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CITY OF KNOXVILLE  
MADELINE ROGERO, MAYOR

T.R.A. DOCKET ROOM

September 27, 2012

Earl Taylor, Executive Director  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

RE: Complaint of City of Knoxville Against AT&T  
Docket No. 12-0082

Dear Mr. Taylor:

As Mayor of the City of Knoxville, I am writing to express my deep concern on an issue that has compromised the communication between our local government and the citizens it serves. Recently, we filed a complaint against AT&T about its refusal to repair or replace two of three digital encoders used to transmit PEG channels to AT&T U-verse customers.

The City of Knoxville and Knox County rely heavily on our public, educational and governmental ("PEG") access channels operated by Community Television of Knoxville ("CTV"). Because I am also a former county commissioner, I understand the need to pull the curtain back on the legislative process and allow the public to see its elected representatives in action. As a parent, I understand how important it is to stay informed about the operation of our school system. That's why this issue is very concerning to me.

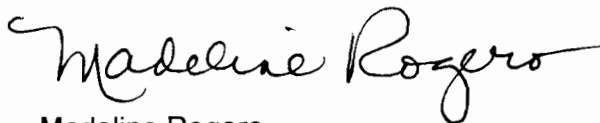
AT&T has an obligation to provide all equipment necessary to transmit PEG channels under the Competitive Cable and Video Services Act of 2008, and specifically TENN. CODE ANN. § 7-59-309(f)(1)(B). AT&T's subscribers can no longer watch live broadcasts of the meetings of City Council and County Commission, as well as meetings of subsidiary boards and other governmental activities.

Neither can they see the many public access programs provided through CTV. For the time being, they can still see educational programming transmitted through the one remaining encoder assigned to the Knox County Board of Education, but given our experience with the other two encoders, it is only a matter of time before **all** PEG channel access for AT&T subscribers is gone. Thankfully, Comcast and Knology continue to carry Knoxville and Knox County's PEG channels, so their subscribers can remain informed about community activities and the operation of government and the school system.

Responsibility for this situation rests entirely with AT&T. It provided the original encoders, as required by law. It should now be required to abide by its obligations under the law to repair or replace the encoders, and thus to stand by the promises its representatives made when it aggressively lobbied for the right to obtain statewide franchise authority, rather than negotiate such terms with individual cities.

I represent only one city, but this issue is not limited to the City of Knoxville. This situation is bound to be repeated in every city and county with activated PEG channels where AT&T has U-verse subscribers. AT&T wanted to provide services to Tennessee communities without having to address the specific needs of those communities through the local franchising process, as its competitors did. It should at least show that it respects its statutory obligations to those communities in transmission of PEG channels.

Sincerely,

A handwritten signature in black ink that reads "Madeline Rogero". The signature is fluid and cursive, with the first name "Madeline" and last name "Rogero" clearly legible.

Madeline Rogero  
Mayor

c: Charles Swanson, Law Director, City of Knoxville  
Ron Mills, Deputy Law Director, City of Knoxville