

**FORM NO. 5**

**NOTICE**

As a subscriber of \_\_\_\_\_, you have several important rights. This notice describes how to resolve cable television problems, how to apply for credit and how to contact the Public Service Commission of West Virginia.

COMPLAINTS

If you have a cable television problem contact our office by calling \_\_\_\_\_. In every case we will attempt to answer your question promptly or we will schedule a service call.

If, however, we are unable to resolve your complaint to your satisfaction, you may contact the Public Service Commission at the following address, telephone number, or web page:

Public Service Commission of West Virginia  
P.O. Box 812  
Charleston, WV 25323

Toll Free Telephone: 1-800-344-5113  
[www.state.wv.us/psc](http://www.state.wv.us/psc).

Please note the Public Service Commission has jurisdiction to resolve complaints regarding the operation of a cable system.

Your written complaint to the Commission must include the name and address of the cable operator, a clear and concise statement of the facts involved and the remedy sought. The Commission has developed a Complaint Form for your use which will be provided upon request.

In the event the Commission cannot, informally, resolve your complaint to the satisfaction of all parties, you are entitled to file a request for a formal hearing before the Commission.

The Commission will act upon all unresolved cable television problems other than those dealing with programming and channel selection. The Commission will also consider rate level complaints when a rate increase case is being processed by the Commission.

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The Federal Communications Commission (FCC) has limited jurisdiction over cable television programming. You may contact the FCC at the following address, telephone number, or web page:

Federal Communications Commission  
Cable Services Bureau  
445 12th Street, S.W., Room 3-C 830  
Washington, D.C. 20554  
Phone: 202-418-7200  
[www.fcc.gov/](http://www.fcc.gov/)

CREDIT FOR SERVICE INTERRUPTIONS

You are entitled to a pro-rata credit if cable service is interrupted for more than twenty-four continuous hours. The credit will be calculated based upon the proportionate share of the service not received in the applicable billing period, provided the interruption is due to a failure of the facilities of the cable television operator. When service interruption in excess of 24 hours occur, contact our office promptly with pertinent facts regarding the outage.