

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

Video Service Provider: Zito NCTNWVPAHOH, LLC dba Zito Media, LP

VSA Number: 2008-VSA-0035

Amendment Number: 03

VSA Expiration Date: May 9, 2018

Amendment Effective Date: December 11, 2015

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 February 27, 2009, the video service provider was given 90 days advance written notice that commencing on May 27, 2009, 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 or via PUCO's call center at 1(800) 686-7826.

Ohio Department of Commerce


Jacqueline T. Williams, Director



Zito Media Service Areas
VSA Number: 2008-VSA-0035
Third Amendment
(Areas Removed)

Sub-Authorizations:¹

-04 Ashtabula

Austinburg Township
Denmark Township
Dorset Township
Hartsgrove Township
Jefferson Township
Monroe Township
Morgan Township
New Lyme Township
Pierpont Township
Plymouth Township
Roaming Shores Village
Rock Creek Village
Rome Township
Sheffield Township
Trumbull Township
Windsor Township

-27 Gallia

Addison Township
Gallipolis Village
Green Township
Springfield Township
Vinton Village

-28 Geauga

Clairdon Township
Hambden Township
Huntsburg Township
Montville Township

-37 Hocking

Falls Township

-43 Lake

Leroy Township

-64 Perry

Coal Township
Corning Village
Hemlock Village
New Straitsville Village
Monroe Township
Pleasant Township
Rendville Village
Salt Lick Township
Shawnee Village

¹ Authorization was transferred from Rapid Communications to Zito Media on 2/27/09.