



P.O. Box 169, Fremont, MI 49412

Cable TV Dispute Resolution Process:

Lewiston Communications will work diligently with you to resolve any disputes concerning its Cable TV Services or billing as expeditiously as possible. Should you have a dispute please contact Lewiston Communications Customer Service at 989-786-0525 during our office hours of 9AM to 5PM EST, M-F. If you call after hours, please leave a detailed message with contact information and your account number. You may also contact us by USPS at: Lewiston Communications, ATTN: Customer Dispute, P.O. Box 169, Fremont, MI 49412. Or you can email your dispute to: lewiston@lewistoncomm.com. Please use the "read receipt" option on your email to insure it was delivered to the correct email address and for your confirmation of receipt. We will work with you to resolve any disputes within 60 days of notice and strive to provide a reasonable solution for you. During the 60 day dispute period, Lewiston Communications will not terminate your Cable TV service provided you have paid all or any undisputed portion of your past and current bills. Failure to pay for undisputed bills may result in service termination. We ask that you work cooperatively with us to quickly resolve any disputes in a timely manner.

If after the 60 days, you feel your dispute was not resolved to your satisfaction or you feel your dispute has not been addressed you may opt to contact the Michigan Public Service Commission about your Cable TV service. They can be contacted by phone at 1-800-292-9555. Information about the MPSC is available on their website at; www.michigan.gov/mpsc.