

Important Message for New York Customers

MetTel is Just a Call or Email Away

MetTel wants to promptly address and satisfactorily resolve any questions or issues you may have about your service. Our client experience team can be reached by phone or email as follows:

Customer Care Residential

Call Toll-Free: 1 (800) 876-9823

Service Associates are available 24 hours a day, 7 days a week for billing or payment inquiries, technical or repair issues, moves, and other service matters.

Email: clientexperience@mettel.net

For billing inquiries and other non-urgent service matters, you may send us an email. Please be sure to include your name, address, and telephone number.

The NYS Department of Public Service (DPS) is requiring all telecommunications companies including MetTel, to provide residential customers with the following information:

For consumer complaints that cannot be resolved with the Company, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows:

Website: www.dps.ny.gov/complaints

Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30a – 4:00p)

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