



December 3, 2018

Docket Manager Sharla Dillon  
Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

2018 DEC 12 AM 10:23  
Tennessee Public Utility Commission

RE: Renewal Application for State-Issued Certificate of Franchise Authority (Docket Number 08-00208)

Dear Ms. Dillon,

Enclosed please find renewal application (affidavit) for State-Issued Certificate of Franchise Authority on behalf of Knology, Inc. DBA WOW! Internet, Cable and Phone, and its wholly-owned subsidiary, Knology of Knoxville, Inc. Also enclosed is the application fee of \$2,000.

If you have any questions or concerns or require any additional information, please feel free to contact me directly at (720) 479-3555.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Arnold", written over a horizontal line.

Kelly Arnold  
Legal Compliance & Services Manager

**REVIEW OF (Company Name)  
RE-APPLICATION FOR A STATE-ISSUED CERTIFICATE OF  
FRANCHISE AUTHORITY (DOCKET NO. XX-XXXXX)**

**This re- application complies with the statutory requirements of  
the Competitive Cable and Video Services Act (CCVSA)\*  
and is complete. Further actions should be taken on the  
re- application as delineated within the CCVSA.**

- X\_\_\_\_\_ The proper application fee was calculated in accordance with TCA 7-59-305 and received by the TRA;
- X\_\_\_\_\_ The application (affidavit) was signed by an officer or partner of the applicant (*see*, TCA 7-59-305 (c));
- X\_\_\_\_\_ A statement affirming that the applicant agrees to comply with all applicable federal and state laws and will timely file with the FCC all forms required by the FCC in advance of offering video services or cable services (*see*, TCA 7-59-305 (c)(1));
- X\_\_\_\_\_ A sufficiently detailed written description of the municipalities and unincorporated areas within counties to be served, in whole or in part, by the applicant (*see*, TCA 7-59-305 (c)(2));
- X\_\_\_\_\_ A statement affirming that the applicant/provider intends to begin to offer video service or cable service for purchase or provide new broadband Internet service in accordance with 7-59-311 (d) in each of the municipalities and the unincorporated areas of each county to be served as described in the application within twenty-four (24) months of the date of the issuance of a state-issued certificate of franchise authority (*see*, TCA 7-59-305 (c)(3));
- X\_\_\_\_\_ A statement affirming that the applicant agrees to indemnify and hold harmless, in accordance with TCA 7-59-318, the state, municipality, county and any employee or representative of the state, municipality or county, as well as any political subdivision of the state and any employee or representative of the political subdivision, individually and collectively, referred to in Section 7-59-318 as the "indemnitee" (*see*, TCA 7-59-305 (c)(4));
- X\_\_\_\_\_ The location and telephone number of the principal place of business, the names of the principal executive officers of the applicant and the names of any persons authorized to represent the applicant before the Department (*see*, TCA 7-59-305 (c)(5));
- X\_\_\_\_\_ A statement affirming that applicant has the managerial, financial, and technical qualifications to provide cable or video service, either \_\_\_\_\_ "by operation of law" (*see* 7-59-305 (d) (3)) OR \_\_\_\_\_ "by review of qualifications". (*see*, TCA 7-59-305 (c)(6));

\* See Tennessee Code Annotated ("TCA") 7-59.

- X\_\_\_\_\_ A description of the applicant's customer service complaint handling process, including policies on addressing customer service issues, billing adjustments and communication with government officials regarding customer complaints, and a local or toll-free telephone number at which a customer may contact the applicant, or the terms and conditions relating to customer complaints applicable to its customers (*see*, TCA 7-59-305 (c) (7));
- X\_\_\_\_\_ That notice has been provided to the affected \_\_\_\_\_ local governing authority of its right to receive a franchise fee consistent with the applicable provisions of the CCVSA. (Provided that no new local governing authority serving area is being added on this re-application, this notice is not required)..(*See* TCA 7-59-305 (c) (8));
- X\_\_\_\_\_ A statement affirming that the applicant agrees to comply with the requirements of the CCVSA, expressly including the applicable non-discrimination and service deployment requirements of 7-59-311 and further, that the applicant acknowledges the provisions of 7-59-312 relative to enforcement of non-discrimination and deployment requirements (*see*, TCA 7-59-305 (c)(9));
- X\_\_\_\_\_ A statement affirming that the applicant agrees to provide notice to an affected local governing authority ten (10) days prior to providing service in that jurisdiction (*see*, TCA 7-59-305 (c)(10));
- X\_\_\_\_\_ A minority owned business participation plan and a statement affirming that the applicant agrees to comply with the provisions of such plan in accordance with TCA 7-59-313 (*see*, TCA 7-59-305 (c) (11)).

(Date)  
TPUC Utilities Division  
JAH

BEFORE THE TENNESSEE PUBLIC UTILITIES COMMISSION  
NASHVILLE, TENNESSEE

In the Matter of

RE-APPLICATION OF KNOLOGY, INC )  
DBA WOW! INTERNET, CABLE )  
AND PHONE FOR A STATE-ISSUED )  
CERTIFICATE OF FRANCHISE )  
AUTHORITY )

DOCKET NO. 08-00208

**AFFIDAVIT OF KATHRYN E. FORD**

State of Colorado

I, Kathryn E. Ford, in accordance with the requirements of the Competitive Cable and Video Services Act, TCA § 7-59-301 et seq., affirm that the following statements are true and correct:

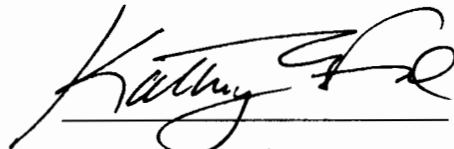
1. I am the Senior Vice President of Legal Affairs with WideOpenWest, Inc., the parent company of Knology, Inc. dba WOW! Internet, Cable and Phone (“WOW!”). WOW! is the holder of a State Issued Certificate of Franchise Authority, granted by the Tennessee Regulatory Authority on December 15, 2008.
2. I am an officer of WideOpenWest, Inc.
3. Pursuant to the TCA § 7-59-305(b)(1)(F), WOW! has remitted, under separate cover, the fee of \$2,000 in accordance with the aggregate population of the service areas included in this application.
4. Pursuant to TCA § 7-59-305(c)(1) WOW! agrees to comply with all applicable federal and state laws and regulations to the extent that state laws and regulations are not in conflict with or superseded by this part or other applicable law and will timely file with the FCC all forms required by the FCC in advance of offering video services or cable services.

5. Pursuant to the TCA § 7-59-305(c)(2), WOW! attaches as Exhibit 1 a written description of the municipalities and unincorporated areas within the counties to be served by the applicant.
6. WOW! affirms that it offers cable service to each of the service areas identified in Exhibit 1 as of the date of this application, pursuant to the TCA § 7-59-305(c)(3).
7. Pursuant to the TCA § 7-59-305(c)(4), WOW! will indemnify and hold harmless the state, municipality, county and any employee or representative of the political subdivision, individually and collectively, referred to in TCA § 7-59-318 as the “indemnatee.”
8. The principle place of business for the applicant is 7887 East Belleview Avenue, Suite 1000, Englewood, Colorado 80111. The contact telephone number is (720) 479-3523.
9. The officers of the applicant are as follows:
  - a. Teresa Elder – Chief Executive Officer
  - b. Richard E. Fish - Chief Financial Officer
  - c. Nancy McGee – Chief Marketing and Sales Officer
  - d. Matt Bell – Chief Technology Officer
  - e. David Brunick – Chief Human Resource Officer
  - f. Craig Martin – General Counsel
  - g. Don Schena – Chief Customer Experience Officer
10. The following persons are authorized to represent the Applicant before the Tennessee Public Utilities Commission:
  - a. Kathryn E. Ford
  - b. Julie Cline
  - c. Kim Crooks
11. Pursuant to TCA §§ 7-59-305(c)(6) and 7-59-305(d)(3) WOW!, as an incumbent cable operator, is deemed by operation of law to have the managerial, financial and technical qualifications to provide cable service.
12. Customers who have questions or complaints regarding their WOW! service may contact WOW! 24\*7 customer care center at 865-357-1000. WOW! will address all customer questions or complaints as expeditiously as possible.
13. WOW! agrees to comply with the requirements set forth in the Competitive Cable and Video Services Act, including the non-discrimination and service deployment

requirements of Section 12 of the Act. Further WOW! acknowledges the provisions of TCA §7-5-312 regarding the enforcement of non-discrimination and deployment requirements.

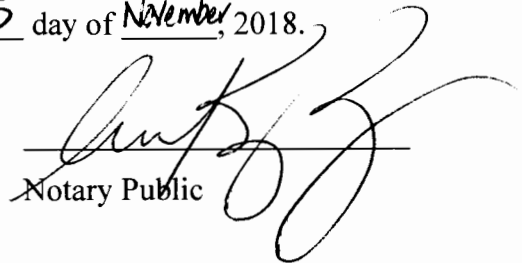
14. WOW! will provide notice to an affected local government ten (10) days prior to providing service in that jurisdiction pursuant to TCA § 7-59-305(c)(10).
15. Pursuant to TCA § 7-59-305(c)(11) WOW! affirms that it will continue to comply with its Minority Owned Business Plan, attached as Exhibit 2.

FURTHER AFFIANT SAYETH NOT.

  
Kathryn E. Ford

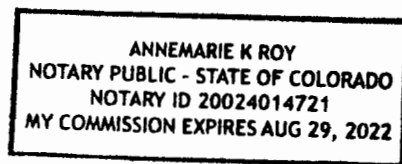
STATE OF COLORADO  
COUNTY OF ARAPAHOE

Sworn to and subscribed before me, this 15 day of November, 2018.

  
Notary Public

My Commission Expires:

August 29, 2022



## EXHIBIT 1

### Existing WOW! Service Area

<b>Service Area</b>	<b>City/Town/County</b>
Knoxville, Tennessee	City
Knox County, Tennessee	County

## EXHIBIT 2

### **Knology of Tennessee, Inc. dba WOW! Internet, Cable and Phone**

#### **MINORITY OWNED BUSINESS PARTICIPATION PLAN**

Pursuant to the Competitive Cable and Video Services Act, Public Chapter 932 (The "ACT" § 14, Knology of Tennessee, Inc. dba WOW! Internet, Cable and Phone ("WOW!")) submits this minority owned business participation plan (the "Plan").

#### **I. PURPOSE**

The purpose of the Competitive Cable and Video Services Act, Public Chapter 932 (the "Act") § 14 is to provide opportunities for minority-owned businesses to provide goods and services to video service providers. WOW! is committed to the goals of § 14 of the Act and to taking steps to support the participation of minority-owned businesses in the video-cable industry. WOW! will continue to work to provide opportunities for minority-owned businesses to compete for contracts and subcontracts for goods and services. WOW! will make efforts in its procurement process to identify and inform minority-owned businesses that are qualified and capable of providing goods and services to WOW! of such opportunities. WOW! will also seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

#### **II. DEFINITIONS**

***Minority-Owned Business.*** Minority-owned business shall mean a business which is solely owned, or at least fifty-one percent (51%) of the assets or outstanding stock of which is owned, by an individual who personally manages and controls daily operations of such business, and who is impeded from normal entry into the economic mainstream because of race, religion, sex, or national origin and such business has annual gross receipts of less than \$4,000,000.



### **III. ADMINISTRATION**

The WOW! Plan will be overseen by the individual named below, hereinafter referred to as the Administrator. The Administrator of the Plan will be: Ms. Julie Cline.

The Administrator's responsibilities will include:

- 1) Maintaining an updated Plan in full compliance with § 14 of the Act and the rules and orders of the Tennessee Regulatory Authority.
- 2) Ensuring policies and procedures necessary for the successful implementation of the Plan are in place.
- 3) Preparing and submitting such forms as may be required by the Tennessee Regulatory Authority, including the filing of required annual updates.
- 4) Serving as the primary liaison to the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and small and minority-owned businesses to locate and use qualified minority-owned businesses.
- 5) Monitor development opportunities to use minority-owned business and encourage such businesses to participate in and bid on contracts and subcontracts.
- 6) Providing records and reports in any authorized surveys as require by the TRA.
- 7) Reviewing a record-keeping system to track qualified minority-owned businesses and efforts to use such businesses.
- 8) Reviewing information and educational activities within WOW! to seek, encourage, and promote the use of minority-owned businesses.

In performance of the duties, the Administrator will utilize a number of resources, including:

Chambers of Commerce

The Tennessee Department of Economics and Community Development

Small Business Administration, Office of Minority Business

The National Minority Supplier Development Counsel

The National Association of Women Business Owners

The National Association of Minority Contractors

Historically Black Colleges, Universities, and Minority Institutions

The efforts to promote and ensure equal opportunities for small and minority-owned businesses are primarily spelled out in the Administrator's duties above. Additional efforts to provide opportunities to small and minority-owned businesses will include offering, where appropriate and feasible, minority-owned businesses assistance with technical, insurance, bonding, licensing, production, and deadline requirements.

WOW! will maintain records of qualified minority-owned businesses and efforts to use the goods and services of such businesses. In addition, WOW! will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this Plan.

WOW! will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. Moreover, WOW! will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.