

**Charter Fiberlink NY-CCO, LLC**  
Within the State of New York

**New York PSC No. 3 - Telephone**  
**Leaf 33**  
**Revision: 1<sup>st</sup>**  
**Superseding Revision: Original**

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## **Section 2 - Rules and Regulations (cont'd)**

### **2.2. Practices and Procedures (cont'd)**

#### **2.2.12. Complaints**

The Telephone Company will investigate customer complaints promptly and thoroughly. The Telephone Company will make multiple telephone attempts to reach the complainant. If this fails the Telephone Company will mail a letter to request the complainant contact the Company.

Customers can file unresolved complaints by contacting:

New York State Department of Public Service  
Office of Consumer Affairs  
3 Empire State Plaza  
Albany, NY 12223  
Toll Free 1-800-342-3317

or

Telephone Company Contact: PriorityEscalationTeam@chartercom.com  
US Mail: Executive Escalation Manager  
2 Digital Place  
Simpsonville, SC 29681  
Telephone: 888 GET CHARTER (888 438-2427)

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Issued: November 14, 2014  
Issued By:

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