

Charter Fiberlink NY-CCO, LLC
Within the State of New York

New York PSC No. 3 - Telephone
Leaf 33
Revision: Original

Section 2 - Rules and Regulations (cont'd)

2.2. Practices and Procedures (cont'd)

2.2.12. Complaints

The Telephone Company will investigate customer complaints promptly and thoroughly. The Telephone Company will make multiple telephone attempts to reach the complainant. If this fails the Telephone Company will mail a letter to request the complainant contact the Company.

Customers can file unresolved complaints by contacting:

New York State Department of Public Service
Office of Consumer Affairs
3 Empire State Plaza
Albany, NY 12223
Toll Free 1-800-342-3317

or

Telephone Company Contact: telgovtescalations@chartercom.com
Telephony Manager – Customer Care
941 Charter Commons
St. Louis, MO 63017
888-266-7571

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