

AN ORDINANCE AMENDING THE CATV FRANCHISE ORDINANCE

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF URBANA,  
ILLINOIS, as follows:

That Section 22 (6) (d) is hereby repealed and in its place  
is enacted the following:

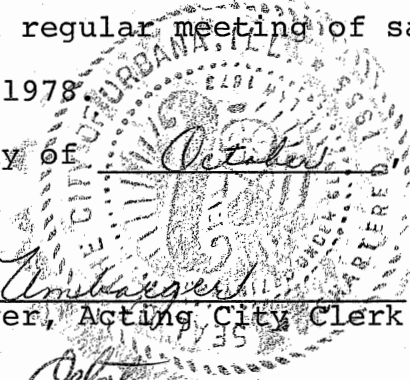
Develop an appeal process, including necessary  
forms and procedures, to resolve complaints and  
disagreements between the Grantee and subscribers  
or users of the CATV System, public and private.  
The appeal process shall be substantially as  
follows:

- (1) Subscriber or user submits a complaint to  
the Grantee.
- (2) Grantee reviews and acts upon the complaint.
- (3) CATV Commission, by appeal of the subscriber  
or user, reviews the grantee's action and renders  
a decision, which decision shall be final.

This Ordinance shall become effective immediately upon its  
passage and approval by the Mayor.

This Ordinance is hereby passed by the affirmative vote,  
the "ayes" and "nays" being called, of a majority of the Members of  
the Council of the City of Urbana, Illinois, at a regular meeting of said  
Council on the 16th day of October, 1978.

PASSED by the City Council this 16th day of October,  
1978.

  
Beverly Umbarger  
Beverly Umbarger, Acting City Clerk

APPROVED by the Mayor this 20<sup>th</sup> day of October,  
1978.

Jeffrey T. Markland  
Jeffrey T. Markland, Mayor