

## **Customer Complaint Procedures**

If you experience any problems with your voice service that you would like to report, please contact MetroNet's Customer Service team at 1-877-407-3224 or visit us at <https://www.metronetinc.com/contact-us/>.

If MetroNet does not resolve your complaint, you may request assistance from the Iowa Utilities Board by writing to the Iowa Utilities Board, 1375 E. Court Avenue, Des Moines, Iowa 50319; by calling 515-725-7321 or toll-free 877-565-4450; or by email to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov).