



February 26, 2024

RE: Cable Television Complaints

The Department of Commerce has regulated Ohio's Cable TV industry since 2007. In the 16 years since issuing our first authorization, we have authorized 53 cable tv companies to provide service in Ohio, processed over 250 amendments and logged almost 20,000 complaints against cable tv providers. At least one of our authorized cable companies offers cable tv service in your community.

The Video Service Authorization Program administers the cable law on behalf of the Director of Commerce. The Program offers local governments and consumers resources and information about the standard of cable service they should expect. As the cable industry continues to evolve, our liaison efforts are more important than ever. We encourage consumers to reach out with questions, concerns, and comments if they are not receiving clarity or resolution from their cable tv service provider.

Our Cable TV Consumer Hotline (877) 207-2225 can help you and your residents with cable tv related complaints such as who owns a down or unbundled cable line, billing disputes, poor picture quality, equipment malfunctions, cancelled or missed service appointments and many other cable tv related concerns. The Program does not have authority to regulate the rates offered by cable tv providers nor do we regulate satellite companies, internet service, or streaming services like Netflix and HULU.

Enclosed you will find consumer literature concerning the Cable TV Consumer Hotline. I ask that you display these materials in your office or in other high traffic areas. If you have any questions, please feel free to contact me directly at 614-995-1720 or [Linda.Pausch@com.ohio.gov](mailto:Linda.Pausch@com.ohio.gov).

Sincerely,

*Linda L. Pausch*

Linda L. Pausch,  
Program Administrator