

Dispute Resolution Process

Pursuant to Section 10 of the Michigan Uniform Video Services Local Franchise Act, an informal dispute resolution procedure has been established for customers in case they have any disputes over the cable television provided by Carr Telephone Company/Star Video.

Any dispute a customer may have concerning the cable television provided by Carr Telephone Company/Star Video should be put in writing and sent via email to contact@carrinter.net or US Mail to 4325 S. Masten Road, Branch, MI 49402. The writing should describe in detail the specific problem or complaint with the service (or bill), including the date(s), nature, duration, time period, and type of problem or concern. The writing should include contact information for the customer so that a representative may make contact with the customer to obtain additional information or to attempt to resolve the dispute.

Alternatively, the customer may contact the provider at 231-898-2244 to make an oral complaint instead of a written one or to inquire about the status of the complaint.

A representative of the provider will make contact with the customer within 10 business days or less of receipt of the complaint in an effort to resolve the dispute.

If the dispute is not satisfactory resolved through this dispute resolution process, the customer can file an informal complaint with the Michigan Public Service Commission (MPSC). The MPSC can be contacted Monday through Friday, 8:30 a.m. through 4:30 p.m. (excluding State holidays) by calling 800-292-9555, or by mail to Michigan Public Service Commission, P.O. Box 30221, Lansing, MI 48909. Information concerning the MPSC and the options available to customers are available at the following website www.michigan.gov/mpsc.