

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

**Video Service Provider: WideOpenWest Cleveland, LLC doing business as WOW!**

**VSA Number:** 2008-VSA-0033  
**VSA Expiration Date:** January 25, 2028

**Amendment Number:** 10  
**Amendment Effective Date:** December 13, 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**

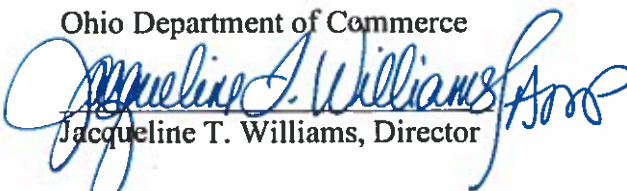
On March 14, 2008, the video service provider was given 90 days advance written notice that commencing on June 14, 2008, the Director would enforce the Federal Communication Commission's ("FCC") customer service regulations listed below. All municipalities and townships listed on the attached sheet shall 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.state.oh.us/VideoService.aspx> or at (877) 207-2225.

Ohio Department of Commerce

  
Jacqueline T. Williams, Director

By Anne M. Petit, Superintendent

**WideOpenWest Cleveland, LLC Service Areas**  
**VSA Number: 2008-VSA-0033**  
**10<sup>th</sup> Amendment**  
*(New areas in Italics)*

**Sub-Authorization:**

**-18 CUYAHOGA**

Bay Village  
Berea  
Brook Park  
Brooklyn  
Cuyahoga Heights  
Fairview Park  
Garfield Heights  
Independence  
Linndale  
Lyndhurst  
Maple Heights  
Mayfield Heights  
Middleburg Heights  
North Olmsted  
North Royalton  
*Parma*  
Parma Heights  
Shaker Heights  
South Euclid  
Strongsville  
University Heights  
Valley View  
Westlake

**-43 LAKE**

Wickliffe  
Willowick

**-47 LORAIN**

Amherst  
Avon Lake  
North Ridgeville  
Oberlin  
Sheffield Lake  
South Amherst

**-52 MEDINA**

Brunswick  
Brunswick Hills Township

**-77 SUMMIT**

Northfield  
Northfield Center Township