

Customer Complaint Procedures

If you experience any problems with your voice service that you would like to report, please contact Metronet's Customer Service team at 1-877-407-3224 or visit us at <https://www.Metronet.com/contact-us/>.

If Metronet does not resolve your complaint, you may request assistance from the Iowa Utilities Board by writing to the Iowa Utilities Board, 1375 E. Court Avenue, Des Moines, Iowa 50319; by calling 515-725-7321 or toll-free 877-565-4450; or by email to customer@iub.iowa.gov.