

City of the Village of Douglas

The Michigan Public Service Commission (MPSC) is responsible for the implementation and oversight of the 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.

There are several options available for filing a video/cable complaint with the MPSC:

Online Complaint –

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

Telephone: 800-292-9555
Fax: 517-284-8200
Online: <http://www.michigan.gov/mpsc/0,4639,7-159-49641---,00.html>

Consumer Tips:
http://www.michigan.gov/documents/mpsc/video_cable_complaints_437708_7.pdf

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.