

**18 NCAC 13 .0804            REQUIRED CUSTOMER SERVICE INFORMATION**

An annual service report shall specify the extent to which the following requirements contained in 47 C.F.R. Part 76 have been met:

- (1) 47 C.F.R. 76.309 Customer service obligations;
- (2) 47 C.F.R. 76.1602 Customer service--general information;
- (3) 47 C.F.R. 76.1603 Customer service--rate and service changes; and
- (4) 47 C.F.R. 76.1604 Charges for customer service changes.

A cable service franchise holder may include additional information regarding compliance with customer service requirements in Part 76 of Title 47 of the Code of Federal Regulations in the annual report.

*History Note: Authority G.S. 55D-5; 55D-10(b)(7); 66-353; 66-354(a); 66-356(b); 47 C.F.R. Part 76;  
Temporary Adoption Eff. January 1, 2007;  
Eff. November 1, 2007;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. December 20, 2015.*