



# Who to Complain to?

California  
Public  
Utilities  
Commission

# Seek Help from Your Phone Company as Soon as You Find a Problem

- Call the phone company's toll free customer service or reach it through the internet
- Before you contact the phone company be prepared
  - Gather your bill, receipts or anything else you may want to refer to
  - Don't forget to write down when you contacted the company, who you talked to, and what that person agreed to
- If you cannot get the problem settled to your satisfaction, with the customer service representative, ask to speak to a manager.


\*remember that sometimes it takes several minutes to reach a live person, so make sure you call when you are not in a rush



# Seek Help From the CPUC if Your Company Does not Help You

- You may file a complaint with the **CPUC** consumer affairs Branch
- The **CPUC** can help you with complaints about telephone services or the bill
- You may contact the **CPUC** by phone, through the internet or by mail



By Phone	1-800-649-7570 
Online	<a href="https://ia.cpuc.ca.gov/cimsapp/">https://ia.cpuc.ca.gov/cimsapp/</a>
By Mail	CPUC Consumer Affairs Branch 505 Van Ness Ave. San Francisco, CA 94102

# Seek Help From Other Agencies if the CPUC Cannot Help You

- If your phone company and the CPUC were unable to help you, you may contact the FCC if you are questioning calls made from or to another state or from or to another nation.
- You may reach FCC:

By Email	<a href="mailto:fccinfo@fcc.gov">fccinfo@fcc.gov</a>
Online	<a href="http://www.fcc.gov/cgb/complaints.html">www.fcc.gov/cgb/complaints.html</a>
By Mail	Federal Communications Commission Consumer & Govt. Affairs Bureau 445 12 <sup>th</sup> Street, SW Washington, D.C. 20554
By Fax	1-866-418-0232 📠
By Phone	Voice: 1-888-225-5322 📞 TTY: 1-888-835-5322 📞



# There are many ways you can get help with telephone service or bills, such as:

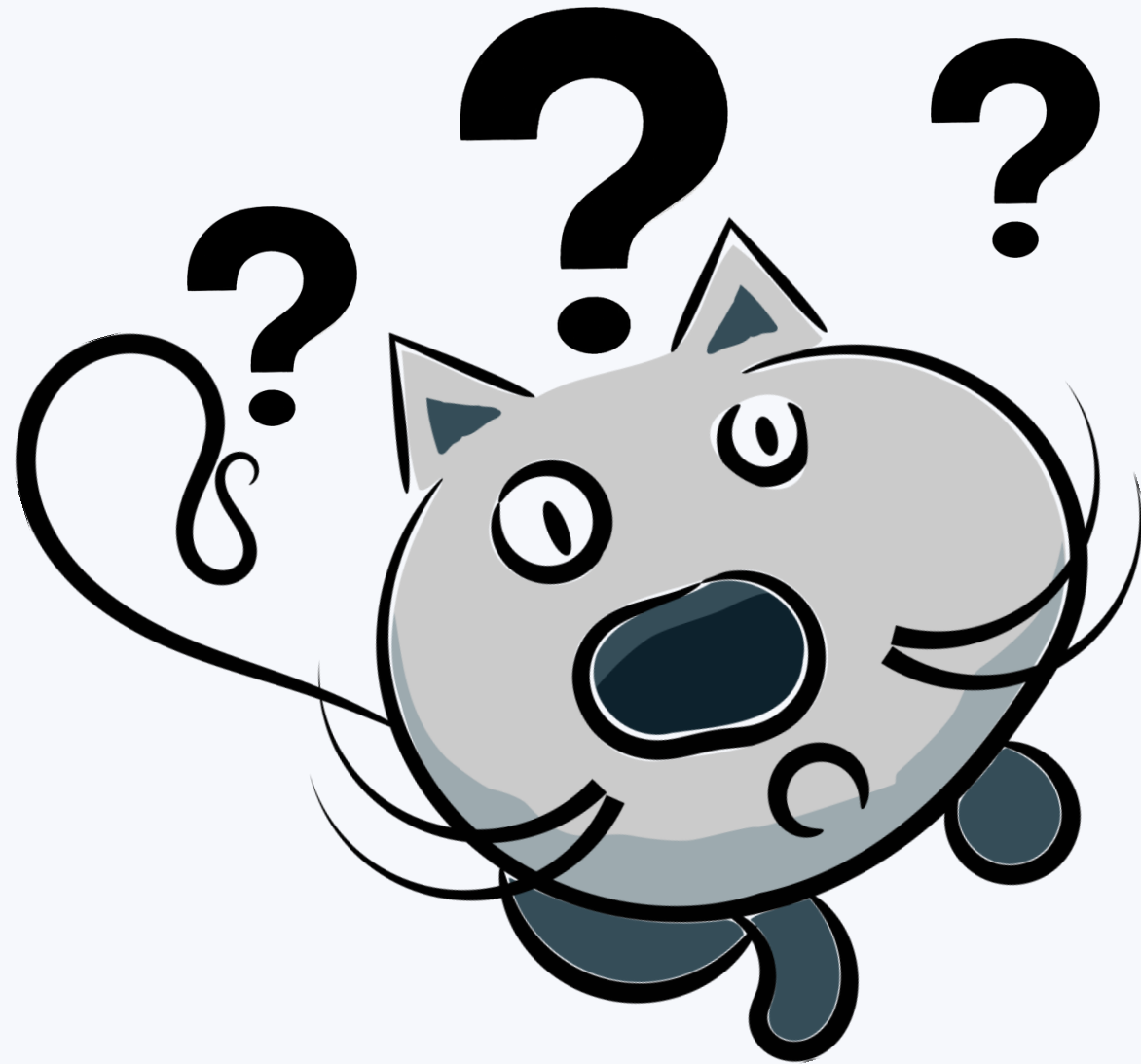
- Contact your phone company
  - Contact the CPUC
  - Contact the FCC



If you need help with a dispute about your telecommunications service or bill, first contact your phone company. If your issue is not resolved, you can file a complaint online at: [www.calphoneinfo.com](http://www.calphoneinfo.com) or call the [Consumer Affairs Branch and Utility Fraud Hotline at: 1\(800\) 649-7570](tel:18006497570)



# Questions?



**For any questions contact your local TEAM  
organization for assistance:**

**(714)481-9600**

**Thank you !**

**Created by: Intern Jonathan Lucas 2018**