# Ohio Department of Commerce
## Video Service Authorization

**Video Service Provider: WideOpenWest Ohio, LLC**

VSA Number: 2007-VSA-0032 Effective Date: March 14, 2008
Application Date: January 18, 2008 Expiration Date: March 14, 2018

IS HERBEBY 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 June 14, 2008, she will be enforcing the following customer service standards:

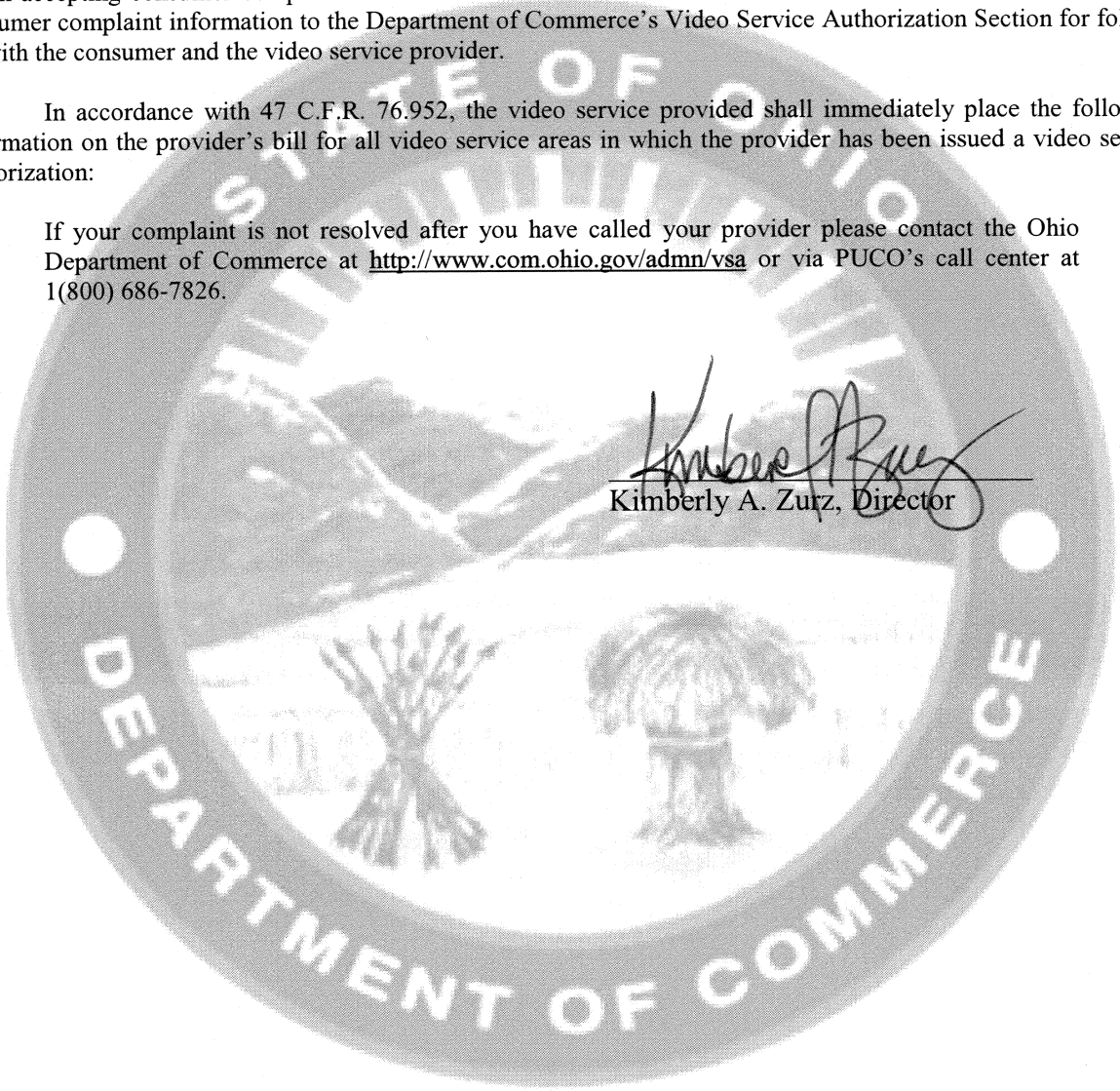
| | |
|---|---|
| 47 C.F.R. § 309 | Customer Service Obligations |
| 47 C.F.R. § 76.1602 | Customer Service- general information |
| 47 C.F.R. § 76.1603 | Customer Service- rate and service changes |
| 47 C.F.R. § 76.1619 | Information on subscriber bills |

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/admn/vsa or via PUCO's call center at 1(800) 686-7826.

Kimberly A. Zurz, Director



# WideOpenWest Ohio, LLC
# Service Areas
# VSA Number: 2007-VSA-0032

**Sub-Authorizations:**

**-21 Delaware**
Orange Township
Westerville

**-23 Fairfield**
Canal Winchester
Reynoldsburg

**-25 Franklin**
Bexley
Blendon Township
Brice
Canal Winchester
Clinton Township
Columbus
Dublin
Franklin Township
Gahanna
Grandview Heights
Grove City
Hilliard
Jackson Township
Madison Township
Marble Cliff
Mifflin Township
Minerva Park
Norwich Township
Obetz
Orange Township
Perry Township
Prairie Township
Reynoldsburg
Riverlea
Sharon Township
Upper Arlington
Urbancrest
Valleyview
Village of Blacklick
Westerville
Whitehall
Worthington.

**-45 Licking**
Reynoldsburg

**-80 Union**
Dublin