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To Whom It May Concern:

The Michigan Public Service Commission (MPSC) is responsible for the implementation and oversight of Public Act 480 of 2006 - Uniform Video Services Local Franchise Act (the Act). Section 10 of the Act provides a video/cable dispute resolution process at the MPSC to be used by customers, providers, and franchise entities (municipalities). This dispute resolution process allows customers who are unable to resolve their video/cable television complaints with their provider to file a complaint with the MPSC.

We encourage your community to share our information with your residents. If your community maintains a webpage, you may consider adding our information to that page as a resource for your residents to file a video/cable television complaint with our office. The video/cable webpage at the MPSC is: <http://www.michigan.gov/mpsc/0,4639,7-159-49641---,00.html>. The webpage includes information such as the complaint process, the Act, a current listing of active video/cable providers in Michigan, information for franchise entities, as well as other important information. The following link is to our Consumer Tips sheet is:
http://www.michigan.gov/documents/mpsc/video_cable_complaints_437708_7.pdf

Customers have several options for filing video/cable complaints with our office. They may file a complaint online, by telephone, fax, or mail. The below information is also found on our webpage:

Michigan Public Service Commission
Attn: Video Franchise
P.O. Box 30221
Lansing, MI 48909

Telephone: 800-292-9555
Fax: 517-284-8200
Online – refer to the video/cable webpage

The MPSC does not have authority regarding satellite television complaints or internet services. Customers should contact the Federal Trade Commission at (877) 382-4357 or www.ftc.gov or the Michigan Attorney General's office at (877) 765-8388 for these types of complaints.

If your community has any questions regarding the MPSC's role with video/cable franchise, please do not hesitate to contact Jennifer Boyd at boydj2@michigan.gov or (517) 284-8205. Thank you for allowing us to assist video/cable customers in your community and for considering to share our information with your residents.

Sincerely,

Ryan McAnany, Manager
Telecommunications Division