CROSS RIVER FIBER LLC P.S.C. No. 1 TELECOMMUNICATIONS Effective Date: 10/29/2015

Leaf: 2 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

Issued by: Vincenzo Clemente, President & CEO, Cross River Fiber LLC, 462 Headquarters Plaza, Effective 08/24 Morristowen, New Jersey 07960 by Order made 08/24/2015 in Order Number 15-01461 Cancelled effective 01/18/2024.