

**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 franchisecomplaints@co.clark.nv.us 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.accessclarkcounty.com> for a listing of all Clark County Department websites.