

Complaints regarding Buckeye Cable:

The Communications/Media Commission asks residents with complaints regarding their service from Buckeye Broadband to first contact Buckeye to resolve their issues. Buckeye Broadband has call center staff and technicians available 24/7 to handle complaints by phone at 419-724-9800 or on their website at www.buckeyebroadband.com.

If a resident has tried to resolve their issue with Buckeye directly and has been unsuccessful, a complaint can be filed with the Michigan Public Service Commission (MPSC). Forms are available through the Township Hall and the Bedford Branch Library and can be filled out and mailed to MPSC; or you can directly contact them at 800-292-9555 or online at www.michigan.gov/mpsc by clicking on “How do I” then click “file a complaint”. Residents should be aware that this process is not an immediate resolution of their complaint.