

Contacting the Company with a Complaint

In the case of a dispute between the Customer and the Company, please contact the Company via website, phone, mail.

- Website: www.tdstelecom.com/contactus
- By Phone: Customer Service
1-855-220-2592
- By Mail:

TDS Telecom
Attn: Customer Service
525 Junction Road
Madison, WI 53717

Contacting the New York State Department of Public Service with a Complaint

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 DPS by phone, online or by mail.

- Online: <http://www.dps.ny.gov/complaints> or,
- By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30am – 4:00 pm); or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax

- By Mail:

NYS Department of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350