

PSC NO: 4 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: December 6, 2014

Leaf: 1
Revision: 0
Superseding Revision:

**CITIZENS TELECOMMUNICATIONS COMPANY OF NEW YORK, INC
D/B/A FRONTIER COMMUNICATIONS OF NEW YORK**

GENERAL CUSTOMER SERVICES TARIFF IN THE STATE OF NEW YORK

INCLUDING REGULATED RATES AND REGULATIONS,

Citizens Telecommunications Company of New York, Inc. d/b/a Frontier Communications of New York
PSC No. 4 supersedes Citizens Telecommunications Company of New York, Inc. d/b/a Frontier
Communications of New York PSC No. 3 in its entirety.

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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

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EXPLANATION OF SYMBOLS AND ABBREVIATIONS

- (C) To signify changed regulation
- (D) To signify a discontinued rate or regulation
- (I) To signify increased rate
- (L) To signify matter relocated without change
- (N) To signify a new rate or regulation
- (R) To signify reduced rate
- (T) To signify a change in text but no change in rate or regulation
- (M) To signify a move in the location of text
- (Z) To signify a correction