

Intrado Communications, LLC
New York P.S.C. No. 2
Effective Date: 05/05/2020

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Revision:
Superseding revision:

LOCAL EXCHANGE AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES

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: RWMcCausland@intrado.com or DGLewis2@intrado.com
- By Phone: Customer Service
1-866-905-1725
- By Mail:
Intrado Communications, LLC
Attn: Robert W. McCausland or Mr. David Lewis
3200 W. Pleasant Run Road, Suite 300
Lancaster, TX 75146

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.

- Online:
<http://www.dps.ny.gov/complaints.html> or,
- 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
- By Mail:

NYS Department of Public Service
Office of Consumer Services
3 Empire State Plaza
Albany, NY 12223-1350

Cancelled effective 03/02/2024.

Issued by: Tariff Manager, 3200 W. Pleasant Run Road, Suite 300, Lancaster TX 75146