

**Ohio Department of Commerce  
Video Service Authorization  
Renewal**

**Video Service Provider: WideOpenWest Ohio, LLC dba WOW!**

VSA Number: 2008-VSA-0032                      Effective Date: January 25, 2018  
Renewal Application Date: January 2, 2018                      Expiration Date: January 25, 2028

**IS HEREBY GRANTED AN AUTHORIZATION TO PROVIDE VIDEO SERVICE IN THE VIDEO SERVICE AREAS 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.

**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's video service authorization has been renewed. The notice shall state, that the municipal corporation and/or township are advised to review Ohio Revised Code Sections 1332.21 through 1332.34, specifically section 1332.32 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, specifically section 1332.32 to determine their rights and responsibilities.

### 3. Customer Service Standards

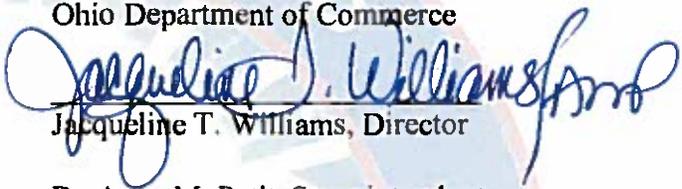
On March 14, 2008, the video service provider was given 90 days advance written notice that commencing on June 14, 2008, the Director would enforce the Federal Communication Commission's ("FCC") customer service regulations listed below. All municipalities and townships listed on the attached sheet shall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

Ohio Department of Commerce

  
Jacqueline T. Williams, Director

By Anne M. Petit, Superintendent



**WideOpenWest Ohio, LLC Service Areas  
VSA Number 2008-VSA-0032**

**Sub-Authorizations:**

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

Delaware  
Dublin  
Genoa Township  
Orange Township  
Shawnee Hills  
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

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.