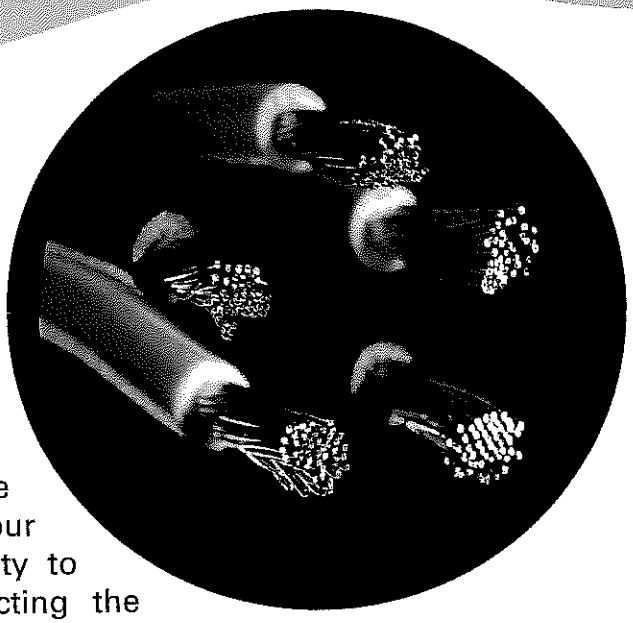
Department of Commerce

Ted Strickland, Governor
Kimberly A. Zurz, Director
77 South High Street, 23rd Floor
Columbus, Ohio 43215
800.686.7826 (Toll-Free)
800.750.0750 (TDD/TYY)
www.com.ohio.gov

Cable TV Consumer Hotline

Are You Having Problems With Your Cable Company?



The Ohio Department of Commerce's Video Service Section regulates cable television providers that have obtained video service authorization from the Director of Commerce. Please give your cable television provider an opportunity to resolve your complaint before contacting the Department.

The Director of Commerce does not have the authority to regulate satellite companies, internet or phone service provided by cable television companies.

How to contact the Video Service Section with a complaint:

- Call toll free (800) 686-7826, 8 a.m. to 5 p.m., Monday through Friday. (The Public Utilities Commission of Ohio (PUCO) Call Center will answer your call and pass the information along to the Department of Commerce.) (TTY/TDD: 1-800-750-0750)
- Fax a copy of the completed complaint form to (614) 644-1469.
- Email the completed complaint form to VSA@com.state.oh.us.
- Mail the completed complaint form to:

Ohio Department of Commerce
Attn: Video Service Section
77 S. High Street, 23rd Floor
Columbus, Ohio 43215

A copy of the complaint form is available at:
http://www.com.ohio.gov/admn/vsa/complaint.aspx

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Service Interruptions

- The cable television provider will restore cable service within 72 hours after the customer reports a service interruption or other problem, if the cause was not a natural disaster.

- The customer will receive a day's credit to his or her bill if the customer reported a service interruption and that disruption was caused by the provider and lasted more than four hours in a given day.

- The customer will receive a credit to his or her bill if the customer reported a service interruption and that disruption was not caused by the provider and it lasted more than 24 consecutive hours. For each hour of service interruption, the provider will give the customer a credit in the amount of the cost per hour of cable service as would be billed to the customer.

Notice to Consumer

- Rate increase –The cable television provider will give a customer at least 30 days advance, written notice before instituting an increase in cable service rates.

- Past due bills –The cable television provider will not disconnect all or part of a customer's cable service for non-payment until the cable bill is at least 45 days past due.

- Removing a channel –The cable television provider will give a customer at least 30 days advance, written notice before removing a channel from the provider's service. (The cable television provider is not required to provide notice if the channel is removed due to circumstances beyond the provider's control.)

- Disconnection –The cable television provider will give a customer at least 10 days advance, written notice of a disconnection of all or part of the customer's cable service. The cable television provider does not need to comply with this regulation if the disconnection has been requested by the subscriber, is necessary to prevent theft of video service, or is necessary to reduce or prevent signal leakage as described in state law.

Prohibition against Discrimination

No cable television provider will deny cable service access to any group of potential residential subscribers in its cable service area because of the race or income of the residents.