Lennon Telephone Company / TVC, Inc. <u>Dispute Resolution Process</u>

In the event you have a complaint about your service, you must contact Lennon Telephone Company / TVC Cable at 810-621-3301 or 810-621-3363 first. We will attempt to resolve any issue(s) you have by way of verbal, written or digital communications. If we are not able to resolve your issue(s) satisfactorily, please forward your complaints to the Michigan Public Service Commission. (MPSC) You may find them online at www.michigan.gov/mpsc or reach them toll-free at 1-800-292-9555 during their office hours. You may also mail them at P.O. Box 30221, Lansing, MI 48909.