# Ohio Department of Commerce
## Video Service Authorization
## Second Amendment

## Video Service Provider: Time Warner Cable, LLC

**VSA Number:** 2007-VSA-0002
**VSA Expiration Date:** December 14, 2017

**Amendment Number:** 02
**Amendment Effective Date:** October 10, 2008

**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 municipalities or townships added to the provider's video service area by this amendment are 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 1, 2008, the video service provider was given 90 days advance written notice that commencing on May 1, 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**

# Time Warner Cable Service Areas
# VSA Number: 2007-VSA-0002
# Second Amendment
**(NEW AREAS IN ITALICS)**

**Sub-Authorizations:**

**-02 ALLEN**
Amanda Township
American Township
Auglaize Township
Bath Township
Beaverdam
Blufton Village
Cairo Village
Delphos
Elida Village
Fort Shawnee Village
Harrod Village
Lafayette Village
Lima
Marion Township
Perry Township
Richland Township
Spencer Township
Spencerville Village
Sugar Creek Township

**-03 ASHLAND**
Loudonville
Perry Township
Perrysville

**-04 ASHTABULA**
Ashtabula
Conneaut
Geneva
Geneva Township
Kingsville
North Kingsville

**-05 ATHENS**
Athens
Athens Township

**-06 AUGLAIZE**
Buckland Village
Cridersville Village
Minster
New Bremen Village
New Knoxville Village
St. Marys
Uniopolis
Wapakoneta

**-08 BROWN**
Mount Orab Village

**-09 BUTLER**
Lemon Township
Madison Township
Monroe
New Miami
St. Clair Township

**-10 CARROLL**
Harrison Township

**-11 CHAMPAIGN**
Christiansburg Village
North Lewisburg Village
Urbana

**-12 CLARK**
Springfield

**-13 CLERMONT**
New Richmond Village
Union Township

**-14 CLINTON**
Adams Township
Blanchester
Union Township
Washington Township
Wilmington

**-16 COSHOCTON**
*Coshocton*
Plainfield Village

**-17 CRAWFORD**
*Bucyrus*
Crestline
Galion

**-18 CUYAHOGA**
Bay Village
Beachwood
Bedford
Bentleyville Village
Berea
Bratenahl
Brecksville
Brook Park
Brooklyn
Brooklyn Heights Village
Chagrin Falls
Cleveland
Cleveland Heights
Cuyahoga Heights
Euclid
Fairview Park
Garfield Heights
Gates Mills Village
Highland Heights
Highland Hills
Hunting Valley Village
Independence
Lakewood
Lyndhurst
Maple Heights
Mayfield Heights
Mayfield Village
Middleburg Heights

Moreland Hills Village
North Olmstead
North Royalton
Orange Village
Pepper Pike
Richmond Heights
Seven Hills
Shaker Heights
Solon
South Euclid
Strongsville
University Heights
Valley View
Warrensville Heights
Westlake
Woodmere

**-19 DARKE**
Burkettsville Village
New Weston Village
Union City Village

**-20 DEFIANCE**
*Defiance*

**-21 DELAWARE**
Berkshire Township
Concord Township
*Delaware*
Delaware Township
Dublin
Liberty Township
Powell Village
Shawnee Hills Village
Westerville

**-22 ERIE**
Milan

**-23 FAIRFIELD**
Amanda Township
Berne Township
Greenfield Township
*Lancaster*
Pleasant Township

**-24 FAYETTE**
Washington Courthouse

**-25 FRANKLIN**
Bexley
Brown Township
Clinton Township
Columbus
Dublin
Franklin Township
Gahanna
Grandview Heights
Grove City
Groveport Village
Hamilton Township
Hilliard
Jackson Township
Marble Cliff Village
Mifflin Township
Minerva Park Village
Norwich Township
Obetz Village
Perry Township
Pleasant Township
Prairie Township
Riverlea Village
Sharon Township
Upper Arlington
Urbancrest Village
Valleyview Village
Washington Township
Westerville
Worthington

**-28 GEAUGA**
Bainbridge Township
Chardon Township
Chester Township
Middlefield
Munson Township
South Russell

**-29 GREENE**
Bath Township
Beavercreek Township
Beavercreek
Xenia
Xenia Township

**-30 GUERNSEY**
*Cambridge*
*Cumberland Village*
Kimbolton Village/Liberty Township

**-31 HAMILTON**
Anderson Township
Blue Ash

**-32 HANCOCK**
Blufton Village
Fostoria
Mount Blanchard Village
Vanlue Village

**-33 HARDIN**
Kenton

**-34 HARRISON**
Cadiz

**-35 HENRY**
Liberty Center Village
Napoleon

**-36 HIGHLAND**
Mowrystown Village
Greenfield
White Oak Township

**-37 HOCKING**
*Logan*

**-38 HOLMES**
Nashville

**-39 HURON**
New Haven Township
North Fairfield
Norwalk Township
Townsend Township
Willard

**-40 JACKSON**
*Jackson*
*Wellston*

**-42 KNOX**
*Danville Village*
*Mount Vernon*

**-43 LAKE**
Concord Township
Eastlake
Fairport Harbor
Grand River
Kirtland
Kirtland Hills
Lakeline
Mentor
Mentor-on-the-Lake
Painesville
Painesville Township
Perry Township
Timberlake
Wickliffe
Willoughby
Willoughby Hills
Willowick

**-44 LAWRENCE**
Coal Grove Village
Ironton

**-45 LICKING**
Eden Township
Etna Township
Granville Township
Hanover Village
Liberty Township
McKean Township
Newton Township
Pataskala

**-46 LOGAN**
West Liberty Village

**-47 LORAIN**
Kipton
Lorain
North Ridgeville
Sheffield Lake
South Amherst
Vermilion

**-48 LUCAS**
Jerusalem Township
Monclova Township
Springfield Township
Swanton Township
Waterville Township
Waterville Village

**-49 MADISON**
*London*
South Solon Village

**-50 MAHONING**
Struthers
Youngstown

**-51 MARION**
*Marion*
New Bloomington Village

**-52 MEDINA**
Brunswick Hills Township
Hinckley Township
Montville Township
Spencer
Wadsworth
Wadsworth Township

**-54 MERCER**
Celina
Coldwater Village
Rockford Village
St. Henry Village

**-55 MIAMI**
Covington Village
Fletcher Village
Springcreek Township
Washington Township
West Milton Village

**-56 MONROE**
Lee Township

**-57 MONTGOMERY**
Centerville
Dayton
Englewood
Germantown Village
Kettering
Miami Township North
Miami Township South
Miamisburg
Moraine
Oakwood
Union
Vandalia
West Carrolton

**-58 MORGAN**
Malta Village
McConnelsville Village

**-60 MUSKINGUM**
Zanesville

**-62 OTTAWA**
Allen Township
Marblehead
Put-in-Bay Village

**-64 PERRY**
*New Lexington*

**-65 PICKAWAY**
*Circleville*
Harrison Township
Scioto Township

**-67 PORTAGE**
Brady Lake Village
Brimfield Township
Franklin Township
Garrettsville

Kent
Palmyra Township
Randolph Township
Ravenna
Rootstown Township
Streetsboro
Sugar Bush Knolls
Tallmadge

**-68 PREBLE**
West Elkton Village

**-69 PUTNAM**
Blanchard Township
Columbus Grove Village
Glandorf Village
Ottawa Township
Ottawa Village
Pleasant Township

**-70 RICHLAND**
Crestline
Lexington
Shelby

**-71 ROSS**
Adelphi Village
Bainbridge Village
Chillicothe
Clarksburg Village
Colerain Township
Deerfield Township
Frankfort Village
Huntington Township
Jefferson Township
Kingston Village
Liberty Township
South Salem
Twin Township

**-72 SANDUSKY**
York Township

**-73 SCIOTO**
Bloom Township
Harrison Township
Porter Township
Rush Township
South Webster Village
Valley Township

**-74 SENECA**
Fostoria
New Riegel Village
Tiffin

**-75 SHELBY**
Port Jefferson Village
Washington Township
Fort Loramie

**-76 STARK**
Alliance
East Canton Village
Canton
Hartville
Jackson Township
Lake Twp Franchise #1
Lake Twp Franchise #2
Louisville
Meyers Lake
North Canton
Plain Township

**-77 SUMMIT**
Akron
Barberton
Bath Township
Copley Township
Cuyahoga Falls
Fairlawn
Green
Lakemore
Monroe Falls
Norton
Richfield Township
Silver Lake Village
Springfield Township
Stow
Tallmadge

**-78 TRUMBULL**
Cortland
Howland Township
Newton Falls
Niles
Warren

**-79 TUSCARAWAS**
Zoar Village

**-80 UNION**
Dublin
*Marysville*

**-81 VAN WERT**
Delphos
*Van Wert*

**-83 WARREN**
Blanchester
Deerfield Township
Lebanon
Mason
Springboro
Waynesville Village

**-85 WAYNE**
Burbank
Chippewa Township
Congress
Congress Township
Doylestown
Milton Township

**-86 WILLIAMS**
Bryan
Pioneer Village
Pulaski Township

**-87 WOOD**
Lake Township
Fostoria
Middleton Township
Northwood
Perrysburg
Perrysburg Township

Tontogany Village

**-88 WYANDOT**
Carey Village