

The City of Richfield, as well as many other metro area communities, has been receiving a high number of complaints recently about Comcast services and rates. While the City is concerned about the cable television service our residents receive, it is important to clarify that cities only have authority to regulate basic cable service rates and associated equipment necessary to review basic cable service. Cities have no authority over expanded tiers of service, digital cable, premium channels, DVR's or other advanced equipment. Moreover, cities also have no authority to regulate any aspect of broadband service or digital telephone service.

Because Congress and the Federal Communications Commission (FCC) have significantly limited the authority of local government to regulate rates associated with the provision of cable television service, operators are free to charge whatever the market will bear and there are virtually no options available for more aggressive regulation by cities to help address the issue of rate increases.

While the City of Richfield will continue to monitor basic cable television rates on behalf of our residents, it is also important for residents to communicate their concerns directly to Comcast at:

*Comcast*  
*Customer Service Dept.*  
*10 River Park Plaza*  
*St. Paul, MN 55107*  
*Email: [CorporateComplaints@cable.comcast.com](mailto:CorporateComplaints@cable.comcast.com)*  
*Phone: 651-222-3333*