

**PEABODY CABLE TELEVISION COMPLAINT FORM**

LOG # \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Telephone: \_\_\_\_\_

NATURE OF PROBLEM:

DATE PROBLEM STARTED: \_\_\_\_\_

DATE REPORTED TO COMCAST: \_\_\_\_\_

COMCAST'S RESPONSE TO YOUR PROBLEM (including COMCAST-issued Reference Number):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PLEASE MAIL COMPLETED FORM TO:

City Clerk's Office  
24 Lowell Street  
Peabody, MA 01960  
[www.peabody-ma.gov](http://www.peabody-ma.gov)

RESOLUTION – COMMISSION NOTES:

## Summary of grievance procedures:

- Initial comment or complaint is received by a Cable TV Commission member or via City Hall staff. For items that are of a complaint nature, the individual is encouraged to begin by stating their complaint to the Cable Provider (“Comcast”) and obtaining a Reference Number from the telephone agent. For items that are not resolved satisfactorily by Comcast, the Cable TV Commission will formally take up the complaint.
- Individuals are asked to fill out a formal grievance form, to include the Comcast Reference Number, and send it to the City Clerk’s Office. All grievances are logged into a book in the City Clerk’s Office.
- All grievances are forwarded to the Cable Commission and the Chairperson of the Technical & Grievance Sub-Committee.
- The Technical & Grievance Sub-Committee Chair and/or members then contact both the individual and the Comcast representative to gather the appropriate facts.
- The Technical & Grievance Sub-Committee Chair and/or members attempt to resolve the situation to the satisfaction of all involved.
- All open grievances are reviewed and discussed at the monthly meeting of the Cable TV Commission. The Cable TV Commission meets on the second Wednesday of the month, at 7:00 p.m., in the Frank L. Wiggin Auditorium.
- If the grievance is not able to be resolved to the satisfaction of the individual, it is moved to the next level—the Issuing Authority for the City of Peabody (“Mayor”). If it cannot be resolved at that level, it is moved to the Massachusetts Department of Telecommunications and Cable.

As a Cable Commission, we try to resolve a number of situations prior to reaching a formal grievance level. Please note that Federal regulations preclude us from formally grieving channel line-up or pricing by the Cable operator.

As a Cable Commission, we always welcome and appreciate comments and suggestions from individuals or groups.