



Community Telecast, Inc.
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Community Telecast, Inc. (CTI22), [IRS 501 (c)(3)] has been the only broadcast cable television company in the metro Omaha area and within 18 states to focus on the community. For our general operations we receive NO tax support from the federal government, State of Nebraska, or local government. We are supported only through membership fees and donations.

August 20, 2011

Mayor Jim Suttle and Council Members
City of Omaha
1819 Farnam St., Ste LC-1
Omaha, NE 68183

Copy To: Council Members	Garry Germandt - District 4
Pete Festersen - District 1	Jean Stothert - District 5
Ben Gray - District 2	Franklin Thompson - District 6
Chris Jerram - District 3	Thomas Mulligan - District 7

RE: COMPLAINT

Hello, Mayor Jim Suttle and Omaha City Council Members:

Yesterday, again, Cox was not broadcasting CTI22's content for approximately four-(4) hours, from 8:30 p.m. to 12:18 a.m. due to Cox's *substandard service*. Plus, Cox was not broadcasting CTI22's content on Thursday, July 5, 2012 for approximately an hour, between 6:30 p.m. and 7:30 p.m. due to Cox's *substandard service*.

This complaint is again submitted to the City of Omaha to provide a historical record of Cox's failure to deliver service, but not to resolve service delivery problems with Cox because as conveyed via email of Deputy City Attorney Mumgaard, the City of Omaha will not address *inequities or substandard service provided by Cox*.

Mumgaard's email of Apr 27, 2012, at 11:27 AM to Trip Reynolds: *The City has not and will not take any steps to address perceived inequities in the current system while negotiations for renewing the Cox contract are pending.*

Reynolds' response of April 30, 2012 4:34:34 PM CDT: *On Dec 14, 2011, at 9:35 AM, Mumgaard, Thomas, wrote to Trip Reynolds, "If inequities or substandard service exist, the City will work with CTI to correct them." Reynolds' responded: Why is CTI22 being held responsible for adhering to the existing Agreement, but both the City of Omaha and Cox can abdicate their responsibility?*

Notably, CTI22 did not receive any response from the City of Omaha or Cox to our previous complaint of Friday, July 22, 2011 submitted immediately after CTI22 was off-the-air for approximately eleven-(11) hours, on Thursday, July 21, 2011 from 10:50 AM until 9:35 PM due to Cox's substandard service. Plus, the current Franchise Agreement, Exhibit B, 15., PEG Technical Quality does not require Cox to respond to any service interruption until *after* receipt of a written request from the City of Omaha. In comparison, CTI22's Internet service provider (ISP) NTT/VERIO provides a 99.9% uptime guarantee and 24x7x365 live phone and email support.

- CTI22 began hosting our web site [cti22.org] on the NTT/VERIO server on January 18, 2000 and our site has never been down.
- CTI22 has absolutely no one to contact for "live" phone or email support at Cox to resolve service problems.

Let's be clear: CTI22 has a contractual obligation to broadcast scheduled content on Cox Channel 22, and consistent with usual and customary business practices, as demonstrated by the enclosed letter, CTI22 takes responsibility to deliver on our commitment. Keep in mind, I volunteer as President/CEO of CTI22 - I'm actually an unemployed (reynos.com/bio.htm) Human Resource Director - one of 42.7% of Black men in metro Omaha between the ages of 16 and 64 who are also unemployed. No, I didn't mention my race to play the "race card". On the contrary, the race card is played on CTI22 every time we receive unsolicited phone calls from citizens of Omaha who associate our failure to broadcast due to Cox's substandard service and "branding" our North Omaha location and management of CTI22 as a minority operation. A typical hang-up call ". . . you nig**** can't run anything right." In managing HR, it's been my consistent practice to terminate employees and vendor relationships with such a pathetic record of performance as Cox continues to demonstrate. ***Our current and potential clients rightfully expect quality of service.*** Therefore, CTI22 must reimburse four-(4) program producer's twenty-five (\$25.00) dollars each for failing to broadcast their content on Sunday, August 19, 2012 from 8:00 p.m. to 12:00 a.m. as contractually obligated. Will the City of Omaha provide this reimbursement or Cox?

Have a great day!

Trip Reynolds
President/CEO

CTI22 is public-accessible to all of Omaha!