

# Customer Complaints

If you have a complaint about your utility bill or service, we invite you to bring any complaints or disputes to our attention. Complaints may be made verbally or in writing, however the Utility may require that the complaint be submitted in written form.

All written complaints should be sent to Yukon Telephone Company, Inc., 6270 E. Beechcraft Road, Wasilla, AK 99654 or via email to [yukon@yukontel.com](mailto:yukon@yukontel.com). If you would like to contact us by phone, you may reach us at (907) 745-5363 or (800) 478-2556.

All complaints shall set forth the customer's name, address and telephone number, the nature of the complaint, supporting facts including pertinent dates and a requested resolution.

Within seven (7) days, we will send you a letter acknowledging receipt of your complaint. Within fifteen (15) days of receiving your complaint, we will send you a letter of determination. This letter of determination will, in general, state the customer's complaint, the Utility's finding, any applicable tariff text or company policy and the action to be taken to resolve the complaint.

If the complaint has not been resolved to the customer's satisfaction, you may contact the Regulatory Commission of Alaska (RCA) Consumer Protection & Information Department for further assistance.

To contact the RCA, you may reach them at (907) 276-6222 within Anchorage or at (800) 390-2872 throughout Alaska. You may also email them at [rca.mail@alaska.gov](mailto:rca.mail@alaska.gov).