

CITY OF MIDDLEBURG HEIGHTS, OHIO

Resolution No. 2022- **72**

Introduced By: Mr. Meany, Mr. Bortolotto, Mr. Ali, Mr. Sage,
Mr. McGregor, Mr. Ference, Mr. Grech

**A RESOLUTION
URGING THE OHIO DEPARTMENT OF COMMERCE TO REVIEW
REGULATIONS OF CABLE PROVIDERS
TO IMPROVE SERVICE AND CUSTOMER SUPPORT**

WHEREAS, according to the American Consumer Satisfaction Index the cable industry has the lowest satisfaction ratings of any industry in America; and

WHEREAS, unchecked consolidation and monopolization results in high prices, spotty coverage, low service quality, and terrible customer service; and

WHEREAS, many consumers turn to their municipal government for assistance. Most consumers are unaware that local government has no regulatory or statutory remedy to resolve complaints; and

WHEREAS, the current complaint process, after communicating with the cable provider, is for the consumer to call the Ohio Department of Commerce to register a complaint. This process is virtually unknown to the vast majority of consumers; and

WHEREAS, the process for the Ohio Department of Commerce to investigate a complaint is difficult and cumbersome for the consumer and the Ohio Department of Commerce. If a complaint is registered the Ohio Department of Commerce notifies each cable company, each provider should respond to determine ownership and then repair the issue; and

WHEREAS, the practice of leaving cable wires dangling, wrapped around poles, running on top of the lawns, etcetera is dangerous and unsightly. This practice seems to be prevalent and growing. The lack of quality workmanship is the new normal; and

WHEREAS, practices such as limiting bandwidth, known as throttling, is limiting computer capabilities of computer users. Most consumers assume that they are receiving the bandwidth they are paying for but that isn't the case for many consumers.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF MIDDLEBURG HEIGHTS, STATE OF OHIO, AS FOLLOWS:

I, Mary Ann Meola Clerk of the Council of the City of Middleburg Hts., Ohio, hereby certify that Res. 2022-72 adopted by the Council of the City of Middleburg Hts., on 9/13/22 was posted for a period of fifteen days, beginning 9/14/22 and remained so posted for fifteen days at the two posting places as designated by Charter.

Mary Ann Meola
Clerk

Section 1: That state lawmakers and the Ohio Department of Commerce are urged to review and alter the statute and regulations to improve consumer cable services. A simple and cost-effective process would be to provide contact information to municipalities to contact cable companies to resolve issues.

Section 2: That the cable industry needs to improve craftsmanship and take some pride in their work. Improve call center training, reduce call center wait times, and provide service calls reflective to when consumers will be home and not to the convenience of the cable providers

Section 3: That the Clerk of Council is hereby authorized and directed for forward this Resolution to the Ohio Department of Commerce.

Section 4: It is hereby found and determined that all formal actions of this Council concerning and relating to the passage of this Resolution were adopted in an open meeting of this Council, and that all deliberations of this Council and any of its committees that resulted in such formal actions were in meetings open to the public, in compliance with all legal requirements, including Chapter 107 of the Middleburg Heights Code and Section 121.22 of the Ohio Revised Code.

Passed: 9/13/22

David Bartolotto
President of Council

Attest: M. Meola
Clerk of Council

Approved On: 9-14-22

Presented to Mayor: 9/14/22

Matthew Castelli
Mayor

	Yea	Nay
Bortolotto	<u>X</u>	_____
Ali	<u>X</u>	_____
Sage	<u>X</u>	_____
Meany	<u>X</u>	_____
McGregor	<u>X</u>	_____
Ference	<u>X</u>	_____
Grech	<u>X</u>	_____

CERTIFICATE
I, Mary Ann Meola Clerk of Council of the City of Middleburg Heights, Ohio, do hereby certify that the foregoing is a true and accurate copy of Res. 2022-72 passed on the 13th day of September 2022 by said Council.

Mary Ann Meola
Clerk of Council