



Facts About Cable Television Rates in Los Angeles

Channel Packages or “Tiers”

Cable TV companies offer TV channels in packages known as “tiers.” Some cable channels may also be sold individually. Common names for channel packages are:

- | | | |
|--|----------------|-----------------------|
| <input type="checkbox"/> Broadcast Basic | Standard Cable | Digital Cable Deluxe |
| <input type="checkbox"/> Limited Basic | Family Choice | Digital Cable Extreme |
| <input type="checkbox"/> Expanded Basic | Digital Cable | Digital Gateway |

All cable companies are required to offer their customers a “basic service” tier which includes local broadcast channels and public, educational and government (PEG) access channels. Federal law allows cable companies to include additional channels in the basic service tier. All subscribers are required to buy the basic service tier as a condition of buying any other cable channel or channel package.

Rate Regulation

Under State law the City of Los Angeles is no longer permitted to regulate basic service rates. Please contact your state legislators if you have any questions or concerns regarding this issue.

Under Federal law, the City of Los Angeles cannot regulate rates for cable channels outside of the “basic service” tier, nor any premium services (such as Digital or High Definition Cable), individual pay channel packages (HBO, CINEMAX, Playboy, etc.), or pay-per-view programs.

Know Your Rights - Get the Facts

If you feel your cable company has not provided you with full information concerning the availability of a basic service tier, or you wish to file a complaint regarding cable service, please call the **City of Los Angeles Information Technology Agency at (213) 922-8350.** You can also E-mail us at ita.consumerservice@lacity.org or you can write to:



Information Technology Agency
Consumer Service Section
200 N. Main St. Suite 1255
Los Angeles, CA 90012

Find out more about your rights by visiting the FCC web site at: <http://www.fcc.gov/> or by calling 1-888-CALL-FCC.

Revised on 02/20/08