

Time Warner Cable Information Services (New York), LLC  
d/b/a Time Warner Cable  
P.S.C. No. 3 – Telephone  
Effective Date: April 24, 2020

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Revision: 0  
Superseding Revision:

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## LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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### Contacting the Company with a Complaint

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

- Email: [PriorityEscalationTeam@charter.com](mailto:PriorityEscalationTeam@charter.com) or,
- By Phone: Customer Service  
888 GET CHARTER (888 438-2427)
- By Mail:

Spectrum  
Attn: Executive Escalation Manager  
2 Digital Place  
Simpsonville, SC 29681

### 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 Yorks 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 Unites 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 12223-135

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Issued By: Betty Sanders, Vice President – Telephone Regulatory  
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