



## **ATTENTION: WYANDOTTE CABLE, INTERNET, AND TELEPHONE CUSTOMERS**

### 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 (734) 324-7190, Monday through Friday, 8 am to 11 pm. 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 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 734-324-7190. 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, 8 am to 6 pm, and Saturday, 8 am to 4 pm. 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 734-324-7190 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. Paul LaManes, General Manager, 3200 Biddle, Suite 200, Wyandotte, MI 48192.

If you are still not satisfied with our 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](http://www.michigan.gov/mpsc) or call them directly at 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.