

**199—22.3(476) Customer complaints.** Complaints from customers about telecommunications service shall be processed pursuant to the commission’s rules in 199—Chapter 6. Unless a customer agrees to an alternative form of notice, local exchange carriers shall notify customers by bill insert or notice on the bill form of the address and telephone number where a telecommunications service provider representative can be reached. The bill insert or notice shall also include a statement: “If (telecommunications service provider name) does not resolve your complaint, you may request assistance from the Iowa Utilities Commission by writing to the Iowa Utilities Commission, 1375 E. Court Avenue, Des Moines, Iowa 50319; by calling 515.725.7321 or toll-free 877.565.4450; or by email to [customer@iuc.iowa.gov](mailto:customer@iuc.iowa.gov).” The bill insert or notice on the bill shall be provided no less than annually. Service providers should attempt to resolve customer complaints regarding unauthorized changes in service without involvement of the commission.

[ARC 8996C, IAB 3/5/25, effective 4/9/25]