage to the Grantee's equipment, abusive and/or threatening behavior toward the Grantee's employees or representatives, or refusal to provide credit history information or refusal to allow the Grantee to validate the identity, credit history, and credit worthiness via an external credit agency.

## **SECTION 10: COMMUNICATIONS WITH SUBSCRIBERS**

A. All Grantee personnel, contractors, and subcontractors contacting Subscribers or potential Subscribers outside the office of the Grantee shall wear a clearly visible identification card bearing their name and photograph. In addition, all Grantee representatives shall wear appropriate clothing while working at a Subscriber's premises. Every service vehicle of the Grantee and its contractors or subcontractors shall be clearly identified as such to the public. Specifically, Grantee vehicles shall have the Grantee's logo plainly visible. The vehicles of those contractors and subcontractors working for the Grantee shall have the contractor's/subcontractor's name plus markings (such as a magnetic door sign) indicating they are under contract to the Grantee.

B. All contact with a Subscriber or potential Subscriber by a Person representing the Grantee shall be conducted in a courteous manner.

C. The Grantee shall send annual notices to all Subscribers informing them that any complaints or inquiries not satisfactorily handled by the Grantee may be referred to the City.

D. All notices identified in this Section shall be by either:

(1) A separate document, a separate document included with a billing statement or included on the portion of the monthly bill that is to be retained by the Subscriber; or

(2) A separate electronic notification.

E. The Grantee shall provide reasonable notice to Subscribers of any pricing changes or additional charges (excluding sales discounts, new products, or offers) and, subject to the foregoing, any changes in Cable Services, including channel line-ups. Such notice must be given to Subscribers a minimum of thirty (30) days in advance of such changes if within the control of the Grantee, and the Grantee shall provide a copy of the notice to the City including how and where the notice was given to Subscribers. The addition of new channels or Cable Services for which there is no charge to customers and that do not cause any change in existing channel positions may be implemented with less than the required thirty-day notice.

F. The Grantee shall provide information to all Subscribers about each of the following items at the time of installation of Cable Services, annually to all Subscribers, at any time upon request, and, subject to Subsection 10.E., at least thirty (30) days prior to making significant changes in the information required by this Section if within the control of the Grantee:

(1) Products and Cable Service offered;

(2) Prices and options for Cable Services and conditions of subscription to Cable Services. Prices shall include those for Cable Service options, equipment rentals, program guides, installation, downgrades, late fees, and other fees charged by the Grantee related to Cable Service;

(3) Installation and maintenance policies including, when applicable, information regarding the Subscriber's in-home wiring rights during the period Cable Service is being provided;

(4) Channel positions of Cable Services offered on the Cable System;

(5) Complaint procedures, including the appropriate contact information of the City, but with a notice advising the Subscriber to initially contact the Grantee about all complaints and questions;

(6) Procedures for requesting Cable Service credit;

(7) The availability of a parental control device;

(8) Grantee practices and procedures for protecting against invasion of privacy;  
and

(9) The address and telephone number of the Grantee's office to which complaints may be reported.

A copy of notices required in this Subsection 10.F. will be given to the City at least 15 days prior to distribution to Subscribers if the reason for notice is due to a change that is within the control of the Grantee and as soon as possible if not within the control of the Grantee.

G. Notices of changes in rates shall indicate the Cable Service new rates and old rates or precise amount of the rate change, if applicable. For subscribers who are receiving a promotional or discounted offer, Grantee shall either continue to bill customers in advance such that the customer has time to change services if desired prior to owing the undiscounted rate, or shall include an express notice on the customer's bill in the immediately prior billing statement that a promotional or discounted offer is expiring.

H. Notices of changes of Cable Services and/or Channel locations shall include a description of the new Cable Service, the specific channel location, and the hours of operation of the Cable Service if the Cable Service is only offered on a part-time basis. In addition, should the channel location, hours of operation, or existence of other Cable Services be affected by the introduction of a new Cable Service, such information must be included in the notice.

I. Every notice of termination of Cable Service shall include the following information:

(1) The name and address of the Subscriber whose account is delinquent;

(2) The amount of the delinquency for all services billed;

(3) The date by which payment is required in order to avoid termination of Cable Service;  
and

(4) The telephone number for the Grantee where the Subscriber can receive additional information about their account and discuss the pending termination.

## **SECTION 11. CUSTOMER SERVICE REPORTING.**

A. Grantee shall provide MOCC with reports on customer service in the forms shown below including sufficient information (in the City's reasonable judgement) for the City to evaluate the quarterly performance standards set forth in this Appendix. For the term of this Agreement, such reports shall be provided on a quarterly basis, within sixty (60) days of the end of a calendar quarter.

B. The City shall have the right to audit Grantee's reports and all records necessary to determine Grantee's compliance with the standards set forth in this Appendix; provided, that such audits shall be conducted no more frequently than once per year.



**APPENDIX G**

MINORITY BUSINESS ENTERPRISES & WOMEN BUSINESS ENTERPRISES

COMPLIANCE PLAN



## **APPENDIX G**

### **Comcast Cable Franchise**

#### **Comcast Plan for Compliance with City of Baltimore Ordinance 0-98 Minority and Women's Business Opportunity Program**

##### **I. Introduction.**

City of Baltimore Ordinance 0-98 establishes certain requirements and objectives for the utilization of minority and women owned business in contracts entered into with the City. Although a cable franchise is not the type of contract to which the ordinance applies, Comcast voluntarily submits this Plan for the Cable Television Franchise Agreement to be issued to Comcast of Baltimore City, LLC ("Franchisee"), which is a renewal pursuant to the requirements of the Federal Cable Act (47 U.S.C. §521 et seq.) of the existing cable television franchise and as such the continuation of an ongoing business operation and relationship with the City. This Plan memorializes the Franchisee's "Good Faith Efforts" to provide meaningful and representative opportunities for Minority Business Enterprises ("MBEs") and Woman Business Enterprises ("WBEs") and employ an appropriately diverse workforce in the continued operation of the cable television system owned by the Franchisee in the City of Baltimore.

The term "Good Faith Efforts" means: a Franchisee's efforts, the scope, intensity and appropriateness of which are designed and performed to foster meaningful and representative opportunities for participation by M/WBEs and to achieve the objectives of Ordinance 0-98 within the franchise term. Good Faith Efforts are rebuttably presumed met when a Franchisee makes commitments and causes its professional services providers and contractors retained by Franchisee (collectively, the "Participants" and each a "Participant") to make commitments and perform in accordance with the requirements established herein.

For purposes of this Plan, the term "Good Faith Efforts" shall be defined as any of the following activities or similar or combination thereof, as may be determined in Comcast's discretion:

- Comcast adheres to a published policy of nondiscrimination in contracting and sourcing.
- Comcast solicits, through all reasonable and available means, the interest of certified businesses which have the capability to perform the work associated with the Franchise Agreement. Such efforts include the use of lists of Certified Firms from the City's Directory or as otherwise specified herein.
- Comcast establishes and maintains relationships with diversity organizations and through such relationships Comcast and the diversity organizations engage in the following joint initiatives: i) provide information to M/WBEs regarding RFP's; ii) recruit M/WBEs to respond to RFP's; iii) participate in workshops for M/WBEs on vendor topics of interests; and iv) hold meetings between Comcast and diversity organizations to

evaluate the success of the foregoing joint initiatives and to discuss strategies for any enhancements thereto.

- Comcast and diversity organizations assist certified M/WBEs with Comcast Office of Supplier Diversity Registration. Comcast and diversity organizations provide interested MBEs and WBEs with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding to a solicitation.
- Comcast provides arms-length business assistance to interested M/WBEs which may include facilitating introductions to prime manufacturers/suppliers.
- Comcast establishes points of contact within Comcast for communication with the City and diversity organizations regarding the implementation of this Plan and other issues relating to M/WBEs.
- Comcast negotiates in good faith with interested M/WBEs by using good business judgment which includes consideration of price and capabilities as well as the objectives of the Plan.

For the purposes of this Plan, MBE and WBE shall refer to certified businesses so recognized by the City of Baltimore through its Mayor's Office of Minority and Women Owned Businesses ("MWBD"), in addition to the agencies recognized by the Comcast Supplier Diversity Program, which include, but are not limited to the Association for Service Disabled Veterans (ASDV) Clearing House, National Minority Supplier Development Council, US PAN Asian American Chamber of Commerce (USPAACC), and Women's Business Enterprise National Council. Only the work or supply effort of firms that are certified as M/WBEs by an MWBD approved certifying agency or identified in the MWBD Registry or as otherwise specified above and herein will be eligible to receive credit as a Good Faith Effort.

## **II. Reporting and Enforcement.**

On an annual basis upon request of the MWBD, Franchisee will file a report as to its MBE and WBE Good Faith Efforts for the prior year. The City, acting through its MWBD, will evaluate the compliance of Franchisee to these goals. MWBD may reasonably request further documentation and/or clarifying information.

If the MWBD determines that the Franchisee has not made sufficient Good Faith Efforts, the Franchisee will be notified of the alleged non-compliance and may file a written appeal with MWBD within fifteen (15) days of the date of notification. If it is determined that the Franchisee did not make sufficient Good Faith Efforts, Franchisee and MWBD will mutually agree upon a remediation plan to achieve Good Faith Efforts on a going forward basis. Thereafter, material non-compliance with the requirements set forth herein may be enforced under the remedies provided by the Franchise including liquidated damages.

No remedy or penalty shall apply absent advance written notice and reasonable opportunity to cure. The City and Franchisee acknowledge that the Franchise granted is governed by the Federal Cable Act and that all requirements, obligations, and protections set forth in applicable federal law shall supersede any conflicting provision herein.

The remedies enumerated above are for the sole benefit of the City and City's failure to enforce any provision or the City's indulgence of any non-compliance with any provision hereunder, shall not operate as a waiver of any of the City's rights nor shall it give rise to actions by any third parties including identified M/WBE subcontractors. No privity of contract exists between the City and the M/WBE subcontractor identified a contract. The City does not intend to give or confer upon any such M/WBE subcontractor(s) any legal rights or remedies in connection with subcontracted services under any law or Executive Order or by any reason of the Franchise except such rights or remedies that the M/WBE subcontractor may seek as a private cause of action under any legally binding contract to which it may be a party.

## **Appendix G**

### **Attachment A**

#### **M/W/DBE Vendor List**

ACCESS TELECOMMUNICATIONS NETWORK  
ACCU STAFFING SERVICES  
ALORICA INC  
ALTAIR ADVANCED INDUSTRIES INC  
ANRO INC  
APPLIED COMPUTER SOLUTIONS INC  
BERTONE PICCINI LLP  
BITTENBENDER CONSTRUCTION LP  
BLACK BEAR LADDER INC  
BRAND WAGON LLC  
BRAVO BUILDING SERVICES INC  
BROADBAND INTERNATIONAL INC  
CABLE CONNECTION AND SUPPLY  
CABLE SOURCE  
CAREERS USA INC  
COMMUNICATIONS PRODUCTS AND SERVICES INC  
COMSTAR SUPPLY INC  
CORPORATE FACILITIES OF NEW JERSEY INC  
CSS BUILDING SERVICES INC  
DFINE BRANDING  
DIVERSITY STUDIOS  
EBP SUPPLY SOLUTIONS  
ECLIPSE MARKETING SERVICES INC  
EN POINTE TECHNOLOGIES  
GEIGER  
GRIESING LAW LLC  
GUY BROWN MANAGEMENT LLC  
H&H CONSULTING INC  
IDENTITY GEAR BY ROWAN & ASSOCIATES  
IMPACT DIMENSIONS LLC  
INFOCISION MANAGEMENT CORP  
IPACESETTERS  
JT ELECTRONICS CORPORATION  
JUMPER SHOP  
KCW LIMITED LIABILITY CORPORATION  
KGP TELECOMMUNICATIONS INC  
KONIK & CO INC

LANGUAGE SERVICES ASSOCIATES  
LIGHTWAVE TELECOMMUNICATIONS INC  
LIPPINCOTT COMMUNICATIONS  
LSS TRANSPORTATION LLC  
MARLAC - DIV OF SYSCOM TECH LLC  
MULDOON MARKETING RESEARCH INC  
NAEHAS INC  
NC II  
NCO CORPORATION  
NETWORK SUPPLY SERVICES INC  
PIVOTEL LLC  
POPULUS GROUP LLC  
POWER & TELEPHONE SUPPLY CO INC  
RED WING SHOE STORE  
SADLER & DORCHESTER  
SCOTT CABLE COMMUNICATIONS INC  
SHI INTERNATIONAL CORP  
STAR INSTALLATIONS INC  
TARGA 7 INC  
TURTLE & HUGHES INC  
TUSTIN MECHANICAL SERVICES INC  
VISION SPECIALTIES INC  
VITEL COMMUNICATIONS LLC  
VXI GLOBAL SOLUTIONS LLC  
WONG FLEMING PC  
WORLD WIDE TECHNOLOGY INC





**APPENDIX H**

GROSS REVENUE STATEMENT



APPENDIX H:  
Gross Revenue Statement

**Proprietary & Confidential**



System Name:

Email: Heather\_Mankes@cable.comcast.com

Phone: 610-665-2670

Vendor ID:	2860
Contract Name:	Baltimore City MD
Statement Period:	Apr - Jun, 2016
Payment Amount:	\$1,893,632.09
Statement Number:	325175
CUID:	MD0269
System ID:	09518-002

DIRECTOR OF FINANCE BALTIMORE CITY  
8 MARKET PLACE  
STE 200  
BALTIMORE, MD, 21202

This statement represents your payment for the period listed above.

Revenue Category	Amount
Expanded Basic Video Service	\$
Limited Basic Video Service	\$
Digital Video Service	\$
Pay	\$
PPV / VOD	\$
Digital Video Equipment	\$
Video Installation / Activation	\$
Franchise Fees	\$
PEG Fees	\$
Other	\$
Late Fees	\$
Write-offs / Recoveries	(\$)
Ad Sales	\$
Home Shopping Commissions	\$
<b>Total</b>	<b>\$</b>

Franchise Fee % 5.00 %

Franchise Fee \$

Subscribers # of Subscribers

To the best of my knowledge and belief, the above is a true and correct statement for the accounting of the gross revenues received by this corporation for the period.

\_\_\_\_\_  
Duane Amendola  
Vice President and Assistant Controller



**APPENDIX I**

I-NET TRANSFER AND MODIFICATION AGREEMENT



**I-NET TRANSFER AND MODIFICATION AGREEMENT**

This I-Net Transfer and Modification Agreement (the "Agreement"), is entered into this 10 day of November 2004, by and between the Mayor and the City Council of Baltimore, a body corporate and politic of the State of Maryland (the "City"); and Comcast of Baltimore City L.P., a Colorado limited partnership (the "Franchisee") (collectively, the City and the Franchisee shall be referred to as "the Parties").

**WITNESSETH:**

WHEREAS, the Franchisee holds a franchise to operate a cable television system within the City pursuant to the Franchise Agreement dated as of November 29, 1984 (the "Franchise Agreement"), as amended;

WHEREAS, the City and the Franchisee entered into a Supplemental Cable Franchise Agreement (the "1993 Agreement"), dated February 26, 1993, which modified the provisions of the Franchise Agreement regarding the construction and activation of an Institutional Network (the "I-Net") that would serve City facilities, schools, and other public institutions;

WHEREAS, pursuant to the 1993 Agreement, the Franchisee has installed fiber to certain governmental locations and public institutions as part of the I-Net;

WHEREAS, the City has purchased and installed fiber to certain governmental locations and public institutions as part of the I-Net;

WHEREAS, the Parties were not clear as to the demarcation points between, and ownership of, the fiber installed by the Franchisee and the fiber purchased and installed by the City;

WHEREAS, to resolve outstanding issues relating to ownership of the I-Net, the Franchisee and the City entered into a Consent and Agreement dated March 28, 2001 (the "2001 Agreement"), pursuant to which the Parties conducted a technical Audit (as defined in Article 1) to determine the users and routing of the fiber purchased and installed by the City and the Franchisee;

WHEREAS, the 2001 Agreement provided that after the technical audit was completed, the Parties would enter into an agreement to modify the 1993 Agreement to transfer to the City ownership of the I-Net Cable (as defined in Article 1) that is used exclusively by the City and does not contain fibers used by the Franchisee; and

WHEREAS, the technical audit has now been completed and the Parties wish to modify the 1993 Agreement consistent with the 2001 Agreement and the results of the Audit; and

WHEREAS, the renewal of Franchisee's franchise as contemplated in Council Bill No. 04-1504 requires the execution of this Agreement.

NOW, THEREFORE, in consideration of the foregoing and mutual agreements and covenants herein contained, the Parties hereby covenant and agree as follows:

#### **ARTICLE 1 DEFINITIONS**

1.1. "Audit" means the technical audit as described in Section 8.2 of the 2001 Agreement and completed by JJB Network Technologies. A copy of the Audit report dated June 25, 2002, and a map identifying the users of the fibers comprising the I-Net are attached hereto as Exhibit 1.

1.2. "Cable" means one or more electrical or optical conductors found within a protective sheathing.



1.3. "Effective Date" means the date that this Agreement is signed by the Mayor and the Franchisee.

1.4. "Non-separate Cable" means Cable drawn on Exhibit 1 which contains (a) fibers to locations that are used by the City or public institutions, and (b) fibers used by the Franchisee. Non-separate Cable is marked in purple as "Joint Use" on Exhibit 1 and is described in text in Exhibit 2. Non-separate Cable shall not include (i) Cables containing fiber used exclusively by the City that is lashed with Cables containing fiber used by the Franchisee (except as provided in this Section 1.4 below); and (ii) Cables containing fiber used exclusively by the City that is located within the same conduit as Cables containing fiber used by the Franchisee. Non-separate Cable shall include Cable containing fiber that is used exclusively by the City that is lashed with Cable containing fiber used by the Franchisee, if such Cable is attached to poles owned by entities other than the City.

1.5. "Separate Cable" means Cable drawn on Exhibit 1 which contains fibers used by the City only that are not contained in the same Cable with fibers used by persons other than (a) the City, or (b) persons authorized by the City. Separate Cable is marked in blue as "Comcast Owned City Only Services" on Exhibit 1 and is described in text in Exhibit 3.

1.6. "Splice Case" means Enclosure containing one or more fiber optical cables.

1.7. "System" means the cable system, within the meaning of Section 602(7) of the federal Cable Act, 47 U.S.C. § 522(7), that is operated in the City of Baltimore, Maryland, by the Franchisee pursuant to the Franchise Agreement.

**ARTICLE 2**  
**SEPARATE CABLE TRANSFERRED TO THE CITY**

2.1. Transfer to City. The Audit identified Separate Cable (*i.e.*, Cable that contains fibers used by the City and does not contain any fibers used by the Franchisee) to be transferred to the City pursuant to the 2001 Agreement. The Franchisee shall transfer to the City ownership of the Separate Cable by delivering to the City a Bill of Sale (in the form attached hereto as Exhibit 4) upon execution of this Agreement. Upon delivery of the Bill of Sale, Grantee shall transfer to the City good and marketable title to the Separate Cable free and clear of any liens, claims and encumbrances.

2.2. Separate Cable Part of System. During the remaining term of the Franchise Agreement and any renewal or extension thereof, the Franchisee shall permit the Separate Cable to:

(a) Remain physically and electronically a part of the System and facilities of the Franchisee at no charge to the City; and

(b) Remain collocated with and connected to the System.

Nothing in this Section shall be interpreted to affect the legal title to and ownership of the Separate Cable.

2.3. Representations and Warranties. The Franchisee represents and warrants that:

a. The Franchisee has good and marketable title to the Separate Cable, free and clear of all liens, encumbrances and adverse claims of any kind, including without limitation third-party rights of refusal, options or similar rights to acquire any interest therein.

- b. Upon delivery of the Bill of Sale:
  - (i) The Franchisee is the holder of all permits, authorizations, leases, easements, pole attachment agreements and other agreements and instruments ("System Access Rights") required in connection with the operation and maintenance of the I-Net, and has provided copies of all System Access Rights for the Separate Cable to the City prior to the Effective Date; and
  - (ii) The Franchisee is in compliance in all material respects with its obligations under the System Access Rights and, to the Franchisee's knowledge, no event or circumstance has occurred that with notice, lapse of time, or both would constitute a material event of default thereunder by the Franchisee.

Franchisee makes no representation as to the City's right to share, or obtain an assignment or transfer of, Franchisee's System Access Rights for the Separate Cable, and does not assume any obligation to defend any action challenging City's right to use or assume Franchisee's System Access Rights for the Separate Cable.

c. There are no claims, legal actions, charges, complaints, investigations, arbitrations, or other legal or administrative proceedings, nor any orders, decrees or judgments, in progress or pending, against the Franchisee relating to the I-Net or the System Access Rights, or the business or operations of the System.

2.4. Maintenance of System Access Rights.

a. The Franchisee shall maintain, at no charge to the City, the System Access Rights necessary to permit the I-Net (excluding the Separate Cable) to remain on, in, under or above any conduit, pole, easement or other property, and shall provide the City prior notice of any termination of any System Access Right.

b. Following delivery of the Bill of Sale, the City shall be responsible to obtain and maintain such System Access Rights as are required in connection with operation and maintenance of the Separate Cable.

c. Franchisee shall cooperate with the City and provide to the City copies of any documents reflecting or related to the System Access Rights for the Separate Cable (as such System Access Rights exist as of the Effective Date) or that are required to allow the City to obtain those System Access Rights as the City determines are necessary for the Separate Cable.

d. In the event the Franchisee is prohibited by law or by the terms of any System Access Right as in effect on the Effective Date from maintaining the I-Net (including the Separate Cable), the Franchisee, upon the City's request, shall use commercially reasonable best efforts to assist the City in obtaining a transfer of such System Access Right to the City.

2.5. Installation of Separate Splice Cases. To enable the City to have independent and separate access to the Separate Cable, a portion of the capacity of which is used for the City's mission-critical purposes, the Franchisee shall permit the City, upon reasonable notice and at a time to be mutually agreed upon, (a) to remove the Separate Cable from the Franchisee's existing Splice Cases, and (b) install the City's own Splice Cases for the Separate Cable that are separate from the Franchisee's existing Splice Cases. By installing its own Splice Cases or enclosures, the City shall have independent access to the Separate Cable for purposes of repair, maintenance, new connections and other work. The Franchisee shall cooperate with the City with respect to the planning, engineering and design for installation of the City's separate Splice Cases. The City shall

pay the cost of necessary engineering and design work prior to the actual installation of the City's Splice Cases, as well as the cost to remove the Separate Cable from the Franchisee's Splice Cases and install the City's Splice Cases.

2.6. New Connections. After installation of the City's own Splice Cases, the City shall be responsible at its own expense for connecting new locations to the Separate Cable and performing any associated installation, splicing and wiring work.

### **ARTICLE 3 NON-SEPARATE CABLE**

3.1. Irrevocable Right of Use. The Audit also identified "Non-separate Cable," which contains fibers that are used by the City and fibers that are used by the Franchisee. The Non-separate Cable is identified in (see map) on Exhibit 1 hereto and is described in text in Exhibit 2 hereto. The Franchisee hereby grants the City an irrevocable right to use the fibers currently used by the City in the Non-separate Cable. The Non-separate Cable is and shall continue to be owned by the Franchisee, subject to the City's irrevocable right to exclusive use of the fibers in the Non-separate Cable as set forth in this Section 3.1.

3.2. Repair. The Franchisee shall begin repair of any Non-separate Cable within four (4) hours after receiving notice of any service outage or other problem from the City. The Franchisee shall work diligently and continuously until the outage or other problem is fully repaired. In the event the Franchisee has not commenced repair of the Non-separate Cable within the four (4) hour time period, the City may incur costs to repair the Non-separate Cable and send the bill for such repair work to the Franchisee for

reimbursement. The Franchisee shall pay the City within ten (10) days after receipt of a bill for such repair work.

3.3. New Connections. Within ten (10) business days after receiving a written request from the City to connect a new location to the Non-separate Cable, the Franchisee shall submit to the City a cost estimate and description of work for such connection and any additional work and services associated with such new connection as the City may request. Within ten (10) business days after receiving the cost estimate and work description, the City shall determine whether to accept the Franchisee's estimate or to seek another vendor to do the required work. The Franchisee shall not undertake any work under this Section 3.3 until it has received from the City a written notice to proceed. If the City decides to seek other vendors, the City shall use only those vendors that the Franchisee has approved to do splicing and other work on the System, which approval shall not be unreasonably withheld. The Franchisee shall cooperate with the City and any approved vendor performing work for the City under this Section 3.3.

#### **ARTICLE 4 MAINTENANCE**

4.1. The City shall be responsible for the maintenance, repair and splicing of Separate Cable. Except as otherwise provided in Section 3.3, the Franchisee shall be responsible for the maintenance, repair and splicing of Non-separate Cable. The remaining terms of the 1993 Agreement that are not inconsistent with this Agreement, including the responsibilities of the City and the Franchisee with respect to the cost of splicing and maintenance, shall remain in effect for Non-separate Cable.

#### **ARTICLE 5 MISCELLANEOUS**

5.1. Use for Noncommercial Purposes. Unless otherwise agreed upon by the Franchisee and the City, the City shall use Separate Cable and fiber in Non-separate Cable for noncommercial purposes only, which shall mean that the City shall not extend use of the Separate Cable or fiber in Non-separate Cable to any commercial provider of telecommunications, cable, or other communications services. The foregoing limitation on the City's use shall not prevent the City from making available, for a fee or otherwise, information or data created or collected by the City.

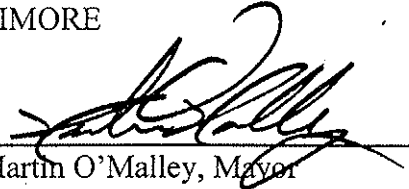
5.2. 1993 Agreement. Except as modified herein, the terms of the 1993 Agreement that are not inconsistent with this Agreement shall remain in full force and effect.

5.3. Breach. Any material breach of any of the terms or conditions of this Agreement, or any persistent failure to comply with any material term or condition of this Agreement, shall: (a) constitute a substantial violation of a material provision of the Franchise Agreement; (b) be subject to the notice and cure provisions provided in Section 26 of the Franchise Agreement; and (c) subject to Section 26 of the Franchise Agreement, entitle the City to all rights and remedies for such a violation under the Franchise Agreement and under applicable law.

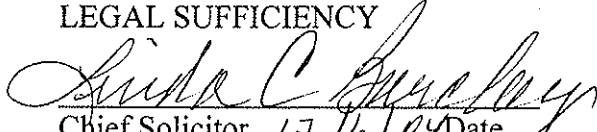
5.4. Separability. If any section, subsection, sentence, clause, phrase, or other portion of this Agreement is, for any reason, declared invalid, in whole or in part, by any court or other authority of competent jurisdiction, such portion shall be deemed a separate, distinct, and independent portion. Such declaration shall not affect the validity of the remaining portions hereof, which other portions shall continue in full force and effect.

5.5. Counterparts. This Agreement may be executed in counterparts, each of which shall be deemed to be an original for all purposes; provided, however, that all such counterparts shall together constitute one and the same instrument.

MAYOR AND CITY COUNCIL OF  
BALTIMORE

By:   
Martin O'Malley, Mayor

APPROVED FOR FORM AND  
LEGAL SUFFICIENCY

  
Chief Solicitor 12/16/04 Date


APPROVED BY THE BOARD OF  
ESTIMATES

  
Clerk Date Nov 10, 2004



COMCAST OF BALTIMORE CITY, L.P.

By: Comcast Cablevision of Baltimore  
City GP, Inc.  
General Partner

By:   
Name: KENNETH D. CROOKS  
Title: VICE PRESIDENT

**EXHIBIT 1**

**TO BE INSERTED**

**Map entitled "Fiber Networks Baltimore, Maryland"  
dated October 24, 2002 and  
prepared by JJB Network Technologies**

**EXHIBIT 2**

**TO BE INSERTED**

**Textual Description of Fiber Routes  
Designated as "Joint Use" on Exhibit 1**

**(text to be prepared by JJB Network Technologies)**

**EXHIBIT 3**

**TO BE INSERTED**

**Textual Description of Fiber Routes  
Designated as "Comcast Owned City Only Services" on Exhibit 1**

**(text to be prepared by JJB Network Technologies)**

**EXHIBIT 4**

**BILL OF SALE**

**LIMITED WARRANTY  
BILL OF SALE**

**THIS LIMITED WARRANTY BILL OF SALE** ("Bill of Sale") is made as of \_\_\_\_\_, 2004, by Comcast of Baltimore City, L.P. ("Transferor"), in favor of the Mayor and City Council of Baltimore City ("Transferee").

**RECITALS:**

Pursuant to an Institutional Network Transfer and Modification Agreement dated as of \_\_\_\_\_, 2004 (the "Agreement"), between Transferor and Transferee, Transferor is transferring to the City the Separate Cable set forth and described in the Agreement. Pursuant to the Agreement, Transferor desires to sell to Transferee, and Transferee desires to purchase from Transferor, the Separate Cable defined below.

**NOW, THEREFORE**, in consideration of the foregoing premises, and of other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Transferor and Transferee agree as follows:

1. **Transfer of Property.** Transferor hereby sells, assigns, conveys, transfers, and grants to Transferee all of Transferor's right, title and interest in and to any and all fibers, fixtures, equipment and other facilities of every kind and nature whatsoever owned by Transferor that are part of the Separate Cable.

2. **Warranty of Title.** Transferor warrants that (i) Transferor is the owner of the Separate Cable, and (ii) to the best of Transferor's knowledge, the Separate Cable is free and clear of any liens, encumbrances, security interests and adverse claims of any kind. Transferor makes no warranty as to the fitness of the Separate Cable for a particular purpose.

3. **Further Assurances.** Promptly upon request of the other party, Transferor and Transferee each shall execute and deliver to the other such further assurance and take such further actions as reasonably may be required or appropriate to perfect the transfer of the Separate Cable and otherwise carry out the intent and purpose of this Bill of Sale.

4. **Definition.** For purposes of this Bill of Sale, "Separate Cable" shall mean Cable drawn on Exhibit 1 of the Agreement, which contains fibers used by the City only that are not contained in the same Cable with fibers used by persons other than (a) the City, or (b) persons authorized by the City. Separate Cable is marked in blue as

"Comcast Owned City Only Services" on Exhibit 1 of the Agreement and is described in text in Exhibit 3 of the Agreement.

5. **Binding Effect and Assignment.** This Bill of Sale shall be binding upon Transferor and its successors and assigns, and shall inure to the benefit of Transferee and its successors and assigns.

6. **Counterparts.** This Bill of Sale may be executed in two or more counterparts, each of which shall constitute an original.

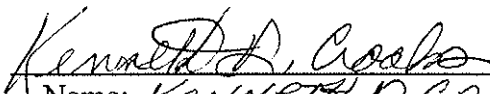
7. **Governing Law.** This Bill of Sale shall be governed by and construed in accordance with the laws of the State of Maryland without regard to its provisions governing conflicts of law.

IN WITNESS WHEREOF, Transferor has executed this Bill of Sale under seal as of the date first above written.


**TRANSFEROR:**

**COMCAST OF BALTIMORE CITY, L.P.**

By: Comcast Cablevision of Baltimore  
City GP, Inc.  
General Partner

By:   
Name: KENNETH D. CROOKS  
Title: VICE PRESIDENT

**ATTEST/WITNESS:**

  
[SEAL]

# 1356252\_v3

**Council Bill 16-0724**

Certified as duly passed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

---

President, Baltimore City Council

Certified as duly delivered to Her Honor, the Mayor,

this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

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Chief Clerk

Approved this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

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Mayor, Baltimore City