

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: May 17, 2021

Section 1
Leaf 1.1
Revision: 0
Superseding Revision:

Contacting the Public Service Commission

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

NY2021-04

Issued by: Chantel Bosworth

Director-Government Operations
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