

ORIGINAL

GENERAL ADMINISTRATIVE ORDER
OF THE INDIANA UTILITY REGULATORY COMMISSION
2007-2

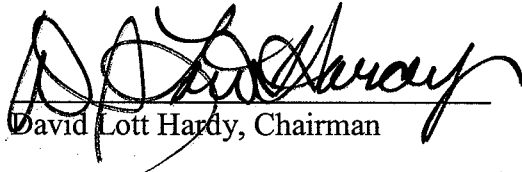
WHEREAS, Indiana Code § 8-1-34-16(a) establishes the Indiana Utility Regulatory Commission as the sole franchising authority (as defined in 47 U.S.C. 522(10)) for the provision of video service in the State of Indiana; and

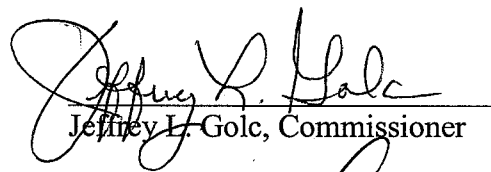
WHEREAS, the Federal Communications Commission has established customer service standards in 47 C.F.R § 76.309; and

WHEREAS, pursuant to 47 C.F.R § 76.309, a franchising authority may enforce the Federal Communications Commission's customer service standards upon ninety (90) days notice to video service providers; and

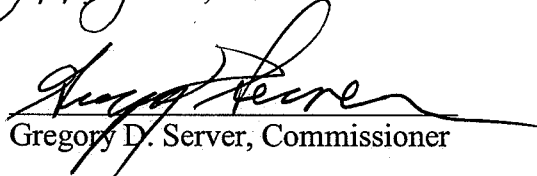
WHEREAS, commencing ninety (90) days from the date of this Order, all video service providers in the State of Indiana that hold Certificates of Video Franchise Authority issued by the Indiana Utility Regulatory Commission shall include on their billing statements the Commission's Consumer Affairs complaint telephone number as the contact number for the local franchise authority for enforcement customer service standards;

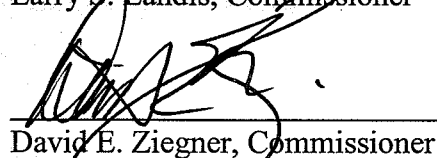
NOW, THEREFORE, BE IT RESOLVED AND ORDERED, that video service providers that currently hold, or in the future may hold, Certificates of Video Franchise Authority issued by the Indiana Utility Regulatory Commission, are hereby notified that enforcement of the Federal Communications Commission's customer services standards by the Indiana Utility Regulatory Commission will begin ninety (90) days after the approval date of this General Administrative Order.


David Lott Hardy, Chairman



Jeffrey L. Golc, Commissioner

ABSENT
Larry S. Landis, Commissioner


Gregory D. Server, Commissioner


David E. Ziegner, Commissioner

I hereby certify that the above is a true and correct copy of the resolution as approved.


Brenda A. Howe, Secretary to the Commission

Date: DEC 19 2007