

## LakeNet LLC Dispute Resolution Process – Cable TV Service

Revised 4/1/2018

LakeNet strives to resolve any complaints concerning its Service as expeditiously as possible. LakeNet maintains offices and trained maintenance staff to be promptly available to you upon request, and technical personnel will be dispatched as warranted. Should you have any complaint regarding quality of service, equipment malfunctions, or similar matters, please contact LakeNet Customer Service (available to you 24 hours a day) at 989-643-5819 or via email at [lakenet@lakenetmi.com](mailto:lakenet@lakenetmi.com). If a complaint remains unresolved, you may write a brief explanation of the complaint and actions taken, and bring them to the attention of LakeNet's office by mailing to LakeNet, Attention: Customer Complaint, 136 W Saginaw St, Hemlock MI 48626.

If your dispute remains unresolved (after contacting LakeNet first), local governments may designate additional assistance to customers regarding resolving complaints. Please consult the local franchise authority listed on your monthly billing statement.

Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc).