



ATTENTION: WYANDOTTE CABLE, INTERNET AND TELEPHONE SUBSCRIBERS

Signal Quality and Billing Complaint Procedure

Customer service representatives are available to take your telephone calls concerning any telecommunication service related problems, telecommunication installation, cable channel changes, billing questions, and/or general questions about any of our telecommunication services at 324-7190, Monday through Friday, 8am to 5pm. Our customer service office is located at the Wyandotte City Hall, 3200 Biddle Avenue, and is open to conduct business covering all aspects of our telecommunication services, Monday through Friday, 8 am to 5 pm.

If you have a technical problem with your cable, internet or phone service you may call for assistance 24/7 to our technical support team at 888.855.9997.

When you experience a problem with any cable, internet or phone service that has not been resolved to your satisfaction, please telephone our customer service office to report the situation at 324-7190, during normal business hours. A customer service representative will try to correct the problem via the telephone. If the customer service representative is not able to accomplish this, you will be scheduled for a service technician to visit your home, usually within 24 hours. Service technicians are available Monday through Friday, 8am to 6pm, and Saturday, 8am to 4pm. In the event that a large area of our telecommunications system is experiencing technical difficulties we will respond 24 hours a day.

When you have billing questions or any other telecommunications problem you should either appear in person at our customer service office or call 324-7190 during business hours to resolve the situation. If the customer service representative is unable to resolve the situation, please ask to have a supervisor contact you.

If you are unable to get the situation resolved to your satisfaction, we urge you to write Mr. Rod Lesko, General Manager, 3200 Biddle, Suite 200, Wyandotte, MI 48192.

If you are still not satisfied with the handling of your situation, you may contact our Franchising Authority, Wyandotte Municipal Service Commission, at the following address:

**Attention: Wyandotte Municipal Service Commission
3200 Biddle Avenue
Suite 200
Wyandotte, MI 48192**

You may also contact the Michigan Public Service Commission (MPSC) at www.michigan.gov/mpsc or call 1-800-292-9555.

Wyandotte Municipal Services respects the privacy of our customers and our policy is not to provide any customer information to any source except as required by law.

Wyandotte Municipal Services urges you to call us anytime you have questions and/or concerns about your telecommunications service. Our goal is to provide the highest quality service possible and to promptly resolve any service issue you may experience. You may also search "Help and Tips" on our website, www.wyandotecable.com or email us talk2wms@wyan.org.