

Important Message for California Customers

MetTel is Just a Call or Email Away

MetTel wants to promptly address and efficiently resolve questions or issues about your service. Call us toll-free or send us an email for matters regarding customer care, billing, sales, maintenance, or any other concerns, as follows:

Customer Care Business // Call Toll-Free 1.800.876.9823

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

Email: customerservice@mettel.net

For billing inquiries and other non urgent service matters you may want to send us an email. Please be sure to include your account number.

The California Public Utilities Commission (CPUC) has asked all utility companies including MetTel, to provide our customers with the following statement:

If you are not satisfied with MetTel's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone **1-800-649-7570** (8:30 AM to 4:30 PM, Monday through Friday)

Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

<u>Type of Call</u>	<u>Language</u>	<u>Toll-free 800 Number</u>
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.