



Jennifer M. Granholm
GOVERNOR

STATE OF MICHIGAN
PUBLIC SERVICE COMMISSION
DEPARTMENT OF LABOR & ECONOMIC GROWTH
KEITH W. COOLEY
DIRECTOR

Orjiakor N. Isiogu
CHAIRMAN

Monica Martinez
COMMISSIONER

Steven A. Transeth
COMMISSIONER

June 18, 2008

To City/Township/Village Officials:

As you may know, on December 21, 2006, Governor Granholm signed legislation to promote competition in providing video/cable service in the state of Michigan. This legislation is known as Public Act 480 of 2006, MCL 484.3301 et seq, the "Uniform Video Services Local Franchise Act." The Act took effect on January 1, 2007. The Michigan Public Service Commission (MPSC) is the agency designated to implement the Act.

I would like to make your city/township/village aware that our office is responsible for handling video/cable customer complaints. If customers have a complaint, they should first attempt to resolve the complaint by directly contacting their video/cable company. However, if customers are not able to resolve their complaints with the company, they may contact our office for assistance. Video/cable customers may contact the MPSC by the following means which are dedicated solely for video/cable 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 very user-friendly website dedicated to providing information on video/cable issues. The website is located at: www.michigan.gov/mpsc. 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 the issue and effectively resolve the complaint. Please let me know if you have any questions or concerns.

Very truly yours,

Robin Ancona, Director
Telecommunications Division