

SUPPORTING STATEMENT

A. Justification:

1. 47 CFR 76.1713 states cable system operators shall establish a process for resolving complaints from subscribers about the quality of the television signal delivered. Aggregate data based upon these complaints shall be made available for inspection by the Commission and franchising authorities, upon request. These records shall be maintained for at least a one-year period. Prior to being referred to the Commission, complaints from subscribers about the quality of the television signal delivered must be referred to the local franchising authority and the cable system operator.

The Commission is requesting an extension of this information collection in order to receive the full three year OMB approval/clearance.

This information collection does not affect individuals or households; thus, there are no impacts under the Privacy Act.

Statutory authority for this collection of information is contained in Sections 4(i), 303 and 308 of the Communications Act of 1934, as amended.

2. Local franchising authorities use the data to assess the technical performance of cable television systems and to ensure that quality service is being provided to subscribers.
3. The use of information technology is feasible for roughly half of this collection. Part of this collection is for a recordkeeping requirement. However, regarding the requirement for operators to advise subscribers of the procedures for resolution of complaints, this information is assumed to be easily disclosed to subscribers as part of, or attached to, monthly billing statements that have been pre-printed with word processing software and then mass-distributed, possibly by electronic means.
4. No other agency imposes a similar information collection requirement on the respondents.
5. This information collection will not have a significant impact on a substantial number of small entities/businesses.
6. If these requirements were not enforced by the Commission, subscribers would be unaware of their recourse in complaining about the quality of signals delivered by their respective cable operators. Technical signal quality is also an ongoing concern of local franchising authorities, who are permitted to consider the quality of operators' service, including signal quality, in the franchise renewal process. The lack of maintained records in this matter could serve to hinder

both operators and local franchising authorities alike during the franchise renewal process.

7. There are no special circumstances associated with this information collection.
8. The Commission published a Notice (78 FR 26367) in the *Federal Register* on May 6, 2013 seeking comments from the public on the information collection requirements contained in this collection. No comments were received from the public as a result of the Notice.
9. Respondents will receive no gifts or payment for complying with this information collection.
10. There is no need for confidentiality with this information collection.
11. This information collection does not address any private matters of a sensitive nature.
12. Based on Commission records, there are approximately 10,750 cable television systems in the nation. We estimate the average burden of one hour per system for cable systems to notify subscribers at least once each calendar year of the procedures for resolution of complaints. We assume cable operators easily disclosed this information to subscribers as part of, or attached to, billing statements. In addition, we estimate the average burden of no more than 0.33 hours per week, or 17 hours per year for cable systems to undergo recordkeeping procedures for subscriber complaints/resolutions.

Total number of annual respondents: 10,750 Cable TV Systems

Total number of responses: 10,750 subscriber notices
10,750 records kept
21,500 responses

Annual burden hours:

10,750 subscriber notices x 1 hour/notice	=	10,750 hours
10,750 records kept by operators x 17 hours/year/operator	=	<u>182,750 hours</u>
Total annual burden hours:		193,500 hours

Annual “In-House Cost”: We estimate an average hourly wage of \$17.00 per hour for individuals tasked with the information collection requirements.

10,750 subscriber notices x 1 hour/notice x \$17.00/hour = \$ 182,750

10,750 records kept by operators x 17 hours/year/operator \$17/hour = \$3,106.750

Total In-House Costs: **\$3,289,500**

These estimates are based on Commission staff's knowledge and familiarity with the availability of the data required.

13. Annual Cost Burden:

- (a) Total annualized capital/startup costs: None
- (b) Total annual costs (O&M): None
- (c) Total annualized cost requested: **None**

14. There is no cost to the Federal Government.

15. There are no program changes or adjustments to this information collection.

16. The results of this information collection requirement are not planned to be published.

17. We do not seek approval to not display the expiration date for OMB approval of the information collection.

18. There are no other exceptions to the Certification Statement.

B. Collections of Information Employing Statistical Methods:

No statistical methods are employed.