

**Ohio Department of Commerce**  
**Video Service Authorization**  
**Fourth Amendment**

**Video Service Provider: Crystal Broadband Networks, Inc.**

VSA Number: 2008-VSA-0043  
VSA Expiration Date: May 29, 2019

Amendment Number: 04  
Amendment Effective Date: August 17, 2018

IS HEREBY 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 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. 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 Ohio Revised Code Section 1332.23(B)(2)(d), 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 Ohio Revised Code Sections 1332.21 through 1332.34 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 to determine their rights and responsibilities.

**3. Customer Service Standards**

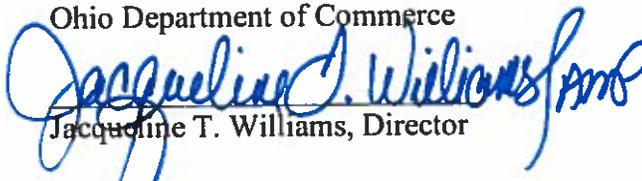
On May 29, 2009, the video service provider was given 90 days advance written notice that commencing on August 29, 2009, the Director would enforce the Federal Communication Commission's ("FCC") customer service regulations listed below. All municipalities and townships listed on the attached sheet shall 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.state.oh.us/VideoService.aspx> or at (877) 207-2225.

Ohio Department of Commerce

  
Jacqueline T. Williams, Director

By Anne M. Petit, Superintendent

**Crystal Broadband Network's Service Areas**  
**VSA Number: 2008-VSA-0043**  
**Fourth Amendment<sup>1</sup>**  
*(Deleted Areas)*

**Sub-Authorizations:**

**-10 CARROLL**  
~~Loudon Township~~

**-15 COLUMBIANA**  
~~Salineville Village~~

**-41 JEFFERSON**  
~~Amsterdam Village~~  
~~Bergholz Village~~  
~~Springfield Township~~

**-56 MONROE**  
Clarrington Village  
Lee Township  
Ohio Township

**-84 WASHINGTON**  
Grandview Township

<sup>1</sup>On 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.