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Video Service Authorization Celebrates 10 Years of Serving Ohioans

This year marks the 10-year anniversary of the Ohio Department of Commerce, Video Service Authorization (VSA) Program. Over the past decade, VSA has issued authorizations to 55 cable service providers across the state, serving more than two million Ohioans.

In 2007, Senate Bill 117 replaced local franchise processes for cable television providers with a state-assisted authorization process. The program was established to issue video service authorizations to cable providers in Ohio and investigate consumer complaints.

VSA also offers consumer protection, assisting Ohioans who are unable to resolve disputes with their cable television company. Since the program was created, VSA has resolved 12,904 consumer complaints regarding outages and disconnects, rate increases, downed or unburied wires/lines, lost equipment, and questions about fees on bills.

Consumers having problems with their cable company can contact VSA to register a complaint by calling toll free at 877-207-2225, Monday through Friday, 8 a.m. to 5 p.m. (TTY/TDD: 800-750-0750).

This month, VSA completed its first renewal of authorizations set to expire since the inception of the program, and renewed the video service authorization for AT&T.

The VSA program regulates cable television providers only; it does not have the authority to regulate satellite companies, internet or phone service provided by cable television companies.

For more information on filing a complaint, and to see the areas covered under video service authorizations, visit www.com.ohio.gov/VideoService.

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