Ohio Department of Commerce
Video Service Authorization

Video Service Provider: RTEC Communications, Inc.

VSA Number: 2011-VSA-0064  VSA Effective Date: February 25, 2011
Application Date: January 27, 2011  VSA Expiration Date: February 25, 2021

IS HEREBY GRANTED AN 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.

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

In accordance with the Federal Communication Commission’s regulations, the Director is hereby providing the video service provider with 90 days advance written notice that commencing May 25, 2011, he will be enforcing the following customer service standards:

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 3, 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 provided 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/admin/vsa or via PUCO’s call center at 1(800) 686-7826.

David Goodman, Director
RTEC Communications, Inc.
Service Areas
VSA Number: 2011-VSA-0064

Sub-Authorizations:

-20 DEFIANCE
Adams Township

-26 FULTON
Archbold Village
German Township

-35 HENRY
Freedom Township
Napoleon Township
Ridgeville Township

-86 WILLIAMS
Springfield Township