

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C No. 4 - Telephone  
Effective: November 5, 2018

Leaf: 2  
Revision: 0  
Superseding Revision:

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## INTRASTATE SWITCHED ACCESS 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