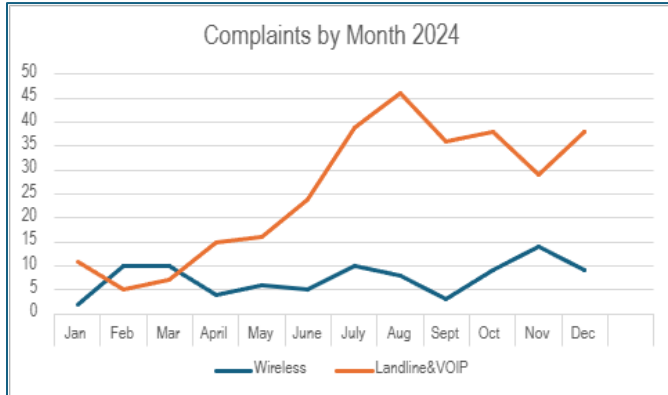
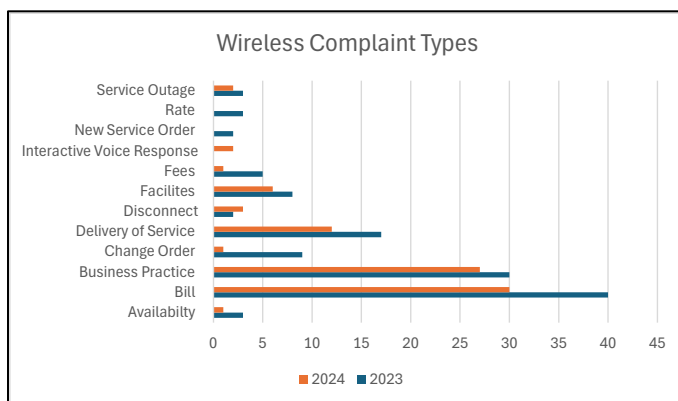
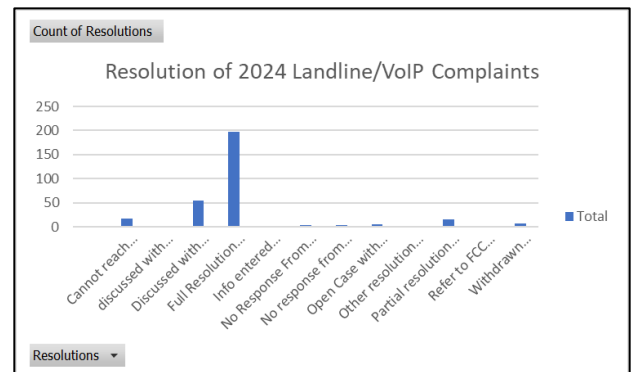
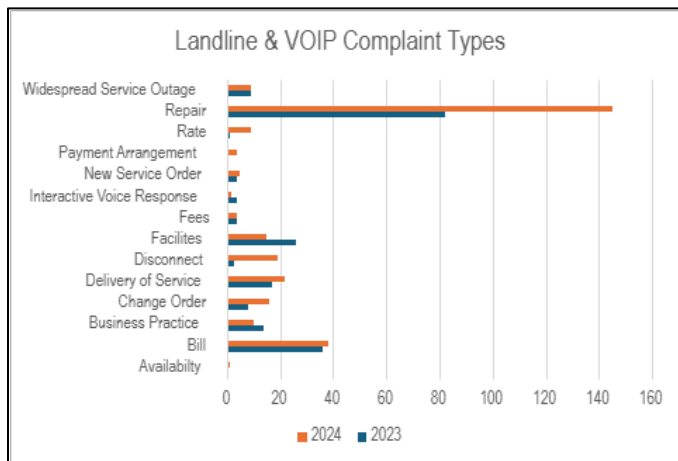


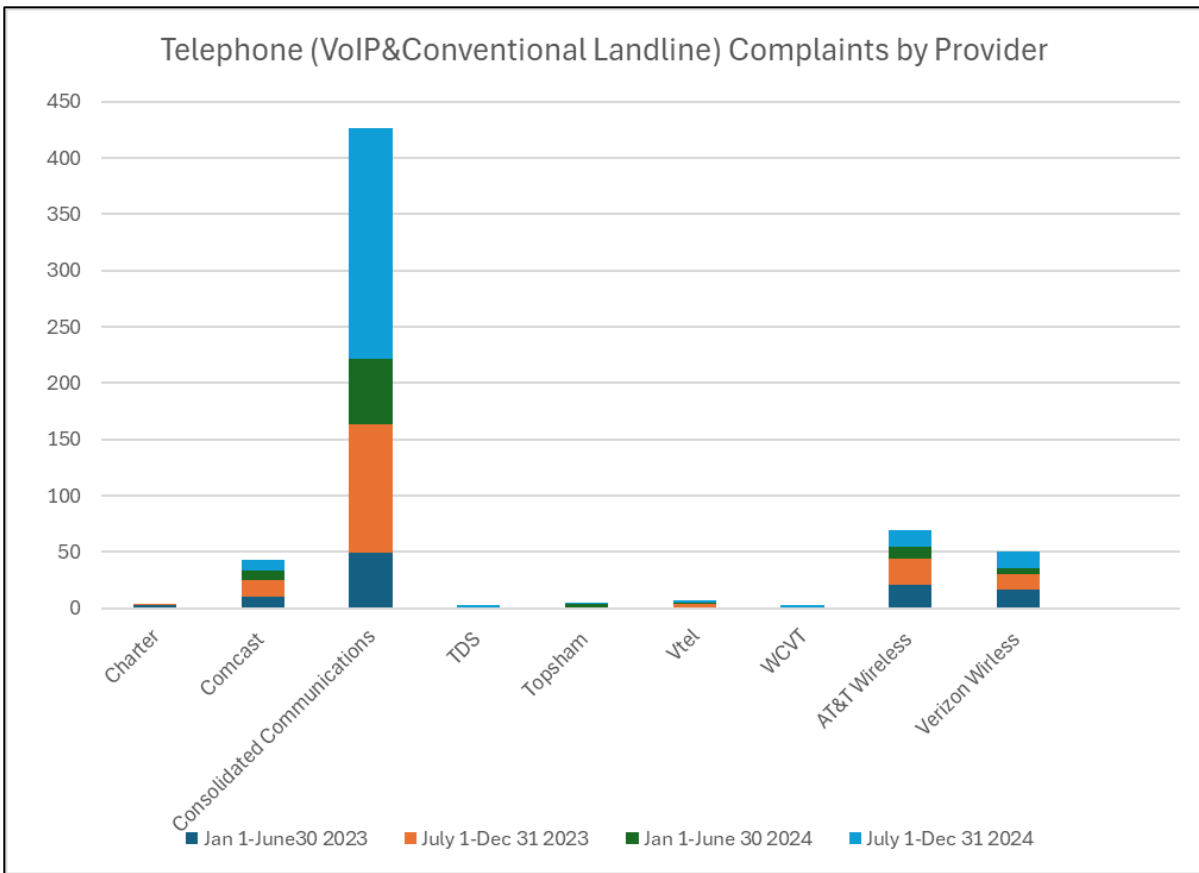
Consumer Affairs & Public Information (CAPI) Division



Complaints against Telephone Service Providers

For calendar year 2024, the CAPI Division received 304 complaints about landline and VoIP (Voice over Internet Providers) and another 90 complaints about wireless providers. These complaints were about telephone services and did not include complaints about the telephone service when bundled with the Internet or television services. There were an additional 128 complaints in 2024 about telephone bundles.





Contact Us

Here's how to contact the Department of Public Service about utility related complaints, questions or concerns:

Write

Consumer Affairs & Public Information
Vermont Department of Public Service
112 State St., Montpelier, VT 05620

Call

800-622-4496

Email

psd.consumer@vermont.gov

Online portal at:

<https://capi.epsd.vermont.gov/?q=node/51>