



archtopfiber™

Contact Us

We would love to hear from you!

Our office is open Monday – Friday from 8:00 – 4:00pm. We can be reached in any of the following ways.

For General Questions or to set up service:

Main Office Line: (607) 637-9911 Toll Free Line: (800) 360-4664

Internet Specific: (607) 637-9911 Toll Free Line: (888) 637-1998

For Technical & Repair Support – 24 hrs/7 days a week + Holidays:

Internet Help Desk: (607) 637-1998

Repair Line: (607) 637-9911

Address:

PO Box 608

34 Read Street

Hancock, New York 13783

New York State Customers: For consumer complaints that cannot be resolved with the company, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows:

Website: www.dps.ny.gov/complaints

Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30a – 4:00p)

Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223

Pennsylvania Customers: For consumer complaints that cannot be resolved with the company, you may contact the Pennsylvania Public Utility Commission. PUC complaints may be directed as follows:

Website: www.puc.state.pa.us/complaints

Phone: 1-800-692-7380

Mail: PUC, Bureau of Consumer Services, P.O. Box 3265, Harrisburg, PA 17105-3265