



Department of Commerce

John R. Kasich, Governor
David Goodman, 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>