



## Loudoun County, Virginia

[www.loudoun.gov](http://www.loudoun.gov)

## NEWS RELEASE

Office of the County Administrator, Public Affairs and Communications  
1 Harrison Street, SE, P.O. Box 7000, Leesburg, VA 20177-7000  
703-777-0113 • Fax 703-771-5841

For Immediate Release  
November 15, 2018

Media Contact: Glen Barbour, Public Affairs and Communications Officer  
703-771-5086, [glen.barbour@loudoun.gov](mailto:glen.barbour@loudoun.gov)

### **Loudoun Surveys Cable Subscribers; Public Input Meeting Set for December 19**

Loudoun County is gathering information from cable television subscribers in the county related to the quality of service they receive from their cable TV provider pertaining to outages, response time, value and service calls.

Comcast Communications and Verizon Virginia each hold non-exclusive cable TV franchise agreements with Loudoun County, which grants the companies the right to use public rights of ways to install their cables and operate their cable TV systems.

Under terms of the franchise agreement with each provider, a subscriber satisfaction survey is to be conducted periodically. The results of the subscriber survey will be shared with the Loudoun County Communications Commission and will help form recommendations to the Board of Supervisors as the county prepares for franchise renewal negotiations that are expected to occur within the next three years.

A link to the survey is available at [www.loudoun.gov/cable](http://www.loudoun.gov/cable). The survey will remain open through January 31, 2019.

The Loudoun County Communications Commission is scheduled to hold a public input meeting to further solicit feedback from cable TV subscribers Wednesday, December 19, 2018, at 7:00 p.m. in the Dulles Room of the Loudoun County Government Center, 1 Harrison Street SE in Leesburg.

Anyone who has questions about the survey may contact Loudoun County Administrator of Broadband & Cable TV Services Zenon Dragosz at 703- 771-5966 or [Zenon.Dragosz@loudoun.gov](mailto:Zenon.Dragosz@loudoun.gov).

###