

**CHAPTER 18**

**REGULATIONS OF CABLE TELEVISION**

**Authority**

N.J.S.A. 48:5A-10.

**Source and Effective Date**

R.2000 d.155, effective March 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**Chapter Expiration Date**

In accordance with N.J.S.A. 52:14B-5.1c, Chapter 18, Regulations of Cable Television, expires on December 27, 2003. See: 35 N.J.R. 100(a).

**Chapter Historical Note**

Chapter 18, Regulations of Cable Television, was adopted as R.1973 d.117, effective April 27, 1973. See: 5 N.J.R. 54(d), 5 N.J.R. 200(a).

Pursuant to Executive Order No. 66(1978), Subchapter 11, Application by CATV Companies For Municipal Consent, was readopted as R.1983 d.346, effective August 3, 1983, and Subchapter 12, Application For Certificate of Approval, was adopted as new rules and Subchapter 12, Miscellaneous Provisions, was recodified as Subchapter 13, Miscellaneous Provisions, by R.1983 d.346, effective September 6, 1983. See: 15 N.J.R. 874(a), 15 N.J.R. 1483(a).

Subchapter 13, Renewals, was adopted as new rules and Subchapter 13, Miscellaneous Provisions, was recodified as Subchapter 14, Miscellaneous Provisions, by R.1987 d.70, effective January 20, 1987. See: 18 N.J.R. 1181(a), 19 N.J.R. 238(a).

Pursuant to Executive Order No. 66(1978), Chapter 18, Regulations of Cable Television, was readopted as R.1990 d.415, effective July 26, 1990, and Subchapter 3, Service, Subchapter 4, Testing of Service, and Subchapter 7, Bills and Payments for Service, were repealed and Subchapter 3, Customer Rights, Subchapter 4, Cable Operator Rights, Subchapter 7, Reports and Filings, and Subchapter 9, Testing of Service, were adopted as new rules by R.1990 d.415, effective August 20, 1990.

Pursuant to Executive Order No. 66(1978), Chapter 18, Regulations of Cable Television, was readopted as R.1995 d.313, effective May 25, 1995. See: 27 N.J.R. 873(a), 27 N.J.R. 2430(a).

Pursuant to Executive Order No. 66(1978), Chapter 18, Regulations of Cable Television, was readopted as R.2000 d.155, effective March 17, 2000. See: Source and Effective Date. See, also, section annotations.

**CHAPTER TABLE OF CONTENTS**

**SUBCHAPTER 1. GENERAL PROVISIONS**

- 14:18-1.1 Scope of regulations
- 14:18-1.2 Definitions

**SUBCHAPTER 2. PLANT**

- 14:18-2.1 Plant construction
- 14:18-2.2 Inspection of work performed by contractors
- 14:18-2.3 Construction in existing utility rights-of-way
- 14:18-2.4 Identification of property; buildings and structures
- 14:18-2.5 Identification of property; poles or structures supporting or connecting wires or cables
- 14:18-2.6 Maintenance of plant, equipment and facilities
- 14:18-2.7 Inspection of property
- 14:18-2.8 Construction work near cable television facilities
- 14:18-2.9 Calculation of pole attachment rent

- 14:18-2.10 Rate changes and disputes

**SUBCHAPTER 3. CUSTOMER RIGHTS**

- 14:18-3.1 Scope
- 14:18-3.2 Requests for service
- 14:18-3.3 Customer information
- 14:18-3.4 Tariff information
- 14:18-3.5 Outage credit
- 14:18-3.6 Access to company representatives
- 14:18-3.7 Bills for service; form of bill
- 14:18-3.8 Method of billing
- 14:18-3.9 Due date of payment and notice of discontinuance
- 14:18-3.10 Basis for restoration of discontinued services
- 14:18-3.11 Disputes
- 14:18-3.12 Service call scheduling
- 14:18-3.13 Prompt restoration standards
- 14:18-3.14 Availability of special equipment
- 14:18-3.15 Trial services
- 14:18-3.16 Notice of rate change
- 14:18-3.17 Notice of alteration in channel allocation
- 14:18-3.18 Periodic notices to subscribers
- 14:18-3.19 Interest on uncorrected billing errors
- 14:18-3.20 Discounts for senior and disabled citizens
- 14:18-3.21 Avoidance of interruption; prompt restoration
- 14:18-3.22 Notice of planned interruptions
- 14:18-3.23 Reimbursement for lost, stolen or damaged equipment
- 14:18-3.24 Late fees and charges

**SUBCHAPTER 4. CABLE TELEVISION OPERATOR RIGHTS**

- 14:18-4.1 Permits
- 14:18-4.2 Refusal to connect
- 14:18-4.3 Basis of discontinuance of service
- 14:18-4.4 Access to customer's premises
- 14:18-4.5 Compensation for taking because of installation of cable television facilities
- 14:18-4.6 Deposits to insure credit
- 14:18-4.7 Deposits on auxiliary equipment
- 14:18-4.8 Receipts and records
- 14:18-4.9 Return of deposits
- 14:18-4.10 Consolidated notice

**SUBCHAPTER 5. OFFICES**

- 14:18-5.1 Location and closing
- 14:18-5.2 Personnel to be contacted

**SUBCHAPTER 6. RECORDS**

- 14:18-6.1 Availability of records
- 14:18-6.2 Plant and operating records
- 14:18-6.3 Accidents
- 14:18-6.3 Accidents or injury to personnel
- 14:18-6.4 Public records
- 14:18-6.5 Complaints records
- 14:18-6.6 Reporting and records of interruptions and outages

**SUBCHAPTER 7. REPORTS AND FILINGS**

- 14:18-7.1 Periodic reports
- 14:18-7.2 Special reports
- 14:18-7.3 Other filings
- 14:18-7.4 Notification of system rebuilds, upgrades, hub and headend relocations
- 14:18-7.5 Written procedures for use of public, educational and governmental access channels
- 14:18-7.6 Telephone system information
- 14:18-7.7 Telephone system performance

**SUBCHAPTER 8. LIABILITY INSURANCE**

14:18-8.1 Liability insurance

**SUBCHAPTER 9. TESTING OF SERVICE**

14:18-9.1 Equipment for testing  
14:18-9.2 Proof of performance

**SUBCHAPTER 10. TECHNICAL STANDARDS FOR SYSTEM OPERATION**

14:18-10.1 Scope  
14:18-10.2 Technical performance requirements  
14:18-10.3 Requirements for specialized NTSC video and non-video signals  
14:18-10.4 through 14:18-10.5 (Reserved)  
14:18-10.6 Additional tests to ensure compliance  
14:18-10.7 through 14:18-10.13 (Reserved)

**SUBCHAPTER 11. APPLICATION BY CABLE TELEVISION COMPANIES FOR MUNICIPAL CONSENT**

14:18-11.1 Application for municipal consent; who may apply  
14:18-11.2 Application for municipal consent to operate a cable television system  
14:18-11.3 Appointment of citizens' committee; duties  
14:18-11.4 Hearing date  
14:18-11.5 Ex parte communications; prohibitions  
14:18-11.6 Notice of hearing  
14:18-11.7 Hearings; before whom held  
14:18-11.8 Procedure at hearing  
14:18-11.9 Amendments to application; notice  
14:18-11.10 Additional information other than amendatory; notice  
14:18-11.11 Record of hearing  
14:18-11.12 Adjournments of hearing  
14:18-11.13 Decision; time; contents  
14:18-11.14 Notification of utilities; negotiations  
14:18-11.15 Form of consent  
14:18-11.16 Contents of ordinance  
14:18-11.17 Restrictions  
14:18-11.18 Office review  
14:18-11.19 Acceptance by company  
14:18-11.20 Commencement date  
14:18-11.21 (Reserved)

**SUBCHAPTER 12. APPLICATION FOR CERTIFICATE OF APPROVAL**

14:18-12.1 Filing for a certificate of approval  
14:18-12.2 Information to accompany petition for certificate of approval  
14:18-12.3 Requirements for plant rearrangement verification

**SUBCHAPTER 13. RENEWALS**

14:18-13.1 Initiation of renewal process  
14:18-13.2 Optional pre-proposal phase  
14:18-13.3 Municipal consent  
14:18-13.4 Mandatory pre-proposal phase  
14:18-13.5 Cable television operator proposal  
14:18-13.6 Automatic renewals  
14:18-13.7 Hearing before an Administrative Law Judge  
14:18-13.8 Compliance with Federal terms and conditions for sale  
14:18-13.9 Applicability of N.J.A.C. 14:18-11 to renewal process

**SUBCHAPTER 14. MISCELLANEOUS PROVISIONS**

14:18-14.1 Regulations not retroactive  
14:18-14.2 Deviation and modification  
14:18-14.3 Tariffs  
14:18-14.4 Discrimination in rates  
14:18-14.5 Authority

14:18-14.6 Prior regulations  
14:18-14.7 Effective competition

**APPENDIX A**

**SUBCHAPTER 1. GENERAL PROVISIONS**

**14:18-1.1 Scope of regulations**

(a) These regulations are promulgated in accordance with the authority provided the Office of Cable Television, Board of Public Utilities, under N.J.S.A. 48:5A-1 et seq. to regulate cable television corporations in the public interest.

(b) The purpose and intent of these regulations is to enforce the statutory mandate of the Legislature, which directs the Office of Cable Television, Board of Public Utilities, to promulgate rules and regulations necessary to effect the purposes of the act.

(c) These regulations apply to:

1. Cable television companies which own, control, operate or manage a cable television system;
2. Municipalities, cities and counties where applicable.

(d) These regulations do not limit the duties now imposed upon these companies but merely serve to define such duties and to establish standards for their performance.

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).  
Added (d).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**Law Review and Journal Commentaries**

Multiple Channels of Cable Service Refranchising. Robert G. Goode, 148 N.J.Law. 16 (Mag.) (Sept./Oct. 1992).

**Case Notes**

Municipal ownership and operation of a cable television system is authorized by the Cable Television Act. Atty.Gen.F.O.1978, No. 5.

**14:18-1.2 Definitions**

The following words and terms, when used in this chapter, shall have the following meanings unless the context clearly indicates otherwise.

“Ascertainment” means the formal pre-proposal fact finding process performed by the municipality in lieu of one performed by the Board.

“Board” means the Board of Public Utilities, as defined by N.J.S.A. 48:1-1 et seq.

“Cable communications system” or “cable communications service” means any communications service other than cable television reception service delivered through the facilities of a cable television system and for which charges in addition to or other than those made for cable television reception service are made or proposed to be made.

“Cable television company or cable television operator” means any person owning, controlling, operating or managing a cable television system.

“Cable television operator’s proposal” means the cable television operator’s petition to the Board for a Certificate of Approval following completion of municipal consent proceeding.

“Cable television reception service” means the simultaneous delivery through a cable television system of the signals of television broadcast stations to members of the public subscribing to such service, which service may include additional nonbroadcast signals delivered as part of the service with no additional charge.

“Cable television system” means any facility within this State which is operated or intended to be operated to perform the service of receiving and amplifying the signals broadcast by one or more television stations and redistributing such signals by wire, cable, microwave transceiver, satellite or other device or means for accomplishing such redistribution to members of the public who subscribe to such service, or distributing through its facility any television signals whether broadcast or not; or any part of such facility. The term “facility” as used in this section includes all real property, antennas, towers, poles, wires, cables, conduits, amplifiers, instruments, appliances, fixtures and other personal property used by a cable television company in providing service to its subscribers and customers.

“Certificate of approval” means a certificate issued, or which may be issued, by the Board upon the recommendation of the Director pursuant to N.J.S.A. 48:5A-1 et seq.

“Class I, Class II, Class III and Class IV cable television channels” means signaling paths as defined in Subpart A, Section 76.5, subsections (t), (u), (v) and (w) respectively, of the FCC rules and regulations adopted on February 2, 1972, as amended.

“Customer or subscriber” means any individual, partnership, firm, corporation, government subdivision or agency receiving service from a cable television company.

“Director” means the Director of the Office of Cable Television.

“Distribution plant” is the hardware, wires, electronics, equipment and other instrumentalities which deliver cable television service to the drop line feeding an individual subscriber’s home.

“FCC” means the Federal Communications Commission.

“Franchising authority” means the State of New Jersey, Board of Public Utilities, Office of Cable Television.

“Hearing impaired individual” means an individual who, because of an injury to, disease of, or defect in the inner, middle or outer ear, or any combination thereof, has suffered a loss of hearing acuity such that the individual cannot receive linguistic information without amplification, dubbing or captions.

“Office” means the Office of Cable Television established by N.J.S.A. 48:5A-1 et seq.

“Outage” means the total loss of audio or visual portion of any level of cable television service for which the cable television company imposes a separate charge and which affects the cable television company’s distribution plant.

“Person” means any individual or group of individuals or any agency or instrumentality of the State of New Jersey or of any of its political subdivisions; but this definition shall not include a telephone, telegraph or electric utility company regulated by the Board where it merely leases or rents or otherwise provides to a cable television company wires, conduits, cables or pole space used in the redistribution of broadcast signals to or toward subscribers or customers of such cable television company.

“Preliminary assessment of denial” means a decision by the Office of Cable Television to schedule a hearing on a Certificate of Approval application pursuant to N.J.S.A. 48:5A-16(b) and 47 U.S.C. § 546(c)(1).

“Preproposal phase” means any proceedings conducted under these rules held prior to a cable television operator’s filing for a renewal of a Certificate of Approval with the Board of Public Utilities.

“Proposal phase” means any proceedings subsequent to the time under these rules when a petition for renewal of a Certificate of Approval is filed with the Board of Public Utilities.

“Renewal” means formal extension or continuation by the Board of any cable television operator’s franchise beyond the duration specified by the existing Certificate of Approval.

“Request for Proposal” means a duly adopted municipal consent ordinance incorporating all terms and conditions for renewal, including but not limited to, any generally imposed obligations under state statute and regulations.

Amended by R.1986 d.376, effective September 8, 1986. See: 18 N.J.R. 619(a), 18 N.J.R. 1831(a).

Added definitions “distribution plant” and “outage”. Amended by R.1987 d.70, effective January 20, 1987. See: 18 N.J.R. 1181(a), 19 N.J.R. 238(a).

Added definitions "franchising authority," "operator's proposal," "preliminary assessment of denial," "preproposal phase," "renewal" and "request for proposal."

Amended by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Amended "cable communication system" and "Classes I, II, III, IV cable television channels;" deleted "certificate of compliance."

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Inserted "Ascertainment", "Cable television operator's proposal" and "Hearing impaired individual"; in "Cable television system", inserted references to microwave transceivers, satellites and towers; deleted "Operator's proposal"; in "Outage", substituted "or" for "and" following "audio"; and in "Preproposal phase" and "Renewal", substituted references to cable television operators for references to operators.

#### Case Notes

Municipal ownership and operation of a cable television system is authorized by the Cable Television Act. Atty.Gen.F.O.1978, No. 5.

## SUBCHAPTER 2. PLANT

### 14:18-2.1 Plant construction

(a) Every cable television company shall construct and install its facilities in accordance with the applicable provisions of the National Electrical Safety Code, and subsequent amendments thereto, the National Electrical Code, and subsequent amendments thereto, as well as all Federal, State, and local laws, and any pole, conduit, or trench licensing agreements with utilities or other managers of rights-of-way.

(b) Every cable television company shall design its plant and facilities in a manner which will enable it to meet all technical standards of operation promulgated by the FCC or this Board.

(c) Each cable television company shall make reasonable efforts to protect the public and its property from injury or damage and shall execute due care to reduce hazards to which employees, customers or the general public may be subjected by reasons of its equipment or facilities.

(d) Every cable television company shall file with the Board, in association with its application for approval of a municipal consent, a schedule for the construction of its facilities. This schedule shall require significant completion of construction within one year of receipt of the certificate of approval.

Amended by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Stylistic revisions.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), added a reference to other managers of rights-of-way at the end.

### 14:18-2.2 Inspection of work performed by contractors

To the extent necessary to assure compliance with safe practices, any construction work performed for a cable television company by contractors shall be inspected by a qualified representative of the cable television company before being placed in active service.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

### 14:18-2.3 Construction in existing utility rights-of-way

(a) Where practicable, every cable television company shall use existing electric and/or telephone utility rights-of-way and facilities.

(b) In areas which are presently being provided with overhead utility service or which this Board has designated as areas which may, in the future, be provided with overhead utility service, each cable television company wishing to serve therein may make arrangements with the utility or utilities owning the existing poles or structures for the joint use of these facilities.

(c) In areas where electric and telephone utility distribution facilities are underground or are required by the Board to be placed underground, each cable television company wishing to provide service therein shall be required to install its cable underground.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

### 14:18-2.4 Identification of property; buildings and structures

Each group of buildings or structures shall be provided with a sign or suitable marking displaying the name of the operating cable television company.

### 14:18-2.5 Identification of property; poles or structures supporting or connecting wires or cables

(a) Each cable television company owning solely or jointly (with a utility) poles, pedestals or structures supporting or connecting wires or cables along, under or over public highways shall properly mark each such pole, pedestal, or structure with the initials of its name, abbreviation of its name, corporate symbol or other distinguishing mark or code which ownership may be readily and definitely ascertained and with number or symbol or both by which the location of each such pole, pedestal or structure may be determined on office records:

1. Such markings may be made with paint, brand or with a soft metal plate and the characters of the mark shall be of such size and so spaced and hereafter maintained as to be easily read.

2. In the case of joint ownership of any such structure by a cable television company and one or more utilities, the distinguishing mark or number of each owner shall be placed thereon. The numbering may be in accordance with a code which will indicate joint ownership.

3. In the case of such structures erected upon private rights-of-way or on public highways, of such character that the construction may be deemed to be a through or transmission trunk line, such mark need be affixed only to every fifth structure, provided, however, that each and every structure situated within the limits of any "built-up" community shall be marked.

4. The requirements herein shall apply to all existing and future structures erected and to all changes in ownership and name.

5. Every such cable television company shall have available a statement showing:

- i. The initials, abbreviations of name, corporate symbol or distinguishing mark;
- ii. The means of the marking employed;
- iii. The method followed in numbering structures, to wit, within the limits of cities, towns or other built-up communities, and upon through or transmission trunk lines.

6. Each cable television company should make reasonable efforts to prevent the placing upon its poles and pedestals of any marks, signs, placards, bulletins, notices or any foreign object other than as provided in N.J.S.A. 27:5-1.

Amended by R.1990 d.415, effective August 20, 1990.  
 See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).  
 In (a), added "pedestal".  
 Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**14:18-2.6 Maintenance of plant, equipment and facilities**

Every cable television company shall have and maintain its entire plant in such condition as will enable it to provide adequate, economical and efficient cable television service.

**14:18-2.7 Inspection of property**

(a) Each cable television company shall inspect its equipment and facilities at efficiently frequent intervals to disclose conditions, if existing, which would interfere with efficient service and shall promptly take corrective action where conditions disclosed by such inspection so warrant.

(b) Whenever any equipment is removed from the cable television system for any reason, it shall be inspected as to safety and serviceability before being reinstalled in the same or other location.

(c) Each pole, post, tower, pedestal, or other structure owned by the cable television company shall be inspected by

the cable television company owning it with sufficient frequency and comprehensiveness to disclose the necessity for replacement or repair in order to maintain service in accordance with established practice.

Amended by R.1990 d.415, effective August 20, 1990.  
 See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).  
 In (c), added "pedestal".  
 Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**14:18-2.8 Construction work near cable television facilities**

(a) A cable television company shall endeavor, to the extent feasible and practicable, to obtain prompt notice and information concerning commencement and progress of construction work in close proximity to its facilities through contractors, government agencies, or others who may be permitted to perform construction work within the confines of its territory.

(b) Nothing herein shall affect the duties and obligations of persons working in the vicinity of high voltage lines as set forth in N.J.S.A. 34:6-47.1 et seq.

(c) A cable television company shall at all times have the duty and responsibility to participate in and comply with the One Call Damage Prevention System as provided in N.J.S.A. 48:2-76 and 80 and N.J.A.C. 14:2.

Amended by R.1990 d.415, effective August 20, 1990.  
 See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).  
 In (b), amended citation.  
 Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
 Added (c).

**14:18-2.9 Calculation of pole attachment rent**

(a) In cases where the Board must determine the appropriate rental rate for cable television attachments on utility poles, it shall be calculated in the following manner:

1. Total percentage of gross plant as annual cost shall be the sum of the following percentages:
  - i. Rate of return;
  - ii. Depreciation expense;
  - iii. Miscellaneous taxes;
  - iv. Maintenance expenses;
  - v. Administrative expenses;
  - vi. Federal income tax.

2. Total yearly ownership expense	= Unweighted average original installed per pole cost	Multiplied by	Total percentage gross pole plant as annual cost
3. Common space	= Setting depth plus ground clearance		
4. Usable space	= Total pole length	minus	common space
5. Footage of usable	= 1.0 feet		

space allocated to cable television or third party attacher			
6. Footage of common space allocated to cable television or third party attacher	=	<u>1.0 feet</u>	
		Total usable space on pole	Multiplied by Total common on pole
7. Percentage of total space allocated to cable television or third party attacher	=	Footage of cable television or third party attacher common space	plus Footage of cable television or third party attacher usable space
8. Annual rental charge per pole	=	Percentage space allocated to cable television or third party attacher	Total pole length Multiplied by Total yearly ownership expense

(b) Weighted average original installed per pole cost may be used in (a)2 above, upon mutual agreement of the cable television company or other third party attacher and the utility; however, should the parties be unable to agree on weighted or unweighted costs, the Board shall employ the unweighted average original installed per pole cost.

(c) The quotient of total common space on the pole divided by the number of parties on the pole may be used to set the footage of common space allocated to cable television or other third party attacher upon mutual agreement of the cable television company or other third party attacher and the utility; however, should the parties be unable to agree to allocate common space equally, the Board shall employ the formula set forth in (a)6 above.

(d) Any terms not defined by (a) above shall be interpreted in a manner consistent with established Board policies and orders.

(e) The Board shall from time to time, designate those utility account numbers which are appropriate sources of data.

Emergency New Rule, R.1985 d.323, effective May 30, 1985 (expires July 29, 1985).  
 See: 17 N.J.R. 1589(b).  
 Readopted New Rule, R.1985 d.425, effective July 29, 1985.  
 See: 17 N.J.R. 1589(b), 17 N.J.R. 2047(b).  
 Amended subsections (c) and (e).  
 Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
 Inserted references to third party attachers throughout.

**14:18-2.10 Rate changes and disputes**

(a) In the event of a dispute over pole attachment rates, any party to a pole attachment agreement under N.J.A.C. 14:18-2.9 may petition the Board for a resolution of such dispute by filing a petition with supporting documentation in accordance with N.J.A.C. 14:17-6.1 through 6.5.

(b) In the event of a dispute over terms and conditions, any party to a pole attachment agreement may petition the Board for resolution.

New Rule, R.1990 d.415, effective August 20, 1990.  
 See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).  
 Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (b), substituted a reference to pole attachment agreements for a reference to cable television pole attachment agreements.

**SUBCHAPTER 3. CUSTOMER RIGHTS**

**14:18-3.1 Scope**

It shall be the duty of every cable television company to furnish and maintain safe, adequate, economical, and efficient service.

**Law Review and Journal Commentaries**

NYT Cable TV v. Homestead at Mansfield, Inc.: Assessing the Role of Cable Access Statutes. Gerard G. Brew, 15 Rutgers Computer & Tech. L.J. 103 (1989).

**14:18-3.2 Requests for service**

(a) Applications by a customer for the establishment of service may be made at the cable television company office either in person, by mail or by telephone. If the cable television company requires a written application, the same may be subsequently submitted to the customer for signature.

(b) Within 20 days of ordering service, a subscriber is entitled to one of the following:

1. Installation of service;
2. Cost estimate for line extension or nonstandard premises installation where applicable; or
3. If access has been denied by a landlord or property owner, a copy of a letter to the landlord or property owner requesting access; and

(c) In the event that a cable television operator cannot comply with (b) above, the cable television operator shall provide to the subscriber an explanation of why service cannot be provided within such time.

(d) Cable television operators shall complete 75 percent of standard service installations, as specified in the cable television operator's filed tariff, within five business days, unless a later date is requested by the customer.

Amended by R.1991 d.78, effective February 19, 1991.  
 See: 22 N.J.R. 2890(a), 23 N.J.R. 612(a).  
 Maximum times set for installations.  
 Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (c) and (d), substituted references to cable television operators for references to operators throughout; and in (d), substituted a reference to 75 percent for a reference to 85 percent, and substituted a reference to five business days for a reference to seven business days.

### 14:18-3.3 Customer information

(a) Each cable television company shall, upon request, furnish its subscribers with such information as is reasonable, in order that the customers may obtain safe, adequate, efficient and economical service.

(b) Each cable television company shall inform its customers, where peculiar or unusual circumstances prevail, as to the conditions under which sufficient and satisfactory service may be secured from its system.

(c) The cable television operator shall provide prospective customers, and existing customers upon any changeover to a new type of equipment, with a written description of any auxiliary equipment necessary to receive cable television service, such as converters or remote control units, required for service with an explanation of how such equipment interfaces with subscriber owned equipment such as VCR's, remote control units, "cable ready" sets, etc.

(d) Every new subscriber shall be provided with a complete copy of the cable television company's tariff containing all rates, terms, and conditions applicable to that type of subscriber, for example, residential, commercial, etc.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

### 14:18-3.4 Tariff information

(a) Upon request, the cable television operator shall provide, at no charge, a complete copy of the cable television company's tariff showing all rates, charges, and services.

(b) The cable television company shall post a complete copy of its tariff showing all rates, charges, and services in a prominent location in its local business offices.

(c) Upon the request of any customer or applicant, each cable operator shall provide an explanation, in non-technical terms, of the service packages, rates, charges and provisions applicable to the services furnished or available to such customer or applicant, and shall take reasonable steps to provide any information and assistance necessary to enable the customer or applicant to obtain the most affordable service conforming to the needs of such customer or applicant.

(d) Where more than one rate schedule is available to particular customers, each cable operator shall have at all times the duty to assist such customers in the selection of the rate schedule most favorable for their individual requirements and to make every reasonable effort to insure that such customers are served under the most advantageous schedule.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
Added (c) and (d).

### 14:18-3.5 Outage credit

(a) The cable television operator shall credit subscribers for outages, as defined in these rules, as follows:

1. In the event of an outage lasting six or more hours, the cable television company shall make an appropriate credit on the subscriber's bill.

2. The amount of credit shall be in one-day units, prorated on the basis of the subscriber's monthly rate for each service not available.

3. For outages which extend more than 24 hours, subscribers shall receive a credit for each calendar day or part thereof if greater than six hours, during which service is out.

4. The cable television company shall not be liable to a subscriber for any indirect or consequential damages resulting from the outage unless the cable television company expressly agrees to such liability.

5. In order to obtain a credit, subscribers must notify the cable television company by phone or in writing within 30 days after any such outage, or else within 30 days notify the Office or other designated complaint officer.

6. A cable television company may, at its option, provide a subscriber with a rebate rather than a credit on the subscriber's bill to fulfill the requirements of this subsection.

(b) A cable television company shall not be required to provide a credit or rebate under (a) above if:

1. The cable television company can demonstrate that restoration of service was not possible within the six-hour period due to factors beyond the control of their company; and

2. If service is restored within six hours after the restoration of service becomes possible.

(c) Any cable television company may petition the Board for a waiver of providing credit required by (a) above in the event such credits would create an undue hardship on the cable television company.

(d) In instances where a subscriber is without cable television service for at least 24 hours, and the loss of the service is not the result of an outage, the cable television company shall credit or rebate, at the cable television company's option, the subscriber for one day unit for each 24-hour period in which the subscriber was without service. No cable television company shall be required to provide a subscriber with a rebate or credit if the loss of service was caused by an act on the part of the subscriber requesting such a credit or rebate.

(e) Intermittent or cumulative service interruptions and other service related complaints are to be analyzed in accordance with the complaint procedure pursuant to N.J.A.C. 14:17-6.5.

(f) Each cable television company shall quarterly inform its subscribers of the procedures by which a subscriber may obtain a credit.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Substituted references to cable television companies for references to companies throughout; and in (e), changed N.J.A.C. reference.

#### 14:18-3.6 Access to company representatives

Subscriber phone calls shall be answered by a representative or agent of the cable television company 24 hours a day. Such representative or agent shall be able to contact appropriate personnel of the cable television company in the event an emergency situation exists. If used by the cable system, an Automatic Response Unit (ARU) must allow an escape option by which a subscriber can speak to the next available operator.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Substituted a reference to cable television companies for a reference to companies.

#### 14:18-3.7 Bills for service; form of bill

(a) All bills shall show the following:

1. The name, address, and telephone number of the cable television company;
2. Identification of each service for which a separate charge is imposed and the rate for each service;
3. The amount due during the current period;
4. The amount past due;
5. The date by which payment is due;
6. Any appropriate credits to the bill;
7. Any separate charges for equipment provided by the cable television company;
8. Any other separate fees;
9. The period of service covered by current charges on the bill;
10. The late charge rate, if any;
11. The amount of accumulated late charges; and
12. Periodic interest credits on deposits held by the cable television company pursuant to N.J.A.C. 14:18-4.6 and 4.7.

(b) Each cable television company shall adopt some method of informing its subscribers as to the address of an office where complaints, service inquiries and bill payments will be received.

(c) Each cable television company shall keep a record of each subscriber's account in such a manner as will permit computation of the bill for any billing period occurring within three years.

(d) Prior to introduction of a new billing format pursuant to this section, a cable television operator may submit a sample for review and approval by the Office.

(e) Once a year on May 1, or upon change in billing format, each cable television company shall submit a sample form of bill to the Office of Cable Television.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), deleted "issued after January 29, 1991" following "bills" in the introductory paragraph; and rewrote (e).

#### 14:18-3.8 Method of billing

(a) Bills for cable television service shall be rendered monthly, bi-monthly, quarterly, semi-annually or annually and shall be prorated upon establishment and termination of service. In unusual credit situations, bills may be rendered at shorter intervals.

(b) Cable television seasonal service may be billed in accordance with reasonable terms and conditions of service set forth in the filed tariff.

(c) A cable television company may, under uniform non-discriminatory terms and conditions, require payment, in advance, for a period not to exceed that for which bills are regularly rendered, as specified in its applicable filed tariff. Any such advance payment for a greater period shall reflect appropriate discount for the additional period involved. Unless otherwise provided for in the applicable filed tariff, initial and final bills shall be prorated as of the date of the initial establishment and final termination of service. Nothing herein shall preclude a cable television company from issuing "payment books" which conform to the above requirements.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-3.9 Due date of payment and notice of discontinuance

(a) The specified due date for payments shall be no less than 15 days from the date of the bill.

(b) Prior to disconnection for non-payment, a subscriber must receive 15 days' written notice from the cable television company. Such notice must be mailed separately and not as part of the periodic bill. Such notice shall not be issued until 15 days beyond the due date on the previous bill.

(c) A new notice shall be served by the cable television company each time the cable television company intends to discontinue service for nonpayment of a bill.

(d) In case of fraud, illegal use or when it is clearly indicated the subscriber is preparing to leave, immediate payment of accounts may be required.

(e) A subscriber wishing to discontinue service must give notice to that effect. Where such notice is not received by the cable television company, the subscriber shall be liable for service until such notice is received by the cable television company.

(f) Notice to discontinue service will not relieve a subscriber from any minimum or guaranteed payment under any contract or rate.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Rewrote (a); and in (c), substituted a reference to cable television companies for a reference to companies.

#### 14:18-3.10 Basis for restoration of discontinued services

Service shall be restored upon proper application when the conditions under which such service was discontinued are corrected, and upon the payment of all proper charges due from the subscriber provided in the tariff of the cable television company if the Office so directed when a complaint involving such matter is pending before it.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### Case Notes

Provision of the Cable Television Act requiring cable companies to indemnify building owners for any damage caused by installation, operation, or removal of cable television facilities could not be read as actually requiring payment of compensation to owners by cable television companies for rights of access and installation; wording clearly indicated that legislature was referring to actual physical damage caused to property by cable installation and not to compensation for taking of property. *NYT Cable TV v. Homestead at Mansfield, Inc.*, 111 N.J. 21, 543 A.2d 10 (1988).

Validity of regulation must be challenged in the Appellate Division; regulation history. *Ocean Cablevision Associates v. Hovbilt, Inc.*, 210 N.J.Super. 626, 510 A.2d 308 (Law Div.1986).

#### 14:18-3.11 Disputes

(a) A cable television company shall not discontinue service because of nonpayment of bills in cases where a charge or service is in dispute, provided a request is made to the Office for an investigation of the disputed charge or service, and, in the case of a disputed bill, the undisputed charges are paid to the cable television company and a check in the amount of the disputed charges is placed with an escrow agent designated by the Office.

(b) In such cases, the cable television company shall notify the subscriber that unless steps are taken to invoke

formal or informal action by the Office within five days, service will be discontinued for nonpayment.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-3.12 Service call scheduling

(a) When a service call is scheduled to a subscriber's home, the cable television operator shall inform the subscriber upon request whether the service call is scheduled for morning, afternoon, or, if provided, evening.

(b) If the cable television operator is unable to keep the scheduled appointment, the cable television operator shall inform the subscriber and the appointment shall be rescheduled within 24 hours, unless good cause is shown.

(c) Where the cable television operator has a service call guarantee program which provides reduced fee, free service, free installation, etc. or some other monetary benefit in the event the cable operator is late or unable to keep a scheduled appointment, the terms of such a program shall be clearly explained to the customer at the time the appointment is scheduled, and shall be made a conspicuous part of the terms and conditions of service in the company's tariff.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
Added (c).

#### 14:18-3.13 Prompt restoration standards

(a) All cable television operators shall dispatch personnel to begin corrective action within two hours of notification of any total loss of service affecting five or more contiguous subscribers within the cable system.

1. In situations where a system experiences multiple simultaneous or near-simultaneous outages due to weather or other causes beyond the cable television operator's control, the cable television operator shall make every reasonable attempt to respond to and restore the multiple outages as soon as possible.

(b) In situations where it is not practicable to respond for reasons of safety or access to equipment, the cable television company shall respond as soon as the situation would allow.

(c) All cable television operators shall respond immediately to emergency situations at the request of police, fire, rescue or other authorized emergency service providers or utilities.

(d) All cable television operators shall dispatch personnel to begin corrective action as promptly as possible to any service interruptions or service deficiencies within the reasonable control of the cable television operator and affecting the cable distribution plant, which interrupt one or more programming services to subscribers.

(e) For purposes of this rule, contiguous subscribers are those subscribers residing on the same streets or in the same neighborhood or geographic area of the system.

New Rule, R.1991 d.298, effective June 17, 1991.  
See: 23 N.J.R. 682(a), 23 N.J.R. 1961(b).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Substituted references to cable television operators for references to operators throughout; in (a), substituted "All" for "For systems over 10,000 subscribers, the" at beginning of the introductory paragraph, and substituted a reference to cable television operators for a reference to system operators in 1; in (b), substituted a reference to cable television companies for a reference to companies; deleted a former (c); recodified former (d) through (f) as (c) through (e); and in the new (d), substituted a reference to reasonable control for a reference to control.

#### 14:18-3.14 Availability of special equipment

(a) The cable television operator shall provide, upon the request of the subscriber, the following equipment:

1. A parental lock to allow subscriber blocking of a specified cable service or channel as required by 47 U.S.C. § 544(d)(2); and
2. Devices to insure adequate access to cable television service for hearing-impaired persons pursuant to 47 U.S.C. § 543 (e)(2).

(b) The cable television operator may impose fees to the subscriber for any equipment listed in (a)2 above, which shall not exceed the purchase cost plus overhead.

Amended by R.1995 d.313, effective June 19, 1995.  
See: 27 N.J.R. 873(a), 27 N.J.R. 2430(a).

Deleted a former (a)1 and renumbered the remainder.  
Administrative change.  
See: 28 N.J.R. 4591(b).

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), changed U.S.C. references throughout.

#### 14:18-3.15 Trial services

(a) Subscribers who affirmatively agree to take a service marketed by the cable television operator for a specified trial period on a free or reduced rate basis shall not be charged for the disconnection or downgrade of the service provided the subscriber notifies the cable television operator prior to the end of the trial period that they no longer want the service.

(b) Cable television operators shall maintain records of all such trial services for public inspection for a period of one year, and shall provide notice to the Office at least 30 days prior to the offering of such trial services clearly outlining the terms and scope of the offering.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted a reference to cable television operators for a reference to operators; and rewrote (b).

#### 14:18-3.16 Notice of rate change

(a) If the rates and charges of a cable television operator are not subject to prior approval by the Board:

1. A cable television company implementing a change in its rates shall file with the Office revised tariff sheets reflecting any rate changes at least 30 days prior to the effective date.
2. Each cable television company shall individually notify, in writing, its subscribers and affected municipalities of a rate change at least 30 days prior to the effective date, with a simultaneous copy of the notice to the Office.
3. The notice requirements of (a)1 and 2 above are not applicable to limited time promotional activities provided the cable television company maintains a file for public inspection showing the nature of the promotional activity, the rates to be charged, and the time period of the promotional activity.

(b) Cable television operators may be issued a waiver for any notification provision pursuant to this requirement in the instance of rate decrease. In no instance will a waiver of timely compliance be issued for a rate increase.

Amended by R.1991 d.79, effective February 19, 1991.  
See: 22 N.J.R. 2892(a), 23 N.J.R. 613(a).

Permits the waiver of notification requirements in event of a rate decrease, does not allow a waiver of compliance for rate increase.  
Amended by R.1995 d.313, effective June 19, 1995.  
See: 27 N.J.R. 873(a), 27 N.J.R. 2430(a).

In (a)1 substituted "30 days" for "35 days".  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-3.17 Notice of alteration in channel allocation

(a) Each cable television company shall file with the Office written notice of an alteration in channel allocation, on a form prescribed by the Director, prior to the effective date for new additions which do not require rate changes, deletions or cutbacks in other services. For all other changes the cable television operator must provide notice at least 30 days prior to the effective date.

(b) Each cable television company shall notify its subscribers and affected municipalities of an alteration in channel allocation prior to the effective date for new additions which do not require rate changes, deletions or cutbacks in other services. For all other changes, the cable television operator shall provide notice to the Office at least 30 days prior to the effective date and 30 days prior to the effective date to the subscribers in a manner reasonably calculated to provide such information.

(c) The Office may relax the time for providing notification upon a showing by the cable television operator that the cable television operator has acted to provide the required notice at the earliest possible date and:

1. The cable television operator reasonably believes that timely compliance with this subsection might subject the cable television operator to penalties under State, Federal, or local law;

2. Timely compliance with this subsection is impossible due to the unforeseeable actions of third parties beyond the cable television operator's control;

3. The programming service has been discontinued or withdrawn by the provider in such a manner as to leave the cable television operator without sufficient time to comply; or

4. A substantial benefit to subscribers would be irretrievably lost.

Amended by R.1995, d.313, effective June 19, 1995.

See: 27 N.J.R. 873(a), 27 N.J.R. 2430(a).

Inserted "rate changes" throughout and substituted "30 days" for "35 days".

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Substituted references to cable television operators for references to operators throughout; in (a), deleted "at least five days" following "Director," in the first sentence; and in (b), deleted "at least five days" following "allocation" in the first sentence.

#### 14:18-3.18 Periodic notices to subscribers

(a) Each cable television operator shall provide annual notice to each subscriber of the following:

1. Notice of all monthly service packages and corresponding rates available according to the subscriber's billing classification (for example, residential, commercial, hotel/motel);

2. The privacy notice as required by 47 U.S.C. § 551(a)(1) and N.J.S.A. 48:5A-56(b);

3. Notice of the advance payment discount if the cable television operator's filed tariff provides for payments more than 30 days in advance, as required by N.J.A.C. 14:18-3.8(c);

4. Notice of the availability of senior citizens/disabled discounts in systems where offered, pursuant to N.J.A.C. 14:18-3.20;

5. Notice of the availability of devices for hearing impaired as required by N.J.A.C. 14:18-3.14 (a)2; and

6. Notice of the availability of parental lock devices as required by N.J.A.C. 14:18-3.14 (a)1 and 47 U.S.C. § 544(d)(2).

(b) Each cable television operator shall provide quarterly notice to each subscriber of the following:

1. The outage credit availability as outlined in N.J.A.C. 14:18-3.5;

2. The complaint officer and the Office's toll free telephone number as required by N.J.S.A. 48:5A-26(c).

(c) The form and content of such notices shall meet the requirements of the applicable State or Federal law specifying such; in all other instances, the notice shall reasonably convey enough information for consumers to make informed decisions.

Amended by R.1995 d.313, effective June 19, 1995.

See: 27 N.J.R. 873(a), 27 N.J.R. 2430(a).

Deleted a former (a)6 and redesignated (a)7 as (a)6.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), changed U.S.C. references in 2 and 6, and changed N.J.A.C. references in 4 through 6.

#### 14:18-3.19 Interest on uncorrected billing errors

(a) Subscribers are entitled to credit with simple interest for any overpayments due to a billing error which are not refunded or corrected within two billing cycles after the subscriber notifies the cable television operator in writing.

(b) The interest rate shall be equal to the average yields on six month Treasury Bills for the 12 month period ending each September 30. Said rate shall become effective on January 1 of the following year.

(c) The Board annually shall perform calculation to determine the applicable interest rate and shall notify the cable television companies of said rate.

Amended by R.1992 d.319, effective August 17, 1992.

See: 24 N.J.R. 1470(b), 24 N.J.R. 2925(a).

Deleted requirement for rounding up or down to the nearest half percent.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted "with" for "for" following "credit".

#### 14:18-3.20 Discounts for senior and disabled citizens

(a) Prior to offering a senior and disabled citizen discount, a cable television company shall:

1. Specify the rates, terms, and conditions for the discount, and which services are included;

2. Provide notice prior to the effective date to each subscriber and municipality served; and

3. Provide notice prior to the effective date to the Office of Cable Television along with revised tariff sheets showing any such changes.

(b) Prior to altering or discontinuing a senior and disabled citizen discount, a cable television company shall:

1. Provide at least 30 days advance notice prior to the effective date to each subscriber and municipality served; and

2. Provide at least 30 days advance notice prior to the effective date to the Office of Cable Television along with revised tariff sheets showing any such changes.

(c) New subscribers shall be informed in writing when a senior and disabled citizens discount program is available and the eligibility requirements for participation.

(d) Subscribers shall establish eligibility for this discount program by either:

1. Presenting a Pharmaceutical Assistance card and certifying that the subscriber is at least 62 years of age and that no more than one other person under the age of 62 resides in the same dwelling unit; or

2. Executing and notarizing a standard form of affidavit stating:

i. The subscriber's name and that he or she is at least 62 years of age;

ii. The subscriber's address and that he or she has been a permanent resident of this State for at least 30 days;

iii. That no more than one other person under the age of 62 resides in the same dwelling unit; and

iv. That the subscriber is:

(1) Single with an income less than \$18,151 per year, including social security income benefits;

(2) Married, with a combined income of less than \$22,256 per year including social security income benefits; or

(3) Such other limits as subsequently may be established for Pharmaceutical Assistance to the Aged and Disabled under N.J.S.A. 30:4D-21, as amended.

(e) Participation in a senior and disabled citizens discount plan shall not affect a subscriber's eligibility for other generally offered discounts and marketing promotions.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Rewrote (a); inserted a new (b); recodified former (b) through (d) as (c) through (e); and in the new (d)2iv, substituted a reference to \$18,151 for a reference to \$13,650 in (1), and substituted a reference to \$22,256 for a reference to \$16,750 in (2).

#### 14:18-3.21 Avoidance of interruption; prompt restoration

Each cable television company shall exercise reasonable diligence to avoid interruptions, curtailments or deficiencies of service and, when such interruptions occur, service shall be restored as promptly as possible, consistent with safe practice.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-3.22 Notice of planned interruptions

Planned interruptions for operating reasons shall always be preceded by reasonable notice, preferably on a locally originated channel, to all affected subscribers, and the work shall be planned to minimize subscriber's inconvenience.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-3.23 Reimbursement for lost, stolen or damaged equipment

(a) The cost charged to subscribers by cable television operators to replace lost or stolen converters or other auxiliary equipment shall be in an amount not to exceed the actual cost or the cable television operator's replacement cost, whichever is greater, of the equipment at the time the equipment was installed in the subscriber's home.

(b) The cost charged to subscribers by cable television operators for damaged equipment shall not exceed the reasonable repair costs or actual replacement cost, whichever is lesser.

(c) A cable television company shall not charge a subscriber for any damage to converters or other auxiliary equipment which may have resulted from the design, operation or maintenance of the equipment or from normal wear and tear.

(d) In the event the cable television company seeks to impose a charge for a subscriber pursuant to this section, the cable television company shall give written notice to the subscriber of the amount sought and the reasons for the charge. The subscriber shall also be notified of the opportunity to refer the matter to the Office of Cable Television or the appropriate complaint officer pursuant to N.J.S.A. 48:5A-26.

(e) Cable television operators shall provide written notification to all new subscribers and subscribers receiving new or additional equipment of the rights and obligations of this section.

(f) The cable television operator's replacement cost may include normal postage, shipping and handling costs.

New Rule: R.1991 d.80, effective February 19, 1991.

See: 22 N.J.R. 2892(b), 23 N.J.R. 614(a).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (d), substituted a reference to cable television companies for a reference to companies; and in (f), substituted a reference to cable television operators for a reference to operators.

#### 14:18-3.24 Late fees and charges

(a) In the event a cable television operator imposes an additional fee or charge or penalty to a subscriber for billing balances which are considered past due or late, the cable television operator shall clearly specify the amount of the fee, charge or penalty on the subscriber bill. The cable television company shall also specify the method of calculation of the fee, charge or penalty on the bill.

(b) A cable television operator shall not impose an additional fee, charge or penalties specified in (a) above on any account balance less than 30 days past due.

New Rule: R.1991 d.81, effective February 19, 1991.  
 See: 22 N.J.R. 2893(a), 23 N.J.R. 615(a).  
 Amended by R.1995 d.313, effective June 19, 1995.  
 See: 27 N.J.R. 873(a), 27 N.J.R. 2430(a)

#### Case Notes

Late payment charges imposed by cable television company were in compliance with all applicable laws and regulations. *Sayreville Cable Television v. TKR Cable Company/Tri-System*, 96 N.J.A.R.2d (BRC) 32.

## SUBCHAPTER 4. CABLE TELEVISION OPERATOR RIGHTS

### 14:18-4.1 Permits

(a) The cable television company, where necessary, shall make application for any street opening permits for installing its cables and shall not be required to furnish service until after such permits are granted.

(b) The municipal charge, as set forth in N.J.S.A. 48:5A-3e and 30, for use of the streets shall be paid annually by the cable television company.

(c) A municipality may require that a cable television operator seek permits for work performed under this section. However, the fee provided in (b) above is in lieu of all other fees that may be assessed for road openings permits.

Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (b), changed N.J.S.A. reference; and added (c).

### 14:18-4.2 Refusal to connect

A cable television company may refuse to connect with any customer's installation when it is not in accordance with the standard terms and conditions of the tariff schedules of the cable television company furnishing the service which have been filed with the Office, and with the provisions of applicable governmental requirements.

Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

### 14:18-4.3 Basis of discontinuance of service

(a) The cable television company shall, upon reasonable notice when it can be reasonably given, have the right to suspend or curtail or discontinue service for the following reasons:

1. For the purpose of making permanent or temporary repairs, changes or improvements in any part of its system;
2. For compliance in good faith with any governmental order or directive, notwithstanding such order or directive subsequently may be held to be invalid;

3. For any of the following acts or omissions on the part of the subscriber:

i. Nonpayment of a valid bill due for service furnished at a present or previous location in accordance with the further requirements stipulated in N.J.A.C. 14:18-3.9. However, nonpayment for business service shall not be a reason for discontinuance of residence service without the prior approval of the Office;

ii. Tampering with any facility of the cable television company;

iii. Fraudulent representation in relation to the use of the service within the subscriber's premises;

iv. Subscriber moving from the premises, unless the subscriber requests that service be continued;

v. Providing cable television service to others through the "tapping" of the cable television company's system without approval of the cable television company;

vi. Refusal to contract for service where such contract is required by the filed tariff;

vii. Failure to make or increase an advance payment or deposit as provided for in these regulations or the tariff;

viii. Connecting and operating in such manner as to produce disturbing effects on the service of the cable television company or other subscribers;

ix. Failure of the subscriber to comply with any reasonable standard terms and conditions contained in the cable television company's tariff;

x. Where the condition of the subscriber's installation presents a hazard to life or property;

xi. Failure of subscriber to repair any faulty television or FM receiver or other cable television receiving facility belonging to the subscriber.

4. For refusal of reasonable access to subscriber's premises for necessary purposes in connection with rendering of service, including the proper and legal maintenance or removal of the cable television company's property.

(b) A subscriber wishing to discontinue service must give notice to that effect. Where such notice is not received by the cable television company, the subscriber shall be liable for service until such notice is received by the cable television company.

Amended by R.2000 d.155, effective April 17, 2000.  
 See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a)3, changed N.J.A.C. reference in i, and substituted a reference to cable television companies for a reference to companies in v.

**14:18-4.4 Access to customer's premises**

(a) The cable television company shall have the right of reasonable access to subscriber's premises, and to all property furnished the cable television company at all reasonable times for the purpose of inspection of premises incident to the installation of service, inspecting, testing or repairing its facilities used in connection with supplying the service or for the removal of its property.

(b) The subscriber shall obtain, or cause to be obtained, all permits needed by the cable television company for access to the cable television company's facilities at the subscriber's terminal.

(c) Access to the cable television company's facilities shall not be given except to authorized employees or agents of the cable television company or duly authorized governmental officials, who shall present proper identification.

(d) In the case of defective service, the subscriber shall not interfere or tamper with the apparatus belonging to the cable television company but shall immediately notify the cable television company to have the defects remedied.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (b) and (c), substituted references to cable television companies for references to companies.

**14:18-4.5 Compensation for taking because of installation of cable television facilities**

(a) A cable television operator shall award \$1.00 to a fee owner, as defined by N.J.S.A. 48:5A-49(b)(1), in consideration of the access granted pursuant to the Cable Television Act, N.J.S.A. 48:5A-49.

(b) Unless cable television service is being currently provided to a certain multifamily property, a cable television operator shall serve written notice to the fee owner, landlord or agent of its intent to install cable television service or facilities upon the fee owner's property at least 30 days prior to commencing such installation. Notice shall be served by certified mail and the form and content of such notice shall include at a minimum:

1. The name and address of the cable television operator;
2. The name and address of the fee owner, manager or superintendent;
3. The approximate date of the installation;
4. Citations from the Cable Television Act and New Jersey Administrative Code, specifically N.J.S.A. 48:5A-49 and N.J.S.A. 48:5A-51, and N.J.A.C. 14:18-4.5;
5. A general description of the proposed method of installation;

6. Notice that the amount of \$1.00 in consideration for the access granted pursuant to the Cable Television Act will be tendered when an agreement is signed.

(c) If no response to the notice is forthcoming within 30 days, the cable television operator has a statutory right and a franchise obligation to provide cable television service. In order to enforce this right and satisfy said obligation. A cable television company must apply for an administrative approval for access. To apply, said company must submit to the Board of Public Utilities, copies of its notice and a specific description of the proposed method of installation.

1. If a response is received pursuant to (b) above and an agreement for access is not reached within 45 days of said response, the cable television operator may apply to the Director for approval to install its cable television facilities. At such time the Director will either recommend to the Board that such an administrative order issue or alternatively deem such matter contested. In the event of the latter, the matter shall be handled in accordance with the Administrative Procedure Act, N.J.S.A. 52:14B-1 et seq., and the rules of the Office of Administrative Law, N.J.A.C. 1:1.

(d) Upon notice served pursuant to (b) above, except when such notice does not apply to multi-family properties currently receiving cable television service, fee owners may apply to the Office of Cable Television for just compensation. The owner has the burden of proof to clearly demonstrate:

1. The value of the applicant's property before the installation of cable television facilities;
2. The value of the applicant's property subsequent to the installation of cable television facilities;
3. The criteria, data, method or methods used to determine such values;
4. Out of pocket costs directly attributed to the installation and presence of cable television facilities in the multi-unit dwelling;
5. Any extraordinary costs to be borne by the applicant associated with the installation and presence of cable television facilities.

(e) The Director may, upon good cause shown, permit the filing of additional information to supplement the application. Copies of the application filed with the Office of Cable Television shall be served upon the cable television company in compliance with N.J.A.C. 14:17-6. Answers, if any, shall be filed within 20 days in compliance with N.J.A.C. 14:17-7. If said filing is limited to an application for compensation, the Director may permit the installation of cable television facilities provided that all issues relating to indemnification and protection of property have been satisfied.

(f) The Director shall determine whether an application filed consistent with (d) above establishes a contested case for compensation pursuant to (d). In such an event the matter shall be handled in accordance with the Administrative Procedure Act, N.J.A.C. 52:14B-1 et seq., and the rules of the Office of Administrative Law, N.J.A.C. 1:1-1.1 et seq.

(g) All executed access agreements must be available for inspection by the Office of Cable Television.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (b), rewrote the last sentence of the introductory paragraph; in (c), substituted a reference to cable television companies for a reference to companies in the introductory paragraph; in (e), changed N.J.A.C. references throughout; and rewrote (g).

#### Case Notes

Access rights section of the Cable Television Act required payment of just compensation to building owners by cable television companies for rights of access and installation. *NYT Cable TV v. Homestead at Mansfield, Inc.*, 111 N.J. 21, 543 A.2d 10 (1988).

Requirement under Board of Public Utilities rule that cable operator who desires to install cable must supply property owner with general description of proposed cable installation adequately describes taking involved to satisfy requirements of due process. *NYT Cable TV v. Homestead At Mansfield, Inc.*, 214 N.J.Super. 148, 518 A.2d 748 (A.D.1986), certification granted 107 N.J. 154, 526 A.2d 213, affirmed 111 N.J. 21, 543 A.2d 10.

Board of Public Utilities' rule regarding just compensation for taking needed for installation of cable television service provides for adequate notice by notice to fee holder notwithstanding claims of interests of tenants, owners of easements and holders of liens. *NYT Cable TV v. Homestead At Mansfield, Inc.*, 214 N.J.Super. 148, 518 A.2d 748 (A.D.1986), certification granted 107 N.J. 154, 526 A.2d 213, affirmed 111 N.J. 21, 543 A.2d 10.

Board of Public Utilities rule regarding just compensation for taking needed for installation of cable television service required that compensation be based on difference between fair market value of property before and after taking. *NYT Cable TV v. Homestead At Mansfield, Inc.*, 214 N.J.Super. 148, 518 A.2d 748 (A.D.1986), certification granted 107 N.J. 154, 526 A.2d 213, affirmed 111 N.J. 21, 543 A.2d 10.

#### 14:18-4.6 Deposits to insure credit

(a) Where the credit of a subscriber is not established or where a subscriber is in default in the payment of bills, the cable television company may require a reasonable deposit as a condition of supplying service or continuing service.

(b) The credit established, by whatever method, shall apply at any location within the area of the cable television company furnishing the service; that is, service is not to be regarded as restricted to a particular location.

(c) The amount of a deposit shall be reasonably related to the charge for service during a billing period, provided such period does not exceed two months.

(d) In all cases where bills are rendered quarterly, semi-annually or annually, the amount of deposit shall not exceed the estimated average charge for service during any two months of the billing period.

(e) In determining the amount of any deposit, there shall be excluded from the average bill such portion thereof, if any, for which payment is received in advance.

(f) Simple interest, at the prevailing rate determined pursuant to N.J.A.C. 14:18-3.19, shall be paid by the cable television company on all credit deposits held by it, provided the deposit has remained with the cable television company for at least six months. Moneys collected as deposits, pursuant to this section, shall be held in a separate account and shall not be used for any purpose other than the maintenance of subscriber accounts.

(g) Where a subscriber is in default in the payment of bills, service shall not be discontinued for failure to make such deposit except after proper notice, in accordance with N.J.A.C. 14:18-3.9(b).

(h) If a subscriber who has made a deposit fails to pay a bill, the cable television company may apply such deposit insofar as is necessary to liquidate the bill and may require that the deposit be restored to its original amount.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (f), substituted a reference to cable television companies for a reference to companies.

Public Notice: Interest rates on deposits.

See: 33 N.J.R. 136(a).

Public Notice: Interest rates on deposits.

See: 33 N.J.R. 333(a).

Public Notice: Interest rates on deposits.

See: 33 N.J.R. 734(b).

Public Notice: Interest rates on deposits.

See: 33 N.J.R. 4396(a).

Public Notice: Interest rates on deposits.

See: 34 N.J.R. 4478(a).

#### 14:18-4.7 Deposits on auxiliary equipment

(a) When a cable television company supplies auxiliary equipment, such as a converter or other modifying device, to a subscriber's cable television receiving facility, the cable television company may require the payment of a reasonable deposit thereon, provided, however, that said deposit shall not exceed the replacement cost of the unit(s).

(b) The simple interest provision of N.J.A.C. 14:18-4.6 shall apply to auxiliary equipment deposits. However, moneys collected as deposits pursuant to this section may be used by the cable television company to defray the cost of and service to such unit(s).

(c) If the cable television company is required to replace or repair the unit(s) because of subscriber abuse, the cable television company may apply such deposit insofar as is necessary and may require that the deposit be restored to its original amount.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (c), substituted a reference to cable television companies for a reference to companies.

Public Notice: Interest rates on deposits.

Sec: 33 N.J.R. 136(a).  
 Public Notice: Interest rates on deposits.  
 Sec: 33 N.J.R. 333(a).  
 Public Notice: Interest rates on deposits.  
 Sec: 33 N.J.R. 734(b).  
 Public Notice: Interest rates on deposits.  
 Sec: 33 N.J.R. 4396(a).  
 Public Notice: Interest rates on deposits.  
 Sec: 34 N.J.R. 4478(a).

#### 14:18-4.8 Receipts and records

(a) The cable television company shall furnish a receipt to each subscriber who has made a deposit.

(b) Where return of the deposit is made in cash, surrender of the receipt or, in lieu thereof, proof of identity may be required.

Amended by R.2000 d.155, effective April 17, 2000.  
 Sec: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-4.9 Return of deposits

(a) Upon closing any account, the balance of any deposit remaining after the closing bill for service has been settled shall be returned promptly to the depositor with interest due.

(b) With reference to N.J.A.C. 14:18-4.6, Deposits to insure credit, each cable television company shall review a subscriber's account at least once every two years, and if such review indicates that the subscriber has established credit satisfactory to the cable television company, then the outstanding deposit shall be refunded to the subscriber.

(c) With reference to N.J.A.C. 14:18-4.7, Deposits on auxiliary equipment, the amount of deposit shall be refunded to the subscriber upon termination of service and return of the unit(s) in good condition, reasonable wear and tear excepted. If any portion of the deposit is required to offset the cost of replacement or repair necessitated by customer abuse to such unit(s), the difference between such cost and the amount of deposit shall be refunded to the subscriber.

Amended by R.2000 d.155, effective April 17, 2000.  
 Sec: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-4.10 Consolidated notice

All notices required by N.J.A.C. 14:18-3.18(a) or (b) may be provided to subscribers in a single annual or quarterly notice, respectively, to each subscriber as long as all required information for each item is included.

### SUBCHAPTER 5. OFFICES

#### 14:18-5.1 Location and closing

(a) Each cable television company shall maintain, in or within reasonable proximity of its service area, a local business office, the current location of which shall be furnished to the Office where applications for service, complaints, service inquiries, bill payments, and so forth will be received.

(b) Each cable television company shall furnish the Office with the current location of its offices where maps and records showing the various services areas and facilities are available to supply, upon reasonable request, information to subscribers, governmental bodies, utilities, other cable television companies and contractors.

(c) At least 60 days prior to the closing or relocation of an office described in (a) or (b) above, a cable television company shall file a petition for approval with the Board demonstrating such closure or relocation is not unreasonable, will not unduly prejudice the public interest, and setting forth the means upon Board approval of the petition, by which customers and other interested parties will be adequately notified of the closing or relocation and alternatives available in the case of a closed office. The cable television company shall simultaneously notify its customers and the clerk of each affected municipality of the pending application for permission to relocate or close the subject office by means of posting notice at the office location and, within three days of filing the petition, by placing notice of the office closing or relocation in the newspaper(s) serving the affected area. Said notice shall inform customers of their right to present to the Board, in writing, any objections they may have to the office closure or relocation. The notice shall specify a date certain for submission of comments which date shall not be less than 20 or more than 30 days after publication and posting. Such office shall not be closed or relocated until the cable television company has been informed, in writing, that the Board has approved such request.

(d) Cable television companies are required to maintain and provide toll free or local exchange telephone numbers for use by the general public and subscribers affected by an office closing or relocation for billing, service and sales inquiries. This toll free number or local exchange number shall be posted on any notice at the office location as well as in the notice placed in the newspaper(s), pursuant to (c) above, serving the affected area.

Amended by R.1990 d.415, effective August 20, 1990.  
 Sec: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Added (c).  
 Amended by R.1991 d.82, effective February 19, 1991.  
 Sec: 22 N.J.R. 2894(a), 23 N.J.R. 616(a).

Required cable TV companies to apply to the Board for permission to close or relocate an office.

Amended by R.2000 d.155, effective April 17, 2000.  
 Sec: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (c), substituted a reference to cable television companies for a reference to utilities in the last sentence.

#### 14:18-5.2 Personnel to be contacted

(a) Each cable television company shall furnish to the Office and keep current a list of names, addresses and telephone numbers of responsible officials to be contacted in connection with routine matters during normal working hours.

(b) Each cable television company shall also furnish to the Office and keep current a list of names, addresses and telephone numbers of responsible officials who may be contacted in event of emergency during other than normal work-hours.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

## SUBCHAPTER 6. RECORDS

**14:18-6.1 Availability of records**

(a) Each cable television company shall notify the Office, upon request, of the location of its office or offices within the State at which various records may be made accessible for review by Office staff within five days of request.

(b) These records shall be open for examination by the Office's representatives.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Rewrote (a).

**14:18-6.2 Plant and operating records**

(a) Each cable television company shall maintain adequate maps or records reflecting the latest available information and data concerning the size, type, location and date of construction and installation of its major units of property.

(b) Each local business office shall maintain copies of filings required by the FCC related to the operation of that particular system.

Amended by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Added (c).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Deleted a former (b); and recodified former (c) as (b).

**14:18-6.3 Accidents or injury to personnel**

Each cable television company shall keep a record of, and report to the Office, all serious accidents/injury to personnel involving the operation or maintenance of its system on forms prescribed and furnished by the Office in addition to providing a detailed narrative explaining the cause of the accident or injury, any corrective action taken, as well as copies of police reports generated as a result of the accident or injury.

Recodified from 14:18-6.4 by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Prior text at section, "Periodic reports," repealed.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Rewrote the section.

**14:18-6.4 Public records**

(a) The fee for copies of records, instruments and documents of the Board shall be the fee established pursuant to N.J.S.A. 47:1A-2.

(b) All records which are required to be made, maintained or kept by and for the Office which relate to accidents and investigation of accidents (provided such investigations have been completed) concerning cable television companies and to performance tests, safety inspections and surveys of property and equipment of cable television com-

panies shall be deemed public records, copies of which may be purchased or reproduced under the provisions of N.J.S.A. 47:1A-2.

Amended by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Recodified from 14:18-6.5. Deleted (c).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Changed N.J.A.C. references throughout.

**14:18-6.5 Complaints records**

Each cable television company shall keep for a period of one year, a record of complaints in regard to service received at its office or offices, which shall include the name and address of the subscriber, the date, the nature of complaint, the test conducted and corrective action taken if required, and the final disposition. The record shall be available for inspection by the Office staff. Copies of such record shall be provided to the Office staff upon request.

New Rule, R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Added the last sentence.

**14:18-6.6 Reporting and records of interruptions and outages**

(a) All outages where service to subscribers is interrupted for at least two hours and which affect 50 or more subscribers shall be reported by each cable television company to the Office on a form prescribed by the Director.

1. Such reports shall be collected and forwarded to the Office monthly within 15 days of the end of the month for which said report is filed.

2. Cable television companies must report to the Office by telephone during the course of the outage all outages which exceed one hour in length and affect more than 500 subscribers.

(b) Records of outages shall be kept in a manner suitable for analysis for the purpose of minimizing possible future interruptions and shall include the time, cause and duration of the interruptions as well as the remedial action taken.

(c) Each cable television company shall keep a record of each outage for a period of one year showing location, duration and estimated number of subscribers affected.

New Rule, R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

## SUBCHAPTER 7. REPORTS AND FILINGS

**14:18-7.1 Periodic reports**

(a) Each certified cable television company shall file with the Office a Cable Facts Questionnaire as listed in Appendix A of this Chapter, no later than March 1st of each year.

(b) Each cable television company shall file with the Office on or before March 31 of each year a summary of its finances and operations for the preceding calendar year on forms prescribed and furnished by the Office.

(c) Other periodic reports shall be filed on or before the due date noted on the report form or as otherwise required by law.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18-7.2 Special reports

(a) In special instances, cable television companies may be required to submit reports quarterly, monthly or at any other interval as directed by the Board or Office.

(b) Cable television companies shall promptly report to the Office details of all accidents involving a death or serious injury.

#### 14:18-7.3 Other filings

(a) All cable television companies shall provide to the Office upon request copies of any executed pole attachment agreements and amendments thereto.

(b) Each cable television company shall file with the Board, and keep open to public inspection, tariffs applicable to the services available, pursuant to the provisions of N.J.S.A. 48:5A-1 et seq., as applicable, with revised sheets to reflect any changes.

(c) Each cable television company shall file with the Office of Cable Television within five business days upon request, a copy of any FCC document required to be kept locally by N.J.A.C. 14:18-6.2 (b).

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
Rewrote the section.

#### 14:18-7.4 Notification of system rebuilds, upgrades, hub and headend relocations

(a) A cable television company shall provide at least 30 days' written notification to the Office prior to any system rebuild, upgrade, headend or hub relocation, and/or significant changes in system design as described in the cable television company's initial filing for certificate of approval or renewal thereof.

1. Notice of significant system design changes shall be accompanied by the cable television company's last proof-of-performance tests, as well as new theoretical system performance specifications.

2. Notice of headend or hub relocation shall include new signal surveys for off-air channels and other appropriate satellite or microwave surveys.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted a reference to cable television companies for reference to companies in the introductory paragraph, and rewrote 1.

#### 14:18-7.5 Written procedures for use of public, educational and governmental access channels

(a) All cable television operators which have managerial or operational control over an access channel shall develop written guidelines concerning the use of channel capacity designated as public, educational and/or governmental access channels. These guidelines shall contain information on the following:

1. The designation of and restrictions upon any channels available for such use;
2. The number of channels available for such use and the normal hours of operation of each channel;
3. The municipalities served by each channel;
4. The procedure by which persons arrange to use each channel;
5. The cost, if any, for use of each channel;
6. The method by which persons deliver programs for insertion on channel;
7. The studio and production equipment available, including costs and restrictions on use;
8. The method by which persons arrange to use any available studio or production equipment;
9. The training which is available in use of any studio or production equipment;
10. A written agreement between user groups, cable television operators, and companies which states the rights and responsibilities of each; and
11. A specified contact person to see that interested parties are accommodated.

(b) Each cable television operator who has managerial or operational control over an access channel shall keep a record of all users of access channels available for public inspection at the local business office of the cable television operator. This record shall contain the names, addresses, and telephone numbers of access users, and shall be kept for a period of one year.

(c) A cable television operator who has managerial or operational control over an access channel shall provide a copy of the revision to the OCTV and the municipality within 30 days of any revision to the procedural rules for the use of a channel. All parties affected by the revision shall be provided immediate written notice by the cable television operator.

(d) These guidelines shall be posted and available at local business offices and studios in the cable system.

(e) For any access not within the cable television operator's control or management, each cable television operator shall maintain a listing of the person or entity having such control and management authority.

New Rule: R.1991 d.83, effective February 19, 1991.

See: 22 N.J.R. 2894(b), 23 N.J.R. 618(a).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a)2, added "and the normal hours of operation or each channel" at the end; in (a)10 and (c), substituted references to cable television operators for references to operators; and in (b), substituted a reference to one year for a reference to two years at the end.

#### 14:18-7.6 Telephone system information

(a) Each cable television operator shall provide the Office of Cable Television the following information concerning the operation of the cable television company's telephone system:

1. The location of each office at which telephone calls from subscribers and the general public are normally received and the number of subscribers served by the office;
2. The days of the week and the hours in which an office is open to conduct business with the public and receive telephone calls;
3. The telephone numbers by which subscribers may call the cable television operator;
4. The method by which subscribers are informed of the telephone number(s) used to contact the cable television operator;
5. Whether subscribers are requested to dial a single telephone or separate numbers depending on the nature of their inquiry;
6. Whether inward telephone traffic is grouped to individual departments (that is, service, billing, etc.), along with the total number of such departments and the identification of each department;
7. The total number of inward telephone trunk lines assigned to each telephone number used by the cable television operator;
8. A brief description of the type of telephone system used in the office and the manufacturer and model number of any equipment used.
9. Whether the office has an on-premises private branch exchange (PBX) or other private switching device and whether the device handles all telephone traffic for the office;
10. The total number of functional lines on the line side (telephone extension/CSR side) of the PBX or other private switching device and, if segregated by department, the number of functional lines assigned to each department;

11. The total number of customer service representatives (CSRs) normally available to answer calls. If CSRs are segregated by department, the total number of CSRs available for each department;

12. If the assignment of CSRs varies by hour, day or other time period, the cable television operator shall describe the variation in the assignment;

13. A brief description of the initial and ongoing training provided to the CSRs;

14. A brief description of the billing cycle including dates on which bills are mailed;

15. Whether the CSRs have access to computer terminals for billing or service information and, if so, a brief description of the information available to the CSR;

16. Whether the telephone system serving the office has automated call distribution capability for the entire office or for specific departments. If so, the cable television operator shall supply a brief description on the method of call distribution;

17. Whether the telephone system places incoming calls in queue, and the maximum number of callers that can be placed in queue;

18. Whether the telephone system has an Automated Response Unit (ARU) and a description of the routing options available to callers through the ARU;

19. Whether the telephone system provides recorded messages to callers and a description of the messages provided;

20. Whether telephone answering machines or devices are used, the hours which they are used, the departments in which they are used and the time it takes, typically, on average, and in the worst case to return the call to the customer; and

21. The name and address of the answering service, if used, and the hours in which the service is used. Also, indicate whether the answering service receives all incoming calls or specific departments.

(b) The information required pursuant to (a) above shall be provided to the Office of Cable Television on or before October 4 of each year.

(c) Each cable television company shall inform the Office of any substantive change in the information filed pursuant to this section.

New Rule, R.1991 d.375, effective August 5, 1991.

See: 22 N.J.R. 2895(a), 23 N.J.R. 2342(a).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted a reference to cable television companies for a reference to companies in the introductory paragraph, and rewrote 20; and in (b), substituted "of each year" for ", 1991 and annually thereafter" at the end.

**14:18-7.7 Telephone system performance**

(a) Each cable television operator shall provide the Office with the following information for all telephone trunk lines normally used by subscribers and the general public for every office it maintains:

1. The total number of incoming calls received during each day of the listed month;
2. The percentage of time in which an inward dialed telephone call would receive a busy signal for each day for the listed month;
3. The average length of time of incoming calls held in queue (hold time) for each day for the listed month; and
4. The percentage of calls terminated by the caller (abandoned) while the call is held in queue during each day for the listed month.

(b) The data requested by (a) above shall be provided for the calendar months of January, March, May, July, September and November, and shall be accompanied by a certification from the system manager or other appropriate system personnel that the information is correct.

(c) Reports of the information required by (a) above shall be filed by the cable television operator within 10 days of the end of the month for which the report is filed. The data shall be submitted in a summary format, on forms prescribed by the Director.

(d) The Office may direct a cable television operator to record and submit additional data or to conduct, or have conducted, other or more detailed telephone traffic analyses, if circumstances so require.

(e) All averages and percentages compiled pursuant to (a) above shall consider only the hours in which the cable television company's office is open to receive incoming calls.

(f) A cable television operator shall submit an explanation of any extraordinary change in telephone traffic patterns as indicated by the data provided to the Office. Explanations shall be provided for extraordinary changes caused by situations such as outages, phone equipment failure and rate changes.

(g) A cable television operator may request, in writing, a waiver of one or more of the reporting requirements or required report formats of (a) above from the Director. Any such waivers will be for periods of up to one year and are renewable. In considering such requests, the Director shall consider factors such as the size of the system, the burden on the cable television operator for providing the information, the capability of the cable television operator's telephone system and the nature and type of alternative information the cable television operator intends to provide.

New Rule, R.1991 d.594, effective December 16, 1991.

See: 23 N.J.R. 2273(a), 23 N.J.R. 3768(a).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (c), substituted a reference to cable television operators for a reference to operators.

**SUBCHAPTER 8. LIABILITY INSURANCE****14:18-8.1 Liability insurance**

(a) Any person operating a cable television company in accordance with the applicable statutes shall file with the Office two copies of a certificate of insurance.

(b) Said certificate shall be signed by the issuing insurance company and shall state that the cable television company is insured in compliance with N.J.S.A. 48:5A-1 et seq. under the standard form of insurance policy, and, in addition thereto, they shall furnish information as to the types and amounts of all insurance coverage.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**SUBCHAPTER 9. TESTING OF SERVICE****14:18-9.1 Equipment for testing**

A list of testing equipment by which system performance tests may be conducted pursuant to the rules now promulgated or which may be promulgated by the FCC or the Office and the location of such equipment shall be kept on file at the local cable television company office. Such equipment shall be available, upon reasonable request by the Office, for such additional or special tests as may be required.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Deleted (a) designation.

**14:18-9.2 Proof of performance**

(a) Each cable television company shall be required to maintain for inspection and file with the Office upon request copies of its semiannual proof-of-performance tests conducted in accordance with Part 76 Subpart K of Title 47 CFR § 76.601(c) to determine the extent of system compliance with technical standards 76.605(a).

(b) Copies of the semiannual proof-of-performance test results shall be filed with the Office upon request. The filing of such reports by the cable television company shall be within five business days of a verbal or written request by staff of the Office.

(c) Test results shall be accompanied by a statement indicating the extent to which the system complies with the applicable standards.

Amended by R.1993 d.234, effective June 21, 1993.  
See: 24 N.J.R. 4497(a), 25 N.J.R. 2700(a).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted "maintain for inspection and file with the Office upon request" for "file with the Office" following "required to"; and rewrote (b).

## SUBCHAPTER 10. TECHNICAL STANDARDS FOR SYSTEM OPERATION

### 14:18-10.1 Scope

The following requirements shall apply to cable television system performance as measured at any subscriber terminal with a matched terminating impedance, and to each National Television Systems Committee (NTSC) or similar video downstream cable television channel in the cable system.

Amended by R.1993 d.234, effective June 21, 1993.  
See: 24 N.J.R. 4497(a), 25 N.J.R. 2700(a).

### 14:18-10.2 Technical performance requirements

(a) Every cable television system providing cable television service shall be required to do so in accordance with the rules and regulations specified in Part 76, Subpart K of Title 47 CFR.

(b) Each cable television operator shall be prepared to show, on request by an authorized representative of the Office, that the system does, in fact, comply with the rules and regulations of Part 76, Subpart K of Title 47 CFR.

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).  
Stylistic revisions.

Amended by R.1993 d.234, effective June 21, 1993.  
See: 24 N.J.R. 4497(a), 25 N.J.R. 2700(a).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (b), substituted a reference to cable television operators for a reference to system operators.

### 14:18-10.3 Requirements for specialized NTSC video and non-video signals

(a) Every cable television operator providing locally originated television programming received from any origination source, shall make reasonable efforts to use good engineering practices in the processing of each programming signal to guard against any unnecessary degradation in the signal received and delivered to the subscriber.

(b) Every cable television operator providing non-video signals or data transmission for testing, encoding, decoding or addressing purposes, shall use good engineering practices in transmitting the signal without material degradation or

objectionable interference to any channel delivered to the subscriber.

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Repealed section was "Additional technical standards"; "Requirements for Class III and IV channels" recodified from 14:18-10.9. Added Class II.

Repeal and new rule: R.1993 d.234, effective June 21, 1993.  
See: 24 N.J.R. 4497(a), 25 N.J.R. 2700(a).

### 14:18-10.4 (Reserved)

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Repealed section was "FM (Broadcasting) signal level"; "Initial performance tests" recodified from 14:18-10.10. Deleted (b) and (e); redesignated (c)-(d) as (b)-(c).

Repealed by R.1993 d.234, effective June 21, 1993.  
See: 24 N.J.R. 4497(a), 25 N.J.R. 2700(a).

### 14:18-10.5 (Reserved)

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Repealed section was "System carrier to noise ratio"; "Monitor point tests" recodified from 14:18-10.12. In (b)1, added visual and aural carrier.

Amended by R.1994 d.235, effective May 16, 1994.  
See: 26 N.J.R. 1318(a), 26 N.J.R. 2146(c).

Section was "Monitor point tests".

### 14:18-10.6 Additional tests to ensure compliance

The Office of Cable Television may request certain specific tests at any time and, where necessary and feasible, to show compliance with this subchapter.

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Repealed section was "Cross modulation"; "Special provisions for older and small systems" recodified from 14:18-10.13 and deleted (a)1-3.

### 14:18-10.7 (Reserved)

Repealed by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Converters."

### 14:18-10.8 (Reserved)

Repealed by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Requirements for subscriber terminal interface channel conversion devices."

### 14:18-10.9 (Reserved)

Recodified to 14:18-10.3 by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Requirements for Class III and IV channels."

### 14:18-10.10 (Reserved)

Recodified to 14:18-10.4 by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Initial performance tests."

### 14:18-10.11 (Reserved)

Repealed by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Annual tests to determine extent of compliance."

#### 14:18-10.12 (Reserved)

Recodified to 14:18-10.5 by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Monitor point tests."

#### 14:18-10.13 (Reserved)

Recodified to 14:18-10.6 by R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section was "Special provisions for older systems and for small systems."

### SUBCHAPTER 11. APPLICATION BY CABLE TELEVISION COMPANIES FOR MUNICIPAL CONSENT

#### 14:18-11.1 Application for municipal consent; who may apply

(a) Any person may apply to any municipality in the State of New Jersey for the issuance of a municipal consent for the operation of a cable television system by submitting, in triplicate, an application to the clerk of that municipality. One additional copy of the application shall be filed with the Office within three days after the municipal filing.

(b) Application for consent shall conform to the requirements of N.J.A.C. 14:18-11.2, shall be filed on forms promulgated by the Office, and shall have attached a filing fee in the amount of \$100.00.

Amended by R.1976 d.18, effective January 21, 1976.

See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### 14:18-11.2 Application for municipal consent to operate a cable television system

(a) Every application for a consent shall be submitted on a standard form supplied by the Office, which form shall include, but not be limited to, the following information:

1. Organization and management:
  - i. Type of business organization;
  - ii. System name, address and telephone number;
  - iii. Stockholders, directors, owners;
  - iv. Personnel, including system manager, accountant, attorney, chief engineer and registered agent;
2. Legal:
  - i. Individuals or organizations other than those listed in (a)1 above with financial interests in the applicant;

ii. Affiliations with other media enterprises, including but not limited to newspapers, television companies and radio stations;

iii. Public licenses revoked or suspended, or legal or administrative action by any government agency;

iv. Conviction of any applicants, or party to the application, by the United States Federal Court concerning violation relating to unlawful restraints and to all agreements in restraint of trade;

v. Convictions by any court or administrative agency concerning any felony, libel, slander, obscenity, invasion of privacy, lotteries or unfair methods of competition;

vi. Any bankruptcy proceedings;

vii. Any outstanding unsatisfied judgments or decrees against the applicant or any party to the application;

3. Cable experience: Affiliation with other television or communications systems;

4. System design and construction timetable:

i. The system design concept contemplated, indicating initial construction proposed and the development and extension of the system within the franchise boundaries. The total signals to be carried in terms of auxiliary equipment to be provided to subscribers. Two-way capability of proposed system;

ii. The schedule for the construction of the system;

5. Proposed services:

i. Broadcast signals to be carried;

ii. Access channels to be carried;

iii. Local origination channels to be carried;

iv. Production facilities to be available;

v. Other services available to subscribers;

6. Rates for television reception service:

i. Installation of service;

ii. Monthly service charges;

iii. Rental charges for any ancillary equipment required to be provided.

7. Bonding and insurance:

i. The types and amounts of insurance coverage applicant proposes to carry;

ii. The amount of bond applicant proposes to file with the municipality;

8. Financing:

i. The capital required for construction of the proposed system, including but not limited to estimates as to transmission system and distribution, and drop cables and office equipment; studio equipment, vehicles, telephones and power pole make ready, administrative and technical personnel, wages and bonuses;

ii. The annual revenues anticipated from system operation. Operating expenses and working capital needed in of that required for construction;

iii. Source of funds to be provided for the above purposes.

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Deleted a former (b).

#### Case Notes

Unclear violations of application amendment and disclosure regulations required on certificate of approval (citing former N.J.A.C. 14:18-11.20). In re: Controlled Cable Corp., 95 N.J. 473, 472 A.2d 130 (1984).

Required contents of application for cable franchise set forth in regulation (citing former N.J.A.C. 14:18-11.20); municipal ordinance consenting to franchise cannot be altered by parol evidence. In re: Cable Systems, Inc., 5 N.J.A.R. 75 (1981).

#### 14:18-11.3 Appointment of citizens' committee; duties

(a) The municipal governing body, prior to or upon receipt of the first application for municipal consent to operate a cable television system, may appoint a citizen's committee which shall be responsible for obtaining and disseminating information concerning cable communications generally, analyzing those services which a cable system may be required or able to provide, investigating the backgrounds of the applicants or parties to the application, ascertaining the desires of the citizens of the municipality concerning the cable television applicant and studying those sections of the application concerning which they, as residents of the municipality, have special knowledge for example, the acceptability of the construction schedule in the areas proposed.

(b) It shall be further their responsibility to file a written report concerning these investigations and studies, which report shall become part of the record of the proceeding in accordance with section 10 of this subchapter. Members of the citizens' committee shall afford each applicant an equal opportunity to supply any information.

Amended by R.1976 d.18, effective January 21, 1976.

See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted a reference to cable television applicants for a reference to cable television.

#### Case Notes

Establishment of citizen's advisory committee (citing former N.J.A.C. 14:18-11.2). In re: Cable Systems, Inc., 5 N.J.A.R. 75 (1981).

#### 14:18-11.4 Hearing date

The municipal governing body shall, upon receipt of the first application, decide upon a date on which hearing will be held concerning first application and any other applications filed in accordance with N.J.S.A. 48:5A-23. Such date shall be not earlier than 60 days from the date of the first application, nor later than 90 days from the date the first application is filed.

Amended by R.1976 d.18, effective January 21, 1976.

See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Changed N.J.S.A. reference.

#### 14:18-11.5 Ex parte communications; prohibitions

No member of the municipal governing body may communicate ex parte by telephone or otherwise, or meet with any applicant concerning any substantive matter contained in the application on file without first notifying all other applicants of such meeting or communication. Nothing herein shall prohibit communication, without notice, concerning procedural matters associated with the filing or hearing of an application.

Amended by R.1976 d.18, effective January 21, 1976.

See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### Case Notes

Unclear violations of application amendment and disclosure regulations, as opposed to clear violation of ex parte communications ban, required hearing on certificate of approval (citing former N.J.A.C. 14:18-11.4). In re: Controlled Cable Corp., 95 N.J. 473, 472 A.2d 130 (1984).

Violation by applicant without municipal consent who communicated with mayor and council regarding application without prior notice to other applicants (citing former N.J.A.C. 14:18-11.4). In re: Micro-Cable Communications Corp., 176 N.J.Super. 197, 422 A.2d 780 (App. Div.1980).

Allegation of violation due to applicant's ex parte conversation with mayor after prehearing conference; not addressed due to closing of record (citing former N.J.A.C. 14:18-11.4). In re: Tri-County Cable, Inc., 4 N.J.A.R. 260 (1981).

#### 14:18-11.6 Notice of hearing

(a) The municipal governing body shall give notice of the date scheduled for hearing concerning the first application or any further applications by publishing in a newspaper or newspapers of general circulation in the area information as to:

1. The identity of the applicant or applicants;
2. The time and place of hearing; and
3. The place at which and time within which applications may be examined by residents of the municipality and other interested parties.

(b) This notice must be published twice in accordance with N.J.S.A. 48:5A-23c, which specifies that the first publication must be, at the latest, on the 45th day prior to the

hearing, and the second between the 14th day and the seventh day prior to the hearing. Copies of both proposed notices shall be filed with the Office at the time submitted to publication.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### 14:18-11.7 Hearings; before whom held

Hearings must be held before the municipal governing body or a majority thereof. The above mentioned governing body shall designate a presiding officer who shall have the responsibility for the conduct of the hearings.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### 14:18-11.8 Procedure at hearing

(a) The presiding officer shall call the proceeding for hearing and cause the appearances to be entered on the record. The presiding officer must determine the order in which applicants may be heard. Any person giving testimony shall do so under oath.

(b) Each applicant shall be given time to make an opening presentation concerning the application on file at the first hearing.

(c) All persons shall be given full opportunity to participate in the hearings and to question any applicant concerning the information required in the application.

(d) Nothing herein shall limit the power of the presiding officer to establish reasonable time limits for such questioning and to otherwise limit repetitive statements or questions.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).  
Amended by R.1978 d.262, effective August 1, 1978.  
See: 9 N.J.R. 441(d), 10 N.J.R. 405(b).

#### 14:18-11.9 Amendments to application; notice

(a) An applicant may, until seven days prior to the first hearing scheduled, submit to the municipal governing body changes, modifications or amendments of information contained in the application.

(b) Copies of such amendments shall be served upon the municipality, each applicant in the proceeding, and the Office, at the same time by the same method of service.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### Case Notes

Violation by applicant without municipal consent who communicated with mayor and council regarding application without prior notice to other applicants (citing former N.J.A.C. 14:18-11.8). In re: Micro-Cable Communications Corp., 176 N.J.Super. 197, 422 A.2d 780 (App. Div.1980).

Precedent support cited for regulation being a strict liability provision (citing former N.J.A.C. 14:18-11.8). In re: Tri-County Cable, Inc., 4 N.J.A.R. 260 (1981).

#### 14:18-11.10 Additional information other than amendatory; notice

(a) An applicant may, until four days prior to the close of hearings, submit to the governing body such additional, clarifying, explanatory, or supplemental information as may be helpful to the members in reaching a decision.

(b) At any stage prior to the close of the hearing, the presiding officer may require further information upon any issue to be presented by the applicant(s) concerned.

(c) Copies of such information shall be served upon the municipality, each applicant in the proceeding, and the Office at the same time by the same method of service.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### Case Notes

Failure of municipality to have stenographic record of proceedings found inadequate to raise cable franchise award to level of improper arbitrary action. In re: Tri-County Cable, Inc., 4 N.J.A.R. 260 (1981).

#### 14:18-11.11 Record of hearing

The municipal governing body will cause to be made a record of all public hearings conducted pursuant to the requirements of N.J.S.A. 48:5A-23, which record with all papers filed in the proceeding and, if applicable, the report of citizens' committee referred to herein above shall constitute the record for decision. Record of the hearing shall be made in the manner in which the municipality causes its general public hearing records to be made.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).  
Amended by R.1978 d.262, effective August 1, 1978.  
See: 9 N.J.R. 441(d), 10 N.J.R. 405(b).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
Rewrote the last sentence.

#### 14:18-11.12 Adjournments of hearing

Adjournment of any hearing shall be permitted, provided that all hearings are completed within 30 days of the date of initial hearing as required by N.J.S.A. 48:5A-23b.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### 14:18-11.13 Decision; time; contents

The municipal governing body shall, not later than 30 days from the date of the last hearing, make a decision as to whether to grant one or more of the applicants a municipal consent to operate a cable television system. A report of that decision shall be filed promptly with the clerk of the municipality and with the Office of Cable Television. In addition to the decision itself, the report shall contain detailed and specific information as to the reason for the decision and shall have attached information concerning the municipality, governing body and hearing proceedings.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### Case Notes

Municipal governing body must make decision concerning a CATV application within 30 days after conclusion of application hearings and must issue written report of decision detailing reasons therefor; reports found inadequate (citing former N.J.A.C. 14:18–11.12). In re: Tri-County Cable, Inc., 4 N.J.A.R. 260 (1981).

#### 14:18–11.14 Notification of utilities; negotiations

The successful applicant(s) immediately, upon the filing of the municipal decision and report, shall notify the utilities or individuals whose facilities are required for the construction of the cable television system and shall be authorized to begin negotiations for pole attachment or conduit-use agreements or rights-of-way, as applicable.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### 14:18–11.15 Form of consent

A grant of consent to operate a cable television system shall be in the form of an ordinance passed in accordance with the applicable provisions of N.J.S.A. 40:49–1 et seq.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).

#### 14:18–11.16 Contents of ordinance

(a) Every ordinance passed shall conform to the requirements of N.J.S.A. 48:5A–24, 25 and 26, and shall contain information as to the following:

1. The territory to which it applies;
2. The term for which it is issued, and the term for renewal if any;
3. The designation of a complaint officer;
4. The requirement that the successful applicant(s) shall maintain a local business office;
5. The incorporation of the application for municipal consent;
6. The amount of the franchise fee payable to the municipality;
7. Any modifications to the information contained in the application.

(b) The Office's guidelines for the composition of the municipal consent ordinance may be utilized.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### Case Notes

Municipal ordinance consenting to cable franchise incorporates terms of the application for municipal consent; municipal consent ordinance cannot be altered by parol evidence. In re: Cable Systems, Inc., 5 N.J.A.R. 75 (1981).

#### 14:18–11.17 Restrictions

(a) Nothing contained herein shall permit the municipal governing body to include in its ordinance requirements as to any area which is within the responsibility or authority of the Office or the Federal Communications Commission to regulate, or which is in conflict with applicable law, including but not limited to:

1. Technical standards;
2. Construction standards;
3. Assignment of the consent;
4. Revocation of the consent;
5. Rates, charges or classifications of service other than those for initial cable television reception service as defined in N.J.S.A. 48:5A–3e;
6. Transfers of property or stock;
7. Free services.

Amended by R.1976 d.18, effective January 21, 1976.  
See: 7 N.J.R. 173(a), 8 N.J.R. 84(b).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### 14:18–11.18 Office review

If the municipal governing body has, in its decision, indicated that it will grant a consent to one or more of the applicants to operate a cable television system, it shall then prepare a draft of an ordinance granting consent and submit a copy of the draft, within 45 days after the decision, to the Office for its review, comment and approval. Such ordinance, after approval of the Office, shall be introduced at the next regularly scheduled municipal meeting and considered for adoption not more than one month (30 days) after initial reading.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Substituted "considered for adoption" for "reintroduced for final consideration" following "meeting and" in the last sentence.

#### Case Notes

Draft of cable consent ordinance must be sent to CATV Office within 45 days after municipal decision; after office approval, ordinance must be introduced at next regular municipal meeting and reintroduced for final consideration not more than 30 days after initial reading; non-compliance noted. In re: Tri-County Cable, Inc., 4 N.J.A.R. 260 (1981).

#### 14:18–11.19 Acceptance by company

(a) The municipality shall serve the applicant with a copy of the consent ordinance within two working days after a final vote upon second reading of the ordinance.

(b) A cable television company shall accept the consent ordinance, and its terms and conditions, in writing within 10 days of service.

Amended by R.1977 d.295, eff. August 16, 1977.  
See: 9 N.J.R. 291(a), 9 N.J.R. 443(a).  
Repeal and New Rule, R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

#### Case Notes

Former regulation required holders of municipal consents given prior to effective date of regulation to file for certificate within 30 days; inapplicability of laches due to lack of prejudice; propriety of award to single company of seven franchises under regionalization statute. In re: Meadowlands Communications Systems, Inc., 175 N.J.Super. 53, 417 A.2d 575 (App.Div.1980), certification denied 85 N.J. 455, 427 A.2d 556 (1981).

Applicant for municipal cable franchise consent must accept terms and conditions of consent within time specified in regulation; municipal consent ordinance cannot be altered by parol evidence. In re: Cable Systems, Inc., 5 N.J.A.R. 75 (1981).

#### 14:18-11.20 Commencement date

For purpose of determining the term of a consent ordinance, the date of issuance of a certificate of approval shall be deemed the commencement date.

#### 14:18-11.21 (Reserved)

R.1984 d.436, eff. October 1, 1984.  
See: 16 N.J.R. 348(a), 16 N.J.R. 2680(b).  
Old section "Special provision for renewal of municipal consents" repealed.  
Repealed, R.1987 d.70, effective January 20, 1987.  
See: 18 N.J.R. 1181(a), 19 N.J.R. 238(a).  
Repealed section dealing with renewal of municipal consents.

## SUBCHAPTER 12. APPLICATION FOR CERTIFICATE OF APPROVAL

### 14:18-12.1 Filing for a certificate of approval

(a) Within 30 days of the date of acceptance by the cable television company, a petition for a certificate of approval and any completed forms and information required by N.J.A.C. 14:18-12.2 shall be filed with the Office in accordance with the provision of N.J.A.C. 14:17-6.6 or 6.9 unless specific approval is given by the Director for filing at a later date.

(b) A petition for a certificate of approval filed pursuant to N.J.S.A. 48:5A-17(d) (Arbitrary Refusal) shall:

1. Be filed within 30 days of the date of service of a final ordinance by a municipality in accordance with N.J.A.C. 14:18-11.19; and
2. Be served upon the clerk of the respondent municipality; and

3. Where failure to act is alleged as arbitrary refusal, be filed within 30 days of the appropriate statutory deadline.

(c) A municipality contesting the petition shall then have 20 days in which to file an answer to the petition.

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).  
Added (b)2 and (c).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted a reference to cable television companies for a reference to companies, and changed N.J.A.C. reference.

### 14:18-12.2 Information to accompany petition for certificate of approval

(a) At the time of filing of a petition for a certificate of approval, the applicant(s) shall file with the Office on standardized forms, where applicable, information including, but not necessarily limited to, the following:

1. System design:
  - i. Equipment to be used;
  - ii. Expected performance specifications of the system;
  - iii. Block diagram of system construction;
2. Rates:
  - i. Installation charges for all services, other than cable television reception service, available to subscribers;
  - ii. Monthly charges for all the above services;
  - iii. Advertising rates;
  - iv. Leased channel rates;
  - v. Equipment or personnel used charges;
3. Financing:
  - i. Written evidences of commitments from persons who will provide funds, including parent and subsidiary companies, together with detailed terms and conditions of those commitments and any obligation which may affect the operation of the system;
  - ii. Copies of all contracts and/or leases pertaining to the proposed system.

Amended by R.1977 d.295, eff. August 16, 1977.  
See: 9 N.J.R. 291(a), 9 N.J.R. 443(a).  
Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

#### Case Notes

Propriety of award to single company of seven franchises under regionalization statute; inapplicability of laches due to lack of prejudice (citing former N.J.A.C. 14:18-11.21) In re: Meadowlands Communications Systems, Inc., 175 N.J.Super. 53, 417 A.2d 575 (App.Div.1980), certification denied 85 N.J. 455, 427 A.2d 556 (1981).

(b) The failure of the municipality to issue either a consent ordinance or a resolution recommending that the Board issue a preliminary assessment of denial within the time period specified herein, shall be deemed to be a recommendation that the Board issue a preliminary assessment of denial. The cable television operator shall file pursuant to (a) above.

(c) If a renewal consent ordinance is granted, the cable television operator shall have 30 days in which to file a COA petition with completed application. Said application shall reflect any modifications made as a result of negotiations with the municipality. A copy of the petition and completed application shall be served on the municipality.

(d) Upon receipt of a petition, the Director shall publish notice that a COA renewal petition has been filed.

(e) Upon receipt of a complete COA renewal petition, the Board of Public Utilities shall have 30 days to either issue a certificate of approval or refer the matter to an Administrative Law Judge for hearing as a contested case upon the preliminary assessment of denial. The hearing shall be pursuant to N.J.S.A. 52:14B-1 et seq. and N.J.A.C. 17:1. At the option of the parties, the Office may schedule a pretransmittal settlement conference pursuant to N.J.A.C. 14:17-8 prior to transmittal to the Office of Administrative Law.

(f) The municipality and the cable television operator shall be noticed of either the issuance of a Certificate of Approval or transmittal to the Office of Administrative Law for hearing on the preliminary assessment of denial.

1. In making a preliminary assessment of denial, the Board shall consider the following:

- i. Any recommendations by the municipality.
- ii. Whether the cable television operator's proposal meets the future community related needs as established by the municipality and the statewide criteria and standards of rules and regulations, as established by the Office of Cable Television.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).  
Rewrote the section.

#### 14:18-13.6 Automatic renewals

(a) The following procedures shall govern the renewal process when the consent ordinance provides for automatic renewal whether or not the ordinance requires a hearing:

1. At least 60 days prior to the expiration of the initial term, either the municipality or the cable television company must serve both the other party and the Office of Cable Television with a notice of intention not to accept renewal in order to deny renewal.
2. Prior to giving notice of intention not to accept automatic renewal, a municipality must hold a public

hearing with a stenographic record by a certified shorthand reporter upon 30 days' notice to the public and the cable television company.

3. A notice of intention not to accept automatic renewal must be based upon substantial evidence in the record leading to a finding that the cable television operator has not met the criteria of N.J.A.C. 14:18-13.7(a)1 through 4. The cable television company shall file pursuant to the provisions of N.J.A.C. 14:18-13.5(a).

4. If a municipality has arbitrarily issued a notice of intention not to accept renewal, the cable television company may file a petition for direct certification pursuant to N.J.S.A. 48:5A-17(d) prior to the expiration of the initial certificate. The cable television company shall file pursuant to the provisions of N.J.A.C. 14:18-13.5(a).

5. The Board shall issue a certificate of automatic renewal unless:

- i. A notice of intention not to accept renewal has been filed; or
- ii. After full hearing, upon notice to the municipality and the cable television company, the Board makes one of the findings listed in N.J.A.C. 14:18-13.7(a)1 through 4.

6. Any renegotiation of the terms of a consent subject to automatic renewal must be completed and submitted to the Board for approval as an amended consent ordinance at least 60 days prior to the expiration of the initial certificate.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted a reference to cable television companies for a reference to companies in 1, substituted a reference to cable television operators for a reference to operators and added a second sentence in 3, and added a second sentence in 4; and deleted a former (b).

#### 14:18-13.7 Hearing before an Administrative Law Judge

(a) Upon transmittal from the Office of Cable Television to an Administrative Law Judge, a hearing shall be held to determine if:

1. The cable television operator has substantially complied with the material terms of the existing franchise and with applicable law;
2. The quality of the cable television operator's service, including signal quality, response to consumer complaints, and billing practices, but without regard to the mix, quality, or level of cable services or other services provided over the system, has been reasonable in light of community needs;
3. The cable television operator has the financial, legal, and technical ability to provide the services, facilities, and equipment as set forth in the cable television operator's proposal; and

4. The cable television operator's proposal is reasonable to meet the future cable-related community needs and interests, taking into account the cost of meeting such needs and interests.

(b) At least one hearing for public comment shall be held in the affected municipality.

Amended by R.1990 d.415, effective August 20, 1990.  
See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Added (b).

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (a), substituted references to cable television operators for references to operators throughout.

#### **14:18-13.8 Compliance with Federal terms and conditions for sale**

(a) In the event renewal of a certificate is denied, the Board shall act to minimize the disruption of service to subscribers.

(b) If the Board must determine the fair market value of the system, the determination shall be done in the following manner:

1. The Board and the cable television operator shall each name an independent appraiser.

2. Each appraiser shall have 60 days in which to prepare an appraisal according to Member Appraisal Institute (MAI) standards.

3. Both appraisals shall be submitted simultaneously to the Board.

4. In reviewing the appraisals:

i. Identical appraisals shall be conclusive as to fair market value;

ii. If a higher appraisal does not exceed the lower by more than 20 percent, the average of the two shall be the fair market value.

iii. If the differential is greater than 20 percent, the Board shall compare the two appraisal reports and determine fair market value.

(c) The procedure in (b) above shall also apply in the event a certificate is revoked for cause, and the Board must determine an equitable price for the system.

(d) Notwithstanding the provisions of (b) and (c) above, the cable television operator shall have a right to a hearing, upon application, to have the Board determine fair market value, or an equitable price, as appropriate.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Rewrote the section.

#### **14:18-13.9 Applicability of N.J.A.C. 14:18-11 to renewal process**

Except for provisions of this subchapter to the contrary, the provisions of N.J.A.C. 14:18-11 shall apply to the renewal process.

New Rule, R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

### **SUBCHAPTER 14. MISCELLANEOUS PROVISIONS**

#### **14:18-14.1 Regulations not retroactive**

The foregoing regulations shall not be construed to be retroactive with respect to the construction of facilities.

#### **14:18-14.2 Deviation and modification**

(a) Should conditions exist where a deviation from any of these regulations should be made to suit such conditions, petition may be made to the Office for such deviation.

(b) These regulations may be amended or modified by the Office from time to time upon due notice and in accordance with applicable statutes.

#### **14:18-14.3 Tariffs**

(a) Where these regulations are in conflict with any terms and conditions contained in any cable television company's tariff, these regulations shall govern, unless otherwise authorized by the Office with the approval of the Board.

(b) A cable television company's tariff shall not be construed to be in conflict with these regulations if said tariff provides for more beneficial treatment of subscribers than that provided for in these regulations.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

In (b), substituted a reference to beneficial treatment for a reference to liberal treatment.

#### **14:18-14.4 Discrimination in rates**

(a) No cable television company shall impose any excessive, unreasonable, unjustly discriminatory or unduly preferential individual or joint rate, charge or schedule for any service supplied or rendered by the cable television company.

(b) No cable television company shall adopt any unjust, unreasonable or discriminatory classification in the making or as the basis of any individual or joint rate, charge or schedule for any service supplied or rendered by the cable television company.

Amended by R.2000 d.155, effective April 17, 2000.  
See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**14:18-14.5 Authority**

These regulations are made and promulgated pursuant to authority vested in the Office and Board by N.J.S.A. 48:5A-1 et seq. and shall be construed in conformity with, and not in derogation of, such statute.

Recodified from 14:18-14.7 by R.1990 d.415, effective August 20, 1990. See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section repealed was "Notice of rate change" adopted as new Rule R.1987 d.367 effective September 8, 1987.

See: 19 N.J.R. 505(a), 19 N.J.R. 1651(a)

Prior rule "Authority" was codified at 14:18-14.7.

**14:18-14.6 Prior regulations**

Except as otherwise provided herein, rules, regulations and standards heretofore promulgated with respect to the subject matter encompassed by these regulations are hereby superseded and revoked.

Recodified from 14:18-14.8 by R.1990 d.415, effective August 20, 1990. See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(b).

Section repealed was "Notice of alteration in channel allocation" adopted as new rule R.1987 d.367, effective September 8, 1987.

See: 19 N.J.R. 505(a), 19 N.J.R. 1651(a).

Prior rule "Prior regulations" was codified at 14:18-14.8.

**14:18-14.7 Effective competition**

(a) Upon a finding by the Board that the Federal Communications Commission has decertified rate regulation for any cable television system, pursuant to 47 C.F.R. § 76.915, on a final finding of effective competition, after April 17, 2000, the following provisions may no longer apply to that system:

1. N.J.A.C. 14:18-3.15 Trial services at subsection (b);
2. N.J.A.C. 14:18-3.16 Notice of rate change;
3. N.J.A.C. 14:18-3.17 Notice of alteration in channel allocation;
4. N.J.A.C. 14:18-3.20 Discounts for senior and disabled citizens at paragraphs (a)2 and 3;

5. N.J.A.C. 14:18-3.22 Notice of planned interruptions;

6. N.J.A.C. 14:18-3.23 Reimbursement for lost, stolen or damaged equipment;

7. N.J.A.C. 14:18-7.4 Notification of system rebuilds, upgrades, hub and headend relocations;

8. N.J.A.C. 14:18-7.6 Telephone system information; and

9. N.J.A.C. 14:18-7.7 Telephone system performance.

New Rule, R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

**APPENDIX A****LIST OF FORMS**

Form CATV-1

Form CATV-2

Form F99

Application for Cable Television Franchise

Channel Allocation Form

Cable Facts Questionnaire

Line Extension Policy Form

Outage Form

Accident/Injury Form

New Rule R.1990 d.415, effective August 20, 1990.

See: 22 N.J.R. 1330(b), 22 N.J.R. 2575(a).

Amended by R.2000 d.155, effective April 17, 2000.

See: 31 N.J.R. 3061(a), 32 N.J.R. 1402(a).

Substituted a reference to Application for Cable Television Franchise for a reference to Form 100, and added a reference to Outage Form and Accident/Injury Form.