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May 12, 2009

To Whom It May Concern:

On April 2, 2009, Governor Granholm signed 2009 PA 004, amending 2006 PA 480, the Uniform Video Services Local Franchise Act. 2009 PA 004 specifically amends Section 10 of the Act, MCL 484.3310, to provide for a dispute resolution process regarding video/cable television complaints. Section 10(4)(5) and (6) sets forth the resolution process of the Commission for video disputes between customers and providers, franchise entities and providers, and providers.

I would like to make your city/township/village aware that our office is responsible for handling video/cable customer complaints. If your residents have a complaint, they should first attempt to resolve the complaint by directly contacting their video/cable company. However, if residents are not able to resolve their complaints with the companies, they may contact our office for assistance. Video/cable customers should contact the Michigan Public Service Commission (MPSC) by the following means for video/cable television issues:

Telephone: (866) 552-7725

Fax: (517) 241-2400

**Mail: Michigan Public Service Commission
Attn: Video Franchising
6545 Mercantile Way
Lansing, Michigan 48909**

The MPSC also has a website dedicated to providing information on video/cable issues. The website is located at www.michigan.gov/mpsc, and you will find the video/cable button. For your convenience, we have a link to 2009 PA 004 there as well. I would encourage you to share this information with your residents, and with those who may have a complaint or inquiry regarding a video/cable issue, so that we may be able to promptly address any issues. Please let me know if you have any questions or concerns.

Very truly yours,

Robin Ancona, Director
Telecommunications Division

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