

Regulatory



Information on tariffs:

Use the links provided below for access to the tariffs of Cavalier, including the subsidiaries Talk America Inc, Long Distance of Michigan (LDMI), and Network Telephone.

Cavalier Tariffs: [Click Here](#)

Talk Tariffs: [Click Here](#)

LDMI Tariffs: [Click Here](#)

Network Telephone Tariffs: [Click Here](#)

Recent Rate Changes: [Click Here](#)

Alabama Detariffing Information: [Click Here](#)

Ohio Customer Bill of Rights: [Click Here](#)

For more information on Taxes & Fees: [Click Here](#)

Where to submit an inquiry:

For issues with service, billing, or with other inquiries contact customer care at residentialinfo@cavtel.com.

For inquiries about litigation, contact the Legal Department at legal@paetec.com.

For inquiries about law enforcement (CALEA or other), contact the Regulatory Department at regulatory@paetec.com.

For inquiries about a civil subpoena contact Connie Jo Bell at subpoenaresponse@cavtel.com.

To place a Customer Service Records (CSR) or a request to port a number: [Click Here](#)

Escalation handling:

Provide the following when calling for an escalation:

- Contact e-mail address, contact Name and telephone number
- Customer name
- PON
- BTN
- Date LSR was submitted and version
- Description/Reason for escalation

Cavalier Telephone will provide status within 2-4 business hours of receiving the initial escalation.

Escalation Contacts (LSR and CSR) for Residential and Business Accounts

1st Level Port Out - VM 800.552.3577 portoutescalations@cavtel.com

2nd Level - Letitia Fuller 804.523.7586 lfuller@cavtel.com

3rd Level - Angie Branham 727.772.2991 abranham1@cavtel.com