

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

**Video Service Provider: The Conneaut Telephone Company, Inc. dba
GreatWave Communications**

VSA Number: 2007-VSA-0018 Effective Date: February 16, 2018
Renewal Application Date: January 18, 2018 Expiration Date: February 16, 2028

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 following areas: the Conneaut Telephone Company's telephone exchange service areas as recognized by the Public Utilities Commission on the attached map. Additionally, since the issuance of Conneaut Telephone Company's initial video service authorization on March 5, 2008, the provider has submitted notice of its intent to provide video service to municipalities or townships indicated on the attached video service area list.

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 its 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

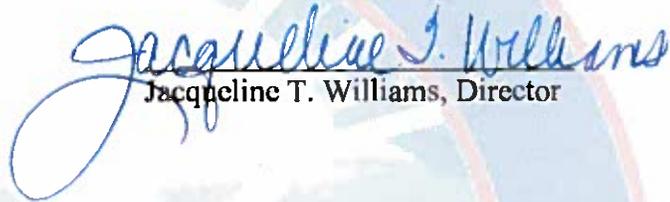
On March 19, 2008, the video service provider was given 90 days advance written notice that commencing on June 19, 2008, the Director would enforce the Federal Communication Commission's ("FCC") customer service regulations listed below. All municipalities and townships listed on the attached sheet shall 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:

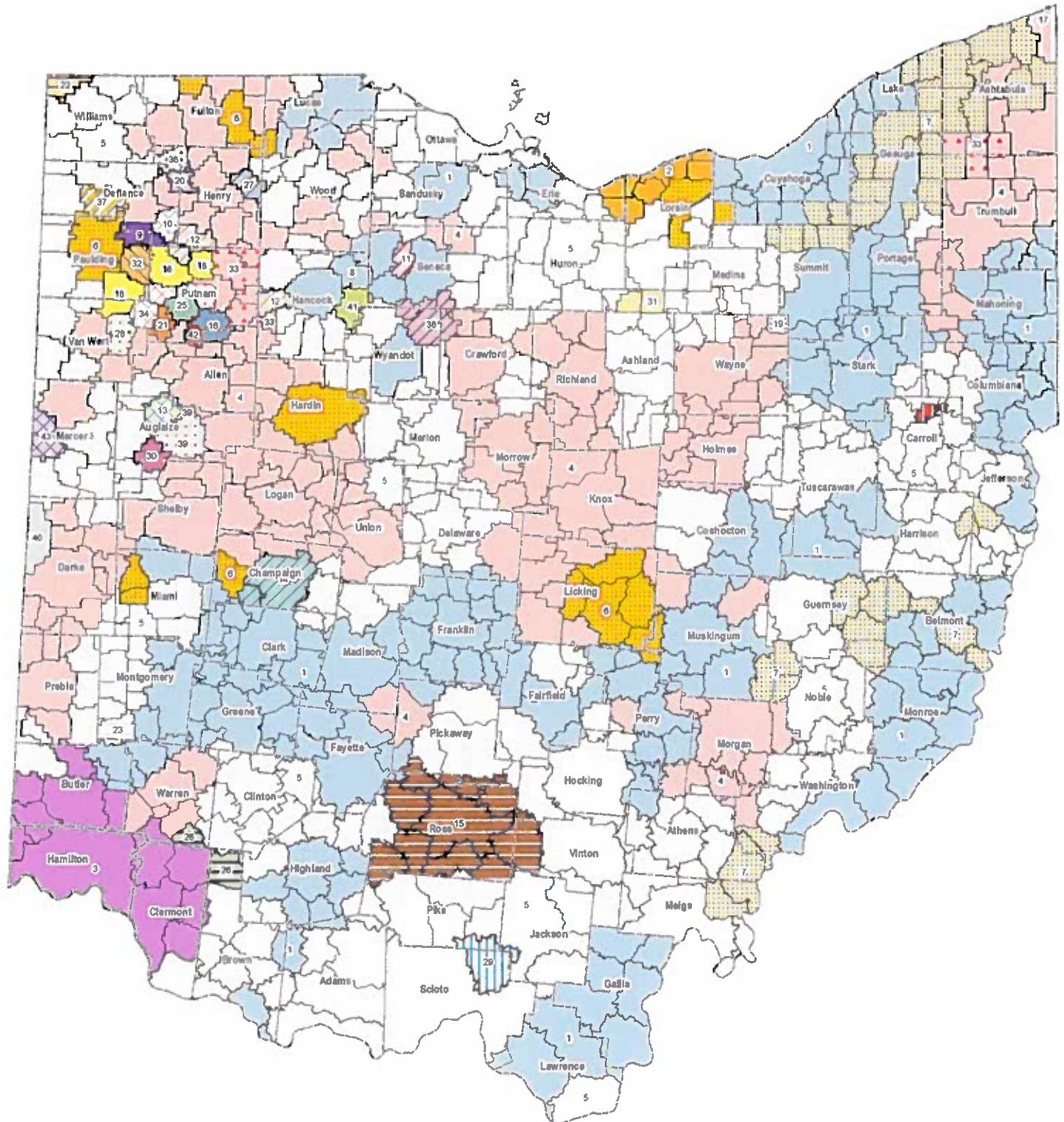
If your complaint is not resolved after you have called your provider please contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or at (877) 207-2225.

Ohio Department of Commerce


Jacqueline T. Williams, Director



Telephone Service Areas in Ohio



Large Incumbent ILECs

- (1) A&T Ohio
- (2) CenturyTel (d/b/a CenturyLink)
- (3) Cincinnati Bell
- (4) UTO (d/b/a CenturyLink)
- (5) Frontier North
- (6) Windstream Ohio
- (7) Windstream Western Reserve

Small Incumbent ILECs

- (8) Arcadia (TDS)
- (9) Arthur Mutual
- (10) Ayersville
- (11) Bascom Mutual
- (12) Benton Ridge
- (13) Buckland
- (14) Champaign

- (15) Chillicothe
- (16) Columbus Grove
- (17) Conneaut
- (18) Continental (TDS)
- (19) Doylestown
- (20) Farmers Mutual
- (21) Fort Jennings
- (22) Frontier

- (23) Germantown
- (24) Glandorf
- (25) Kalida
- (26) Little Miami (TDS)
- (27) McClure
- (28) Middle Point Home
- (29) Minford
- (30) New Knoxville

- (31) Nova
- (32) Oakwood (TDS)
- (33) Orwell
- (34) Ottoville Mutual
- (35) Pattersonville
- (36) Ridgeville
- (37) Sherwood Mutual
- (38) Sycamore

- (39) Telephone Service
- (40) United of Indiana
- (41) Vanue (TDS)
- (42) Vaughnsville
- (43) Wabash Mutual

**The Conneaut Telephone Company, Inc.
dba GreatWave Communications
Approved Video Service Areas**

Sub-Authorizations:

-04 Ashtabula

Ashtabula

Ashtabula Township

Conneaut

Geneva

Geneva Township

Geneva-on-the-Lake

Jefferson

Kingsville Township

Monroe Township

North Kingsville Village

-18 Cuyahoga

Cleveland