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STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION
NORMAN J. SAARI SALLY A. TALBERG RACHAEL EUBANKS
COMMISSIONER CHAIRMAN COMMISSIONER

SHELLY EDGERTON
DIRECTOR

May 1, 2017

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