

**NORTH CAROLINA DEPARTMENT OF JUSTICE  
CONSUMER PROTECTION DIVISION  
2023–24 CABLE TV COMPLAINTS REPORT**

The Video Services Competition Act, codified in 2006 as Article 42 in Chapter 66 of the North Carolina General Statutes, enacted a number of changes that impact cable television companies, video service providers, and consumers. Among other things, the law allows such companies and providers to obtain State-issued franchises from the Secretary of State’s office to provide cable TV service, rather than local franchises from local units of government. *See* N.C. Gen. Stat. §§ 66-351, 66-355 (2023). It also designates the Consumer Protection Division (“the CPD”) of the North Carolina Attorney General’s Office as the agency to “receive and respond to customer complaints concerning cable services.” N.C. Gen. Stat. § 66-356(c) (2023).

Section (e) of North Carolina General Statute 66-356 requires the CPD to report to the Revenue Laws Study Committee on or before April 1 of each year regarding the following information concerning cable service complaints received by the CPD: (1) the number of customer complaints; (2) the types of customer complaints; and (3) the means of resolving those complaints. *See* N.C. Gen. Stat. § 66-356(e). Pursuant to this provision, the Attorney General’s Office makes the following report.

For the time period of 22 March 2023 to 22 March 2024, the CPD received four hundred and seventy-six (476) written complaints against companies with a State-issued franchise. Out of those complaints:

- One hundred and seventy-one (171) involved allegations related to billing issues;
- one hundred and ninety-four (194) concerned allegations related to service issues;
- forty-three (43) involved allegations concerning issues related to cancellation; and
- sixty-eight (68) involved discrete or miscellaneous issues.

For the same time period, the CPD received one-hundred and thirty-three (133) written complaints against companies with a local franchise from consumers who incorrectly believed that the 2006 law directed the CPD to handle all consumer complaints against all cable companies as of January 1, 2007. CPD referred these complaints to the locality still holding local franchise agreements with the company.

The CPD treats cable complaints like other consumer complaints it receives and attempts to mediate resolutions by sending the complaints to the cable company for a response. The CPD tracks responses to see if consumers are satisfied and to determine if the complaints show patterns that may warrant further investigation.