

## REQUESTING CABLE TELEVISION SERVICE INSTALLATION AT COUNTY/GOVERNMENT FACILITIES

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### SUMMARY

This procedure explains how to request cable television service installations in County/Government facilities where service does not presently exist and how to request additional connections in facilities with existing cable television service.

### PROCEDURE

For new cable service, modifications, additions, or changes to **existing** cable television service in County facilities, including, but not limited to Stephen P. Clark Center, Overtown Transit Village, Graham Building (State Attorney's Office), and the Fred Taylor facility (MDPD HQ) including other facilities and tenants that do not have existing cable television service should submit a Service Request through one of the following methods:

Contact Method	Description	Contact / Hours of Operations
Self Service (Web)	Create a new service request online. The Self Service Site provides the ability to check the status of all cases.	<a href="http://wasiap.miamidade.gov/arsys/shared/login.jsp">http://wasiap.miamidade.gov/arsys/shared/login.jsp</a> Available 24 hours a day, 365 days of the year
Call Center (Phone Contact)	Speak to a Service Center representative regarding a new or existing problem or request.	<a href="tel:305-596-HELP">305-596-HELP (4357)</a> 7AM-5PM EST Monday –Friday (excluding County Holidays)
Email	Email your problem description or Service Request requirements to the Service Center.	<a href="mailto:itd@miamidade.gov">itd@miamidade.gov</a> Available 24 hours a day, 365 days of the year

The Information Technology Department Engineering & Design Services will review request for information regarding the appropriate cable operator, possible charges, and applicable rules in relation to Miami-Dade County Code Section 8AA-48 and/or Florida Statute § 610.112.

1. For modifications, additions, or changes to **existing** cable television service in County facilities, ITD will conduct study for cable installation services and provide a Scope of Work that includes all estimated labor and equipment required.
2. For **new** Cable service the service request will be tracked utilizing an automated system and forwarded to the appropriate cable operator. ITD and Cable provider will conduct a survey of the property.

Upon completing study for cable installation services, ITD will provide a Scope of Work that includes all estimated labor and equipment required. Upon receiving approval ITD will proceed to complete

service request. If all requirements are met for standard installations (See Chapter 8AA-48, Miami-Dade County

Code and/or Florida Statute § 610.112), the cable operator will complete the request. Engineering & Design Services ITD, will confirm that the work has been performed properly, update appropriate data and invoice/journal entry the requesting agency for SOW costs.

3. If the request for cable television service exceeds standard installation requirements (See Chapter 8AA-48, Miami-Dade County Code and/or Florida Statute § 610.112) then:
  - A. A detailed estimate for providing the requested services will be obtained from the cable operator and reviewed by the Engineering & Design Services ITD.
  - B. When the estimate is determined to be in compliance, the detailed SOW listing all costs will be forwarded to the requesting agency for approval. The requesting agency must provide written acceptance to the Engineering & Design Services ITD within 30 days.
  - C. When written acceptance is received, the ITD Engineering & Design Services will advise the cable operator to proceed with the installation of service as requested.
  - D. The cable operator will then complete the request. ITD will confirm that the work has been performed properly, update appropriate data and invoice/journal entry the requesting department.

**CONTACT(S):**

**Department/Division**

ITD, Engineering & Design Services, CATV - Video & Broadband Engineer

**REFERENCE DOCUMENT(S):**

Chapter 8AA-48, Miami-Dade County Code  
Florida Statute § 610.112