

Ohio Cable Complaint Hotline

877-207-2225

Process for reporting down or hazardous cable/telephone lines

The contact information provided is for public safety, local government and the public.

The information you will need to provide:

Your name and telephone number: Complaint Staff and the company will use this information to keep you in the loop and contact you for additional information

Problem Description: Describe the issue in detail and any disruption that is being caused by the issue.

Location: Address is extremely helpful and any other location description. *(You will **NOT** need to provide an account number or customer information)*

Photo: It is helpful, but necessary.

Hours of availability: Monday - Friday **0800-1700**
(currently, there is no afterhours or major holiday complaint option)

You can leave a message or send an email to the following:

877-207-2225

OR

VSA@com.state.oh.us



Department
of Commerce

Linda L. Pausch

Video Service Analyst
Ohio Department of Commerce
Video Service Authorization Program
77 S. High Street, 20th Floor
Columbus, OH 43215
linda.pausch@com.state.oh.us
Desk: 614-995-1720 | Fax: 614-495-9560
Cable Complaint Hotline: 877-207-2225