

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

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

**VSA Number:** 2008-VSA-0032

**Amendment Number:** 04

**VSA Expiration Date:** March 14, 2018

**Amendment Effective Date:** October 17, 2016

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. 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 Ohio Revised Code Section 1332.30(C).

**4. Ohio Revised Code Sections 1332.30 (E)(1) and (F)(1)**

If the video service provider contends that its obligation under Ohio Revised Code Sections 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 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

The Public Utilities Commission of Ohio ("PUCO") call center currently accepts 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/documents/admn\\_VSAComplaintForm.pdf](http://www.com.ohio.gov/documents/admn_VSAComplaintForm.pdf) or via PUCO's call center at 1(800) 686-7826.

Ohio Department of Commerce

  
Jacqueline T. Williams, Director

By Anne M. Petit, Superintendent



**WideOpenWest Ohio, LLC Service Areas**  
**VSA Number 2008-VSA-0032**  
**Fourth Amendment**  
*(New Areas in Italics)*

**Sub-Authorizations:**

**-21 Delaware<sup>1</sup>**

Delaware  
Dublin  
Genoa Township  
Orange Township  
Westerville

**-23 Fairfield**

Canal Winchester  
Pickerington  
Reynoldsburg  
Violet Township

**-25 Franklin**

Bexley  
Blendon Township  
Blacklick Village  
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  
Pickerington  
Prairie Township  
Reynoldsburg  
Riverlea  
Sharon Township  
Upper Arlington  
Urbancrest  
Valleyview  
Westerville  
Whitehall  
Worthington

**-45 Licking**  
Reynoldsburg

**-80 Union<sup>2</sup>**  
Dublin  
*Marysville*

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<sup>1</sup> On January 20, 2016 the Director issued an authorization that added Delaware County to WOW's video service area.

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<sup>2</sup> On October 17, 2016 the Director issued an authorization that added Union County to WOW's video service area.