consolidate your bills.



www.att.com/u-verse/

1-800-288-2020

AT&T U-verse

(In Limited Areas)

If you have a problem with your service, e.g. signal

strength, pixilation, outage:

www.wowway.com

1-866-496-9669

(In Limited Areas)

MOW

- follow-up much easier, even though most companies service rep ID or extension number, date, time, items Document your contact by making notes: Who helped you, including customer discussed, and next steps. This will make further First call your provider
 - birminghamareacableboard.org) and the BACB will If the problem is not resolved to your satisfaction, the BACB can help. You can either call (248-336-9445) or fill out a form on our website (www. record customer service calls.

BIRMINGHAM AREA

CABLE BOARD

Serving: Birmingham, Beverly Hills,

- communicate with your provider and advocate on your behalf to resolve the issue. While the BACB does not exercise any direct control over any aspect of any cable company, all of the cable providers regularly
 - You also have the option of contacting the Michigan attend board meetings and are responsive to the Public Service Commission in Lansing Monday board and the community.

7725 or 517-341-6911) and file an informal complaint.

Additional information is available online at www. michigan.gov/mpsc under the "Video/Cable" tab.

through Friday, excluding State holidays (1-866-552-

Current Service Providers 1-888-266-2278 Comcast

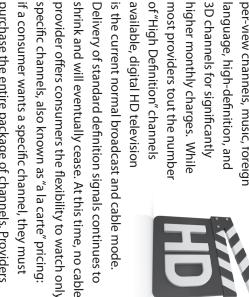
Choosing a **TV Provider**

A Publication of the Birmingham Area Cable Board

available, digital HD television









cable television providers. AT&T conforms to the same the programming offered is similar to that provided by U-Verse product. Though not a pure cable technology, also provides television programming as part of their is served by more than one cable company. AT&T provider chooses to provide service. Most of our area it is because for whatever business reasons, no other service. If there is only one cable provider in your area, also provides specific penalties for failure to provide programming, or service areas. Michigan PA 480 agency monitors or sets rates, channel line-ups provision of Michigan PA 480. No governmental

legislative parameters as any cable company



www.birminghamareacableboard.org **Cable Comments or Complaints** Birmingham, Michigan 48012 Bingham Farms, & Franklin Phone: 248-336-9445 PO Box 165

value of services of cable and related communications and their citizens in order to maximize the quality and Villages of Beverly Hills, Bingham Farms & Franklin

educational and governmental programming.

providers and support the delivery of public,

Telephone: 248-336-9445 www.birminghamareacableboard.org

To advocate for the City of Birmingham and the

Our Mission

Cable Content Offerings

of "High Definition" channels most providers tout the number higher monthly charges. While 3D channels for significantly language, high-definition, and per-view channels, music, foreign premium cable channels, paya wide variety of local channels, non-premium and very robust television programming that includes Providers may offer many "premium" packages with Most providers offer a variety of bundled television fee via standard definition ("traditional 4:3") television. non-premium cable channels for a nominal monthly include local television channels and some popular programming options. Basic packages generally





cable provider may deliver service to the community Cable Television is not a monopoly. Since 2007, any

Cable Services

in the Community

upon filing a form with the local municipality under

better providers do as a matter of normal business.

Evaluation Criteria

to help you select the one which best satisfies your needs. When choosing your provider, there are several elements PROGRAMMING: Occasionally, one provider will offer

- may not watch as much. you'll likely have to pay for others that you their content to as many cable companies networks seek to obtain the widest a unique broadcast channel or channels, but generally, as possible. Nearly all companies bundle distribution possible, and will provide
- PRICING: Each network charges the cable their programming, so the more channels channels, so if you really want one channel, provider a stipulated fee per household for
- the promotional period. introductory or promotional packages for limited with incremental charges for DVR capability, so the periods, but generally, monthly fees rise at the end of fee. To entice new subscribers, providers may offer providers may also charge rental fees for receivers, in your package, the more your monthly fee. Cable more receivers you have, the higher the monthly
- TECHNICAL ELEMENTS: Some technologies offer "backbone". It is important to note that every system susceptibility to weather or atmospheric interference of simultaneous High Definition (HD) streams, and distance from the main information line, or different capabilities with regard to the number

be directly comparable.

- has limitations as well as strengths.
- calling to confirm appointments, assuring the problem to providing excellent service and taking care of
- **SERVICE:** The best companies are committed is fixed to your satisfaction and following-up to assure that any issues are resolved are all actions that the convenience, setting appointments on a timely basis, their customers. Scheduling appointments at your

Bundled Cable and other

telecommunications services: Cable Television, from one company, you may save money and All current cable providers offer bundled

www.comcast.com

Internet, and Telephone. By ordering all three services

Telecommunications Services