

Mobilitie Management, LLC
P.S.C. NO 1 TELEPHONE
Effective Date: 08/30/2016

Leaf: 34
Revision: 0
Superseding revision:

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.20 Service Restoral Charge

The Company will charge a service restoral fee as set forth in this tariff.

This fee will be automatically waived for the customer's first service restoral each calendar year.

2.21 Customer Complaints

Customers can reach the Company's Customer Service department by dialing the number provided on the customer bill. The Company will resolve any disputes properly brought to its attention in an expeditious and reasonable manner.

The Company shall direct its personnel engaged in personal contact with the applicant, customer, or user seeking dispute resolution to inform the customer of their right to have the problem considered and acted upon by supervisory personnel of the company where any dispute cannot be resolved. The Company shall further direct such supervisory personnel to inform such customer who expresses non-acceptance of the decision of such supervisory personnel of their right to have the problem reviewed by the Department and shall furnish them with the telephone number and address of the New York Department of Public Service as follows:

New York Department of Public Service
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350
(800) 342-3377