Valued Customer,

It is our goal and expectation that all customers will find complete satisfaction in the experience offered by Astrea. If at any point you feel that your experience with Astrea is not up to your standards, please email us at ask@astreaconnect.com or call (800) 236-8434. Our dispute resolution process along with a digital copy of this notice can be found at astreaconnect.com/disputes.

The Michigan Public Service Commission (MPSC) is responsible for the implementation and oversight of Public Act 480 of 2006 - Uniform Video Services Local Franchise Act (the Act). Section 10 of the Act pertains to the dispute resolution processes for customers, providers and franchise entities. For customer complaints, Section 10(3-4) of the Act states:

> Each provider shall notify its customers not less than annually of the dispute resolution process created under this section. Each provider shall include the dispute resolution process on its website. Before a customer can file a complaint with the commission under subsection (5), the customer shall first attempt to resolve the dispute through the dispute resolution process established by the provider under subsection (2). If the dispute cannot be resolved by the provider's dispute resolution process, the customer may file a complaint with the commission under subsection (5). The provider shall provide the customer with the commission's toll-free customer service number and website address.

If Astrea is unable to offer a satisfactory resolution to a complaint pertaining to services provided, customers may file a complaint with the MPSC. The following options are suitable for filing a video/cable complaint with the MPSC:

The MPSC's toll-free customer service number (1-800-292-9555)
Online (www.michigan.gov/mpsc)

Again, we strive to provide complete customer satisfaction in all cases. Please contact us and ensure that there is nothing more we can do to address your concern before reaching out to the MPSC.

Thank you,

Astrea