Frontier Copper Lines and Fiber ONT Problems

A guide for Quiet Zone residents: what is happening, your options, and how to file a complaint with the West Virginia Public Service Commission

Written for people who have never filed anything with a state agency · October 2026

In plain terms: if Frontier (now owned by Verizon) has replaced, or plans to replace, your copper landline with equipment that gives off radio signals, or has not delivered the phone service it promised, you can ask the Public Service Commission (PSC) to order Frontier to fix it. It costs nothing and you do not need a lawyer. This guide explains what is changing, what to ask Frontier, and walks you through every line of the PSC complaint form.

What you'll need to file: about an hour, your Frontier bill, a notary (a few minutes, usually free or a few dollars), and a stamp.

At the end: a Resident Worksheet (Appendix A) to organize your facts, and a blank PSC Form 1 (Appendix B).

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Part 1. What is happening to copper landlines

- **Verizon now owns Frontier.** It has asked the Federal Communications Commission (FCC) for permission to stop providing copper telephone service in West Virginia, eight other states and D.C. on or after **November 30, 2026** (FCC WC Docket No. 26-252).
- **A letter does not mean your phone will be shut off that day.** The West Virginia PSC has said Frontier's copper notices do not mean landline disconnection. It has intervened at the FCC and has said Verizon "cannot abandon their landline service."
- **Verizon has said copper stays where there is no approved replacement:** "If a Commission-approved solution is not available, Verizon will not take any action, and the customer will continue to be served over the Verizon copper network."

- **The replacement must still be regulated phone service.** The PSC has said replacement service must be treated and regulated like today's landline service. It also holds final approval over a $60 million landline service fund created as a condition of the Verizon–Frontier deal (PSC Case No. 24-0853-T-PC).
- **Public comments matter.** On September 25, 2026, the FCC paused a different Verizon copper request after heavy public opposition. Comments on Docket 26-252 are due within 15 days after the FCC issues its public notice, and the request can be granted automatically after 31 days unless the FCC acts, so comment early (see Part 15).

Part 2. Fiber ONT problems in the Quiet Zone

When Frontier moves a home to fiber, it installs an **ONT** (optical network terminal), the box where the fiber line ends. Your phone and internet run through it. Two problems come up often:

Problem 1: built-in radios

- Some Frontier ONTs have a **built-in Wi-Fi radio**. For example, the FRX523 includes Wi-Fi, and a Frontier representative has said online that its Wi-Fi can be turned off by a firmware update.
- **Within 10 miles of the Green Bank Telescope, state law limits radio emissions** from electrical equipment. For equipment less than 3 miles from the telescope, the limit is 10 microvolts per meter, measured 10 feet from the equipment, with similar limits out to 10 miles (W. Va. Code §37A-1-3).
- The Green Bank Observatory's published policy for its protection zones permits only "2.4 GHz WiFi (802.11b/g/n/ax/be) (only)". Equipment that radiates on other frequencies falls outside that.
- **Look at your ONT's label.** Write down the model and serial number, and whether it shows an **FCC ID**. Devices that transmit radio signals by design are required to carry an FCC ID, which you can look up at fcc.gov/oet/ea/fccid. Photograph the label.

Problem 2: power outages

- A copper landline is powered by the phone company and usually keeps working when your electricity is out. **A fiber phone stops working in a power outage** unless the ONT has a backup battery.
- **Ask Frontier in writing** what backup power it provides or sells for your phone service, how long it lasts, and what it costs. The FCC explains backup power for these services at fcc.gov/tech-transitions.
- If the landline is your only way to call 911 (for example, no cell service at home), say so in writing to Frontier and in any complaint.

Part 3. Your options at a glance

Option	What it does	Where
Ask Frontier in writing	Creates a record and gives Frontier the chance to fix it	Part 4 sample letter
PSC informal request	A PSC technician contacts Frontier for you; the PSC recommends starting here	1-800-642-8544 (Part 7)
PSC formal complaint	The PSC can order Frontier to provide adequate service, keep copper in place, or issue credits	Form 1 (Parts 8–14)
FCC comment, Docket 26-252	Tells the FCC whether you have a reasonable substitute for copper	fcc.gov/ecfs (Part 15)
Attorney General consumer complaint	Mediation of a consumer dispute, such as a broken sales promise	1-800-368-8808

You can use more than one. They are separate processes and do not cancel each other out.

Part 4. Ask Frontier in writing (sample letter)

Put requests in writing (letter or email) and keep a copy. Phone calls are hard to prove later. Adapt this to your situation:

[Date]

Frontier Communications, Customer Service

Re: Account no. [_____], service address [_____]

My home is about [__] miles from the Green Bank Telescope, inside the area where W. Va. Code §37A-1-3 limits radio emissions. Please:

1. Keep my copper telephone service in place, or provide telephone service using network equipment with no radio transmitter.
2. Tell me in writing the model and FCC ID of any equipment you install or have installed at my home, and whether all its radios are permanently disabled.
3. Tell me what backup power you provide for my phone service during a power outage, how long it lasts, and its cost.

Please reply in writing to [your mailing address or email].

[Your name]

Part 5. What the PSC can and can't do

The PSC regulates telephone companies in West Virginia. State law requires every utility to "establish and maintain adequate and suitable facilities" and to provide service that is "reasonable, safe and sufficient for the security and convenience of the public" (W. Va. Code §24-3-1).

The PSC can	The PSC generally can't
Order Frontier to provide adequate telephone service	Award money damages for personal injury or other losses (that takes a court)
Order Frontier to keep, restore or repair a landline	Regulate internet service by itself
Order bill credits for service that was not provided as required	Enforce the radio-quiet law (§37A) directly; that is for prosecutors and courts
Grant temporary ("interim") relief while your complaint is pending	Change federal FCC rules

Tip: keep your complaint about your **telephone service**: what you were promised, what you got, and what you need. You may mention the Quiet Zone and the radio law as background explaining why wireless equipment is not suitable service at your home.

Part 6. Before you start: what to gather

- **Your Frontier bill** (account number, the name on the account, and your monthly charges).
- **Your phone number.** The area code and next three digits identify your telephone exchange (see Part 8).
- **Equipment labels.** If Frontier installed fiber equipment, photograph the label on each box (the model and serial number, and whether it shows an "FCC ID").
- **Dates and names.** When you called Frontier, who you spoke with, what they said, and any ticket or order numbers. Write it down now while you remember.
- **Letters from Frontier,** especially any notice that copper service may end on or after November 30, 2026.
- **Your situation:** whether you have usable cell service at home, whether the landline is your only way to call 911, how often the power goes out, and whether anyone in the household is 65 or older or has medical needs that depend on the phone.
- **Optional:** readings from a radio-frequency meter, if you or someone you trust has one. These are not required.

Use the Resident Worksheet (Appendix A) as a checklist for these facts.

Part 7. Step 1 – Try the PSC's informal help first (recommended)

The PSC says an informal request for assistance "should be the first step," and most problems are resolved that way. A PSC Consumer Affairs technician will contact Frontier on your behalf.

- **Call:** 1-800-642-8544 (toll-free), or file a Request for Assistance online at psc.state.wv.us, or write to: Public Service Commission of WV, c/o Customer Assistance, 201 Brooks Street, P.O. Box 812, Charleston, WV 25323.
- **Have ready:** your name, mailing and physical address, county, phone number, Frontier account or work-order number, who you've talked to at Frontier, the facts, what Frontier did, and the solution you want.
- **Tell them** if anyone in your household is 65 or older, and if your complaint involves a termination of service or the start of new service.
- **Write down** the date, the technician's name, and any reference number they give you. You'll use these in your formal complaint.

If the informal request doesn't solve the problem, or the November 30, 2026 copper date is getting close, go on to the formal complaint below.

Part 8. Step 2 – Find the right company name (the "defendant")

Frontier operates in West Virginia through **two separate companies**. The PSC requires the defendant's name "in full without abbreviation," so use the company that serves your telephone exchange:

Your exchange (communities it serves)	Defendant's full legal name
Pocahontas County – Arbovale: Green Bank, Dunmore, Cass, Durbin, Bartow, Boyer, Sitlington	**Citizens Telecommunications Company of West Virginia**
Pocahontas County – Marlinton: Buckeye, Huntersville, Frost, Minnehaha Springs, Edray, Clover Lick, Campbelltown, Clawson, Stony Bottom	**Citizens Telecommunications Company of West Virginia**
Pocahontas County – Hillsboro: Droop, Seebert, Mill Point, Denmar, Watoga	**Citizens Telecommunications Company of West Virginia**
Pocahontas County – Snowshoe: Slatyfork	**Citizens Telecommunications Company of West Virginia**
Randolph County – Mill Creek: Valley Head, Mingo, Huttonsville	**Citizens Telecommunications Company of West Virginia**
Greenbrier County – Frankford: Renick, Maxwelton, Falling Spring, Spring Creek, Auto	**Citizens Telecommunications Company of West Virginia**
Greenbrier County – Rupert: Sam Black, Smoot, Crawley, Meadow Bluff	**Citizens Telecommunications Company of West Virginia**
Greenbrier County – Lewisburg, White Sulphur Springs, Alderson, Rainelle; Randolph County – **Elkins**	**Frontier West Virginia Inc.**

Write it this way on the form: "Citizens Telecommunications Company of West Virginia, doing business as Frontier Communications of West Virginia" (or "Frontier West Virginia Inc."). In your attached statement you can add "a Verizon company."

Defendant's address: 1500 MacCorkle Avenue SE, Charleston, WV 25396.

Not listed, or not sure? Look up your town at localcallingguide.com (search "Exchange" for West Virginia), or ask the PSC at 1-800-642-8544. A spelling or company-name question will not sink your complaint. The PSC can sort it out, but getting it right avoids delay.

Part 9. Step 3 – Fill out Form 1, line by line

Download Form 1 from psc.state.wv.us/complaints ("FORM 1 – Formal Complaint Form"), or use the blank copy at the end of this guide. **Type it, or print clearly in black ink. Do not write on the backs of pages.** Here is what goes in each blank:

Form 1 line	What to write
Case no.	**Leave blank.** The PSC fills this in.
Complainant (Mr./Mrs./Ms.)	Your full name, no nicknames or initials. If two or more households file together, list everyone (see Part 16).
Mailing address / physical address	Your mailing address. If your home (where the phone service is) has a different address, put it on the next line.
(your county), your email	Your county (for example, Pocahontas) and your email. **Give an email if you have one:**

	the PSC will email you every filing in your case.
vs. ____ defendant	The full company name from Part 8.
The petition of the above named ____	Your name again.
1. That the above-named ____	The company name again.
engaged in the business of ____	**telephone**
at ____ (their address)	1500 MacCorkle Avenue SE, Charleston, WV 25396
2(a) the matters complained of	A short summary, then "See attached statement, incorporated here by reference." (Example: "Defendant replaced my copper landline with equipment that emits radio signals, despite promising it would not, and has not corrected it. See attached statement.")
2(b) the remedy you seek	A short summary, then "See attached statement." (Example: "Keep my copper line in service, or provide wired service with no radio equipment; an interim order that my copper line not be removed while this complaint is pending; bill credits.")
Wherefore… defendant ____	The company name again.
Dated this __ day of __, 20__	**Leave blank until you are at the notary.**
Signature of Complainant	**Sign only in front of the notary.**
Your full mailing address, phone, fax, email	Fill in. Write "none" for fax if you don't have one.
Attorney's name / address	"None (self-represented)" and "N/A".
Subscribed and sworn… / notary	**Leave blank.** The notary completes this.

Part 10. Step 4 – Write your attached statement

Form 1 has only a few lines. Most people attach a typed statement of one to four pages. The PSC's instructions ask you to explain "wherein the provisions of the law have been, are being, or will be violated," with **"each distinct charge… stated concisely in a separate paragraph,"** and to "state specifically the relief sought." A simple layout that does this:

BEFORE THE PUBLIC SERVICE COMMISSION OF WEST VIRGINIA

[Your name], Complainant, v. [Company name from Part 4], doing business as Frontier Communications of West Virginia, Defendant

STATEMENT ATTACHED TO FORMAL COMPLAINT (FORM 1)

I. Parties. 1. I am a residential telephone customer of Defendant at [address], [county] County. 2. Defendant provides local telephone service in West Virginia and is subject to the Commission's jurisdiction.

II. Facts. Number each fact, in date order: 3. On [date], I … 4. On [date], Defendant's representative [name] told me … 5. On [date], Defendant installed [model] … (Exhibit 1)

III. Charges. One paragraph each, for example: Charge 1 – Failure to provide adequate and suitable service (W. Va. Code §24-3-1). Defendant …

IV. Relief requested. List each thing you want the PSC to order.

V. Interim relief (only if you need it). What must happen now, and why waiting would cause immediate, irreparable harm.

VI. Exhibits. A numbered list of what you attached.

[Sign and date the statement. You may also ask the notary to notarize it along with Form 1.]

Writing tips

- **Use your own words and your own facts.** The PSC gives the most weight to first-hand, specific accounts. Don't copy a neighbor's complaint.
- **Be specific:** dates, names, ticket numbers, model numbers. "On March 4 a Frontier rep named Pat told me…" is far stronger than "they promised."
- **Stick to what you know.** Say "I was told" for things others said. Say "I measured" only if you did.
- **Keep the tone factual.** No insults or guesses about motives; let the facts speak.
- **Health concerns:** the PSC decides service questions. If you mention health, keep it brief and factual (for example, a medical need for a reliable landline).

Charges commonly used in cases like this (choose those that fit your facts)

Charge	When it fits
Failure to provide adequate and suitable service and facilities (W. Va. Code §24-3-1)	The service or equipment you received is not suitable at your home, for example radio-emitting equipment in the Quiet Zone, or no working service.
Failure to provide service as represented (§24-3-1, "just and fair")	Frontier promised something specific (for example, no wireless) and did not deliver it.
Removing or threatening to remove copper facilities without Commission approval	Frontier removed, disconnected or says it will remove your copper line.
Violation of the conditions of PSC Case No. 24-0853-T-PC	The PSC approved Verizon's purchase of Frontier with conditions to protect landline customers. You can cite it and ask the Commission to apply those conditions to you.

Relief people commonly request

- Keep copper telephone service in place until a wired-only replacement, with no radio, is installed and confirmed.
- Provide network equipment with no radio, or permanently disable or remove the radio in equipment Frontier installed.
- Bill credits for service that was not as promised (state the amount per month and the months).
- **Interim relief:** an order that Frontier not remove or disconnect your copper line while the complaint is pending. Explain why: for example, no cell service at your home, the landline is your only way to call 911, frequent power outages, age or medical needs. The PSC requires "extraordinary facts of immediate and irreparable injury or public interest" for interim relief.

Part 11. Step 5 – Attach your exhibits

- **What counts:** copies (never originals) of your bill, equipment-label photos, Frontier letters or emails, your written notes of calls, PSC or Attorney General correspondence, and optional meter readings.
- **Label each one** at the top or on a cover sheet: "Exhibit 1," "Exhibit 2," and so on, and list them at the end of your statement.
- **One side only, 8½ × 11 paper.** Print photos on regular letter paper.
- **Protect your privacy.** Black out your account PIN, Social Security number and any passwords. Your complaint becomes a public record. Your name, address and the facts will be visible on the PSC's website.

Part 12. Step 6 – Sign in front of a notary

- **Form 1 must be notarized or it will not be processed.** Every person filing must sign, and each signature must be notarized.
- **Where to find a notary:** many banks and credit unions (often free for their customers), the county clerk's office, some law offices, and shipping stores. Call ahead to confirm a notary is in.
- **Bring:** your unsigned Form 1 and statement, and a photo ID.
- **Do not sign beforehand.** Sign and date in front of the notary, who then completes the "Subscribed and sworn" section and applies a seal.
- If you are signing outside West Virginia, the PSC asks you to use its verification Form No. 12.

Part 13. Step 7 – Mail (and optionally fax) your complaint

Mail to:
Connie Graley, Executive Secretary
Public Service Commission of West Virginia
201 Brooks Street, P.O. Box 812
Charleston, WV 25323
Fax (optional): 304-340-0325. If you fax, you must still mail the original.

- **Use certified mail with a return receipt** (it costs a few dollars extra at the post office), so you have proof of the date the PSC received it.
- **Order of pages:** Form 1 on top, then your attached statement, then Exhibits 1, 2, 3… Hold it together with a binder clip or paper clip.
- **Keep a complete copy** of everything exactly as you mailed it, plus your mail receipt.

Part 14. What happens after you file

When	What happens
Soon after filing	The PSC assigns a **case number**, puts your complaint on its docket, and mails you an acknowledgment letter and a "Notice to Complainant" explaining your responsibilities. Keep the case number handy for every call.
Same time	The PSC serves Frontier with your complaint and an order to **satisfy the complaint or file a written answer within 10 days** of receiving it (the PSC can shorten or extend this).
After Frontier answers	Frontier must send you a copy of its answer. It must admit or deny each point. If you gave an email, you'll be notified of every filing.
Next	PSC staff may investigate and file a recommendation. The case may settle, be decided on the papers, or be set for a hearing, which you may attend (sometimes by phone or video).
If Frontier fixes the problem	Both sides sign a statement saying when and how it was satisfied, and the PSC can then dismiss the case.

Your job after filing: read everything the PSC sends, meet any deadlines in its orders, tell the PSC right away if your address, phone or email changes, and pick up certified mail promptly.

Part 15. Also tell the FCC (Docket 26-252)

Separately from the PSC, Verizon/Frontier has asked the Federal Communications Commission for permission to stop copper service in West Virginia on or after November 30, 2026 (FCC WC Docket No. 26-252). The FCC accepts public comments, especially about whether customers can get a "reasonable substitute service."

- **Online:** go to fcc.gov/ecfs, choose "Submit an Express Filing" (type a comment) or "Submit a Standard Filing" (upload a PDF), and enter proceeding **26-252**.
- **Mail:** Federal Communications Commission, Wireline Competition Bureau, Washington, DC 20554, marked "WC Docket No. 26-252."
- Comments are due within 15 days after the FCC issues its public notice, so filing early is wise. FCC filings are public; leave off your phone number, email and account numbers.

Part 16. Common mistakes, and a final checklist

Common mistakes

- Abbreviating names ("Frontier" alone, or "Citizens Tel. Co."). Use full names.
- Signing before you reach the notary, or forgetting the notary entirely.
- Printing on both sides of the paper.
- Leaving out what you want the PSC to do. Always state the relief.

- Mixing several charges into one long paragraph. One charge per paragraph.
- Sending originals. Send copies; keep originals.
- Ignoring PSC mail or email after filing.

Filing together

Two or more households may file **one** complaint if it is against the same company and involves "substantially the same violation of law and a statement of facts." Each person must sign and be notarized. Often it is simpler for each household to file its own complaint with its own facts; several separate complaints also show the PSC how many people are affected.

Final checklist

- ☐ Form 1 filled in, with full names, the company and address from Part 8, and "telephone"
- ☐ Attached statement: facts numbered, one charge per paragraph, relief and (if needed) interim relief stated
- ☐ Exhibits labeled and listed; private numbers blacked out; one side only
- ☐ Signed and dated in front of a notary, with the notary section completed
- ☐ Complete copy kept for yourself
- ☐ Mailed certified, return receipt, to the Executive Secretary (and faxed, if you chose to)

Sources

• Verizon/Frontier copper request, Docket 26-252, Nov. 30, 2026: https://dataremote.com/newsroom/news/verizon-section-214-application-discontinue-copper-pots-nine-states-dc

• PSC: copper notices don't mean disconnection: https://www.wdtv.com/2026/10/14/frontier-copper-notices-dont-mean-landline-disconnection-west-virginia-says-psc/

• PSC: Verizon "cannot abandon their landline service": https://wvmetronews.com/2026/10/15/state-public-service-commission-reassures-verizon-customers-that-landline-service-isnt-going-away/

• PSC: replacement service regulated like landline service: https://wvpublic.org/story/government/state-officials-file-commentary-on-proposal-to-end-landline-phone-service/

• PSC $60 million landline fund, final approval: https://www.wdtv.com/2026/07/14/wv-psc-approves-60m-landline-service-fund-tied-verizon-frontier-deal-keeps-final-say-spending/

• Verizon: copper stays without an approved solution: https://au.pcmag.com/networking/120091/verizon-copper-landlines-wont-be-removed-without-working-alternative

• FCC paused a Verizon copper request, Sept. 25, 2026: https://www.insidenova.com/headlines/fcc-halts-verizon-copper-landline-service-cuts-for-now/article_bae9d635-e27b-4b02-993c-0cf17b999dc2.html

• FCC comment timing (15 days; automatic grant after 31 days): https://www.psc.state.fl.us/library/FILINGS/2026/04315-2026/04315-2026.pdf

• FRX523 Wi-Fi and firmware disabling: https://www.reddit.com/r/frontierfios/comments/127buwx/frx523_ont_broadcasting_wifi/

• W. Va. Code §37A-1-3: https://code.wvlegislature.gov/37A-1-3/ · §24-3-1: https://code.wvlegislature.gov/24-3-1/

• Green Bank Observatory Interference Protection Group Policy v6: https://greenbankobservatory.org/wp-content/uploads/2024/01/GBIPG-Policy-v6-Final.pdf

• FCC ID search: https://www.fcc.gov/oet/ea/fccid · FCC backup power: https://www.fcc.gov/tech-transitions

• PSC complaint procedures and Form 1: http://www.psc.state.wv.us/complaints/ · Telephone exchange data: https://localcallingguide.com

Important: this guide is general information to help residents use public processes. It is not legal advice and is not affiliated with the PSC, the FCC, the Attorney General, Frontier, Verizon or the Green Bank Observatory. Information is current as of October 2026; check with the PSC (1-800-642-8544) for the latest. For advice about your situation, consult a lawyer.

Appendix A. Resident Worksheet: Your Frontier Service Facts

Use this to organize your facts for a letter to Frontier, a PSC complaint, or an FCC comment. Answer only what you know first-hand. Keep it for your records.

1. About you

Name: _____ Phone/email: _____

Service address: _____ County: _____

Phone exchange (first 6 digits of your number): _____ Approx. distance from the telescope: _____ mi

2. Your phone service

☐ Copper landline now ☐ Switched to Frontier fiber on (date): _____ Customer since: _____

Received Frontier's letter that copper may end on or after Nov. 30, 2026? ☐ Yes ☐ No ☐ Not sure

3. What Frontier told you

Date: _____ ☐ Phone ☐ In person ☐ Online/letter Frontier person/ID: _____

What were you told about wireless equipment, backup power, or keeping copper? Quote if you can:

_____

_____

_____

4. Equipment installed (fiber customers)

ONT model: _____ Serial no.: _____ FCC ID on label: _____ ☐ none shown

Router or other devices: _____ Battery backup provided? ☐ Yes ☐ No

Does any device broadcast Wi-Fi or another radio signal? ☐ Yes ☐ No ☐ Not sure

Can the radio be turned off? ☐ Yes ☐ No ☐ Not asked

5. Your situation

Usable cell service at home? ☐ None ☐ Weak or outdoors only ☐ Reliable Outages per year: _____

Is the landline your only way to call 911? ☐ Yes ☐ No

Anyone 65 or older, or with medical needs that rely on the phone? ☐ Yes ☐ No

6. Contacts and reference numbers

Frontier ticket/order numbers: _____ PSC informal reference no.: _____

Other (Attorney General, FCC confirmation, etc.): _____

7. In your own words: how losing copper, or radio-emitting equipment, affects you

_____

_____

_____

_____

Form No. 1

COMPLAINT
State of West Virginia
Public Service Commission
Charleston

TYPE OR PRINT CLEARLY USING BLACK INK

Case no._____(leave blank)

Complainant
(Mr./Mrs./Ms.)_____(your name)

_____

_____
(YOUR FULL MAILING ADDRESS IF DIFFERENT FROM YOUR PHYSICAL ADDRESS)

_____ (your county), **your email**:_____

vs.

_____
defendant

The petition of the above named_____(your name), complainant, respectfully shows:

1. That the above-named_____ (name of defendant),
is a public utility engaged in the business of _____(state the **utility business** of the defendant, i.e. gas, electric telephone, etc.)
at_____ (their address), in the State of West Virginia, and as such is subject to the provisions of Chapter 24 (or 24A) of the Code of West Virginia, 1931, as amended, and the provisions thereof applicable to said class of public utilities.

2. That the said defendant has violated the laws of the State of West Virginia, governing said public utility business, in the following particulars, to-wit:
(a) Here state concisely the matters complained of: _____

_____

_____

_____

_____

(b) Here state the remedy you seek: _____

_____

_____

_____

_____

DO NOT WRITE ON BACK OF PAGES – attach an 8 ½ x 11 sheet of paper

Wherefore, the complainant prays that the said defendant_____ (defendant's name) be required to answer the charges herein above set out, and that, after due investigation, an order may be made commanding the said defendant to cease and desist from the wrongful conduct aforesaid, and for such other and further order as the Public Service Commission of West Virginia may deem necessary, reasonable and just in the premises.

[Prayer may ask for the ascertainment of lawful rates of practices, and an order requiring the defendant to conform thereto.]

Dated this_____ day of_____ , 20_____.

Signature of Complainant:_____

Your Full Mailing Address:_____

_____

_____(Phone)_____ (Fax)_____

Your Email:_____

(If you have an attorney, his/her name):_____

Attorney's address:_____

THIS FORM MUST BE NOTARIZED

Subscribed and sworn before me this _____day of_____, 20_____.

_____
(Official signature and official seal of notary)

[If Complainant is signing out-of-state, please use verification Form No. 12]

Please Note:
It is extremely important to inform the PSC of any changes to your contact information and promptly retrieve Certified Mail upon notification of such.

DO NOT WRITE ON BACK OF PAGES – attach an 8 ½ x 11 sheet of paper