

Talk America Services, LLC  
PSC No. 1- Telephone  
Effective: January 19, 2015

Leaf: 25  
Revision: 0  
Superseding Revision:

## TELECOMMUNICATIONS SERVICES TARIFF

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### 3.0 General Rules and Regulations (Cont'd)

#### 3.10 Disputes and Complaints (Cont'd)

##### 3.10.2 Complaint Procedures

Inquiries, general questions, or complaints may be directed informally to Company by telephone, in person, or in writing at Talk America Services, LLC's offices located at 4001 N Rodney Parham Rd, Little Rock, AR 72212, or by telephone at 855-546-5000.

Company's customer service department accepts calls on a twenty-four-hour-a-day basis. Complaints concerning the charges, practices, facilities, or services of Company will be investigated promptly and thoroughly. Company will keep records of each complaint showing the name and address of the complainant, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint that will enable Company to review and analyze its procedures and actions. The records maintained by Company under this tariff will be available for inspection by the Commission or its staff upon request. Within thirty (30) days of the receipt of a written complaint, Company will provide written notice to the Customer of the status of the complaint. Each Customer may file with the Commission for resolution of disputes. Each complainant will be mailed a statement of the complainant's right to contact the Commission at:

Office of Consumer Services,  
NYS Department of Public Service  
3 Empire State Plaza  
Albany, NY 12223

1-800-342-3377 (8:30 am - 4:00 pm)

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Issued by: SVP - Corporate Development and Operations  
4001 N Rodney Parham Rd., Little Rock, AR 72212