

Velocity, A Managed Services Company, Inc.
P.S.C. No. 2 - Telephone
Effective Date: February 24, 2021

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VELOCITY, A MANAGED SERVICES COMPANY, INC.

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO COMMUNICATIONS SERVICES WITHIN
THE STATE OF NEW YORK

Applicable in New York State

P.S.C. Tariff No. 2 of Velocity, A Managed Services Company, Inc.
replaces, in its entirety,
P.S.C Tariff No. 2 of Velocity The Greatest Phone Company Ever, Inc.

Issued By: William Werner, COO, Velocity, A Managed Services Company, Inc.,
7130 Spring Meadows Drive W, Holland, Ohio 43528

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CONTACTING THE COMPANY WITH A COMPLAINT

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email, or mail.

1. Email: customerservice@velocitymsc.com
2. By Phone: Customer Service 1-866-983-5624
3. By Mail:
Velocity, A Managed Services Company, Inc.
7130 Spring Meadows Drive W
Holland, Ohio 43528

CONTACTING THE NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE WITH A COMPLAINT

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. Online: <http://www.dps.ny.gov/complaints> or,
2. By Phone:
Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00 pm); or
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax
3. By Mail:
NYS Department of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, New York 12223-1350

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EXPLANATION OF NOTES

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only

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