

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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| In the matter of the complaint of |) | |
| THOMAS AND PHOEBE DEVAUGHN |) | |
| against CHARTER COMMUNICATIONS, INC. |) | Case No. U-20570 |
| <hr/> |) | |

At the August 8, 2019 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Sally A. Talberg, Chairman
Hon. Norman J. Saari, Commissioner
Hon. Daniel C. Scripps, Commissioner

ORDER

On June 4, 2019, Thomas and Phoebe DeVaughn filed a formal complaint against Charter Communications, Inc., alleging difficulties with video service. Pursuant to MCL 484.3310(5), a mediation recommendation was issued to the parties on July 1, 2019, by Administrative Law Judge Kandra K. Robbins. The Uniform Video Services Local Franchise Act, MCL 484.3310(5)(b)(i), provides, in pertinent part: “The complaint shall be resolved by 1 of the following: (i) . . . The mediator shall make recommendations for resolution within 30 days from the date of appointment. Within 10 days of the date of the mediator’s recommendations, any named party in the complaint may request a contested case as provided under subparagraph (ii).” Neither party requested a contested case within 10 days of the issuance of the mediation recommendation. Accordingly, the complaint is considered to be settled and the Commission finds that the complaint should be dismissed.

THEREFORE, IT IS ORDERED that the formal complaint filed by Thomas and Phoebe DeVaughn against Charter Communications, Inc. is dismissed.

The Commission reserves jurisdiction and may issue further orders as necessary.

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, pursuant to MCL 484.3314(4) and MCL 484.2203(12). To comply with the Michigan Rules of Court's requirement to notify the Commission of an appeal, appellants shall send required notices to both the Commission's Executive Secretary and to the Commission's Legal Counsel. Electronic notifications should be sent to the Executive Secretary at mpscedockets@michigan.gov and to the Michigan Department of the Attorney General - Public Service Division at pungpl@michigan.gov. In lieu of electronic submissions, paper copies of such notifications may be sent to the Executive Secretary and the Attorney General - Public Service Division at 7109 W. Saginaw Hwy., Lansing, MI 48917.

MICHIGAN PUBLIC SERVICE COMMISSION

Sally A. Talberg, Chairman

Norman J. Saari, Commissioner

Daniel C. Scripps, Commissioner

By its action of August 8, 2019.

Barbara S. Kunkel, Acting Executive Secretary


PROOF OF SERVICE

STATE OF MICHIGAN)

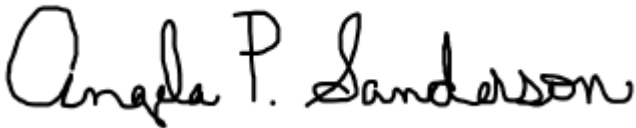
Case No. U-20570

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on August 8, 2019 A.D. she electronically notified the attached list of this **Commission Order via e-mail transmission**, to the persons as shown on the attached service list (Listserv Distribution List).


Brianna Brown

Subscribed and sworn to before me
this 8th day of August 2019.



Angela P. Sanderson
Notary Public, Shiawassee County, Michigan
As acting in Eaton County
My Commission Expires: May 21, 2024

Service List for Case: U-20570

| Name | Email Address |
|-------------------|------------------------------|
| Marilyn Passmore | marilyn.passmore@charter.com |
| Michael S. Ashton | mashton@fraserlawfirm.com |


PROOF OF SERVICE

STATE OF MICHIGAN)

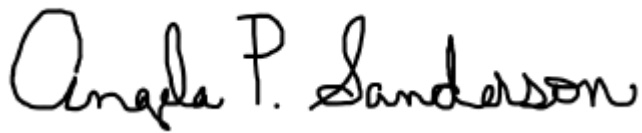
Case No. U-20570

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on August 8, 2019 A.D. she served a copy of the attached Commission order by first class mail, postage prepaid, or by inter-departmental mail, to the persons as shown on the attached service list.


Brianna Brown

Subscribed and sworn to before me
this 8th day of August 2019.



Angela P. Sanderson
Notary Public, Shiawassee County, Michigan
As acting in Eaton County
My Commission Expires: May 21, 2024

Thomas and Phoebe DeVaughn



Cheboygan, MI 49721