

**Ohio Department of Commerce
Video Service Authorization
Renewal**

Video Service Provider: Crystal Broadband Networks, Inc.

VSA Number: 2008-VSA-0043 Effective Date: June 6, 2019
Renewal Application Date: April 15, 2019 Expiration Date: June 6, 2029

IS HEREBY GRANTED AN AUTHORIZATION TO PROVIDE VIDEO SERVICE IN THE VIDEO SERVICE AREAS SPECIFIED BELOW IN ACCORDANCE WITH AND SUBJECT TO THE PROVISIONS OF OHIO REVISED CODE SECTIONS 1332.21 THROUGH 1332.34 AND THE TERMS AND CONDITIONS OF THIS AUTHORIZATION.

Terms and Conditions of the Authorization

A. Video Service Area

The video service provider is authorized to provide video service in the areas listed on the attached sheet.

B. Notice

1. Current Service Area:

No later than 10 days after the effective date of this authorization, the video service provider shall provide written notice to the municipal corporations and/or townships where it is currently providing video service that it's video service authorization has been renewed. The notice shall state, that the municipal corporation and/or township are advised to review Ohio Revised Code Sections 1332.21 through 1332.34, specifically section 1332.32 to determine their rights and responsibilities. The video service provider shall also provide a copy of the above stated notice to the Director of the Ohio Department of Commerce.

2. Future Service Area:

The video service provider shall provide the Director of the Ohio Department of Commerce with a copy of any notice issued to a municipal corporation or township in compliance with the requirements in Ohio Revised Code Section 1332.27(A). This notice shall be provided to the Director within 5 days of issuance to the municipal corporation or township. The notice provided to the municipal corporation or township shall also state that the municipal corporation and/or township are advised to review Ohio Revised Code Sections 1332.21 through 1332.34, specifically section 1332.32 to determine their rights and responsibilities.

3. Customer Service Standards

On May 29, 2009, the video service provider was given 90 days advance written notice that commencing on August 29, 2008, the Director would enforce the Federal Communication Commission's ("FCC") customer service regulations listed below. All municipalities and townships listed on the attached sheet shall be the video service area in which the FCC's customer service regulations apply.

47 C.F.R. § 309	Customer Service Obligations
47 C.F.R. § 76.1602	Customer Service- general information
47 C.F.R. § 76.1603	Customer Service- rate and service changes
47 C.F.R. § 76.1619	Information on subscriber bills

In accordance with 47 C.F.R. §76.952, the video service provider shall immediately place the following information on the provider's bill for all video service areas in which the provider has been issued a video service authorization:

If your complaint is not resolved after you have called your provider, please contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or at (877) 207-2225.

Ohio Department of Commerce


Sheryl Maxfield, Director

By Anne M. Petit, Superintendent

**Crystal Broadband Network's
Approved Service Areas
VSA Number: 2008-VSA-0043¹**

Sub-Authorizations:

-56 MONROE

Clarrington Village
Lee Township
Ohio Township

-84 WASHINGTON

Grandview Township

¹On December 26, 2012, the Director of Commerce issued Crystal Broadband's third amendment. No changes were made to Crystal's service area instead Crystal amended its authorization to change its principal place of business from Chicago, Illinois to Clay City, Kentucky.