



# CONSUMER AWARENESS

## FILING A COMPLAINT

If you have a question or complaint about any aspect of your telephone service, contact the company first. The PSC expects the company to satisfactorily resolve their customer's complaints. If you're not satisfied with the company's response:

- ◆ Call the PSC at 1-800-526-0017 or
- ◆ Write to:
  - Nebraska Public Service Commission
  - 1200 N Street
  - 300 The Atrium
  - PO Box 94927
  - Lincoln, NE 68509-4927 or
- ◆ Submit an online complaint form at: [psc.nebraska.gov](http://psc.nebraska.gov)

We will need to know your name, address and telephone number; the telephone company(s) involved and how they responded to your complaint; and a full explanation of your complaint. Sometimes we will also ask you for a copy of your bill.