

Matrix Telecom, LLC
d/b/a Trinsic Communications
PSC No. 2 – Telephone
Effective: November 5, 2018

Leaf: 2
Revision: 0
Superseding Revision:

COMPETITIVE ACCESS PROVIDER SERVICES

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

Issued By:

Charles Griffin, Chief Executive Officer, 433 East Las Colinas Blvd., Suite 500, Irving, Texas 75039
Cancelled by supplement No. 1 effective 10/20/2022