

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GEORGETOWN, TEXAS EXPRESSING CITY COUNCIL'S DISSATISFACTION TO THE PUBLIC UTILITIES COMMISSION REGARDING CUSTOMER SERVICE PROVIDED BY SUDDENLINK COMMUNICATION ON BEHALF OF THE CITIZENS OF THE CITY OF GEORGETOWN, AND ESTABLISHING AN EFFECTIVE DATE.

WHEREAS, in response to numerous complaints Council members have received from City residents, this resolution formally expresses dissatisfaction with the service provided by Suddenlink Communication on behalf of the citizens of Georgetown, and requests that the Public Utilities Commission (PUC) enforce the customer service standards established by the Federal Communications Commission (FCC);

NOW THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GEORGETOWN, TEXAS:

SECTION ONE. The facts and recitations contained in the preamble of this resolution are hereby found and declared to be true and correct, and are incorporated by reference herein and expressly made a part hereof, as if copied verbatim.

SECTION TWO. The City Council hereby expresses dissatisfaction with the service provided by Suddenlink Communications for the City of Georgetown's citizens to the Public Utilities Commission of Texas, and requests that the PUC enforce the FCC's customer service standards for Suddenlink Communications in providing service to its customers.

SECTION THREE. The City Council hereby directs City staff to furnish a copy of this resolution to Suddenlink Communications, State Representative James Talarico, State Representative Terry M. Wilson, State Senator Charles Schwertner, and each member of the Public Utilities Commission.

SECTION FOUR. If any provision of this Resolution or application thereof to any person or circumstance, shall be held invalid, such invalidity shall not affect the other provisions, or application thereof, of this Resolution which can be given effect without the invalid provision or application, and to this end the provisions of this Resolution are hereby declared to be severable.

SECTION FIVE. This Resolution shall be effective immediately upon adoption.

SECTION SIX. The Mayor is hereby authorized to sign this Resolution and the City Secretary to attest.

PASSED AND APPROVED on the _____ day of _____, 2020.

ATTEST:

CITY OF GEORGETOWN, TEXAS

Robyn Densmore, City Secretary

Dale Ross, Mayor

APPROVED AS TO FORM:

Charlie McNabb, City Attorney