

DISPUTE RESOLUTION PROCESS

If you have a problem with billing, equipment, or service, please first try to resolve the problem by calling 419-724-9800 (toll free 800-866-3260) and speaking with one of our customer service representatives. If the matter is not resolved, you may address the issue to a supervisor at the same number. If the matter is still not resolved, you may submit your problem through our website at: www.buckeyebroadband.com/support or mail your to Buckeye Broadband, 2700 Oregon Road, Northwood, Ohio 43619. An appropriate person will review your complaint and make a written response.

For unresolved billing disputes, we act upon any billing dispute upon receipt of a written query, which must be submitted no later than 60 days after the statement date on which the disputed charge was billed. If the issue can be resolved immediately, the customer is called or sent a letter that same day. If the dispute requires extensive research, the customer is sent a letter to that effect, and then is notified upon resolution, usually within two weeks. In the event a customer with a good faith dispute about the amount that is due sends a payment intended to discharge the amount claimed due for less than what Buckeye Broadband's invoice states is due, that payment must be mailed to the following person at the following address: ATTN: President, Buckeye Broadband, 2700 Oregon Rd., Northwood, Ohio 43619. Payments made at any other locations or directed to any other individual will not be considered for compromise of the account. We issue refund checks on disconnected accounts automatically weekly or upon request from a customer.

If you are a Michigan resident, you may call the Michigan Public Service Commission's toll-free customer service number, 1-800-292-9555, for assistance. You may also visit the Michigan Public Service Commission's website (www.michigan.gov/mpsc) for further information.