

**CLARK COUNTY, NEVADA
DEPARTMENT OF BUSINESS LICENSE**

FRANCHISE SERVICES COMPLAINT INFORMATION

PLEASE READ PRIOR TO SUBMITTING A COMPLAINT TO THE DEPARTMENT

The Franchise Services Division of the Department of Business License is responsible for administration of all franchises with public utilities or involving Rights-Of-Way use, such as telecommunications, electric, natural gas, cable TV, video service, ambulance, monorail, and solid waste services providers operating in the unincorporated areas of Clark County. Franchise Services monitors franchise compliance with ordinance and contract terms and mediates unresolved issues between the consumer and the franchisee (within the scope of our authority).

Franchise Services **Does Not** Include:

- “franchises” for restaurants, retail or other national operations, for which questions should be directed to the Business License Department.
- connection/disconnection, change of services, waiving fees or making adjustments to accounts for any of the Franchisees. You will need to contact the Franchisee directly.

If you are unable to resolve the issue, after contacting the Franchisee regarding your request or complaint, you may contact Franchise Services at chap@ClarkCountyNV.gov for assistance or complete and submit the Franchise Services Complaint Form ([link](#)) as outlined on the form.

Franchise Services also assists in resolving consumer complaints by working jointly with the Cities of Las Vegas, Henderson, Boulder City and North Las Vegas on franchise issues involving Cox Communications. If your unresolved issue is regarding Cox Communications within these jurisdictions, you may leave a message on the Clark County Consumer Information Line (702) 455-8888 and your call will be returned. Office hours are Monday through Friday, 8 a.m. to 4 p.m.

If your complaint is in regards to a franchisee, other than cable, concerning a service address that is located in any of the **incorporated cities within Clark County**, you may reach their franchising departments through the links listed below:

City of Boulder City

City Clerk
401 California Street
Boulder City, NV 89005
(702) 293-9208
cityclerk@bcnv.org

City of Henderson

City Attorney's Office
240 Water Street
Henderson, NV 89015
(702) 267-1200
<https://clients.comcate.com/newrequest.php?id=90&dept=890>

City of Las Vegas

Christopher Ware, Franchise Officer
City Attorney's Office
400 Stewart Avenue - 9th Floor
Las Vegas, NV 89101
(702) 229-6926
cware@LasVegasNevada.GOV

City of North Las Vegas

Sonya Goetz
City Manager's Office
2200 Civic Center Drive
North Las Vegas, NV 89030
(702) 633-1005
GoetzS@cityofnorthlasvegas.com

City of Mesquite

María Trujillo
10 East Mesquite Blvd.
Mesquite, NV 89027
(702) 346-5295
mtrujillo@mesquitenv.gov

See <http://www.ClarkCountyNV.gov> for a listing of all Clark County Department websites.



Department of Business License

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**FRANCHISE SERVICES
CABLE TV / VIDEO SERVICE COMPLAINT FORM**

COMPLAINANT INFORMATION

To assist our office in processing your complaint, please complete this form in as much detail as possible and mail, deliver or fax the completed form to the above address, **ATTN: FRANCHISE SERVICES**.

PLEASE BE SURE TO:

1. Type or print the form legibly in black ink,
2. Fill out a separate form for each complaint,
3. Mail or deliver the completed form to the above address, **ATTN: Franchise Services**, and
4. Attach copies of any relevant documents that may assist our department in the investigation of your complaint.

The Department considers all complaint information confidential. However in order to effectively complete our investigation and contact you regarding your complaint, please provide sufficient contact information.

First and Last Name:

Address Affected (including City, State, Zip Code):

Mailing Address (including City, State, Zip Code):

Home Phone Number:

Cell Phone Number:

Other Number:

Email:

The Complaint is Against:

Business/Franchisee Name: _____

Has the Franchisee/Licensee been contacted about this problem? **Yes** **No**

The Complaint is Regarding (please check as applicable):

- Rates Billing Technical Quality Programming Internet
 Service Response Customer Service Other (Describe): _____

The Complaint is About:

In describing the complaint, be sure to include all of the relevant facts, including the "what, when, where and how." List each event in the order in which it occurred, include the date of occurrence. Indicate any actions that you have taken to resolve the issue. **Attach additional sheets if necessary.**

Date:

Printed Name:

Signature: