

Global Tel\*Link Corporation  
PSC No. 3 - Telephone  
Effective Date: 07/16/2020

Leaf: 2  
Revision: 0  
Superseding Revision:

---

## COMPLAINT CONTACTS

### 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.

- Email: The following link will send an email to Customer Service  
<https://web.connectnetwork.com/contact-us-via-email/>
- By Phone: Customer Service  
1-877-650-4249
- By Mail:  
Global Tel\*Link Corporation  
Attn: Customer Service  
3120 Fairview Park Drive, Suite 300  
Falls Church, Virginia 22042

### 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 DPS by phone, online or by mail.

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

---

Issued By: Tariff Administrator  
Cancelled effective 06/16/2020  
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042  
web.connectnetwork.com  
1-877-650-4249