

## Star TV Complaint Resolution:

In compliance with the requirements of Section 76.607 of the FCC Rules, we are required to inform you that Star Telephone Membership Corp., of Clinton, NC has in effect the following procedures to insure any complaints that may arise concerning the technical quality of the Star TV television signals that we deliver to you are promptly and efficiently resolve:

1. All complaints concerning the technical quality of the television signals we provide to you should be put in writing and sent to our General Manager, at the following address: P.O. Box 348 Clinton, NC 28329. Alternatively, you may call the system at (910) 564-4194.
2. All complaints received concerning the technical quality of the television signals will be logged in, on the same day of receipt, and the date, time and nature of the complaint will be noted, as well as the name, address, and telephone number of the complaining subscriber.
3. A system engineer will initially analyze the complaint and make an initial assessment of its probable cause. A service technician will investigate complaints concerning the technical quality of television signals within 24 hours of receipt, consistent with our ability to access your premises if such access is deemed necessary to resolve the complaint. If the problem can be resolved without a service call to your premises, you will be advised of this immediately and the resolution of the complaint will be noted in the log book which is maintained by the Engineering Department.
4. All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact the system and we will review the complaint and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact the local franchising authority at the following address and telephone number.

Date: 2009            Sincerely, Star Telephone Membership Corp.

If you live in:

1. Sampson County, contact the County Manager at:  
313 E Rowan Street, Clinton, NC 28328 Telephone (910) 592-6308
2. Bladen County, Contact the County Manager at:  
PO Box 1048, Elizabethtown, NC 28337 Telephone (910) 862-6700
3. Columbus County, contact North Carolina Department of Justice at:  
Consumer Protection Division by email, [cable@ncdoj.com](mailto:cable@ncdoj.com). By phone call 1 (877) 5 - NOSCAM (1-877 566-7226).
4. Cumberland County, contact North Carolina Department of Justice at:  
Consumer Protection Division by email, [cable@ncdoj.com](mailto:cable@ncdoj.com). By phone call 1 (877) 5 - NOSCAM (1-877 566-7226).
5. Duplin County, contact North Carolina Department of Justice at:  
Consumer Protection Division by email, [cable@ncdoj.com](mailto:cable@ncdoj.com). By phone call 1 (877) 5 - NOSCAM (1-877 566-7226).