

Michigan Customer Compliant Resolution

Michigan. If you have attempted to resolve a dispute with WOW! regarding your video services and you are not satisfied with the resolution, you may file a complaint with the Michigan Public Service Commission. As part of its Dispute Resolution Process, set forth at MCL 484.3310, the commission will handle the complaint in the following manner: (a) An attempt to resolve the dispute shall first be made through an informal resolution process. Upon receiving a complaint, the commission shall forward the complaint to the provider and attempt to informally mediate a resolution. The provider shall have ten (10) business days to respond and offer a resolution. If the dispute cannot be resolved through the informal process, the customer can file a formal complaint under subdivision (b). (b) A formal complaint filed under this subdivision shall be in writing and shall state the section or sections of this act that the customer alleges the provider has violated, sufficient facts to support the allegations, and the exact relief sought from the provider. The formal complaint shall comply with the same requirements of a written complaint filed under section 203 of the Michigan Telecommunications Act, 1991 PA 179, MCL 484.2203. The complaint shall be resolved by one of the following: (i) If the dispute involves an amount of \$5,000.00 or less, the commission shall appoint a mediator within 7 business days of the date the complaint is filed. The mediator shall make recommendations for resolution within thirty (30) days from the date of appointment. Within ten (10) business days of the date of the mediator's recommendations, any named party in the complaint may request a contested case as provided under subparagraph (ii). (ii) If the dispute involves an amount greater than \$5,000.00, a contested case hearing in the same manner as provided under section 203 of the Michigan Telecommunications Act, 1991 PA 179, MCL 484.2203. The Commission's toll-free customer service number is 1-800-292-9555. Their website address is: <http://www.michigan.gov/mpsc>.