



CHAPTER 62
ARTICLE 4 - PROCEDURE BEFORE THE COMMISSION

N.C.G.S. § 62-73.1.

Complaints against providers of telephone services.

SOURCE General Statutes of North Carolina, as published by the General Assembly	LAST AMENDMENT IN THIS TEXT No amendment history on record	RETRIEVED 21 September 2026, 05:39 UTC	SOURCE FINGERPRINT 89959a17e21d209718547b9d - 11e276a9fb0e1397f2dfbab3 - 35b8077825ddc7b0
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§ 62-73.1(a) A local exchange company or competing local provider that is unable to resolve a customer complaint shall (i) provide notice to the consumer of the consumer's right to contact the Public Staff of the Commission and (ii) provide to the consumer, in writing, contact information for the Public Staff, including both a toll-free telephone number and an email address.

§ 62-73.1(b) The Public Staff shall keep a record of all complaints received pertaining to the provider, including the nature of each complaint and the resolution thereof. If the Public Staff determines that it cannot reasonably resolve the matter, the matter shall be referred to the Commission. The standard for review by both the Public Staff and the Commission shall be whether the action or inaction of the provider is reasonable and appropriate. (2009-238, s. 5; 2025-25, s. 29(1).)

APPARATUS III

Citation

FULL SECTION

N.C. Gen. Stat. § 62-73.1 (2026).

PINPOINT

N.C. Gen. Stat. § 62-73.1(a) (2026).

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