

CHECK SHEET

The sheets of this Tariff are effective as of the date shown. The original and revised sheets named below contain all changes from the original Tariff and are in effect on the date shown.

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2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.5 CUSTOMER COMPLAINTS

During normal hours of operation, all calls will be handled by a Cypress Communications Support Specialist. Calls received outside normal business hours will be answered by an after hours answering service operator, who will page an on-call technician to assist you.

A Customer or prospective Customer may initiate a complaint or billing inquiry with Cypress by either calling during normal business hours or submitting a written complaint to:

Cypress Communications Operating Company, Inc.  
c/o Cypress Communications, Inc.  
15 Piedmont Center, Suite 100  
Atlanta, Georgia 30305  
Toll-free Customer Service No.: (888) 528-1788  
[www.support@cypresscom.net](mailto:www.support@cypresscom.net)

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The Company shall advise the Customer that the Customer may make a formal or informal complaint to the Washington Utilities and Transportation Commission. The address of the Commission is as follows:

Washington Utilities and Transportation Commission  
1200 S. Evergreen Park Drive, S.W.  
Olympia, WA 98504-7250