Ohio Department of Commerce
Video Service Authorization
First Amendment

Video Service Provider: Comcast of Illinois/Ohio/Oregon, LLC

VSA Number: 2007-VSA-0010 **Effective Date:** April 24, 2008
Amendment Number: 01 **Expiration Date:** February 28, 2018

IS HERBEBY GRANTED AN AMENDMENT TO ITS AUTHORIZATION TO PROVIDE VIDEO SERVICE IN THE VIDEO SERVICE AREA SPECIFIED BELOW IN ACCORDANCE WITH AND SUBJECT TO THE PROVISIONS OF 1332.21 THROUGH 1332.34 OF THE OHIO REVISED CODE 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. The municipality or township added to the provider's video service area by this amendment is indicated on the attached sheet in italics. For all the municipalities or townships indicated in italics on the attached sheet, the provider shall comply with all the applicable Terms and Conditions as set forth in Section B of this document.

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 has been issued this video service authorization. The notice shall state in accordance with 1332.23(B)(2)(d) of the Ohio Revised Code that upon the effective date of this video service authorization the franchise or competitive video service agreement terminates and no provision of that franchise or agreement is enforceable. Further, the notice shall state that the municipal corporation and/or township are advised to review section 1332.21 through 1332.34 of the Ohio Revised Code 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 1332.27(A) of the Ohio Revised Code. 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 section 1332.21 through 1332.34 of the Ohio Revised Code to determine their rights and responsibilities.

3. Institutional Network

The video service provider shall provide the Director of the Ohio Department of Commerce with a copy of the one hundred twenty days' written advance notice of termination issued to a municipal corporation or township in compliance with the requirements in R.C. 1332.30(C).

4. R.C. 1332.30 (E)(1) and (F)(1)

If the video service provider contends that its obligation under R.C. 1332.30 (E)(1) and (F)(1) terminates prior to January 1, 2012, then no later than 60 days from the effective date of this authorization the video service provider shall provide written notice to the municipal corporation or township with the earlier termination date. The video service provider shall also provide a copy of the above stated notice to the Director of the Ohio Department of Commerce.

5. Customer Service Standards

On February 29, 2008, the video service provider was given 90 days advance written notice that commencing on May 30, 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

Please be advised that on March 1, 2008, the Public Utilities Commission of Ohio ("PUCO") call center began accepting consumer complaint calls on behalf of the Director. The PUCO call center staff will forward all consumer complaint information to the Department of Commerce's Video Service Authorization Section for follow-up with the consumer and the video service provider.

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/admn/vsa or via PUCO's call center at 1(800) 686-7826.

Kimberly A. Zurz, Director

Comcast of Illinois/Ohio/Oregon Service Areas
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Sub-Authorizations:

-07 Belmont
Bellaire
Smith Township
St. Clairsville
Village of Yorkville

-15 Columbiana
Village of Leetonia
Wellsville

-34 Harrison
Short Creek Township
Village of Harrisville

- 41 Jefferson[1]
Island Creek Township
Mount Pleasant Township
Salem Township
Steubenville
Village of Yorkville

-50 Mahoning
Village of New Middletown

[1] New area in italics.