

Combined Public Communications, LLC  
P.S.C. NO. 1 TELEPHONE  
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**CONTACTING THE PSC**

Customer inquiries or complaints regarding service or accounting may be in writing or by telephone to the Company at:

Combined Public Communications, LLC  
100 Aqua Drive, Cold Spring, Kentucky 41076  
(877) 998-5678

Any objections to billed charges should be reported promptly to the Company. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

If notice of a dispute as to charges is not received in writing by the Company, within thirty (30) days after an invoice is rendered, such invoice shall be deemed to be correct and binding upon the Customer.

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. By Phone:  
Helpline (for complaints/inquiries):  
1-800-342-3377 for Continental United States or,  
1-800-662-1220 for Hearing/Speech Impaired: TDD or,  
518-472-8502 for fax
2. Online:  
<http://www.dps.ny.gov/complaints.html> or,
3. By Mail:  
NYS Department of Public Service  
Office of Consumer Services  
3 Empire State Plaza  
Albany, NY 12223-1350

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Issued By: Cathleen Engle, President, Combined Public Communications, LLC, 100 Aqua Drive, Cold Spring, Kentucky 41076