

**OHIO DEPARTMENT OF COMMERCE
VIDEO SERVICE AUTHORIZATION SECTION**

Video Service Provider Applicant: GLW Broadband Inc. **Receipt No.:**7005 1820 0003 2176 9973
Application No: 2007-VSA-0030 **Date of Mailing:** February 1, 2008

**DENIAL OF VIDEO SERVICE AUTHORIZATION
AND NOTICE OF OPPORTUNITY FOR A HEARING**

WHEREAS, the Director of the Ohio Department of Commerce is the sole franchising authority for video service authorizations and has been granted the exclusive power to issue video service authorizations to video service providers in this state pursuant to R.C. 1332.24; and

WHEREAS, the Director has reviewed the applicant's request for a video service authorization and as a result of this review finds as follows:

1. GLW Broadband Inc. submitted an application for a video service authorization on December 27, 2007;
2. On January 9, 2008, a deficiency letter was issued to GLW Broadband Inc. identifying three areas in which the application was incomplete and requested that this information be submitted by January 23, 2008 in accordance with R.C. 1332.25(D). Specifically, the applicant was informed that it had failed to pay the \$2,000.00 application fee, and failed to submit the VSA Franchise Termination Spreadsheet and the GIS Mapping data;
3. On January 14, 2008, GLW Broadband Inc. paid the \$2,000.00 application fee;
4. GLW Broadband Inc's application failed to provide complete information for the following required areas.
 - a. The names of applicant's principal executive officers in accordance with R.C. 1332.25(A)(1). The applicant failed to submit this information.
 - b. Specifications of the geographic and political boundaries of the applicant's proposed video service area in accordance with R.C. 1332.25 (A)(2). Applicant failed to provide the requested GIS mapping data.
 - c. A general description of the technologies applicant will use to deliver the video programming in accordance with R.C. 1332.25 (A)(3). The application only states, "Wireline, Fiber/Coax Cable Plant." This information is not a general description of the technology that will be utilized from the point of origin to the end user.
 - d. A description of the applicant's customer complaint handling process in accordance with R.C. 1332.25 (A)(7). The applicant's description of the customer handling process failed to include a local or toll free number for the customer to contact the company, a policy on handling communication with government officials, the customer service standards in R.C. 1332.26 (D) and copies of the

applicant's customer invoice, disconnect notice, welcome package information and customer terms and conditions.

e. The VSA Franchise Termination Spreadsheet which sets forth information to determine that the applicant is in compliance with R.C. 1332.23(B)(2). The applicant failed to complete and submit the spreadsheet.

WHEREAS, based upon the above paragraphs the Director has determined that GLW Broadband Inc.'s application is incomplete and the application for an authorization is denied.

NOTICE

Pursuant to Chapter 119 of the Ohio Revised Code, GLW Broadband Inc. is hereby notified that it is entitled to an adjudicatory hearing if a written request is received by the Department's Video Service Authorization Section, 77 South High Street, 23rd Floor, Columbus, Ohio 43215, within thirty days from the date of mailing of this Notice. At the hearing, GLW Broadband Inc. may appear with counsel and through and with counsel may present evidence and examine witnesses appearing for or against it. Alternatively, GLW Broadband Inc, may present its positions, arguments or conditions in writing prior to the hearing should it choose not to attend or be represented at the hearing.



Kimberly A. Zurz
Director