

GetGo Communications LLC  
New York P.S.C. No. 2 – Communications  
Effective: August 18, 2017

Leaf 4  
Revision: 0  
Superseding Revision:

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### **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

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Issued By: Mark Boyles, Director, Voice and Real Time Operations  
10 Exchange Place, Suite 1710, Jersey City, NJ 07310

Cancelled by supplement No. 1 effective 08/30/2023