

CABLE TELEVISION FRANCHISE ORDINANCE

FOR

CITY OF DOTHAN, ALABAMA

AND

TROY CABLEVISION, INC. D/B/A C SPIRE AND ITS AFFILIATES

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ORDINANCE 2025-303

AN ORDINANCE OF THE CITY OF DOTHAN, ALABAMA GRANTING A FRANCHISE TO TROY CABLEVISION, INC. D/B/A C SPIRE, AND ITS AFFILIATES, TO CONSTRUCT, OPERATE, AND MAINTAIN A CABLE SYSTEM IN THE CITY; SETTING FORTH CONDITIONS ACCOMPANYING THE GRANT OF THE FRANCHISE; PROVIDING FOR REGULATION AND USE OF THE CABLE TELEVISION SYSTEM AND THE PUBLIC RIGHTS-OF-WAY AND PRESCRIBING PENALTIES FOR THE VIOLATION OF THE PROVISIONS HEREIN

BE IT ORDAINED BY THE BOARD OF COMMISSIONERS OF THE CITY OF DOTHAN, ALABAMA AS FOLLOWS:

STATEMENT OF INTENT AND PURPOSE

The City intends, by the adoption of this Franchise, to bring about the further development of a Cable System, and the continued operation of it. Such development can contribute significantly to the communication needs and desires of the residents and citizens of the City and the public generally. Further the City may achieve better utilization and improvement of public services and enhanced economic development with the development and operation of a Cable System.

Adoption of this Franchise is, in the judgment of the Board of Commissioners, in the best interests of the City and its residents.

FINDINGS

In the review of the request for renewal by Grantee and negotiations related thereto, and as a result of a public hearing, the City Commission, makes the following findings:

1. Grantee's technical ability, financial condition, legal qualifications, and character were considered and approved in a full public proceeding after due notice and a reasonable opportunity to be heard;
2. Grantee's plans for operating the Cable System were considered and found adequate and feasible in a full public proceeding after due notice and a reasonable opportunity to be heard;
3. The Franchise granted to Grantee by the City complies with the existing applicable state statutes, federal laws and regulations; and
4. The Franchise granted to Grantee is nonexclusive.

**SECTION 1.
SHORT TITLE AND DEFINITIONS**

1. Short Title. This Franchise Ordinance shall be known and cited as the Cable Television Franchise Ordinance.

2. Definitions. For the purposes of this Franchise, the following terms, phrases, words, and their derivations shall have the meaning ascribed to them in the Cable Communications Policy Act of 1984, as amended from time to time (the “Cable Act”), unless otherwise defined herein. When not inconsistent with the context, words in the singular number include the plural number, and words in the plural number include the singular number. The word “shall” is always mandatory and not merely directory. The word “may” is directory and discretionary and not mandatory. Words not defined shall be given their common and ordinary meaning.
- a. “Applicable Laws” means any law, statute, charter, Ordinance, rule, regulation, code, license, certificate, franchise, permit, writ, ruling, award, executive order, directive, requirement, injunction (whether temporary, preliminary or permanent), judgment, decree or other order issued, executed, entered or deemed applicable by any governmental authority.
 - b. “Access Channels PEG Access or PEG Uses. Refers to the availability, for non-commercial purposes, of a Channel, or Channels, on the Cable System for Public, Education or Government programming by various agencies, institutions, organizations, groups and individuals, including the City.
 - c. “Basic Cable Service” means any Service tier which includes the lawful retransmission of local television broadcast signals and any public, educational, and governmental access programming required by the Franchise to be carried on the basic tier. Basic Cable Service as defined herein shall be the definition set forth in 47 U.S.C. § 543(b) (7).
 - d. “Cable Act” shall mean the Cable Communications Act of 1984, as amended, 47 U.S.C. §§ 521, et. seq.
 - e. “Cable Service” or “Service” means (A) the one-way transmission to Subscribers of (i) Video Programming or (ii) Other Programming Service, and (B) Subscriber interaction, if any, which is required for the selection or use of such Video Programming or Other Programming Service. Cable Service as defined herein shall be the definition set forth in 47 U.S.C. § 522(6).
 - f. “Cable System” or “System” means a facility, consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide Cable Service and Other Services 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 (1) or more television broadcast stations;
 - ii. a facility that serves Subscribers without using any public Right-of-Way;
 - iii. a facility of common carrier which is subject, in whole or in part, to the provisions of 47 U.S.C. § 201 et seq., except that such facility shall be

- considered a Cable System (other than for purposes of 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 47 U.S.C. § 573; or
 - v. any facilities of any electric utility used solely for operating its electric utility systems.
 - vi. Cable System as defined herein shall be the definition set forth in 47 U.S.C. § 522(7).
- g. “Channel” or “Cable 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 as defined by the FCC. Cable Channel as defined herein shall be the definition set forth in 47 U.S.C. § 522(4).
 - h. “City” means City of Dothan, a municipal corporation of the State of Alabama, acting by and through the City Board of Commissioners, or its lawfully appointed designee.
 - i. “Commission” means the Board of Commissioners of the City of Dothan, Alabama.
 - j. “Drop” means the cable that connects the ground block on the Subscriber’s residence to the nearest distribution point of the System.
 - k. “FCC” means the Federal Communications Commission and any legally appointed, designated or elected agent or successor.
 - l. “Franchise” or “Cable Franchise” means this franchise Ordinance and the regulatory and contractual relationship established hereby.
 - m. “Franchise Fee” includes any tax, fee, or assessment of any kind imposed by the City or other governmental entity on Grantee or Subscriber, or both, solely because of their status as such. It does not include any tax, fee, or assessment of general applicability (including any such tax, fee, or assessment imposed on both utilities and cable operators or their services but not including a tax, fee, or assessment which is unduly discriminatory against cable operators or cable Subscribers); requirements or charges incidental to the awarding or enforcing of the Franchise, including payments for bonds, insurance, indemnification, penalties, or liquidated damages; or any fee imposed under Title 17 of the United States Code.
 - n. “Grantee” is Troy Cablevision, Inc. d/b/ C Spire, and its affiliates, its lawful successors, transferees or assignees.
 - o. “Gross Revenue” means any and all revenue derived by Grantee from the operation of its Cable System to provide Cable Service within the City including, but not

limited to, 1) all Cable Service fees, 2) Franchise Fees, 3) late fees, 4) Installation and reconnection fees, 5) upgrade and downgrade fees, 6) local, state and national advertising revenue, 7) home shopping commissions, 8) equipment rental fees, and 9) written or electronic Channel guide revenue. The term "Gross Revenue" shall not include launch fees, bad debts or any taxes or fees on Services furnished by Grantee imposed upon Subscribers by any municipality, state or other governmental unit, credits, refunds and any amounts collected from Subscribers for deposits. City and Grantee acknowledge and agree that Grantee will maintain its books and records in accordance with generally accepted accounting principles (GAAP).

- p. "Installation" means any connection of the System from distribution cable to the point of connection including Standard Installations and custom Installations with the Subscriber Converter or other terminal equipment.
- q. "Normal Business Hours" means those hours during which most similar businesses in the City are open to serve customers. In all cases, "Normal Business Hours" must include some evening hours, at least one (1) night per week and/or some weekend hours. *Normal Business Hours as defined herein shall be the definition set forth in 47 C.F.R. § 76.309.*
- r. "Normal Operating Conditions" means those Service conditions which are within the control of Grantee. Those conditions which are not within the control of 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 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. Normal Operating Conditions as defined herein shall be the definition set forth in 47 C.F.R. § 76.309.
- s. "Other Programming Service" means information that a cable operator makes available to all Subscribers generally. Other Programming Services as defined herein shall be the definition set forth in 47 U.S.C. § 522 (14).
- t. "Other Services" means services lawfully provided by C Spire within the City in addition to Cable Service, including, without limitation, telecommunications services, broadband services, private network services, internet access services, voice mail, call waiting, call forwarding, and distance learning services.
- u. "Person" is any person, firm, partnership, association, corporation, company, limited liability entity or other legal entity.
- v. "Right-of-Way" or "Rights-of-Way" means the area on, below, or above any real property in the City in which the City has an interest including, but not limited to any street, road, highway, alley, sidewalk, parkway, utility easements or any other

place, area, or real property owned by or under the control of the City which are dedicated for compatible use.

- w. “Right-of-Way Ordinance” means any Ordinance or other applicable code requirements regarding regulation, management and use of Rights-of-Way in the City, including permitting requirements.
- x. “Service Area” or “Franchise Area” means the entire geographic area within the incorporated areas of the City as it is now constituted or may in the future be constituted.
- y. “Service Interruption” means the loss of picture or sound on one (1) or more Cable Channels. Service Interruption as defined herein shall be the definition set forth in 47 C.F.R. § 76.309.
- z. “Standard Installation” means any residential Installation which can be completed using an aerial Drop of one hundred twenty-five (125) feet or less.
- aa. “Subscriber” means any Person who receives broadcast programming distributed by a Cable System and does not further distribute it. Subscriber as defined herein shall be the definition set forth in 47 C.F.R. § 76.5(ee).
- bb. “Video Programming” means programming provided by, or generally considered comparable to programming provided by, a television broadcast station. Video Programming as defined herein shall be the definition set forth in 47 U.S.C. § 522(20).

SECTION 2.
GRANT OF AUTHORITY AND GENERAL PROVISIONS

1. Grant of Franchise. This Franchise is granted pursuant to the terms and conditions contained herein.
2. Grant of Nonexclusive Authority.
 - a. The Grantee shall have the right and privilege, subject to the permitting and other lawful requirements of City, to operate, construct, erect, and maintain, in, upon, along, across, above, over and under the Rights-of-Way in the City a Cable System and shall have the right and privilege to provide Cable Service and Other Services under the Franchise Agreement. The System constructed and maintained by Grantee or its agents shall not interfere with other uses of the Rights-of-Way. Grantee shall make use of existing poles and other above and below ground facilities available to Grantee to the extent it is technically and economically feasible to do so.
 - b. This Franchise shall be nonexclusive, and the City reserves the right to grant use of said Rights-of-Way to any Person at any time during the period of this Franchise for the provision of Cable Service.

- c. The Grantee acknowledges and agrees that the City reserves the right to grant one (1) or more additional franchises or other similar lawful authorization to provide Cable Services within the City; provided, however, that no such franchise or similar lawful authorization shall contain material terms or conditions which, when considered as a whole, are substantially more favorable or less burdensome to the competitive provider than the material terms and conditions herein. The parties agree that this provision shall not require a word for word identical franchise or authorization for a competitive entity so long as the overall regulatory and financial burdens on each entity are generally equivalent.
 - d. Notwithstanding any provision to the contrary, should any non-wireless facilities-based entity provide Cable Service within the Franchise Area during the term of this Franchise without a Franchise granted by the City and the City has the legal authority under State and Federal law to impose a Franchise on such entity, then Grantee shall have all rights which may be available to assert, at Grantee's option, that this Franchise is rendered "commercially impracticable," and invoke the modification procedures set forth in Section 625 of the Cable Act.
3. Franchise Term. This Franchise shall be in effect for a period of five (5) years from the date of execution by the City, unless sooner renewed, revoked or terminated as herein provided.
4. Previous Franchises. Upon acceptance by Grantee as required by Section 1.2 herein, this Franchise shall supersede and replace any previous Ordinance or other authorization granting a franchise to Grantee.
5. Compliance with Applicable Laws and Ordinances.
 - a. The terms of this Franchise shall define the contractual rights and obligations of Grantee with respect to the provision of Cable Service and Other Services and operation of the System in the City. However, Grantee shall at all times during the term of this Franchise be subject to all lawful exercise of the police power, of the City. This Franchise may also be modified or amended with the mutual written consent of the City and Grantee as provided in Section 12.3 herein.
 - b. Grantee shall at all times be subject to and comply with all Applicable Laws with respect to this Franchise.
 - c. Grantee shall comply with the terms of any City Ordinance or regulation of general applicability which addresses usage of the Rights-of-Way within the City, provided that it does not discriminate between different users of the Rights-of-Way.
 - d. In the event of any conflict between this Franchise and any City Ordinance or regulation which addresses usage of the Rights-of-Way, the terms of this Franchise shall govern, provided however Grantee shall at all times comply with City

Ordinances of general applicability promulgated by the City in accordance with its police powers.

6. Written Notice. All notices, reports, or demands required to be given in writing under this Franchise shall be sent via registered or certified mail or shall be deemed to be given when delivered personally to any officer of Grantee or the City or forty-eight (48) hours after it is deposited in the United States mail in a sealed envelope, postage prepaid thereon, addressed to the party to whom notice is being given, as follows:

If to City: City Manager
 126 N Saint Andrews Street
 Suite 201
 Dothan, Alabama 36303

With a copy to: City Attorney
 126 N Saint Andrews Street
 Suite 209
 Dothan, Alabama 36303

If to Grantee: Troy Cablevision, Inc. and its Affiliates d/b/a C Spire
 Attn: Jake Cowen, SVP
 1006 S. Brundidge Street
 Troy, Alabama 36081

With a copy to: Charles L. McBride Jr.
 SVP- General Counsel
 Telapex, Inc.
 1018 Highland Colony Parkway, Suite 700
 Ridgeland, Mississippi 39157

Such addresses may be changed by either party upon notice to the other party given as provided in this section.

SECTION 3. CONSTRUCTION STANDARDS

1. Registration, Permits, Construction Codes, and Cooperation.
- a. Grantee shall comply with the construction requirements of local, state and federal laws.
 - b. Grantee agrees to obtain a permit as required by City prior to removing, abandoning, relocating, or reconstructing, if necessary, any portion of its facilities. Notwithstanding the foregoing, City understands and acknowledges there may be instances when Grantee is required to make significant repairs that are of an emergency nature. Permits for emergency work, if necessary, shall be applied for as soon as possible, but in no event later than (5) business days after the emergency work has commenced.

- c. The fees paid to obtain permits are separate, and in addition to, any other fees included in the Franchise.
- d. City may issue reasonable policy guidelines to all grantees to establish procedures for determining how to control issuance of construction permits to multiple users of the same Rights-of-Way. Grantee shall cooperate with City in establishing such policy and comply with the procedures established by the City Engineer or his or her designee to coordinate the issuance of multiple construction permits, including the associated locate requirements.
- e. Upon reasonable prior written notice, Grantee shall use reasonable efforts to meet with developers and be present at pre-construction meetings to ensure that Cable System facilities are installed in new developments within City in a timely manner, with such obligation being subject to all other requirements or limitations in this Agreement.
- f. Failure to obtain permits or comply with permit requirements shall subject Grantee to all enforcement remedies available to City under Applicable Laws or this Franchise.

2. Use of existing poles or conduits.

- a. Grantee shall use its best efforts to utilize existing poles, conduits and other facilities belonging to either Grantee or other utility providers whenever commercially reasonable and shall not construct or install any new, different, or additional poles, conduits or other facilities on public property without the written approval of City. No location or any pole or wire-holding structure of Grantee shall be a vested interest, and such poles or structures shall be removed or modified by Grantee at its own expense whenever City determines that such a move is a public necessity, provided that if compensation is provided to other users for the same project, then Grantee shall be treated equitably for its relocation costs.
- b. The facilities of Grantee shall be installed underground in those areas of City where other public or private utilities are underground at the time of construction by Grantee. In areas where the facilities of other public or private utilities are installed aerially at the time of System construction, Grantee may be permitted to install its facilities aerially; however, at such time as the existing aerial facilities of all other public or private utilities are placed underground, Grantee shall likewise place its facilities underground at its sole cost, provided that if compensation is provided to other users for the same project then Grantee shall be treated equitably for its relocation costs.

3. Minimum Interference. Grantee shall not erect, install, construct, repair, replace or maintain the Network Facilities in such a fashion as to unduly burden the present or future use of the Public ROW. The Network Facilities shall be erected and maintained by Grantee so as to cause the minimum interference with the use of the Public ROW and with the rights or reasonable convenience of property owners who adjoin any of the Public ROW. The

location of Network Facilities within, on, over, under, across or through the Public ROW shall, in all cases, be subject to prior Municipality approval through the applicable permitting process. Additionally, prior to entering onto private property or private right-of-way to construct, operate, or repair its System, Grantee shall take photographs of the location of the area to be disturbed and also give the person residing on or using the property adequate notice that it intends to work on the property, a description of the work it intends to perform, and a name and phone number the person can call to protest or seek modification of the work. Work shall be done in a manner that causes the least interference with the rights and reasonable convenience of property owners, residents, and users. A door hanger detailing the aforementioned information and attached to the front door of the premises at least forty-eight (48) hours prior to commencement is required. Also, temporary signage listing the name of the company contracting installation and contact information therefor shall be installed at the entrance to any road that leads to the work area. Such signage must be placed at least forty-eight (48) hours prior to commencement of work and must include print at least 6-inches in height in order to be easily seen from the road.

4. Disturbance or damage. Any and all Rights-of-Way, or public or private property, which are disturbed or damaged during the construction, repair, replacement, relocation, operation, maintenance, expansion, extension or reconstruction of the System shall be promptly, and in no event later than thirty days following the disturbance or damage, fully restored by Grantee, at its expense, to a condition as good as that prevailing prior to Grantee's work. If Grantee fails to promptly perform the restoration required herein, after written request of City and reasonable opportunity to satisfy that request, City shall have the right to put the Rights-of-Way back into condition as good as that prevailing prior to Grantee's work. In the event City determines that Grantee is responsible for such disturbance or damage, Grantee shall be obligated to fully reimburse City for such reasonable cost of restoration within thirty (30) days after its receipt of City's invoice.
5. Temporary Relocation.
 - a. Upon its receipt of reasonable advance written notice, to be not less than ten (10) business days, Grantee shall, at its own expense, protect, support, temporarily disconnect, relocate or remove any of its property when, in the opinion of City, (i) the same is required by reason of traffic conditions, public safety, Rights-of-Way vacation, freeway or Rights-of-Way construction, alteration to or establishment of any Rights-of-Way or any facility within the Rights-of-Way, sidewalk, or other public place, including but not limited to, installation of sewers, drains, waterlines, power lines, traffic signal lines or transportation facilities; or (ii) a City project or activity makes disconnection, removal, or relocation necessary or less expensive for City. If the City requests the relocation, removal, or reinstallation of any of Grantee's facilities in any of the Rights-of-Way for the sole purpose of installing or providing its own cable television or telecommunications services or those of a second cable television or telecommunications service provider in competition with Grantee, then such cost shall not be borne by Grantee but by the City or requesting entity.

- b. Grantee shall, on prior written request of any Person holding a permit to move a building, temporarily raise or lower its wires to permit the movement of such buildings. The expense of such temporary removal or raising or lowering of wires shall be paid by the Person requesting the same, and Grantee shall have the authority to require such payment in advance. Grantee shall be given not less than ten (10) days advance notice to arrange such temporary wire alterations and thirty (30) days to complete the raising or lowering of such lines.
6. Emergency. Whenever, in case of fire or other emergency, it becomes necessary in the judgment of the City Manager, Public Works Director, Utilities Director, Police Chief, Fire Chief, or their delegates, to remove or damage any of Grantee's facilities, no charge shall be made by Grantee against City for restoration, repair, or damages.
7. Tree Trimming. Grantee shall have the authority to trim trees on public Rights-of-Way at its own expense as may be necessary to protect its wires and facilities. Grantee, is also responsible for removal and disposal of any limbs and debris from their tree trimming operation. Trimming of trees on private property shall require consent of the property owner. Any trimming of trees by the Grantee in the Rights-of-Way and public ways shall be subject to such regulation or supervision as the City Engineer or other authorized official may establish to protect the public health, safety, and convenience.
8. Protection of facilities. Nothing contained in this section shall relieve any Person from liability arising out of the failure to exercise reasonable care to avoid damaging Grantee's facilities while performing any work connected with grading, regrading or changing the line of any Rights-of-Way or public place or the construction or reconstruction of any sewer or water system.
9. Installation records. Grantee shall keep accurate Installation records of the location of all facilities in the Rights-of-Way and public ways and furnish strand maps to City upon written request. Grantee shall cooperate with City to furnish such information in an electronic mapping format, if possible, compatible with the then-current City electronic mapping format. Upon completion of new or relocation construction of underground facilities in the Rights-of-Way and public ways, Grantee shall, upon request by the City, provide City with Installation records in an electronic format compatible with the then-current City's electronic mapping format showing the location of the underground and above ground facilities.
10. Locating facilities.
 - a. If, during the design process for public improvements, City discovers a potential conflict with proposed construction, Grantee shall either: (a) locate and, if necessary, expose its facilities in conflict or (b) use a location service to locate or expose its facilities. Grantee is obligated to furnish the location information in a timely manner, but in no case longer than thirty (30) days.
 - b. City reserves the prior and superior right to lay, construct, erect, install, use, operate, repair, replace, remove, relocate, regrade, widen, realign, or maintain any

Rights-of-Way and public ways, aerial, surface, or subsurface improvement, including but not limited to water mains, electric lines, traffic control, conduits, cable and devices, sanitary or storm sewers, subways, tunnels, bridges, viaducts, or any other public construction within the Rights-of-Way of City limits.

11. City's rights. Nothing in this Franchise shall be construed to prevent City from constructing, maintaining, repairing, or relocating sewers; grading, paving, maintaining, repairing, relocating and/or altering any Right-of-Way; constructing, laying down, repairing, maintaining or relocating any water mains; or constructing, maintaining, relocating, or repairing any sidewalk or other public work.
12. Facilities in conflict. If, during the course of a project, City determines Grantee's facilities are in conflict, the following shall apply:
 - a. Prior to City Notice to Proceed to Contractor: Grantee shall, within a reasonable time, but in no event exceeding three (3) months, remove or relocate the conflicting facility. This time period shall begin running upon receipt by Grantee of written notice from City. However, if both City and Grantee agree, the time frame may be extended based on the requirements of the project.
 - b. Subsequent to City Notice to Proceed to Contractor: City and Grantee will immediately begin the coordination necessary to remove or relocate the facility. Removal or relocation is to begin no later than seventy-two (72) hours, unless a different time is specified by the City Engineer, after written notification from City of the conflict.
13. Relocation delays. Subject to Grantee's compliance with 3.12 above, if Grantee's relocation effort so delays construction of a public project causing City to be liable for delay damages or incur increased project costs, Grantee shall reimburse City for those damages attributable to the delay created by Grantee. In the event Grantee should dispute the dollar amount of damages attributable to Grantee, the matter shall be referred to the City Engineer for a decision.
14. Interference with City Facilities. The Installation, use and maintenance of the Grantee's facilities within the Rights-of-Way and public ways authorized herein shall be in such a manner as not to interfere with City's placement, construction, use and maintenance of its Rights-of-Way and public ways, Rights-of-Way lighting, water pipes, drains, sewers, traffic signal systems or other City systems that have been, or may be, installed, maintained, used or authorized by City.
15. Interference with Utility Facilities. Grantee agrees not to install, maintain, or use any of its facilities in such a manner as to damage or interfere with any existing facilities of another utility located within the Rights-of-Way and public ways of City and agrees to relocate its facilities, if necessary, to accommodate another facility relocation. Nothing in this section is meant to limit any rights Grantee may have under Applicable Laws to be compensated for the cost of relocating its facilities from the utility that is requesting the relocation.

16. Collocation. To maximize public and employee safety, to minimize visual clutter of aerial plant, and to minimize the amount of trenching and excavation in and along City Rights-of-Way and sidewalks for underground plant, Grantee shall make every commercially reasonable effort to co-locate compatible facilities within the Rights-of-Way subject to the engineering requirements of the owners of utility poles and other facilities.
17. Safety Requirements.
 - a. Grantee shall at all times employ ordinary and reasonable care and shall install and maintain in use nothing less than commonly accepted methods and devices for preventing failures and accidents which are likely to cause damage or injuries.
 - b. Grantee shall install and maintain its System and other equipment in accordance with City's codes and the requirements of the National Electric Safety Code and all other applicable FCC, state, and local regulations, and in such manner that they will not interfere with City communications technology related to health, safety and welfare of the residents.
 - c. Cable System structures, and lines, equipment, and connections in, over, under and upon the Rights-of-Way of City, wherever situated or located, shall at all times be kept and maintained in good condition, order, and repair so that the same shall not menace or endanger the health, safety or property of City or any Person.
 - d. If the City is notified of non-compliance, Grantee shall immediately, as emergency, correct the deficiency.

SECTION 4. DESIGN PROVISIONS

1. Minimum System Characteristics. Grantee shall build and maintain the Cable System with a capacity and capabilities consistent with the Cable Systems it operates in other areas of the Southeast United States, including as to the Cable Service offerings and other services available on modern cable systems. Continuing to offer Cable Service is a condition of the Franchise. Notwithstanding the foregoing, if Grantee should decide to cease providing Cable Service to Subscribers within the City at any time during the Term of this Franchise and choose to provide Other Services to Subscribers within the City, Grantee shall provide the City with sixty (60) days advanced written notice of its decision to cease providing Cable Service and include therein the effective date for cessation of Cable Services (the "Cessation Date"). Following receipt of said notice by the City and upon the Cessation Date stated therein, this Franchise shall terminate, Franchisee shall be deemed to have relinquished this Cable Franchise, and that certain Broadband Services Agreement entered into separately between the Grantee and City as of _____, 2025, shall become effective and the terms and conditions contained thereof shall be operative and controlling.
2. System Construction. All transmission lines, equipment and structures shall be so installed and located as to cause minimum interference with the rights and reasonable convenience of property owners and at all times shall be kept and maintained in a safe, adequate and

substantial condition, and in good order and repair. The Grantee shall, at all times, employ ordinary care and use commonly accepted methods and devices for preventing failures and accidents which are likely to cause damage, injuries, or nuisances to the public. Suitable barricades, flags, lights, flares or other devices shall be used at such times and places as are reasonably required for the safety of all members of the public. Any poles or other fixtures placed in any public way by the Grantee shall be placed in such a manner as not to interfere with the usual travel on such public way.

3. Interruption of Service. Grantee shall interrupt Service only for good cause and for the shortest time possible. Such interruption shall occur during periods of minimum use of the System. If Service is interrupted for a total period of more than twenty-four (24) continuous hours in any thirty (30) day period, Subscribers shall be credited pro rata for such interruption.
4. Emergency Alert Capability. Grantee shall at all times comply with the Emergency Alert System standards pursuant to Title 47, Section 11, Subparts A-E of the Code of Federal Regulations, as may be amended or modified from time to time.
5. Technical Standards. The technical standards used in the operation of the System shall comply, at minimum, with the technical standards promulgated by the FCC relating to Cable Systems pursuant to Title 47, Section 76, Subpart K of the Code of Federal Regulations, as may be amended or modified from time to time, which regulations are expressly incorporated herein by reference.
6. FCC Reports. The results of any tests required to be filed by Grantee with the FCC shall upon request of the City also be filed with the City or its designee within Thirty (30) days of the date of request.
7. Service Area. Grantee shall have the right, but not the obligation, to extend its facilities into any other portion of the Service Area, including annexed areas. Cable Service and Other Services offered to Subscribers pursuant to this Franchise shall be conditioned upon Grantee having legal access to any such Subscriber's dwelling unit or other units wherein such Cable Service is provided.

SECTION 5. SERVICE PROVISIONS

1. Non-Standard Installations. Grantee shall install and provide Cable Service to any Person requesting other than a Standard Installation provided that said Cable Service can meet FCC technical specifications and all payment and policy obligations are met. In such case, Grantee may charge for the incremental increase in material and labor costs incurred beyond the Standard Installation.
2. Consumer Protection and Service Standards. The Grantee shall comply with all applicable federal regulations relating to customer service obligations, including any amendments to 47 C.F.R. § 76.309 during the term of this Franchise, which for the parties' convenience the current version is set forth below in the attached Exhibit A.

3. Subscriber Contracts. Upon request, Grantee shall file with City any standard form residential Subscriber contract utilized by Grantee. If no such written contract exists, upon request, Grantee shall file with the City a document completely and concisely stating the length and terms of the Subscriber contract offered to customers. The length and terms of any Subscriber contract(s) shall be available for public inspection during Normal Business Hours. A list of Grantee's current Subscriber rates and charges for Cable Service is maintained on Grantee's website and will be made available to Subscribers and City upon request.
4. Late Fees. Grantee shall comply with all applicable state and federal laws with respect to any assessment, charge, cost, fee or sum, however characterized, that the Grantee imposes upon a Subscriber for late payment of a bill. The City reserves the right to enforce Grantee's compliance with all Applicable Laws to the maximum extent legally permissible.

SECTION 6.
ACCESS CHANNEL PROVISIONS

1. PEG Access Channel.
 - a. *Grantee shall provide within ninety (90) days of the City's request one (1) PEG channel for non-commercial, non-revenue generating public, educational and governmental (PEG) programming as designated in the City's sole discretion.*
 - b. Operation of the PEG access channel, shall be the responsibility the City, and Grantee's obligation is the transmission of such channel. The City will be responsible to ensure that all transmissions, retransmissions, content, or programming that may be requested to be transmitted over a channel or facility by Grantee in the future, are provided or submitted to Grantee, at the Grantee's designated connection point, in a manner or form that is capable of being accepted and transmitted by Grantee, without requirement for additional alteration or change in the format or content by Grantee, over the network of Grantee, and which is compatible with the technology or protocol utilized by Grantee to deliver its Cable Service. Grantee is responsible for providing the connectivity to three PEG access Channel origination points up to the first one thousand (1,000) feet.
 - c. Channel Position. At any time during the term of this Agreement and at the Grantee's sole option and discretion, the Grantee may (i) change the transmission technology by which PEG access programming is delivered to Subscribers, provided, however, that the quality of PEG access programming transmitted over the Cable System to Subscribers is of a quality comparable to that which was delivered to the Grantee by the PEG programmer, or (ii) relocate any PEG programming to a Channel position on its lowest digital tier service delivered to all of the Grantee's Subscribers. The Grantee shall notify the City at least thirty (30) days in advance of such changes.

- d. It shall be the sole responsibility of the City to obtain, provide, and maintain any equipment necessary to produce and cablecast PEG programming over the Cable System. The Grantee, shall not be responsible for obtaining, providing, or maintaining such equipment.
- e. The Grantee does not relinquish its ownership of its ultimate right of control over a Channel position by designating it for PEG access use. A PEG access user, whether such user is an individual, educational, or governmental user, acquires no property or other interest in the Channel position by virtue of the use of a Channel position so designated.

2 PEG Access Support.

- a. Upon launch of the PEG Channel referenced in Section 6.1 above, Grantee shall remit to the City a per Subscriber fee of twenty-five cents (\$0.25) per month to fund capital expenditures related solely to public, educational and governmental access (hereinafter "Access Fee"). The Access Fee may be used in City's sole discretion for PEG capital expenditures. The City Commission shall have sole discretion to determine whether any change to the Access Fee is appropriate. In no event may the Access Fee be increased to more than forty cents (\$0.40). Any increase in the Access Fee will take place 90 days after written notice from the City. Any and all payments by Grantee to City in support of PEG access programming including the Access Fee shall not be deemed "Franchise Fees" within the meaning of Section 622 of the Cable Act (47 U.S.C. Section 542).
- b. The Grantee may, on an annual basis, upon 60 days written request to City, seek verification that the Access Fee has been used for capital purchases related to PEG access. The City shall be permitted to hold all or a portion of the Access Fee from year to year as a designated fund to permit the City to make large capital expenditures, if necessary. Moreover, if City chooses to borrow from itself or a financial institution revenue for large PEG access capital purchases or capital expenditures, City shall be permitted to make periodic repayments using the Access Fee. If Grantee believes City has failed to demonstrate compliance with the expenditure limitations of the Access Fee, Grantee shall provide City with written notice of its objections. The parties shall thereafter meet at the reasonable request of either party to address the objections identified by Grantee. If Grantee reasonably concludes that City has expended Access Fees in a manner inconsistent with the limitations imposed herein, the Grantee may, after thirty (30) days written notice to the City, advise the City of its intention to terminate payment of the Access Fee. If the City disputes Grantee's allegation the City may commence a franchise violation proceeding against Grantee pursuant to the terms of this Franchise. In the event the City commences a franchise violation proceeding against Grantee, the Grantee shall continue to collect the Access Fee and hold the disputed monies in a separate interest-bearing account until a final order is issued and any appeals

exhausted. Any monies so held shall be distributed in accordance with any final order (after exhaustion of any and all appeals) or as City and Grantee might agree.

**SECTION 7.
OPERATION AND ADMINISTRATION PROVISIONS**

1. Administration of Franchise. The City Manager or designated City staff shall administer and represent the City's interest under this Franchise; provided, however, that the City Commission shall retain the sole authority to take enforcement action pursuant to this Franchise.
2. Franchise Fee.
 - a. During the term of the Franchise, Grantee shall pay to City a Franchise Fee in an amount equal to five percent (5%) of its annual Gross Revenues.
 - b. Any payments due under this provision shall be payable quarterly. The payment shall be made within forty-five (45) days of the end of each of Grantee's fiscal quarters together with a report showing the basis for the computation in form and substance substantially the same as Exhibit B attached hereto. In the event that a Franchise Fee payment or other sum due is not received by the City on or before the date due, or is underpaid, Grantee shall pay in addition to the payment, or sum due, interest from the due date at the state legal interest rate of 8% annually (Alabama Code § 8.8.1).
 - c. All amounts paid shall be subject to audit and recomputation by the City within three years of payment and acceptance of any payment shall not be construed as an accord that the amount paid is in fact the correct amount. In the event the City should conduct a review of Grantee's books and records pursuant to Section 6.4 of this Franchise and such review indicates a Franchise Fee underpayment of seven percent (7%) or more during the entire period reviewed, the Grantee shall, subject to Applicable Law, assume all reasonable documented costs of such audit, and pay same upon demand by the City.
3. Not Franchise Fees.
 - a. Grantee acknowledges and agrees that the Franchise Fees payable by Grantee to City pursuant to this section shall take precedence over all other payments, contributions, services, equipment, facilities, support, resources or other activities to be provided or performed by Grantee pursuant to this Franchise and that the Franchise Fees provided for in this section of this Franchise shall not be deemed to be in the nature of a tax, and shall be in addition to any and all taxes of general applicability and other fees and charges which Grantee shall be required to pay to City and/or to any other governmental authority, all of which shall be separate and distinct obligations of Grantee.

- b. Grantee shall not apply or seek to apply or make any claim that all or any part of the Franchisee Fees or other payments or contributions to be made by Grantee to City pursuant to this Franchise shall be deducted from or credited or offset against any taxes, fees or assessments or general applicability levied or imposed by City or any other governmental authority, including any such tax, fee or assessment imposed on both utilities and cable operators or their services.
 - c. Grantee shall not apply or seek to apply all or any part of any taxes, fees or assessments or general applicability levied or imposed by the City or any other governmental authority (including any such tax, fee or assessment imposed on both utilities and cable operators or their services) as a deduction or other credit from or against any of the Franchise Fees or other payments or contributions to be paid or made pursuant by Grantee to City to this Franchise which shall be deemed to be separate and distinct obligations of Grantee.
4. Access to Records. The City shall have the right to inspect, upon reasonable notice and during Normal Business Hours, or require Grantee to provide within a reasonable time copies of any records maintained by Grantee which relate to System operations including specifically Grantee's accounting and financial records. The Grantee shall not be required to maintain any books and records for Franchise compliance purposes longer than required by applicable state statute of limitations, as may be amended from time to time, except for service complaints which shall be kept for one (1) year. The City acknowledges that some of the records which may be provided by Grantee may be classified as confidential and therefore may subject Grantee to competitive disadvantage if made public. The City shall therefore maintain the confidentiality of any and all records provided to it by Grantee which are not required to be made public pursuant to Applicable Laws. Grantee shall produce such books and records for the City's inspection at any mutually agreed upon location within the City.

**SECTION 8.
GENERAL FINANCIAL AND INSURANCE PROVISIONS**

1. Performance Bond. Within thirty (30) days of the Effective Date, Grantee shall provide City with, and shall maintain, a Performance Bond from a surety company in the amount of Two Hundred Thousand Dollars (\$200,000) and in a form reasonably acceptable to City, as security for the faithful performance by Grantee of the provisions of this Agreement. In the event the Grantee shall fail to comply with any law, ordinance or regulation governing the Franchise, there shall be recoverable jointly and severally from the principal and surety of the bond any damages or loss suffered by City as a result, including the full amount of any compensation, indemnification or cost of removal or abandonment of any property of the Grantee, plus a reasonable allowance for attorneys' fees and costs, up to the full amount of the bond, and further guaranteeing payment by the Grantee of claims, liens and taxes, due City which arise by reason of the construction, operation, or maintenance of the System. The rights reserved by City with respect to the bond are in addition to all other rights City may have under the Franchise or any other law.

2. Liability Insurance.

a. Upon the effective date, Grantee shall, at its sole expense take out and maintain during the term of this Franchise public liability insurance with a company licensed to do business in the state of Alabama with a rating by A.M. Best & Co. of not less than “B plus” listing the City as additional insured that shall protect the Grantee, City and its officials, officers, directors, employees and agents from claims which may arise from operations under this Franchise, whether such operations be by the Grantee, its officials, officers, directors, employees and agents or any subcontractors of Grantee. This liability insurance shall include but shall not be limited to; protection against claims arising from bodily and personal injury and damage to property, resulting from Grantee’s vehicles, products and operations. The amount of insurance for single limit coverage applying to bodily and personal injury and property damage shall not be less than Two Million and No/100 Dollars (\$2,000,000.00). The following endorsements shall be attached to the liability policy:

- i. The policy shall provide coverage on an “occurrence” basis.
- ii. The policy shall cover personal injury as well as bodily injury.
- iii. The policy shall cover blanket contractual liability subject to the standard universal exclusions of contractual liability included in the carrier’s standard endorsement as to bodily injuries, personal injuries and property damage.
- iv. Broad form property damage liability shall be afforded.
- v. City shall be named as an additional insured on the policy.
- vi. An endorsement shall be provided which states that the coverage is primary insurance and that no other insurance maintained by the City will be called upon to contribute to a loss under this coverage.
- vii. Standard form of cross-liability shall be afforded.
- viii. An endorsement stating that the policy shall not be canceled without thirty (30) days’ notice of such cancellation given to City.

b. Grantee shall submit upon request to City certificate of insurance signed by the insurance agent and companies named, as well as all properly executed endorsements.

3. Indemnification

a. At all times both during and after installation, so long as Grantee’s System is located upon any portion of the City’s Public Ways, Grantee covenants, warrants and agrees to indemnify and hold harmless the City, its officers, employees, agents and contractors, of an from any and all suits, damages, claims, liabilities, losses and expenses, including reasonable attorney’s fees, directly or indirectly arising from

or related to: (a) the installation, operation, repair or maintenance by any Person of Grantee's System within the City; (b) provided City has complied with Alabama's 811 law, if applicable, any injury, loss, or damage to the City's utility lines arising from or related to the installation, operation, repair or maintenance of Grantee's System; and (c) provided the private service line owner has complied with Alabama's 811 law, if applicable, any injury, loss, or damage to provide private service arising from or related to the installation, operation, repair or maintenance of Grantee's System. Without the intent of limiting any of the foregoing, it is agreed that Grantee shall indemnify and hold harmless, the City, its officers, officials, employees, agents and contractors of and from any and all claims for personal injury, wrongful death, property damage, or otherwise which are directly or indirectly attributable, in whole or in part, to the acts or omissions of Grantee or its officers, employees, agents or contractors in connection with the subject matter of this Agreement, which indemnity shall be at the sole expense of Grantee, including the obligation to pay any and all sums required, including any settlement, judgment, attorney fees, court costs, or otherwise.

- b. The indemnification obligations of Grantee set forth in this Franchise are not limited in any way by the amount or type of damages or compensation payable by or for Grantee under Workers' Compensation, disability or other employee benefit acts, acceptance of insurance certificates required under this Franchise or the terms, applicability or limitations of any insurance held by Grantee.
- c. City does not, and shall not, waive any rights against Grantee which it may have by reason of the indemnification provided for in this Franchise, because of the acceptance by City, or the deposit with City by Grantee, of any of the insurance policies described in this Franchise.

The indemnification of City by Grantee provided for in 3a) shall apply regardless of whether or not such insurance policies shall have been determined to be applicable to any such damages or claims for damages.

4. Grantee's Insurance.

Grantee shall not commence any Cable System reconstruction work or permit any subcontractor to commence work until all insurance required under this Franchise has been obtained. Said insurance shall be maintained in full force and effect until the expiration of this Franchise.

- a. In order for City to assert its rights to be indemnified, defended, and held harmless, City must with respect to each claim:
 - i. Promptly notify Grantee in writing within ten (10) business days of any claim or legal proceeding which gives rise to such right;
 - ii. Afford Grantee the opportunity to participate in and fully control any compromise, settlement or other Ordinance or disposition of any claim or proceeding; and

- iii. Fully cooperate with reasonable requests of Grantee, at Grantee's expense, in its participation in, and control, compromise, settlement or Ordinance or other disposition of such claim or proceeding subject to paragraph 2 above.

SECTION 9.

SALE, ABANDONMENT, TRANSFER AND REVOCATION OF FRANCHISE

1. City's Right to Revoke.

In addition to all other rights which the City has pursuant to law or equity, the City reserves the right to commence proceedings to revoke, terminate or cancel this Franchise, and all rights and privileges pertaining thereto, if it is determined by the City that after notice and an opportunity to cure as reordered herein;

- i. Grantee has repeatedly and substantially violated material provisions(s) of this Franchise and has not put forth a reasonable proposal to cure such violations; or
- ii. *Grantee has intentionally and materially evaded any of the provisions of the Franchise; or*
- iii. Grantee has practiced a material fraud or a material deceit upon the City.

2. Procedures for Revocation.

- a. The City shall provide Grantee with written notice of a cause for revocation and the intent to revoke and shall allow Grantee thirty (30) days subsequent to receipt of the notice in which to correct the violation or to provide adequate assurance of performance in compliance with the Franchise. In the notice required therein, the City shall provide Grantee with the basis of the revocation.
- b. Should the City determine to proceed with a revocation proceeding, Grantee shall be provided the right to a public hearing affording due process before the City's Board of Commissioners prior to the effective date of revocation. The due process to be afforded Grantee shall include the Grantee's right to present any written or verbal testimony or other relevant evidence to the City's Board of Commissioners for consideration. Such information presented by Grantee shall be considered part of the record of the proceeding. The City shall provide Grantee with written notice of its decision together with written findings of fact supplementing said decision.
- c. Only after the public hearing and upon written notice of the determination by the City to revoke the Franchise may Grantee appeal said decision with an appropriate state or federal court or agency. *Nothing in this Franchise, including the enforcement provisions set forth in this Section 8, shall prevent Grantee from filing at any time a legal action in any permissible court or tribunal seeking a declaration or enforcement of Grantee's rights or obligations under the Franchise.*

- d. During the appeal period or pendency of any legal action, the Franchise shall remain in full force and effect unless the term thereof sooner expires and Grantee is not pursuing renewal under Applicable Law or unless continuation of the Franchise would endanger the health, safety and welfare of any Person or the public.
3. Removal After Abandonment, Termination or Forfeiture. In the event of termination or forfeiture of the Franchise or abandonment of the System, the City shall have the right to require Grantee to remove all or any portion of the System from all Rights-of-Way and public property within the City, provided that Grantee is not continuing to offer services over the system pursuant to alternative right-of-way authority.
4. Franchise Transfer. The Franchise granted hereunder shall not be assigned, other than to an entity controlling, controlled by, or under common control with the Grantee, without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. No such consent shall be required, however, for a transfer in trust, by mortgage, by other hypothecation, or by assignment of any rights, title, or interest of the Grantee in the Franchise or Cable System to secure indebtedness. Within thirty (30) days of receiving a request for transfer, the City shall notify the Grantee in writing of any additional information it reasonably requires to determine the legal, financial and technical qualifications of the transferee. If the City has not taken action on the Grantee's request for transfer within one hundred twenty (120) days after receiving such request, consent by the City shall be deemed given.

**SECTION 10.
PROTECTION OF INDIVIDUAL RIGHTS**

1. Discriminatory Practices Prohibited. Grantee shall not deny Service, deny access, or otherwise discriminate against Subscribers or general citizens on the basis of race, color, religion, national origin, sex, age, status as to public assistance, affectional preference, or disability. Grantee shall comply at all times with all other Applicable Laws, and all executive and administrative orders relating to nondiscrimination. It shall be the right of all Persons to continuously receive all available services provided on the Cable System so long as such Person's financial or other obligations to the Grantee are satisfied.
2. Subscriber Privacy. Grantee shall at all times comply with all applicable provisions of 47 U.S.C. 551 governing subscriber privacy. City reserves any and all rights it may have now or in the future to enforce compliance with all applicable state and federal laws and regulations governing subscriber privacy.

**SECTION 11.
MISCELLANEOUS PROVISIONS**

1. Franchise Renewal. Any renewal of this Franchise shall be performed in accordance with Section 626 of the Cable Act.

2. Work Performed by Others. All applicable obligations of this Franchise shall apply to any subcontractor or others performing any work or services pursuant to the provisions of this Franchise. Grantee shall provide notice to City of the name(s) and address(es) of any entity, other than Grantee, which performs substantial services pursuant to this Franchise, upon request of City.
3. Amendment of Franchise Ordinance. Grantee and City may agree, from time to time, to amend this Franchise. Such written amendments may be made at any time if City and Grantee agree that such an amendment will be in the public interest or if such an amendment is required due to changes in federal, state or local laws.
4. Compliance with Federal, State and Local Laws.
 - a. If any federal or state law or regulation shall require or permit City or Grantee to perform any service or act or shall prohibit City or Grantee from performing any service or act which may be in conflict with the terms of this Franchise, then as soon as possible following knowledge thereof, either party shall notify the other of the point in conflict believed to exist between such law or regulation.
 - b. If any term, condition or provision of this Franchise or the application thereof to any Person or circumstance shall, to any extent, be held to be invalid or unenforceable, the remainder hereof and the application of such term, condition or provision to Persons or circumstances other than those as to whom it shall be held invalid or unenforceable shall not be affected thereby, and this Franchise and all the terms, provisions and conditions hereof shall, in all other respects, continue to be effective and complied with provided the loss of the invalid or unenforceable clause does not substantially alter the agreement between the parties. In the event such law, rule or regulation is subsequently repealed, rescinded, amended or otherwise changed so that the provision which had been held invalid or modified is no longer in conflict with the law, rules and regulations then in effect, said provision shall thereupon return to full force and effect and shall thereafter be binding on Grantee and the City.
5. Non-enforcement by City. Grantee shall not be relieved of its obligations to comply with any of the provisions of this Franchise by reason of any failure or delay of the City to enforce prompt compliance. The City may only waive its rights hereunder by expressly so stating in writing. Any such written waiver by the City of a breach or violation of any provision of this Franchise shall not operate as or be construed to be a waiver of any subsequent breach or violation.
6. Rights Cumulative. The rights and remedies reserved to the City and Grantee by this Franchise are cumulative and shall be in addition to and not in derogation of any other legal or equitable rights or remedies which the City and Grantee may have with respect to the subject matter of this Franchise, and a waiver thereof at any time shall have no effect on the enforcement of such rights or remedies at a future time.

7. Force Majeure. Neither party shall be in default under this Agreement if any failure or delay in performance is caused by acts of God; fire; flood; earthquake; lightning; unusually severe weather; material or facility shortages or unavailability not resulting from such party's failure to timely place orders therefore; war or civil disorder; or any other cause beyond the reasonable control of either party hereto. The excused party shall use reasonable efforts under the circumstances to avoid or remove such causes of non-performance and shall proceed to perform with reasonable dispatch whenever such causes are removed or ceased. Notification shall be given by the excused party to the other party, of the cause and of the estimated duration, when possible.

SECTION 12.

PUBLICATION EFFECTIVE DATE; ACCEPTANCE AND EXHIBITS

1. Publication, Effective Date. This Franchise shall be published in accordance with applicable local and state law and Grantee, shall pay the reasonable cost of the publication of this Franchise. The effective date of this Franchise shall be the date of acceptance by Grantee in accordance with the provisions of Section 12.2.
2. Acceptance.
 - a. Grantee shall accept this Franchise within thirty (30) days of its enactment by the City Commission unless the time for acceptance is extended by City. Such acceptance by the Grantee shall be deemed the grant of this Franchise for all purposes; provided, however, this Franchise shall not be effective until all City Ordinance adoption procedures are complied with, and all applicable timelines have run for the adoption of a City Ordinance. In the event acceptance does not take place or should all Ordinance adoption procedures and timelines not be completed, this Franchise and any and all rights granted hereunder to Grantee shall be null and void.
 - b. Grantee shall accept this Franchise in the following manner:
 - i. This Franchise will be properly executed and acknowledged by Grantee and delivered to City.
 - ii. With its acceptance, Grantee shall also deliver a check in the amount of Eight Thousand Dollars (\$8,000.00) made payable to the City of Dothan, Alabama as an acceptance fee and insurance certificates as required herein, that have not previously been delivered.

SIGNATURE PAGE TO FOLLOW

Passed and adopted by the City Commission this 4th day of November, 2025.

ATTEST:

CITY OF DOTHAN, ALABAMA

By: Wendy Skinner

By: [Signature]

Its: City Clerk

Its: Mayor

ACCEPTED: This Franchise is accepted, and we agree to be bound by its terms and conditions.

TROY CABLEVISION, INC. d/b/a C SPIRE

Date: Oct, 20, 2025

By: [Signature]

Its: SVP

SWORN TO BEFORE ME this 20 Day of October, 2025.

Ann Marie Jordan
NOTARY PUBLIC

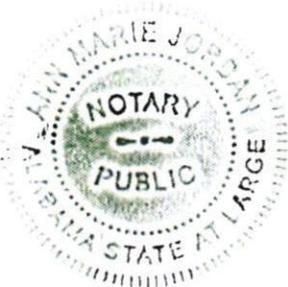


EXHIBIT A
CUSTOMER SERVICE STANDARDS

TITLE 47—TELECOMMUNICATION
CHAPTER I—FEDERAL COMMUNICATIONS COMMISSION
PART 76—CABLE TELEVISION SERVICE
Subpart H—General Operating Requirements

§ 76.309 Customer service obligations.

(a) A cable City may enforce the customer service standards set forth in paragraph (c) of this section against cable operators. The City must provide affected cable operators ninety (90) days written notice of its intent to enforce the standards.

(b) Nothing in this rule should be construed to prevent or prohibit:

(1) A franchising authority and a cable operator from agreeing to customer service requirements that exceed the standards set forth in paragraph (c) of this section;

(2) A franchising authority from enforcing, through the end of the franchise term, pre-existing customer service requirements that exceed the standards set forth in paragraph (c) of this section and are contained in current franchise agreements;

(3) Any State or any franchising authority from enacting or enforcing any consumer protection law, to the extent not specifically preempted herein; or

(4) The establishment or enforcement of any State or municipal law or regulation concerning customer service that imposes customer service requirements that exceed, or address matters not addressed by the standards set forth in paragraph (c) of this section.

(c) Effective July 1, 1993, a cable operator shall be subject to the following customer service standards:

(1) Cable system office hours and telephone availability—

(i) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to its subscribers 24 hours a day, seven days a week.

(A) Trained company representatives will be available to respond to customer telephone inquiries during normal business hours.

(B) After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.

(ii) Under normal operating conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis.

- (iii) The operator will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.
 - (iv) Under normal operating conditions, the customer will receive a busy signal less than three (3) percent of the time.
 - (v) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located.
- (2) Installations, outages and service calls. Under normal operating conditions, each of the following four standards will be met no less than ninety-five (95) percent of the time measured on a quarterly basis:
- (i) Standard installations will be performed within seven (7) business days after an order has been placed. “Standard” installations are those that are located up to 125 feet from the existing distribution system.
 - (ii) Excluding conditions beyond the control of the operator, the cable operator will begin working on “service interruptions” promptly and in no event later than 24 hours after the interruption becomes known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.
 - (iii) The “appointment window” alternatives for installations, service calls, and other installation activities will be either a specific time or, at maximum, a four-hour time block during normal business hours. (The operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.)
 - (iv) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.
 - (v) If a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time which is convenient for the customer.
- (3) Communications between cable operators and cable subscribers—
- (i) Notifications to subscribers—
 - (A) The cable operator shall provide written information on each of the following areas at the time of installation of service, at least annually to all subscribers, and at any time upon request:
 - (1) Products and services offered;
 - (2) Prices and options for programming services and conditions of subscription to programming and other services;
 - (3) Installation and service maintenance policies;
 - (4) Instructions on how to use the cable service;
 - (5) Channel positions programming carried on the system; and,

(6) Billing and complaint procedures, including the address and telephone number of the local City's cable office.

(B) Customers will be notified of any changes in rates, programming services or channel positions as soon as possible in writing. Notice must be given to subscribers a minimum of thirty (30) days in advance of such changes if the change is within the control of the cable operator. In addition, the cable operator shall notify subscribers thirty (30) days in advance of any significant changes in the other information required by paragraph (c)(3)(i)(A) of this section. Notwithstanding any other provision of Part 76, a cable operator shall not be required to provide prior notice of any rate change that is the result of a regulatory fee, franchise fee, or any other fee, tax, assessment, or charge of any kind imposed by any Federal agency, State, or franchising authority on the transaction between the operator and the subscriber.

(ii) Billing—

(A) Bills will be clear, concise and understandable. Bills must be fully itemized, with itemizations including, but not limited to, basic and premium service charges and equipment charges. Bills will also clearly delineate all activity during the billing period, including optional charges, rebates and credits.

(B) In case of a billing dispute, the cable operator must respond to a written complaint from a subscriber within 30 days.

(iii) Refunds—Refund checks will be issued promptly, but no later than either—

(A) The customer's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or

(B) The return of the equipment supplied by the cable operator if service is terminated.

(iv) Credits—Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

(4) Definitions—

(i) Normal business hours—The term “normal business hours” means those hours during which most similar businesses in the community are open to serve customers. In all cases, “normal business hours” must include some evening hours at least one night per week and/or some weekend hours.

(ii) Normal operating conditions—The term “normal operating conditions” means those service conditions which are within the control of the cable operator. Those conditions which are not within the control of the cable operator 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 cable operator 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.

(iii) Service interruption—The term “service interruption” means the loss of picture or sound on one or more cable channels.

[58 FR 21109, Apr. 19, 1993, as amended at 61 FR 18977, Apr. 30, 1996]

**EXHIBIT B
FRANCHISE FEE PAYMENT WORKSHEET**

REVENUE SOURCE	NUMBER OF SUBSCRIBERS	GROSS REVENUE	5% FRANCHISE FEE	YTD
Basic Service				
Expanded Basic				
Premium - HBO				
Premium - Showtime				
Premium - TMC				
Premium - Disney				
Premium - Encore				
Pay-Per-Channel				
Pay-Per-View				
Installation				
Guides				
Shopping Channels				
Advertising Sales				
Equipment Rental				
Administrative Fees				
Other Income				
Other				
TOTAL				

Ordinance No. 2025-303, entering into a cable system franchise agreement with Troy Cablevision, Inc. d/b/a C Spire for a within the City of Dothan, continued

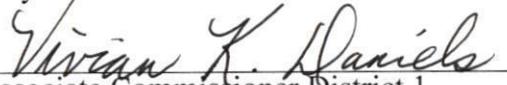
Section 2. That Mark Saliba, Mayor of the City of Dothan and in such capacity, is hereby authorized and directed to execute the said franchise agreement for and in the name of the City of Dothan which shall be attested by the City Clerk.

Section 3. This Ordinance shall take effect and be in force thirty days after the final enactment of same and publication in a newspaper published in the City of Dothan in accordance with the laws of the State of Alabama.

PASSED, ADOPTED AND APPROVED ON NOVEMBER 4, 2025.



Mayor



Associate Commissioner District 1



Associate Commissioner District 2



Associate Commissioner District 3



Associate Commissioner District 4

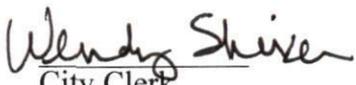


Associate Commissioner District 5



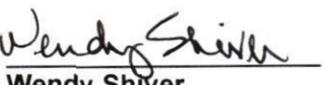
Associate Commissioner District 6
BOARD OF CITY COMMISSIONERS

ATTEST:



City Clerk

I hereby certify that a synopsis of the above Ordinance was published in THE DOTHAN EAGLE, a newspaper of general circulation in the City of Dothan, Alabama, on January 3, January 10, and January 17, 2026.



Wendy Shiver
City Clerk