

PSAP COMPLAINT FORM

PLEASE NOTE: Before you file an informal complaint, you must first deal directly with your CLEC. If the company is unable to resolve your problem, you may contact the Pennsylvania Public Utility Commission (PUC) to file an informal complaint. The Bureau of Consumer Services (BCS) investigates and responds to informal complaints as soon as possible.

PSAP INSTRUCTIONS: Fill out the form completely being as detailed as possible. Attach any and all documents related to prior attempted resolutions. Mail the completed form to:

Pennsylvania Public Utility Commission
 Bureau of Consumer Services /
 P.O. Box 3265
 Harrisburg, PA 17105-3265

PSAP INFORMATION	
DATE	
PSAP NAME	
PSAP ADDRESS	ADDRESS: CITY: STATE: ZIP: COUNTY:
CONTACT PERSON	NAME: TITLE: TELE #: EMAIL:

CLEC INFORMATION	
COMPANY NAME	
COMPANY ADDRESS	ADDRESS: CITY: STATE: ZIP:
CONTACT PERSON	NAME: TITLE: TELE #: EMAIL:
TYPE OF ISSUE	
DESCRIPTION OF ISSUE:	(ATTACH ADDITIONAL SHEET IF NECESSARY)

RESOLUTION: If you have not been contacted within sixty (60) days from the date the complaint form was filed, notify..... _____

Attachment: County Resolution
 CC: Pennsylvania Emergency Management Agency (PEMA)
 CLEC